

DEPARTMENT: Sheriff

CONTRACT NO. 02119

The County of Onondaga (County) and Inmate Calling Solutions, LLC (Contractor) at 2200 Danbury Street, San Antonio, TX 78217, understand and agree that:

TERM

The term of this agreement shall be January 1, 2019 through December 31, 2021.

This agreement may be terminated without cause, by County or Contractor, by either's giving written notice of termination to the other at least 30 days in advance of termination. This agreement may be terminated for cause, by County, by County's giving written or oral notice of termination to Contractor at any time.

Except as is otherwise stated in this agreement, neither County nor Contractor shall have or make any claim for damages against the other for the other's terminating this agreement.

SCOPE OF SERVICES

Contractor shall provide the goods, equipment, work, or services being video and telephone visitation services for the Onondaga County Sheriff's Department as stated in County's July 10, 2018 Request for Proposal numbered 18-7900-002 (RFP # 18-7900-002), County's July 31, 2018 Addendum # 1, County's August 14, 2018 Addendum # 2, County's August 30, 2018 Addendum # 3, County's September 12, 2018 Addendum # 4, County's September 14, 2018 Addendum # 5, County's September 20, 2018 Addendum # 6 and Contractor's September 2, 2018 proposal in response to RFP# 18-7900-002 all of which are attached hereto and incorporated herein and made a part of this agreement as Exhibit A, B, C, D, E, F, G and H respectively.

No goods, equipment, work, or services may be provided under this agreement until County and Contractor have signed the writing of this agreement and notice to proceed has been given to Contractor by County.

COMPENSATION

Contractor shall pay County a Commission of 65% for each service as stated in Section 7A. Costing Proposal-Both Facilities of Contractor's September 2, 2018 proposal, which is attached hereto and incorporated herein and made a part of this agreement as Exhibit H.

All payment shall be made in accordance with procedures established by County's comptroller. The Onondaga County Sheriff's Department is hereby designated to act on behalf of County in directing and reviewing Contractor's services. Contractor shall report directly to Captain Paula Pellizzari, Administrative Executive Officer or other designee.

DEFEND, INDEMNIFY, AND HOLD HARMLESS

To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County and any person for whose acts or omissions County is legally responsible (County's Person) against and from:

any claim that County or County's Person is legally liable for damages arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or any person for whose acts or omissions Contractor is legally responsible (Contractor's Person) or any subcontractor of Contractor (Contractor's Subcontractor) or any person for whose acts or omissions Contractor's Subcontractor is legally responsible (Subcontractor's Person); and

any reasonable and necessary expense, cost, or fee, including attorney's fee, incurred by County in County's defending County or County's Person against or incident to any claim that County or County's Person is legally liable for damages arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or Contractor's Person or Contractor's Subcontractor or Subcontractor's Person; and

any damages for which County or County's Person is legally liable arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or Contractor's Person or Contractor's Subcontractor or Subcontractor's Person.

LIABILITY INSURANCE

Contractor shall obtain, from an insurer authorized by a license in force pursuant to the insurance law of the state of New York to do an insurance business in the state of New York and having an A. M. Best Company, Inc. financial strength rating of A- or better and an A. M. Best Company, Inc. financial size category of XV, personal injury liability insurance, as personal injury liability insurance is defined by New York State's Insurance Law § 1113 (a) (13), and property damage liability insurance, as property damage liability insurance is defined by New York State's Insurance Law § 1113 (a) (14), covering and applying to legal liability of the insured for damages, and to loss, damage, or expense incident to a claim of such liability, arising out of the death or injury of any person or out of injury to the economic interests of any person as the result of negligence in the rendering expert, fiduciary, or professional service or out of the loss or destruction of or damage to property, that occurs in the performance of, or in connection with, or collateral to, this agreement.

Contractor shall obtain the personal injury liability insurance and the property damage liability insurance by insurance contract or contracts, as insurance contract is defined by New York State's Insurance Law § 1101 (a) (1), specified and described in this agreement. Each insurance contract shall name Contractor as the insured in its declarations. Each insurance contract, except a professional liability insurance contract, shall be endorsed by the insurer to

name, make, and add County as additional insured so as to obligate the insurer to provide the personal injury liability insurance and property damage liability insurance covering and applying to the legal liability of County for damages, as to the legal liability of the insured for damages, and covering and applying to the loss, damage, or expense incident to a claim of the legal liability of County for damages, as to loss, damage, or expense incident to a claim of the legal liability of the insured for damages. Each insurance contract, except a professional liability insurance contract, shall be endorsed by the insurer to obligate the insurer to provide the personal injury liability insurance and property damage liability insurance to County, as primary to, and not seek contribution from, any other insurance available to County by any other insurance contract naming County as the insured. Each insurance contract shall be endorsed by the insurer to obligate the insurer to give County written notice of any termination or substantive change of the insurance contract, at least 30 days before the termination or substantive change, by the insurer's delivering the notice to County's Department of Law, John H. Mulroy Civic Center, 421 Montgomery Street, Syracuse, NY 13202. Each insurance contract shall be approved and accepted by County.

Contractor shall obtain these insurance contracts:

Commercial general liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance, covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, however arising, in a minimum amount of \$1 million for each occurrence of, and in a minimum amount of \$2 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

Automobile liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance, covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, arising out of the ownership, maintenance, or use of any motor vehicle, as motor vehicle is defined by New York State's Vehicle and Traffic Law § 125, in a minimum amount of \$1 million for each occurrence of, and in a minimum amount of \$2 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

Umbrella liability insurance contract that obligates the insurer to provide personal injury liability insurance and property damage liability insurance, in excess of that personal injury liability insurance and property damage liability insurance provided by any commercial general liability

insurance contract, automobile liability insurance contract, and professional liability insurance contract required by this agreement, in a minimum amount of \$1 million for each occurrence of death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

Professional liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, in a minimum amount arising out of the insured's business, trade, occupation, or practice of a profession for which a license is required by a governmental authority of the state of New York, in a minimum amount of \$2 million for each occurrence of, and in a minimum amount of \$4 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

Contractor shall deliver to County's Department of Law, before this agreement may be made or performed, and from time to time as is reasonable, as evidence that Contractor has obtained the insurance as required by this agreement, both a form certificate of insurance approved for use by New York's superintendent of insurance which identifies the insurance contracts obtained by Contractor and copies of the declarations of each insurance contract referred to in the form certificate of insurance. At the request of County, Contractor shall deliver to County's Department of Law a copy of any insurance contract required by this agreement.

WORKERS' COMPENSATION AND DISABILITY BENEFITS

This agreement shall be void and of no effect unless Contractor and other person or entity making or performing this agreement shall secure compensation for the benefit of, and keep insured during the life of this agreement, the employees engaged thereon, in compliance with the provisions of the New York State workers' compensation law.

Contractor shall show, before this agreement may be made or performed, and at all times during the life of this agreement, that Contractor, and other person or entity performing this agreement, is in compliance with the provisions of the New York State workers' compensation law, by Contractor's delivering to County's Department of Law that New York State Workers' Compensation Board (Board) form or State Insurance Fund (Fund) form described in one of the following subparagraphs numbered 1, 2, 3, or 4, and that Board form described in one of the following subparagraphs numbered 5, 6, or 7:

1. Board form C-105.2 (Fund form U-26.3, if the insurer is the State Insurance Fund), subscribed by the insurer, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, as workers' compensation insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
2. Board form SI-12, completed by Board's self-insurance office and approved by Board's secretary, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, as Board approved workers' compensation self-insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
3. Board form GSI-105.2, completed by the group self-insurance administrator, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, by being a participant in a workers' compensation group self-insurance plan, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
4. Board form CE-200 bearing an exemption certificate number issued by Board, showing that Contractor, and other person or entity making or performing this agreement or the Work is not required to secure compensation for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
5. Board form DB-120.1, subscribed by the insurer, showing that Contractor, and other person or entity making or performing this agreement has secured the payment of disability benefits, as disability benefits insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
6. Board form DB-155, completed by Board's self-insurance office and approved by Board, showing that Contractor, and other person or entity making or performing this agreement, has secured disability benefits, as Board approved disability benefits self-insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
7. Board form CE-200 bearing an exemption certificate number issued by Board, showing that Contractor, and other person or entity making or performing this agreement is not required to secure disability benefits for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

ASSIGNMENT

Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement, or Contractor's right, title, or interest in this agreement, or Contractor's power to execute this agreement, to any other person or entity without the previous consent in writing of County.

INDEPENDENT CONTRACTOR

Contractor is an independent contractor. Neither Contractor, nor Contractor's officers, employees, agents, or servants shall hold themselves out as, or claim to be, officers, employees, agents, or servants of County.

CONFLICT OF INTEREST

At the time Contractor submits a bid, or if no bid is submitted, prior to performing any services under this agreement, Contractor shall deliver to County's Department of Law, the attached affidavit certifying that Contractor has no interest and will not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of services to County. The affidavit shall further state that in rendering services to County no persons having any such interest shall be employed by Contractor. Contractor assumes full responsibility for knowing whether Contractor's officers, employees, agents, or servants have any such interest and for certifying the absence of such conflict to County.

During the course of performing services for County, Contractor shall disclose immediately to County, by affidavit, every known or apparent conflict of interest and every ostensible or potential conflict of interest of Contractor, Contractor's officers, Contractor's employees, Contractor's agents, and Contractor's servants. The duty to disclose is a continuing duty. Such disclosure is a material obligation of this agreement and Contractor's failure to comply with these provisions affords County the right to pursue any and all remedies for breach of agreement. In the event of an apparent or actual conflict of interest during the course of performance, Contractor shall suspend all work and services, and County's payments to Contractor shall be suspended pending final approval by County or County's Board of Ethics. If the conflict cannot be resolved to the satisfaction of County, County may terminate the agreement by written notice. Nothing herein shall be construed as limiting or waiving County's right to pursue damages or other remedies.

A conflict of interest includes any circumstance which might influence or appear to influence the judgment of Contractor, and Contractor shall disclose the same. Contractor shall disclose further the acceptance of compensation, monetary or otherwise, from more than one (1) payor or party for services on the same project or related project. Contractor shall disclose further the direct or indirect solicitation or acceptance of financial or other consideration from parties other than County for work on the project to which this agreement pertains. If applicable, Contractor shall disclose further the direct or indirect acquisition of any interest in the real estate which is the subject of the project, or in the immediate vicinity thereof. A conflict of interest of Contractor's officers, Contractor's employees, Contractor's agents, or Contractor's servants shall be deemed a conflict of interest of Contractor, giving rise to the duty to disclose.

Contractor shall not disclose any data, facts or information concerning services performed for County or obtained while performing such services, except as authorized by County in writing or as may be required by law.

LICENSES AND PERMITS

Contractor shall obtain at Contractor's own expense all licenses or permits required for Contractor's services or work under this agreement, prior to the commencement of Contractor's services or work.

APPROPRIATIONS

This agreement is executory only to the extent of the monies appropriated and available for the purpose of this agreement and no liability on account thereof shall be incurred by County beyond monies appropriated and available for the purpose thereof.

AGREEMENT MODIFICATIONS

This agreement represents the entire and integrated agreement between County and Contractor and supersedes all prior negotiations, representations or agreements either written or oral. This agreement may be amended only by a writing signed by County and Contractor.

SEVERABILITY

If any term or provision of this agreement shall be held invalid or unenforceable, the remainder of this agreement shall not be affected thereby and every other term and provision of this agreement shall be valid and enforced to the fullest extent permitted by law.

CLAUSES REQUIRED BY LAW

Each and every provision of law and clause required by law to be part of this agreement shall be deemed to be part of this agreement and to have been inserted in this agreement, and shall have the full force and effect of law.

GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of New York, without giving effect to otherwise applicable principles of conflicts of law. For legal disputes, venue shall be a court of competent jurisdiction in Onondaga County or the Northern District of New York, and Contractor consents to such jurisdiction. County does not agree to arbitration.

SUSPENSION AND DEBARMENT

Contractor certifies that, except as noted, Contractor and any person associated with Contractor in the capacity of owner, partner, director, officer, or major stockholder is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility by any federal agency, and has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal agency within the past three years.

IN WITNESS WHEREOF, County and Contractor have executed the writing of this agreement on the dates hereafter written.

County of Onondaga

Dated: 2/25, 2019

By:

J. Ryan McMahon, II
J. Ryan McMahon, II, County Executive
THK

Inmate Calling Solutions, LLC

Dated: February 19th, 2019

By:

Brendan Philbin
BRENDAN PHILBIN VP
Print Name and Title

Conflict of Interest Affidavit

State of)
County of) ss.:

BRENDAN PHILBIN, being duly sworn, deposes and says:
Print Name

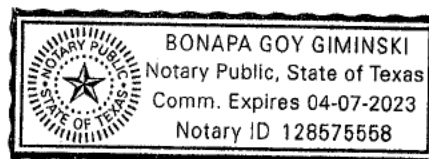
Inmate Calling Solutions, LLC (Contractor) agrees that Contractor has no interest and will not acquire any interest, direct or indirect that would conflict in any manner or degree with the performance of the services to be rendered to the County of Onondaga (County).

Contractor further agrees that, in the rendering of services to County, no person having any such interest shall knowingly be employed by Contractor.

Brendan Philbin
Contractor's Signature

Sworn to before me on this
19 day of FEBRUARY 20 19

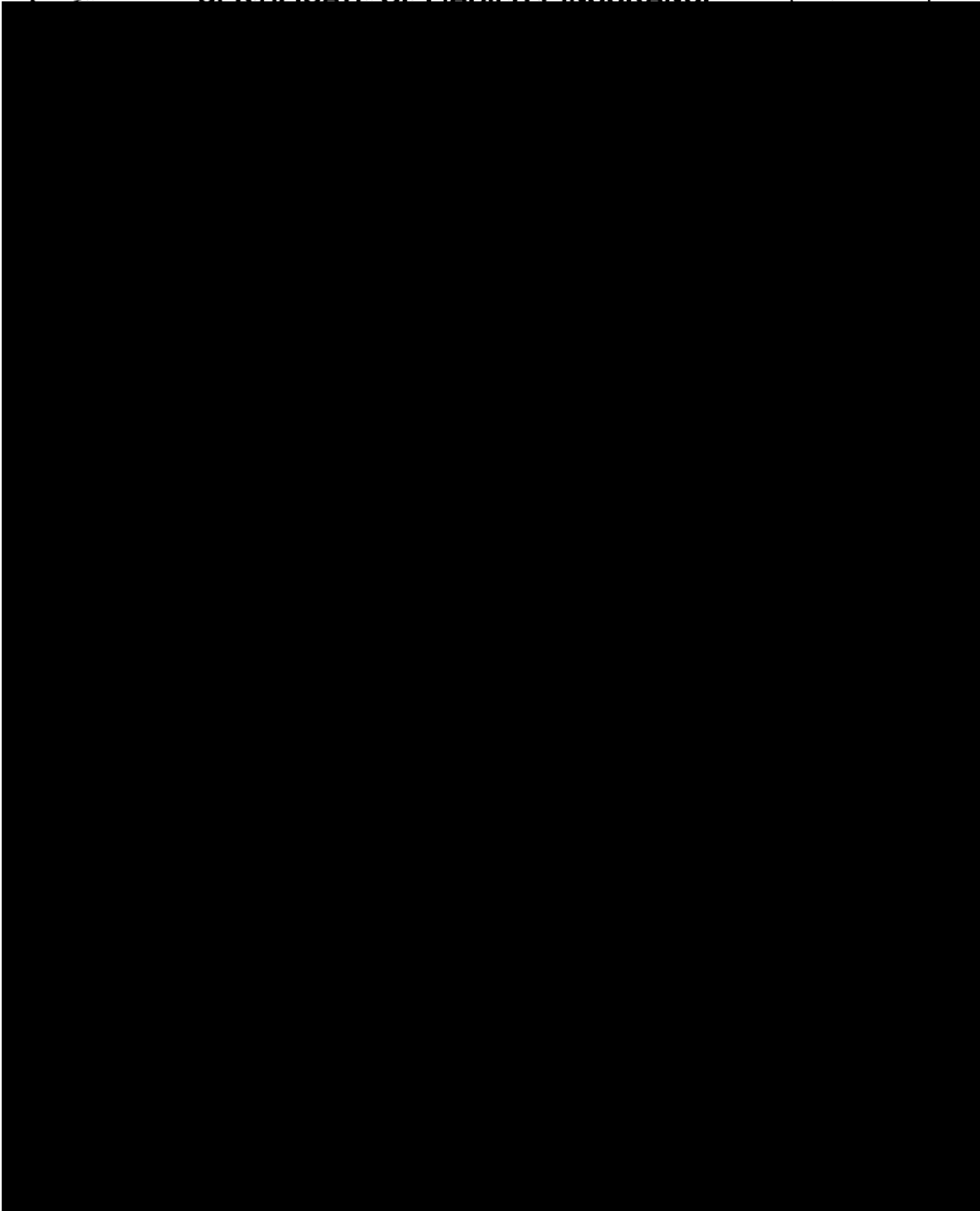
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Notary Public Signature





CERTIFICATE OF LIABILITY INSURANCE

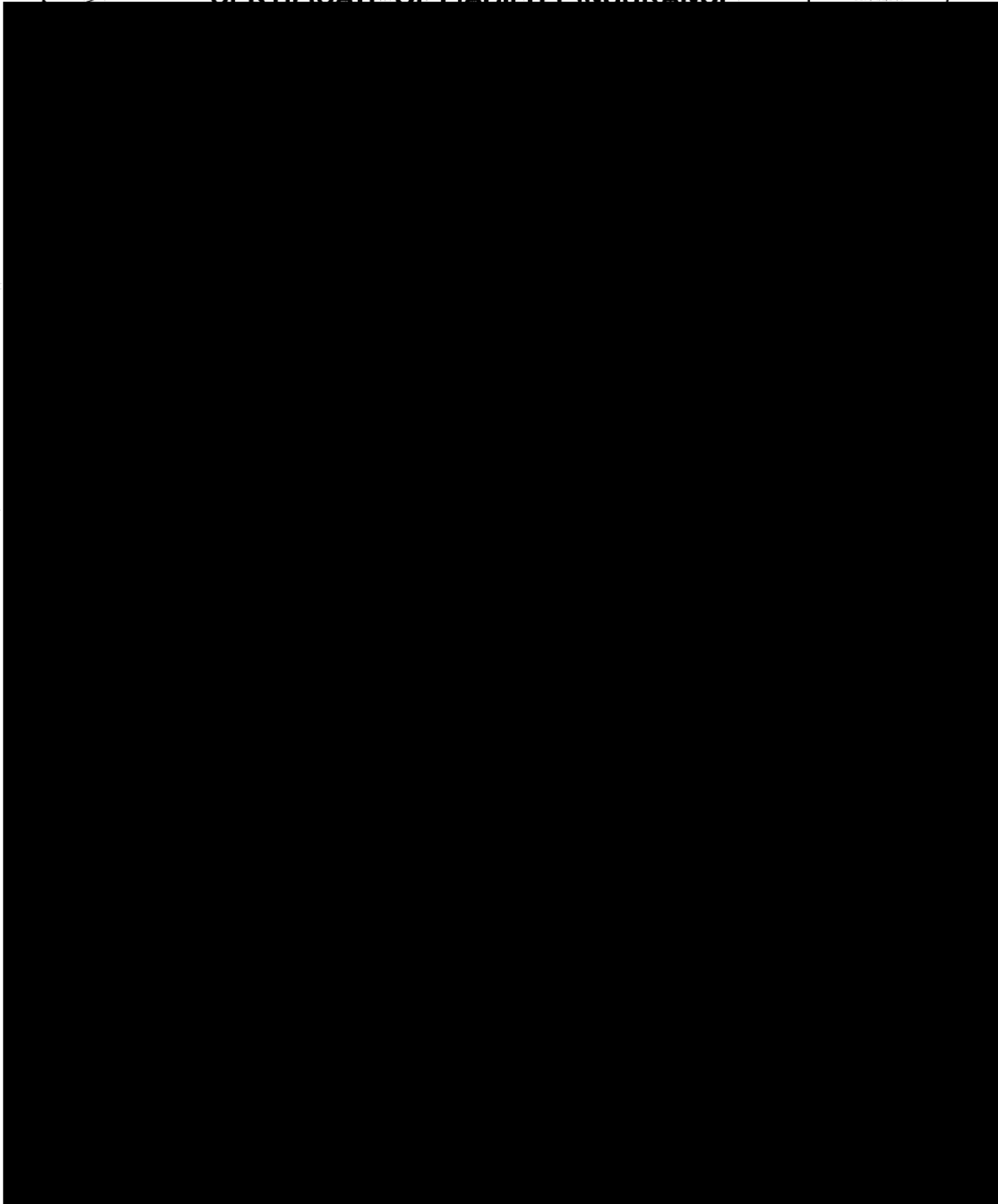
DATE(MM/DD/YYYY)
11/27/2018





CERTIFICATE OF LIABILITY INSURANCE

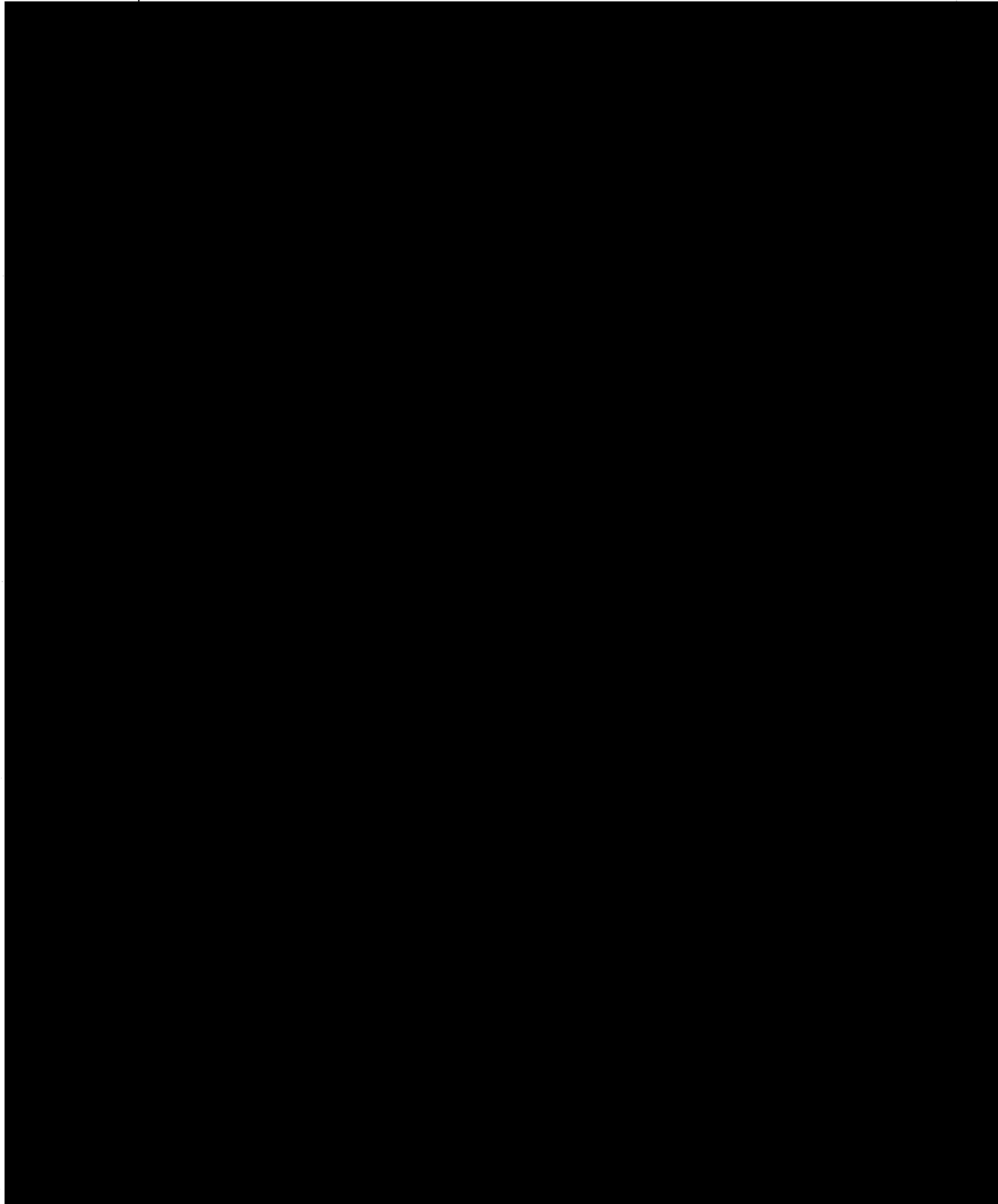
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09/14/2018





**Workers'
Compensation
Board**

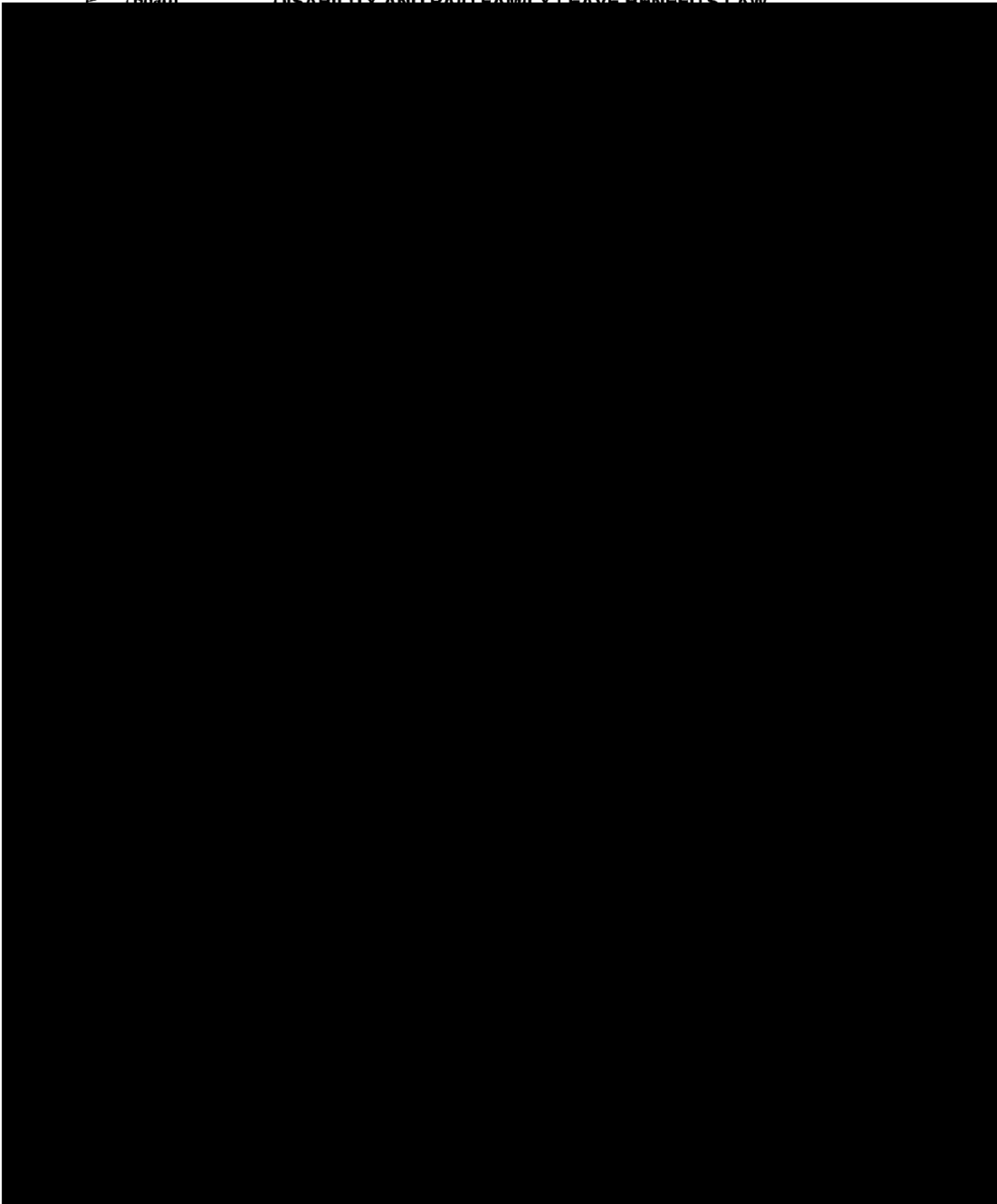
**CERTIFICATE OF
NYS WORKERS' COMPENSATION INSURANCE COVERAGE**





Workers'
Compensation
Board

CERTIFICATE OF INSURANCE COVERAGE
DISABILITY AND PAID FAMILY LEAVE BENEFITS LAW





Onondaga County
Executive Department
Division of Purchase

*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.oncoy.net*

JOANNE M. MAHONEY
County Executive

ANDREW TROMBLEY
Purchasing Director

July 10, 2018

Subject: Request for Proposal, #18-7900-002

Dear Vendor:

Enclosed is an Onondaga County Request for Proposal (RFP) seeking a contract to provide Video and Telephone Visitation Services for the Onondaga County Sheriff's Department. The County is seeking a quality firm to provide high quality services.

Please review the attached materials and respond in accordance with the instructions in the RFP. If you have technical questions relating to the scope of services or questions relating to the RFP process, please contact the undersigned. Otherwise, the only permissible County contacts for vendors regarding this RFP are listed in Sections 4.1, 4.2, and 4.3 or are otherwise identified in the document.

Onondaga County will host a non-mandatory pre-proposal meeting on July 31, 2018, at 10:00 am at the Onondaga County Sheriff's Office – Custody Department, 555 South State Street, Syracuse, NY 13202. Immediately following this meeting we will meet at Onondaga County Sheriff's Office – Correction Department, 6660 East Seneca Turnpike, Jamesville, NY 13078. Two original and one electronic copy of the proposal must be submitted to the Onondaga County Division of Purchase the John H. Mulroy Civic Center, 421 Montgomery Street, 13th Floor, Syracuse, New York, no later than 4:00 p.m., August 28, 2018.

Thank you for your anticipated interest in this service to Onondaga County. If it is not your intention to submit a proposal, please notify us in writing before the proposal close date.

Sincerely,

A handwritten signature in black ink that reads "Andrew Trombley".

Andrew Trombley
Purchasing Director

Attachments

1. INTRODUCTION AND INSTRUCTIONS

- 1.1. RFP Certification: Pursuant to the provisions of New York State General Municipal Law, the Onondaga County Division of Purchase certifies the services required are not subject to competitive bidding under the professional service exemption and Onondaga County Purchasing rules require selection of services through a Request for Proposal process.
- 1.2. Schedule of Events. The schedule of events set out herein represents the County of Onondaga's best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFP will be sent out as an official, written addendum prior to the closing date of this RFP. After the close of the RFP, the County reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, negotiations, contract award and the contract term on an as-needed basis with or without notice.

| | | | |
|--|----------|--------------------------------|----------|
| Release Date: | 07/10/18 | Addendum Date Issued by County | 08/07/18 |
| Pre-Proposal Meeting: | 07/31/18 | Proposal Submission Deadline: | 09/03/18 |
| Final date for submission of questions | 08/01/18 | Expected Award Date: | 09/11/18 |
| | | Expected Contract Start Date: | 1/1/2019 |

1.3. Submission of Proposals

- 1.3.1. Sealed Proposals, (two (2) original and one (1) electronic copy – in the form of a compact disk or flash drive), shall be submitted to the Onondaga County Division of Purchase the John H. Mulroy Civic Center, 421 Montgomery Street, 13th Floor, Syracuse, New York, no later than 4:00 p.m., August 28, 2018. Note: Packages not containing the required number of copies will be rejected.
 - 1.3.2. No proposal will be considered which is not accompanied by pricing as requested and signed by an authorized official of the firm.
 - 1.3.3. Proposals must be received on or before the time and date specified. Proposals received after the time specified will not be considered and will be returned unopened.
 - 1.3.4. Proposal information is restricted and not publicly available until after the award of the Contract.
 - 1.3.5. Responses to this RFP may require that potential vendors include corporate information that is proprietary. All RFP materials are subject to the Federal and State Freedom of Information Laws, unless marked in advance as proprietary. You may NOT protect the entire RFP response or the pricing pages as proprietary. Should a request be filed to view the RFP responses, all material marked proprietary will be redacted. Should additional justification be required to protect a section, it will be the vendor's responsibility to qualify the section under the proprietary exemption. The County reserves the right to release sections which as a matter of law do not meet the standard to be exempted, regardless of how they were marked by the vendor.
- 1.4. Modifications or Withdrawal of Proposal A proposal that is in the possession of Division of Purchase may be altered by a letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. Fax, telephone or verbal alterations will not be accepted. A proposal that is in the possession of the Division of Purchase may be withdrawn by the vendor up to the time of the opening. Failure of the successful Vendor to furnish the service awarded, as a result of this advertisement, shall eliminate the Vendor from the active Vendors list for a period of time as determined by the Purchasing Director.

1.5. Award and Contract Information

1.5.1. Onondaga County encourages its contractors to make every good faith effort to promote and assist the participation of New York State Certified Minority and Women-owned Business Enterprises (M/WBE) as subcontractors and suppliers. MWBE and EEO compliance and participation will be a priority in evaluating responses to this RFP.

Onondaga County requires all respondents to this RFP for professional services: (1) to be a certified MWBE prime contractor, or (2) to subcontract services and/or purchase supplies from a MWBE partner (or MWBE Partners) sufficient so that not less than 30% of the total value of the work and supplies purchased by the County from your company, or, if such 30% requirement is unattainable, to submit a written explanation for why the 30% requirement is unattainable, along with a description of any attempted efforts to meet the 30% requirement. The County will consider M/WBE contractors that have applied for New York State Certification. Onondaga County will consider on a case by case basis City of Syracuse or other M/WBE certifications your company has attained.

Suppliers that submit proposals in response to this RFP will be required to submit a conceptual plan identifying the services and / or supplies that will be subcontracted or purchased, respectively, from your identified M/WBE partners.

1.5.2. The Vendor also agrees that should this firm be awarded a Contract, Vendor will not discriminate against any person who performs work hereunder because of age, race, color, sex, creed, sexual orientation, national origin, or disability.

1.5.3. The Vendor expressly warrants to the County that it has the ability and expertise to perform its responsibilities hereunder and shall use the highest standards of professional workmanship.

1.5.4. Onondaga County reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the County to do so.

1.5.5. The successful Vendor will be required to enter into and sign a formal Contract with the County with reasonable adjustments acceptable to the County. This RFP and the response of the successful vendor will become a part of the Contract and will be in effect for the duration of the contract period. The Contract language will control over any language contained within this RFP that conflict with the signed and fully executed Contract.

1.5.6. The successful Vendor shall comply with the Americans With Disabilities Act.

1.5.7. Onondaga County will make this contract available to all municipalities, subject to eligibility under state law. Contractors can provide substantially the same goods and services under the same terms and conditions detailed in the RFP, provided local law permits and the requesting municipality makes their own payment arrangements. The vendor may not increase the price on the contract but may negotiate a reduction. Onondaga County is not responsible for determining a municipality's ability to piggyback, and that right is reserved exclusively to local counsel. Although extension of the contract to additional municipalities is optional for the vendor, providing this service is a priority for the County.



Onondaga County
Executive Department
Division of Purchase

John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.ongov.net

JOANNE M. MAHONEY
County Executive

ANDREW TROMBLEY
Purchasing Director



REQUEST FOR PROPOSAL

TITLE: Video and Telephone Visitation
NUMBER: #18-7900-002

CLOSING DATE AND TIME: August 28, 2018 at 4:00 P.M. EST

DELIVER TO: Onondaga County Division of Purchase, address above

In compliance with the RFP specifications and the Conditions of Proposing, I, the undersigned, offer and agree to furnish any or all materials and/or services upon, which prices are offered, at the price set opposite each, to the County within the time specified. I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify that I am authorized to sign this proposal for the Offeror.

By my signature, below, Contractor subscribes and Contractor affirms as true under penalties of perjury the following statement:

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to paragraph (b) of subdivision 3 of section 165-a of the state finance law.

Name and Address of Record:

State of Incorporation _____ Telephone number _____

Mailing Address _____

Federal I.D. number _____

Authorized signature _____

Typed or Printed Name _____

Title of Authorized Person _____

Receipt of Addenda Nos. _____ is hereby acknowledged. (Where none received, place the figure (0) Zero in this space.)

NO LATE PROPOSALS WILL BE ACCEPTED

2. ONONDAGA COUNTY GREEN AND SUSTAINABLE PRACTICES

Sustainable Practices: It is the goal of Onondaga County to limit its carbon footprint and the environmental impact of its activities through its carbon calculator by achieving 1% each year over the next 25 years. If contractor participates in any sustainable practices such as but not limited to alternative fuels in contractor vehicles, recyclable materials used in advertising, or sustainable features at any support facilities, please include them here for consideration. County may consider high priority sustainability solutions of the contractor after reviewing full and compliant responses to inquiries made in the RFP.

3. PROPOSAL SUBMITTAL

3.1. Original Proposal The complete proposal must be submitted in a sealed package with two (2) original and one (1) electronic copy, prior to the opening date and time. All proposals shall be marked Video and Telephone Visitation, #18-7900-002. Vendors shall include all documents necessary to support their proposal in the sealed package. Vendors shall be responsible for the delivery of proposals during business hours to the address indicated in the cover letter. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time.

3.2. Proposal Format Proposals must be typed or printed on 8 1/2 x 11 inch paper (larger paper is permissible for charts, spreadsheets, etc.) and placed with tabs delineating each section. Pages must be sequentially numbered within major document sections, which are clearly defined below. Sales materials or brochures, if submitted, must be in a separately bound appendix. The proposal must be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated.

3.2.1. Cover Page:

- 3.2.1.1. Full proposal name and number.
- 3.2.1.2. Submission date and time.
- 3.2.1.3. Prime Contractor name (Onondaga County/Vendor who is responsible).

3.2.2. Table of Contents:

- 3.2.2.1. All items listed in Proposal Format in the sequence listed.

3.2.3. Executive Summary:

- 3.2.3.1. Summarize understanding of the scope of the RFP (project).
- 3.2.3.2. Explain how your solution or approach addresses the requirements provided in this RFP.
- 3.2.3.3. Provide a summary or overview of each proposed solution, for each corresponding component of Scope of Work offered in this proposal.
- 3.2.3.4. State exceptions and omissions to stated requirements.
- 3.2.3.5. Summarize any assumptions (made by the Vendor) in order to adequately respond to the requirements of this RFP.
- 3.2.3.6. Summarize all resources, assumed or expected, to be provided by Onondaga County. This summary should clearly identify what the Vendor expects or anticipates by way of County personnel or resources. This is to be summarized by component.

3.2.4. Compliance Statement:

- 3.2.4.1. State agreement with all General Provisions, Special Provisions, Equipment, Standard of Performance and Reliability.

3.2.5. Project Coordination and Scheduling

3.2.5.1. Provide a work plan with start date, duration and physical requirements. To be provided for each component if proposed separately.

3.2.6. Vendor Responsibilities

3.2.6.1. Proposal Certification, Verification, and Signature. Proposals not signed by authorized officer of the Vendor's organization will be eliminated.

3.2.6.2. It is the sole responsibility of the VENDOR to assure that they have received the entire Request for Proposal. Proposal and any addenda may be secured by contacting the Division of Purchase.

4. QUESTIONS

4.1. During the period between the earliest notice of the RFP to vendors and the contract award, no county employee can accept oral, written, or electronic contact from vendors regarding the procurement, except as authorized in Section 4 of the RFP. All proposals will remain sealed until after the submission deadline.

4.2. All questions regarding the RFP must be submitted in writing to:

Daniel Hammer
John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202

4.3. Questions may also be directed to Andrew Trombley by email at danielhammer@ongov.net. All questions must be received by the date listed in Section 1.2 (Schedule of Events) of this RFP.

5. REIMBURSEMENT/GIFTS

5.1. Denial of Reimbursement The County will not reimburse vendors for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.

5.2. Gratuity Prohibition Vendors shall not offer any gratuities, favors, or anything of monetary value to any official, employee or agent of the County for the purpose of influencing consideration of this proposal.

6. GENERAL PROVISIONS

6.1. Defend, Indemnify, And Hold Harmless To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County and any person for whose acts or omissions County is legally responsible (County's Person) against and from:

any claim that County or County's Person is legally liable for damages arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or any person for whose acts or omissions Contractor is legally responsible (Contractor's Person) or any subcontractor of Contractor (Contractor's Subcontractor) or any person for whose acts or omissions Contractor's Subcontractor is legally responsible (Subcontractor's Person); and

any reasonable and necessary expense, cost, or fee, including attorney's fee, incurred by County in County's defending County or County's Person against or incident to any claim that County or County's Person is legally liable for damages arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or Contractor's Person or Contractor's Subcontractor or Subcontractor's Person; and

any damages for which County or County's Person is legally liable arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or Contractor's Person or Contractor's Subcontractor or Subcontractor's Person.

6.2. Insurance

6.2.1. Liability Insurance

Contractor shall obtain, from an insurer authorized by a license in force pursuant to the insurance law of the state of New York to do an insurance business in the state of New York and having an A. M. Best Company, Inc. financial strength rating of A- or better and an A. M. Best Company, Inc. financial size category of XV, personal injury liability insurance, as personal injury liability insurance is defined by New York State's Insurance Law § 1113 (a) (13), and property damage liability insurance, as property damage liability insurance is defined by New York State's Insurance Law § 1113 (a) (14), covering and applying to legal liability of the insured for damages, and to loss, damage, or expense incident to a claim of such liability, arising out of the death or injury of any person or out of injury to the economic interests of any person as the result of negligence in the rendering expert, fiduciary, or professional service or out of the loss or destruction of or damage to property, that occurs in the performance of, or in connection with, or collateral to, this agreement.

6.2.2. Contractor shall obtain the personal injury liability insurance and the property damage liability insurance by insurance contract or contracts, as insurance contract is defined by New York State's Insurance Law § 1101 (a) (1), specified and described in this agreement. Each insurance contract shall name Contractor as the insured in its declarations. Each insurance contract, except a professional liability insurance contract, shall be endorsed by the insurer to name, make, and add County as additional insured so as to obligate the insurer to provide the personal injury liability insurance and property damage liability insurance covering and applying to the legal liability of County for damages, as to the legal liability of the insured for damages, and covering and applying to the loss, damage, or expense incident to a claim of the legal liability of County for damages, as to loss, damage, or expense incident to a claim of the legal liability of the insured for damages. Each insurance contract, except a professional liability insurance contract, shall be endorsed by the insurer to obligate the insurer to provide the personal injury liability insurance and property damage liability insurance to County, as primary to, and not seek contribution from, any other insurance available to County by any other insurance contract naming County as the insured. Each insurance contract shall be endorsed by the insurer to obligate the insurer to give County written notice of any termination or substantive change of the insurance contract, at least 30 days before the termination or substantive change, by the insurer's delivering the notice to County's Department of Law, John H. Mulroy Civic Center, 421 Montgomery Street, Syracuse, NY 13202. Each insurance contract shall be approved and accepted by County.

6.2.3. Contractor shall obtain these insurance contracts:

6.2.3.1. Commercial general liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance, covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, however arising, in a minimum amount \$1 million for each occurrence of, and in a minimum amount of \$2 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance,

final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

6.2.3.2. Automobile liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance, covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, arising out of the ownership, maintenance, or use of any motor vehicle, as motor vehicle is defined by New York State's Vehicle and Traffic Law § 125, in a minimum amount of \$1 million for each occurrence of death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

6.2.3.3. Umbrella liability insurance contract that obligates the insurer to provide personal injury liability insurance and property damage liability insurance, in excess of that personal injury liability insurance and property damage liability insurance provided by any commercial general liability insurance contract, automobile liability insurance contract, and professional liability insurance contract required by this agreement, in a minimum amount of \$1 million for each occurrence of death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

6.2.3.4. Professional liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, arising out of the insured's business, trade, occupation, or practice of a profession for which a license is required by a governmental authority of the state of New York, in a minimum amount of \$2 million for each occurrence of, and in a minimum amount of \$4 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

6.2.4. Contractor shall deliver to County's Department of Law, before this agreement may be made or performed, and from time to time as is reasonable, as evidence that Contractor has obtained the insurance as required by this agreement, both a form certificate of insurance approved for use by New York's superintendent of insurance which identifies the insurance contracts obtained by Contractor and copies of the declarations of each insurance contract referred to in the form certificate of insurance. At the request of County, Contractor shall deliver to County's Department of Law a copy of any insurance contract required by this agreement.

6.2.5. WORKERS' COMPENSATION AND DISABILITY BENEFITS

6.2.5.1. This agreement shall be void and of no effect unless Contractor and other person or entity making or performing this agreement shall secure compensation for the benefit of, and keep insured during the life of this agreement, the employees engaged thereon, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2. Contractor shall show, before this agreement may be made or performed, and at all times during the life of this agreement, that Contractor, and other person or entity performing this agreement, is in compliance with the provisions of the New York State workers' compensation law, by Contractor's delivering to County's Department of Law that New York State Workers' Compensation Board (Board) form or State Insurance Fund (Fund) form described in one of the following subparagraphs numbered 1, 2, 3, or 4, and that Board form described in one of the following subparagraphs numbered 5, 6, or 7:

6.2.5.2.1. 1. Board form C-105.2 (Fund form U-26.3, if the insurer is the State Insurance Fund), subscribed by the insurer, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, as workers' compensation insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2.2. 2. Board form SI-12, completed by Board's self-insurance office and approved by Board's secretary, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, as Board approved workers' compensation self-insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2.3. 3. Board form GSI-105.2, completed by the group self-insurance administrator, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, by being a participant in a workers' compensation group self-insurance plan, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2.4. 4. Board form CE-200 bearing an exemption certificate number issued by Board, showing that Contractor, and other person or entity making or performing this agreement or the Work is not required to secure compensation for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2.5. 5. Board form DB-120.1, subscribed by the insurer, showing that Contractor, and other person or entity making or performing this agreement has secured the payment of disability benefits, as disability benefits insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2.6. 6. Board form DB-155, completed by Board's self-insurance office and approved by Board, showing that Contractor, and other person or entity making or performing this agreement, has secured disability benefits, as Board approved disability benefits self-insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.2.5.2.7. 7. Board form CE-200 bearing an exemption certificate number issued by Board, showing that Contractor, and other person or entity making or performing this agreement is not required to secure disability benefits for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

6.3. Assignment Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement, or Contractor's right, title, or interest in this agreement, or Contractor's power to execute this agreement, to any other person or entity without the previous consent in writing of County.

- 6.4. Independent Contractor Contractor is an independent contractor. Neither Contractor, nor Contractor's officers, employees, agents, or servants shall hold themselves out as, or claim to be, officers, employees, agents, or servants of County.
- 6.5. Conflict of Interest At the time Contractor submits a response, or if no response is submitted, prior to performing any services under this agreement, Contractor shall deliver to County's Department of Law, the attached affidavit certifying that Contractor has no interest and will not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of services to County. The affidavit shall further state that in rendering services to County no persons having any such interest shall be employed by Contractor. Contractor assumes full responsibility for knowing whether Contractor's officers, employees, agents, or servants have any such interest and for certifying the absence of such conflict to County.

During the course of performing services for County, Contractor shall disclose immediately to County, by affidavit, every known or apparent conflict of interest and every ostensible or potential conflict of interest of Contractor, Contractor's officers, Contractor's employees, Contractor's agents, and Contractor's servants. The duty to disclose is a continuing duty. Such disclosure is a material obligation of this agreement and Contractor's failure to comply with these provisions affords County the right to pursue any and all remedies for breach of agreement. In the event of an apparent or actual conflict of interest during the course of performance, Contractor shall suspend all work and services, and County's payments to Contractor shall be suspended pending final approval by County or County's Board of Ethics. If the conflict cannot be resolved to the satisfaction of County, County may terminate the agreement by written notice. Nothing herein shall be construed as limiting or waiving County's right to pursue damages or other remedies.

A conflict of interest includes any circumstance which might influence or appear to influence the judgment of Contractor, and Contractor shall disclose the same. Contractor shall disclose further the acceptance of compensation, monetary or otherwise, from more than one (1) payor or party for services on the same project or related project. Contractor shall disclose further the direct or indirect solicitation or acceptance of financial or other consideration from parties other than County for work on the project to which this agreement pertains. If applicable, Contractor shall disclose further the direct or indirect acquisition of any interest in the real estate which is the subject of the project, or in the immediate vicinity thereof. A conflict of interest of Contractor's officers, Contractor's employees, Contractor's agents, or Contractor's servants shall be deemed a conflict of interest of Contractor, giving rise to the duty to disclose.

Contractor shall not disclose any data, facts or information concerning services performed for County or obtained while performing such services, except as authorized by County in writing or as may be required by law.

- 6.6. Account Representative The successful Vendor shall appoint, by name, a company representative who shall be responsible for servicing this account. The representative shall be responsible to provide the services required to insure that the account would be administered in an organized systematic manner.
- 6.7. Responsiveness Vendors are expected to examine specifications, schedules and instructions included in the package. Failure to do so will be at the Vendor's risk.
- 6.8. Effective Dates of Proposal All terms, conditions and costs quoted in the Vendor's response will be binding on the vendor for 180 days from the last date to submit the proposal.

- 6.9. Advertising Award The successful Vendor must receive written approval from the County before advertising the award of the contract or the services to be provided under the contract. The Vendor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the County.
- 6.10. Beginning Work The successful Vendor will not commence any work, which could be billed, until a valid contract has been executed between the Vendor and the County.
- 6.11. Statement of Assumptions The Vendor will clearly describe any assumptions made (by them) in order to successfully complete the proposal. These assumptions include, but are not limited to, any assumptions that Onondaga County will provide space, people, materials and other resources, etc.
- 6.12. Contract The contract between the County and the Vendor shall include:
- 6.12.1 The Request for Proposal (RFP) and any amendments thereto, and the proposal submitted by the contractor in response to the RFP. In the event of a conflict in language between the RFP and the proposal, the provisions and requirements set forth and/or referenced in the RFP shall govern. Onondaga County reserves the right to clarify any contractual relationship in writing with the concurrence of the contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the contractor's proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.
- 6.12.2 The standard Onondaga County Vendor contract, a copy of which is available upon request.
- 6.13. Extensions and Amendment Contract will be for three (3) year(s) with two (2) possible one (1) year extensions requiring mutual consent of the County and the Vendor. In performing the Contract, both parties agree to comply with all applicable state, federal, and local laws, rules and regulations.
- 6.14. Replacement Contract In the event a replacement contract is not issued, any contract let and awarded hereto under by the County may be extended unilaterally by the County, for an additional period of one month, upon notice to the contractor, with the same terms and conditions as the original contract. With the concurrence of the vendor this extension may be for a period of up to three months, however the extension terminates should the replacement contract be issued in the interim. The County reserves the right to unilaterally extend such contract for an additional period of one month, upon notice to the contractor, with the same terms and conditions as the original contract. With the concurrence of the vendor this extension may be for a period of up to three months.
- 6.15. Audit The County or any of their duly authorized representatives shall have access to any books, documents, papers, and records of contractor which are directly pertinent to the Contract for the purpose of making audit, examination, excerpts, and transactions.
- 6.16. Ownership of Documents/Work Product It is agreed that all finished or unfinished documents, data, or reports, prepared by contractor under the Contract shall be considered the property of the County, and upon completion of the services to be performed, or upon termination of the Contract for cause, or for the convenience of the County, will be turned over to the County.
- 6.17. Proprietary Information All RFP materials are subject to a Freedom of Information Request under the New York State Public Officers Law. If any request is received regarding this RFP, you will be afforded the opportunity to submit justification to exempt any section you have identified in your proposal as proprietary. The county will not accept any request by a potential vendor to declare the whole RFP response as proprietary, or to declare any pricing pages as proprietary. The county reserves the right to determine whether the proposal will be released in whole or in part.

- 6.18 Appropriations This agreement is executory only to the extent of the monies appropriated and available for the purpose of this agreement and no liability on account thereof shall be incurred by County beyond monies appropriated and available for the purpose thereof.
- 6.19 Funding Onondaga County warrants that the funds are available during the current fiscal period, and that the County shall use its best efforts to obtain funds to make payments in each subsequent fiscal period through the end of the contract term. If a funding request to the Legislative body for any part of the contract term is denied, the County may terminate the contract on the last day of the fiscal period for which funds have been appropriated.
- 6.20 Governing Law: This Agreement shall be governed by and construed in accordance with the laws of the State of New York, without giving effect to otherwise applicable principles of conflicts of law. For legal disputes, venue shall be a court of competent jurisdiction in Onondaga County, and Contractor consents to such jurisdiction. County does not agree to arbitration.
- 6.21 Preparation of Proposal
 - 6.21.1 No proposal will be considered which modifies, in any manner, any of the provisions, specifications or minimum requirements set forth in the Request for Proposal.
 - 6.21.2 In case of error in the extension of prices in the proposal, unit prices will govern.
 - 6.21.3 Vendors are expected to examine special provisions, specifications, schedules and instructions included in this request. Failure to do so will be at the Vendor's risk.
 - 6.21.4 Failure to respond (i.e. submission of a proposal, or notice in writing that you are unable to offer but wish to remain on the active mailing list) to Request for Proposals will be understood by the Onondaga County to indicate a lack of interest and will result in the removal of the firm's name from the applicable mailing list.

7. SCOPE OF SERVICE

7.1. Introduction

- 7.1.1. Onondaga County Sheriff's Department is seeking a qualified vendor to provide a reliable and secure inmate telephone service for local and long-distance, collect, pre-paid collect and debit, video visitation, and potentially tablets, for the inmate population. Debit calls should be discounted at least 15-20% from regular phone rates. The Onondaga County Sheriff seeks the best program for the citizens of Onondaga County and the county's inmate population.
- 7.1.2. The County is seeking services for two facilities, detailed below. Contractors can propose pricing for a single facility or for both facilities. Agreement(s) with a vendor will be negotiated for a solution that provides for the acquisition, installation, operation and maintenance of a complete inmate telephone, video visitation and potentially a tablet system. The vendor must provide for all local and long distance service. Any subcontractors used by the vendor must be disclosed in the proposal, along with any additional costs and fees.

7.2. Site Locations and Background

The Onondaga County
 Department of Correction
 6660 East Seneca Turnpike
 Jamesville, NY 13078

The Onondaga County
 Justice Center
 555 South State Street
 Syracuse, NY 13202

- 7.2.1. The above are inmate facilities located in the Syracuse, New York area. The County is looking for proposals to provide a reliable and secure telephone service and a reliable and secure video visitation service to inmates.
- 7.2.2. The Onondaga County Sheriff's Office operates a pre-sentence facility known as the Custody Department located at 555 South State Street in downtown Syracuse New York. This facility can house up to 659 inmates; with (twelve) (12) separate and distinct housing units.
- 7.2.3. The Onondaga County Sheriff's Office also operates a sentenced facility known as the Correction Department located at 6660 East Seneca Turnpike in Jamesville, New York. This facility can house up to 538 inmates; with ten (10) separate and distinct housing units.
- 7.2.4. The County is interested in systems that provide currently manufactured available and technically supported brands and components. The equipment must be supported for the life of the contract. The number of telephones, video terminals, tablets, equipment, software and service varies based on the operational needs and the average daily population (ADP). Currently the County contracts for local, interlata, intralata, interstate and international calls. There are a total of:

| | |
|---|--|
| <p>Up to sixty-five (65) inmate telephones in Ten (10) housing units (including cart phones) Ten (10) Video Visitation Terminals, including one (1) stand-alone video visitation terminal in the facility.</p> <p>Onondaga County Sheriff's Office Correction Department, 6660 East Seneca Turnpike, Jamesville, NY, 13078</p> | <p>Up to sixty-five (65) inmate telephones in twelve (12) housing units, (including cart phones). Ten (12) Video Visitation Terminals, including one (1) stand-alone video visitation terminal in the facility.</p> <p>Onondaga County Sheriff's Office Custody Department, 555 South State Street, Syracuse, NY, 13202</p> |
| <p>Enough tablets for each inmate not currently in administrative or punitive segregation or otherwise restricted. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect).</p> | <p>Enough tablets for each inmate not currently in administrative or punitive segregation or otherwise restricted. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect).</p> |

- 7.2.5. Tablets: The amount of tablets needed in each facility will be determined prior to the start of the contract. The tablets will also be delivered with a sufficient number of charging stations/apparatus to accommodate them. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect)

7.3. Scope of Services

- 7.3.1. All equipment must be maintained at current industry standards for both equipment and technology throughout the contract period, at the Vendor's expense.
- 7.3.2. The following features of the system will include a minimum amount of the following items at no expense to the County, or the inmate population to effectuate adequate use: Telephones, Video Visitation Terminals, and possibly Tablets. Additional telephones, video terminals and tablets may be needed as populations fluctuate. The inmate telephones, video visitation terminals and tablets are not being purchased or leased; they are instead being used by the Onondaga County Sheriff's Office Custody Department and the Onondaga County Sheriff's Office Correction Department to deliver a service(s) from the selected vendor.
- 7.3.3. Telephone and video visitation terminals must be line powered such that, neither the telephone nor the video visitation terminals require separate electrical power at the device. Telephone and video

- visitation terminals shall be specifically designed for use in a correctional environment and must be approved by the County before installation. Converted coin telephones will not be accepted.
- 7.3.4. Contractors will comply with all applicable FCC and PUC regulations. Willful misrepresentation of facts from FCC decisions, hearings etc., will not be tolerated and will be cause for immediate termination of contract. (All such decisions will be investigated by County personnel).
 - 7.3.5. All electrical equipment must be included in the contract and installed in compliance with National Code requirements.
 - 7.3.6. All wiring installed must be concealed or encased in a hardened, tamper resistant material and meet County requirements.
 - 7.3.7. All inmate phones shall be “dumb” gorilla type phones that feature high security, heavy duty steel encase housings, a heavy metal keypad and a handset and armored cord with steel lanyard. This lanyard shall not exceed more than 8 (eight) inches outside the encased housing. They shall be vandal resistant and tamper proof. Telephone housings shall be attached to a back plate with stainless steel security screws that are countersunk to ensure maximum security and signage with an explanation of the hardware/equipment and user instructions. All video visitation terminals shall be designed with detention grade housing, with watertight seals and be manufactured to current industry standards.
 - 7.3.8. All such instructions shall be printed in English and in Spanish
 - 7.3.9. Each telephone and video visitation terminal shall have signage that the call may be monitored and recorded. In addition, prior to each inmate telephone call, a voice prompt will be played indicating, “This telephone call may be recorded” or message of a like nature. Signage must be in English and Spanish, at a minimum. Facility investigative personnel must have the ability to deactivate this automatic verbal “recording warning” as a feature in any phone or inmate configuration setup screen.
 - 7.3.10. All telephones must have touch-tone keypads and video visitation terminals must utilize touch screen technology.
 - 7.3.11. Amplified handsets, with external volume control, will be required on all telephones. The volume control device should allow the inmate to increase or decrease the volume of the handset earpiece. All video visitation terminals shall include built in cameras and jacks for headset use.
 - 7.3.12. Both facilities will each have on-site access to one (1) TTY (Telecommunications Device for the Deaf) phone; (for a total of two; 2). The Vendor shall provide a plan for handling calls through a Hearing-Impaired Relay System and identify the type of TTY machine to provided, and the access number that will access the service. The TTY devices must be portable.
 - 7.3.13. The vendor will provide up to two (2) cordless, hands free, telephones. These telephones will be used in designated facility offices and act as “phantom” inmate telephones. Such phones will have the ability to perform functions identical to the individual inmate telephones in the housing units, and will have a funded account set up in order to use the phones as necessary, and in accordance with on-going department investigations. These phones are not income generating, but are tied to the inmate phone system and are to be provided at no expense to the facility, inmates or called parties.

7.4. General Configuration Requirements – Inmate Telephones

- 7.4.1. The inmate telephone system will utilize a PINs system. The administering of PIN's to inmates should not be labor intensive. Last name, first name and Inmate Control Number (ICN). PIN will be randomly generated using up to twelve (12) digits.
- 7.4.2. The PIN number will be issued to the inmate in the booking office.
- 7.4.3. The Vendor will, at no cost to the facility, inmates or called parties, ensure that Biometric Voice Identification technology developed and originally marketed as InvestigatorPro by JLG Technologies or an equally acceptable alternative with comparable features and functionality is incorporated into their proposed inmate phone system. Biometric voice identification shall provide continuous real time identification of inmates speaking on a call. Such system shall function covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates on the call, and include all comprehensive investigative features.
- 7.4.4. The inmate telephone system must include an automated attendant operator. Unlimited changes should be allowed to the system script.
- 7.4.5. The telephone system shall be a collect, pre-paid or debit automated operator platform. No access to a live operator by inmates is permitted at any time. Only civilians setting up accounts on the "outside" shall have access to live operators.
- 7.4.6. The system shall not allow any incoming calls; except for the ability of civilians to leave messages for inmates. Such messages shall have a maximum duration of up to thirty (30) seconds. If utilized, the fee for such use shall be borne by the civilian, and not exceed fifty (50) cents per message.
- 7.4.7. The system must have the capability of allowing a pre-pay/debit system, in conjunction with the department's contracted inmate commissary vendor, (regardless of who may hold that contract) in order to afford inmates discounted phone rates. This connection between the commissary vendor and the facility shall be implemented at no cost to the facility, inmates or called parties.
- 7.4.8. The system must be capable of identifying/ and or blocking three-way conference calls.
- 7.4.9. The system must not allow chain dialing and secondary dial tones. The system must detect any extra digits dialed by the inmate after the party has accepted the call.
- 7.4.10. The inmate shall be required to hang up before dialing a new number. The system shall guard against "hook switch dialing" and other fraudulent activities.
- 7.4.11. The system will disconnect or have the ability to disconnect, in the event an attempt is made to circumvent the system by any means. Particularly by coughing or blowing into the telephone to avoid detection of placing a three-way call.
- 7.4.12. At a minimum, automated call instruction/announcements shall be in English and Spanish.
- 7.4.13. Vendor shall indicate other languages available within the system, if any.
- 7.4.14. The system will provide error prompts in the event a call does not go through, is blocked or disconnected.
- 7.4.15. System provided announcement that states the name of the facility the call is originating from shall include; "You have a collect call from (inmate's name)", "an inmate at (name of the facility)," or a like announcement.
- 7.4.16. System provided announcement that states the call may be recorded or monitored. There should be no other announcements/warnings made once the called party has accepted the call. This includes subtle tones or recording messages during the call.
- 7.4.17. Instructions for recipient to accept, reject, or block calls by a positive acceptance – i.e. Call Branding shall provide for a recorded greeting to the called party that indicates the call is a collect call from the facility and is subject to recording and/or monitoring, provide the called party with the identity of the calling party and provide the called party with the opportunity to accept or reject the call. The conversation shall be blocked until the called party accepts the call. Call branding will be announced only once at the beginning of the call only. Facility investigators

- must have the ability to de-activate call branding or any part of call branding during any on-going investigations as necessary and warranted.
- 7.4.18. The system shall have the capability of blocking specific calls from the facility (such as victims, witnesses, judges, staff and so on) and should allow pre-approved phone numbers to be assigned to an inmate. The system will deny access to 800, 888, 877, 866 (or any future toll free exchanges), 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers.
 - 7.4.19. The called party shall be able to provide positive acceptance and active consent of the telephone call or reject a call from a rotary dial or pulse dial phone.
 - 7.4.20. The system must have the ability to add registered attorneys into a database to avoid recording legal calls. The facility will provide an NYS attorney database to the contractor who will load those attorneys and their phone numbers initially. The facility shall then have the capability to add, delete, or update attorneys and phone numbers as needed without the intervention of the vendor.
 - 7.4.21. The system shall be capable of providing call completion to any point within the continental United States, Alaska, Puerto Rico, Hawaii and the Caribbean. The system shall provide the ability for inmates to make international calls and pre-paid collect calls and pre-paid debit calls.
 - 7.4.22. Inmates shall be able to call any landline or cellular phone not blocked by the facility or the owner of the phone line.
 - 7.4.23. At no cost to the facility, inmate or called party; the system will allow all inmate housing area telephones to be programmed with speed dial numbers for free calls to the public defender's office and/or any other County designated telephone number as will be detailed by the facility.
 - 7.4.24. The system must be designed to provide reliable inmate telephone service with full backup and system recovery contingencies, UPS backup, for a minimum of one (1) hour. The telephone instrument shall provide immediate dial tone/system prompts when the handset is off the hook.
 - 7.4.25. The system must be "cloud based," with multiple layers of built in redundancy.
 - 7.4.26. Call set-up and acceptance process must be completed within sixty (60) seconds (from off-hook to call connection/rejection).
 - 7.4.27. The system must provide for automated turn on and shut off at designated times and manual system shut off capabilities from designated areas, both in and out of the facility. For this reason, at least two (2) laptops must be provided for off-site and mobile use. Cellular access to the system may not always be a viable option; nor does a cellular device have the dexterity needed in making quick necessary changes.
 - 7.4.28. The system shall provide for a confidential telephone "snitch-line" installed in an approved facility location, (designated outside line) to be used by facility investigators. Vendor will also provide a cordless telephone, plus at least one (1) additional cordless phone, and message receiving base station for this line, at no charge to facility, inmates or called parties. It is essential that this same phone have a minimally funded account so investigators may access the system as any inmate would for testing and investigative purposes. It will be up to the vendor's discretion as to how the system/account remains adequately funded.
 - 7.4.29. Duration of any single call will be up to sixty (60) minutes, with a notification that the call will be terminated one minute before the maximum time allowed has been reached. This time can be changed at any time at the discretion of either facility.
 - 7.4.30. The telephone system must comply with all ADA (American Disabilities Act) requirements within a correctional/jail facility.
 - 7.4.31. Vendor shall disclose all fees that are passed on to call recipients. This includes all billing statement fees and pre-paid collect fees. There shall be no hidden fees to the facility, the inmate or the outside call recipients that are not disclosed in this RFP. (Fees that are generated which the vendor states are outside of their ability to control, and which appear on the public's telephone bill, shall be investigated).

- 7.4.32. The system must allow every inmate to make one (1) complimentary call to any number he or she so desires, as long as it is not a blocked number, once moved to a housing area. After one minute the inmate shall be directed to a system provided call center to learn of the different types of calls that they may make. Collect, Pre-paid Collect or Debit (reduced price calling). In booking offices, inmates will be allowed to make any constitutional calls required by law and at the discretion of booking staff, after receiving their PIN number. Such calls shall be made free of charge; to the facility, inmate or called parties, while in the booking office. Booking office personnel shall establish the length of these calls.
- 7.4.33. Vendor will provide one (1) telephone for local use by staff within the secure perimeter of the facility. Such phone shall be located at the most convenient location for staff use. Staff shall unlimited and unfettered access to the phone during any break period. This phone shall be provided free of charge to the facility or to any called parties.
- 7.4.34. Vendor will ensure that any inmate phone call may be monitored by any cellular or landline telephonic device. Such device shall have the capability to "break into," or "terminate," the call at the discretion of the monitoring supervisor.
- 7.4.35. System provided shall have monitoring capabilities which allow the investigator the option of viewing a map in real time showing where and what type of calls are being made across the United States. Each long distance call shall be indicated by a line from origination to destination, and indicate, by color, the type of call being made; collect, pre-paid collect or debit. Satellite mapping, with reverse directory number look-up is also required.
- 7.4.36. System must allow users to set alerts on any specific telephone number or inmate. Such alerts must be able to be automatically e-mailed, sent to a pager device, or another remote cellular or landline device at the discretion of investigating personnel.
- 7.4.37. Vendor will provide two (2) detailed monthly billing statements to each facility. One forwarded to the facility accounting office, and one forwarded to the senior investigator of the system.
- 7.4.38. At facility discretion, vendor will provide an on-site inmate telephone administrator for a minimum of twenty (20) hours per week at each facility. Each facility agrees to provide an office for such person. Vendor shall provide any needed workstation, printer and ancillary equipment necessary for this person to perform his or her duties; including fax or telephone line at vendor expense. The on-site administrator shall arrange hours with and report to senior department investigative personnel. His or her duties shall include, but not be limited to: immediate response to any inmate telephone issue, replacement of phones, handsets etc, monitoring; if cleared by security staff, inmate discharges from system and any other assignments given by senior investigative personnel. His or her services shall be provided at no expense to the facility, inmates or called parties.
- 7.4.39. Vendor also agrees to have in place 24/7 technical phone support, and agrees to the same 24/7-phone support should a technician be needed at the facility in the absence /declination of the on-site phone administrator. Contractor to specify response times in RFP return. Services shall be provided at no expense to the facility, inmates or called parties.
- 7.4.40. Vendor will provide two (2) laptop computers and one (1) air card for remote off site investigative use. Such device may be used 24/7 with unlimited access to the system, with the same "on site" workstation capabilities - directly through the Internet. This use shall be primary over client VPN's to facility as it is a direct connection and will circumvent VPN's, which may become inoperable due to facility computer failure or any other unforeseen circumstance. Such laptop computers and air card shall be provided at no expense to facility, inmates or called parties.
- 7.4.41. Vendor will also provide up to four (4) phones to be used in each facilities closed consultation-visiting/booths. These booths are used for administratively or punitively segregated inmates. Such phones shall have monitor and record capabilities. Facility will ensure that appropriate signage is conspicuously posted to notify visitors and inmates that such calls may be monitored and or

recorded. Such phones are not income generating, but are tied into the inmate phone system, and will be provided at no expense to the facility, inmates or called parties.

- 7.4.42. The vendor will provide, at no expense to the facility, inmates or called parties, two (2) I-Phone 8 cellular devices with unlimited minutes, texting and data use and up to 128 gigabytes of internal data storage; to be used via the Internet to transmit messages and texts as necessary; take photos and video and utilize them in current and on-going investigations. Phones shall be upgradeable to then current technologies and 5G & 6G technologies when available. Devices shall be used for on-going investigations, phone monitoring and other business.
- 7.4.43. Any incoming vendor will, at no charge to the current vendor, facility, inmate or called parties, coordinate the retrieval and importation of all phone call records currently on the current system to the new system, and make all such calls immediately and readily available prior to full implementation.
- 7.4.44. Vendor will ensure that collect, pre-paid collect and debit calls are available to the inmate population 24/7. Purchase of said debit time must be available to inmates whenever facility commissary Kiosks are operational for inmate use, and must be able to be purchased in real time. That is to say funds used to purchase debit phone time must be made immediately available upon ordering such from the unit commissary Kiosk's.
- 7.4.45. System user access levels shall be password protected. User access levels shall be determined by the facilities Chief Officer. Senior investigative personnel shall have the ability to monitor calls without other users being able to detect such. All other users' activity shall be openly available for review and disclosure by senior investigators. Senior investigators shall have exclusive control over the system.
- 7.4.46. System must have the ability to record to disc, hundreds of calls in a matter of minutes. No lengthy delays or excessive wait times. Calls should be able to be recorded in WAV, MP3 or data format.
- 7.4.47. System administrators shall have the ability to change telephone "on" – "off" times, as necessary.
- 7.4.48. System shall have the ability to keep all phone calls for the duration of the contract period, and thereafter such phone calls shall be transferable to a new vendor in an electronic media format should a vendor change occur.
- 7.4.49. Vendor will ensure that all inmate telephones and equipment are new at start of contract; regardless of current condition.
- 7.4.50. Under any circumstances, vendor must provide for access to all calls on system for contract period, (after completion of contract); regardless of whether or not contract with such vendor is renewed.
- 7.4.51. Inmates shall be issued a paper check upon discharge to which any unused phone time is returned- no cards.
- 7.4.52. System will have a Senior Investigative call monitoring feature undetectable by any other call monitoring group, password protected.
- 7.4.53. Although current contracts must run their course to completion, County is aware that a successful transition of inmate phones should take no more than 1-2 days to complete. Successful vendor agrees to have phone system up and ready to operate within 3 (three) days of contract initiation, assuming all wiring is in place.

7.5. General Configuration Requirements – Video Visitation Terminals

- 7.5.1. The video visitation system/terminals shall be installed in the facility at no charge to the facility or inmates. All terminals shall be new.
- 7.5.2. Any wiring/conduit necessary to install such system shall be provided at no expense to the facility or inmates.
- 7.5.3. System will have the ability to conduct home visits to inmates in the facility.
- 7.5.4. System will utilize touch screen technology.

- 7.5.5. Terminals must use Hi Resolution cameras with VGA capability.
- 7.5.6. Terminals must be made of detention grade housing, and contain watertight seals.
- 7.5.7. System must have an archived database for immediate video retrieval.
- 7.5.8. System must use low voltage DC power, eliminating the need for dedicated separate line power.
- 7.5.9. System must be able to fully integrate with current JMS (Jail Management System).
- 7.5.10. Scheduling for the use of the video visitation terminal will be done by civilians only, and be completed online. Facility staff will control all scheduling / block-out time periods. Inmates receiving visits shall be able to view their visit times 24 hours prior to having the visit, assuming that their civilian visitor booked the visit with that much lead time.
- 7.5.11. System will operate at a minimum of 30 FPS (Frames per Second) for full motion, real time video, or better.
- 7.5.12. Terminals will have a built in camera and a jack for headset use.
- 7.5.13. System will allow for monitoring of simultaneously running video sessions.
- 7.5.14. System shall store and make readily available up to 180 days of on-line video visitation storage, or better.
- 7.5.15. Vendor will ensure that no charges are incurred for law enforcement use.
- 7.5.16. All attorneys will be required to register to use video visitation one (1) time at the facility. They will be required to re-register every two years thereafter.
- 7.5.17. Vendor shall indicate in their RFP response the rate of commission for the facility for Inmate Video Visitation Service.
- 7.5.18. System must be 100% Cloud based (or equivalent) using browser based software at both the Onondaga County Sheriff's Office Correction Department and the Onondaga County Sheriff's Office Custody Department, eliminating the need for application, recording, and data storage servers to be located at the facility. Instead, servers must be located at remote locations and are communicated with via the Internet, using Internet browsing programs such as identified below.
- 7.5.19. Video conferencing shall be available for use to inmates' friends, and family members, clergy, medical providers, Courts, attorneys and all other law enforcement and public safety agencies.
- 7.5.20. Video devices must be designed with detention grade cabinetry which will house station computer; (CPU, RAM, HDD, etc.), video display monitor with integrated camera, telephone handset with steel reinforced cable, uninterrupted power supply (UPS), and other related components needed to make the system function properly. The video cabinets shall have a clear polycarbonate window for viewing the video display monitor. There may be no exposed wires.
- 7.5.21. Devices must be able to support and work with all major operating systems: Internet Explorer, Mozilla Firefox, Google chrome, etc. to conduct audio and video communications between visitation stations located within the facility and workstations situated in remote locations away from the facility, wherever high speed internet connectivity is available. All PC's, Mac's, Linux based, Tablets, must be able to utilize the application WITHOUT requiring the download or installation or configuration of special software.
- 7.5.22. Video terminals must include a graphical user interface used by visitors or employees of the facility for the purpose of conducting or managing visits with the system.
- 7.5.23. System must allow for authorized facility administrators to conduct live and recorded monitoring, individually or of multiple visits, with easy to use administrator consoles. All recordings must be maintained in vendor provided servers for a minimum of 90 (ninety) days, unless other arrangements are made.
- 7.5.24. System must allow for easy "off-system" recording of visits for facility use at a later time.
- 7.5.25. System must be set up to have timed visits with automatic termination. Visit schedule and times for visitor access to be set up in conjunction with successful bidder and solely administered by facility personnel.
- 7.5.26. System must incorporate secure connections via RTMPS, IP blocking, and off site recording capabilities.

- 7.5.27. System to be installed at no cost to either facility. This includes price of individual video units and all wiring, cat 5/6 cabling or other, data lines necessary to operate the system, all parts, supplies and labor etc.; including set up time. Successful vendor will offer commission rates for use of video visitation in the pricing section of this RFP.
- 7.5.28. Vendor will be responsible for installing a complete system. All materials and installation including but not limited to electrical power, data cabling, switches and accessories cabinetry, etc. are to conform to applicable codes, safety and security protocols and other requirements. All installation practices and designs are to be pre-approved by the Owner. All cabling and wiring routing must also be pre-approved.
- 7.5.29. All installation work must be performed by firms licensed to do such work and must comply with the appropriate New York State Prevailing wage schedule. All permits and approvals are the responsibility of the vendor.
- 7.5.30. All software to be maintained by successful vendor; this includes no charges for periodic system upgrades.
- 7.5.31. All inmate video visitation scheduling time to be done "on-line."
- 7.5.32. Although systems shall operate independently from each other, both should be fully compatible and functional with specific JMSsystems currently in place in each facility.
- 7.5.33. All on-going maintenance and support for system shall be included at no charge for length of contract.
- 7.5.34. The successful vendor will ensure that appropriate and adequate bandwidth is available at vendor's expense. The successful vendor will ensure that the necessary bandwidth, without affecting the facilities current administrative resources, will be put into place. Under no circumstances shall existing facility resources be slowed or diminished whatsoever, due to improper amount of bandwidth.
- 7.5.35. Locations of video terminals in both facilities shall be mutually agreed upon by facility administrators and successful vendor.
- 7.5.36. Successful vendor must provide full-time bi-lingual customer support staff to handle all customer service and support issues.
- 7.5.37. Although current contracts must run their course to completion, the successful vendor agrees to be able to have their video visitation system completely installed in both facilities within 60 (sixty) days of contract initiation.
- 7.5.38. Video devices must be made of steel, with steel braided telephone handsets and detention grade cabinets either free standing or wall mounted to house the video terminals.
- 7.5.39. The successful bidder will provide training materials for staff administrators of both facilities; for the video system, and agrees to provide a video system in the main lobby of each facility promoting the use of their system to all visitors. Each facility will allow the successful bidder to market and promote the use of the system to the inmates, in person visitors, and make the promotional literature, as well as a video, available in the visitation lobby.
- 7.5.40. Administrative system users shall be able to easily recover video; whether live or recorded, and be able to print such on appropriate data discs for official use.
- 7.5.41. The successful vendor must offer continual call support to all users of the system for the duration of the contract.
- 7.5.42. The facility shall utilize its best efforts to allow full utilization of the system in both facilities based on reasonable and prudent security precautions. Both facilities will make the system available to inmates seven (7) days a week, during the following hours: 9:00 AM until 10:00 PM. All inmates will be permitted to have unlimited video visits each day based around the needs of the facility and how schedules permit. Each facility will set visitation schedules at their sole discretion.
- 7.5.43. Facility administrators shall use the systems on-line scheduler to coordinate and integrate the visits scheduled with on site and remote visitors.

- 7.5.44. Using the facility specific JMS system, provide the successful bidders software with access to booking numbers, inmate status, "availability" for visits, housing locations, etc. through a flat file that is updated and provided to the successful bidder periodically, but no less frequently than every fifteen (15) minutes.
- 7.5.45. Successful bidder shall ensure that each successive days visits are displayed on all video visitation terminals every morning or preceding evening. Ensure that a system is in place to ensure that no recordings or monitoring of confidential visitors are possible on the video visitation terminals. However, provisions shall be made to ensure that all such visits be made part of any hardcopy file. (Record of visit).
- 7.5.46. Attorneys are permitted to visit remotely with an inmate each day and as often as scheduling will permit. The attorney must create an account with the successful bidders company. The attorney must also obtain approval in person one time every two years at either facility to obtain confidential status by providing photo identification and a state bar card. If the attorney fails to obtain the confidential status, all video visits will be recorded. Successful bidder must ensure that such status may be obtained at either facility, and the same shall be valid at both the Onondaga County Sheriff's Office Correction Department and the Onondaga County Sheriff's Office Custody Department.
- 7.5.47. Each facility will be responsible for any day-to-day electrical power problems, damage or destruction due to negligence, or willful damage or abuse. Not all areas of either facility are air-conditioned; therefore, successful vendor will ensure that the video visitation terminals can operate at peak efficiency in all indoor climates. (All video terminals shall be constructed in such a way that they are water resistant).
- 7.5.48. The visitation stations are and shall remain the sole property of the successful vendor until the expiration of the three (3) year contract and for each one (1) year renewable period thereafter.
- 7.5.49. The successful vendor will ensure that facility staff can access the video terminals, with appropriate keys. The successful vendor will ensure that all machines are cleaned, interior and exterior every 90 (ninety) days, or as needed, during the length of the contract. All conduit, electrical lines and wiring also become property of the facility when installed. All internal computer failure, camera failure, or handheld device or handheld device cord failure are the responsibility of the successful bidder to replace or repair at vendor expense for the length of the contract.
- 7.5.50. Successful vendor must warranty each video terminal until expiration of the three (3) year contract, and for each one (1) year renewable period thereafter.
- 7.5.51. Subject to the mutual discretion of the Sheriff/designee, and the successful vendor; all fees and amounts for visits shall be made part of the vendor's package. Additionally, these fees are capped and no increase shall be imposed without the mutual consent of both the Sheriff/designee and the vendor.
- 7.5.52. Vendor agrees to make all work done onsite at the facility compliant with New York State prevailing wage laws, and any other applicable labor laws.
- 7.5.53. In the event the successful vendor does not complete his controlling term of ownership; I.e., through company sale, etc., of his or her video visitation company during the contract period, mutual consent between each facility and the current and proposed new video visitation company must be obtained, or contract may be voided.
- 7.5.54. The system should also have the capability to conduct ad-hoc, or on demand visits, without prior scheduling, based on facility schedules.
- 7.5.55. When a video station is not in use, it shall display the schedule for its current day's visits on the monitor.
- 7.5.56. Public visitors must be able to create an account without the necessity of having to download any specialized programs. The system must be set up to send an e-mail to any and all outside participants should a video visit be cancelled.

- 7.5.57. There shall be no keyboard or mouse on the video device/terminal, and no access to the Internet, other than to communicate and participate in a visit controlled by the system.
- 7.5.58. Should the video visitation system mechanically fail during a call and through no fault of the inmate using the device, the successful vendor at no expense to either the call initiator or the inmate shall appropriately compensate the initiator of the call.
- 7.5.59. The system must differentiate between professional visitors and standard visitors, and shall have differing guidelines and procedures for their registration.
- 7.5.60. Technical support by successful vendor trained personnel and certified technicians shall be available to support the system at all times. Service and response time must be made within twenty-four (24) hours from when trouble is detected by either the facility or the successful vendor on any video terminal.
 - 7.5.60.1. Many of the service calls can be handled over the network. The 20 hour per week staff member provided by the vendor will also be responsible for video terminal maintenance as they currently are.
- 7.5.61. The system shall be set up so that non-confidential visits are subject to blind monitoring.
- 7.5.62. Recording shall have a method to determine if any information on the recording has been altered.
- 7.5.63. Recordings shall be in the form of a digital file.
- 7.5.64. Recordings shall be made available for use using standard non-proprietary applications, be available via a web portal, searchable, and sort-able.
- 7.5.65. Access to recordings and logging shall be permissions based.
- 7.5.66. Recordings shall be date and time stamped, and have archiving capabilities.
- 7.5.67. Successful vendor shall provide technical support to each facility and customer support to visitors at no charge to either facility.
- 7.5.68. Facility administrators shall have the ability to:
 - 7.5.68.1. Review visit requests made in advance, and in a specified time frame.
 - 7.5.68.2. View a list of scheduled visits for all stations.
 - 7.5.68.3. View a list of scheduled visits for specific stations.
 - 7.5.68.4. Easily cancel visitations that become unavailable and allow selection of the reason for the cancellation, which will be posted to the system database.
 - 7.5.68.5. Easily move visits when necessary.
 - 7.5.68.6. Easily notify public visitors of any intervention made to a scheduled visit.
 - 7.5.68.7. Under any circumstances, vendor must provide for access to all video calls on system for contract period, (after completion of contract); regardless of whether or not contract with such vendor is renewed.

7.6. General Configuration Requirements – Tablets

- 7.6.1. Tablets must allow for inmate commissary purchases, at no expense.
- 7.6.2. Tablets must contain access to the Inmate Grievance System, if requested from either facility, at no expense.
- 7.6.3. Special requests documents and forms; or educational materials in PDF format for inmates, at no expense.
- 7.6.4. Vendor will provide one headset for each tablet deployed. Inmates shall have the opportunity to placement earbuds or headsets from the commissary as needed.
- 7.6.5. Access to law library, at no expense. (County will be responsible for all licensing).
- 7.6.6. Inmates must be able to receive incoming photos.
- 7.6.7. Inmate must be able to send and receive messages, with the ability of the facility to monitor as necessary.
- 7.6.8. Tablets should contain access to pre-approved entertainment; I.e., music, books on tape, etc.
- 7.6.9. Tablets must include access to Law Library data banks.

- 7.6.10. Inmates must have the ability to make calls using tablets the same as using the actual inmate telephones.
- 7.6.11. Tablet phone calls will generate the same commission to the facility as actual calls made on the inmate telephones.
- 7.6.12. All features purchases by inmates on the tablets; music, books, photos, etc., must generate a commission to the facilities and that commission must be specified in the vendors RFP response.
- 7.6.13. Any tablet that is taken out of service for any reason, must be replaced immediately. The vendor shall ensure a sufficient amount of tablets are available while the damaged tablet is being repaired or maintained.
- 7.6.14. No service shall be removed from the tablets without express consent of the Sheriff/designee. Vendor may exchange tablets for upgraded technology; but at no time will vendor leave eligible inmates without access to a tablet.
- 7.6.15. All activity on the tablets must have the ability to be monitored and or recorded, and inmates must be advised and consent to such prior to using a tablet.

7.7. Installation / Maintenance of Video Terminals:

- 7.7.1. Scheduling of installation shall be coordinated with continuing facility operations. Coordinating removal of existing telephones, installation of new phones and video visitation terminals and all work required by the local telephone company to ensure no lapse in inmate phone service shall be the responsibility of the successful contractor. Within ten (10) days after notice of award, the successful proposer shall submit to the facility, a complete work schedule that outlines roles, responsibilities, equipment replacement and timelines. Onondaga County will not assume responsibility for any work started prior to a fully executed (signed) contract.
- 7.7.2. The successful vendor shall be responsible for maintenance on a twenty-four (24) hour, seven (7) days per week basis. Repair response time shall be less than four (4) hours for minor repair and less than two (2) hours for major failure. Repair response shall require a minimum of a qualified technician either on-site or remotely connected to the system. If on-site, (and not prior to declined) / the technician shall have adequate replacement components to affect the repair of port modules, power supplies and telephone components. Remotely connected repair technician shall either repair or notify the facility within one (1) hour of access to the systems to the problem and planned resolution. If the contractor cannot or does not respond within the minimum emergency response time the County may hire repair services to be completed and the contractor shall be responsible for all costs.
- 7.7.3. Any software/hardware upgrades must occur without facility disruption of service and all at no cost to the County, inmates or called parties. No upgrades or changes will be made without facility foreknowledge and approval.
- 7.7.4. The vendor shall explain the process recommended for resolution of erroneously blocked telephone numbers by called parties. The facility shall decide how to handle resolution to these issues; i.e. require a fax from the homeowner authorizing the release of the block, etc.
- 7.7.5. Vendor will fully train senior facility investigators on all aspect of the inmate telephones, the inmate video visitation terminals and the inmate tablets. In addition, to detailed instructions on call monitoring and call recording systems.
- 7.7.6. The vendor will describe the equipment that will be installed; Type, model number, and durability of handsets and cords, etc.
- 7.7.7. The County will entertain proposals for facility staff to perform minor maintenance on equipment provided that replacement parts are available and that repairs are within the scope of the abilities of staff. (Phone maintenance option); instead of 20 (twenty) hour on-site representative.
- 7.7.8. The vendor will explain the telephone and video visitation system capabilities to deal with emergencies such as power failure to authorized personnel.

- 7.7.9. The selected vendor will provide within a week after installation, an accurate inventory of phones, the numbers, and locations of each inmate telephone, video visitation terminal and inmate tablet. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect)
- 7.7.10. Vendor will be responsible for the confidentiality of all documents provided during the project including all building drawings that may be provided for installation purposes. Vendor will file with the County the names of all persons able to view the materials and will number any copies made of the materials. The facilities in question are secure and Onondaga County reserves the right to request the removal of any team member for security purposes at any time.

7.8. Management Reporting Workstations

- 7.8.1. The contractor must provide a comprehensive call management/reporting system that can be easily controlled/accessed through a graphic user interface (GUI) workstation for all inmate telephones. The contractor must provide up to seven (7) workstations; either (CPU's) or laptop workstations, each with a color printer. The workstations shall be located in strategic locations within the facility; with the exception of two (2) laptops and one (1) air card, which shall be used for offsite applications and investigations.
- 7.8.2. The workstations shall be networked/configured such that call management information entered at any workstation will be implemented at all other workstations. Access and system security must be portable from user/client workstation and be based on user profile. All workstations shall have Internet access.
- 7.8.3. Call management/reporting workstations should allow call blocking by telephone number and individual telephone on/off control, both manually and by scheduling. Specifically, the system will have the ability to schedule when usage begins and ends.
- 7.8.4. The telephone call management/reporting workstations must provide easy to use reporting tools that access call history and detail. This information should be stored online for the length of the contract, and permanently archived in a retrievable format. Information stored in the system should be user friendly and formatted in a way that retrieval is detailed and efficient.

7.9. Call Monitoring / Recording & Reports

- 7.9.1. The inmate telephone system shall have the ability to monitor by inmate name, PIN, telephone number, specific telephone and date and time; as well as other investigative methods deployed by the InvestigatorPro software, or equal. Both inmate telephone and video visitation must have the ability to live monitor, and be terminated in real time.
- 7.9.2. The system shall have the ability to disconnect a call or a video visitation session.
- 7.9.3. The inmate telephone system, in conjunction with the InvestigatorPro software or equal, shall incorporate proven technology to scan recordings, search recordings, play back recordings, eliminate pauses in recordings, playback individual sides of conversations, high-light recordings with notes and transfer recordings for use by the staff in their routine investigations. The system shall have the capability, on demand, to store recordings online and the recording must be accessible instantly. The system must have the capability to easily record inmate conversations to CD in universally accepted formats. (WAV, MP3, data) procedures for archiving recordings must be described. Phone calls must also be able to be e-mailed.
- 7.9.4. The inmate telephone system shall be capable of producing the following investigative and administrative reports: (at a minimum)
 - 7.9.4.1. Account telephone number list, Alert notification
 - 7.9.4.2. Approved telephone numbers search, Attempts by station
 - 7.9.4.3. Call detail, Calls from PIN not at facility
 - 7.9.4.4. Chronological list of calls
 - 7.9.4.5. Currently suspended telephone accounts
 - 7.9.4.6. Extra dialed digits

- 7.9.4.7. Facility blocked telephone numbers
- 7.9.4.8. Frequently dialed numbers
- 7.9.4.9. Inmate directory
- 7.9.4.10. Inmate history
- 7.9.4.11. Inmate transfers
- 7.9.4.12. Most active inmate (s)
- 7.9.4.13. New inmate(s)
- 7.9.4.14. Quantity of calls placed
- 7.9.4.15. Quantity of minutes placed
- 7.9.4.16. Released inmates
- 7.9.4.17. System-wide blocked phone numbers
- 7.9.4.18. Telephone numbers called by more than one inmate
- 7.9.4.19. Telephone numbers listed in more than one account
- 7.9.4.20. Telephone number usage
- 7.9.4.21. Toll free numbers called by inmates
- 7.9.4.22. 3-way detect

7.9.5. The inmate telephone system should include an alert system that will detect and notify calls made to restricted numbers, calls made by restricted individuals, or calls made from restricted telephones.

7.9.6. The system must provide for the monitoring of live inmate telephone and video visitation calls without any detectable deterioration of call quality or call interruptions.

7.9.7. The inmate telephone system and video visitation system must have safeguards in place to avoid certain pre-determined numbers and individuals (video) from being recorded.

7.9.8. The inmate telephone system and video visitation terminals must be configured/networked such that all recorded calls may be accessed from only designated workstations; (or other electronic device-I.e., cell phone-telephones only).

7.10. Commission/Cost Structure

7.10.1. All commission payments shall arrive no later than thirty (30) days following the calendar month for which commissions are being paid. Failure to pay accurate commissions on a regular, monthly basis may be grounds for cancellation, without penalty, any agreement executed as a result of this Request for Proposal.

7.10.2. Provider shall provide the following summary report with each monthly commission check:
Number of calls by category below, number of minutes, gross revenues sent to billing:

- 7.10.2.1. Local
- 7.10.2.2. Intralata
- 7.10.2.3. Interlata
- 7.10.2.4. Interstate
- 7.10.2.5. International

7.10.3. For inmate telephone service the vendor must provide an alternative billing option to called parties who are characterized as un-billable by virtue of their selection of an alternative local carrier for service. Telephone system proposed must permit the first call attempt to complete and must provide the called party with immediate access to customer service representatives for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number call for information or account set-up, this must not be the only alternative. Called party account set up must include various payment options such as: credit card, electronic check, Western Union, etc.

7.10.4. The vendor for inmate telephone, video visitation and tablet service may submit any other pertinent information that will assist the County in evaluating the potential revenue and benefits

for their proposal. This may include additional features/capabilities available by virtue of the inmate telephone, video visitation terminal and tablet installation.

7.10.5. The facility shall be notified of any change in rates to either inmate telephone service or video visitation terminal use, before such increase/decrease. Any increase/decrease shall be subject to review and consideration by vendor and Sheriff/designee. Only upon mutual agreement, and verified documentation shall any change take place.

7.11. Financial Reporting

7.11.1. The vendor will provide telephone calling pattern usage data by telephone location. The vendor will provide on a monthly basis, with ability to report on a daily basis if requested. The reports will indicate the following:

7.11.1.1. Number of telephone calls per inmate

7.11.1.2. Number of calls per day

7.11.1.3. Number of calls per month

7.11.1.4. Percentage of calls broken down by local, intralata, interlata, interstate, and international

7.11.1.5. Total number of calls broken down by category

7.11.1.6. Average number of calls per minute

7.11.2. The vendor will provide ongoing telephone tariff information, including number of telephones, calls, minute's revenue and average minute per call.

7.11.3. The inmate telephone vendor will provide a payment report that indicates the billing cycle and includes the following information:

7.11.3.1. Telephone Number

7.11.3.2. Monthly Minutes

7.11.3.3. Revenue

7.11.3.4. Commission Amount

7.11.4. The successful vendor will provide a nightly Trouble Ticket Report. This shall be broken down into the total number of open reports; problems and time elapsed to resolution.

7.12. Permits / License / Registration Fees

7.12.1. The vendor will maintain current applicable permits, licenses, and applicable registration fees associated with the inmate telephone, video visitation terminals and tablets.

7.13. Personnel

7.13.1. The vendor will explain how recruiting and retaining high quality, excellent employees is achieved.

7.13.2. Describe your process for new hire training and orientation programs.

7.14. Costing Proposal

7.14.1. Submit up to 3 (THREE) copies of the following sheets A-E, ONLY. Copy as needed. ONE copy for servicing both facilities, ONE copy for serving each individual facility; (split contract); [for a total of (3) three copies].

A. Line Item Commissions: SINGLE CONTRACT BOTH FACILITIES.

| Call Type (Phone or Tablet Usage) | Commission offer to Facility |
|--------------------------------------|---------------------------------|
| Local Collect | ()% |
| Local PrePaid | ()% |
| Local Debit | ()% |
| IntraCell Collect | ()% |
| IntraCell PrePaid | ()% |
| IntraCell Debit | ()% |
| IntraLATA Collect | ()% |
| IntraLATA PrePaid | ()% |
| IntraLATA Debit | ()% |
| Intrastate Collect | ()% |
| Intrastate PrePaid | ()% |
| Intrastate Debit | ()% |
| Interstate Collect | ()% |
| Interstate PrePaid | ()% |
| Interstate Debit | ()% |
| Canadian Collect | ()% |
| Canadian PrePaid | ()% |
| Canadian Debit | ()% |
| Caribbean Collect | ()% |
| Caribbean PrePaid | ()% |
| Caribbean Debit | ()% |
| International Debit | ()% |
| Voice Mail Usage | ()% |
| Video Visitation Usage | ()% |

B. Tablet Commissions: SINGLE CONTRACT - BOTH FACILITIES

The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, these commissions will be valid.

| Tablet Sales Usage (Include any transaction fees) | Commission offer to Facility |
|--|---|
| Electronic Messaging | () % Transaction Fee/ per min charge: _____ Details _____ |
| Music | () % Transaction Fee/ per min charge: _____ Details _____ |
| Movies | () % Transaction Fee/ per min charge: _____ Details _____ |
| Games | () % Transaction Fee/ per min charge: _____ Details _____ |
| Education | () % Transaction Fee/ per min charge: _____ Details _____ |
| Facility Messaging | () % Transaction Fee/ per min charge: _____ Details _____ |
| Religious Content | () % Transaction Fee/ per min charge: _____ Details _____ |
| News | () % Transaction Fee/ per min charge: _____ Details _____ |
| Photos | () % Transaction Fee/ per min charge: _____ Details _____ |
| Videos | () % Transaction Fee/ per min charge: _____ Details _____ |
| Other | () % Transaction Fee/ per min charge: _____ Details _____ |
| Other | () % Transaction Fee/ per min charge: _____ Details _____ |

Contents within parenthesis should include one of three responses: (a number, N/A, or Free). Add additional sheets as necessary if other services are provided via tablets.

C. Inmate Calling Rates and Connection Fees: SINGLE CONTRACT - BOTH FACILITIES.

List the fees per minute per type of call and associated connection fees here: (Be sure to include any surcharges and connection fees with the indicated per minute rates).

| CALL TYPE | DEBIT | PREPAID | COLLECT |
|------------------|---------------|-----------------------|---------|
| LOCAL | | | |
| INTRALATA | | | |
| INTERLATA | | | |
| INTERSTATE | | | |
| CANADIAN | | | |
| CARIBBEAN | | | |
| INTERNATIONAL | | | |
| Video Visitation | 0-30 minutes | Public | \$ |
| Video Visitation | 30-60 minutes | Public | \$ |
| Video Visitation | 0-30 minutes | Professional | \$ |
| Video Visitation | 30-60 minutes | Professional | \$ |
| Video Visitation | 0-30 minutes | LOCAL LAW ENFORCEMENT | \$ |

D. Other Additional Fees - When and if Applicable: SINGLE CONTRACT - BOTH FACILITIES

Fees such as deposit fees, westerns union fees, etc., are listed below. It is understood that these fees are not commissionable and are borne by the users of the phone system. However, in the interest of the public and the inmate population, we highly encourage all potential vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

| <u>FEE/CHARGE</u> | <u>APPLIES WHEN</u> | <u>AMOUNT</u> |
|--|---------------------|--|
| Sample Fee | Per Transaction | Example: \$ 00.00 or 14% or 5% of Call Amount, etc. |
| Certified checks mailed to the vendor for funding an inmate telephone account | | |
| Money orders mailed to the vendor for funding an inmate telephone account | | |
| Deposits sent to the vendor for funding an inmate telephone account via Western Union or any other service. (These fees are borne by the consumer) | | |
| Live operator deposit fee (These fees are borne by the public consumer) | | |
| Automated or web based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not to be passed on to inmate families) | | |
| Federal Universal Service Fee (FUSF) | | |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate calls billed via paper invoice) | | |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate prepaid calls) | | |
| Single Bill Cost Recovery Fee | | |
| Deposit Service Fee | | |
| Paper Bill Fee | | |

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or his or her family or friends will absorb it after the fact. The vendor will assume responsibility for it.

| | <p>*Disclose the name of additional fee or charge not indicated in any other area of this response below.</p> <p>(Use additional sheets if necessary).</p> | <p>Disclose the fee or Charge amount here.</p> <p>(Use additional sheets if necessary).</p> |
|---|--|---|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |

*Taxes or fees “outside your ability to control” do not need to be listed. Such taxes and fees will not be borne by the County.

E. **Grants and or other funding sources:** SINGLE CONTRACT - BOTH FACILITIES.

The County will review and take into consideration any technology grants or funding proposals that may be available from potential vendors which could be used to enhance overall facility operations and/or inmate well-being as part of this Request for Proposals.

Specify here, if any:

Comments:

A. Line Item Commissions: SPLIT CONTRACT - CUSTODY FACILITY ONLY.

*****Use these sheets to submit your responses, you may photocopy as necessary*****

| Call Type (Phone or Tablet Usage) | Commission offer to Facility |
|--------------------------------------|---------------------------------|
| Local Collect | ()% |
| Local PrePaid | ()% |
| Local Debit | ()% |
| IntraCell Collect | ()% |
| IntraCell PrePaid | ()% |
| IntraCell Debit | ()% |
| IntraLATA Collect | ()% |
| IntraLATA PrePaid | ()% |
| IntraLATA Debit | ()% |
| Intrastate Collect | ()% |
| Intrastate PrePaid | ()% |
| Intrastate Debit | ()% |
| Interstate Collect | ()% |
| Interstate PrePaid | ()% |
| Interstate Debit | ()% |
| Canadian Collect | ()% |
| Canadian PrePaid | ()% |
| Canadian Debit | ()% |
| Caribbean Collect | ()% |
| Caribbean PrePaid | ()% |
| Caribbean Debit | ()% |
| International Debit | ()% |
| Voice Mail Usage | ()% |
| Video Visitation Usage | ()% |

B. Tablet Commissions: SPLIT CONTRACT - CUSTODY FACILITY ONLY.

The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, these commissions will be valid.

| Tablet Sales Usage (Include any transaction fees) | Commission offer to Facility |
|--|---|
| Electronic Messaging | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Music | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Movies | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Games | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Education | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Facility Messaging | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Religious Content | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| News | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Photos | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Videos | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Other | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |
| Other | ()% Transaction Fee/ per min charge: _____ |
| | Details _____ |

Contents within parenthesis should include one of three responses: (a number, N/A, or Free). Add additional sheets as necessary if other services are provided via tablets.

C. Inmate Calling Rates and Connection Fees: SPLIT CONTRACT - CUSTODY FACILITY ONLY.

List the fees per minute per type of call and associated connection fees here:

(Be sure to include any surcharges and connection fees with the indicated per minute rates).

| CALL TYPE | DEBIT | PREPAID | COLLECT |
|------------------|---------------|-----------------------|---------|
| LOCAL | | | |
| INTRALATA | | | |
| INTERLATA | | | |
| INTERSTATE | | | |
| CANADIAN | | | |
| CARIBBEAN | | | |
| INTERNATIONAL | | | |
| Video Visitation | 0-30 minutes | Public | \$ |
| Video Visitation | 30-60 minutes | Public | \$ |
| Video Visitation | 0-30 minutes | Professional | \$ |
| Video Visitation | 30-60 minutes | Professional | \$ |
| Video Visitation | 0-30 minutes | LOCAL LAW ENFORCEMENT | \$ |

D. Other Additional Fees - When and if Applicable:
SPLIT CONTRACT - CUSTODY FACILITY ONLY.

Fees such as deposit fees, westerns union fees, etc., are listed here:
 It is understood that these fees are not commissionable and are borne by the users of the phone system. However, in the interest of the public and the inmate population, we highly encourage all potential vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

| <u>FEE/CHARGE</u> | <u>APPLIES WHEN</u> | <u>AMOUNT</u> |
|--|---------------------|--|
| Sample Fee | Per Transaction | Example: \$ 00.00 or 14% or 5% of Call Amount, etc. |
| Certified checks mailed to the vendor for funding an inmate telephone account | | |
| Money orders mailed to the vendor for funding an inmate telephone account | | |
| Deposits sent to the vendor for funding an inmate telephone account via Western Union or any other service. (These fees are borne by the consumer) | | |
| Live operator deposit fee (These fees are borne by the public consumer) | | |
| Automated or web based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not to be passed on to inmate families) | | |
| Federal Universal Service Fee (FUSF) | | |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate calls billed via paper invoice) | | |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate prepaid calls) | | |
| Single Bill Cost Recovery Fee | | |
| Deposit Service Fee | | |
| Paper Bill Fee | | |

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or his or her family or friends will absorb it after the fact. The vendor will assume responsibility for it.

| | *Disclose the name of additional fee or charge not indicated in any other area of this response below. (Use additional sheets if necessary). | Disclose the fee or Charge amount here. (Use additional sheets if necessary). |
|---|---|--|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |

*Taxes or fees “outside your ability to control” do not need to be listed. Such taxes and fees will not be borne by the County.

E. **Grants and or other funding sources:** SPLIT CONTRACT - CUSTODY FACILITY ONLY.

The County will review and take into consideration any technology grants or funding proposals that may be available from potential vendors which could be used to enhance overall facility operations and/or inmate well-being as part of this Request for Proposals.

Specify here, if any:

Comments:

A. Line Item Commissions: SINGLE CONTRACT - CORRECTION FACILITY ONLY.

*****Use these sheets to submit your responses, you may photocopy as necessary*****

| Call Type (Phone or Tablet Usage) | Commission offer to Facility |
|--------------------------------------|---------------------------------|
| Local Collect | ()% |
| Local PrePaid | ()% |
| Local Debit | ()% |
| IntraCell Collect | ()% |
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| IntraLATA Debit | ()% |
| Intrastate Collect | ()% |
| Intrastate PrePaid | ()% |
| Intrastate Debit | ()% |
| Interstate Collect | ()% |
| Interstate PrePaid | ()% |
| Interstate Debit | ()% |
| Canadian Collect | ()% |
| Canadian PrePaid | ()% |
| Canadian Debit | ()% |
| Caribbean Collect | ()% |
| Caribbean PrePaid | ()% |
| Caribbean Debit | ()% |
| International Debit | ()% |
| Voice Mail Usage | ()% |
| Video Visitation Usage | ()% |

B. Tablet Commissions: SINGLE CONTRACT - CORRECTION FACILITY ONLY.

The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, these commissions will be valid.

| Tablet Sales Usage (Include any transaction fees) Electronic Messaging | Commission offer to Facility |
|--|--|
| | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Music | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Movies | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Games | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Education | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Facility Messaging | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Religious Content | ()% Transaction Fee/ per min charge: _____ Details _____ |
| News | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Photos | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Videos | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Other | ()% Transaction Fee/ per min charge: _____ Details _____ |
| Other | ()% Transaction Fee/ per min charge: _____ Details _____ |

Contents within parenthesis should include one of three responses: (a number, N/A, or Free). Add additional sheets as necessary if other services are provided via tablets.

C. Inmate Calling Rates and Connection Fees:

SINGLE CONTRACT - CORRECTION FACILITY ONLY.

List the fees per minute per type of call and associated connection fees here: (Be sure to include any surcharges and connection fees with the indicated per minute rates).

| CALL TYPE | DEBIT | PREPAID | COLLECT |
|------------------|---------------|-----------------------|---------|
| LOCAL | | | |
| INTRALATA | | | |
| INTERLATA | | | |
| INTERSTATE | | | |
| CANADIAN | | | |
| CARIBBEAN | | | |
| INTERNATIONAL | | | |
| Video Visitation | 0-30 minutes | Public | \$ |
| Video Visitation | 30-60 minutes | Public | \$ |
| Video Visitation | 0-30 minutes | Professional | \$ |
| Video Visitation | 30-60 minutes | Professional | \$ |
| Video Visitation | 0-30 minutes | LOCAL LAW ENFORCEMENT | \$ |

D. Other Additional Fees - When and if Applicable:

SINGLE CONTRACT - CORRECTION FACILITY ONLY.

Fees such as deposit fees, westerns union fees, etc., are listed below. It is understood that these fees are not commissionable and are borne by the users of the phone system. However, in the interest of the public and the inmate population, we highly encourage all potential vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

| <u>FEE/CHARGE</u> | <u>APPLIES WHEN</u> | <u>AMOUNT</u> |
|--|---------------------|--|
| Sample Fee | Per Transaction | Example: \$ 00.00 or 14% or 5% of Call Amount, etc. |
| Certified checks mailed to the vendor for funding an inmate telephone account | | |
| Money orders mailed to the vendor for funding an inmate telephone account | | |
| Deposits sent to the vendor for funding an inmate telephone account via Western Union or any other service. (These fees are borne by the consumer) | | |
| Live operator deposit fee (These fees are borne by the public consumer) | | |
| Automated or web based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not to be passed on to inmate families) | | |
| Federal Universal Service Fee (FUSF) | | |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate calls billed via paper invoice) | | |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate prepaid calls) | | |
| Single Bill Cost Recovery Fee | | |
| Deposit Service Fee | | |
| Paper Bill Fee | | |

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or his or her family or friends will absorb it after the fact. The vendor will assume responsibility for it.

| | *Disclose the name of additional fee or charge not indicated in any other area of this response below. (Use additional sheets if necessary). | Disclose the fee or Charge amount here. (Use additional sheets if necessary). |
|---|---|--|
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |

*Taxes or fees “outside your ability to control” do not need to be listed. Such taxes and fees will not be borne by the County.

E. Grants and or other funding sources:

SINGLE CONTRACT - CORRECTION FACILITY ONLY.

The County will review and take into consideration any technology grants or funding proposals that may be available from potential vendors which could be used to enhance overall facility operations and/or inmate well-being as part of this Request for Proposals.

Specify here, if any:

Comments:

8. EVALUATION METHODOLOGY

8.1. Onondaga County reserves the right to award this contract in part or as a whole to qualified vendor or vendors. Award will be selected based on evaluation of which vendor is most responsive and responsible, and not solely on the basis of prices.

8.2. Criteria to be evaluated by the County and will include the following:

- Compliance with the RFP format requirements**
- Experience**
- Future Contract Costs and Risks**
- Company Statistics**
- Responsiveness to the items in Section 7, Scope of Work**
- References**
- Price**
- Oral Presentations**
- Credibility of Vendor**
- Minority and Women's Business Enterprises Compliance**
- Sustainability Solutions and Practices**



**Onondaga County
Executive Department
Division of Purchase**

JOANNE M. MAHONEY
County Executive

*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.ongov.net*

ANDREW TROMBLEY
Director

July 31, 2018

Addendum #1

Subject: Onondaga County Sheriff RFP #18-7900-002: Video and Telephone Visitation Services

This addendum will address question Onondaga County has received regarding Onondaga County Sheriff RFP #18-7900-002 Video and Telephone Visitation Services. In the event that multiple vendors asked similar questions, the questions were combined and answered only once. All vendor specific information has been redacted from the questions.

****Note 1:** Deadline Extension: The deadline for proposals has been extended to September 7, 2018.

****Note 2:** Onondaga County will, by invitation, request on-site demonstrations of vendor programs during the weeks of September 17th and September 24th. Specific times will be included in the invitation. During this time vendors must be able to demonstrate all features and functionality of their systems as described in their RFP responses.

****Note 3:** As a result of Note 2, the expected award date is October 5, 2018 or later.

Question #1:

What is your current call volume for each facility for the past 6 months and your current call rates? Commission statements would be ideal.

County Response:

The County will not be releasing any call detail records. The correction department has an average daily population of approximately 500 and the custody department has an average daily population of approximately 600. Please base your commission rates and costs on those numbers.

Question #2:

What is your current inmate ADP at each facility? Of these, how many are in administrative segregation or otherwise restricted from potential tablet use? On page 13 of the RFP you discuss two facilities we'll be providing equipment/service for. On one you show "up to 659" and on the other you show "up to 538". That would be a total of 1,197.

County Response:

Between both facilities there are approximately 1100-1200 inmates depending on the time of year. Tablets would have to be made available for all inmates. The New York State Commission of Correction will soon be releasing a new Standard which will call for severely limiting the number of inmates that can be placed in segregation. Therefore, there may come a time in the not too distant future where only a few inmates may be locked in. There are no immediate plans for tablet usage right now. Vendors, however, are required to submit costs concerning their usage in section B of the pricing sheets.

Question #3

On page 5, there is indication the page numbering is to be sequential. Our numbering is normally from the beginning to the end of the document. Does the County require that each section start with a new page 1 or may we do sequential page numbering from the beginning to the end?

County Response:

The proposed format should be organized and indexed in the sequence indicated in section 3.2. Page numbering should start from beginning to the end.

Question #4

On page 5, the following instruction is provided: "Sales materials or brochures, if submitted, must be in a separately bound appendix." We normally create an "Attachments" section we place at the end of the RFP response, in which we include the project plan, sample screen shots, financial summaries, etc. Is that acceptable here? This is also where we place sales brochures (IF we provide them). When you say "separately bound appendix," does that mean it can't be included in the same binder? Does "separately bound appendix" only apply to sales and marketing brochures/flyers?

County Response:

All sales material / flyers may be placed in an Attachments Section or in a separately bound binder.

Question #5

On page 5 and 6, format is defined. Do we put our response to the entire RFP in section 3.2.4.1? Would this section include paragraph by paragraph responses to the content on RFP pages 2 – 26?

County Response:

Vendors should have paragraph by paragraph responses in your RFP return – for pages 2-26, indicating that you understand the comment and that you will or will not comply. Paragraphs are delineated by number, such as; 1.3.3. The proposed format should be organized and indexed in the sequence indicated in section 3.2.

Question #6

Page 26 (7.14) references a costing proposal. The formatting instructions on pages 5 and 6 do not appear to include costing/offer information. Are we to include the costing information within the RFP response, or are we to create a separate Technical and Cost Response? If so, does the

County require two originals and one soft copy of the Technical Proposal and two originals and one soft copy of the Cost Proposal?

County Response:

Follow the guidelines as indicated in 7.14.1. Three (3) copies of the following sheets A-E, only. (Minimum of 18 sheets-total) One set for servicing both facilities, one set for servicing just the Custody Department, and one set for servicing just the Correction Department. If there are any other "costs" you intend on passing along to the County for your services, you should delineate what those costs are in the comments section of item E, in the cost proposal sheets. The three sets of cost proposal sheets should be submitted in the appropriate area of your RFP return. In this case, we would expect to find these pricing sheets after your indication of understanding and compliance or non-compliance of paragraph 7.13.

Question #7

Under the section "3.2.4. Compliance Statement" is the County looking for a simple statement that we agree with "all General Provisions, Special Provisions, Equipment, Standard of Performance and Reliability," or are we to include the content of pages 6 -12 and respond to these points?

County Response:

In your response, vendors should state whether they are in agreement with all General Provisions, Special Provisions, Equipment, Standard of Performance and Reliability. Please also respond to the remaining sections of the RFP.

Question #8

On pages 2 – 6, do you want these included in our response, and if so, where should this information go?

County Response:

Yes, follow the guidelines in the county response to Question #5

Question #9

In section "3.2.1. Cover page," the description looks like a title page, rather than a cover letter. Can the County please confirm or clarify?

County Response:

A cover page is what is being requested.

Question #10

Part of your award requirements are references. How many references do you require and what information do you require?

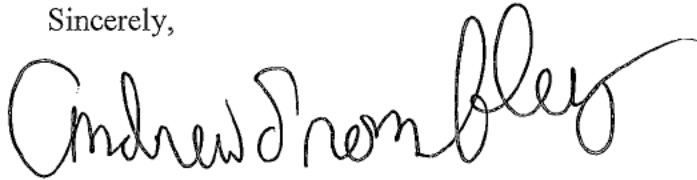
County Response:

There are no required amounts of references. You may include as many references as you would like. There are no formal formatting requirements. Enter information that would best help the

County identify your locations and contact individuals. Investigators will retrieve any other information needed by interviews.

All proposals must be received by the Division of Purchase in accordance with the delivery instructions of the RPF and this addendum. Late proposals will not be accepted.

Sincerely,

A handwritten signature in black ink that reads "Andrew Trombley". The signature is written in a cursive, flowing style with a long, sweeping tail on the final letter.

Andrew Trombley
Purchasing Director



**Onondaga County
Executive Department
Division of Purchase**

JOANNE M. MAHONEY
County Executive

*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.ongov.net*

ANDREW TROMBLEY
Director

August 14, 2018

Addendum #2

Subject: Onondaga County Sheriff RFP #18-7900-002: Video and Telephone Visitation Services

This addendum will address question Onondaga County has received regarding Onondaga County Sheriff RFP #18-7900-002 Video and Telephone Visitation Services. In the event that multiple vendors asked similar questions, the questions were combined and answered only once. All vendor specific information has been redacted from the questions.

Question #1: On Page 5 of the issued RFP, Section 3.2 outlines the proposal format. The following questions have surfaced regarding the format:

- a. Section 3.2 outlines the requirements for the cover page. Is the cover page the actual form that is required to be filled out that can be found on Page 4? If not, where does the submitting vendor provide the form from Page 4?
- b. The outlined proposal format, Section 3.2, does not address where the vendor is to respond to the actual system requirements and functionality outlined in Sections 6 and Sections 7. Please provide an updated proposal format to include areas to respond to these sections.
- c. The outlined proposal format, Section 3.2, does not address where the vendor is to respond to Pricing and Commission forms, Forms A through E found on pages 27 through 44. Please provide an updated proposal format to include areas to respond to these forms.
- d. On Page 6 of the issued RFP, Section 3.2.6.1 discusses Proposal Certification, Verification and Signature . Please provide additional information on what is to be included within this section as it is not clear.

County Response:

- a. The form on page 4 is sufficient for a cover page.
- b. Address every paragraph in sections 6 and 7 with a paragraph underneath each stating that you understand what is being requested and that you will comply or not comply. For example: 6.2.2 Contractor shall obtain, from an insurer.....
- c. The RFP is quite clear. Use the pricing and commission forms found on pages 27-44. Three copies ONLY. One for servicing both facilities. One each for servicing just the Custody Department and One for servicing just the Correction Department. You may copy these forms as necessary and you may type or clearly print your responses. If hand printed, Illegibility will disqualify your response.

- d. An authorized signature is required on page four; sign this page where indicated as the individual authorized to make pricing and commission offers.

Question #2: On page 4 of the issued RFP, at the bottom of the required form the County is asking for acknowledgement of issued addendum. Is the County looking for the total number of issued addenda or is the County requesting submitting vendors list the name and number of the addenda that have been received?

County Response: The number of addendums issued and received by the proposer.

Question #3: Section 1.5 on page 3 of the RFP requires MWBE participation, “not less than 30% of the total value of the work and supplies purchased by the County...” However, since this is not a purchasing contract and services under this contract will be provided at no cost to the County, please confirm that this requirement is not applicable. In the event this requirement would apply, please clarify how the amount should be calculated? E.g., XX% of the proposed equipment’s value; or some other method?

County Response: Section 1.5.1 paragraphs 2 and 3 inform proposers how to respond.

Question #4: On page 11 of the Request for Proposal, Section 6.12.2 states the Vendor contract is available upon request. To whom does the Vendor make this request, and will the County provide to all vendors a copy of the standard Onondaga Vendor contract?

County Response: A standard contract is attached for your review.

Question #5: On page 14 of the issued RFP, Section 7.3.13, states that two cordless, hands-free telephones will be provided and will act as phantom inmate telephones. What does the County mean by phantom inmate telephones?

County Response: These two phones shall be able to perform all of the same functions as a regular inmate telephone. That is what is meant as phantom phones. Vendor will ensure that a minimally funded account is provided for such use. At times investigations involving inmates out of the housing units are conducted. The inmates may have to make phone calls in the presence of investigating officers via these phantom phones. They are also used to test the system and for investigators to verify information. This requirement is only for Corrections, not the Custody Division.

Question #6: On page 18 of the issued RFP, Section 7.4.43 states “Any incoming vendor will, at no charge to the current vendor, facility, inmate or called parties, coordinate the retrieval and importation of all phone call records currently on the current system to the new system, and make all such calls immediately and readily available prior to full implementation.” Recently vendors in the industry have developed a practice where they will agree and comply with requirements of this nature and then offer a “Leave Behind Solution” that requires the agency to use two different systems thus not complying with this requirement. Will the County issue an addendum specifically addressing compliance with this requirement as written?

County Response: As long as the facility has the ability in your “leave behind solution” to easily access, copy and categorize, specifically and individually all inmate calls on record, you will be in compliance with this section.

Question #7: On page 28, page 34 and Page 40 of the issued RFP, the County provides a form to be used in relation to tablets. Please confirm that the County looking for the vendor to provide the commission percentage offered to the County in the area ()% ? Please also confirm that the County is looking for the vendor to provide pricing for the service in the area Transaction Fee / per min Charge: ?

County Response: The questioner is correct in both assumptions.

Question #8: On page 45 of the issued RFP, the County outlines the evaluation criteria. We respectfully request that the County provide the points or weighting for each of the evaluation criteria? Also, please provide clarity on how cost to the inmate / public will be evaluated against commission share to the County? It has been our experience that the initial questions and answers (Q&A) will ultimately drive the need for a second round of questions so that all vendors can clarify answers that are received from the County. Also, additional questions will develop based upon the initial round of Q&A. Please confirm that the County will allow for a second round of questions and please provide the date these questions would be due by.

County Response: The County will evaluate each proposal in totality and award based on the most responsive and responsible bidder in the best interest of the County. An additional addendum will be forthcoming to identify dates for product demonstrations tentatively scheduled for September/October 2018.

Question #9: Due to the extensive requirements within the RFP, we respectfully request a one-month extension to the RFP due date for all vendors so that the County may receive comprehensive responses.

County Response: Final submission for your proposal is September 7, 2018. Approximately one month from now.

Question #10: Please provide point schedule or relative weights of the evaluation listed on RFP p. 45. Will multiple people be involved in scoring the proposals? If so, which departments will be involved (e.g., finance, procurement, investigative personnel, etc.)?

County Response: Refer to the answer in question 8. Multiple departments are involved in evaluating the proposals, and the specific personnel are the discretion of the County's.

Question #11: There are references throughout the Request for Proposal for InvestigatorPro by JLG . On page 15, Section 7.4.3, Page 24, Section 7.9.1 and page 24, Section 7.9.3 the County request Investigator Pro by JLG or equivalent . During the last RFP this was not an issue as Investigator Pro by JLG was then still owned by JLG, a company who did not compete in the provisioning of or provide inmate telephone service but in fact was an add on product that any company could incorporate into their inmate telephone platform. Today, this product is owned by a specific vendor who could respond to this RFP. Requesting this product or even an equivalent product would give this company an unfair and unlevel advantage overall other companies responding to this RFP. For this reason, we respectfully request that this reference be struck throughout the entire RFP and this requirement be removed. Will the County strike the reference to the JLG InvestigatorPro or equivalent and replace with a generic reference to an investigative product with the specific features/functionality the County is requesting?

County Response: Any references to JLG Technologies were provided as a reference only. The county is seeking that product, or an equivalent product. The requirement is a "state of the art" Voice Identification Technology system in a vendor's inmate telephone system. Such a system

shall be able to provide continuous, NOT INITIAL ONLY, real time identification of inmates speaking on a call. This verification must be available throughout the call. This will be one area required to be demonstrated in the onsite demonstrations in September/October. Invitations and dates to be announced by addendum.

Question #12: On Page 13 of the County issued RFP, Section 7.2.4 states in the table under the Onondaga County Sheriff's Office Custody Department, 555 South State Street, Syracuse, NY 13202, Up to sixty-five (65) inmate telephones in (12) housing units, (including cart phones), ten (12) Video Visitation Terminals, including one (1) stand-alone video visitation terminal in the facility. Vendor respectfully requests the County clarify the number of Video Visitation Terminals since the written number contradicts the number in parentheses. This will affect the requirement by Onondaga County to ensure adequate bandwidth be available.

County Response:

- Sheriff Custody Department has 85 inmates telephones, not 65 as stated in the RFP
- Sheriff's Custody Department: 13 visitation terminals in the units (one in each unit) – 1 stand-alone visitation unit on a movable cart – TOTAL 14 (See also answer to question 33)
- Sheriff's Correction Department: 10 visitation terminals in the units (one in each unit) – 1 stand-alone visitation unit on a movable cart – TOTAL 11

Question #13: How many phones are in the Justice Center waiting area?

County Response: There are a total of 4 inmate phones in the sheriff waiting area.

Question #14: Would you like to connect the two County phones at the classification posts to the rest of the system at the Justice Center?

County Response: Yes, though they're free calls. The preference is to have three County phones (2 at the classification post and the third located in the 2nd floor core

Question #15: How many inmates do you see each week at the Justice Center?

County Response: We see about 10,000 per year.

Question #16: How many termination closets are at the Justice Center?

County Response: 5

Question #17: On page 17 of the issued RFP the County states at facility discretion, vendor will provide an on-site inmate telephone administrator for a minimum of twenty (20) hours per week at each facility. Later in the RFP on page 20, in Section 7.5.60.1 the County states the 20 hours per week staff member provided by the vendor will also be responsible for video terminal maintenance as they currently are, which indicates that the person is mandatory. Further on page 23, Section 7.7.7 states that the County may perform maintenance in lieu of the on-site representative. So that all vendors respond in like manner, and that the County understands exactly what it is receiving, we respectfully request that the County make the twenty (20) hour a week administrator at each facility (a full-time person for 40 hours) a mandatory requirement? Does an on-site administrator exist now at the Onondaga County Sheriff's Office Correction Department? This requirement is only for Corrections, not the Custody Division.

County Response: The vendor may provide an on-site administrator for phone and video visitation terminal maintenance for a period of at least 20 hours and up to 40 hours per week, at vendor discretion. The County will not mandate the number of hours after 20. (Currently, there are times when the current vendor will authorize additional hours from time to time to his employee if needed for repairs/troubleshooting, at the Correction Department) The vendor must determine the actual number of hours needed to maintain such a system and make arrangements with his or her employee. In lieu of this requirement, the vendor may offer a stipend to have County staff make repairs, (change phones, repair frayed cords, signage etc) or provide a mechanism whereby a vendor may perform his own maintenance within 24 hours of any needed repairs. The Onondaga County Sheriff's Office Correction Department currently has an on-site telephone administrator who is a civilian and who works for the current vendor, but who is cleared for his position in the facility.

Question #18: On page 14 of the County issued RFP, Section 7.3.7 states ...This lanyard shall not exceed more than 8 (eight) inches outside the encased housing... This is a very unusual lanyard length and makes inmate operation of the telephone very difficult. Standard lanyard length is 18-24. We respectfully request that the County amend this requirement to reflect a standard lanyard length?

County Response: Yes, standard length of 18-24 inches is acceptable.

Question #19: On Page 16 of the issued RFP, Section 7.4.16 states, System provided announcement that states the call may be recorded or monitored. There should be no other announcements/warnings made once the called party has accepted the call. This includes subtle tones or recording messages during the call. However, requirement 7.4.29 states, "Duration of any single call will be up to sixty (60) minutes, with a notification that the call will be terminated one minute before the maximum time allowed has been reached. This time can be changed at any time at the discretion of either facility." Vendor respectfully requests the county confirm announcements are permitted after the called party has accepted the call, specifically notifications of call termination due to time limit restrictions and insufficient funds?

County Response: Yes, announcement of call termination due to time allotment or insufficient funds are permissible.

Question #20: On page 17 of the County Issued RFP, Section 7.4.35 states System provided shall have monitoring capabilities which allow the investigator the option of viewing a map in real-time showing where and what type of calls are being made across the United States. Each long-distance call shall be indicated by a line from origination to destination, and indicate, by color, the type of call being made; collect, prepaid collect or debit. Satellite mapping, with reverse directory number look-up is also required. Please confirm that above referenced requirement is only seeking an address look up function with satellite mapping capability rather than location-based services in relation to cell phone location? Bidder notes that recent events, including a U.S. Supreme Court decision, and investigations into abuses of location tracking technologies, have cast doubt on whether information needed to support Geo-Fencing will continue to be made available to corrections technology providers.

County Response: Address lookup function with satellite mapping capability is sufficient.

Question #21: On page 19 of the issued RFP, Section 7.5.14 requires up to 180 days of on-line storage for video visitation. On page 19 of the issued RFP, Section 7.5.23 states 90 days for storage for the video visitation system. On page 22 of the issued RFP, Section 7.5.68.7 states ... access to all video calls on system for contract period... Please confirm what the minimum storage length for video visitation calls is 90 days which is standard in the industry do to the size of these calls?

County Response: Corrections Division requires a minimum of 180 day video visitation storage. Custody Division requires a 365 days of video visitation storage.

Question #22: On page 18 of the issued RFP, Section 7.5.14 states The system shall store and make readily available up to 180 days of on-line video visitation storage or better and Section 7.5.23 states that all recordings must be maintained in vendor provided servers for a minimum of 90 (ninety) days, unless other arrangements are made. What is the minimum amount of time the vendor must store and make video-visitiation recordings available?

County Response: 180 day video visitation storage will be required.

Question #23: On page 20 of the used RFP, Section 7.5.43 within the Video Visitation section states Facility administrators shall use the systems on-line scheduler to coordinate and integrate the visits scheduled with on site and remote visitors.” Does this mean that the County is looking for on-site video visitation units to be used by the public? If so how many units is the County looking for at each site? Please provide clarity around this requirement.

County Response: No, the intent here is to have the ability for outside users to know what times are available for inmate video visitation sessions and schedule such accordingly.

Question #24: Would the County please state the number of video visitation units for each facility broken down by mobile units and stationary units? Also, please advise if any of the video visitation units are assigned for visitor use in the public visitation area.

County Response: See answer to question 12 above. No plan at this time for public visitation use in waiting areas.

Question #25: Please provide the number of inmates and the number of phones in each housing unit. For each housing unit, please indicate how many phones are wall-mounted and how many are cart phones.

County Response: See 7.2.4. Inmate housing unit populations fluctuate greatly. There are no cart phones. Justice Center has 9 housing units having a max. population of 60 inmates in each (6 wall mounted phones); 1 housing unit with a max. population of 56 inmates (5 wall mounts / 3 carts); 1 housing unit with a max. population of 55 inmates (4 wall mounts / 1 cart) and 1 housing unit with a max. population of 20 inmates (2 carts).

Question #26: Please provide a breakdown of the inmate population, in percentages or actual numbers, by local, DOC, or other agency.

County Response: See sections 7.2.2 and 7.2.3. Specific inmate breakdowns are not disclosed here.

Question #27: At what point in the booking process are PIN numbers issued to inmates? Do inmates have PINs while using the free phones in the Intake area?

County Response: PIN's are issued at intake in the booking office.

Question #28: Is there currently a site administrator on-site at the Justice Center?

County Response: No, the Justice Center does not currently have an on-site phone administrator provided by their inmate phone provider. They use their internal facility intelligence officer.

Question #29: For each facility, please provide the name and contact information for the following vendors so that bidders can make appropriate arrangements to complete required integrations:

- a. Commissary System
- b. Inmate Banking System / Trust Accounts
- c. Jail Management System

County Response: The facilities use their own County provided JMS system. The commissary and Trust fund system is provided by Keefe. (The Custody Department may use elements of Black Creek) The Custody Division currently uses an in house JMS (CNYIIS)

Question #30: Providers who offer the single call payment options described above typically pay little to no commission on this type of call. For example, providers who charge \$14.99 typically pay only \$0.61 in commissions (10.7%) to their clients because they categorize this call type as "bonus" and don't pay the proposed commission rate on these calls. If these types of calls are allowed, please confirm that bidders will be required to disclose all associated rates, transaction fees, per call cost, and what part will be allocated to the County as commissions. Please also state how these costs and commissions will be evaluated as part of the Financial Offering.

County Response: Adhere to instructions given in the RFP concerning commissions and call rates. Do not offer presumed commissions or rates. Evaluation methodology takes into account your rates and commission information. Provide actual rates for each type of call. Use comment sections in pricing pages for other data or available types of calls.

Question #31: How many video units are at the Justice Center?

County Response: 1 per housing unit, with the exception of 5th floor, which has 4 video units for 3 housing units.

Question #32: How many housing units are at the Justice Center?

County Response: 12 housing units, but 13 total video units. There are 4 video units for 3 housing units on the fifth floor.

Question #33: How many mobile video visitation services are needed at the Justice Center?

County Response: 4 (5a 5b 5c and 3c). Unit 5a is a unit where mobile visitation would be useful.

Question #34:

What's the number of inmates per housing unit at the Justice Center?

County Response:

On average there are 60 per housing unit.

Question #35:

Do you want law library on the video units at the Justice Center?

County Response:

It's okay on the kiosks but at some point it would be helpful to be available on the tablets.

Question #36: Is there communication with medical via their own PC equipment?

County Response: Yes, via Correct Care Solutions

Question #37: Would you like medical tele-skyping available through a tablet?

County Response: No

Question #38: Do you need access for interpreter services?

County Response: Yes

Question #39: What services do you use?

County Response: Language line and Elsa

Question #40: At the Justice Center, how many rollers do you have and how many do you need?

County Response: We have 8 and we need 10.

Question #41: Are inmates monitored while using the phone?

County Response: No

Question #42: Who do you use for the law library?

County Response: Lexus Nexus (Justice Center is willing to consider acceptable alternatives)

Question #43: Some vendors provide alternate payment options, such as the ability to purchase a one-time phone call using a credit or debit card, without the necessity of setting up a prepaid account. Providers that offer this option charge as much as \$14.99 for a single call. We have also found that many facilities were unaware that this type of call was being offered at their facility. In light of this information, we respectfully ask the County to consider disallowing this charging practice at the Facility.

County Response: See answer to question 30, the County will not discuss call rates, call types, pricing, commissions in this or any other addendum.

Question #44: On Page 12 of the issued RFP, Section 7.1.1 states ...Debit calls should be discounted at least 15-20% from regular phone rates.... This practice has been abandoned by most agencies within the industry over the past years in lieu of lower rates in totality. Please confirm if this requirement is to remain or if submitting vendors should strive to offer lower pricing to all types of calling.

County Response: See answer to question 30 above. The requirement for debit calling should be consistent with information presented in the RFP.

Question #45: On page 17 of the issued RFP, Section 7.4.40 states Vendor will provide two (2) laptop computers and one (1) air card for remote offsite investigative use. Are these the same two laptops mentioned in requirement 7.4.27 on page 16? Does the County require one or two laptops per site? Also, shouldn't all laptops require an air card for access to the system when offsite?

County Response: These are the same two laptops. Two laptops per site, for a total of four laptops. Only one air card per facility is requested. Laptops are also used in external wi-fi areas.

Question #46: On page 18 of the issued RFP, Section 7.4.42 requests Two (2) iPhone 8 cellular devices. Please confirm that the newest version of the iPhone is acceptable?

County Response: Yes, the newest version of the iPhones are acceptable. But they must be upgraded if and when requested. This item is not a request of the Custody Division.

Question #45: On page 17 of the issued RFP, Section 7.4.40 states Vendor will provide two (2) laptop computers and one (1) air card for remote offsite investigative use. Are these the same two laptops mentioned in requirement 7.4.27 on page 16? Does the County require one or two laptops per site? Also, shouldn't all laptops require an air card for access to the system when offsite?

County Response: These are the same two laptops. Two laptops per site, for a total of four laptops. Only one air card per facility is requested. Laptops are also used in external wi-fi areas.

Question #46: On page 18 of the issued RFP, Section 7.4.42 requests Two (2) iPhone 8 cellular devices. Please confirm that the newest version of the iPhone is acceptable?

County Response: Yes, the newest version of the iPhones are acceptable. But they must be upgraded if and when requested. This item is not a request of the Custody Division.

All proposals must be received by the Division of Purchase in accordance with the delivery instructions outlined in the RFP document and addendum #1 and #2. Late proposals will not be accepted.

Sincerely,

A handwritten signature in black ink that reads "Andrew Trombley". The signature is written in a cursive style with a long, sweeping horizontal line extending to the right from the end of the name.

Andrew Trombley,
Purchasing Director



JOANNE M. MAHONEY
County Executive

**Onondaga County
Executive Department
Division of Purchase**
*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
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ANDREW TROMBLEY
Director

August 30, 2018

Addendum #3

Subject: Onondaga County Sheriff RFP #18-7900-002: Video and Telephone Visitation Services

The department is in process of making adjustments to the RFP scope. As a result, the RFP deadline will be delayed.

An addendum will be issued next week containing the scope adjustments, and an updated deadline will be included.

Thank you for your participation in this process.

Sincerely,

A handwritten signature in cursive script that reads "Andrew Trombley".

Andrew Trombley,
Purchasing Director



**Onondaga County
Executive Department
Division of Purchase**

JOANNE M. MAHONEY
County Executive

*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202*

ANDREW TROMBLEY
Director

www.ongov.net

September 12, 2018

Addendum #4

Subject: Onondaga County Sheriff RFP #18-7900-002: Video and Telephone Visitation Services

This addendum will clarify key aspects of Onondaga County Sheriff RFP #18-7900-002 Video and Telephone Visitation Services.

The updated deadline is now Friday, September 28th, 2018 at 4pm.

Note #1: Section 7.2.4 states “enough tablets for each inmate not currently in administrative or punitive segregation or otherwise restricted.

- The Custody Department is not looking for 1:1 tablet ratio and we do want inmates in administrative or punitive segregation or restricted status to have access to tablets.
- Correction Department: Provide enough tablets for each inmate, including those in Administrative Segregation.
- Custody Department: When the time comes for tablet issuance, the Custody Department will advise on the number of tablets required. Vendors should anticipate that all inmates may need access to tablets.

Note #2: The RFP currently indicates that tablets will not be initially required. However, future plans for implementation require vendors to state their proposal for costs and commissions in their proposals.

Note #3: We request that vendors ensure that TTY devices mentioned in section 7.3.12 are tested quarterly.

Note #4: Section 7.4.28 requests a “snitch line” for on-going inmate investigations; and that this snitch line be routed to indicated offices. Currently, at the Correction Department, this line is routed directly to the Internal Affairs and Facility Intelligence Offices. The Custody Department will require the same type of line or at least a line which will allow calls to be made to a designated number issued to specific inmates by their Facility Intelligence Officer. These calls shall be able to be made at no cost to inmates.

Note #5: Section 7.4.29 states that the duration of a single call will be up to sixty (60) minutes. Vendors must ensure that each facility has the discretion and ability to adjust the duration of any calls in their software

Note #6: Section 7.4.30 states that the telephone system must comply with all ADA requirements within a correctional/jail facility. Vendors will ensure and so state, in their responses, that their phone, visitation and tablet systems are and will continue to remain ADA complaint for the life of the contract.

Note #7: Section 7.4.33 states “vendor will provide one (1) telephone for local use by staff within the secure perimeter...free of charge to the facility or any called parties,” This phone is a non-recorded, local telephone for use by staff during break times when staff access to their personal devices is not feasible or permitted in restricted areas (i.e. locked in lockers).

This phone will be required for the Correction Department only, since housing unit telephones are restricted for in house use only.

Note #8: Section 7.34.38 of the RFP requests an onsite “20-hour per week” facility telephone administrator. (See addendum 2, question and response to question 17). This administrator will be required for the Correction Department only. (see Note #9)

Note #9: 7.4.39 – Subcontracted vendors for maintenance, repairs, administration, or other services as required must meet the qualifications and responsibilities as approved by the Sheriff’s Office.

Note #10: Section 7.4.41 requests “four (4) telephones used in the inmate visitation closed consultation booths.” These telephones shall be required for the Correction Department only, as the Custody Department does not have such booths.

Note #11: Section 7.5.51: We do not want the use of a paper check system and require the use of cards which we currently use. Unused phone time should be returned to inmates using a card system for both facilities.

Note: #12: Section 7.5.4 states “Systems will utilize touchscreen technology. Please correct to state “Systems at both facilities should use touch screen technology to the minimal extent that it is needed”.

Note #13: Section 7.5.5 states “Terminals must use Hi Resolution cameras with VGA capability.” To clarify, systems at both facilities must use high resolution cameras with VGA capability.

Note #14: Section 7.5.14 currently states that “up to 180 days of online video visitation storage” should be readily available. Please update to include 1 year storage capabilities at both facilities.

Note #15: In section 7.5.23, please change “minimum of 90 (ninety) days” to one (1) year storage. Systems at both facilities will require 1 year storage capabilities.

Note #16: Section 7.5.39- The RFP currently calls for training materials for staff administrators at both facilities, along with other training materials and promotional literature for inmate visitors. Successful vendors will ensure and provide up to date and continuous training materials concerning their systems, especially when and if changes are made.

Note #17: Section 7.5.42: The RFP currently calls for vendor systems to allow for full utilization of software to adjust times as necessary for phone and video visitation usage. Vendors will ensure that facilities have complete control of the ability to access their systems when it comes to activating or de-activating phones, on-site or remotely, and adjust calling times at facility discretion; in addition to adjusting video visitation times/availability. - Justice Center times should read 7:00am – 10:00pm.

Note #18: Section 7.5.47: Add “Vendor will assume all responsibility for damage or destruction of their equipment regardless of the cause, including but not limited to negligence, willful damage, or abuse.” Also, please note that the Justice Center is air conditioned.

Note #19: Section 7.5.60.1 states that the telephone administrator position at the Correction Department will handle video visitation terminal maintenance. At the Custody Department, the successful vendor must make arrangements with that facility to repair video visitation equipment (See Note #9).

Note #20: Section 7.5.68: In addition to the requirements set forth in this section, the Vendor will ensure that facility staff has the ability to block video visits (and or phone numbers) as necessary.

Note #21: Section 7.6.15 – Add the following language: “Vendors will ensure that the use of tablets will require an approval process from the facility before inmates can use them.” We require the ability of an approval process, prior to inmate access.

Note #22: Section 7.6.12 states that “All purchases by inmates on tablets...must generate a commission to the facilities and that commission must be specified in the vendors RFP response.” To clarify, educational or facility materials for inmate use should be free of charge to inmates on tablets; handbook, memos, etc. However, as currently indicated in the RFP, all purchases made by inmates on the tablets; i.e., messages, music, books on tape, etc., must generate a commission to the facility based on any fees charged by the vendor. Such fees and commissions must be disclosed in the RFP response in the designated areas. (See 7.6 General Configuration requirements).

Note #23: If and when tablets are initiated in the facilities, the following will also apply:

- Vendor will ensure that all tablets are of Correctional grade quality.
- Vendor will assume all responsibility for tablet related injuries.
- Vendor will ensure that the facility will have control over tablet functionality based on facility location.
- Vendor will ensure that all material on the tablets may be modifiable as requested by either facility.

- Vendor will ensure that tablets take a photo and or use facial recognition for inmate access.
- Vendor will ensure that inmates who are deaf or hearing impaired have the ability to use video visitation or tablets at the same rates as traditional telephone calls.

All proposals must be received by the Division of Purchase in accordance with the delivery instructions outlined in the RFP document and addendum #1 and #2. **The updated deadline is now Friday, September 28th, 2018 at 4pm.** Late proposals will not be accepted.

Sincerely,

A handwritten signature in black ink that reads "Andrew Trombley". The signature is written in a cursive, flowing style.

Andrew Trombley,
Purchasing Director



**Onondaga County
Executive Department
Division of Purchase**

JOANNE M. MAHONEY
County Executive

*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.ongov.net*

ANDREW TROMBLEY
Director

September 14, 2018

Addendum #5

Subject: Onondaga County Sheriff RFP #18-7900-002: Video and Telephone Visitation Services

As a result of the clarifications in addendum #4, vendors may submit additional questions until Tuesday September 18, 2018 at 12:00pm. Questions received after this time will not be addressed.

The deadline for submissions is Friday September 28, 2018.

Thank you for your participation in this process.

Sincerely,

A handwritten signature in black ink that reads "Andrew Trombley".

Andrew Trombley,
Purchasing Director



**Onondaga County
Executive Department
Division of Purchase**

JOANNE M. MAHONEY
County Executive

*John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.ongov.net*

ANDREW TROMBLEY
Director

September 20, 2018

Addendum #6

Subject: Onondaga County Sheriff RFP #18-7900-002: Video and Telephone Visitation Services

This addendum will address question Onondaga County has received regarding Addendum # 4 for Onondaga County Sheriff RFP #18-7900-002 Video and Telephone Visitation Services. In the event that multiple vendors asked similar questions, the questions were combined and answered only once. All vendor specific information has been redacted from the questions.

Question #1: Note #10 of the County issued Addendum #4 states, "Section 7.4.41 requests 'four (4) telephones used in the inmate visitation closed consultation booths.' These telephones shall be required for the Correction Department only, as the Custody Department does not have such booths." Does the County require the inmate to enter his/her pin number on the visitation phone for the visitation call to be initiated?

County Response: Yes, the inmate must enter his PIN to initiate the call to the visiting party. This is done for future use to tie the inmate to the call, and becomes part of his phone call history.

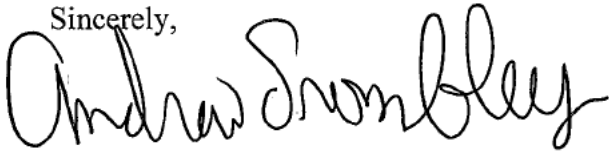
Question #2: Note #23, second bullet, of the County issued Addendum #4 states "Vendor will assume all responsibility for tablet related injuries." Normally, the vendor would assume responsibility for injuries arising from manufacturing, workmanship, or design flaws in the product delivered. The scope of the liability here is quite broad. Does the County hold the vendor responsible outside that scope? For example, if an inmate beats another inmate or guard with a tablet, where is the liability for that kind of action?

County Response: The vendor agrees to assume responsibility for injuries arising from manufacturing, workmanship, or design flaws in the product, and or malfunctions which could cause injury, such as shattered glass, battery leakage, exposure issues, etc. The vendor will not be held liable if an inmate used the device as a weapon against himself or another inmate.

All proposals must be received by the Division of Purchase in accordance with the delivery instructions outlined in the RFP document and all addendums. The deadline for submissions is Friday September 28, 2018. Late proposals will not be accepted.

Thank you for your participation in this process.

Sincerely,

A handwritten signature in black ink that reads "Andrew Trombley". The signature is written in a cursive, flowing style with a large initial "A".

Andrew Trombley,
Purchasing Director



ICSolutions PRESENTS THIS PROPOSAL TO:
ONONDAGA COUNTY, NEW YORK

RFP # 18-7900-002

**Video & Telephone Visitation
Services for the Onondaga County
Sheriff's Department**

COPY

DUE: SEPTEMBER 28, 2018 @ 4:00 P.M.


REGIONAL ACCOUNT MANAGER

ICSolutions

Advanced Technology
A Keefe Group Company

2200 Danbury Street
San Antonio, Texas 78217

www.icsolutions.com



Copyright & Trademark Notices

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

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

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This Document is printed on recycled paper.



SECTION i
LETTER OF TRANSMITTAL

September 2, 2018

Onondaga County Division of Purchase
John H. Mulroy Civic Center
421 Montgomery Street, 13th Floor
Syracuse, NY 13202

RE: RFP # 18-7900-002 for *Video & Telephone Visitation Services for the Onondaga County Sheriff's Department*

Dear Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Onondaga County's inmate telecommunications needs. **ICSolutions, provider of Inmate Telecommunications Services for the Onondaga County Correction Department since 2006**, has considered the County's requirements, and the enclosed offer will meet or exceed your specifications in all respects.

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

[REDACTED], ICSolutions Vice President Sales & Marketing
Office: [REDACTED] | Email: [REDACTED]

Also, please feel free to contact your Account Manager and Primary Contact **Mr. Brad Coens** with any questions regarding our proposal:

[REDACTED], ICSolutions Regional Account Manager
Office: [REDACTED] | Email: [REDACTED]

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

Sincerely,

[REDACTED]

Vice President Sales & Marketing

A decorative border with a blue outer frame and a stylized, multi-colored (blue, red, white) striped pattern that tapers towards the top and bottom center.

SECTION A
RFP COVER PAGE



Onondaga County
Executive Department
Division of Purchase

John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202
www.ongov.net

JOANNE M. MAHONEY
County Executive

ANDREW TROMBLEY
Purchasing Director



REQUEST FOR PROPOSAL

TITLE: Video and Telephone Visitation
NUMBER: #18-7900-002

CLOSING DATE AND TIME: August 28, 2018 at 4:00 P.M. EST

DELIVER TO: Onondaga County Division of Purchase, address above

In compliance with the RFP specifications and the Conditions of Proposing, I, the undersigned, offer and agree to furnish any or all materials and/or services upon, which prices are offered, at the price set opposite each, to the County within the time specified. I certify that this proposal is made without prior understanding, agreement, or connection with any corporation, firm, or person submitting a proposal for the same materials, supplies, equipment, or services and is in all respects fair and without collusion or fraud. I understand collusive bidding is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards. I agree to abide by all conditions of the proposal and certify that I am authorized to sign this proposal for the Offeror.

By my signature, below, Contractor subscribes and Contractor affirms as true under penalties of perjury the following statement:

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to paragraph (b) of subdivision 3 of section 165-a of the state finance law.

Name and Address of Record:

Inmate Calling Solutions, LLC d/b/a ICSolutions

State of Incorporation Formation State: CA Telephone number

Mailing Address 2200 Danbury Street, San Antonio, TX 78217

Federal I.D. number

Authorized signature _____

Typed or Printed Name Michael Kennedy

Title of Authorized Person Vice President Sales & Marketing

Receipt of Addenda Nos. 1-6 is hereby acknowledged. (Where none received, place the figure (0) Zero in this space.)



SECTION B
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B. TABLE OF CONTENTS

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SECTION C
EXECUTIVE SUMMARY

C. EXECUTIVE SUMMARY

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telephone Services for Onondaga County, New York. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002 – including **provision of Inmate Telephone System and related services for the Onondaga Correction Department since 2006.**

ICSolutions is a wholly owned subsidiary of *the Keefe Group*, which has served the correctional industry **since 1975**. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements.

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

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

Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls; The ENFORCER® is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, The ENFORCER® provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

We have provided references in **Section D** of this Proposal, and we invite Onondaga County to contact anyone on this list to hear about their satisfaction with our system and service!

All products and services described in this proposal will be entirely managed by ICSolutions.

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

Moreover, ICSolutions has **never purchased a single contract** or any other company. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions has numerous regional offices nationwide and field technicians and site administrators stationed across the country to better meet our clients' needs.

Included at No Cost

Highlights of our offer for Onondaga County include all of the following standard and optional services at **no cost to Onondaga County**:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our Atlanta data center and backed up at our headquarters in San Antonio, TX
- ✓ All new equipment in the quantities required to support the awarded contract, including;
 - Stainless steel inmate telephones
 - Cart phones
 - Hands-free inmate phones + cordless portable phones
 - TDD/TTY and/or VRS devices for hearing impaired inmates
 - Workstations with color printers
 - Laptop computers and air card
 - Free-calling phones
- ✓ 2 iPhone 8 (128GB) or newer devices
- ✓ 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 inmate Debit calling
 - Over-the-phone commissary ordering to supplement kiosk- & tablet-based ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - Argus on-demand **call transcription & translation**
 - 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**
- ✓ 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 phone system for all Facility users

Local Service & Onsite Administration / Technician Services

- ✓ **One (1) Part-time Site Administrator / Technician** (20 hours per week):
 - Retain **former Onondaga County employee** [REDACTED] *who has been the ICSolutions Site Administrator for the Correction Department since October 2013*
 - Stationed onsite to assist with administrative, maintenance, and investigative tasks
 - Fully certified on The ENFORCER® including inmate calling, The Visitor video visitation, and the optional Smart Comm tablet system (when deployed)

INMATE CALLING SOLUTIONS

- Can assist with phone administration, such as PIN management, running reports, burning calls to CD, etc. as desired by the County
- Available to respond immediately to onsite repair requests
- Will regularly inspect & maintain onsite equipment
- Able to assist with tablet maintenance & distribution, as needed
- ✓ Certified local backup technicians to provide emergency equipment service & maintenance

The Visitor™ Video Visitation System

- ✓ Shares the same database as The ENFORCER® calling platform
- ✓ **Multi-functional V17 video phones**, allowing for:
 - **Remote video visitation**, with required bandwidth provided by ICSolutions
 - **Inmate phone calling through The ENFORCER®**
 - Commissary ordering
 - Document viewing – inmate rules, handbook, etc.
 - Inmate Portal to manage video visitation schedule
- ✓ Web-based visitor registration
- ✓ **Web-based scheduling for any contact, non-contact & video visits**
- ✓ Long-term storage of recorded visitation sessions
- ✓ Remote Visitation Fee collection & accounting
- ✓ Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- ✓ All-inclusive warranty, support, & repair/replace maintenance agreement

Smart Comm Inmate Tablet Program (Optional)

- **FREE Smart Comm wireless inmate tablets**
 - Initially installed at a ratio of **1 tablet per 6 inmates**
 - Tablet quantities can be increased during the contract term if inmate usage warrants
 - Includes 1 free pair of earbuds for each inmate
- **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls / monitoring & recording apply
- **MailGuard Virtual Mailroom access** – scans / digitizes inmate mail to **eliminate paper mail** entering inmate areas
- Inmate Messaging – email & photo
- Law library interface (or ICSolutions can provide Case Maker law library at no cost)
- Grievance reporting
- Appointment request
- Commissary ordering (if web services are available from the Commissary provider)
- Education content including GED courses
- Entertainment content
- **Can display external content**, such as facility rules/policies, clean and sober program materials, and more!
- Turnkey installation including all hardware, software & wireless access points

Other Optional Services

Our proposal contains information about our ability to provide additional services such as Argus voice biometrics tools; CellSense portable cell phone detection; and cell phone data extraction / analysis tools. Pricing for Argus has been provided in our *Costing Proposal*; pricing for the cell phone detection / data extraction services requires project scoping and is available upon request.

Highlighted Features

Among the new services and features offered in this proposal, ICSolutions would like to call special attention to the following, which will significantly enhance services at the Correction Department and Custody Department.

Upgraded Voice Biometrics: The Verifier, The Imposter, & Optional Argus ECHO + CRIMES

Upgrade your voice biometrics solution to the latest ENFORCER® technology:

- The Verifier **real-time inmate voice identification**
- The Imposter **continuous voice biometrics**
- Argus on-demand **call transcription & translation**
- Optional: **Argus Echo + CRIMES**

The VerifierSM Real-time Inmate Voice Identification: The VerifierSM real-time inmate voice verification module matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. Unlike pre-call voice verification, which is a standard offering from many of our competitors, The VerifierSM analyzes the call and recording continuously, allowing users to identify inmates anywhere in the call recording.

The Imposter Continuous Voice Biometrics & Analysis: 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. 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 for The Verifier. 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.

Argus Transcription & Translation: ICSolutions can offer the Argus transcription tool that allows transcription of recordings for investigative purposes. The Argus transcription Engine is a unique proprietary solution utilized by intelligence agencies around the world. Users have the ability to select which calls should be transcribed by selecting individual calls or by having calls that meet certain criteria tied to the voice biometric engine/keyword search engine.

The transcription engine is unmatched in its accuracy. Utilizing calls from Alabama Department of Corrections, the engine reported accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state of the art machine learning / artificial intelligence. **Argus's transcription engine can transcribe more than 25 languages.**

Argus Echo™ and CRIMES™: As an added bonus, ICSolutions can offer the optional CRIMES™ and Echo™ investigative tools from Argus, the most advanced and tailor-made solutions for Corrections available today. Unlike other solutions which feature technology aggregated from outside Corrections, CRIMES and Echo were designed from the ground up, in collaboration with DOC staff and investigators, to exceed the requirements of the most demanding clients while delivering a true corrections Investigative package.

Fully Integrated Video Visitation Services

To enable video visitation and touchscreen inmate self-service functions, ICSolutions will install **the V17**, an all-in-one video visitation/inmate calling solution that can provide both inmate calling and video visitation on one 17-inch, wall-mounted device.

In addition, The Visitor video visitation system is a fully integrated component of The ENFORCER® platform – **sharing a single database for inmate calling, visitation scheduling, and remote video visitation**; therefore, all calling and video visitation data/recordings are accessible through a single ENFORCER® interface. Facility staff will use just one login to The ENFORCER® to manage and investigate activities on all of the ICSolutions-provided software. All types of visits will be managed through The Visitor application, and **the phone system can automatically inform the inmate when a video or contact visit has been scheduled**. Furthermore, ICSolutions minimizes account funding fees by maintaining a single prepaid account that friends and family can use to pay for any combination of Inmate Calling, Inmate Voicemail, and Remote Video Visitation.



Please note that the optional Smart Comm tablets are also integrated into the same ENFORCER® interface for administrative and investigative purposes. Likewise, Smart Comm software – including inmate self-service tools like grievance filing, appointment request, and access to Mail Guard digitized mail – will also be accessible using the wall-mounted V17 devices.

The Word Detector: Phonetic Keyword Search Technology

With our Word Detector keyword search tool, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.

Guaranteed Provision of the Statutorily Required Number of Free Calls

In The ENFORCER®, free calling is highly configurable by inmate, phone, and called party phone number in order to ensure each facility's policies regarding free calling are accommodated. **The ENFORCER® is already configured to accommodate free calling at the Correction Department today –**

guaranteeing that each inmate receives the number of free calls required by State and local statutes. Free calls are defined within the Global Number table and marked as free in the call detail record. Tracking these calls allows authorized users to monitor, query, and analyze calling patterns to designated phone numbers using the investigative tools available within The ENFORCER®. Authorized users can also run reports on free calls with the "Free" or "Special Free" call type code, and these calls can be analyzed using The Analyzer, the calling pattern analysis module described below.

Local Account Manager & Primary Contact

Onondaga County will be served by [REDACTED] your **current Regional Account Manager** for the Correction Department and Primary Contact for this contract. As your account manager [REDACTED] will be responsible for working directly with the County through the contract term. He will also oversee your implementation to ensure that planning and installation succeed without a hitch and that the facilities experience no downtime and no disruption of services during the process.

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

Requirements of County Personnel

ICSolutions will be responsible for all phases of providing inmate phone service. During transition of the inmate phone system, ICSolutions will only need assistance from County personnel for the following tasks:

- Clearance for the Project Team to work in approved areas without the need for a County escort
- Assistance with any facility-specific challenges regarding access, delivery of hardware and circuits, install, etc.
- A project manager at the County who can serve as a single point of contact for the ICSolutions project manager
- At completion of installation, ICSolutions' Project manager will work with the County to ensure that all deliverables have been completed, tested, and approved by the County
- Attend training to become familiar with The ENFORCER® and all its capabilities.

Thank You

Thank you for taking the time to review our Proposal for Onondaga County. We have created an offer that we believe meets your unique needs, and we do not propose any exceptions to the County's terms and conditions.

Please don't hesitate to contact us with any questions, or to request a live demonstration of the technology described herein.



SECTION D
COMPLIANCE STATEMENT



SECTION D

1. INTRODUCTION AND INSTRUCTIONS

SECTION D: COMPLIANCE STATEMENT

1. Introduction & Instructions

1. INTRODUCTION AND INSTRUCTIONS

- 1.1. RFP Certification: Pursuant to the provisions of New York State General Municipal Law, the Onondaga County Division of Purchase certifies the services required are not subject to competitive bidding under the professional service exemption and Onondaga County Purchasing rules require selection of services through a Request for Proposal process.

ICSolutions Response:

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

- 1.2 Schedule of Events. The schedule of events set out herein represents the County of Onondaga's best estimate of the schedule that will be followed. However, delays to the procurement process may occur which may necessitate adjustments to the proposed schedule. If a component of this schedule, such as the close date, is delayed, the rest of the schedule may be shifted as appropriate. Any changes to the dates up to the closing date of the RFP will be sent out as an official, written addendum prior to the closing date of this RFP. After the close of the RFP, the County reserves the right to adjust the remainder of the proposed dates, including the dates for evaluation, negotiations, contract award and the contract term on an as-needed basis with or without notice.

| | | | |
|--|----------|--------------------------------|----------|
| Release Date: | 07/10/18 | Addendum Date Issued by County | 08/07/18 |
| Pre-Proposal Meeting: | 07/31/18 | Proposal Submission Deadline: | 09/03/18 |
| Final date for submission of questions | 08/01/18 | Expected Award Date: | 09/11/18 |
| | | Expected Contract Start Date: | 01/2019 |

ICSolutions Response:

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

1.3 Submission of Proposals

- 1.3.1. Sealed Proposals, (two (2) original and one (1) electronic copy- in the form of a compact disk or flash drive), shall be submitted to the Onondaga County Division of Purchase the John H. Mulroy Civic Center, 421 Montgomery Street, 13th Floor, Syracuse, New York, no later than 4:00p.m., August 28, 2018. Note: Packages not containing the required number of copies will be rejected.

ICSolutions Response:

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

- 1.3.2. No proposal will be considered which is not accompanied by pricing as requested and signed by an authorized official of the firm.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please refer to our completed and signed **Costing Proposal** at the end of **Section D.7**.

- 1.3.3. Proposals must be received on or before the time and date specified. Proposals received after the time specified will not be considered and will be returned unopened.

ICSolutions Response:

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

- 1.3.4. Proposal information is restricted and not publicly available until after the award of the Contract.

ICSolutions Response:

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

- 1.3.5. Responses to this RFP may require that potential vendors include corporate information that is proprietary. All RFP materials are subject to the Federal and State Freedom of Information Laws, unless marked in advance as proprietary. You may NOT protect the entire RFP response or the pricing pages as proprietary. Should a request be filed to view the RFP responses, all material marked proprietary will be redacted. Should additional justification be required to protect a section, it will be the vendor's responsibility to qualify the section under the proprietary exemption. The County reserves the right to release sections which as a matter of law do not meet the standard to be exempted, regardless of how they were marked by the vendor.

ICSolutions Response:

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

- 1.4. Modifications or Withdrawal of Proposal A proposal that is in the possession of Division of Purchase may be altered by a letter bearing the signature or name of the authorized person, provided it is received PRIOR to the date and time of the opening. Fax, telephone or verbal alterations will not be accepted. A proposal that is in the possession of the Division of Purchase may be withdrawn by the vendor up to the time of the opening. Failure of the successful Vendor to furnish the service awarded, as a result of this advertisement, shall eliminate the Vendor from the active Vendors list for a period of time as determined by the Purchasing Director.

ICSolutions Response:

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

1.5. Award and Contract Information

1.5.1. Onondaga County encourages its contractors to make every good faith effort to promote and assist the participation of New York State Certified Minority and Women-owned Business Enterprises (M/WBE) as subcontractors and suppliers. MWBE and EEO compliance and participation will be a priority in evaluating responses to this IUP.

Onondaga County requires all respondents to this RFP for professional services: (1) to be a certified MWBE prime contractor, or (2) to subcontract services and/or purchase supplies from a MWBE partner (or MWBE Partners) sufficient so that not less than 30% of the total value of the work and supplies purchased by the County from your company, or, if such 30% requirement is unattainable, to submit a written explanation for why the 30% requirement is unattainable, along with a description of any attempted efforts to meet the 30% requirement. The County will consider M/WBE contractors that have applied for New York State Certification. Onondaga County will consider on a case by case basis City of Syracuse or other M/WBE certifications your company has attained.

Suppliers that submit proposals in response to this RFP will be required to submit a conceptual plan identifying the services and / or supplies that will be subcontracted or purchased, respectively, from your identified M/WBE partners.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The contract proposed by ICSolutions does not result in a purchase by the County. ICSolutions will own the ITS and VVS at all times throughout the County, including providing any necessary equipment, software, installation, maintenance, and all other costs. Should the County ever purchase services or products from ICSolutions, ICSolutions will comply with the County's requirement that not less than 30% of the total value of the work and supplies purchased by the County from ICSolutions will be supplied from an MWBE partner or partners.

1.5.2. The Vendor also agrees that should this firm be awarded a Contract, Vendor will not discriminate against any person who performs work hereunder because of age, race, color, sex, creed, sexual orientation, national origin, or disability.

ICSolutions Response:

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

1.5.3. The Vendor expressly warrants to the County that it has the ability and expertise to perform its responsibilities hereunder and shall use the highest standards of professional workmanship.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions trains and certifies all implementation team members. 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 County.

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 County.

- 1.5.4. Onondaga County reserves the right to reject any or all proposals, to waive any informality or technical defect in the proposals, or to award the contract in whole or in part, if deemed to be in the best interest of the County to do so.

ICSolutions Response:

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

- 1.5.5. The successful Vendor will be required to enter into and sign a formal Contract with the County with reasonable adjustments acceptable to the County. This RFP and the response of the successful vendor will become a part of the Contract and will be in effect for the duration of the contract period. The Contract language will control over any language contained within this RFP that conflict with the signed and fully executed Contract.

ICSolutions Response:

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

- 1.5.6. The successful Vendor shall comply with the Americans With Disabilities Act.

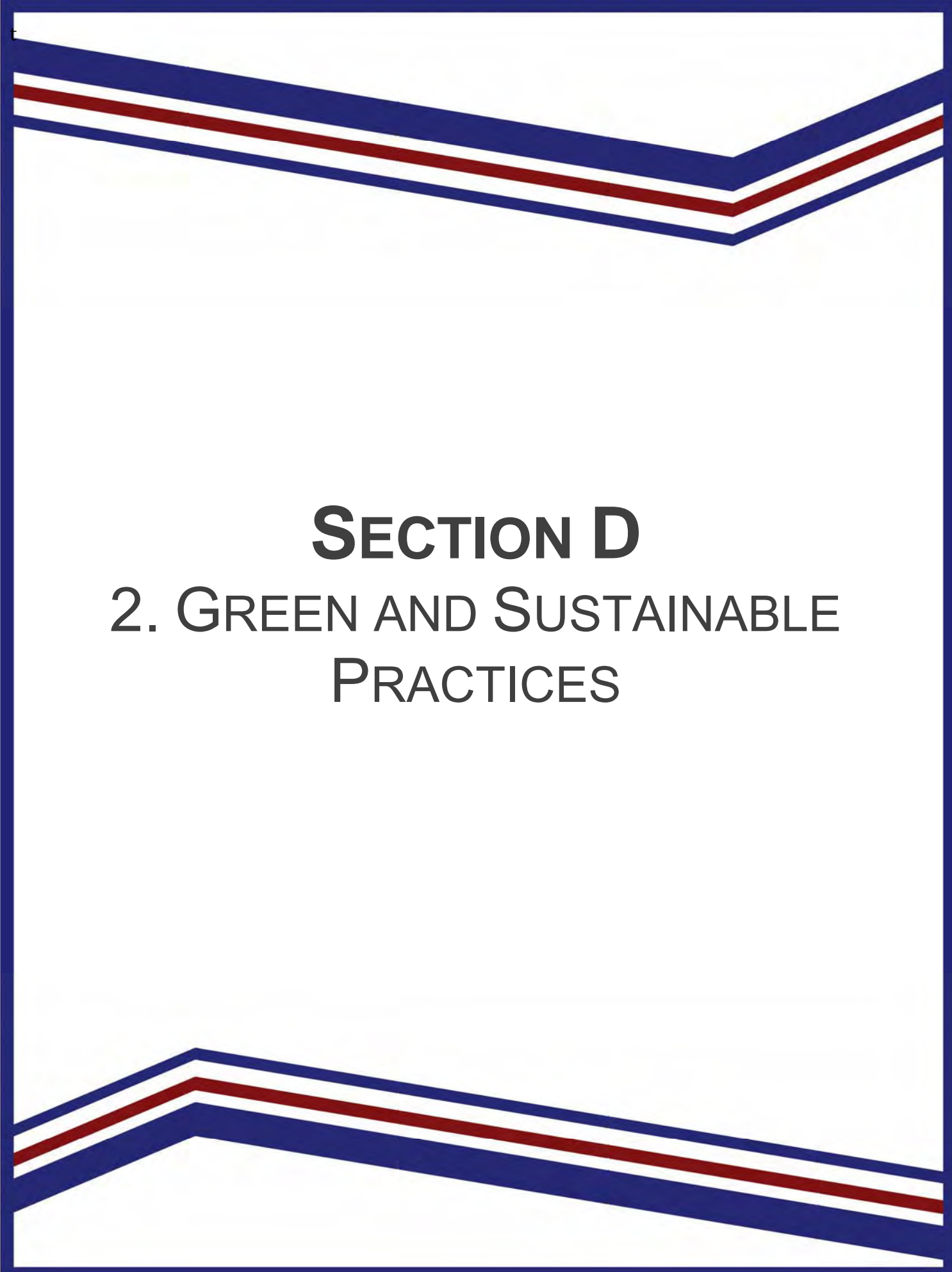
ICSolutions Response:

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

- 1.5.7. Onondaga County will make this contract available to all municipalities, subject to eligibility under state law. Contractors can provide substantially the same goods and services under the same terms and conditions detailed in the RFP, provided local law permits and the requesting municipality makes their own payment arrangements. The vendor may not increase the price on the contract but may negotiate a reduction. Onondaga County is not responsible for determining a municipality's ability to piggyback, and that right is reserved exclusively to local counsel. Although extension of the contract to additional municipalities is optional for the vendor, providing this service is a priority for the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We would be delighted if other agencies wanted to be served by ICSolutions consistent with the service provided to the County.



SECTION D
2. GREEN AND SUSTAINABLE
PRACTICES

2. Green & Sustainable Practices

2. ONONDAGA COUNTY GREEN AND SUSTAINABLE PRACTICES

Sustainable Practices: It is the goal of Onondaga County to limit its carbon footprint and the environmental impact of its activities through its carbon calculator by achieving 1% each year over the next 25 years. If contractor participates in any sustainable practices such as but not limited to alternative fuels in contractor vehicles, recyclable materials used in advertising, or sustainable features at any support facilities, please include them here for consideration. County may consider high priority sustainability solutions of the contractor after reviewing full and compliant responses to inquiries made in the RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions understands the importance of environmental sustainability and “green” business practices to Onondaga County. ICSolutions is committed to protecting the environment at all our client facilities, as well as our in-house business practices. *From the beginning of the project to the end of the contract term, ICSolutions’ ultimate goal is to provide excellent and innovative products and services, while minimizing resource consumption and negative impacts on the environment and human health.*

Green and Sustainable Practices at your Facility

Many of our system features and practices minimize the production of waste. ICSolutions offers paperless grievance reporting whereby inmates can make complaints by leaving voice messages, eliminating paper kites. In addition, our Electronic Reporting is exportable to media such as USBs, DVDs, and CDs, eliminating the need to print paper reports.

The solution designed for the County is a centralized configuration, which means the call processor will reside at a secure data center rather than at a County facility. The centralized, primarily offsite configuration we have designed for the County requires less hardware components installed onsite, thereby reducing installation energy consumption and continuous onsite energy consumption. And, since the call processing unit is offsite, there will be less need for transportation during installation, routine maintenance, or server upgrade – minimizing overall carbon emissions.

For all service issues, ICSolutions first performs remote diagnostics and attempts to make repairs remotely. This reduces energy consumption in many ways:

- Less carbon emissions are produced, as a technician will not have to travel to the site if an issue is resolved remotely.
- Less onsite power consumption, as a technician will not have to work onsite if an issue is resolved remotely.
- Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device.
- Even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

Green and Sustainable Practices within ICSolutions

At ICSolutions' headquarters in San Antonio, Texas, we maintain minimal landscaping with no use of irrigation. Additionally, we do not provide bottled water or disposable cups for our employees. To reduce the amount of paper used in our office, our faxes are received electronically, and we encourage employees to communicate primarily via email.

Our headquarters in San Antonio is accessible by public transportation. In addition, many of our employees work remotely, reducing the carbon footprint by reducing daily commuting. We also take part in an annual fundraiser and encourage volunteer work at a United Way charity (or other approved charitable organization) to raise awareness of community needs and services.

Employees are trained as part of our onboarding program to follow environmental practices, such as communication primarily via email and turning lights and computers off at the end of the day. In all of our offices, we have implemented environmentally friendly practices such as recycling paper, plastic, and cans; purchasing recycled paper; installing energy-efficient light bulbs; and recycling computer components at the end of their useful life.



SECTION D
3. PROPOSAL SUBMITTAL

3. Proposal Submittal

3. PROPOSAL SUBMITTAL

- 3.1. Original Proposal The complete proposal must be submitted in a sealed package with two (2) original and one (1) electronic copy, prior to the opening date and time. All proposals shall be marked Video and Telephone Visitation, #18-7900-002. Vendors shall include all documents necessary to support their proposal in the sealed package. Vendors shall be responsible for the delivery of proposals during business hours to the address indicated in the cover letter. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time.

ICSolutions Response:

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

- 3.2. Proposal Format Proposals must be typed or printed on 8 1/2 x 11 inch paper (larger paper is permissible for charts, spreadsheets, etc.) and placed with tabs delineating each section. Pages must be sequentially numbered within major document sections, which are clearly defined below. Sales materials or brochures, if submitted, must be in a separately bound appendix. The proposal must be organized and indexed in the following format and must contain, at a minimum, all listed items in the sequence indicated.

ICSolutions Response:

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

- 3.2.1. Cover Page:
- 3.2.1.1. Full proposal name and number.
 - 3.2.1.2. Submission date and time.
 - 3.2.1.3. Prime Contractor name (Onondaga County/Vendor who is responsible).

ICSolutions Response:

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

- 3.2.2. Table of Contents:
- 3.2.2.1. All items listed in Proposal Format in the sequence listed.

ICSolutions Response:

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

- 3.2.3. Executive Summary:
- 3.2.3.1. Summarize understanding of the scope of the RFP (project).
 - 3.2.3.2. Explain how your solution or approach addresses the requirements provided in this RFP.
 - 3.2.3.3. Provide a summary or overview of each proposed solution, for each corresponding component of Scope of Work offered in this proposal.
 - 3.2.3.4. State exceptions and omissions to stated requirements.

- 3.2.3.5. Summarize any assumptions (made by the Vendor) in order to adequately respond to the requirements of this RFP.
- 3.2.3.6. Summarize all resources, assumed or expected, to be provided by Onondaga County. This summary should clearly identify what the Vendor expects or anticipates by way of County personnel or resources. This is to be summarized by component.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided an Executive Summary in **Section C** that includes responses to the requirements outlined above.

3.2.4. Compliance Statement:

- 3.2.4.1. State agreement with all General Provisions, Special Provisions, Equipment, Standard of Performance and Reliability.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with all General Provisions, Special Provisions, Equipment, Standard of Performance and Reliability. A response to these requirements is included throughout **Section D**.

3.2.5. Project Coordination and Scheduling

- 3.2.5.1. Provide a work plan with start date, duration and physical requirements. To be provided for each component if proposed separately.

ICSolutions Response:

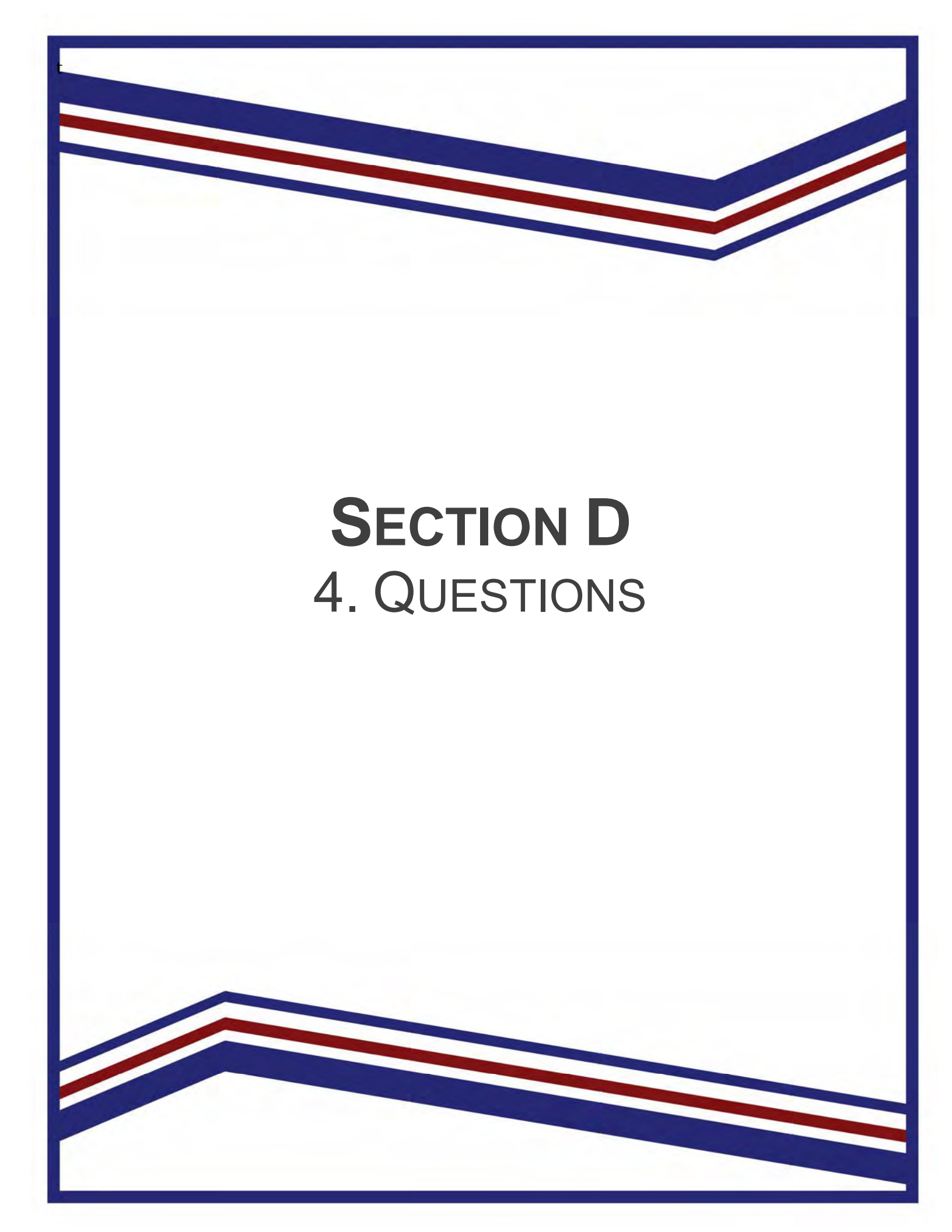
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided a work plan that includes the start date, duration, and physical requirements of installation in **Section E**.

3.2.6. Vendor Responsibilities

- 3.2.6.1. Proposal Certification, Verification, and Signature. Proposals not signed by authorized officer of the Vendor's organization will be eliminated.
- 3.2.6.2. It is the sole responsibility of the VENDOR to assure that they have received the entire Request for Proposal. Proposal and any addenda may be secured by contacting the Division of Purchase.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included the Letter of Transmittal in **Section (i)** that is signed by ICSolutions' authorized officer and VP of Sales and Marketing, [REDACTED] ICSolutions has reviewed the RFP and addenda and responded as required.



SECTION D
4. QUESTIONS

4. Questions

4. QUESTIONS

- 4.1. During the period between the earliest notice of the RFP to vendors and the contract award, no county employee can accept oral, written, or electronic contact from vendors regarding the procurement, except as authorized in Section 4 of the RFP. All proposals will remain sealed until after the submission deadline.

ICSolutions Response:

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

- 4.2. All questions regarding the RFP must be submitted in writing to:

Daniel Hammer
John H. Mulroy Civic Center, 13th Floor
421 Montgomery Street
Syracuse, NY 13202

ICSolutions Response:

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

- 4.3. Questions may also be directed to Andrew Trombley by email at danielhammer@ongov.net. All questions must be received by the date listed in Section 1.2 (Schedule of Events) of this RFP.

ICSolutions Response:

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



SECTION D
5. REIMBURSEMENTS / GIFTS

5. Reimbursements / Gifts

5. REIMBURSEMENT/GIFTS

- 5.1. Denial of Reimbursement The County will not reimburse vendors for any costs associated with the preparation and submittal of any proposal, or for any travel and/or per diem costs that are incurred.

ICSolutions Response:

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

- 5.2. Gratuity Prohibition Vendors shall not offer any gratuities, favors, or anything of monetary value to any official, employee or agent of the County for the purpose of influencing consideration of this proposal.

ICSolutions Response:

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



SECTION D
6. GENERAL PROVISIONS

6. General Provisions

6. GENERAL PROVISIONS

- 6.1. Defend, Indemnify, And Hold Harmless To the fullest extent permitted by law, Contractor shall defend, indemnify, and hold harmless County and any person for whose acts or omissions County is legally responsible (County's Person) against and from: any claim that County or County's Person is legally liable for damages arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or any person for whose acts or omissions Contractor is legally responsible (Contractor's Person) or any subcontractor of Contractor (Contractor's Subcontractor) or any person for whose acts or omissions Contractor's Subcontractor is legally responsible (Subcontractor's Person); and any reasonable and necessary expense, cost, or fee, including attorney's fee, incurred by County in County's defending County or County's Person against or incident to any claim that County or County's Person is legally liable for damages arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or Contractor's Person or Contractor's Subcontractor or Subcontractor's Person; and any damages for which County or County's Person is legally liable arising from injury to person or property which occurred during the performance of this agreement or in connection with or collateral to this agreement and was caused in whole or in part by the culpable conduct of Contractor or Contractor's Person or Contractor's Subcontractor or Subcontractor's Person.

IC Solutions Response:

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

6.2. Insurance

6.2.1. Liability Insurance

Contractor shall obtain, from an insurer authorized by a license in force pursuant to the insurance law of the state of New York to do an insurance business in the state of New York and having an A. M. Best Company, Inc. financial strength rating of A- or better and an A. M. Best Company, Inc. financial size category of XV, personal injury liability insurance, as personal injury liability insurance is defined by New York State's Insurance Law § 1113 (a) (13), and property damage liability insurance, as property damage liability insurance is defined by New York State's Insurance Law § 1113 (a) (14), covering and applying to legal liability of the insured for damages, and to loss, damage, or expense incident to a claim of such liability, arising out of the death or injury of any person or out of injury to the economic interests of any person as the result of negligence in the rendering expert, fiduciary, or professional service or out of the loss or destruction of or damage to property, that occurs in the performance of, or in connection with, or collateral to, this agreement.

6.2.2. Contractor shall obtain the personal injury liability insurance and the property damage liability insurance by insurance contract or contracts, as insurance contract is defined by New York State's Insurance Law § 1101 (a) (1), specified and described in this agreement. Each insurance contract shall name Contractor as the insured in its declarations. Each insurance contract, except a professional liability insurance contract, shall be endorsed by the insurer to name, make, and add County as additional insured so as to obligate the insurer to provide the personal injury liability insurance and property damage liability insurance covering and applying to the legal liability of County for damages, as to the legal liability of the insured for damages, and covering and applying to the loss, damage, or expense incident to a claim of the legal liability of County for damages, as to loss, damage, or expense incident to a claim of the legal liability of the insured for damages. Each insurance contract, except a professional liability insurance contract, shall be endorsed by the insurer to obligate the insurer to provide the personal injury liability insurance and property damage liability insurance to County, as primary to, and not seek contribution from, any other insurance available to County by any other insurance contract naming County as the insured. Each insurance contract shall be endorsed by the insurer to obligate the insurer to give County written notice of any termination or substantive change of the insurance contract, at least 30 days before the termination or substantive change, by the insurer's delivering the notice to County's Department of Law, John H. Mulroy Civic Center, 421 Montgomery Street, Syracuse, NY 13202. Each insurance contract shall be approved and accepted by County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

6.2.3. Contractor shall obtain these insurance contracts:

6.2.3.1. Commercial general liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance, covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, however arising, in a minimum amount \$1 million for each occurrence of, and in a minimum amount of \$2 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

6.2.3.2. Automobile liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance, covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, arising out of the ownership, maintenance, or use of any motor vehicle, as motor vehicle is defined by New York State's Vehicle and Traffic Law § 125, in a minimum amount of \$1 million for each occurrence of death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

6.2.3.3. Umbrella liability insurance contract that obligates the insurer to provide personal injury liability insurance and property damage liability insurance, in excess of that personal injury liability insurance and property damage liability insurance provided by any commercial general liability insurance contract, automobile liability insurance contract, and professional liability insurance contract required by this agreement, in a minimum amount of \$1 million for each occurrence of death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

6.2.3.4. Professional liability insurance contract that shall obligate the insurer to provide personal injury liability insurance and property damage liability insurance covering and applying to the legal liability of the insured for damages, and to the loss, damage, or expense incident to a claim of the legal liability of the insured for damages, arising out of the insured's business, trade, occupation, or practice of a profession for which a license is required by a governmental authority of the state of New York, in a minimum amount of \$2 million for each occurrence of, and in a minimum amount of \$4 million for any aggregate of occurrences of, death or injury of any person, or injury to the economic interests of any person, or loss or destruction of, or damage to, property death or injury of any person, or injury to the economic interests of any

person, or loss or destruction of, or damage to, property, in each policy period, and be in effect continuously from the day of the making of this agreement through the day which is at least three years after the day of the latest to happen of complete performance, final payment, expiration of any period of warranty, or expiration of any period for correction of work, in the performance of, or in connection with, or collateral to, this agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

- 6.2.4. Contractor shall deliver to County's Department of Law, before this agreement may be made or performed, and from time to time as is reasonable, as evidence that Contractor has obtained the insurance as required by this agreement, both a form certificate of insurance approved for use by New York's superintendent of insurance which identifies the insurance contracts obtained by Contractor and copies of the declarations of each insurance contract referred to in the form certificate of insurance. At the request of County, Contractor shall deliver to County's Department of Law a copy of any insurance contract required by this agreement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

6.2.5. WORKERS' COMPENSATION AND DISABILITY BENEFITS

- 6.2.5.1. This agreement shall be void and of no effect unless Contractor and other person or entity making or performing this agreement shall secure compensation for the benefit of, and keep insured during the life of this agreement, the employees engaged thereon, in compliance with the provisions of the New York State workers' compensation law.
- 6.2.5.2. Contractor shall show, before this agreement may be made or performed, and at all times during the life of this agreement, that Contractor, and other person or entity performing this agreement, is in compliance with the provisions of the New York State workers' compensation law, by Contractor's delivering to County's Department of Law that New York State Workers' Compensation Board (Board) form or State Insurance Fund (Fund) form described in one of the following subparagraphs numbered 1, 2, 3, or 4, and that Board form described in one of the following subparagraphs numbered 5, 6, or 7:
- 6.2.5.2.1. 1. Board form C-105.2 (Fund form U-26.3, if the insurer is the State Insurance Fund), subscribed by the insurer, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, as workers' compensation insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

- 6.2.5.2.2. 2. Board form SI-12, completed by Board's self-insurance office and approved by Board's secretary, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, as Board approved workers' compensation self-insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
- 6.2.5.2.3. 3. Board form GSI-105.2, completed by the group self-insurance administrator, showing that Contractor, and other person or entity making or performing this agreement, has secured compensation, by being a participant in a workers' compensation group self-insurance plan, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
- 6.2.5.2.4. 4. Board form CE-200 bearing an exemption certificate number issued by Board, showing that Contractor, and other person or entity making or performing this agreement or the Work is not required to secure compensation for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
- 6.2.5.2.5. 5. Board form DB-120.1, subscribed by the insurer, showing that Contractor, and other person or entity making or performing this agreement has secured the payment of disability benefits, as disability benefits insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
- 6.2.5.2.6. 6. Board form DB-155, completed by Board's self-insurance office and approved by Board, showing that Contractor, and other person or entity making or performing this agreement, has secured disability benefits, as Board approved disability benefits self-insurance, for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.
- 6.2.5.2.7. 7. Board form CE-200 bearing an exemption certificate number issued by Board, showing that Contractor, and other person or entity making or performing this agreement is not required to secure disability benefits for the benefit of all employees, in compliance with the provisions of the New York State workers' compensation law.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our Insurance Certificate as **Exhibit 7** of this proposal.

- 6.3. Assignment Contractor is prohibited from assigning, transferring, conveying, subletting, or otherwise disposing of this agreement, or Contractor's right, title, or interest in this agreement, or Contractor's power to execute this agreement, to any other person or entity without the previous consent in writing of County.

ICSolutions Response:

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

- 6.4. Independent Contractor Contractor is an independent contractor. Neither Contractor, nor Contractor's officers, employees, agents, or servants shall hold themselves out as, or claim to be, officers, employees, agents, or servants of County.

ICSolutions Response:

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

- 6.5. Conflict of interest At the time Contractor submits a response, or if no response is submitted, prior to performing any services under this agreement, Contractor shall deliver to County's Department of Law, the attached affidavit certifying that Contractor has no interest and will not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of services to County. The affidavit shall further state that in rendering services to County no persons having any such interest shall be employed by Contractor. Contractor assumes full responsibility for knowing whether Contractor's officers, employees, agents, or servants have any such interest and for certifying the absence of such conflict to County.

During the course of performing services for County, Contractor shall disclose immediately to County, by affidavit, every known or apparent conflict of interest and every ostensible or potential conflict of interest of Contractor, Contractor's officers, Contractor's employees, Contractor's agents, and Contractor's servants. The duty to disclose is a continuing duty. Such disclosure is a material obligation of this agreement and Contractor's failure to comply with these provisions affords County the right to pursue any and all remedies for breach of agreement. In the event of an apparent or actual conflict of interest during the course of performance, Contractor shall suspend all work and services, and County's payments to Contractor shall be suspended pending final approval by County or County's Board of Ethics. If the conflict cannot be resolved to the satisfaction of County, County may terminate the agreement by written notice. Nothing herein shall be construed as limiting or waiving County's right to pursue damages or other remedies.

A conflict of interest includes any circumstance which might influence or appear to influence the judgment of Contractor, and Contractor shall disclose the same. Contractor shall disclose further the acceptance of compensation, monetary or otherwise, from more than one (1) payor or party for services on the same project or related project. Contractor shall disclose further the direct or indirect solicitation or acceptance of financial or other consideration from parties other than County for work on the project to which this agreement pertains. If applicable, Contractor shall disclose further the direct or indirect acquisition of any interest in the real estate which is the subject of the project, or in the immediate vicinity thereof. A conflict of interest of Contractor's officers, Contractor's employees, Contractor's agents, or Contractor's servants shall be deemed a conflict of interest of Contractor, giving rise to the duty to disclose.

Contractor shall not disclose any data, facts or information concerning services performed for County or obtained while performing such services, except as authorized by County in writing or as may be required by law.

ICSolutions Response:

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

- 6.6. Account Representative The successful Vendor shall appoint, by name, a company representative who shall be responsible for servicing this account. The representative shall be responsible to provide the services required to insure that the account would be administered in an organized systematic manner.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. [REDACTED] will serve as your Regional Account Manager and will be responsible for servicing this account.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has thoroughly examined the RFP specifications, schedules and instructions and provided a responsive proposal.

- 6.8. Effective Dates of Proposal All terms, conditions and costs quoted in the Vendor's response will be binding on the vendor for 180 days from the last date to submit the proposal.

ICSolutions Response:

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

- 6.9. Advertising Award The successful Vendor must receive written approval from the County before advertising the award of the contract or the services to be provided under the contract. The Vendor agrees not to refer to awards in commercial advertising in such a manner as to state or imply that the firm or its services are endorsed or preferred by the County.

ICSolutions Response:

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

- 6.10. Beginning Work The successful Vendor will not commence any work, which could be billed, until a valid contract has been executed between the Vendor and the County.

ICSolutions Response:

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

- 6.11. Statement of Assumptions The Vendor will clearly describe any assumptions made (by them) in order to successfully complete the proposal. These assumptions include, but are not limited to, any assumptions that Onondaga County will provide space, people, materials and other resources, etc.

ICSolutions Response:

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

- 6.12 Contract The contract between the County and the Vendor shall include:

6.12.1 The Request for Proposal (RFP) and any amendments thereto, and the proposal submitted by the contractor in response to the RFP. In the event of a conflict in language between the RFP and the proposal, the provisions and requirements set forth and/or referenced in the RFP shall govern. Onondaga County reserves the right to clarify any contractual relationship in writing with the concurrence of the contractor, and such written clarification shall govern in case of conflict with the applicable requirements stated in the RFP or the contractor's proposal. In all other matters not affected by the written clarifications, if any, the RFP shall govern.

6.12.2 The standard Onondaga County Vendor contract, a copy of which is available upon request.

ICSolutions Response:

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

6.13 Extensions and Amendment Contract will be for three (3) year(s) with two (2) possible one (1) year extensions requiring mutual consent of the County and the Vendor. In performing the Contract, both parties agree to comply with all applicable state, federal, and local laws, rules and regulations.

ICSolutions Response:

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

6.14 Replacement Contract In the event a replacement contract is not issued, any contract let and awarded hereto under by the County may be extended unilaterally by the County, for an additional period of one month, upon notice to the contractor, with the same terms and conditions as the original contract. With the concurrence of the vendor this extension may be for a period of up to three months, however the extension terminates should the replacement contract be issued in the interim. The County reserves the right to unilaterally extend such contract for an additional period of one month, upon notice to the contractor, with the same terms and conditions as the original contract. With the concurrence of the vendor this extension may be for a period of up to three months.

ICSolutions Response:

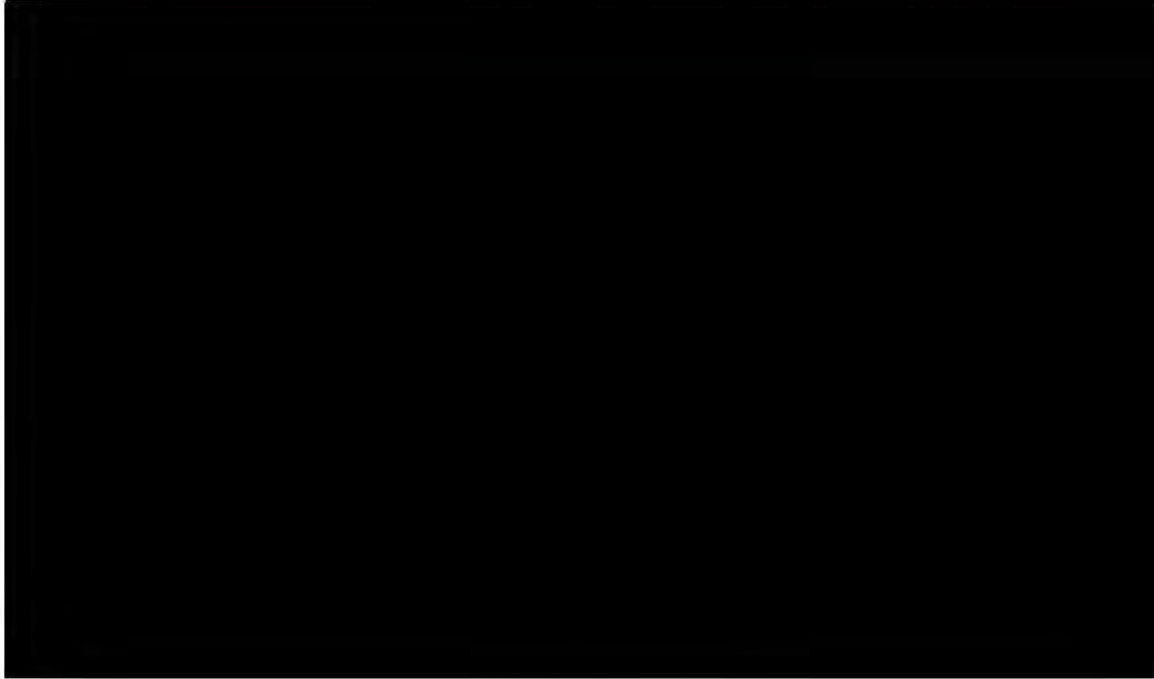
ICSolutions has read, agrees, and will comply with the requirements as stated.

6.15 Audit The County or any of their duly authorized representatives shall have access to any books, documents, papers, and records of contractor which are directly pertinent to the Contract for the purpose of making audit, examination, excerpts, and transactions.

ICSolutions Response:

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

In addition, the rated call records and the ability to generate system summary reports will always be available from the system workstation. **This provides the Facility with the tools to verify commissions at any time.** For example, the Revenue Breakdown report can be printed at any time to summarize call history for a specified date range:



Revenue Report Sample

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

- 6.16 Ownership of Documents/Work Product It is agreed that all finished or unfinished documents, data, or reports, prepared by contractor under the Contract shall be considered the property of the County, and upon completion of the services to be performed, or upon termination of the Contract for cause, or for the convenience of the County, will be turned over to the County.

ICSolutions Response:

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

- 6.17 Proprietary Information All RFP materials are subject to a Freedom of Information Request under the New York State Public Officers Law. If any request is received regarding this RFP, you will be afforded the opportunity to submit justification to exempt any section you have identified in your proposal as proprietary. The county will not accept any request by a potential vendor to declare the whole RFP response as proprietary, or to declare any pricing pages as proprietary. The county reserves the right to determine whether the proposal will be released in whole or in part.

ICSolutions Response:

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

- 6.18 Appropriations This agreement is executory only to the extent of the monies appropriated and available for the purpose of this agreement and no liability on account thereof shall be incurred by County beyond monies appropriated and available for the purpose thereof.

ICSolutions Response:

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

- 6.19 Funding Onondaga County warrants that the funds are available during the current fiscal period, and that the County shall use its best efforts to obtain funds to make payments in each subsequent fiscal period through the end of the contract term. If a funding request to the Legislative body for any part of the contract term is denied, the County may terminate the contract on the last day of the fiscal period for which funds have been appropriated.

ICSolutions Response:

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

- 6.20 Governing Law: This Agreement shall be governed by and construed in accordance with the laws of the State of New York, without giving effect to otherwise applicable principles of conflicts of law. For legal disputes, venue shall be a court of competent jurisdiction in Onondaga County, and Contractor consents to such jurisdiction. County does not agree to arbitration.

ICSolutions Response:

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

6.21 Preparation of Proposal

- 6.21.1 No proposal will be considered which modifies, in any manner, any of the provisions, specifications or minimum requirements set forth in the Request for Proposal.
- 6.21.2 In case of error in the extension of prices in the proposal, unit prices will govern.
- 6.21.3 Vendors are expected to examine special provisions, specifications, schedules and instructions included in this request. Failure to do so will be at the Vendor's risk.
- 6.21.4 Failure to respond (i.e. submission of a proposal, or notice in writing that you are unable to offer but wish to remain on the active mailing list) to Request for Proposals will be understood by the Onondaga County to indicate a lack of interest and will result in the removal of the firm's name from the applicable mailing list.

ICSolutions Response:

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



SECTION D
7. SCOPE OF SERVICE

7. SCOPE OF SERVICE

7.1. Introduction

7.1.1. Onondaga County Sheriff's Department is seeking a qualified vendor to provide a reliable and secure inmate telephone service for local and long-distance, collect, pre-paid collect and debit, video visitation, and potentially tablets, for the inmate population. Debit calls should be discounted at least 15-20% from regular phone rates. The Onondaga County Sheriff seeks the best program for the citizens of Onondaga County and the county's inmate population.

7.1.2. The County is seeking services for two facilities, detailed below. Contractors can propose pricing for a single facility or for both facilities. Agreement(s) with a vendor will be negotiated for a solution that provides for the acquisition, installation, operation and maintenance of a complete inmate telephone, video visitation and potentially a tablet system. The vendor must provide for all local and long distance service. Any subcontractors used by the vendor must be disclosed in the proposal, along with any additional costs and fees.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is a qualified vendor who has provided inmate telecommunications services in correctional environments since 2002. ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

ICSolutions focuses on providing a secure and feature-rich inmate call-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER®, but a customizable total inmate communications and payments solution that can include local and long-distance calling, direct billed collect, prepaid collect and debit, video visitation, tablets and much more.

ICSolutions frequently offers discounts in the form of lower calling rates for our Prepaid Collect and Debit account types. However, the actual calling rates for any facility depend entirely upon that facility's preferences. For ICSolutions' proposed rates for Onondaga County, please refer to the **Costing Proposals** provided at the end of this **Section D.7**

ICSolutions is proud to note that we are a single source provider. ICSolutions is the manufacturer of the call processing system and a company who 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. Should the use of subcontractors ever become necessary, the County will be informed of this decision in advance.

In instances where it makes sense to enlist the services of a subcontractor, ICSolutions does make every effort to work with small, disadvantaged, and/or local subcontractors whenever it is appropriate. 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.

7.2. Site Locations and Background

The Onondaga County
Department of Correction
6660 East Seneca Turnpike
Jamesville, NY 13078

The Onondaga County
Justice Center
555 South State Street
Syracuse, NY 13202

IC Solutions Response:

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

- 7.2.1. The above are inmate facilities located in the Syracuse, New York area. The County is looking for proposals to provide a reliable and secure telephone service and a reliable and secure video visitation service to inmates.

IC Solutions Response:

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

- 7.2.2. The Onondaga County Sheriff's Office operates a pre-sentence facility known as the Custody Department located at 555 South State Street in downtown Syracuse New York. This facility can house up to 659 inmates; with (twelve) (12) separate and distinct housing units.

IC Solutions Response:

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

- 7.2.3. The Onondaga County Sheriff's Office also operates a sentenced facility known as the Correction Department located at 6660 East Seneca Turnpike in Jamesville, New York. This facility can house up to 538 inmates; with ten (10) separate and distinct housing units.

IC Solutions Response:

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

INMATE CALLING SOLUTIONS

7.2.4. The County is interested in systems that provide currently manufactured available and technically supported brands and components. The equipment must be supported for the life of the contract. The number of telephones, video terminals, tablets, equipment, software and service varies based on the operational needs and the average daily population (ADP). Currently the County contracts for local, interlata, intralata, interstate and international calls. There are a total of:

| | |
|---|---|
| <p>Up to sixty-five (65) inmate telephones in Ten (10) housing units (including cart phones) Ten (10) Video Visitation Terminals, including one (1) stand-alone video visitation terminal in the facility.</p> <p>Onondaga County Sheriff's Office Correction Department, 6660 East Seneca Turnpike, Jamesville, NY, 13078</p> | <p>Up to sixty-five (65) inmate telephones in twelve (12) housing units, (including cart phones) Ten (12) Video Visitation Terminals, including one (1) stand-alone video visitation terminal in the facility.</p> <p>Onondaga County Sheriff's Office Custody Department, 555 South State Street, Syracuse, NY, 13202</p> |
| <p>Enough tablets for each inmate not currently in administrative or punitive segregation or otherwise restricted. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect.</p> | <p>Enough tablets for each inmate not currently in administrative or punitive segregation or otherwise restricted. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect.</p> |

ICSolutions Response:

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

The ENFORCER® is a state-of-the-art inmate call processing system that offers customizable call controls, such as phone scheduling; investigative tools that include recording and monitoring; as well as the features described in detail throughout this section. ICSolutions manufactures the equipment, designs the software applications, and supports the proposed system in correctional facilities across the country.

7.2.5. Tablets: The amount of tablets needed in each facility will be determined prior to the start of the contract. The tablets will also be delivered with a sufficient number of charging stations/apparatus to accommodate them. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect)

ICSolutions Response:

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

Through our partnership with Smart Communications (Smart Comm), ICSolutions can provide ruggedized **inmate tablets** and an accompanying secure network for the purpose of rehabilitation, inmate management, and decreased recidivism. These slim and secure devices are specifically designed for corrections. Smart Comm has also developed a customized and scalable charging solution that enables us to cater to your specific housing unit needs. Additional information about the optional tablets solution has been provided under **Requirement 7.6** later in this **Section D.7**.

7.3. Scope of Services

7.3.1. All equipment must be maintained at current industry standards for both equipment and technology throughout the contract period, at the Vendor's expense.

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 County. 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 County.

7.3.2. The following features of the system will include a minimum amount of the following items at no expense to the County, or the inmate population to effectuate adequate use: Telephones, Video Visitation Terminals, and possibly Tablets. Additional telephones, video terminals and tablets may be needed as populations fluctuate. The inmate telephones, video visitation terminals and tablets are not being purchased or leased; they are instead being used by the Onondaga County Sheriff's Office Custody Department and the Onondaga County Sheriff's Office Correction Department to deliver a service(s) from the selected vendor.

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 Onondaga County all at no cost to the County.

- 7.3.3. Telephone and video visitation terminals must be line powered such that, neither the telephone nor the video visitation terminals require separate electrical power at the device. Telephone and video visitation terminals shall be specifically designed for use in a correctional environment and must be approved by the County before installation. Converted coin telephones will not be accepted.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All proposed telephones are line-powered and require no additional power at the source. The video visitation stations use Power Over Ethernet and do not require a dedicated outlet. The proposed phones and video visitation terminals are designed for the corrections environment and currently installed at correctional facilities across the United States.

- 7.3.4. Contractors will comply with all applicable FCC and PUC regulations. Willful misrepresentation of facts from FCC decisions, hearings etc., will not be tolerated and will be cause for immediate termination of contract. (All such decisions will be investigated by County personnel).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will maintain compliance with all FCC and PUC regulations at no cost to the County and your constituents throughout the term of the agreement.

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 (██████████, 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.

- 7.3.5. All electrical equipment must be included in the contract and installed in compliance with National Code requirements.

ICSolutions Response:

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

7.3.6. All wiring installed must be concealed or encased in a hardened, tamper resistant material and meet County requirements.

ICSolutions Response:

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

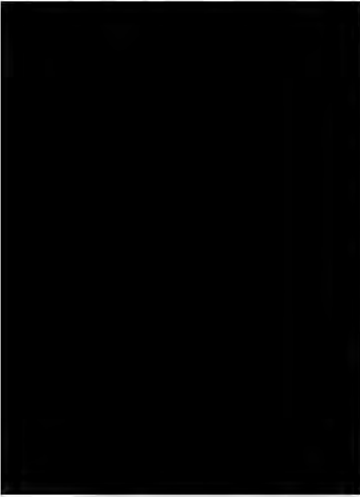
[Revised per Addendum 2 dated April 14, 2018]

7.3.7. All inmate phones shall be "dumb" gorilla type phones that feature high security, heavy duty steel encase housings, a heavy metal keypad and a handset and armored cord with steel lanyard. ~~This lanyard shall not exceed more than 8 (eight) inches outside the encased housing.~~ They shall be vandal resistant and tamper proof. Telephone housings shall be attached to a back plate with stainless steel security screws that are countersunk to ensure maximum security and signage with an explanation of the hardware/equipment and user instructions. All video visitation terminals shall be designed with detention grade housing, with watertight seals and be manufactured to current industry standards.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Per Addendum 2 dated April 14, 2018, the requirement for 8-inch cords is removed and "standard length of 18-24 inches is acceptable."

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

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

For specifications of the proposed phones, please refer to the Specification Sheets in **Exhibit 3**.



7.3.8. All such instructions shall be printed in English and in Spanish

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 County specifications upon request.



- 7.3.9. Each telephone and video visitation terminal shall have signage that the call may be monitored and recorded. In addition, prior to each inmate telephone call, a voice prompt will be played indicating, "This telephone call may be recorded" or message of a like nature. Signage must be in English and Spanish, at a minimum. Facility investigative personnel must have the ability to deactivate this automatic verbal "recording warning" as a feature in any phone or inmate configuration setup screen.

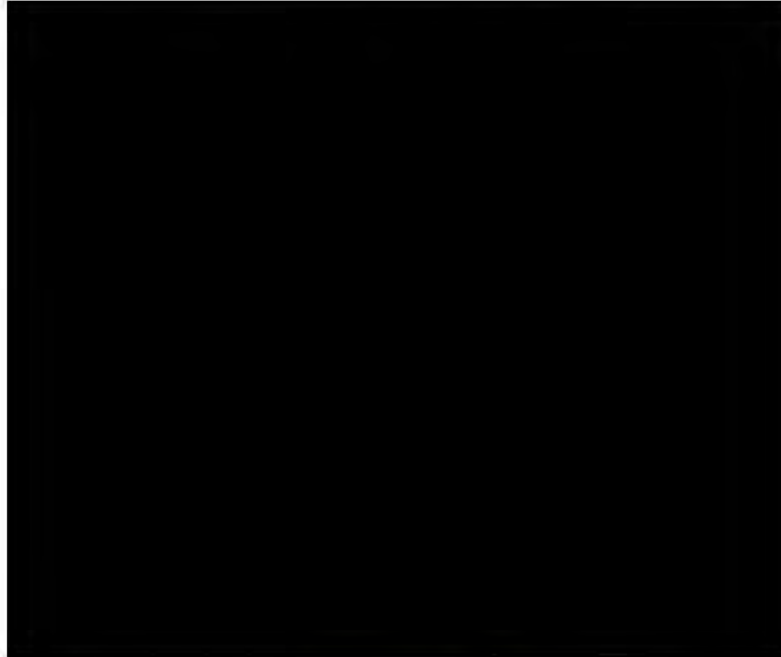
ICSolutions Response:

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. Dialing instructions can be customized according to County specifications upon request and typically include a statement that, "Calls will be monitored and recorded."

Additionally, each call is delivered with customized instructional voice prompts. Upon call acceptance, the system plays a warning announcement to both parties that, "This call will be recorded and is subject to monitoring at any time." There are no charges assessed while this announcement is played, and call timing does not begin until acceptance. All call prompts may be customized to the County's specific requirements.

ICSolutions can provide educational posters for The Visitor™ video visitation system in inmate housing areas, if allowed. Any and all signage and brochures will be approved by the Facility before distribution.

Additionally, The Visitor™ system can be customized to warn both parties that the visitation session is subject to monitoring and recording. After logging in and prior to the visitation start time, inmates and visitors will see the below screens, which reflect **customizable messages**:



Screen Prior to Visit

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

7.3.10. All telephones must have touch-tone keypads and video visitation terminals must utilize touch screen technology.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All inmate phones are equipped with touch-tone keypads and the video visitation terminals use touch screen technology.

7.3.11. Amplified handsets, with external volume control, will be required on all telephones. The volume control device should allow the inmate to increase or decrease the volume of the handset earpiece. All video visitation terminals shall include built in cameras and jacks for headset use.

ICSolutions Response:

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

All standard inmate telephones are hearing-aid compatible with an external volume control and multiple levels of volume control, as well as a built-in confidencer to minimize background noise. The video visitation terminals include built-in high-resolution cameras and security-grade handsets.

7.3.12. Both facilities will each have on-site access to one (1) TTY (Telecommunications Device for the Deaf) phone; (for a total of two; 2). The Vendor shall provide a plan for handling calls through a Hearing-Impaired Relay System and identify the type of TTY machine to be provided, and the access number that will access the service. The TTY devices must be portable.

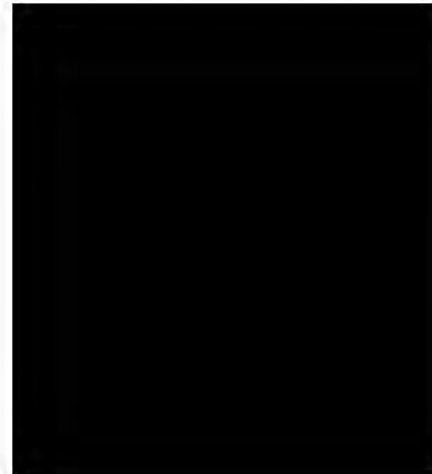
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® calling platform enables deaf or hearing impaired inmates to place calls using a portable TTY/TDD device. To make a call, the inmate will place the handset of a standard inmate phone into the cradle of the TTY/TDD device and press "8-3-3" on the device to dial the relay service.

Ultratec Minicom TDD/TTY

ICSolutions proposes the Ultratec Minicom IV TDD/TTY, or a functional equivalent. The unit is compact, lightweight, portable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer.

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



Please see the manufacturer's specification sheet provided in **Exhibit 3**.

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.

7.3.13. The vendor will provide up to two (2) cordless, hands free, telephones. These telephones will be used in designated facility offices and act as "phantom" inmate telephones. Such phones will have the ability to perform functions identical to the individual inmate telephones in the housing units, and will have a funded account set up in order to use the phones as necessary, and in accordance with on-going department investigations. These phones are not income generating, but are tied to the inmate phone system and are to be provided at no expense to the facility, inmates or called parties.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will identify these "phantom" phones as free phones which will deliver all of the call processing functionality but allow any officer/inmate to use this phone. From the called party perspective, a call from these phones will appear like a call from a standard inmate telephone. These phones can also be utilized to audit and confirm the system voice prompts.

Hands-Free Phones

ICSolutions proposes hands-free, cord-free phones from Wintel as an alternative for use in high security areas.

- Applications: Drunk Tanks, Holding Cells, Inmate Facilities / Prisons, Police Departments, or any location where a prison official, jail administrator, or police chief prioritizes safety issues above ADA compliance
- Cord free design
- Design provides similar privacy to that of a corded handset
- 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 while maintaining a clean professional look.
- Vandal-proof ON/OFF switch
- Built-in instruction card window space
- 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.
- Heavy chrome metal keypad bezel and buttons withstand abuse and vandalism
- 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



**Tall Cord-Free Wintel
7090CFSS**

7.4. General Configuration Requirements- Inmate Telephones

7.4.1. The inmate telephone system will utilize a PINs system. The administering of PIN's to inmates should not be labor intensive. Last name, first name and Inmate Control Number (ICN). PIN will be randomly generated using up to twelve (12) digits.

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.

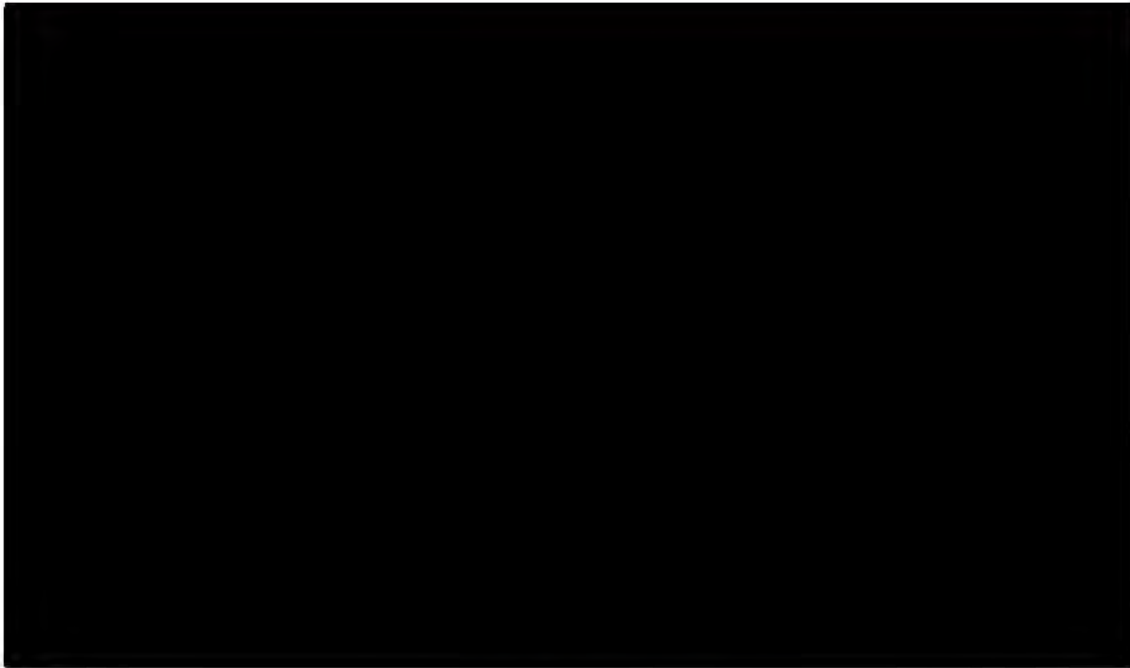
Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system to automate PIN administration. With the interface option, the information entered during the booking process is shared with the phone system automatically, 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.

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

7.4.2. The PIN number will be issued to the inmate in the booking office.

ICSolutions Response:

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

- 7.4.3. The Vendor will, at no cost to the facility, inmates or called parties, ensure that Biometric Voice Identification technology developed and originally marketed as InvestigatorPro by JLG Technologies or an equally acceptable alternative with comparable features and functionality is incorporated into their proposed inmate phone system. Biometric voice identification shall provide continuous real time identification of inmates speaking on a call. Such system shall function covertly with no audible sounds or interruptions of the phone call for the purpose of identifying the inmates on the call, and include all comprehensive investigative features.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides the latest voice biometric technology to cover all aspects of the call and enable investigator case management, including The VerifierSM pre-call biometric identity verification, Imposter real-time continuous voice detection and imposter identification, and Argus EchoTM and CRIMESTM case management and post-call voice analysis of both the inmate and called party.

The VerifierSM


At no cost to the County, ICSolutions will install The ENFORCER®'s VerifierSM **real-time inmate voice verification** module. The VerifierSM matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The VerifierSM requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in The ENFORCER®.

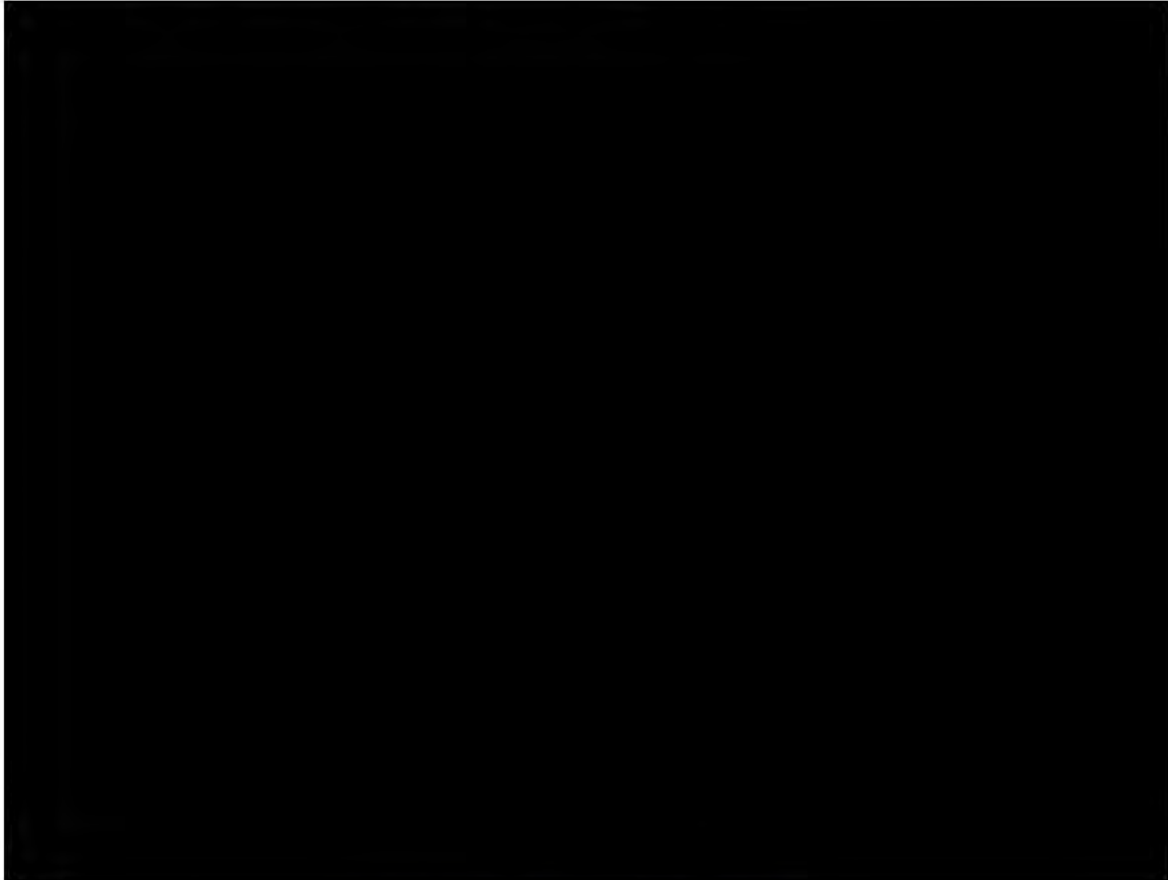
The VerifierSM utilizes self-enrollment technology, whereby The ENFORCER® prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-Enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of The VerifierSM.**

The 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.

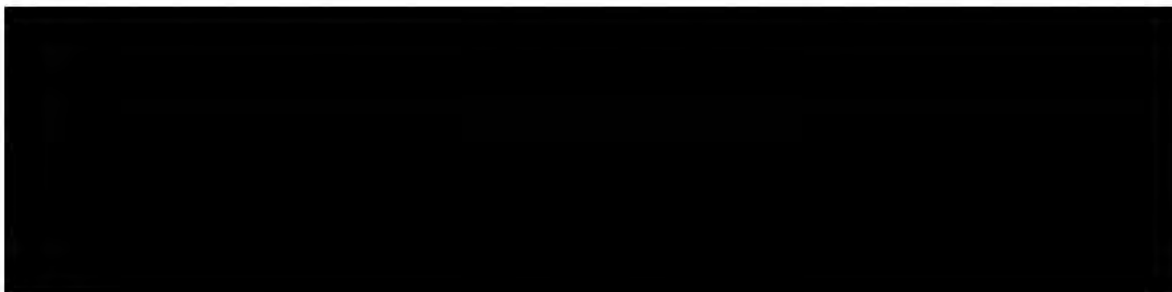
The Imposter leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use The ENFORCER® voice verification module, The Verifier. For all calls placed by inmates at the facility, *The Imposter* module compares stored inmate voice enrollment recordings to voices 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.



Imposter Identification on the Web Player

A numerical confidence rating, known as the Severity Scale, can be determined using The Imposter Detector through The ENFORCER®. An example of the severity scale is displayed in the screenshot below.



The box colors shown in the Severity Scale fields correspond to the colors displayed at the detected offsets in the inmate waveform graph. Each time point (offset) where a suspected imposter voice is detected is marked in a color corresponding to the severity scale (probability) of imposter activity.



The *Imposter Detector* displays the Possible Imposters (by likelihood). For each possible imposter, the inmate name and Inmate ID is listed. You can use this list to

- Listen to the voice print for the suspected inmate
- Select (check) a check box to identify one or more suspected inmates as an imposter based on your analysis
- Save these inmates in the final verdict if you elect to do so

If a call has been identified by The Imposter Detector to have potential imposter activity, you can use a set of special imposter-related information displaying in the Web Player window to perform the following actions:

- Request and listen to playback only of offsets in the recording where a suspected imposter was detected
- Review a list of suspected imposters by listening to the inmate voice print stored in the ENFORCER for each inmate
- By comparing suspected imposter offsets and voice prints, *optionally* select and save the name of the imposter that you believe to be present on the call
- Reach a verdict, i.e., make and save a final determination of whether or not imposter activity took place on the call

Authorized users can access inmate information while performing an analysis by clicking the Inmate ID number. Once imposter activity is determined in the call, you can click either the **Imposter** or **No Imposter** button shown below to permanently save imposter information in the *Web Player*.



The ENFORCER® Voice Biometrics Reporting

Voice biometric enrollment, pass/fail activity, and imposter detection can be queried to detect illicit activity and PIN sharing. A call detail record is created for all calls, so a report can be created that includes call detail records for all calls that are processed using voice biometrics. Some of the standard voice biometrics reports available on-demand through The ENFORCER® include:

- **Enrollment Status** – provides a listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.
- **Verification Activity** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities according to a specified date range.
- **Suspected Imposter** – provides a listing of all calls in which a suspected imposter was detected. Reports can be customized and filtered based on any combination of parameters, such as date/time, Inmate ID, Inmate first/last name, completion code, called number.



Search Criteria for Imposters detected and other Parameters Available for Customization

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

Argus Echo™ and CRIMES™

As an added bonus, ICSolutions is proud to offer the optional Echo™ and CRIMES™ investigative tools from Argus, as well as the Argus transcription tool, the most advanced and tailor-made solutions for Corrections available today. Unlike other solutions which feature technology aggregated from outside Corrections, these products were designed from the ground up, in collaboration with County staff and investigators, to exceed the facility's requirements while delivering a true corrections Investigative package.

Echo™

Echo™ was designed and developed from the ground up by investigators for investigators providing tools and processes that no other biometric processing system can match. Echo™ provides a number of benefits, including:

- Echo™ provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.
- **Automatic Print Enrollment:** Echo™ **DOES NOT require supervised enrollment.** Prints are automatically created and continuously improved delivering the highest accuracy possible. NO human intervention or assistance from County staff is necessary 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.** 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.

- **Built in Custom Player:** The Echo™ 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.
- **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.

CRIMES™

CRIMES™ (Case Reporting, Intelligence Management and Evidence System) offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence.

CRIMES is the only case management software used by every division within the facility with the potential to have fully integrated Voice Biometrics using the Echo™ feature.

The CRIMES™ software allows investigators to quickly and efficiently handle their work load, investigate and the close cases, **following the operating procedure for corrections.**

CRIMES™ is also the **first and only solution** to bring together all of the divisions within the County. Users of CRIMES™ include: the Office of the Inspector General Investigation Unit, Human Resources, PREA Administrators, Legal, Division of Adult Institutions, and Probation and Parole all with their **respective modules/categories sharing and using the same data.** From the Request for an Investigation to the prosecution of a case, CRIMES™ provides users the tools and resources to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the County is working at its maximum potential.

- **Comprehensive and complete Case Management:** Most case management solutions offer basic tracking of cases. CRIMES™ is the only tool to offer a true comprehensive Case Management Solution (CMS). CRIMES™ Includes:
- **Event Management:** Create an unlimited number of events. The user is only presented with the fields and controls relevant to the type of event he/she is creating ensuring maximum accuracy and efficiency.
- **Subject Management:** Place subjects in three distinct categories; People, Staff, or Organizations. Link Victims/Perpetrators to organizations or other people all through the click of a mouse.

- **Evidence Management:** Add pictures, video, documents and other electronic files to the event as well as to the subjects or events.
- **Comprehensive Drill Down Reporting™:** Powerful, customizable, and scalable reporting engine that includes predefined and self-service ad hoc reporting. Report authors can create highly formatted reports that provide County personnel with a clear vision of incidents, events and subjects, both inside and outside the facility walls along with a journal of actions conducted by users as they interact with CRIMES™. These charts allow the investigator to quickly find the information they are looking by “Drilling Down” on each category to the level of interest. Charts provided include, but are not limited to, the following information:
 - Events of interest: PIN sharing and multi-speaker inmate calls
 - PIN abuse by inmate
 - Results system wide (or specific to a facility or other physical location)
 - Ability to schedule reports to be delivered at a specified time frame



- **PREAPRO™ Module:** Designed from the ground up to exceed the requirements of the County’s PREA Reporting requirements, this module allows users to create, track, manage, and report on all PREA activities within the prison. Additionally, users can generate and submit their PREA Form in the approved County format all with the click of a button.
- **Unmatched Security Restrictions:** Control the purging of events. Limit access to information through comprehensive and unmatched administrative privileges.

- **Workflow Management:** CRIMES™ allows investigators to quickly and efficiently handle large volumes of calls of interest by assigning the workload to their team using built in criteria. The purpose of the workflow management module is to enable an authorized user (Admin or otherwise) to schedule the distribution of CRIMES™ results (events) to first level investigators to investigate the call recording for actionable intelligence. Such authorized user(s) will have the ability to configure the system to automatically distribute call events across multiple groups and/or users. Additionally, it is possible for the authorized user to override the default schedule, once established, to redistribute workload based on resource availability and client requests to focus investigative efforts on one facility or housing unit, or other criteria.



Argus Transcription & Translation

The Argus transcription Engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users have the ability to select which calls should be transcribed by selecting individual calls or by having calls that meet certain criteria tied to the voice biometric engine/keyword search engine. For example, a user could set up transcription for calls that meet the following criteria:

- 1) Voice of inmate X was identified
- 2) Was speaking to a Female called party
- 3) And said "x" Word (if Keyword Technology is enabled)

The transcription engine is unmatched in its accuracy. Utilizing calls from Alabama Department of Corrections, the engine reported accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state of the art machine learning/artificial intelligence. Argus' transcription engine can transcribe more than 25 languages.

Word Flow

The transcription of the call even appears on the player as shown in the image. Not only is the transcription shown, but the investigator can also select words within the transcription to launch/search for Keywords in other calls. This capability is unmatched and unavailable on any other solution available in the marketplace. It is a completely integrated, voice biometric, transcription, and keyword engine.

7.4.4. The inmate telephone system must include an automated attendant operator. Unlimited changes should be allowed to the system script.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time. All call prompts can be customized at no cost to meet the County's exact specifications.

Languages

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

Sample Call Prompts

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

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

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

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

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

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

After the inmate makes a selection he is prompted:

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

The inmate is then prompted to:

- *"Please stand by"*

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

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

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

7.4.5. The telephone system shall be a collect, pre-paid or debit automated operator platform. No access to a live operator by inmates is permitted at any time. Only civilians setting up accounts on the "outside" shall have access to live operators.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time. Civilian users will be able to contact our live 24/7 customer service.

ICSolutions' live customer service is available 24 hours a days, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the County to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.

- Toll-free at [REDACTED] 24 Hours a Day
- User-Friendly Website [REDACTED]

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

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

- **Average Queue Time** = 89 seconds
- **Ability to Reach a Live Operator** = live operators are available 24/7; caller can press "5" at any time to reach an operator
- **Resolution Time** = 97% resolved on first call, with average talk time of 3 ½ minutes
- **Supervisor Access** = supervisor available 24/7; immediate transfer upon customer request

- 7.4.6. The system shall not allow any incoming calls; except for the ability of civilians to leave messages for inmates. Such messages shall have a maximum duration of up to thirty (30) seconds. If utilized, the fee for such use shall be borne by the civilian, and not exceed fifty (50) cents per message.

ICSolutions Response:

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

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid Collect accounts and a Message of the Day feature to broadcast notification messages to one or more inmates at a facility.

Inmate Voicemail

ICSolutions can provide *inbound* inmate voicemail whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established PrePaid Collect account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their PrePaid Collect account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

Message of the DaySM

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.



Inmate Messaging 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.

Voicemail Security

Voicemail is treated the same as any call placed in the inmate telephone system. Rather than using a separate system, ICSolutions built our voicemail messaging system into The ENFORCER®, ensuring that all call controls and security features of the ITS also apply to voicemail calls. And, voicemail messages can be accessed and queried through The ENFORCER® user interface. Voicemail calls are controlled in the following ways:

- Only called parties with an existing Prepaid account are able to leave a voicemail message for the inmate.
- A searchable call detail record and recording is created for every voicemail message.
- The inmate is required to enter their PIN to access voicemail messages.
- All voicemails are recorded and may be monitored.
- The ENFORCER® tracks and time-stamps any time a message is played back.

On the facility side, The ENFORCER® can be configured so that only authorized personnel can access the voicemail feature by limiting voicemail access to specific roles on the user management module.

7.4.7. The system must have the capability of allowing a pre-pay/debit system, in conjunction with the department's contracted inmate commissary vendor, (regardless of who may hold that contract) in order to afford inmates discounted phone rates. This connection between the commissary vendor and the facility shall be implemented at no cost to the facility, inmates or called parties.

ICSolutions Response:

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

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

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

Some Correctional Industry Application vendors charge exorbitant fees for integrations; but ICSolutions will gladly provide interfaces with any vendor and software the County 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!

7.4.8. The system must be capable of identifying/ and or blocking three-way conference calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either

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

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

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

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

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.

7.4.9. The system must not allow chain dialing and secondary dial tones. The system must detect any extra digits dialed by the inmate after the party has accepted the 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.

7.4.10. The inmate shall be required to hang up before dialing a new number. The system shall guard against "hook switch dialing" and other fraudulent activities.

ICSolutions Response:

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

7.4.11. The system will disconnect or have the ability to disconnect, in the event an attempt is made to circumvent the system by any means. Particularly by coughing or blowing into the telephone to avoid detection of placing a three-way call.

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 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.

7.4.12. At a minimum, automated call instruction/announcements shall be in English and Spanish.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. *"For English, press or say 1; for Spanish, press or say 2."*

7.4.13. Vendor shall indicate other languages available within the system, if any.

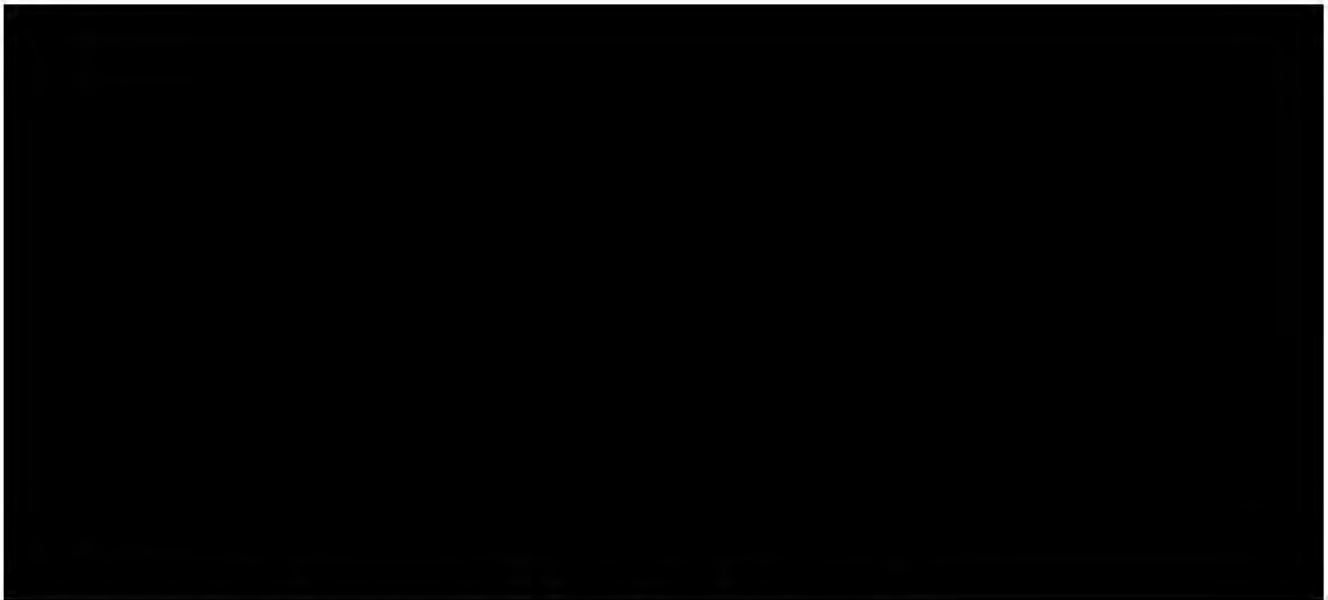
ICSolutions Response:

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

7.4.14. The system will provide error prompts in the event a call does not go through, is blocked or disconnected.

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. Examples include:



All call prompts may be customized to the County's specific requirements.

7.4.15. System provided announcement that states the name of the facility the call is originating from shall include; "You have a collect call from (inmate's name)", "an inmate at (name of the facility)," or a like announcement.

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 Onondaga County Detention Center."***

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

- *"To accept this call, press or say '5'*
- *To refuse this call hang up now*
- *For a rate quote on this call, press or say '2'*
- *To block this call and all future calls from this facility, press or say '9'"*

7.4.16. System provided announcement that states the call may be recorded or monitored. There should be no other announcements/warnings made once the called party has accepted the call. This includes subtle tones or recording messages during the call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The system is delivered with customizable, automated voice prompts in both English and Spanish. Upon call acceptance, the system warns both parties that the call may be monitored and recorded. Live monitoring of inmate calls is silent and undetectable.

At the County's option, 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.

Additionally, ICSolutions typically provides a warning message when the call has reached the "one minute remaining" status on the duration limit. The system prompts both parties with a voice messages that states, "You have one minute remaining for this call." At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated. Per Addendum 2 #19, this is acceptable.

7.4.17. Instructions for recipient to accept, reject, or block calls by a positive acceptance- i.e. Call Branding shall provide for a recorded greeting to the called party that indicates the call is a collect call from the facility and is subject to recording and/or monitoring, provide the called party with the identity of the calling party and provide the called party with the opportunity to accept or reject the call. The conversation shall be blocked until the called party accepts the call. Call branding will be announced only once at the beginning of the call only. Facility investigators must have the ability to de-activate call branding or any part of call branding during any on-going investigations as necessary and warranted.

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 Onondaga County Detention Center."***

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

- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"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."*

Upon call acceptance, the system plays a warning announcement to both parties that, "This call will be recorded and is subject to monitoring at any time." There are no charges assessed while this announcement is played, and call timing does not begin until acceptance. All call prompts may be customized to the County's specific requirements.

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.

7.4.18. The system shall have the capability of blocking specific calls from the facility (such as victims, witnesses, judges, staff and so on) and should allow pre-approved phone numbers to be assigned to an inmate. The system will deny access to 800, 888, 877, 866 (or any future toll free exchanges), 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER offers extensive blocking capabilities as a standard feature. Blocking can be performed on multiple levels, in various scenarios, including:

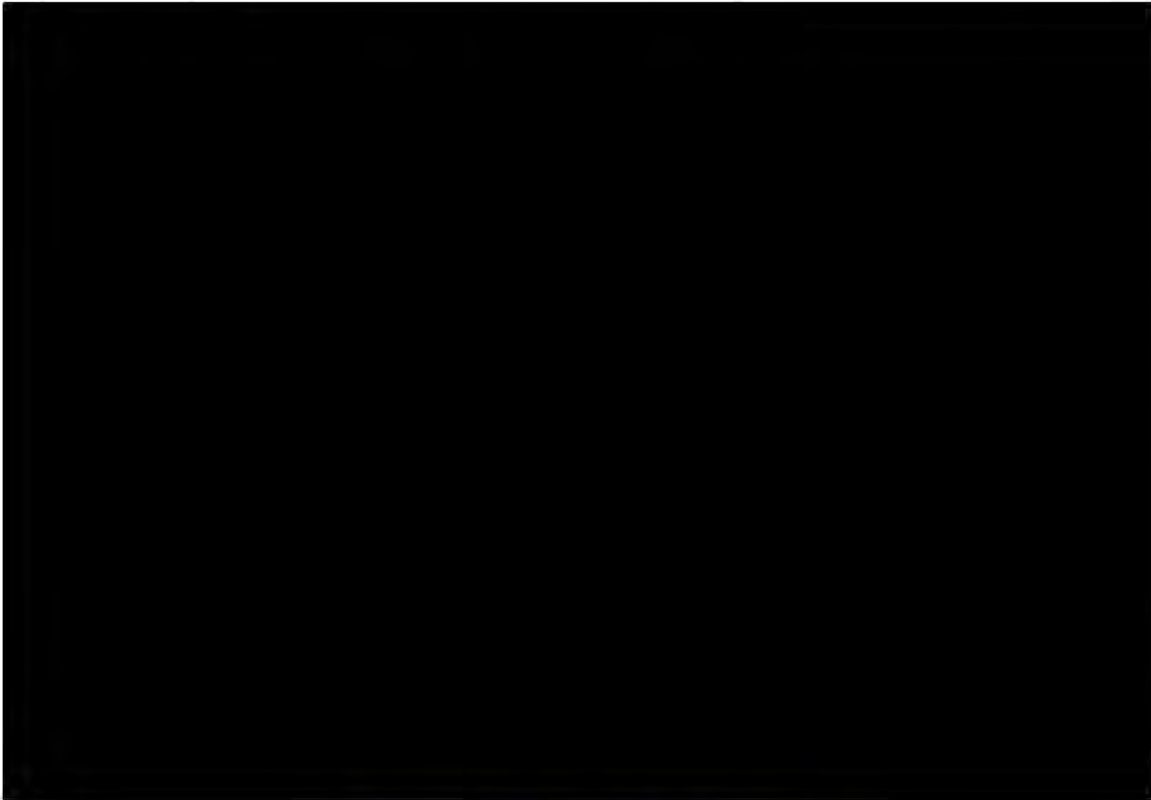
- On-demand by authorized County or ICSolutions personnel with the appropriate access level
- On specific phone numbers facility-wide using the Global Number Table
- On specific phone numbers only for specific inmates in the Inmate's PAN list
- By called parties during the call set-up process
- Automatically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

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

Important Block Features include:

- Block groups of numbers such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc.
- Block individual numbers – **unlimited quantity**
- Existing Blocks will be preserved
- 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.

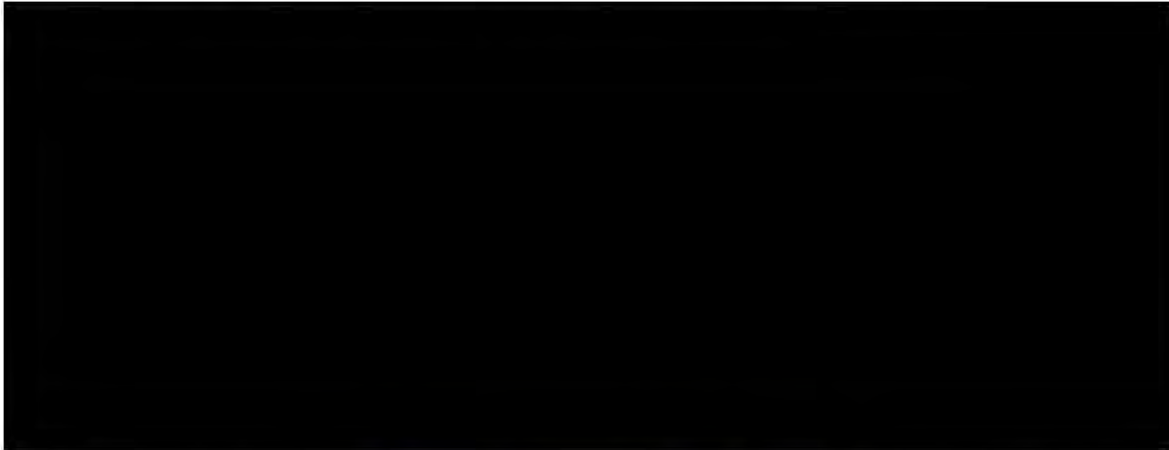


Global Number Edit - Add blocked Number

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

Inmate-Specific Blocked Numbers

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



Edit PAN - Add Inmate-Specific Call Block

7.4.19. The called party shall be able to provide positive acceptance and active consent of the telephone call or reject a call from a rotary dial or pulse dial phone.

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 the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

7.4.20. The system must have the ability to add registered attorneys into a database to avoid recording legal calls. The facility will provide an NYS attorney database to the contractor who will load those attorneys and their phone numbers initially. The facility shall then have the capability to add, delete, or update attorneys and phone numbers as needed without the intervention of the vendor.

ICSolutions Response:

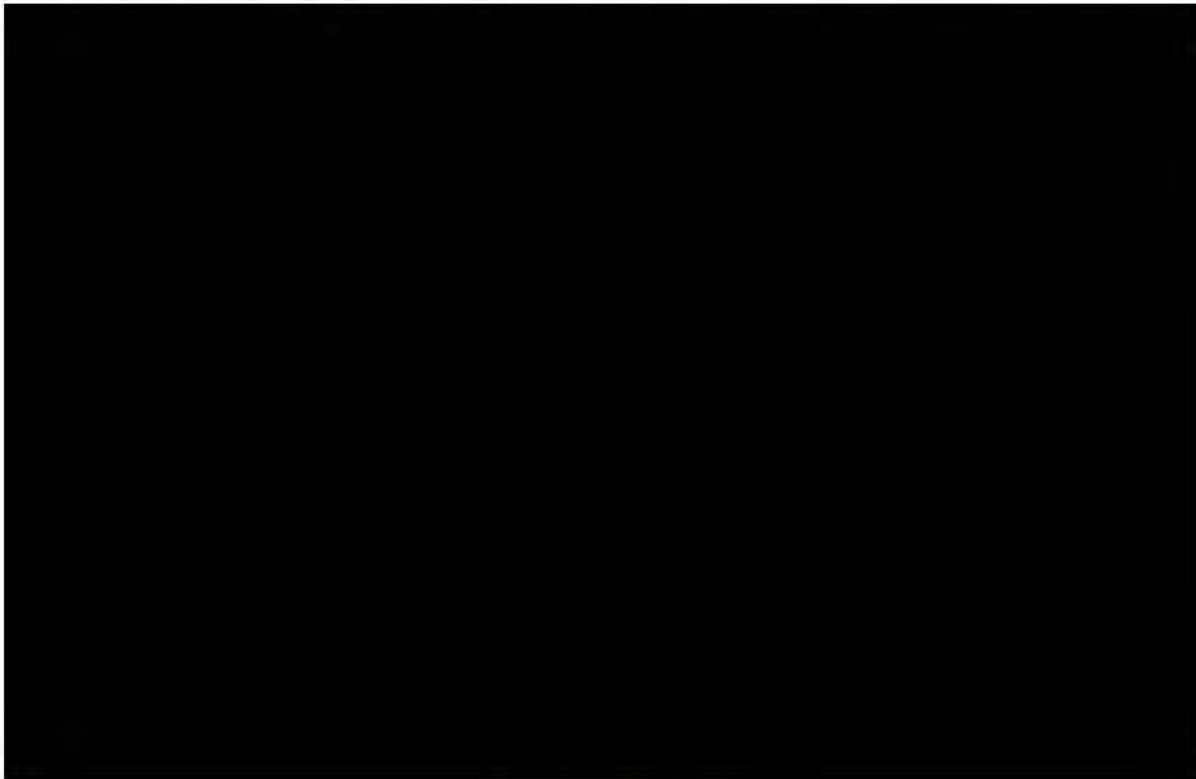
ICSolutions has read, agrees, and will comply with the requirements as stated. The system will be preloaded with a file of attorney numbers that have been pre-configured for "non-record" status. Calls made to these numbers will not be recorded. Should a call be made to an attorney with a new or unknown 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.

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

7.4.21. The system shall be capable of providing call completion to any point within the continental United States, Alaska, Puerto Rico, Hawaii and the Caribbean. The system shall provide the ability for inmates to make international calls and pre-paid collect calls and pre-paid debit calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide domestic and international calling to include destinations within the continental United States, Alaska, Puerto Rico, Hawaii and the Caribbean.

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.

ICSolutions Calling Options

ICSolutions would like to propose Point-of-Sale Prepaid Collect (PSPCSM), Call Center Debit, and Integrated Cardless Debit (Inmate Prepaid). 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 the County our **Call Center Debit** program, which allows inmates' loved ones to fund an account associated with a specific inmate's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the inmate can use these funds to call **any** allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions call center.

❖ Integrated Cardless Debit

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

❖ Direct Billing

ICSolutions offers a direct billing option for select facilities, law offices and bail bonds companies. In order to set up a direct billing account, the party can contact our customer service representatives at [REDACTED] or email us at [REDACTED]. This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

❖ Direct Link Cardless Debit

When Keefe's KeepTrak banking system is installed, ICSolutions can guarantee a **unique integration between the inmate phones and commissary systems**. The ENFORCER[®] is equipped with a web-service interface to the Keefe (KCN) commissary banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, The ENFORCER[®] will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, The ENFORCER[®] will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, The ENFORCER[®] will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

This interface eliminates the delay caused by needing to transfer funds to the inmate phone account for Debit calling, thereby ensuring an enhanced user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.

❖ **Telelink Integrated Cardless Debit**

When Swanson's Cobra banking system is installed, ICSolutions can integrate with Swanson commissary to provide **Telelink 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. Integration with Swanson allows us to offer Telelink Inmate Debit Account funding directly from their Trust account. The Inmate can fund the Debit Calling Account in \$1.00 increments. When the inmate is released, the Telelink interface query's the Enforcer and returns any unused Debit Calling funds (Cash Out) to the Trust Account.

This interface eliminates the delay caused by needing to transfer funds to the inmate phone account for Debit calling, thereby ensuring an enhanced user experience. From an administrative perspective, this seamless interface streamlines the release and refund process, as all unused funds are tracked and managed by the banking system.

7.4.22. Inmates shall be able to call any landline or cellular phone not blocked by the facility or the owner of the phone line.

ICSolutions Response:

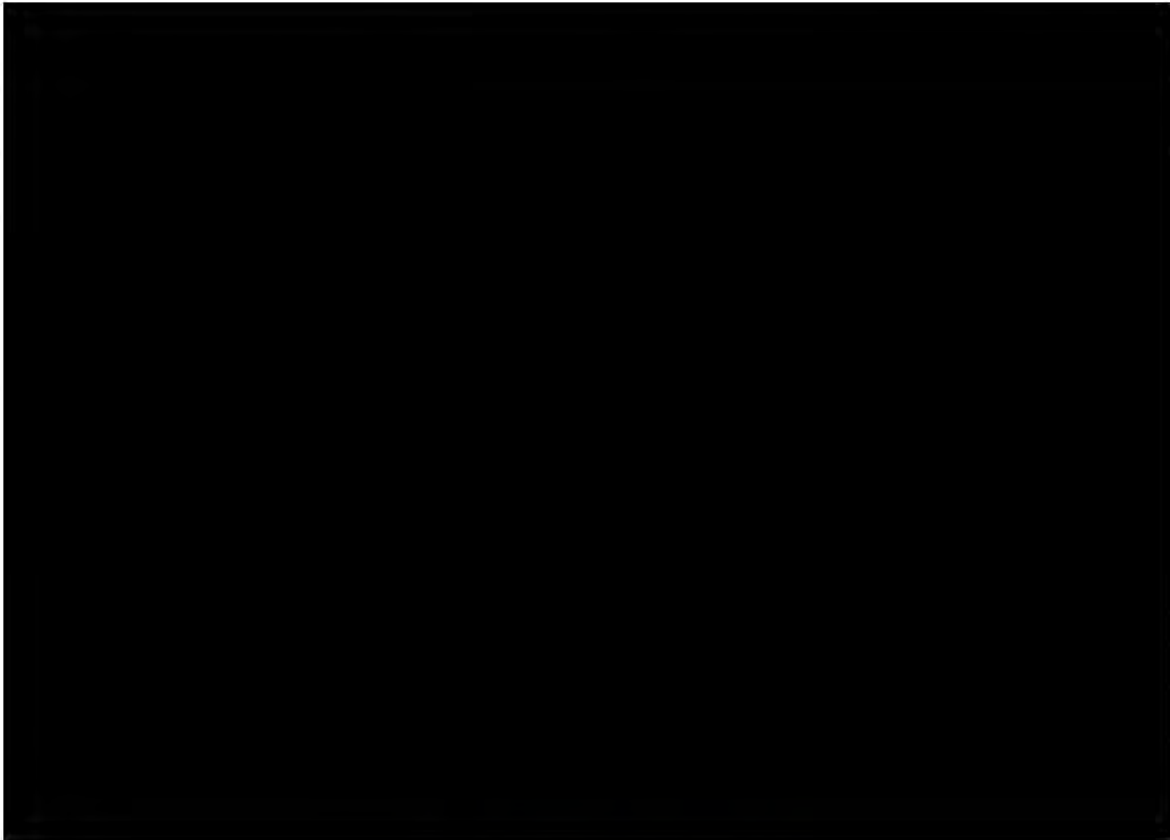
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® accommodates calls to landlines and cellular phones that are not blocked by the facility or the called party. Our Prepaid Collect and Inmate Debit services provide **more ways to pay for inmate calling**, simplified account management, and connectivity to more kinds of telephones – **such as cell phones**, business lines and VoIP phones – that cannot be reached with traditional inmate calling. These prepaid calling options have been described in response to **Requirement 7.4.21** earlier in this section.

7.4.23. At no cost to the facility, inmate or called party; the system will allow all inmate housing area telephones to be programmed with speed dial numbers for free calls to the public defender's office and/or any other County designated telephone number as will be detailed by the facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® can be configured to provide speed dial numbers and free calls as required by the County.

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.



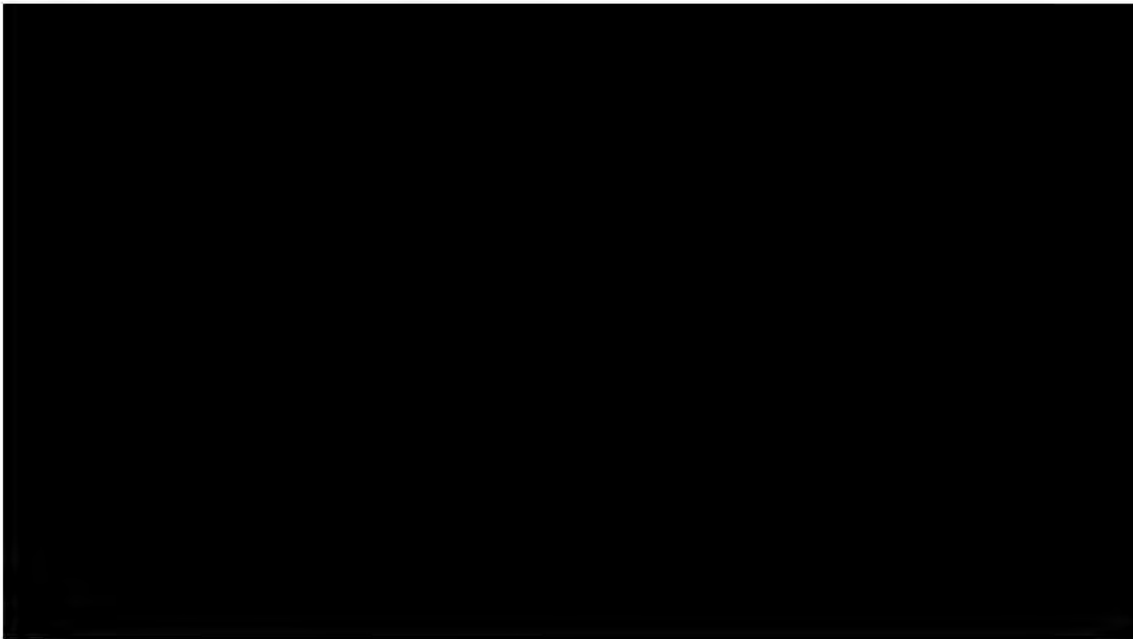
Global Number Edit – Speed Dial

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

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



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 Account screen – Setting Free Calls

7.4.24. The system must be designed to provide reliable inmate telephone service with full backup and system recovery contingencies, UPS backup, for a minimum of one (1) hour. The telephone instrument shall provide immediate dial tone/system prompts when the handset is off the hook.

ICSolutions Response:

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

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

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

ICSolutions employs multiple levels of redundancy to ensure 99.999% uptime for the ENFORCER® calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

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

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

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

2. **Call Processing Redundancy:** While the primary call processor is housed at the Data Center in [REDACTED] we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in [REDACTED]. Therefore, if a disaster should ever disrupt call processing in [REDACTED], service would instantly fail over to the secondary processor in [REDACTED].
3. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in [REDACTED] and one data center in [REDACTED]). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.
4. **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken off line, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
5. **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

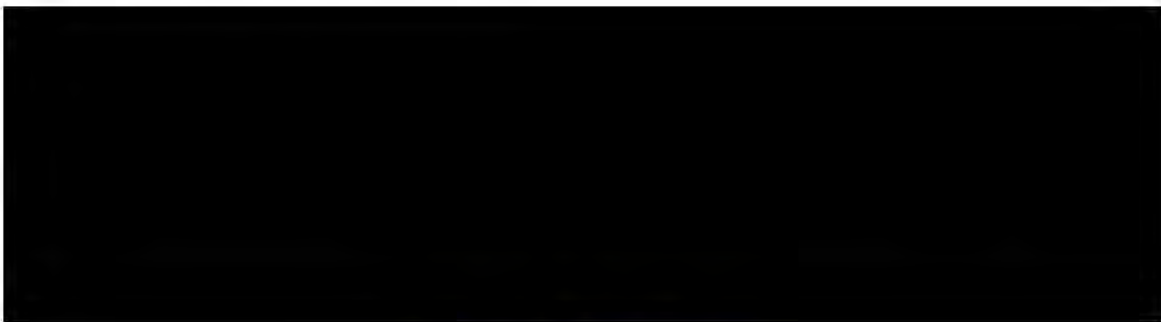
Through our system monitoring tools, ICSolutions continually monitors key areas and automatically assigns service representatives and/or dispatches field technicians to ensure optimal operation of our systems. Our monitoring systems actively monitor communication channels, call processors, disks, messages,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

UPS & Surge Protection

The ENFORCER® is delivered with a 2.2 KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to 1 hour in the absence of commercial power. ICSolutions also deploys line protection to further shield the system, phones and lines from lightning and power surges.

ICSolutions' network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and automatically sends an email alert to ICSolutions' 24 hour technical support team anytime there is a loss of utility power of any duration, to any ENFORCER® unit. Most utility power interruptions are very brief. The UPS controlling software also **performs a data-save and graceful shut-down** of the affected system one minute before primary battery power is exhausted.

In addition to running continuous, automated analyses; ICSolutions technicians can view the status of all UPS units in service at any time from our NOC.



UPSMON - All Systems Status

They can also pull up details including histories of all power fluctuations and disturbances to drill down and diagnose oddities in network usage and performance:



UPSMon Detail - View System Details

In the unlikely event of a power failure at the primary data center, failover call processing will automatically occur at the secondary data center. Because of this call processing redundancy in geographically separate data centers, ICSolutions can **guarantee 99.999% system uptime** for the County's ENFORCER® calling system.

Critical system data and call recordings are also stored in both the primary and secondary data center – providing an additional layer of redundancy to protect the County from any possibility of data loss.

7.4.25. The system must be "cloud based," with multiple layers of built in redundancy.

IC Solutions Response:

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

INMATE CALLING SOLUTIONS

The ENFORCER® is a completely centralized “cloud based” solution with all data sessions hosted and call records/recordings stored in redundant, geographically separate data centers. ICSolutions employs multiple levels of redundancy to ensure 99.999% uptime for the ENFORCER® calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data.

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

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

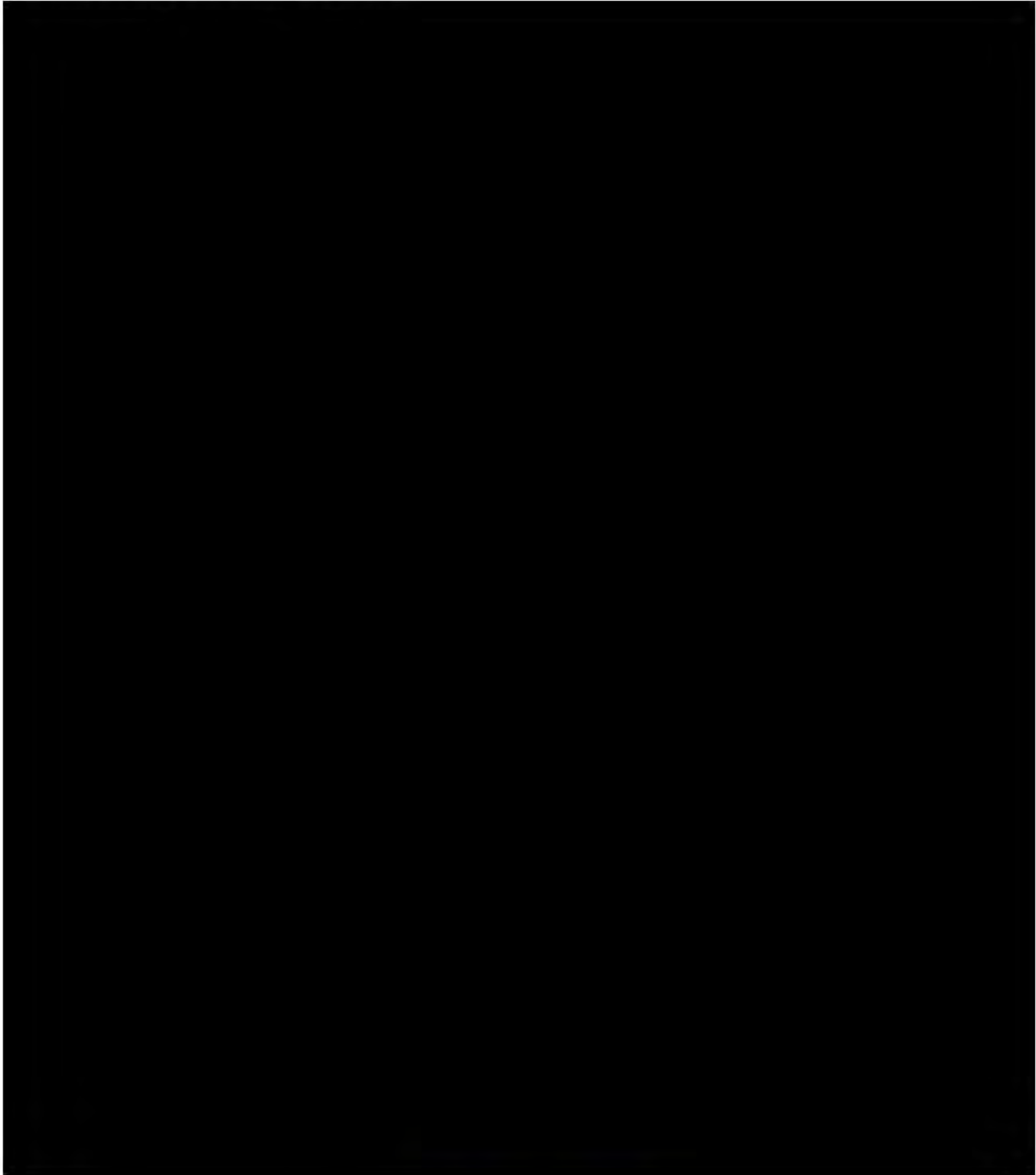
The County’s facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. We can perform all system maintenance, install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

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

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

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

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



Sample System Architecture

Benefits of a Centralized Architecture

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

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

7.4.26. Call set-up and acceptance process must be completed within sixty (60) seconds (from off-hook to call connection/rejection).

ICSolutions Response:

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

7.4.27. The system must provide for automated turn on and shut off at designated times and manual system shut off capabilities from designated areas, both in and out of the facility. For this reason, at least two (2) laptops must be provided for off-site and mobile use. Cellular access to the system may not always be a viable option; nor does a cellular device have the dexterity needed in making quick necessary changes.

ICSolutions Response:

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

Phone Scheduler

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

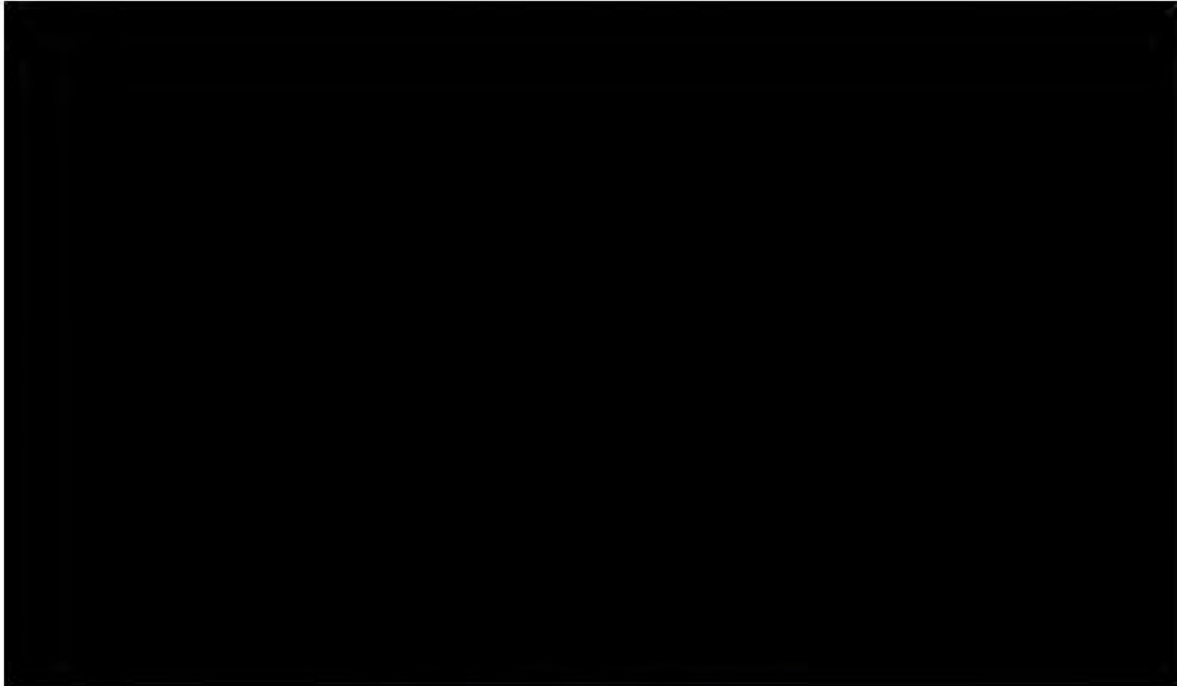
- By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)
- For all phones in the facility
- Unique hours for defined holidays
- Unique hours by day of the week
- Unique hours for specified called numbers

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



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

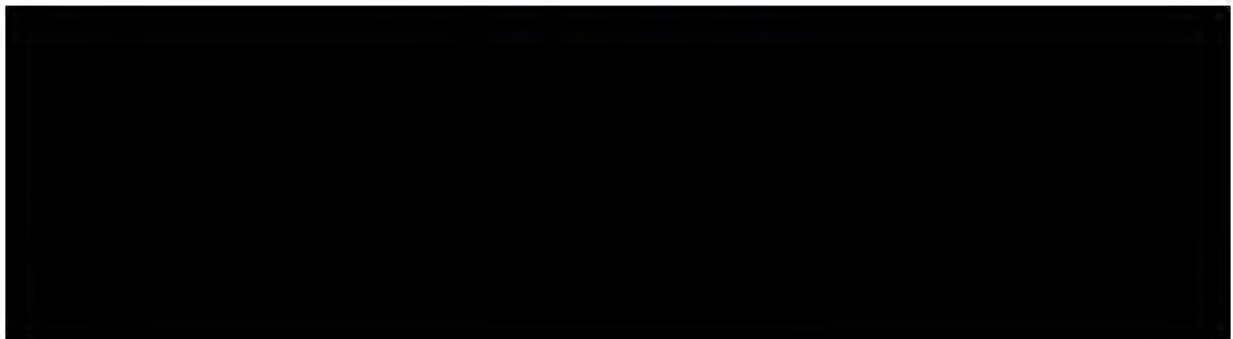
Phone Shut-Down: The ENFORCER® User Interface

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

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

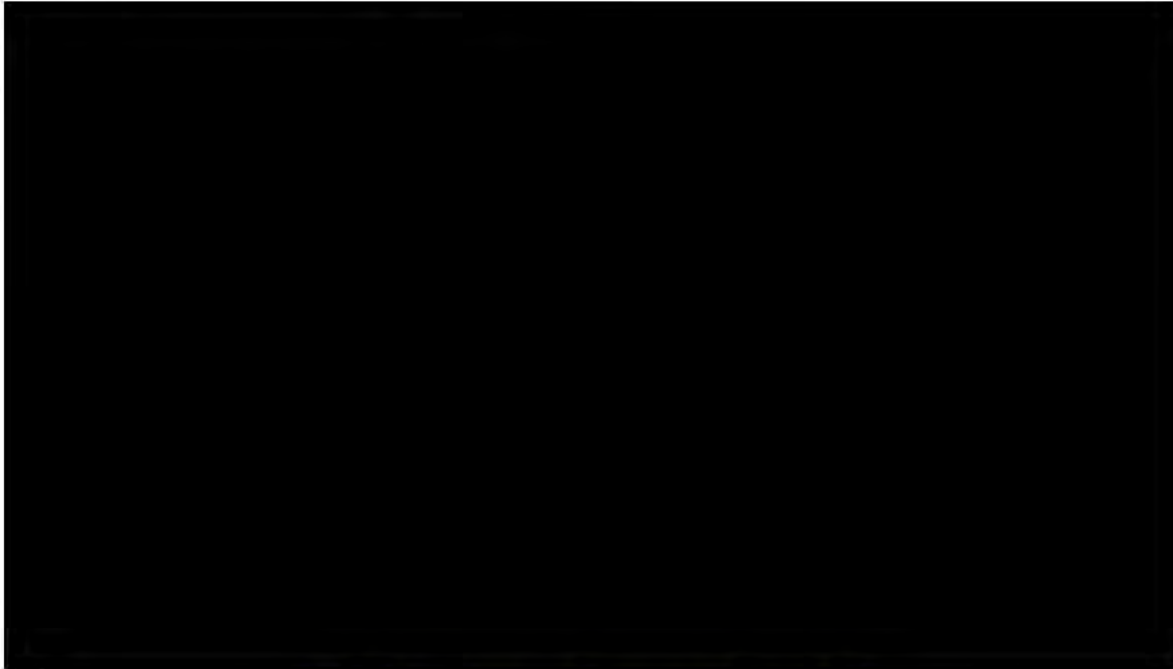


Site Admin Tab – Phone Shutdown



Scheduled Station Shutdown

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.

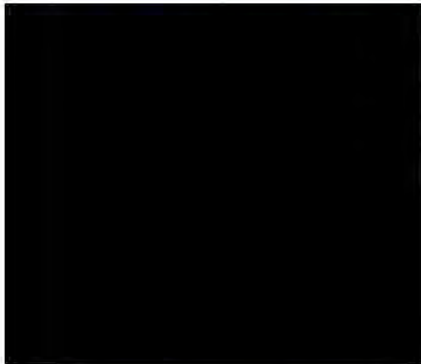


Call Status – Emergency/Temporary Phone Disable

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 Cutoff Switches



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

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

Remote Access

The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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®, County 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 County 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 County 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 County wish to access The ENFORCER® using a remote PC, ICSolutions recommends the following specifications:

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

7.4.28. The system shall provide for a confidential telephone "snitch-line" installed in an approved facility location, (designated outside line) to be used by facility investigators. Vendor will also provide a cordless telephone, plus at least one (1) additional cordless phone, and message receiving base station for this line, at no charge to facility, inmates or called parties. It is essential that this same phone have a minimally funded account so investigators may access the system as any inmate would for testing and investigative purposes. It will be up to the vendor's discretion as to how the system/account remains adequately funded.

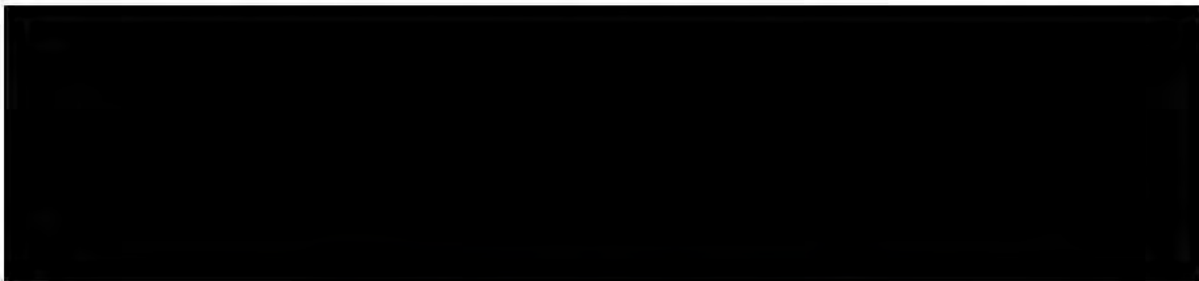
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the "snitch-line" and two cordless phones. The destination ANI for the snitch-line phone will be set to "Free" in the global number table, thereby allowing investigators and or inmates to test and complete calls to this destination number.

Tip Lines – The Informer

Additionally, 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 County requires. Tip lines can be:

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

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

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

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

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

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

7.4.29. Duration of any single call will be up to sixty (60) minutes, with a notification that the call will be terminated one minute before the maximum time allowed has been reached. This time can be changed at any time at the discretion of either facility.

ICSolutions Response:

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



Global Number Edit - Override Global Duration Limit for Specific Number

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

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

7.4.30. The telephone system must comply with all ADA (American Disabilities Act) requirements within a correctional/jail facility.

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 PSC rules at no cost to the County 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.

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 County. 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.

Ultratec Minicom TDD/TTY

ICSolutions proposes the Ultratec Minicom IV TDD/TTY, or a functional equivalent. The unit is compact, lightweight, portable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer.

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



For detail on the proposed TDD/TTY phone, please see the manufacturer's specification sheet provided in **Exhibit 3**.

Video Phones through Purple Communications

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

The VRS is a stand-alone service, independent from the ITS, that supports a secure “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

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 County 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.

7.4.31. Vendor shall disclose all fees that are passed on to call recipients. This includes all billing statement fees and pre-paid collect fees. There shall be no hidden fees to the facility, the inmate or the outside call recipients that are not disclosed in this RFP. (Fees that are generated which the vendor states are outside of their ability to control, and which appear on the public's telephone bill, shall be investigated).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please refer to our Costing Proposals, including all fees, provided at the end of this **Section D.7**

7.4.32. The system must allow every inmate to make one (1) complimentary call to any number he or she so desires, as long as it is not a blocked number, once moved to a housing area. After one minute the inmate shall be directed to a system provided call center to learn of the different types of calls that they may make. Collect, Pre-paid Collect or Debit (reduced price calling). In booking offices, inmates will be allowed to make any constitutional calls required by law and at the discretion of booking staff, after receiving their PIN number. Such calls shall be made free of charge; to the facility, inmate or called parties, while in the booking office. Booking office personnel shall establish the length of these calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The system can be configured to all inmates to make a designated number of free calls once moved to a housing area.

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

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

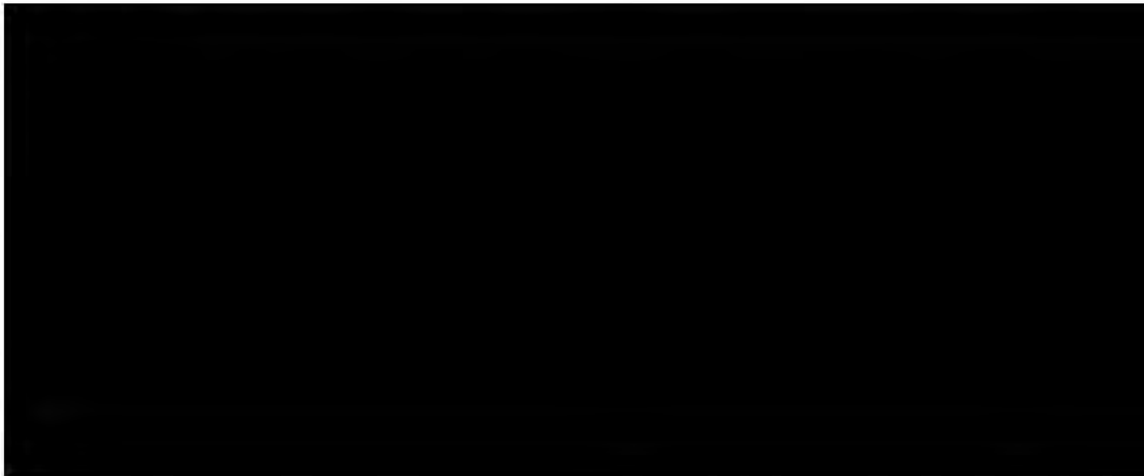
A global free calling status is set by selecting the 'Free call' call type on the Global Number Table entry for the number in The ENFORCER®. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility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



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 Account screen – Setting Free Calls

Prepaid Collect Calling

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

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.

Our Prepaid Collect calling option 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 more funding options and easier account management.

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.

7.4.33. Vendor will provide one (1) telephone for local use by staff within the secure perimeter of the facility. Such phone shall be located at the most convenient location for staff use. Staff shall have unlimited and unfettered access to the phone during any break period. This phone shall be provided free of charge to the facility or to any called parties.

ICSolutions Response:

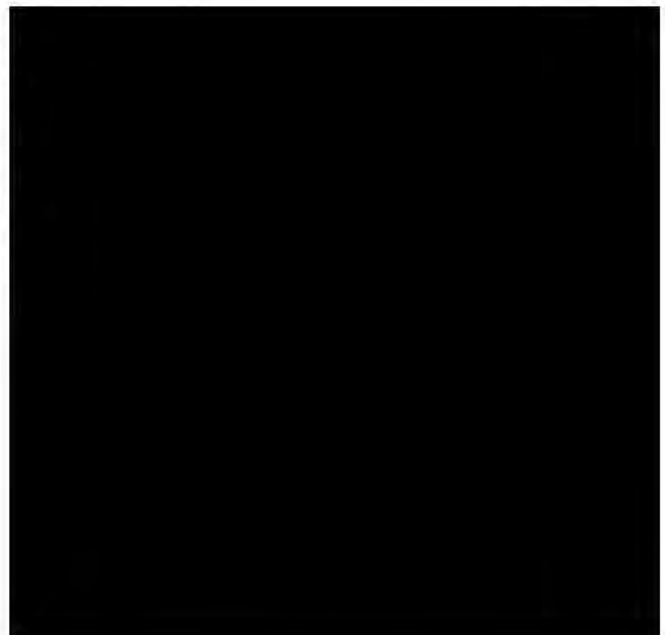
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide this phone, which will be powered by The ENFORCER® system but configured as a public phone and, as such, will serve as a direct dial service.

7.4.34. Vendor will ensure that any inmate phone call may be monitored by any cellular or landline telephonic device. Such device shall have the capability to "break into," or "terminate," the call at the discretion of the monitoring supervisor.

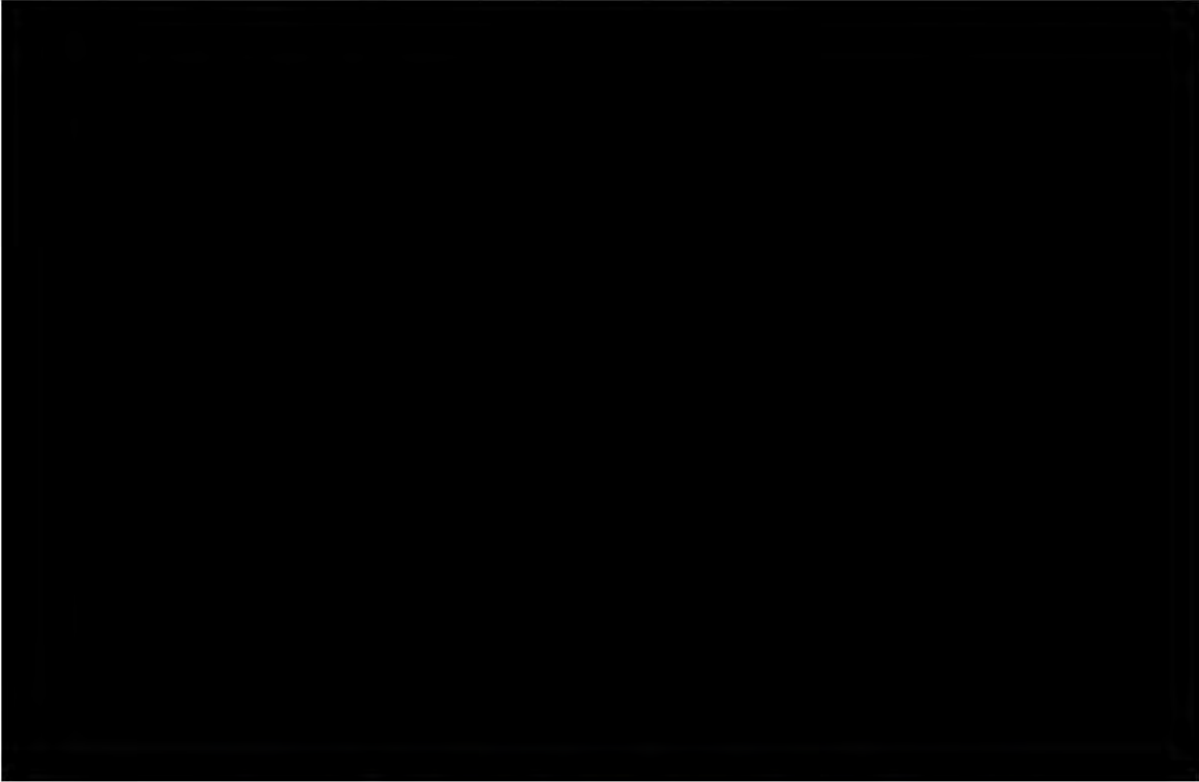
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the **Monitor** tab of the ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the **Listen** button. This function is **silent and undetectable by either the inmate or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**.

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



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

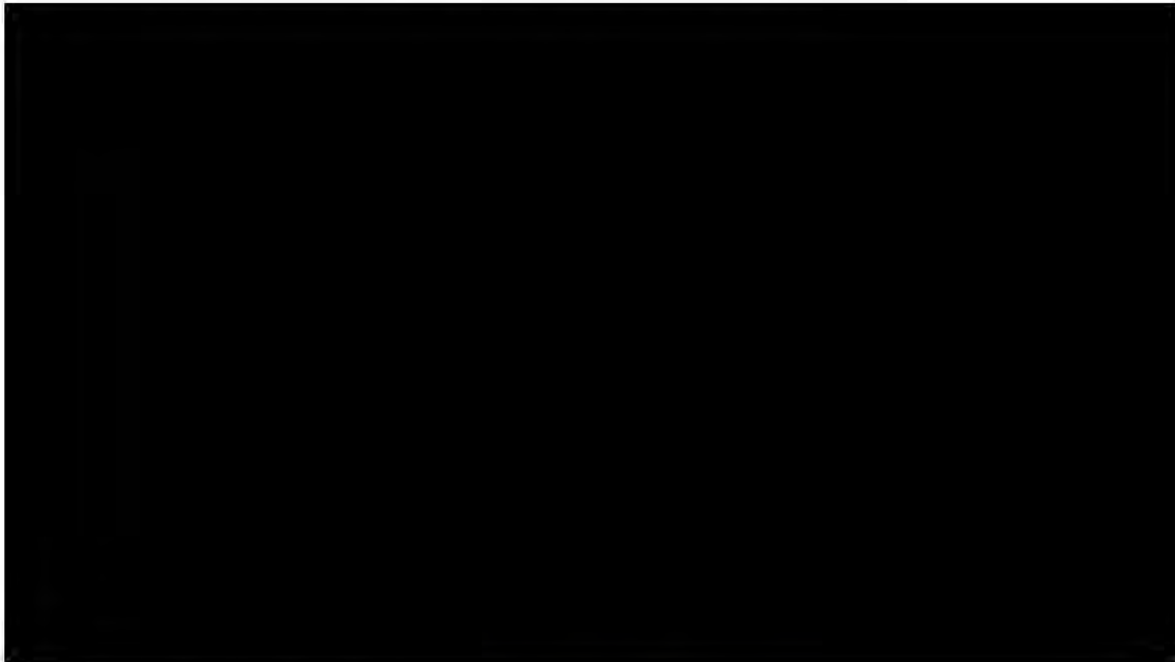


Monitoring Live Calls - Calls in Progress screen with Call Detail displayed

When the live monitor screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the Live Monitor screen, the authorized user can click **Change Columns** to add or delete columns that contain specific parameters in *The Observer*SM.

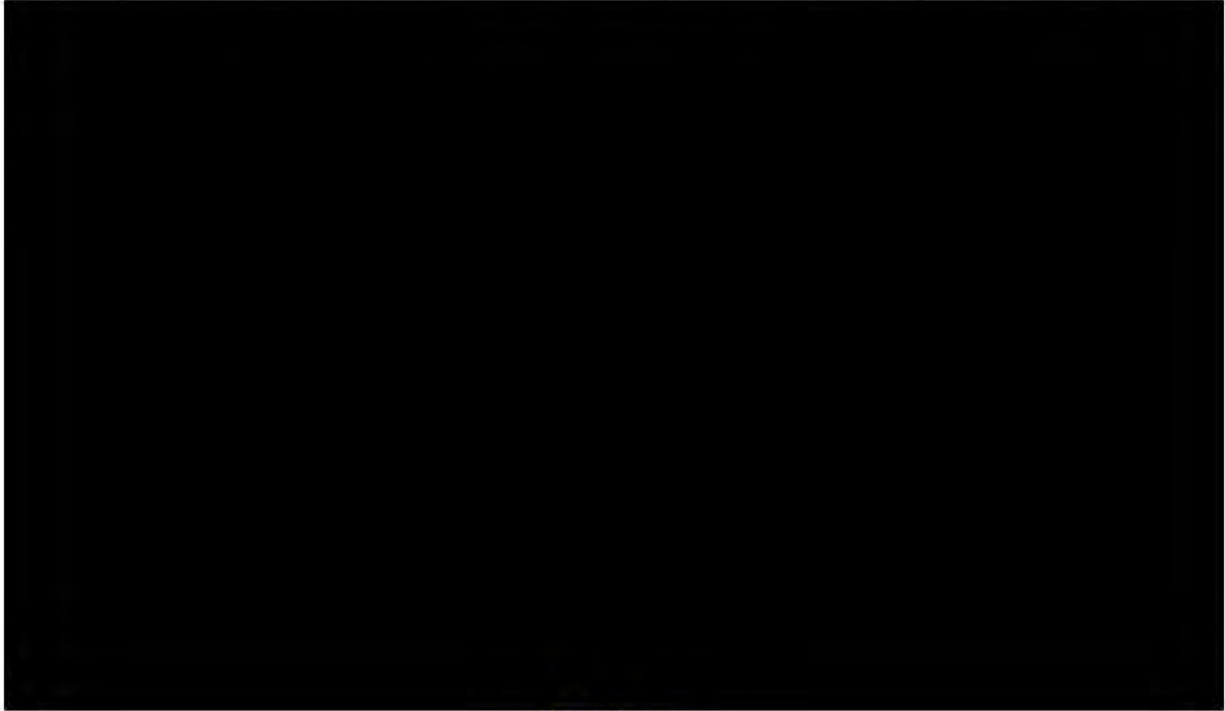
Critical Call Monitoring Functions include:

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



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.



[Web Player](#)

Add Listener

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



Monitoring Alerts

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. When a call is made by the designated inmate or to the specific destination number, the call will be forwarded to an investigator for monitoring.

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. **Alerts can be sent to any investigator cell phone, land line, email, and/or pager.**

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

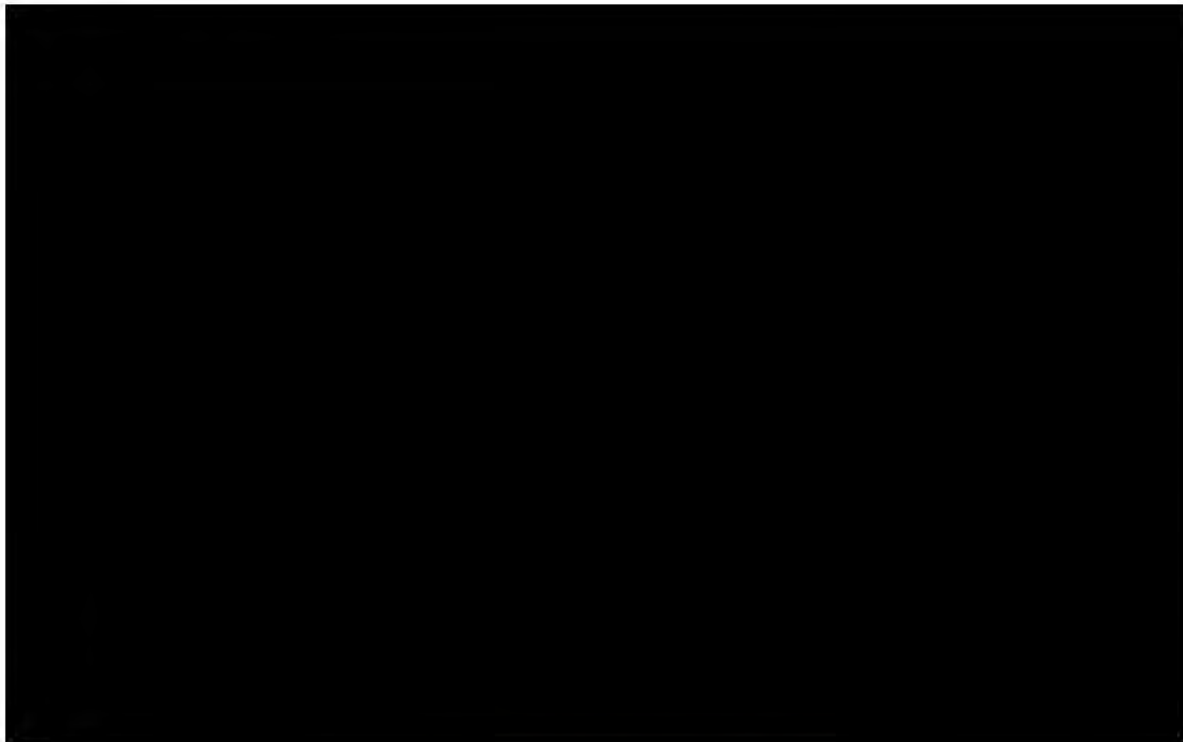
Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad

- 7.4.35. System provided shall have monitoring capabilities which allow the investigator the option of viewing a map in real time showing where and what type of calls are being made across the United States. Each long distance call shall be indicated by a line from origination to destination, and indicate, by color, the type of call being made; collect, pre-paid collect or debit. Satellite mapping, with reverse directory number look-up is also required.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Observer provides access to live call monitoring capabilities through The ENFORCER® GUI (Graphical User Interface).

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 address 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.)



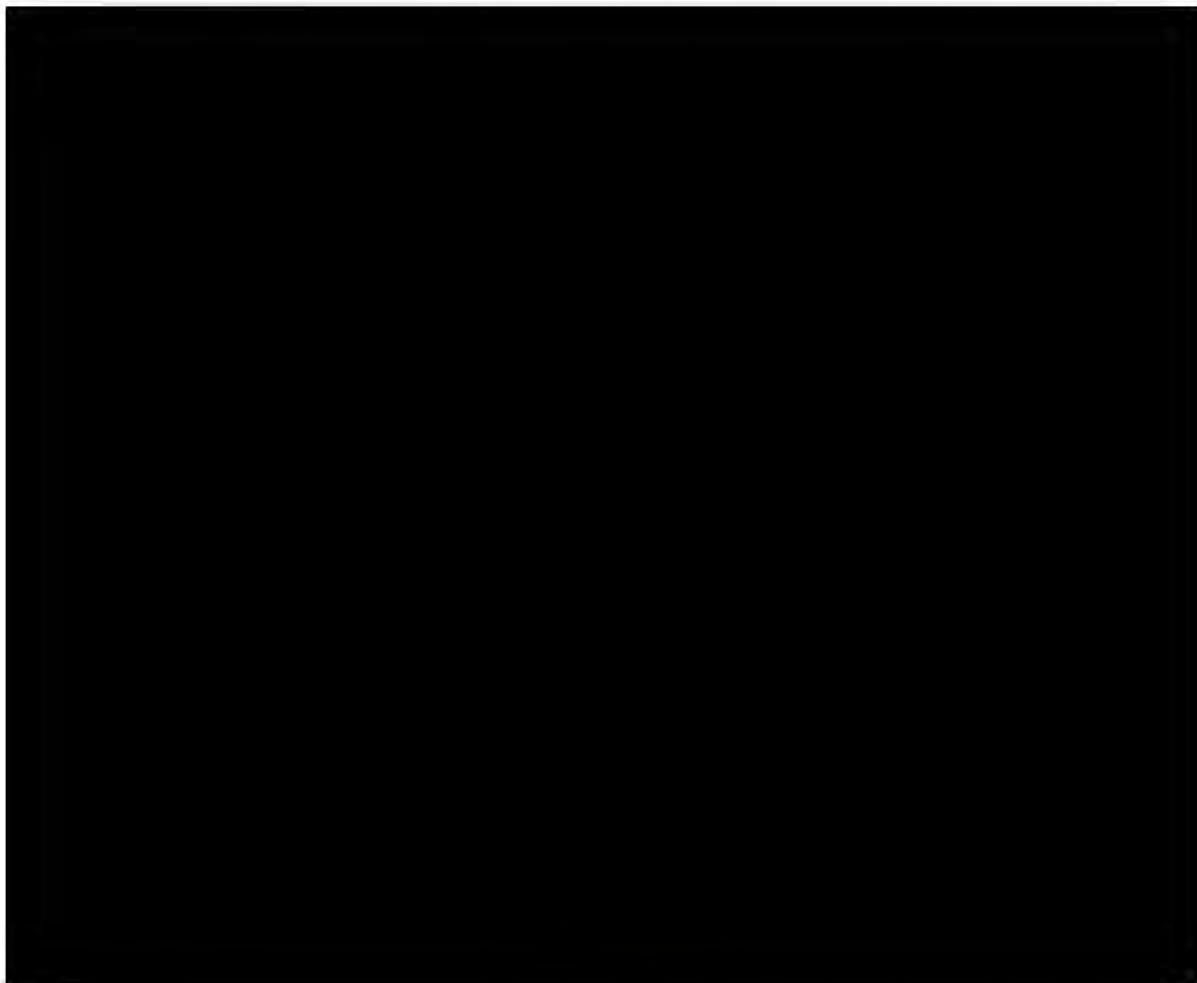
Live Monitoring Call Activity Map

Reverse Lookup

ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.



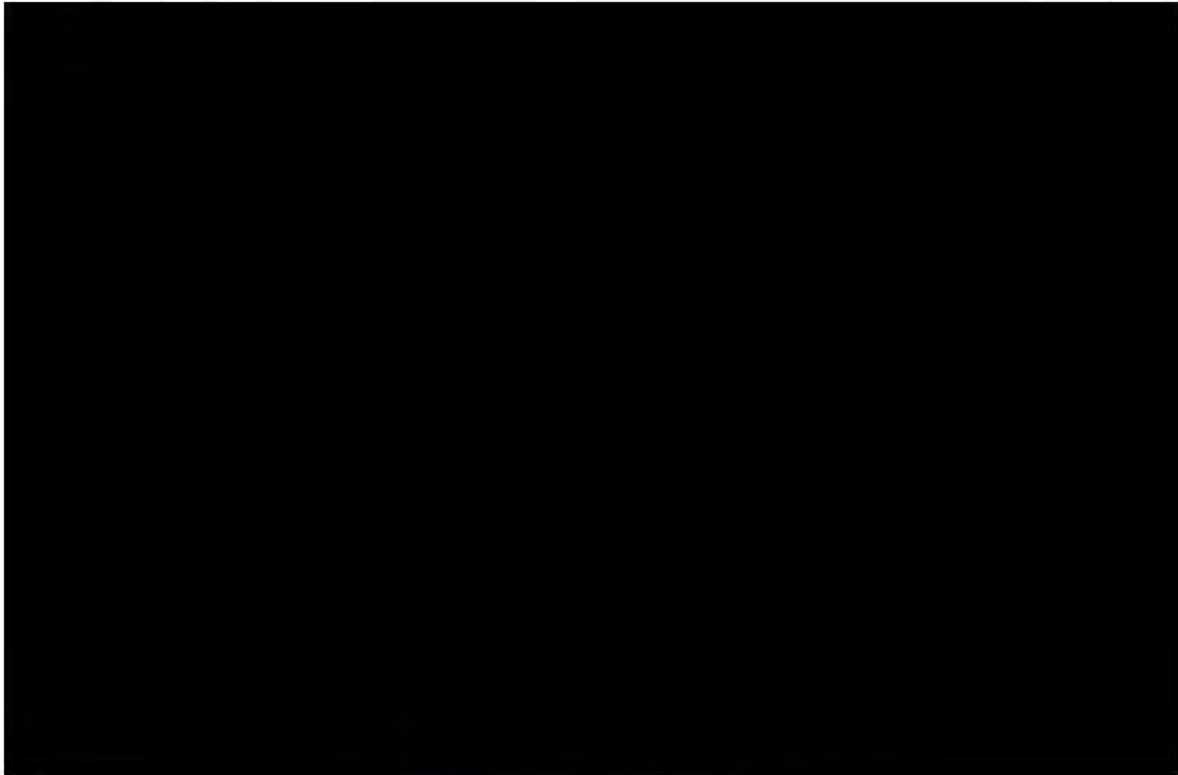
Reverse Lookup

- 7.4.36. System must allow users to set alerts on any specific telephone number or inmate. Such alerts must be able to be automatically e-mailed, sent to a pager device, or another remote cellular or landline device at the discretion of investigating personnel.

ICSolutions Response:

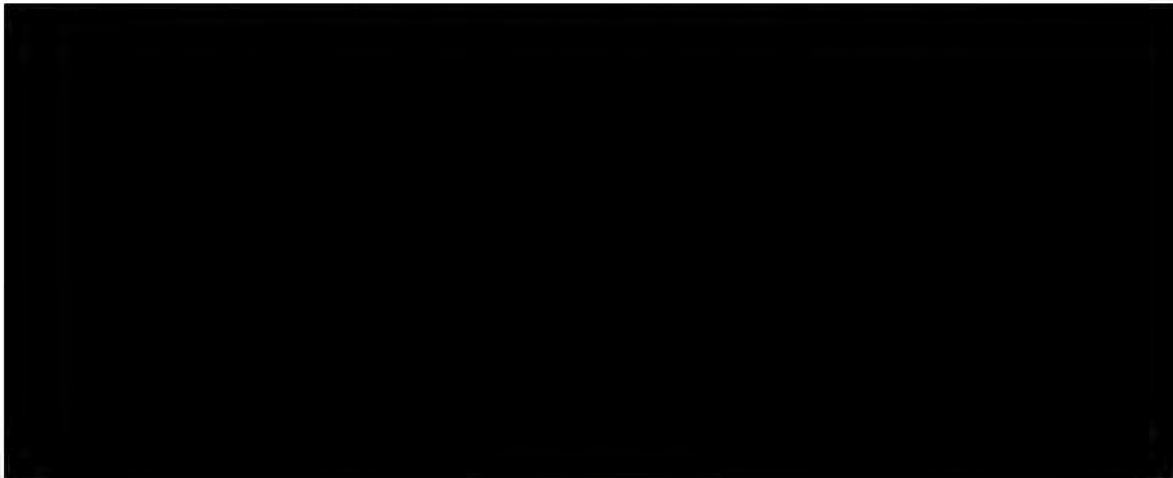
ICSolutions has read, agrees, and will comply with the requirements as stated.

The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.



Edit Alerts for a Specific Phone Number

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed\connected from any inmate phone regardless of which inmate dialed the number. The alerts available with The ENFORCER® are described in detail below.



Alerts dialog box

Monitoring Alerts

The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad

Email/SMS Alerts

The ENFORCER® can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



Information Contained in an Email Alert

Pager Alerts

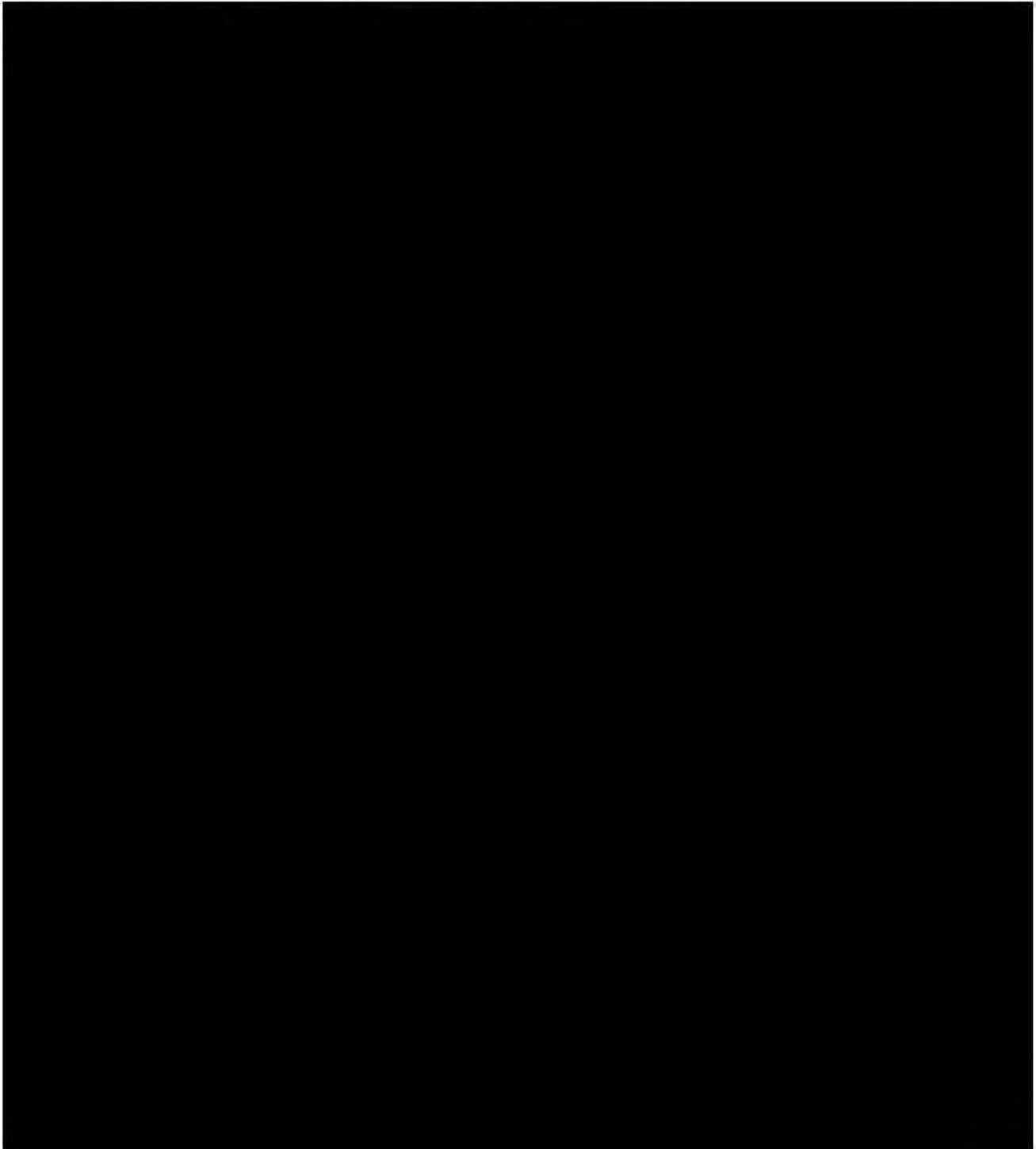
The ENFORCER® can issue numeric messages to paging services to alert an investigator that a call is in progress.

Funding Alerts

The ENFORCER® allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.

Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, “barge in,” or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.



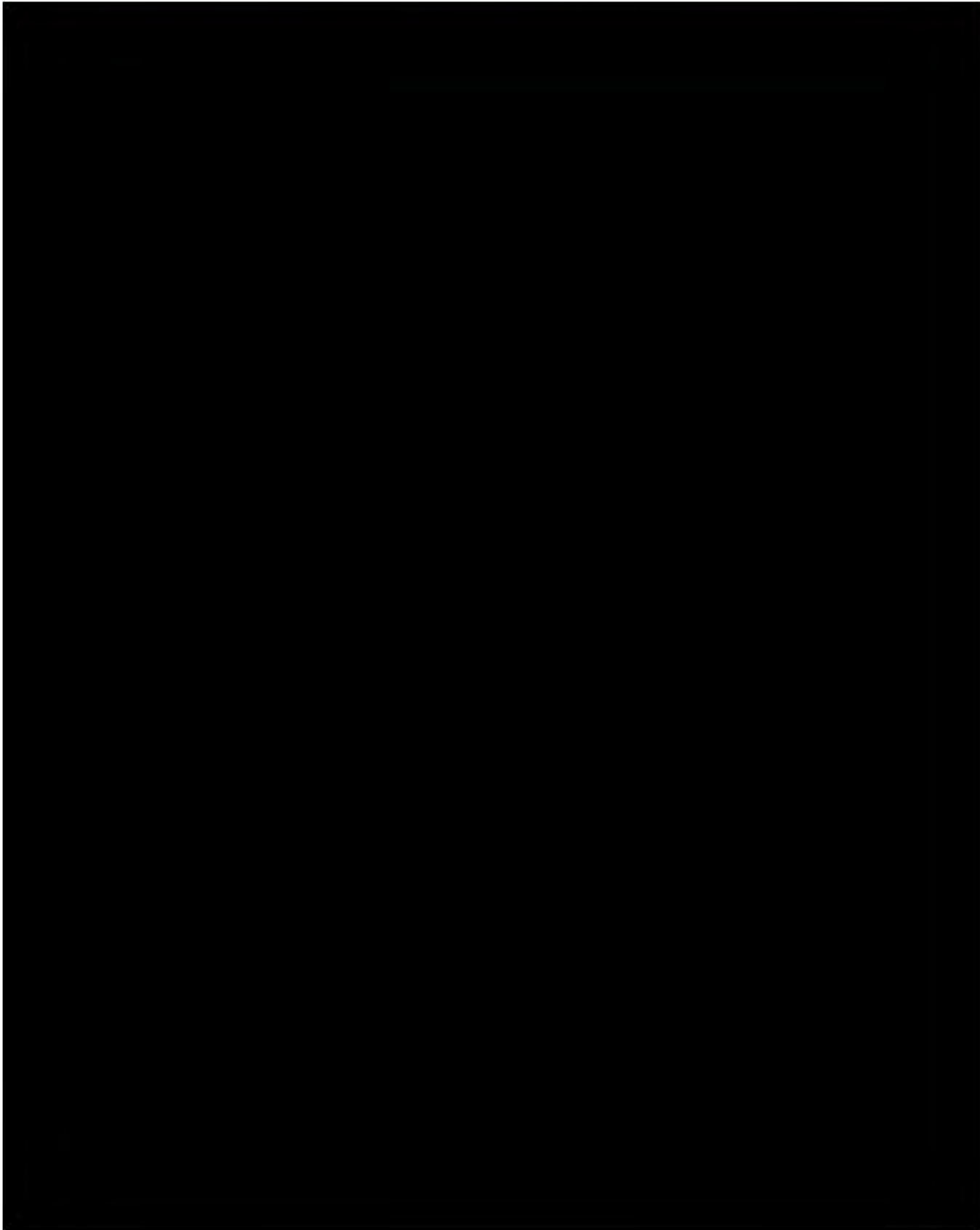
7.4.37. Vendor will provide two (2) detailed monthly billing statements to each facility. One forwarded to the facility accounting office, and one forwarded to the senior investigator of the system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions calculates commissions by multiplying the stated commission percentage by the **Gross Revenue** generated from all completed calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated. So, for the month of Aug. 1 – 31, the commission check would be sent out Oct. 15. However, we can also accommodate different payment intervals, such as 30 days, upon request.

Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER® on the system workstation provided. The following is a sample ICSolutions' Commission Report:



7.4.38. At facility discretion, vendor will provide an on-site inmate telephone administrator for a minimum of twenty (20) hours per week at each facility. Each facility agrees to provide an office for such person. Vendor shall provide any needed workstation, printer and ancillary equipment necessary for this person to perform his or her duties; including fax or telephone line at vendor expense. The on-site administrator shall arrange hours with and report to senior department investigative personnel. His or her duties shall include, but not be limited to: immediate response to any inmate telephone issue, replacement of phones, handsets etc, monitoring; if cleared by security staff, inmate discharges from system and any other assignments given by senior investigative personnel. His or her services shall be provided at no expense to the facility, inmates or called parties.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Per Addendum #4, "This administrator will be required for the Correction Department only." ICSolutions proposes to maintain our existing site administrator at the Corrections Department. For periodic maintenance and repairs at the Justice Center, ICSolutions proposes to utilize our local field technicians. Either facility can elect to forego the site administrator or field technicians and utilize their internal staff to address minor repairs if preferred. If the facility elects to forego the site administrator or field technicians, ICSolutions will substitute a monthly phone maintenance stipend equal to \$15.00 per inmate telephone.

7.4.39. Vendor also agrees to have in place 24/7 technical phone support, and agrees to the same 24/7- phone support should a technician be needed at the facility in the absence /declination of the on- site phone administrator. Contractor to specify response times in RFP return. Services shall be provided at no expense to the facility, inmates or called parties.

ICSolutions Response:

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

Complete Service at no cost to the County

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

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** [REDACTED] you will be connected with a **live** Level 1 TSC technician **within 20 seconds**. Each call is handled with care following these basic steps:

[REDACTED]

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.



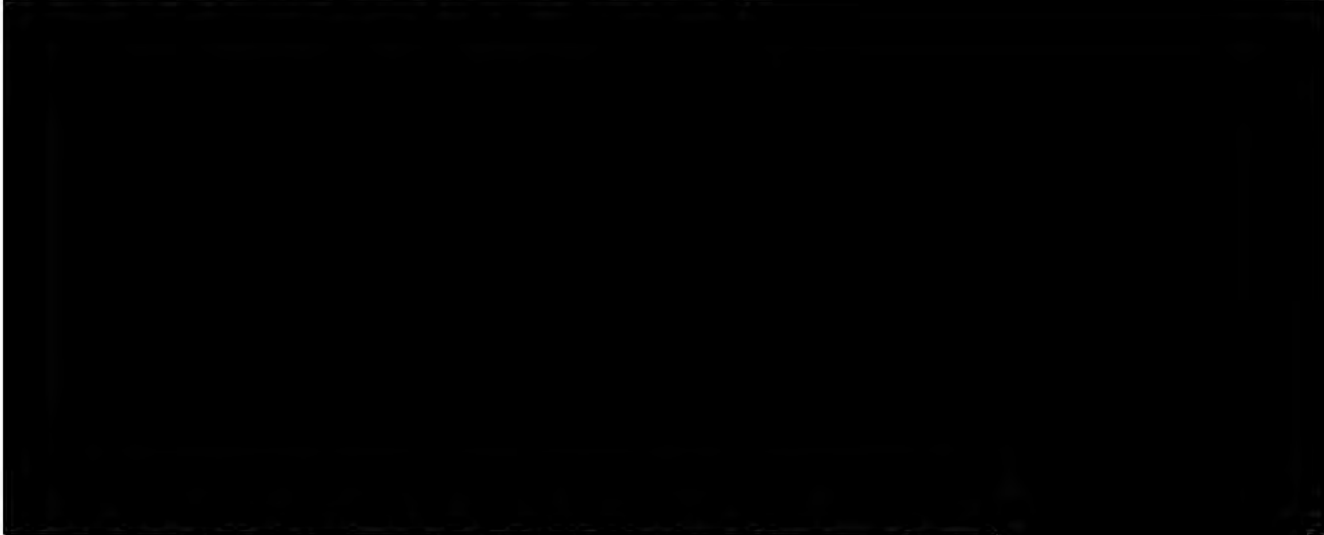
Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. 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.



Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

Priority Schedule

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

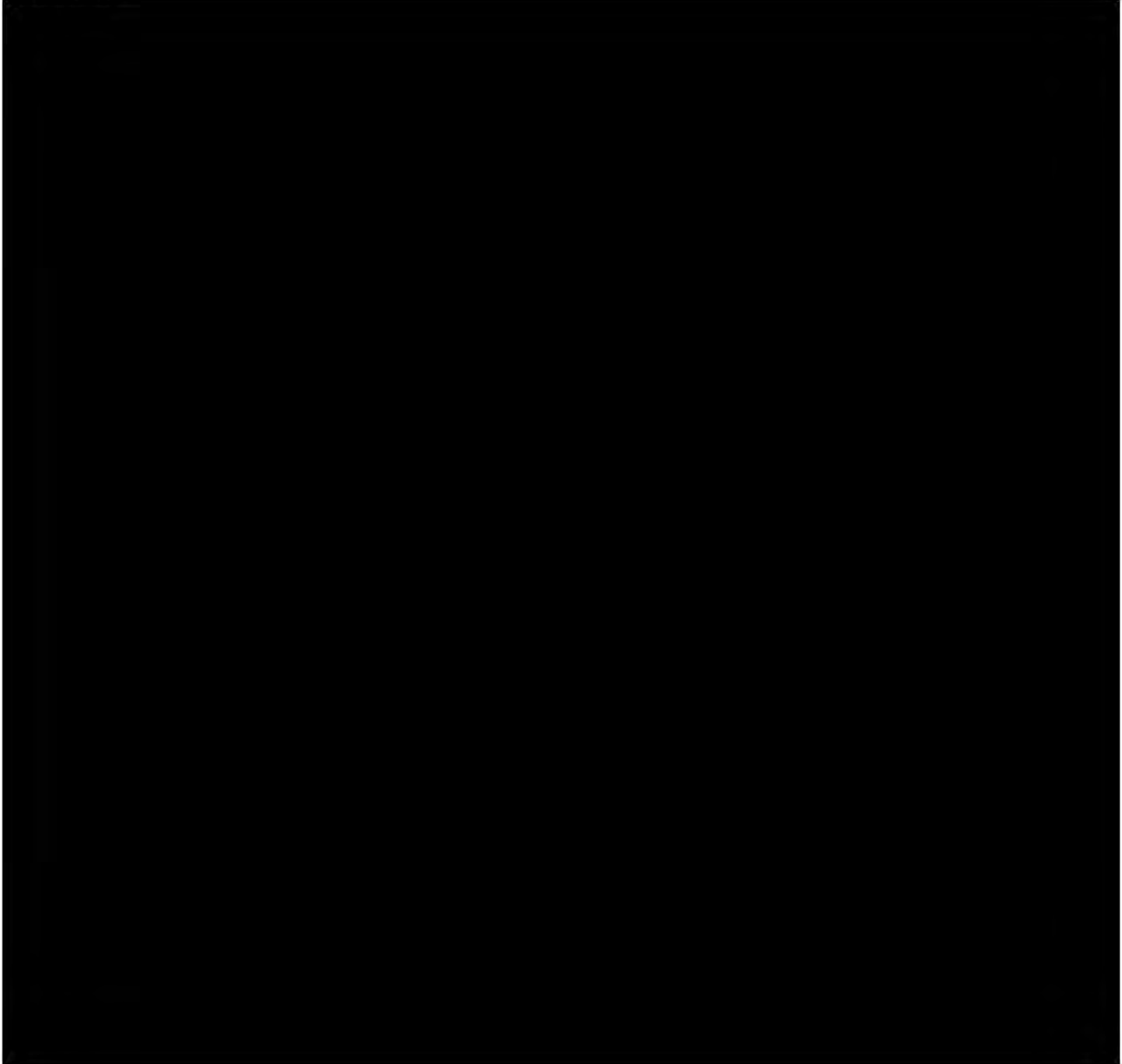


Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.



Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions' video visitation product manager will be added to the above list as the first escalation point to assign tickets to the Video support team.

The VVS product manager is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

Local Field Service Technicians

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

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

Regular Account Reviews

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

7.4.40. Vendor will provide two (2) laptop computers and one (1) air card for remote off site investigative use. Such device may be used 24/7 with unlimited access to the system, with the same "on site" workstation capabilities - directly through the Internet. This use shall be primary over client VPN's to facility as it is a direct connection and will circumvent VPN's, which may become inoperable due to facility computer failure or any other unforeseen circumstance. Such laptop computers and air card shall be provided at no expense to facility, inmates or called parties.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the required equipment as delineated above.

Remote Access

The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can 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®, County 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 County 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 County 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 County wish to access The ENFORCER® using a remote PC, ICSolutions recommends the following specifications:

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

7.4.41. Vendor will also provide up to four (4) phones to be used in each facilities closed consultation-visiting/booths. These booths are used for administratively or punitively segregated inmates. Such phones shall have monitor and record capabilities. Facility will ensure that appropriate signage is conspicuously posted to notify visitors and inmates that such calls may be monitored and or recorded. Such phones are not income generating, but are tied into the inmate phone system, and will be provided at no expense to the facility, inmates or called parties.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Per Addendum 4, Not #10, these phones are required for the Correction Department only. ICSolutions will provide the equipment and signage as required. Any and all signage will be approved by the Facility and provided at no cost.

Visitation Phones

The ENFORCER® offers the ability to record and monitor any facility's visitation booths just as if they were inmate phones. Visitation booths will be assigned a station ID to enable access to the conversations and recordings using the same search tools that are used for locating inmate phone conversations for review.

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

Please see the manufacturer's specification sheet provided in **Exhibit 3** of this proposal document.

7.4.42. The vendor will provide, at no expense to the facility, inmates or called parties, two (2) I-Phone 8 cellular devices with unlimited minutes, texting and data use and up to 128 gigabytes of internal data storage; to be used via the Internet to transmit messages and texts as necessary; take photos and video and utilize them in current and on-going investigations. Phones shall be upgradeable to then current technologies and 5G & 6G technologies when available. Devices shall be used for on-going investigations, phone monitoring and other business.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the required equipment as delineated above.

7.4.43. Any incoming vendor will, at no charge to the current vendor, facility, inmate or called parties, coordinate the retrieval and importation of all phone call records currently on the current system to the new system, and make all such calls immediately and readily available prior to full implementation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions acknowledges that prior to the expiration of this contract the County may select another Inmate Telephone Service Provider (ITSP) through the competitive bid process. We guarantee that we will cooperate in an orderly transfer of responsibility and services to the incoming vendor, in order to minimize disruptions of service and commissions during the transition.

All call records, recordings, documentation, reports and data of any kind contained within the ENFORCER® will become the property of the County. Any and all workstations, as well as inside wiring, will also become property of the County at the expiration of this contract.

Prior to the transition, ICSolutions will work closely with the County and the incoming vendor to schedule the timely removal of all ICSolutions onsite equipment at each of the County's facilities. This schedule will ensure minimum disruption of service to the facilities. Depending upon the implementation plan and timeline of the new vendor, removal of onsite equipment, such as ADTRAN IP Gateways, network switches, UPS systems and inmate telephones, may be staggered by facility and even by specific areas within a facility.

As part of our offer to the County, **we will provide continual and uninterrupted online access to all call records and recordings indefinitely.** If the County were to select a new ITSP at some point in the future, you would still be able to access your inmate telephone data the same way that you did throughout the contract duration for however long you desire.

However, if the County would prefer to import existing data into the new vendor's platform, ICSolutions will work with the County and the incoming vendor to enable the incoming vendor to inherit the existing call data and call recordings. Prior to the transition, ICSolutions will provide sample data in a universal file format to the incoming vendor. We will also work with the new ITSP to verify that all data has been exported accurately and completely. Once all quality assurance and testing procedures have been completed, we will export the existing data in the County's ENFORCER® system to your new ITSP. Types of data that will be exported include archived recordings, call detail records, and information contained within the County's phone list database, such as blocked numbers, etc.

ICSolutions understands that the County will have the authority to define export data formats, storage media type (if required), locations to where the data will be delivered, and any other special criteria to ensure the success of the data transition.

7.4.44. Vendor will ensure that collect, pre-paid collect and debit calls are available to the inmate population 24/7. Purchase of said debit time must be available to inmates whenever facility commissary Kiosks are operational for inmate use, and must be able to be purchased in real time. That is to say funds used to purchase debit phone time must be made immediately available upon ordering such from the unit commissary Kiosk's.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmates will have access to all call types at all times. With a commissary interface, inmates will be able to purchase debit time through the commissary kiosks in real time. Funds will be made immediately available upon ordering.

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents. If supported by the County's commissary system, we can write an interface that will enable over-the-phone commissary ordering by inmates.

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

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

Some Correctional Industry Application vendors charge exorbitant fees for integrations; but ICSolutions will gladly provide interfaces with any vendor and software the County uses now or chooses to implement in the future—with **absolutely no extra charge ever!**

7.4.45. System user access levels shall be password protected. User access levels shall be determined by the facilities Chief Officer. Senior investigative personnel shall have the ability to monitor calls without other users being able to detect such. All other users' activity shall be openly available for review and disclosure by senior investigators. Senior investigators shall have exclusive control over 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. When the browser-based GUI is launched, the user must "login" (see following example) to the system with a valid username and password.



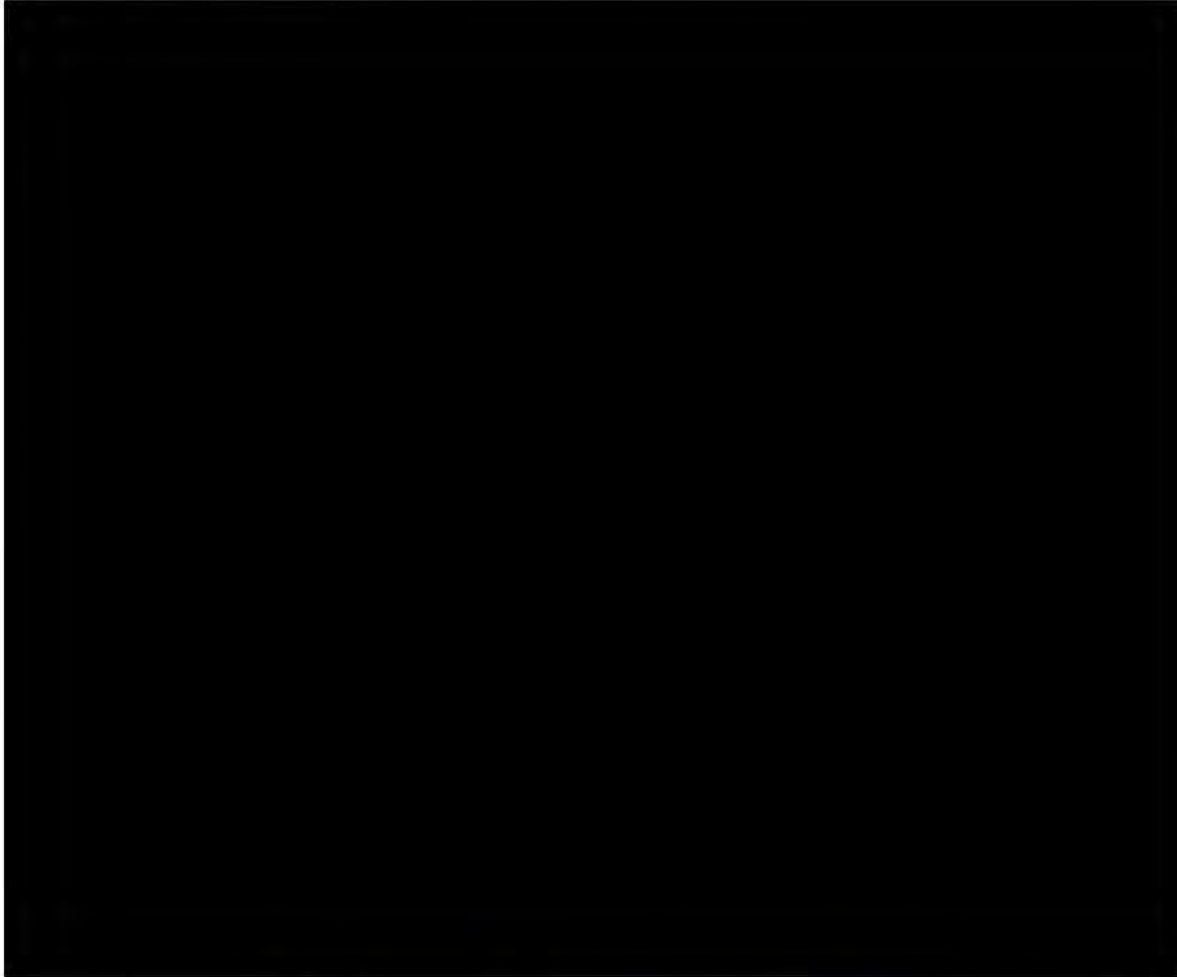
ENFORCER® Login Screen

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



Account Settings - Assign/Revise User Function Privileges

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



System Administration - Customize Role/Access Definitions

7.4.46. System must have the ability to record to disc, hundreds of calls in a matter of minutes. No lengthy delays or excessive wait times. Calls should be able to be recorded in WAV, MP3 or data format.

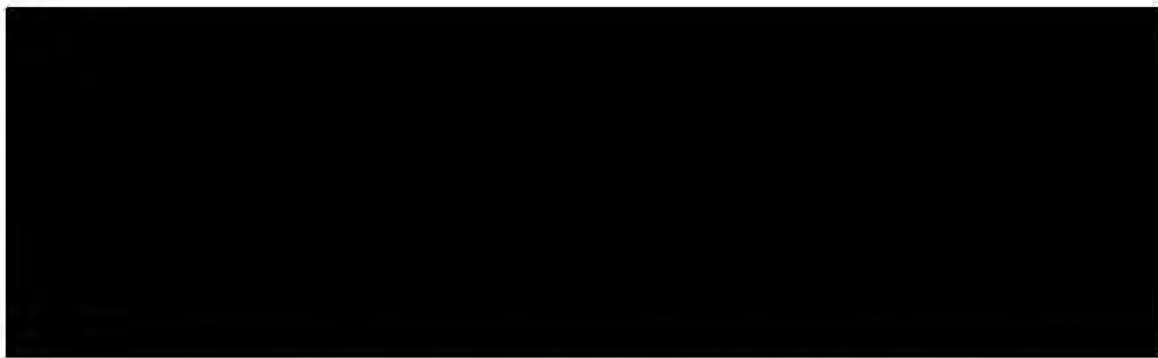
ICSolutions Response:

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.



Select Call Records to Export



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

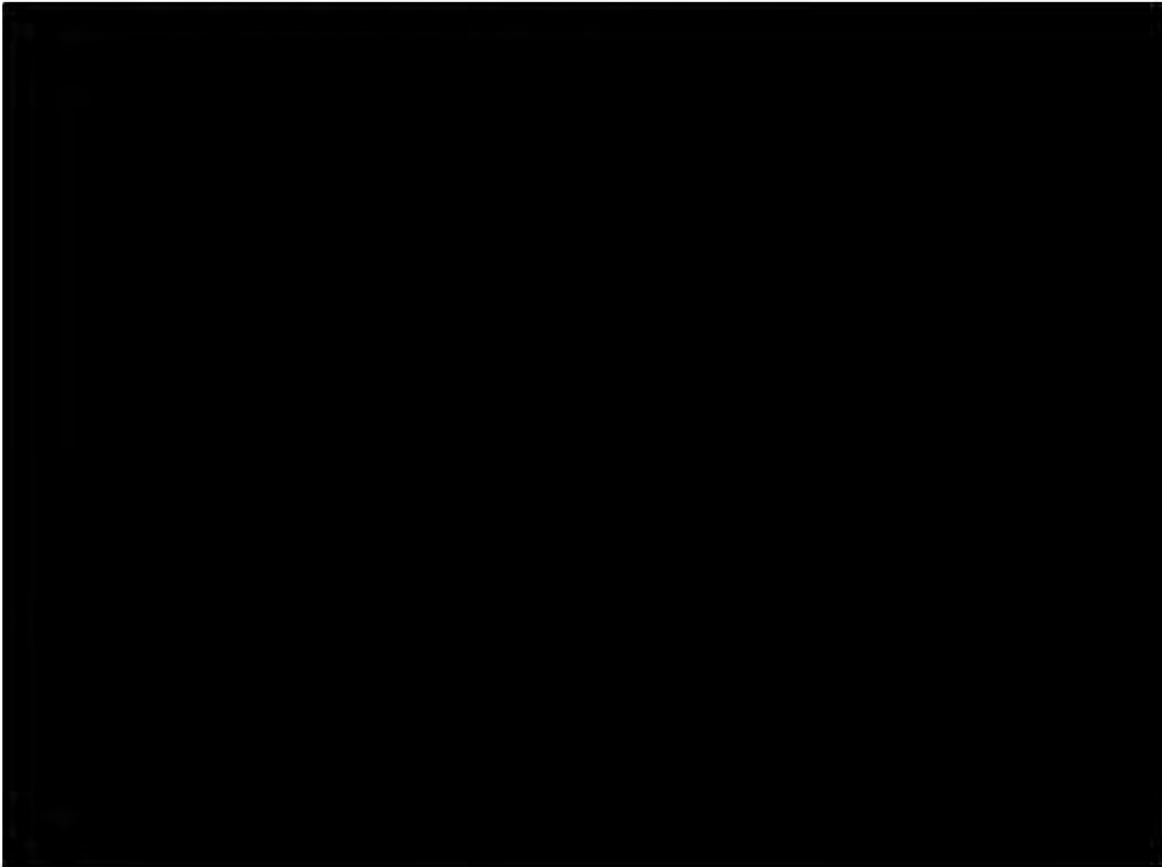
From the Call Detail page, authorized personnel need only select the **Burn** or **Save** button.



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

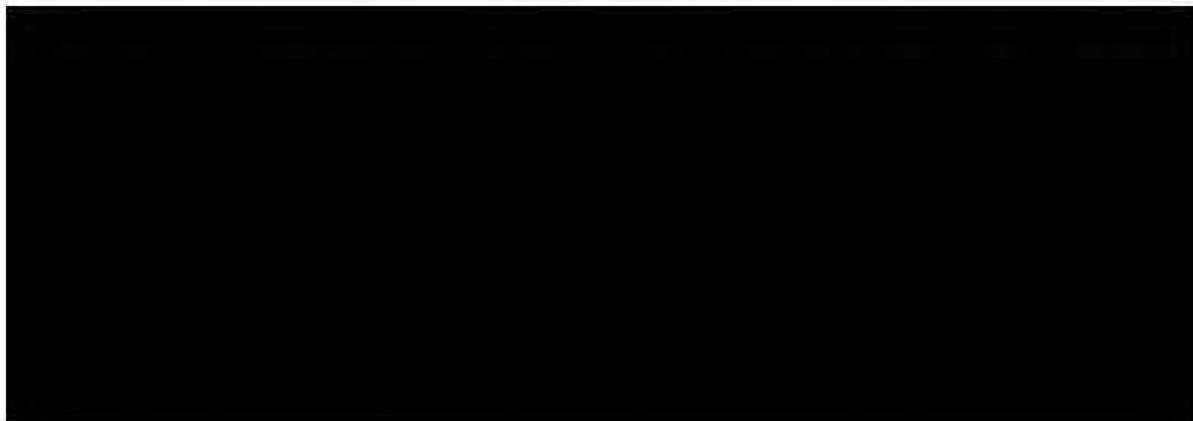


Regardless of which method you use to save call recordings (burn or save locally), Firecracker creates an index.html file in the destination folder or on the disc.



Index File Saved with Call Recordings

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



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.

7.4.47. System administrators shall have the ability to change telephone "on"- "off" times, as necessary.

ICSolutions Response:

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

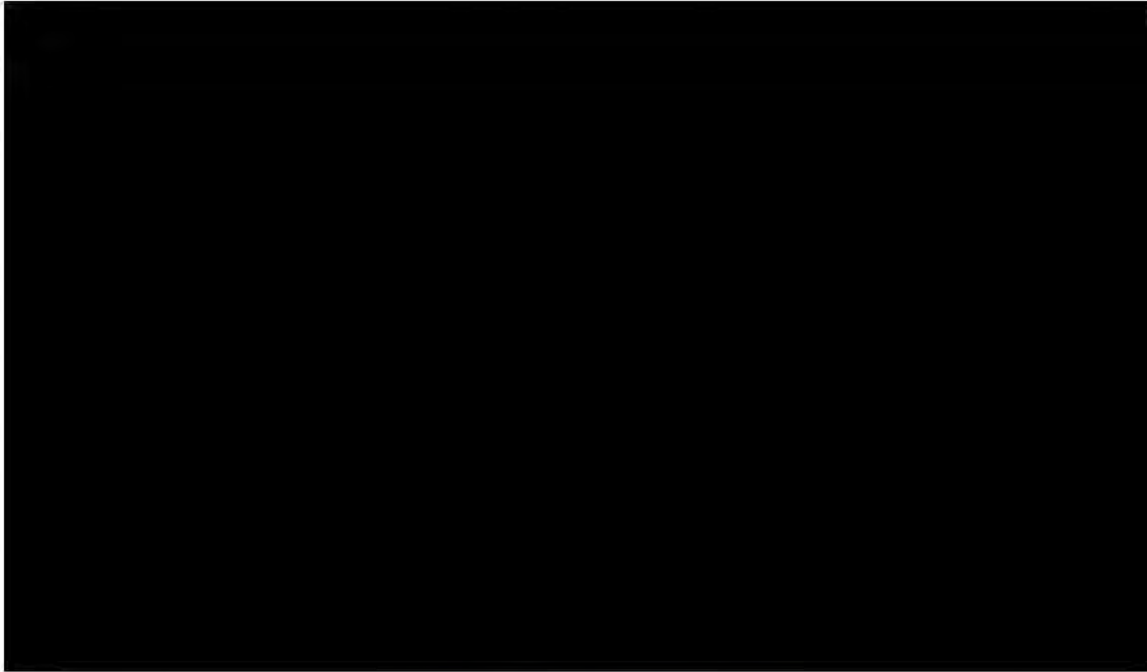
- By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)
- For all phones in the facility
- Unique hours for defined holidays
- Unique hours by day of the week
- Unique hours for specified called numbers

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



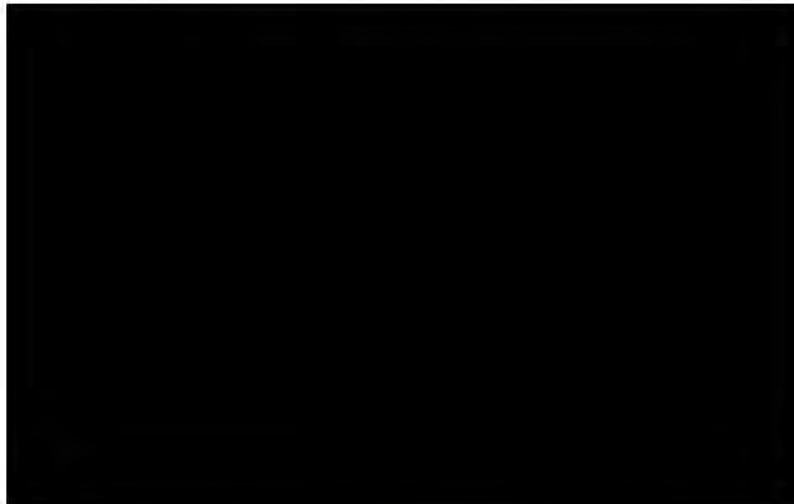
Weekly Phone Schedule - Add or Edit Groups

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 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 – On/Off Times for a Specific Day

7.4.48. System shall have the ability to keep all phone calls for the duration of the contract period, and thereafter such phone calls shall be transferable to a new vendor in an electronic media format should a vendor change occur.

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.**

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 County from any potential data loss.

Additionally, should a vendor change occur, ICSolutions will work with the County and the new vendor to provide all call recordings and data. All call records, recordings, documentation, reports and data of any kind contained within the ENFORCER® will become the property of the County at the expiration of this contract.

As part of our offer to the County, **we will provide continual and uninterrupted online access to all call records and recordings indefinitely.** If the County were to select a new ITSP at some point in the future, you would still be able to access your inmate telephone data the same way that you did throughout the contract duration for however long you desire.

However, if the County would prefer to import existing data into the new vendor's platform, ICSolutions will work with the County and the incoming vendor to enable the incoming vendor to inherit the existing call data and call recordings. Prior to the transition, ICSolutions will provide sample data in a universal file format to the incoming vendor. We will also work with the new ITSP to verify that all data has been exported accurately and completely. Once all quality assurance and testing procedures have been completed, we will export the existing data in the County's ENFORCER® system to your new ITSP. Types of data that will be exported include archived recordings, call detail records, and information contained within the County's phone list database, such as blocked numbers, etc.

7.4.49. Vendor will ensure that all inmate telephones and equipment are new at start of contract; regardless of current condition.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will install new phones as necessary at no cost to the County.

7.4.50. Under any circumstances, vendor must provide for access to all calls on system for contract period, (after completion of contract); regardless of whether or not contract with such vendor is renewed.

ICSolutions Response:

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

7.4.51. Inmates shall be issued a paper check upon discharge to which any unused phone time is returned-no cards.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Per Addendum 4, Note #11, "Unused phone time should be returned to inmates using a card system for both facilities." ICSolutions can provide refunds to inmate debit account funds on a prepaid calling card that can be used outside the facility, or on a MasterCard-branded Debit Release Card, described below.

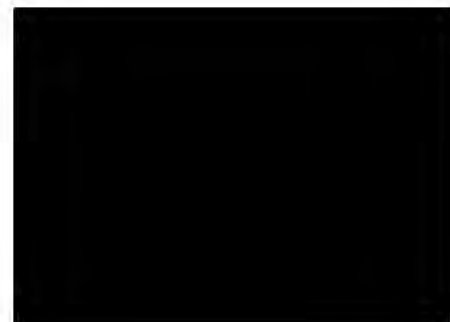
Debit Release Cards

ICSolutions can provide MasterCard-branded release cards for inmates, eliminating the need for facilities to cash on-site at the County for trust and phone account refunds. Our program equips the released inmate with a fully functional and featured bank card helping them get established back in the financial world. ICSolutions will provide all prepaid, 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.

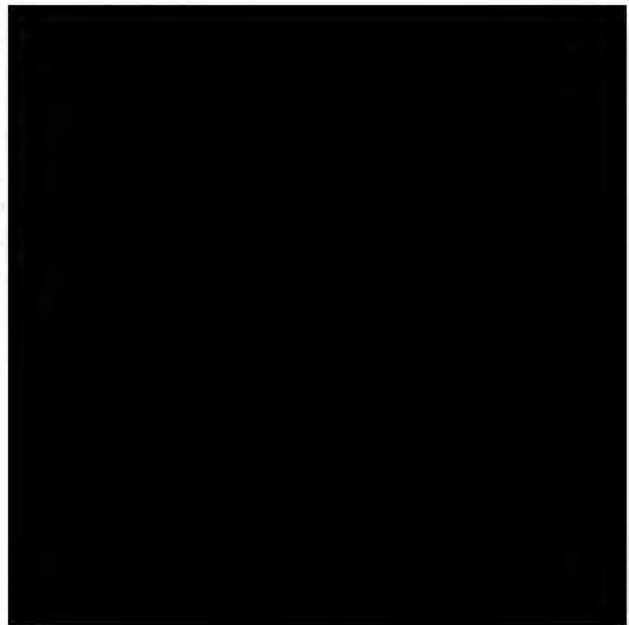
Inmates can access their cash for free at Cash Back Point-of-Sale locations anywhere in the world. The facility can load the card with as little as \$0.01 or as much as \$9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.

7.4.52. System will have a Senior Investigative call monitoring feature undetectable by any other call monitoring group, password protected.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the **Monitor** tab of the ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the **Listen** button. This function is **silent and undetectable by either the inmate or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**.

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



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

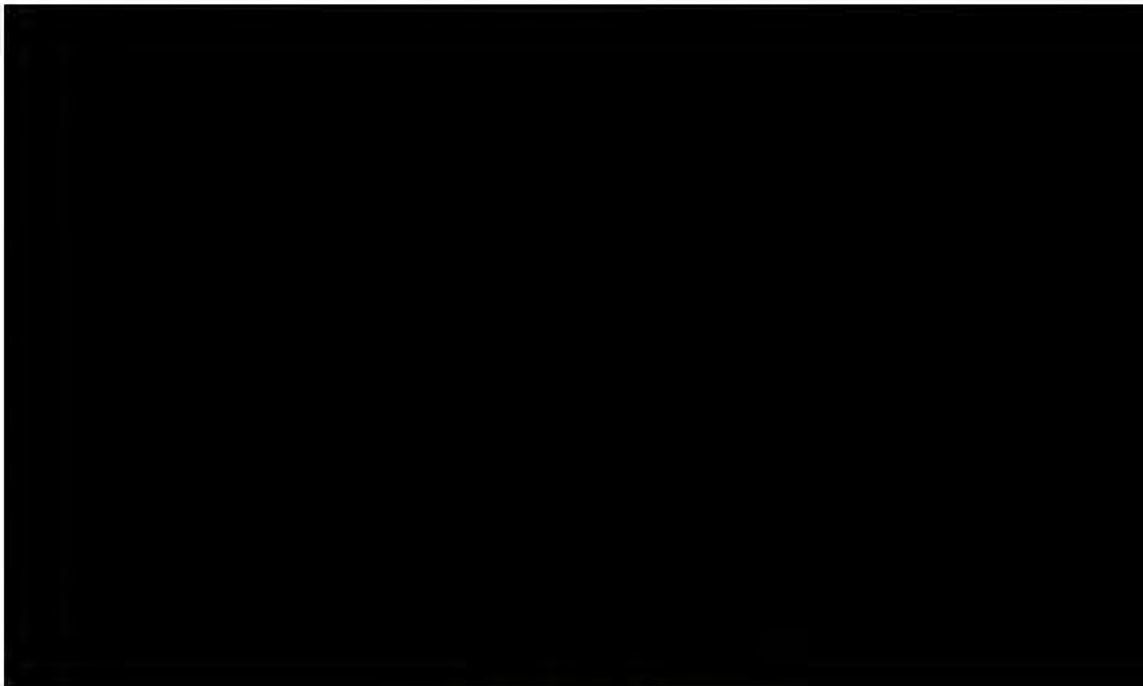


Monitoring Live Calls - Calls in Progress screen with Call Detail displayed

When the live monitor screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the Live Monitor screen, the authorized user can click **Change Columns** to add or delete columns that contain specific parameters in *The Observer*SM.

Critical Call Monitoring Functions include:

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



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.



Web Player

When authorized facility staff monitor a live call through The Observer, there is no way to tell it is being monitored. However, when the "Add Listener" feature is being used to forward monitoring sessions to a third-party user (outside the facility), the system will display an icon indicating the call is being monitored by a third-party.

Additionally, The ENFORCER® logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized system administrators may 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.

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

7.4.53. Although current contracts must run their course to completion, County is aware that a successful transition of inmate phones should take no more than 1-2 days to complete. Successful vendor agrees to have phone system up and ready to operate within 3 (three) days of contract initiation, assuming all wiring is in place.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can provide on-site transition of inmate phones within 3 days of contract initiation, assuming all wiring is in place.

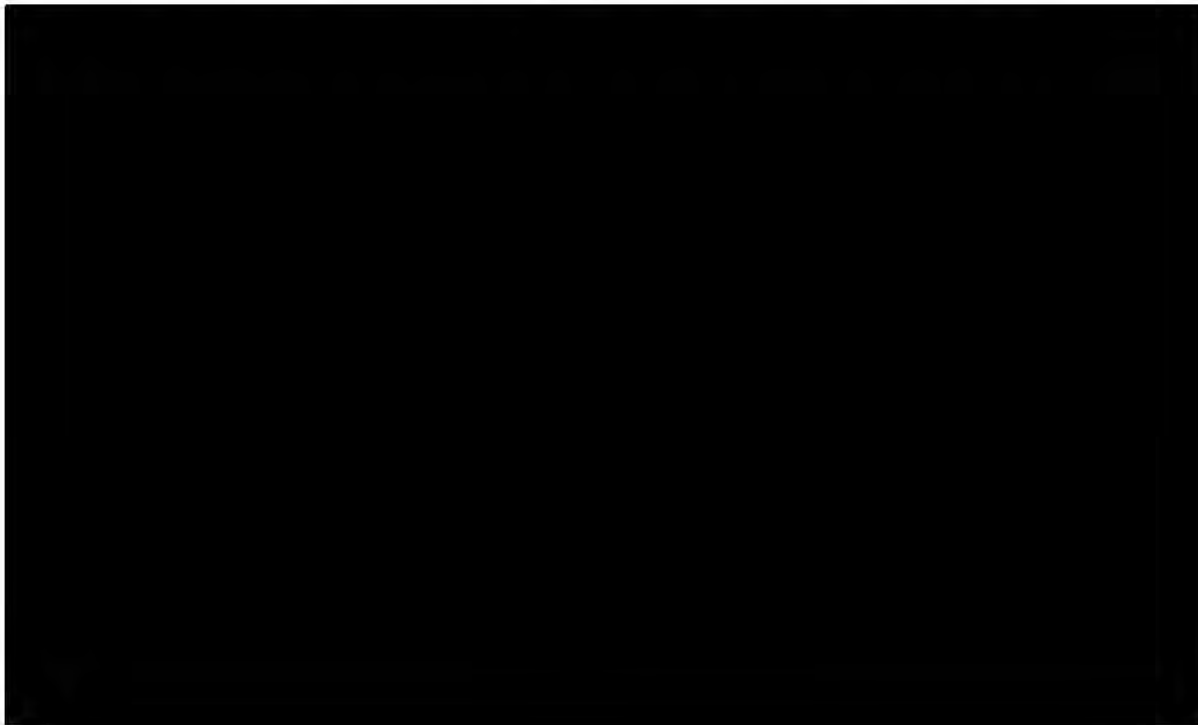
7.5. General Configuration Requirements- Video Visitation Terminals

7.5.1. The video visitation system/terminals shall be installed in the facility at no charge to the facility or inmates. All terminals shall be new.

ICSolutions Response:

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

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



The Visitor™ is a **completely web-based system**, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience.

State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide the video visitation system stations for inmates and visitors. The VVS stations offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on units is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The V17 Inmate Stations: A Touchscreen, Video Visitation-Capable Inmate Calling Station

ICSolutions will provide the V17, an all-in-one video visitation/inmate calling solution that provides both inmate calling and video visitation on one 17-inch, wall-mounted device. The V17 runs The Visitor video visitation and visitation management module, along with inmate calling processed through The ENFORCER today. Because this solution is built right in to The ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The V17 not only supports video visitation and inmate calling, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



Full-featured video visitation system

- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive e-mails
- Power-over-Ethernet
- 17" color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting unit from water, flame, and shock

The V17 stations are corrections grade, IP-based and equipped with a 17" hardened touch screen monitor, high definition IP camera, and Linux-based operating system.

Visitor Registration & Scheduling Terminals

The Visitor™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the Lobby. This terminal enables visitors to register and schedule visits on-site. In addition, customers wanting to register or schedule visits can do so off site from **any web-enabled device**, such as a home computer, tablet, smart phone, etc.

Workstations

Monitoring Workstation

Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy.

Up to twenty visits are viewable simultaneously. To select a particular visit for larger viewing area or to send Officer messages to inmates and visitors, the user simply selects that visitation for "Watching".

Administrative Functions: Control Workstation or Remote Access

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

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



7.5.2. Any wiring/conduit necessary to install such system shall be provided at no expense to the facility or inmates.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposal includes any necessary wiring and cabling at no additional cost to the County!

7.5.3. System will have the ability to conduct home visits to inmates in the facility.

ICSolutions Response:

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

Remote Visitation with Revenue Generation Capability

The Visitor™ video visitation system does not geographically limit the visitor. They may decide to travel to the jail and visit from one of the visitor units furnished and installed at the Jail. The Visitor™ also allows loved ones and/or professionals, such as attorneys, to visit from a home or office computer, from any location, if the County desires this feature.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with the **Android app** installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. The Visitor™ Android app is available for free download at Google Play and can be used by any registered visitor to conduct offsite video visitation from their personal android device.

ICSolutions will provide a free downloadable Windows-based application to facilitate the connection between the visitor's computer and the jail.

[Revised per Amendment #4, Note #12]

7.5.4. System will utilize touch screen technology *Systems at both facilities should use touch screen technology to the minimal extent that it is needed.*

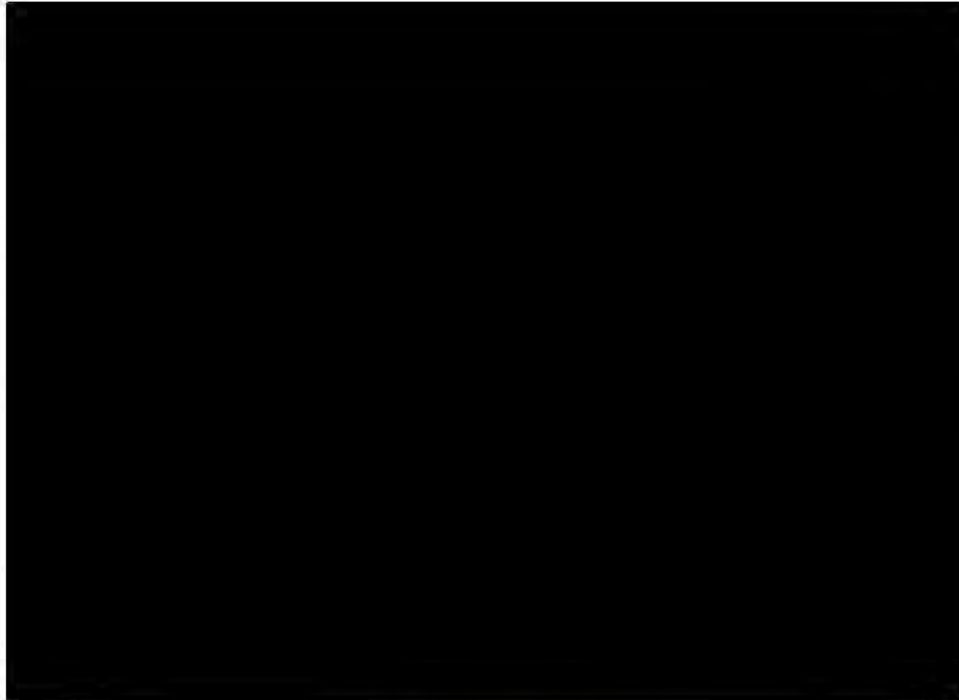
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Touchscreen technology is utilized by all The Visitor™ VVS stations, as well as the app available for remote visitor video visitations.

The Visitor™'s V17 inmate stations utilize user-friendly, intuitive touchscreen technology, easily navigable even for those unfamiliar with modern technology. At the designated start time, the inmate and visitor select an available VVS station, which will display a keypad for the user to enter their PIN:



During the visit, the inmate or the visitor can adjust the volume or end the visitation using the touchscreen technology.



Live Video Visitation

7.5.5. Terminals must use Hi Resolution cameras with VGA capability.

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. Hi-resolution cameras with VGA capability are the standard cameras used by all the proposed VVS stations.

7.5.6. Terminals must be made of detention grade housing, and contain watertight seals.

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. The sealed housing protects the VVS stations from moisture and is water, flame, and shock resistant.

7.5.7. System must have an archived database for immediate video retrieval.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. VVS recordings are available immediately after the visitation to all authorized users. Moreover, with the centralized solution offered here, **the County's video visitations will be processed, recorded, and stored on the same Enterprise-grade database and storage servers that manages and stores the inmate phone call recordings.**

7.5.8. System must use low voltage DC power, eliminating the need for dedicated separate line power.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The VVS stations utilize Power-over-Ethernet technology, eliminating the need for dedicated power.

7.5.9. System must be able to fully integrate with current JMS (Jail Management System).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ video visitation system will interface with the County's Management System (JMS) via The ENFORCER®, at no cost to the County! The ENFORCER® will interface with the current Jail Management System (JMS) provider in order for the its database to have a current and the most up to date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because The Visitor™ is a module of The ENFORCER®, this integration will also update the data and restrictions necessary for The Visitor. Depending on the information stored within the JMS, The Visitor™ will be able to automate many controls that are currently performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- **Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Importing inmate and visitor information maintained in the JMS, such as:
 - Approved visitors
 - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
 - Events that may affect inmate availability, such as medical appointments or court dates
 - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- **Rescheduling visits for moved inmates, so long as there is an available unit at the time scheduled**
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

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

7.5.10. Scheduling for the use of the video visitation terminal will be done by civilians only, and be completed online. Facility staff will control all scheduling I block-out time periods. Inmates receiving visits shall be able to view their visit times 24 hours prior to having the visit, assuming that their civilian visitor booked the visit with that much lead time.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ system provides the Facility with a comprehensive visitation management tool, offering the ability to automate controls that are currently time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits. **Public and professional visitors can use any standard browser to register and schedule visits from any internet-connected device, including desktops, laptops, and Android or Apple mobile devices.** Unlike traditional video visitation systems, The Visitor™'s features and controls extend beyond video visitations, so the Facility can have consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits alike, all at no cost to the County!

Easy 3-Step Browser-Based Visitation Registration & Session Scheduling

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

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

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

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

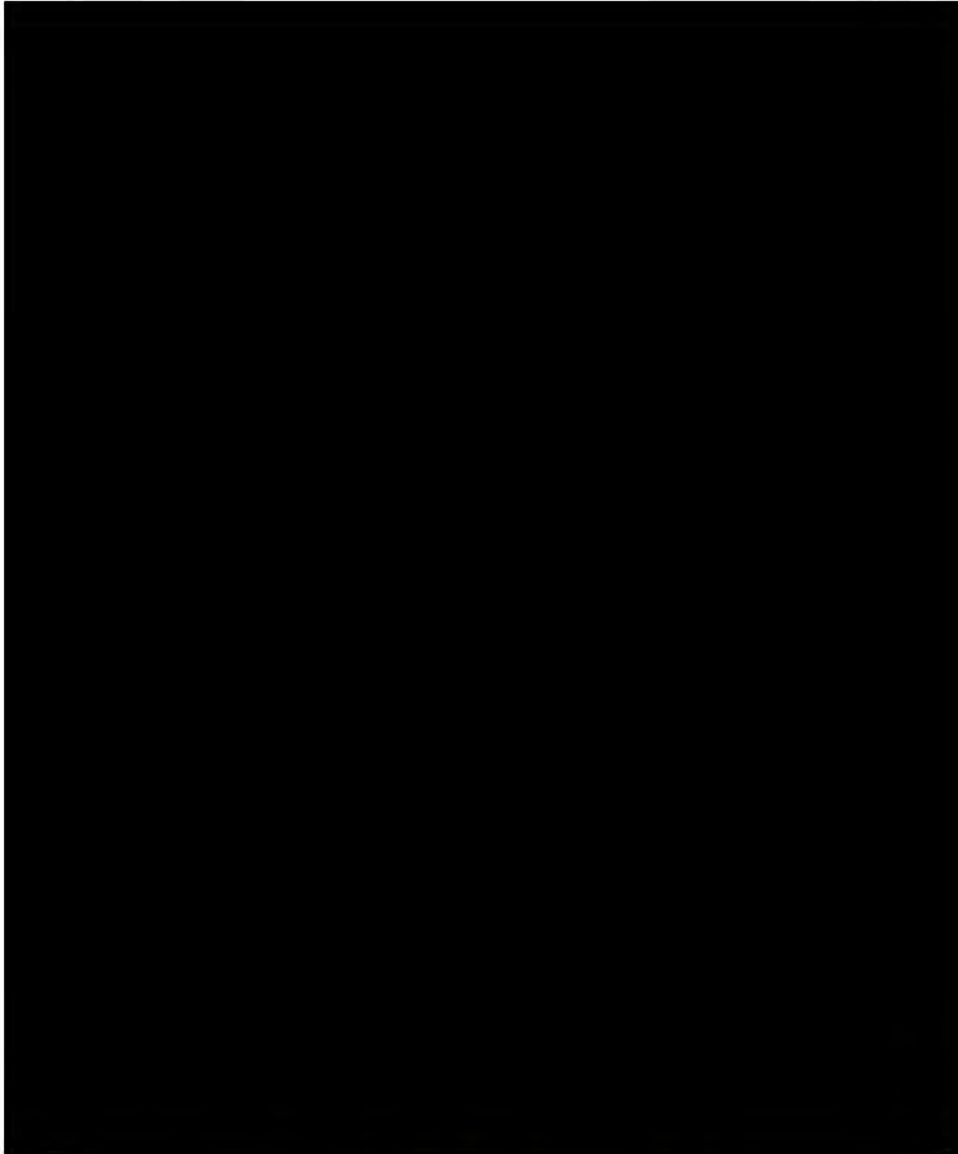
Scheduling visits occurs in three simple steps:

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



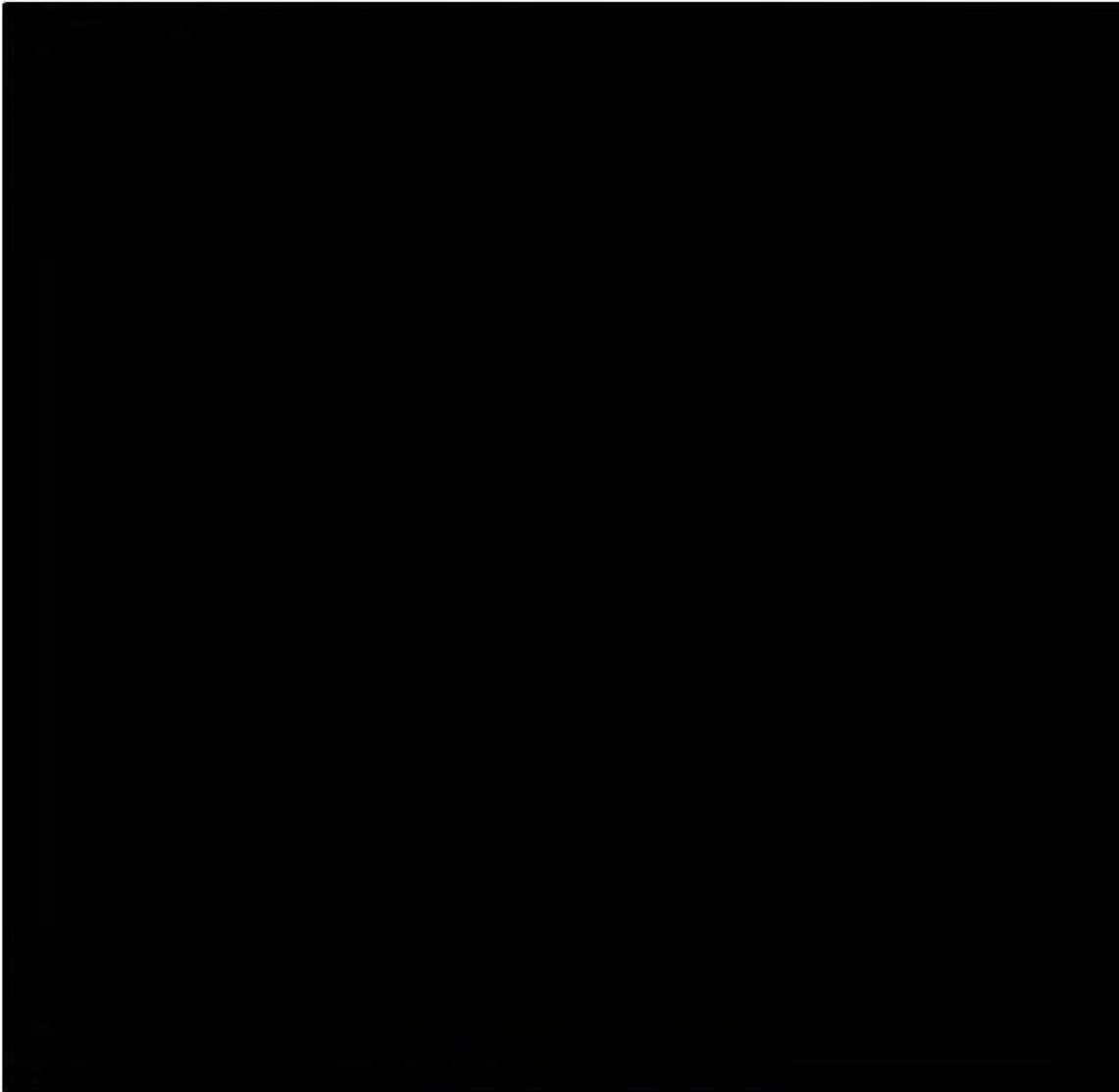
End User – Schedule Visitation

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



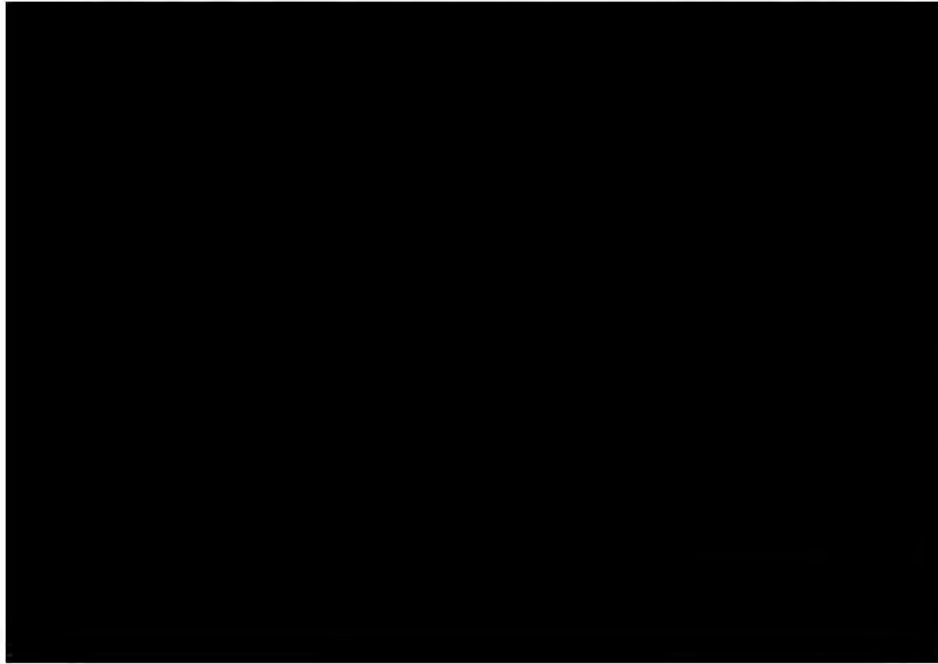
End User – Facility's Visitation Rules

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



Available Visitation Timeslots

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



End User - Schedule Visitation Screen

After pressing "Confirm", the final screen the visitor sees is the confirmation screen:



End User - Visit Confirmation

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

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

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

Authorized Staff: Viewing Visitation Schedule & Canceling Visits

Authorized facility staff can view the visitation schedule at any time and identify an inmate's upcoming visitors. To help ensure compliance with the County policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, The Visitor™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no units are available. The Visitor™ automatically notifies the visitor by email when a visit is canceled.



Visitation Schedule

7.5.11. System will operate at a minimum of 30 FPS (Frames per Second) for full motion, real time video, or better.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As a default, the system operates at 30 frames per second.

7.5.12. Terminals will have a built in camera and a jack for headset use.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The VVS terminals are equipped with a hi-resolution camera with VGA capability. The VVS terminals are equipped with corrections-grade handsets designed to minimize background noise.

7.5.13. System will allow for monitoring of simultaneously running video sessions.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. To lock on a particular visit, the user simply selects that particular visit for "Watching" and the user will be able to monitor video and audio of that particular visit.

The picture below shows live monitoring from The Visitor™'s monitoring screen with all visits selected for viewing and one visit selected to "Watching".



Live Monitoring of Video Visitation Sessions

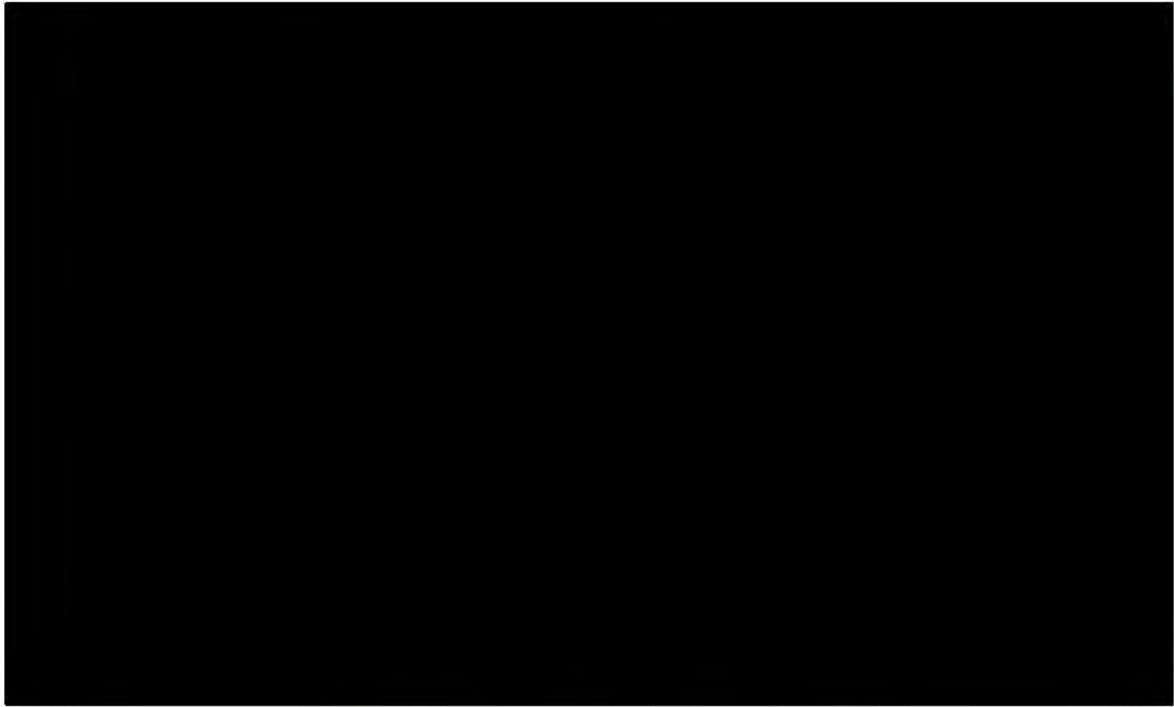
The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded.

The Monitor visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- Observe all active visitation sessions for the entire facility
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- **“Rotate through” visitation sessions sequentially, in order to monitor video and audio via the carousel feature**
- Transmit customized warning message(s) to display on participant’s screens and become part of the recording
- Terminate (cut off) a session due to inappropriate conversation or activity

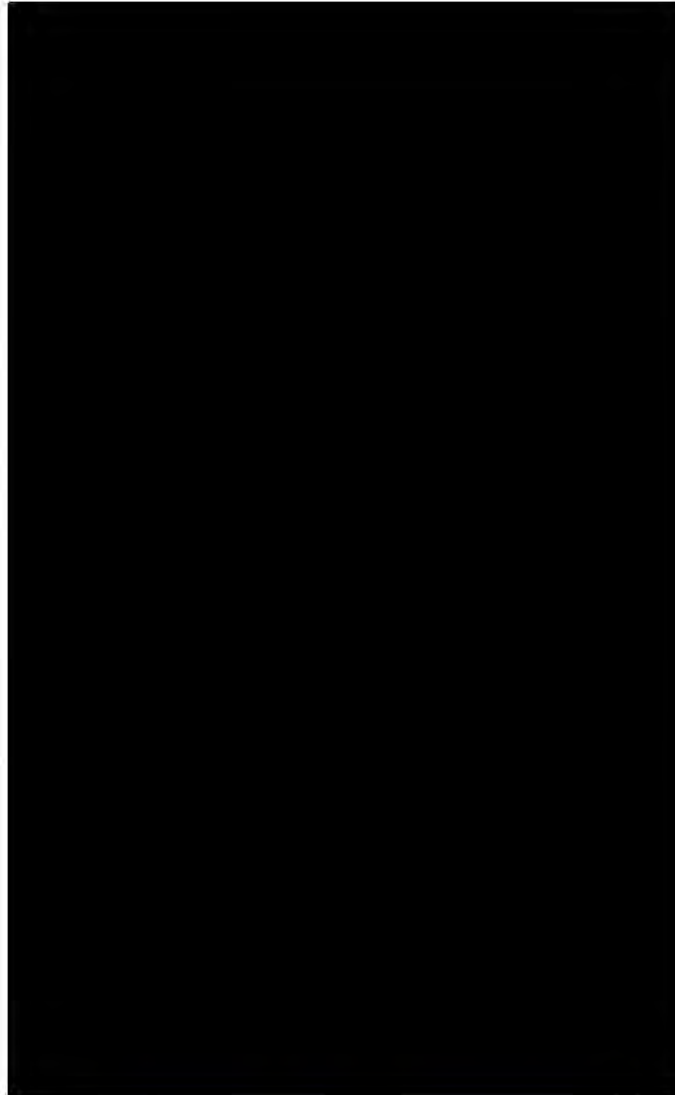


Monitoring Screen



Visits Pane – Individual Visit with Details

When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 5 sections.



Monitoring Screen – Carousel Settings

[Revised per Amendment #4, Note #14]

7.5.14. System shall store and make readily available up to ~~180~~ 365 days of on-line video visitation storage, or better.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Video recordings will be stored on fault-tolerant Enterprise-grade Dell servers using RAID 5 configuration and available online to authorized users through The ENFORCER®.

The proposed storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution will be configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

All recordings will be maintained for the period required. In addition, the County will also be able to keep recordings longer as needed.

Keeping Recordings

All visitations that are recorded will be stored and accessible online by authorized users in accordance with the storage period in the contract. If the County would like to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation, authorized users can check the "Keep Video" box by inmate or visitor, and the recordings for that inmate or visitor will be stored indefinitely. In addition, staff can select specific recordings of interest to keep.



Visitor Account Detail – Keep Video by Visitor

The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

7.5.15. Vendor will ensure that no charges are incurred for law enforcement use.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ can be configured to make free visits by all visitors designated as law enforcement visitors or visitors acting on behalf of law enforcement.

7.5.16. All attorneys will be required to register to use video visitation one (1) time at the facility. They will be required to re-register every two years thereafter.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™'s scheduling module can be configured to instruct all visitors requesting confidential, unrecorded visits to register on-site for their initial registration. The Visitor™ can be configured to disallow the visitor from scheduling confidential, unrecorded visits after two years unless and until the visitor goes on-site for re-verification.

7.5.17. Vendor shall indicate in their RFP response the rate of commission for the facility for Inmate Video Visitation Service.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please refer to the completed **Costing Proposal** provided at the end of this **Section D.7**.

7.5.18. System must be 100% Cloud based (or equivalent) using browser based software at both the Onondaga County Sheriff's Office Correction Department and the Onondaga County Sheriff's Office Custody Department, eliminating the need for application, recording, and data storage servers to be located at the facility. Instead, servers must be located at remote locations and are communicated with via the Internet, using Internet browsing programs such as identified below.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into The ENFORCER®. This architecture offers a streamlined video communications system whereby all video visitation rules, administrative tools, data, and recordings are **accessible online using a single sign-on to The ENFORCER® for ultimate convenience**. The Visitor™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be handled on the Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with Enterprise-grade SAS drives and redundant gigabit network ports to deliver 99.999% system uptime.

The Visitor™ system can be deployed in either a centralized or premise-based video processing configuration whereby both deployment configurations leverage the centralized ENFORCER® database. The centralized cloud-based configuration will connect the on-site inmate stations to the video processing servers located at ICSolutions' data center via a secure tunnel, and all visitation scheduling will be managed via the centralized database.

For ultimate redundancy, ICSolutions also recommends having on-site multi-functional video processing and recording servers in addition to the centralized, cloud-based servers. This recommended redundancy will utilize Dell servers configured with enterprise grade SAS drives capable of handling high-volume transactions and redundant gigabit network ports. The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant Enterprise-grade servers. These same servers that process the video visitation sessions will also store the video recordings. Once the inmate and the visitor log in, the visitation processing server will verify a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server will connect the visit at the scheduled start time.

The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

7.5.19. Video conferencing shall be available for use to inmates' friends, and family members, clergy, medical providers, Courts, attorneys and all other law enforcement and public safety agencies.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ has a highly flexible visitation schedule that will accommodate complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate, visitor, or housing restrictions, and other policies and rules.

7.5.20. Video devices must be designed with detention grade cabinetry which will house station computer; (CPU, RAM, HDD, etc.), video display monitor with integrated camera, telephone handset with steel reinforced cable, uninterrupted power supply (UPS), and other related components needed to make the system function properly. The video cabinets shall have a clear polycarbonate window for viewing the video display monitor. There may be no exposed wires.

ICSolutions Response:

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

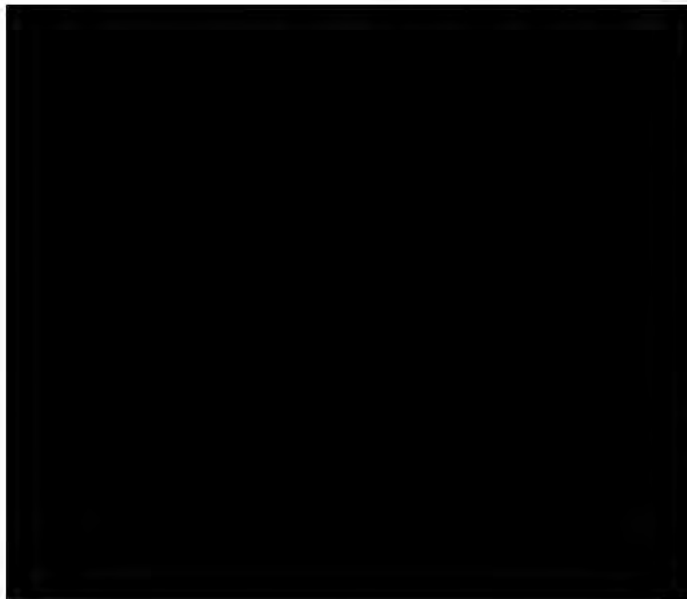
State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide the video visitation system stations for inmates and visitors. The VVS stations offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on units is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels

The V17 Inmate Stations: A Touchscreen, Video Visitation-Capable Inmate Calling Station

ICSolutions can provide the V17, an all-in-one video visitation/inmate calling solution that provides both inmate calling and video visitation on one 17-inch, wall-mounted device. The V17 runs The Visitor video visitation and visitation management module, along with inmate calling processed through The ENFORCER today. Because this solution is built right in to The ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The V17 not only supports video visitation and inmate calling, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



Full-featured video visitation system

- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive e-mails
- Power-over-Ethernet
- 17" color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting unit from water, flame, and shock

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. Unless required otherwise, the visitor station is deployed with a 36" cord and one handset. Other cord lengths, as well as dual handsets, are available, as required.

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. For locations that require mobility, the VVS units can be attached to a cart for ultimate controlled portability.

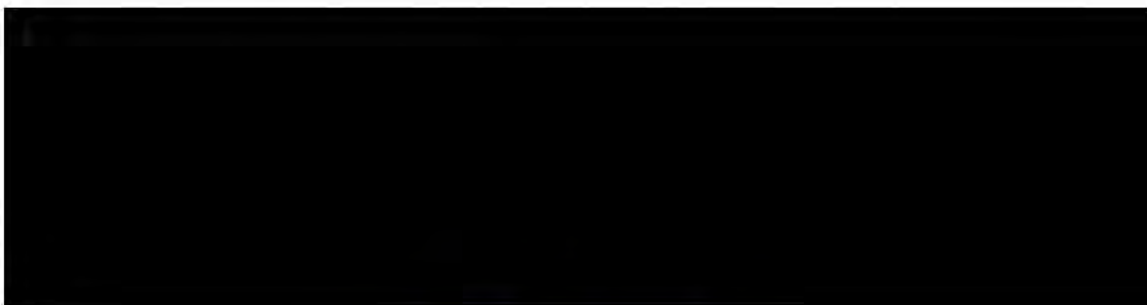
The V17 VVS stations offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on units is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

UPS & Surge Protection

The ENFORCER® is delivered with a 2.2 KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to 1 hour in the absence of commercial power, providing sufficient power for in-progress visitations to continue uninterrupted even if the facility loses power and needs time to transition to a back-up generator. ICSolutions also deploys line protection to further shield the system, phones and lines from lightning and power surges.

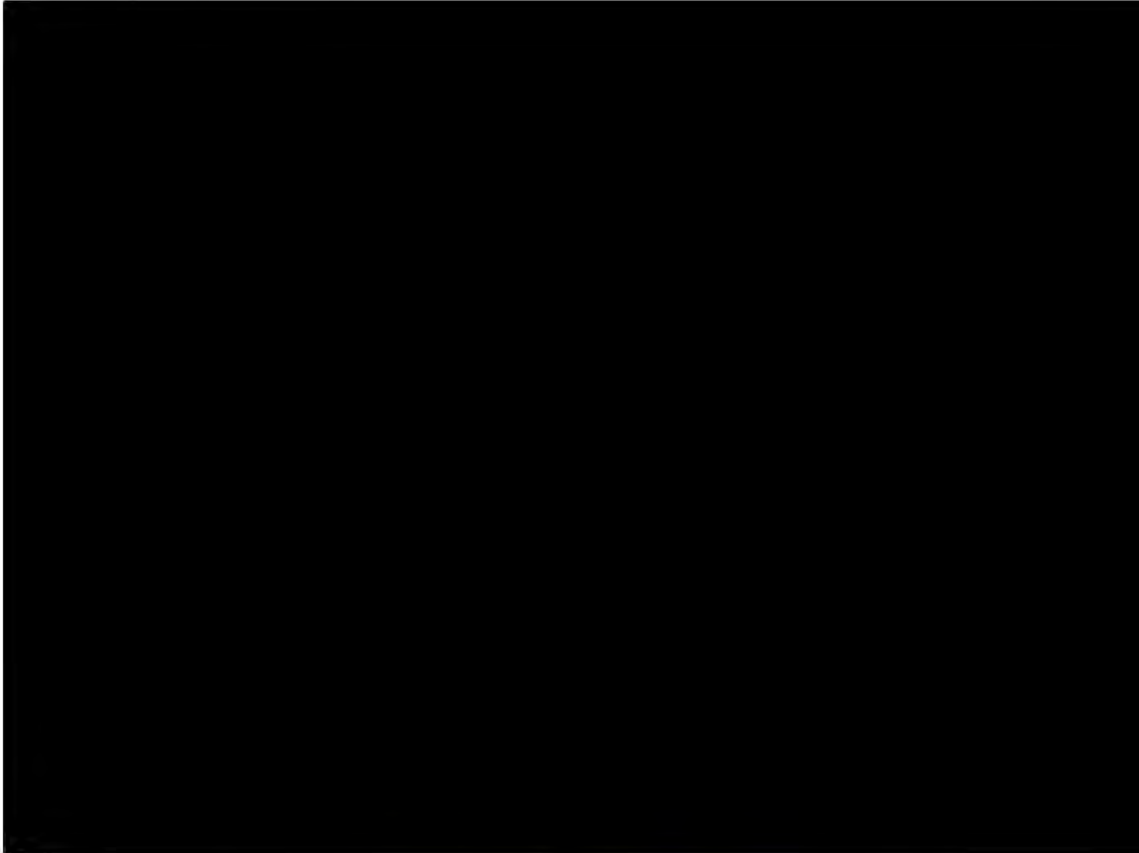
ICSolutions' network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and 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.



UPSMON - All Systems Status

They can also pull up details including histories of all power fluctuations and disturbances to drill down and diagnose oddities in network usage and performance:



[UPSMon Detail - View System Details](#)

In the unlikely event of a power failure at the primary data center, failover video processing will automatically occur at the secondary data center. Because of this video processing redundancy in geographically separate data centers, ICSolutions can **guarantee 99.999% system uptime** for the County's ENFORCER® calling system.

Critical system data and video recordings will also stored in both the primary and secondary data center – as well as the recommended redundant premise-based servers - providing an additional layer of redundancy to protect the County from any possibility of data loss.

7.5.21. Devices must be able to support and work with all major operating systems: Internet Explorer, Mozilla Firefox, Google chrome, etc. to conduct audio and video communications between visitation stations located within the facility and workstations situated in remote locations away from the facility, wherever high speed internet connectivity is available. All PC's, Mac's, Linux based, Tablets, must be able to utilize the application WITHOUT requiring the download or installation or configuration of special software.

ICSolutions Response:

Agree in part, disagree in part. As a module of The ENFORCER®, The Visitor™ is a web-based system. It utilizes a Linux operating system, but authorized users can access the administrative screens from any internet-connected device, whether it is the control workstation provided by ICSolutions, a County computer, or an off-site investigator's device. Authorized users can access the system through Internet Explorer, Google Chrome, Apple Safari, and many other Internet browsers, with no need to install special software for administration.

All features available to Staff are accessible without an external download except for live monitoring. Live monitoring is available through the Monitoring Workstation, provided by ICSolutions. In addition, live monitoring can be made available on other computers by downloading the live monitoring application, provided at no cost by ICSolutions to users authorized by the County. No external application is required to download or play back visitation recordings. Recordings are available to authorized users appropriate logged in to the County's ENFORCER site, available from any internet-connected device.

To the best of our knowledge, every video visitation system requires a downloadable application to support remote visitor video visitation, whether it be an application that is specifically designed for the video visitation system or if a third party application can be used. Vendors who suggest there is no downloadable application likely require that the remote visitor have Adobe Flash – a separate third-party application – installed on the device to enable the visitation. The County should be aware that Adobe has announced its plans to end-of-life Flash and stop updating and distributing the Flash Player. To ensure the utmost security and quality of remote visitor video visitation, ICSolutions develops, maintains, and supports its own applications, which are available for free to download.

Visitors can visit on-site using The Visitor™ stations provided by ICSolutions (where applicable), or remotely using an off-site desktop or Android mobile device through our Android app. An Apple app is expected to be available for free download and remote visitations on Apple devices in late 2018 / early 2019. The Visitor™ Android app is available for free download at Google Play and can be used by any registered visitor to conduct offsite video visitation from their personal android device.

The Visitor™ Android App

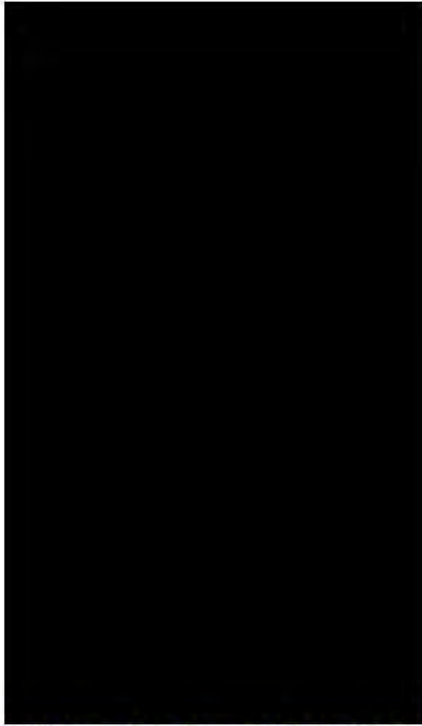
Visitors can visit on-site or remotely, using an off-site desktop or Android mobile device through our Android app. The Visitor™ Android app is available for free download at Google Play and can be used by any registered visitor to conduct offsite video visitation from their personal android device.

The public can register as a visitor, schedule visits, and recover passwords.



The Visitor™ Android App – Log in

After logging in, visitors will be able to initiate the remote visitor video visitation or cancel scheduled visitations:

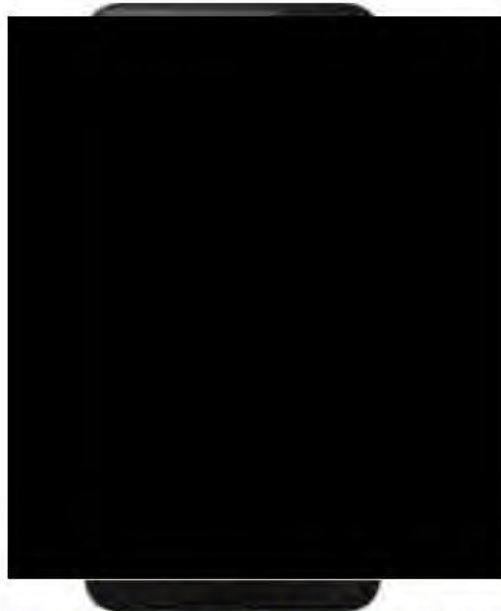


The Visitor™ App – Join Remote Visitor Video Visitation



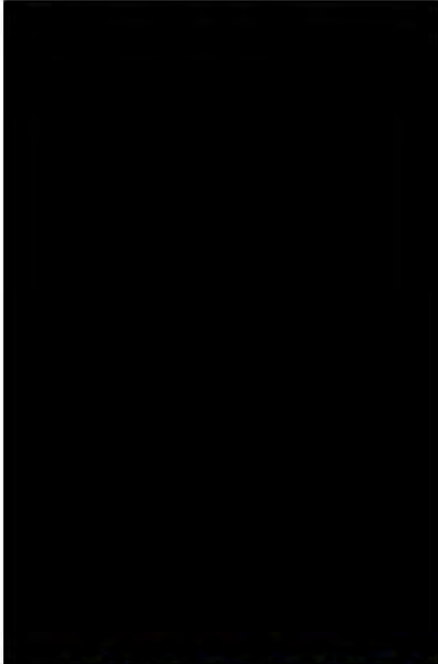
The Visitor™ App – Cancel Visit

When selecting "Join Visit", the remote visitor will be required to agree to the Facility rules.



The Visitor™ App – Remote Visitor Video Visitation's Facility Rules

After the remote visitor video visitation commences, the remote visitor will be able to visitation will be in a picture-in-picture view with a countdown clock that will turn red when the timing of the scheduled end time of the visitation draws near:

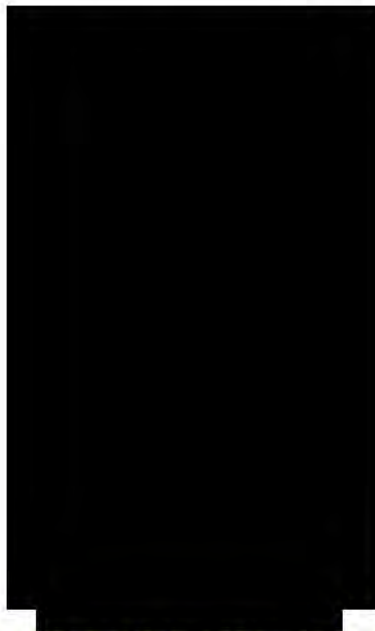


The Visitor™ App – Remote Visitor

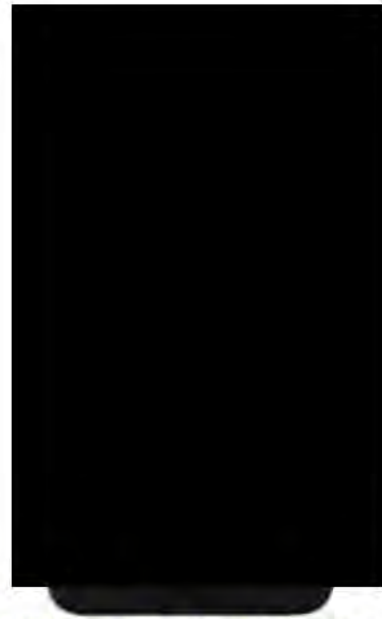


Video Visitation Countdown Clock

After logging in, visitors also have links to Schedule Visit, Add Funds, and Test Connections:



The Visitor™ App –Schedule Visit, Add Funds, Test Connection Links



The Visitor™ App – Test Connection

7.5.22. Video terminals must include a graphical user interface used by visitors or employees of the facility for the purpose of conducting or managing visits with the system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ provides an intuitive graphical user interface for all types of end users, such as inmates, visitors, and staff / administration access.

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

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

In addition to the auto-connect feature of scheduled visitations, authorized staff will be able to commence a visitation using the **QuickConnect feature**.

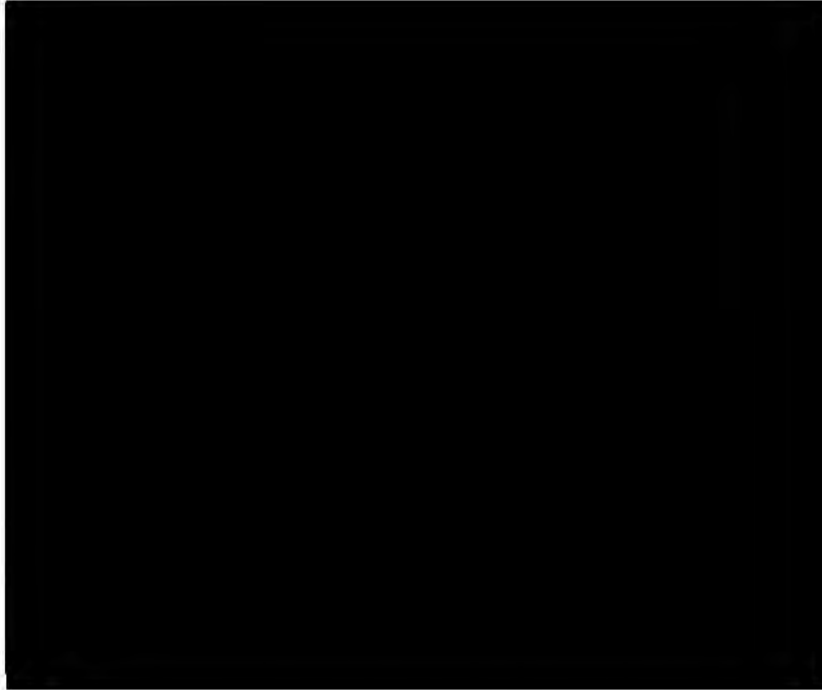
The Video Visitation

Both visitors and inmates login using their unique PIN:



Login Screen

After logging in and prior to the visitation start time, inmates and visitors will see the below screens, which reflect customizable messages:



At the scheduled start time of the visitation, the visit automatically connects when both the inmate and the visitor have logged in. There is a countdown clock visible to the inmate and the visitor at all times. The picture below shows a visitation session in progress.



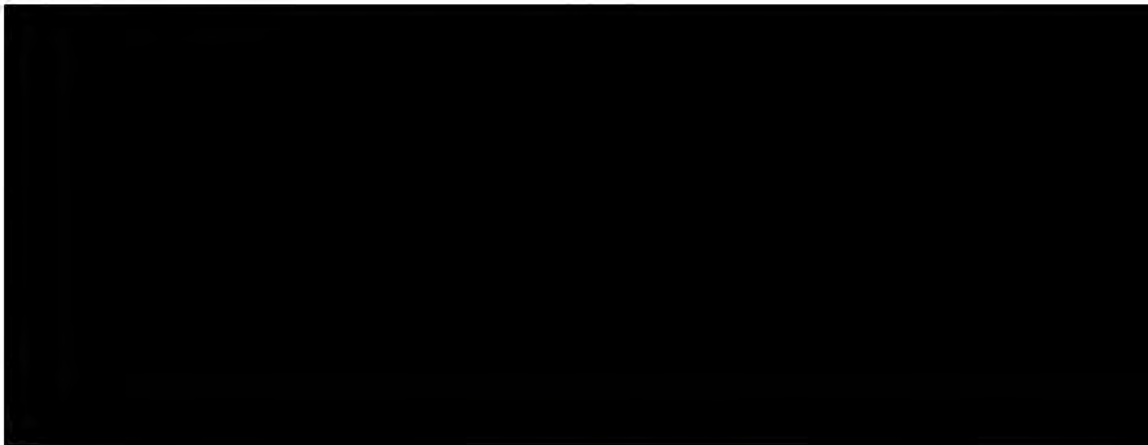
Live Video Visitation

Staff QuickConnect Ad Hoc Visits

The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and inmates. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

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

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, “walk-in” visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.



QuickConnect Screen

When creating a visitation session from the *QuickConnect* screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.

[Amended per Amendment #2, Q&A # 21 and Amendment #4, Note #15]

7.5.23. System must allow for authorized facility administrators to conduct live and recorded monitoring, individually or of multiple visits, with easy to use administrator consoles. All recordings must be maintained in vendor provided servers for a minimum of ~~90 (ninety) days~~ *one (1) year storage*, unless other arrangements are made. ~~Corrections Division requires a minimum of 180 day video visitation storage. Custody Division requires a 365 days of video visitation storage.~~ *Systems at both facilities will require 1 year storage capabilities.*

ICSolutions Response:

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

Live Monitoring Video Visits

The Visitor™ includes a live monitoring feature. ICSolutions' proposal includes a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen in The Visitor™, with a default of up to twenty visits viewed simultaneously.

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. To lock on a particular visit, the user simply selects that particular visit for "Watching" and the user will be able to monitor video and audio of that particular visit.

The picture below shows live monitoring from The Visitor™'s monitoring screen with all visits selected for viewing and one visit selected to "Watching".



Live Monitoring of Video Visitation Sessions

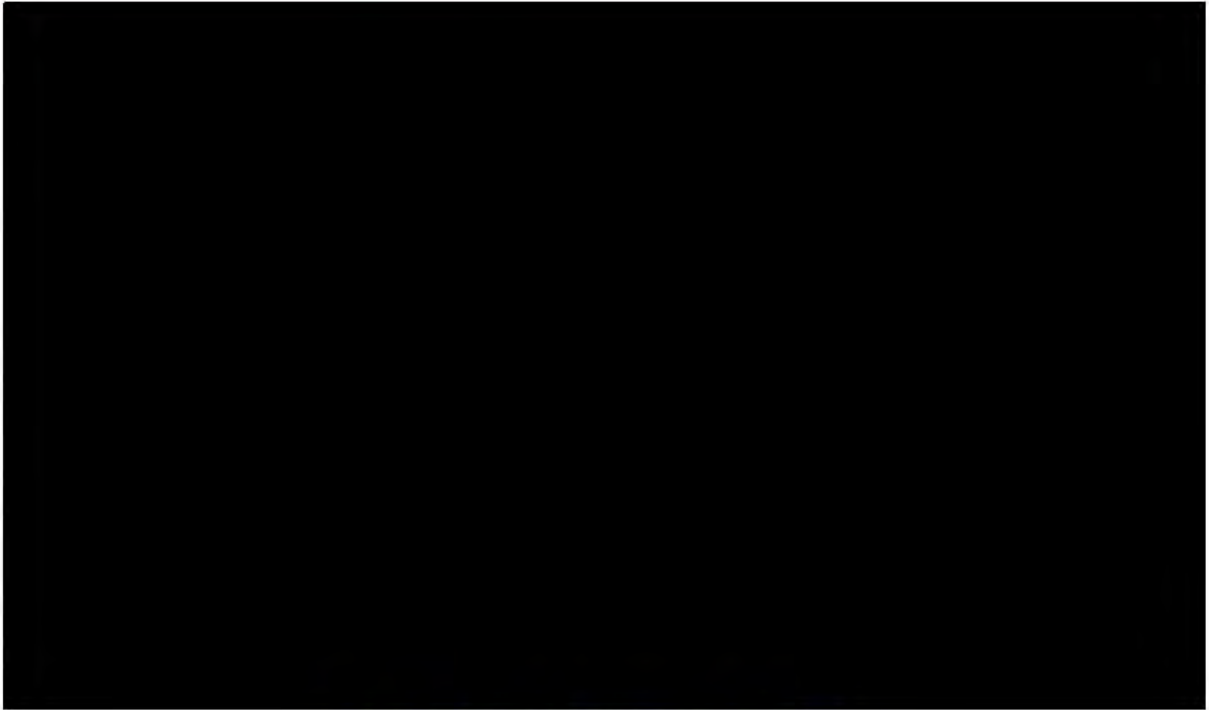
The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded.

The Monitor visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- Observe all active visitation sessions for the entire facility
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- **“Rotate through” visitation sessions sequentially, in order to monitor video and audio via the carousel feature**
- Transmit customized warning message(s) to display on participant’s screens and become part of the recording
- Terminate (cut off) a session due to inappropriate conversation or activity

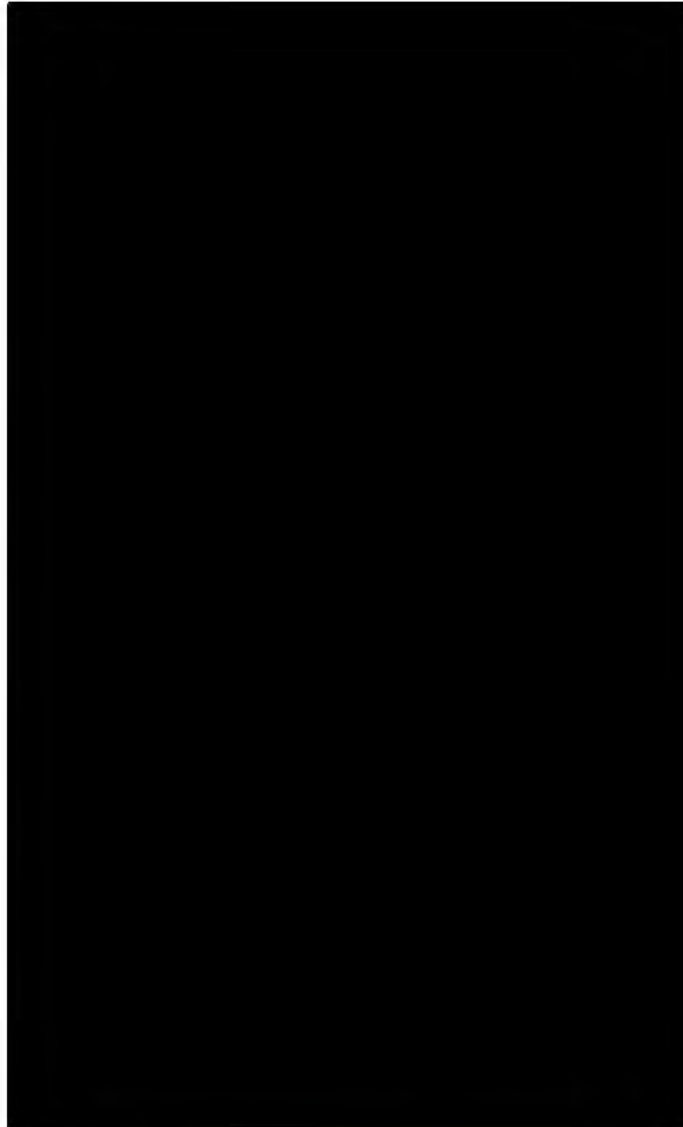


Monitoring Screen



Visits Pane – Individual Visit with Details

When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 5 sections.



Monitoring Screen – Carousel Settings

1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance.

Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.



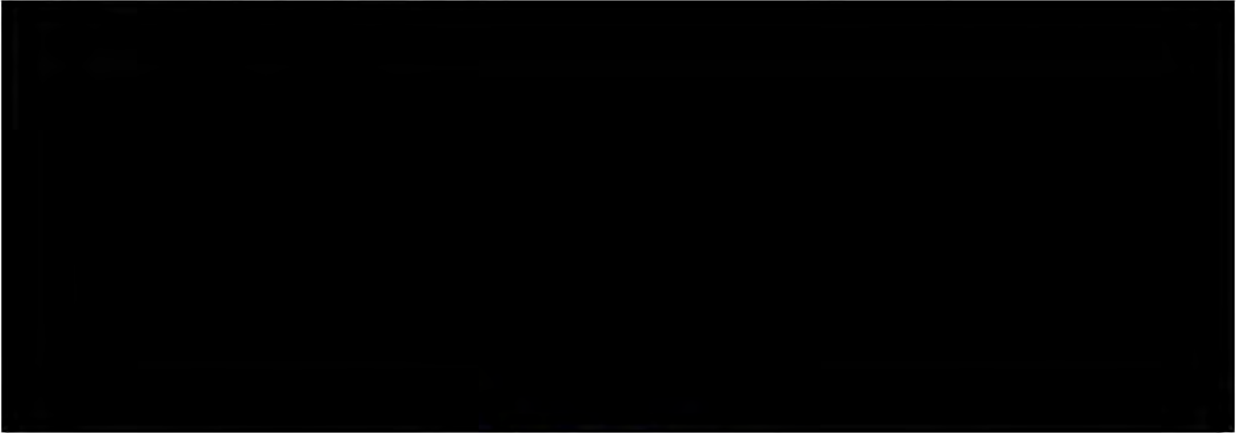
Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, The Visitor™ will require the authorized user to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

Confidential Visits – Monitoring & Recording Options

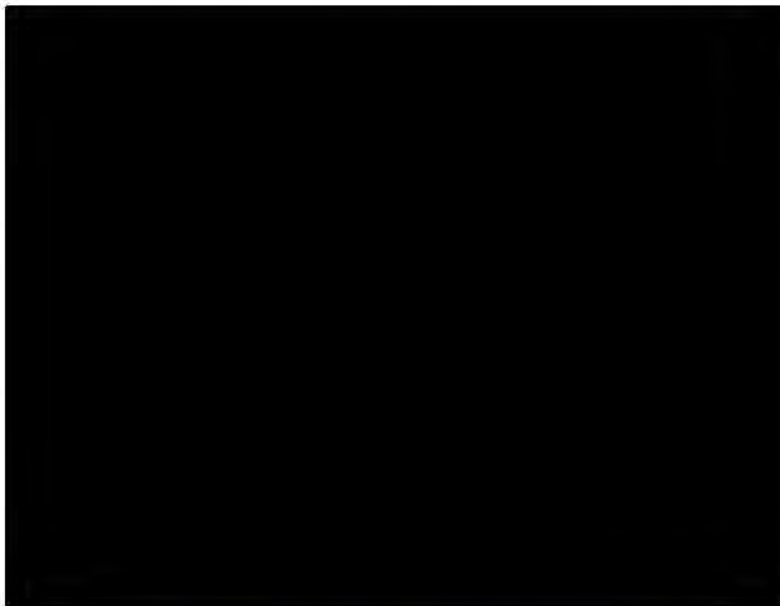
Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio.

When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to “View” that visit, as shown below:

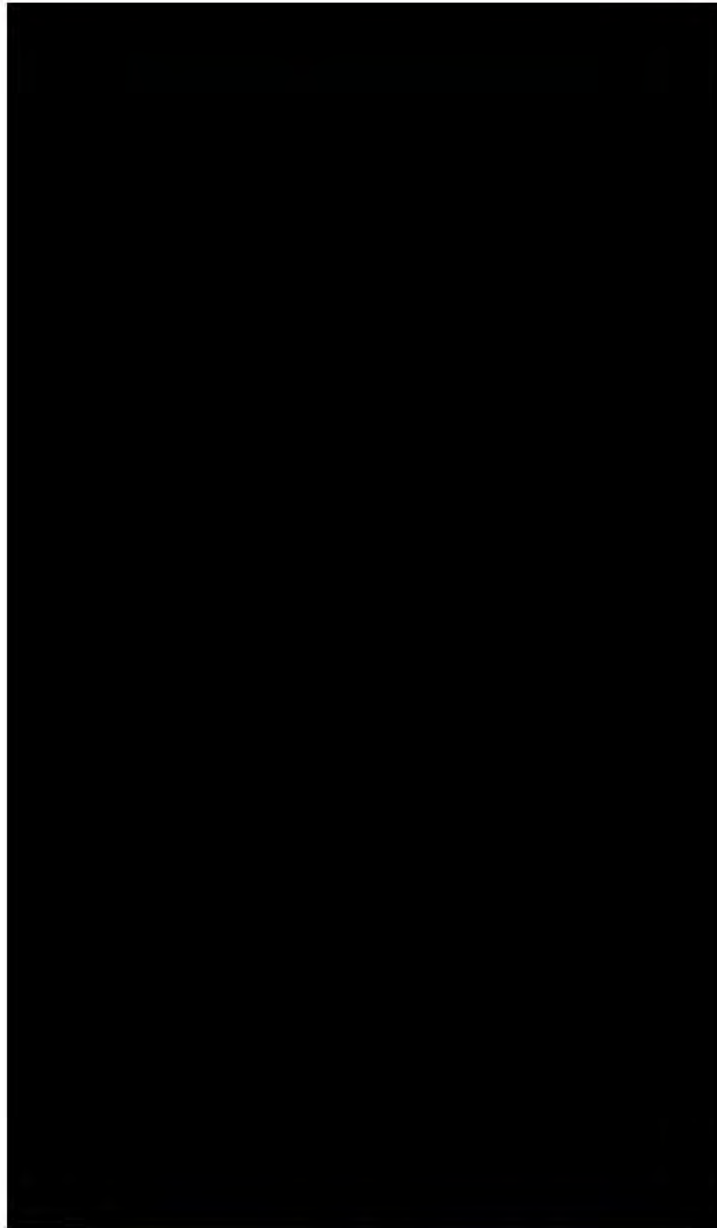


Monitoring Screen

The County also has the option of monitoring the video without audio for confidential visits, as permitted by law.



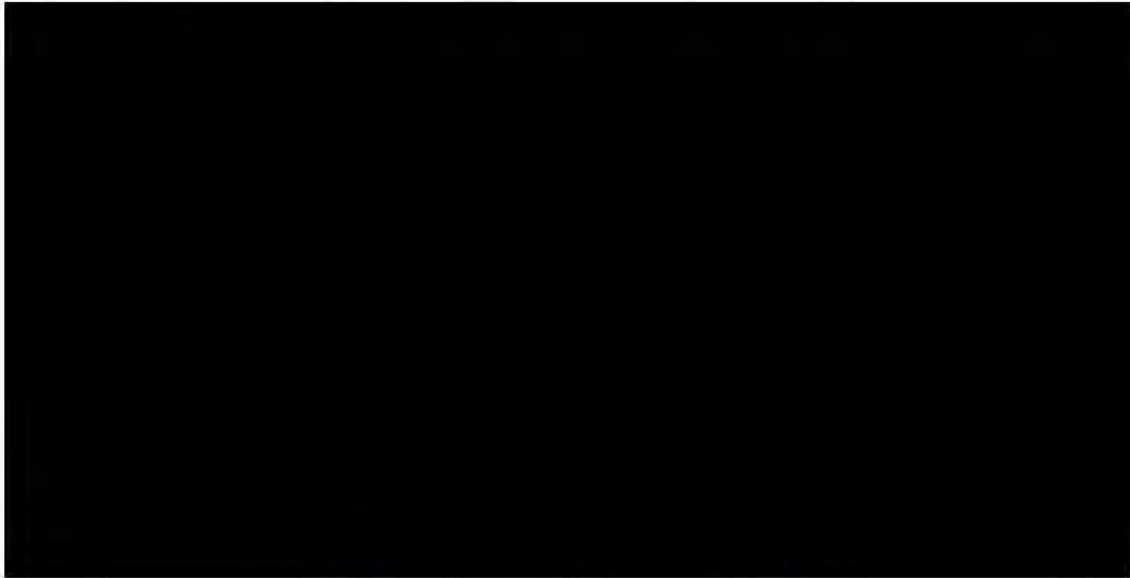
Visitor Pane View – Audio Not Recorded



Expanded Visit View – Audio Not Recorded

Officer Messaging During Video Visitation Sessions

The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link:



Message Feature – Administrator's Screen

The monitoring officer can push messages to the video by selecting the message below the visit being watched:



Message Feature – Live Monitoring Screen

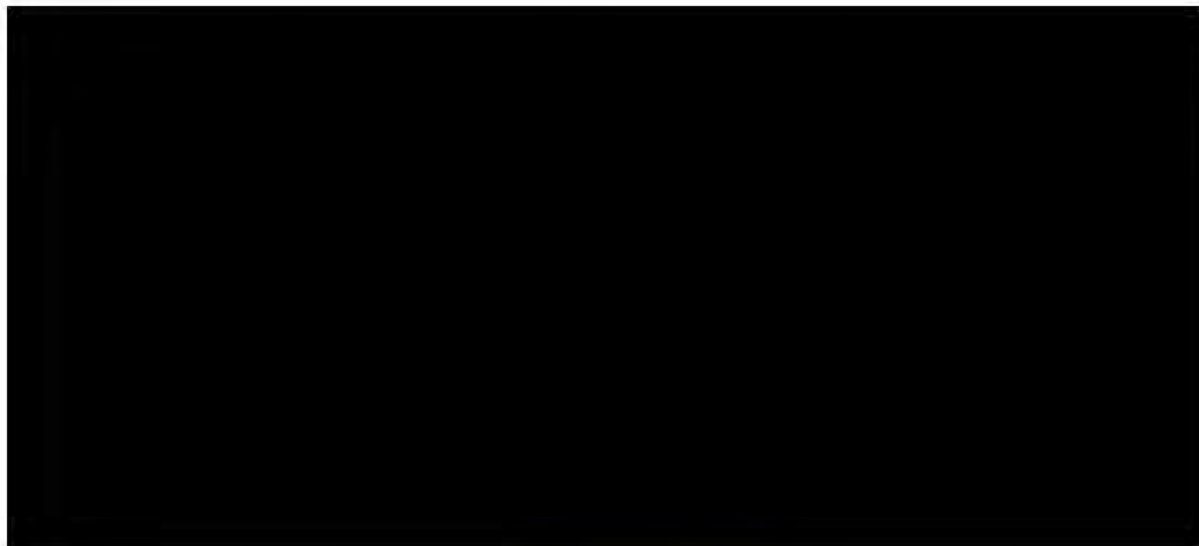
7.5.24. System must allow for easy "off-system" recording of visits for facility use at a later time.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized users are able to control whether a visitation is recorded in the Visitor Account. As a default, The Visitor™ is driven by the web-based schedule. Authorized users will be able to bypass the registration, scheduling, and overall visitor approval process by using The Visitor™'s QuickConnect feature, which will record all visits unless the unscheduled visit is designated as being with a visitor who is approved for unrecorded visits.

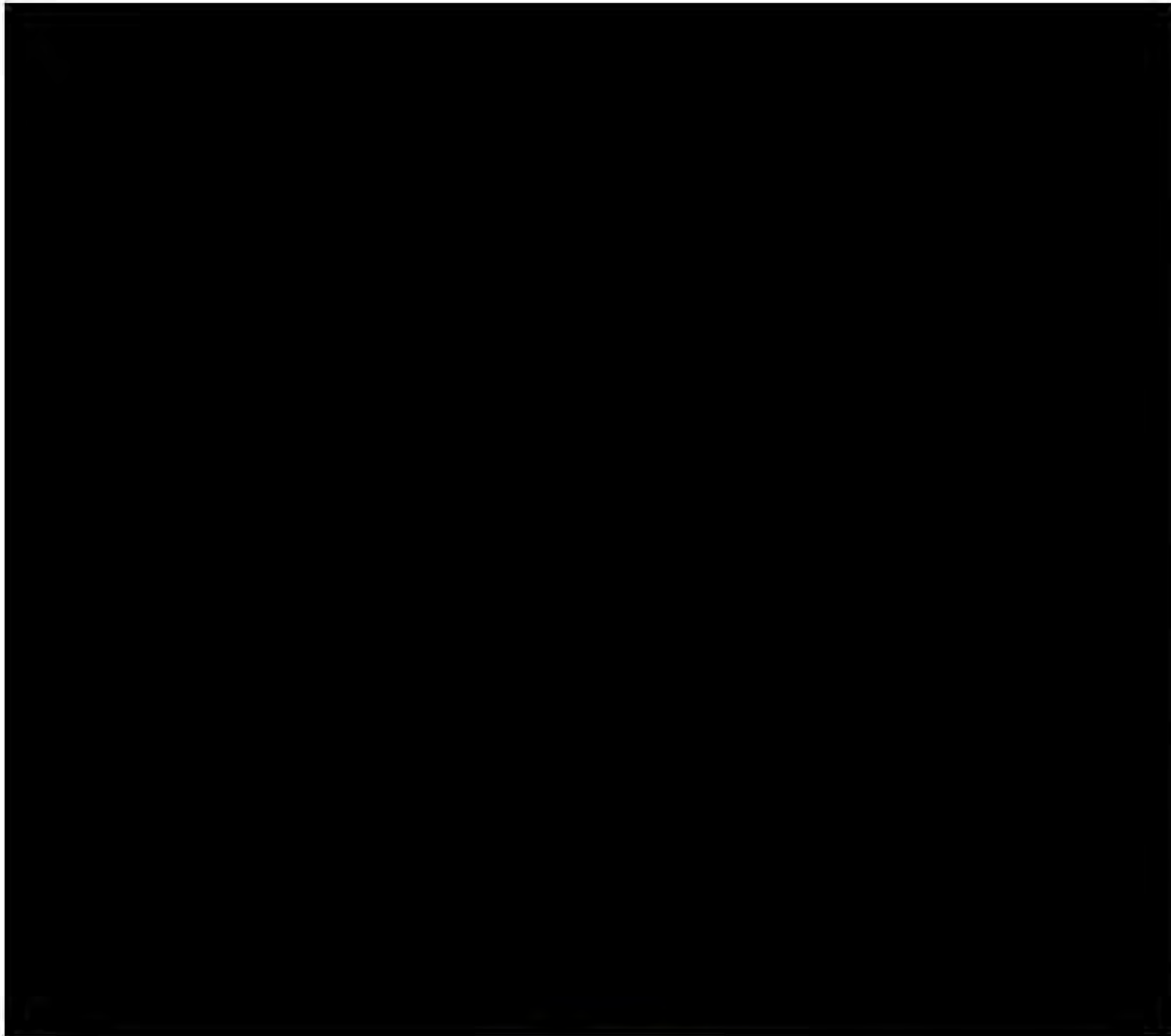
Recording Settings

The Visitor™ will record all video visitations with visitors who are not marked as "DNR" (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen, which shows as a green check mark under the DNR (Do Not Record) column, as pictured below:



Visitor Accounts Screen

To change the DNR setting, simply click on the visitor's name, and the screen will show the settings for the visitor, as provided in the below picture:



Visitor Profile

A checkmark in the "DNR" box indicates that the visitor's visitations will go unrecorded for audio and, if the DNR for audio and video option is selected, video as well.

Staff QuickConnect Ad Hoc Visits

The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and inmates. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

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

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, “walk-in” visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.



QuickConnect Screen

When creating a visitation session from the *QuickConnect* screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.

7.5.25. System must be set up to have timed visits with automatic termination. Visit schedule and times for visitor access to be set up in conjunction with successful bidder and solely administered by facility personnel.

ICSolutions Response:

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

7.5.26. System must incorporate secure connections via RTMPS, IP blocking, and off site recording capabilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the ITS team's network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

7.5.27. System to be installed at no cost to either facility. This includes price of individual video units and all wiring, cat 5/6 cabling or other, data lines necessary to operate the system, all parts, supplies and labor etc.; including set up time. Successful vendor will offer commission rates for use of video visitation in the pricing section of this RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposal includes a turn-key The Visitor™ video visitation solution, complete with all services and equipment necessary for a fully functional visitation management services and video visitation for the duration of the contract at no cost to the County. The Visitor™ will be under a warranty for the duration of the agreement. ICSolutions will **install and maintain** The Visitor™ – along with all video visitation stations and ancillary hardware and software – for the **life of the contract** and at **no cost** to the County. ICSolutions is committed to keeping your VVS in **compliance with all local, state, and federal codes** and in top working order to ensure **continuous availability of visitation to inmates**.

7.5.28. Vendor will be responsible for installing a complete system. All materials and installation including but not limited to electrical power, data cabling, switches and accessories cabinetry, etc. are to conform to applicable codes, safety and security protocols and other requirements. All installation practices and designs are to be pre-approved by the Owner. All cabling and wiring routing must also be pre-approved.

ICSolutions Response:

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

7.5.29. All installation work must be performed by firms licensed to do such work and must comply with the appropriate New York State Prevailing wage schedule. All permits and approvals are the responsibility of the vendor.

ICSolutions Response:

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

7.5.30. All software to be maintained by successful vendor; this includes no charges for periodic system upgrades.

ICSolutions Response:

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

Upgrades

ICSolutions is recognized as a leader in technology innovation. Features that are currently available on The Visitor™ are predominantly driven by market demand, including 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 Visitor™ finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. ICSolutions releases updates to The Visitor™ on a quarterly basis 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. Examples of recent enhancements to The Visitor™ include:

- **Remote Visitor Video Visitation App for Android Devices** - ICSolutions has deployed a Video Visitation app for visitors to use offsite for remote visitor video visitations that will operate on any Android-based device.
- **QuickConnect Manual Visitation Connections** - The *QuickConnect* function enables quick, manual connection of visitation sessions between visitors and inmates. The *QuickConnect* function accommodates any facility which has opted to *not* utilize full visitor registration, session scheduling, participant tracking, or the participant validation processes available in The Visitor™. Facilities using *QuickConnect* can quickly schedule and connect ad hoc visits for “walk-in” visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- **Inmate Notifications for Scheduled Visitations** - The Visitor™ can deliver automatic voicemail notification to inmates when a visitor schedules a visitation session with him/her. Facilities have the option to enable or disable these voicemail notifications for scheduled visitation sessions. When enabled, The Visitor™ creates and posts a notification message to the inmate’s voicemail inbox (through The ENFORCER® *Inmate Messaging* feature). The message includes the visitor name, date/time, and inmate station for the scheduled visit.
- **Report Scheduler** - The Visitor™ 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.

7.5.31. All inmate video visitation scheduling time to be done "on-line."

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With The Visitor™, the County will have web-based scheduling for all on-site and remote visitor video visitations, as well as have the availability of using The Visitor™'s web-based scheduling tool for any non-video visitations that remain, such as across-the-glass or contact visitations. By using The Visitor™'s scheduling tool for all visitations, video and non-video alike, the County can benefit from automating controls and having a more consistent, streamlined application of the visitation rules and policies, since they will be applied by The Visitor™ VVS system.

7.5.32. Although systems shall operate independently from each other, both should be fully compatible and functional with specific JMS systems currently in place in each facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ video visitation system will interface with the County's Management System (JMS) via The ENFORCER®, at no cost to the County! The ENFORCER will interface with the current Jail Management System (JMS) provider in order for the its database to have a current and the most up to date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate. For additional information, please refer to our response to **Requirement No. 7.5.9**, provided previously in this **Section D.7**.

7.5.33. All on-going maintenance and support for system shall be included at no charge for length of contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ will be under a warranty for the duration of the agreement. ICSolutions will **install and maintain** the The Visitor™ – along with all video visitation stations and ancillary hardware and software – for the **life of the contract** and at **no cost** to the County. ICSolutions is committed to keeping your VVS in **compliance with all local, state, and federal codes** and in top working order to ensure **continuous availability of visitation to inmates**.

To ensure optimal performance of The Visitor™, 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.

7.5.34. The successful vendor will ensure that appropriate and adequate bandwidth is available at vendor's expense. The successful vendor will ensure that the necessary bandwidth, without affecting the facilities current administrative resources, will be put into place. Under no circumstances shall existing facility resources be slowed or diminished' whatsoever, due to improper amount of bandwidth.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will deploy a private, dedicated network that can support the VVS with all stations in operation. This network will be totally isolated from and will never traverse the County's network.

7.5.35. Locations of video terminals in both facilities shall be mutually agreed upon by facility administrators and successful vendor.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' Implementation Team will work with the appropriate County personnel to ensure the locations of the VVS stations are approved prior to installation.

7.5.36. Successful vendor must provide full-time bi-lingual customer support staff to handle all customer service and support issues.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Bilingual customer service is available for payment support, as well as technical support.

7.5.37. Although current contracts must run their course to completion, the successful vendor agrees to be able to have their video visitation system completely installed in both facilities within 60 (sixty) days of contract initiation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Given that ICSolutions' is an existing provider at the Corrections facility, the implementation process is simplified. ICSolutions is confident it can meet, and likely exceed, the County's requirement. In addition, ICSolutions' proposal allows for minimal time on-site for installation. Assuming the availability of any necessary escorts, **ICSolutions' team will be able to complete the on-site installation and training in a week or less!** In **Section E**, we have provided our baseline implementation plans for installing ITS and VVS at a facility that currently uses a different provider. The implementation plan will be simplified for the Corrections facility that is currently serviced by ICSolutions.

7.5.38. Video devices must be made of steel, with steel braided telephone handsets and detention grade cabinets either free standing or wall mounted to house the video terminals.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the V17 is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks.

[Amended per Amendment #4, Note #16, Requirement 7.5.39]

7.5.39. The successful bidder will provide training materials for staff administrators of both facilities; for the video system, and agrees to provide a video system in the main lobby of each facility promoting the use of their system to all visitors. Each facility will allow the successful bidder to market and promote the use of the system to the inmates, in person visitors, and make the promotional literature, as well as a video, available in the visitation lobby. *Successful vendors will ensure and provide up to date and continuous training materials concerning their systems, especially when and if changes are made.*

ICSolutions Response:

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

Facility Staff VVS Training Plan

VVS Training Outline & Objectives

ICSolutions' goal is to familiarize Onondaga County personnel with daily system functions of our The Visitor video visitation system. ICSolutions understands that different user groups will have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The user friendly and graphical nature of the video visitation system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Training will be conducted by our Corporate Account Manager Don Newsome on the live system, so that users will be able to **walk through the process step-by-step**. The training classes are typically divided into four types of sessions:

- 1) **Site Administrator (Super User):** How to create users and assign roles, run reports, ban visitors, restrict inmates, audit system activity, change global application settings, add/edit video stations and more
- 2) **Control Officer:** How to view scheduled visitations, connect video visitation sessions, schedule visitation, cancel visits, monitor live visits, disconnect live visits, ban visitors, access recordings, and more
- 3) **Investigator:** How to access recordings and reports.

4) **Visitor:** How to register, login, schedule visitation, update profile information and manage inmate list

Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions can schedule video visitation training in shifts so that facility staff can receive training during their normal work hours.

ICSolutions adheres to the following training process for our video visitation solution:

- Prior to installation, ICSolutions will perform a final site survey of all facilities where video visitation units are to be installed.
- Following the site survey, ICSolutions will meet with Facility personnel to finalize the exact locations of all video units. We will also go through the software and its high-level capabilities.
- If we have not already done so, ICSolutions will contact other third party vendors with whom we will need to integrate for the video visitation system, such as JMS and commissary. If ICSolutions is awarded the phone contract, this step is typically handled prior to the inmate telephone system implementation.
- ICSolutions will review the Facility's current visitation policies and make any necessary adjustments for your migration from in-person visitation to video visitation. ICSolutions will work with the Facility to implement all best practices which are applicable to your situation. Examples of such policy decisions include determining hours of visitation, the use of approved visitor lists, requirements for visitor approval, etc.
- During the installation of the video visitation system, ICSolutions personnel will be at the facility throughout the week to provide hands-on training to all of your personnel that will be utilizing the system, especially the Control Officer(s) who will mainly be in charge of managing the system. ICSolutions will provide hands-on training using the Facility's live system for at least 1-2 days, or until all necessary facility users have been trained.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; The ENFORCER®'s Quick Reference Guide; and a demonstration of the commonly used features of The ENFORCER® system; and, when permitted, hands-on interactive training **using the facility's own live system**.
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.

- Initial and all follow-up training will be conducted by ICSolutions' employee, Mr. Don Newsome, Corporate Account Manager and National Trainer for The Visitor™. He will also be assisted by Mr. Brad Coens, your Regional Account Manager and primary point of contact for this contract. Our dedicated certified in-house training team makes ICSolutions able to **accommodate your requests for training with very little notice.**
- ICSolutions will provide users with How To documents and reference sheets applicable to their specific role *prior* leaving the Facility.
- All training is provided **at no cost to the facility.**

VVS Training Curriculum

Below is the standard training curriculum, which is customized for each facility's needs during the site survey, installation, and as requested during the training. The following sample training agenda will be used as the starting point to design Onondaga County's customized training agenda:

A. Day-to-Day System Administration

- Logging In, locally, remotely, to one site, multiple sites etc.
 - Single sign-on through The ENFORCER®
- Visitor Registration & Scheduling
- Connecting Visits
 - Visitor Verification (if applicable)
- Live Visit Monitoring:
 - Audio monitoring
 - Instant disconnect
- Viewing and modifying inmate and visitor profiles
- Generate reports
- Interface functionality (if applicable)

B. Investigative Functions

- Visitation Recordings Search, Retrieval, & Playback
- Visitation Reporting & Interactive Tables (schedule, historical visits, search features, etc.)
- Setting Alerts on scheduled visits
- Recordings- Search, Retrieval & Reporting
- Recordings- Exporting Recordings, records and files to CD/DVD/USB etc.

C. Staff Administrative Functions

- User Accounts & Privileges (ban visitors & other inmate restrictions)
- System configurations
- Creating messages to warn inmates and visitors of non-compliant behavior
- Setting visitation rules for on-site, remote, and specified visitation centers or housing units
- Establishing authorized visitor relationship type and privilege status
- Interface functionality (if applicable)

D. Service & Maintenance

- Initiating Trouble Reports & Scheduling automatic progress notifications
- Information Gathering & Preliminary Trouble-shooting
- Trouble Reporting and escalation
- Viewing and reporting on trouble ticket histories

E. Training and User Reference Tools

- Quick Reference Guide with guides for each tab, control screens, & troubleshooting
- User Guide
- Report Synopsis
- Visitor Information Pamphlet in English & Spanish
- Support Center

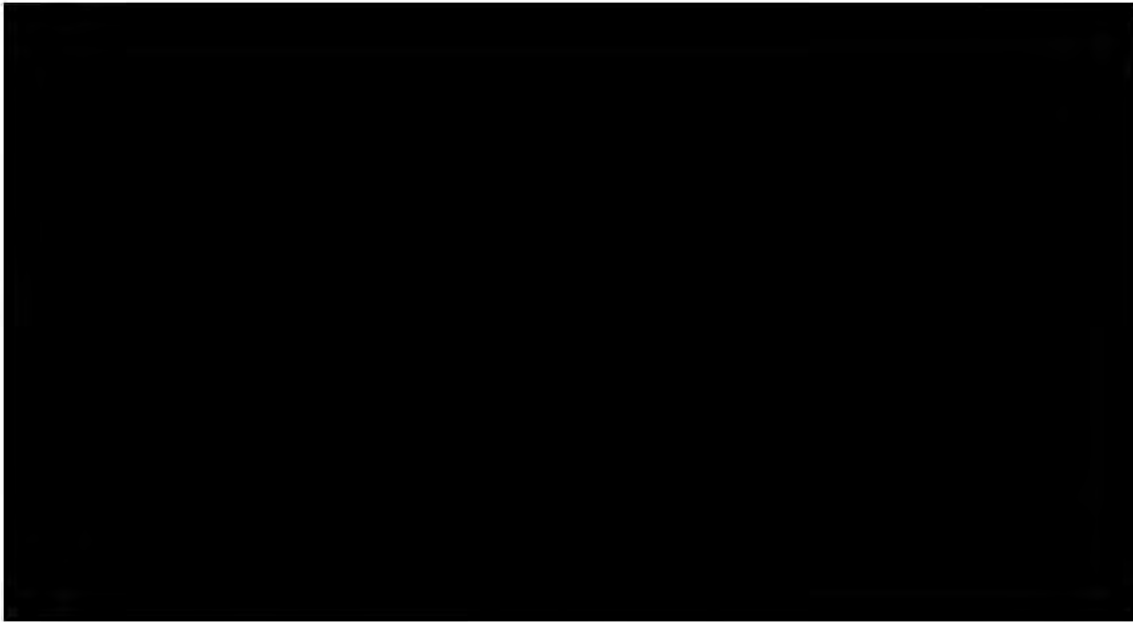
F. ICSolutions' and Support Team Contact Information

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®.



User Access to Product Documentation

In addition, all users will be notified through The ENFORCER®'s Dashboard of recent enhancements and related product documentation upon logging in.



Upgrades Dashboard

[Inmate & Visitor Training Plan](#)

ICSolutions offers several solutions to ensure the visitors and inmates also have a transparent transition to the new video visitation system. First, we coordinate with the facility approximately three weeks before cutover to include approved messages through the phones with the upcoming transition date and information of where friends and family can schedule visits and obtain further instructions.

In addition, about one to three weeks before cutover, ICSolutions personnel will hang up educational posters in inmate housing areas (if allowed) and lobbies, as well as distribute brochures in the lobby. The posters will identify the upcoming transition date, visitation rates, and ICSolutions' name, dedicated video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts or ask additional questions about the process. For facilities using ICSolutions' ENFORCER® for their inmate telephone system, the prepaid account functionality is already available at the time of cutover 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.

Written instructions for visitor registration and scheduling visits are always available at www.icsolutions.com, our website dedicated to video visitation. In addition, ICSolutions can provide written instructions in the lobby and an option on the AttendantSM informational line.

7.5.40. Administrative system users shall be able to easily recover video; whether live or recorded, and be able to print such on appropriate data discs for official use.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The recordings are easily accessible to all authorized users logged into The Visitor™ from any internet-connected device using any modern browser, and will be able to download or otherwise export the recordings directly from The Visitor™, immediately after the visitation is completed. While the County can use any device with the necessary hard drive (*for downloads*) or burning capabilities (*for exporting recordings*), the control workstation ICSolutions will provide the capability to burn the recordings to a CD or export them to a jump drive.

Search & Download Recordings

Authorized users will be able to search visitation data and download and export recorded files in MP4 format from the Visitation Records screen.



Download Visit Recordings – Visitation Records Screen

Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visit ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

Exporting Recordings

The video recording can be saved to the hard drive or an external jump drive. From the Visitation Records screen, users can select (check) one or more of the check box before the Action column of the visit(s), and then download the recordings to the computer or jump drive by clicking "Download."



Visitation Records – Download Recordings

After being downloaded, the authorized user can burn it to a DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.

The below picture shows a recorded visitation during playback in The Visitor™ module, with the ability to download the video:



Recorded Video Visitation - Playback

7.5.41. The successful vendor must offer continual call support to all users of the system for the duration of the contract.

ICSolutions Response:

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

Client 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** [REDACTED] you will be connected with a live Level 1 TSC technician within 20 seconds.

Visitor Customer Service

ICSolutions' live customer service is available 24 hours a days, 365 days a year for payment support. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the County to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.

[REDACTED]

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

[Revised per Amendment #4, Note #17]

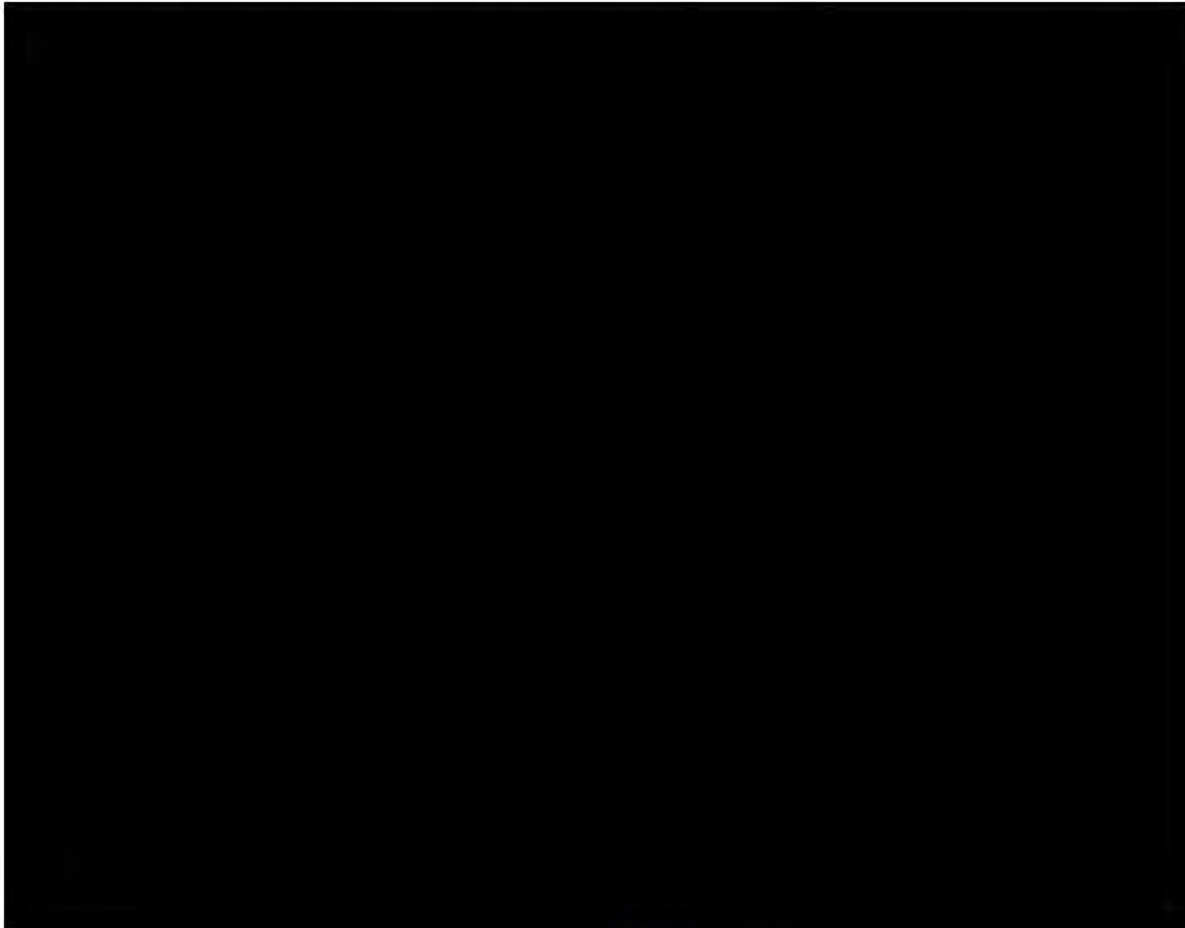
7.5.42. The facility shall utilize its best efforts to allow full utilization of the system in both facilities based on reasonable and prudent security precautions. *Vendors will ensure that facilities have complete control of the ability to access their systems when it comes to activating or de-activating phones, on-site or remotely, and adjust calling times at facility discretion; in addition to adjusting video visitation times/availability.* ~~Both facilities~~ *The Corrections facility will make the system available to inmates seven (7) days a week, during the following hours: 9:00 AM until 10:00 PM, and the Justice Center will make video visitation available from 7:00 am – 10:00 am. All inmates will be permitted to have unlimited video visits each day based around the needs of the facility and how schedules permit. Each facility will set visitation schedules at their sole discretion.*

ICSolutions Response:

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

Visit Location Schedule

The Visitor™ has a highly flexible visitation schedule that can support visitation at small and large facilities alike. Because it is highly configurable, it can accommodate different visitation policies based on visitation type, inmate restrictions, inmate allowances and quotas, housing unit, or even different locations. Only the times available according to the system settings, as well as the times with available resources (e.g., units, inmate availability), will be available for visitors to schedule visitations.



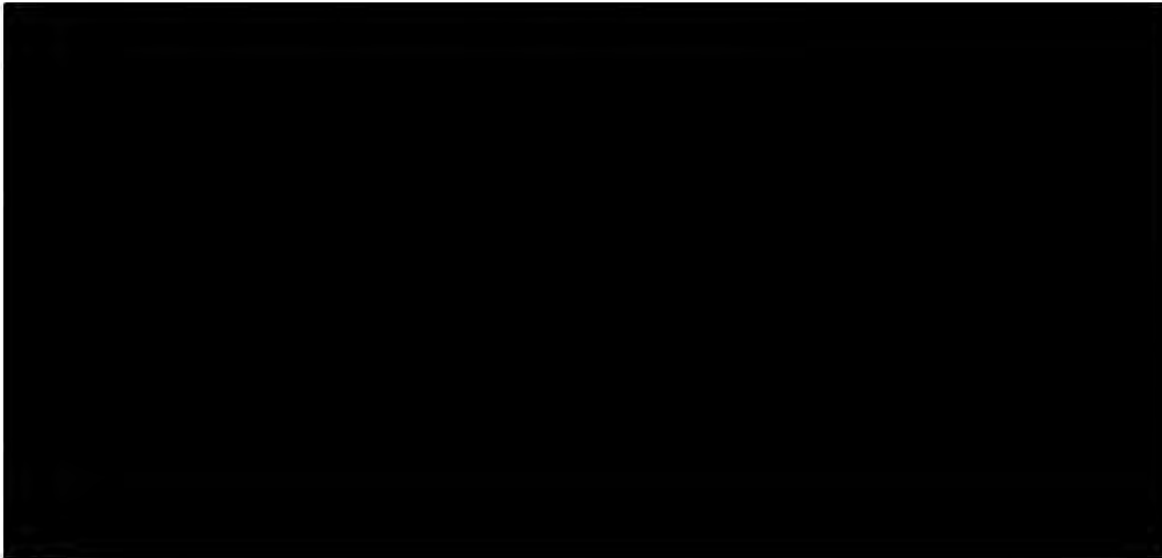
Visit Location Schedule

7.5.43. Facility administrators shall use the systems on-line scheduler to coordinate and integrate the visits scheduled with on site and remote visitors.

ICSolutions Response:

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

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



Visitation Schedule

With The Visitor™, visitation scheduling is convenient for both the facility and the visitor.

Streamline Control Compliance with Online Scheduling of Non-Video Visits

The rules and configurations that apply to video visitations can be applied to all on-site non-video visitations by requiring all visitations to be scheduled through The Visitor™'s web-based scheduling tool. During implementation, The Visitor™ is configured with the facility's visitation policies and rules, so the **scheduling solution will automatically reflect the various restrictions for inmates or visitors**, as well as other rules based on classifications, such as housing unit. Visitation rules can be updated through the JMS integration or manually, as needed. The Visitor™'s high configurability means it can accommodate complex and multi-level rules, all of which will be reflected in the scheduling solution. The rules will get applied to the visitor based on the visitor type provided during registration (e.g., friend, family, attorney, etc.). With The Visitor™, authorized staff will be able to manage the Visitor Accounts to apply critical visitation rules, such as recording status and suspensions.

Visitor Registration for ALL Visitors: Security & Compliance in Just 3 Steps!

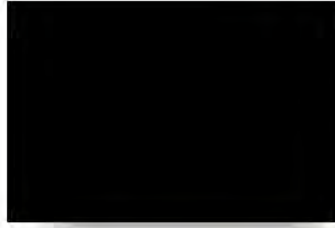
Persons wanting to visit inmates can register in just three screens by using either the Visitor Registration and Scheduling Terminal in the lobby or an off-site computer or phone with internet access. Visitors may simply locate the inmate's facility at [REDACTED] which will contain step-by-step instructions on how to register for visits at the County's facilities. In addition, visitors will be required to agree to the Facility's visitation rules and policies at least three times: (1) when they register, (2) when they schedule a visit; and (3) when they log in to start the visit (both on-site and remote visitors).

New registrants perform the following steps after logging into their inmate communications account at [REDACTED]



Login – Online Customer Account

- 1) Click on "Register for Video."



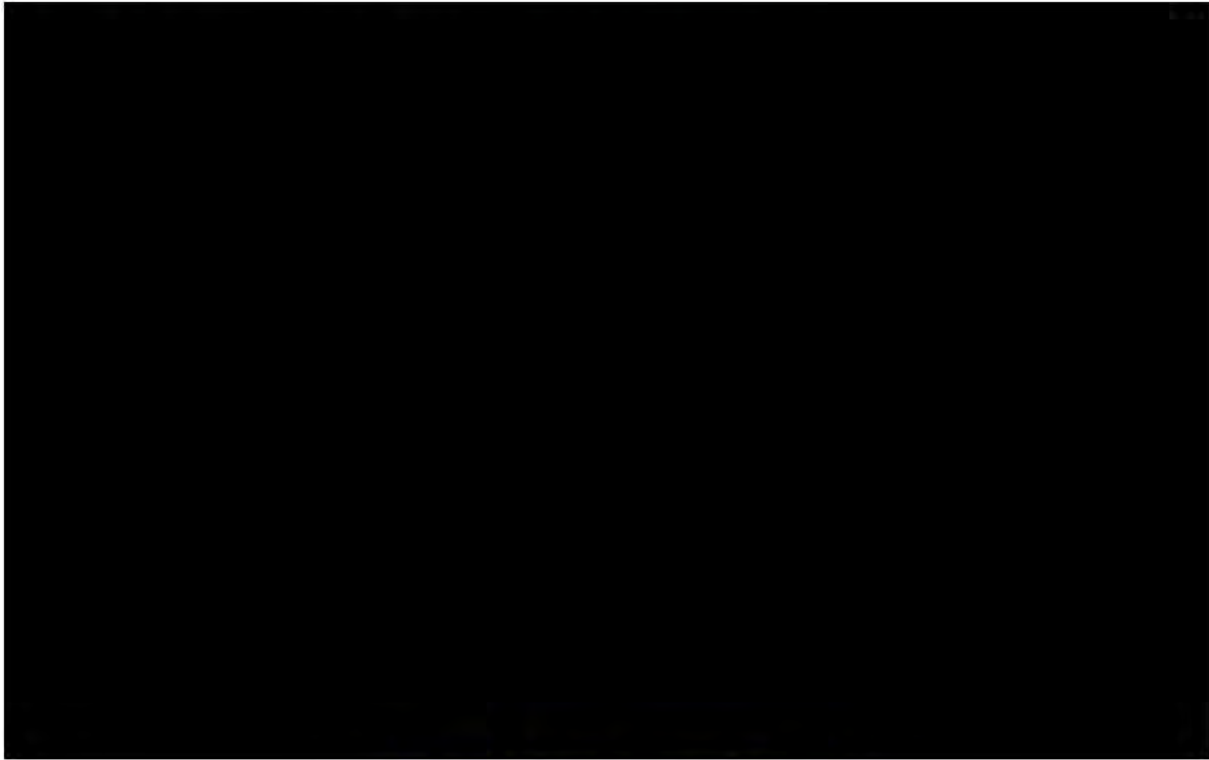
End User – Visitor Registration

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



End User – Facility's Visitation Rules

- 3) Fill in all fields on the Registration Screen, and click "Register".



End User – Visitor Registration Screen

The required fields can be configured using the screen below.

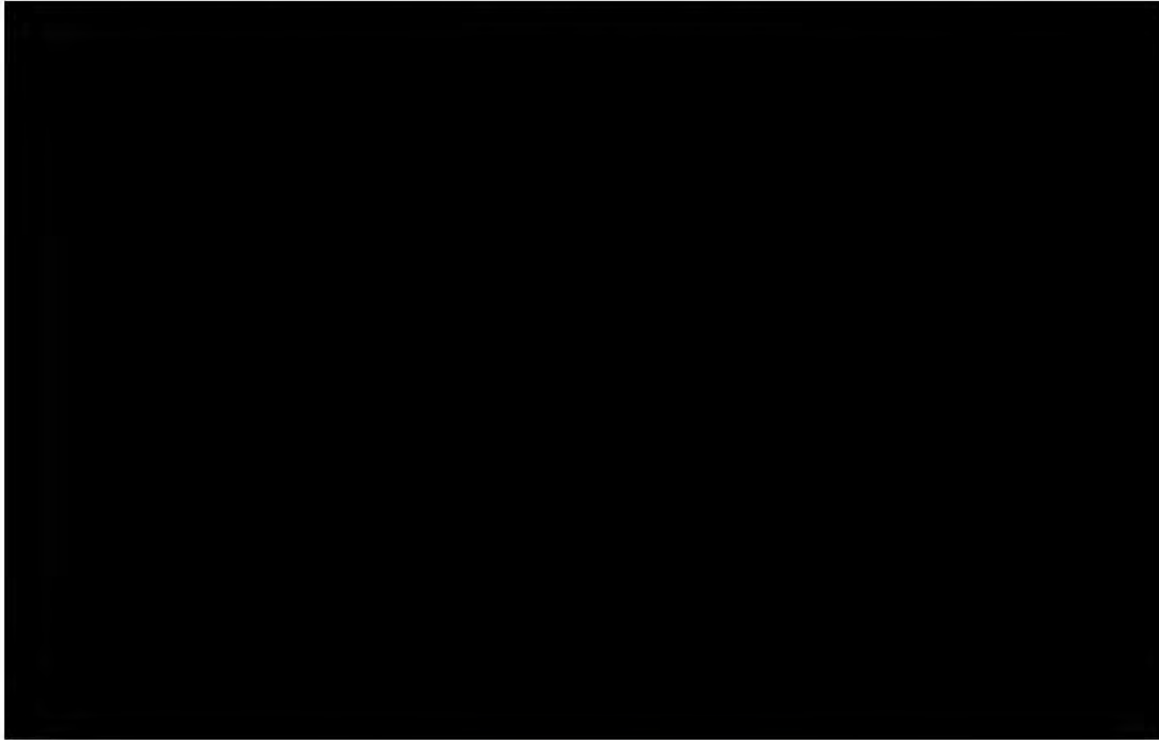


Visitor Registration Fields

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

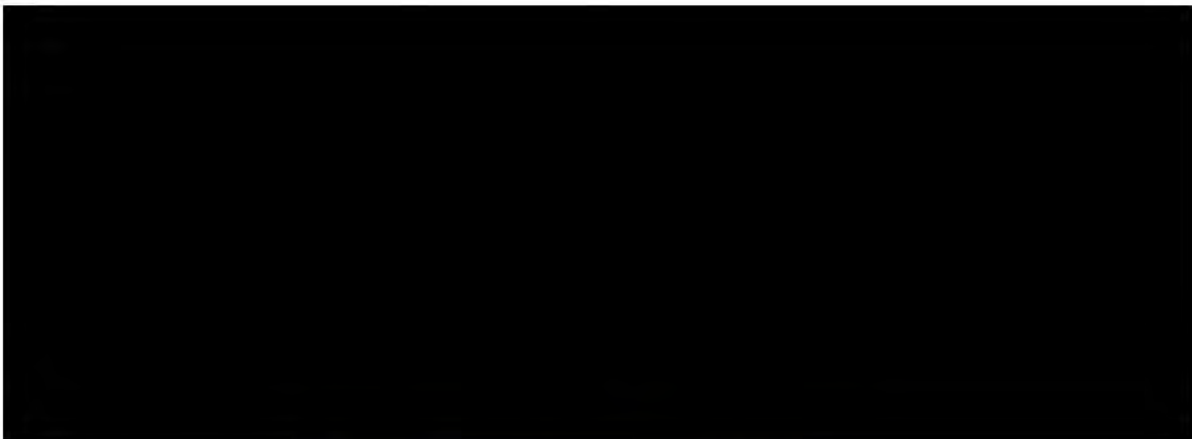
Visitor Account Management: Approval, Denial, & Suspensions

The Visitor™ will have a Visitor Accounts screen that shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users will be able to view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts.



Visitor Accounts Screen

Users will be able to select what columns they want in the Visitor Accounts Screen:



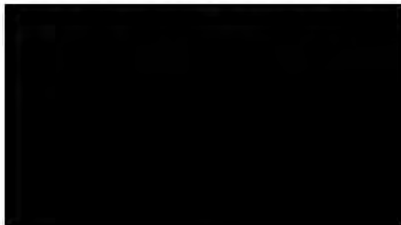
Visitor Accounts Screen – Change Columns

The Visitor™ will provide a message when there are visitors who are pending approval, with the visitors who require approval displaying on the Visitor Accounts screen with a status of "Pending Approval", as shown in the following picture:



Visitor Accounts Screen – Accounts Pending Approval

Authorized users can approve the visitor by clicking on the symbol of the green check mark or deny the visitor by clicking on the symbol of the red X:



Additionally, authorized users can perform the following tasks with the controls under the "Action" column on the Visitor Accounts screen:



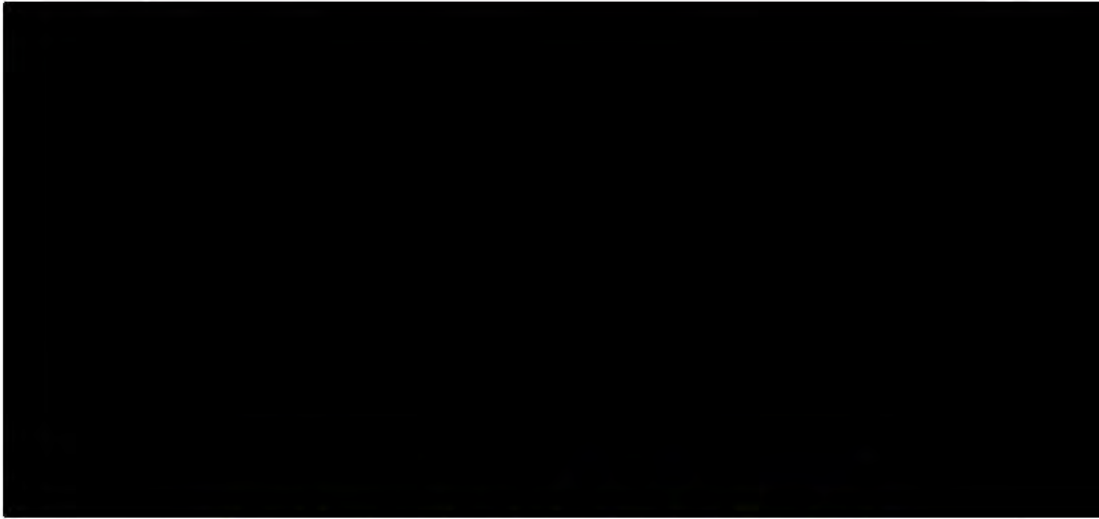


Authorized Staff: Visitor Profile

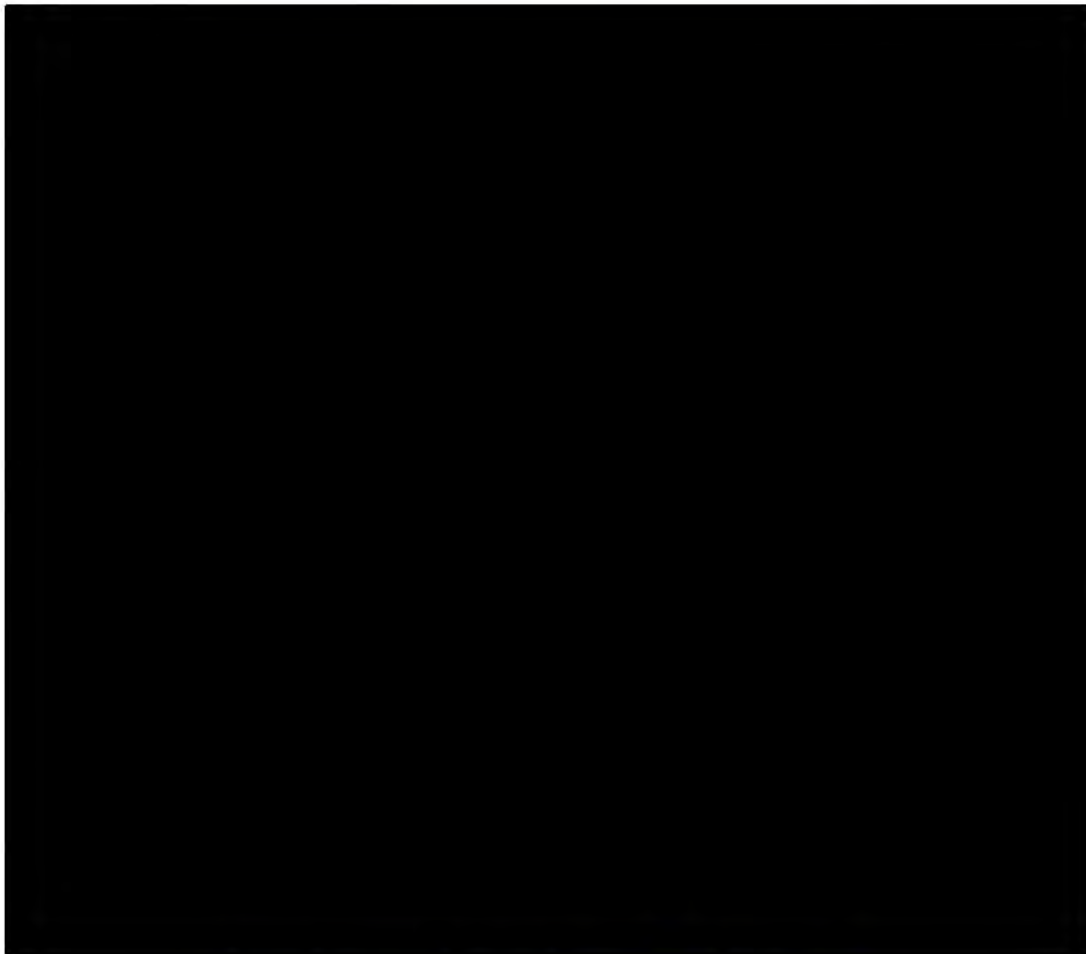
Authorized users can view the visitor's profile, which shows the visitor's visitation status, any staff notes for the visitor, the recording settings for the visitor, and a list of recent visits. The Visitor™ Profile is available by clicking on the visitor's name on the Visitor Accounts screen:



Visitor Accounts Screen – Visitor Profile

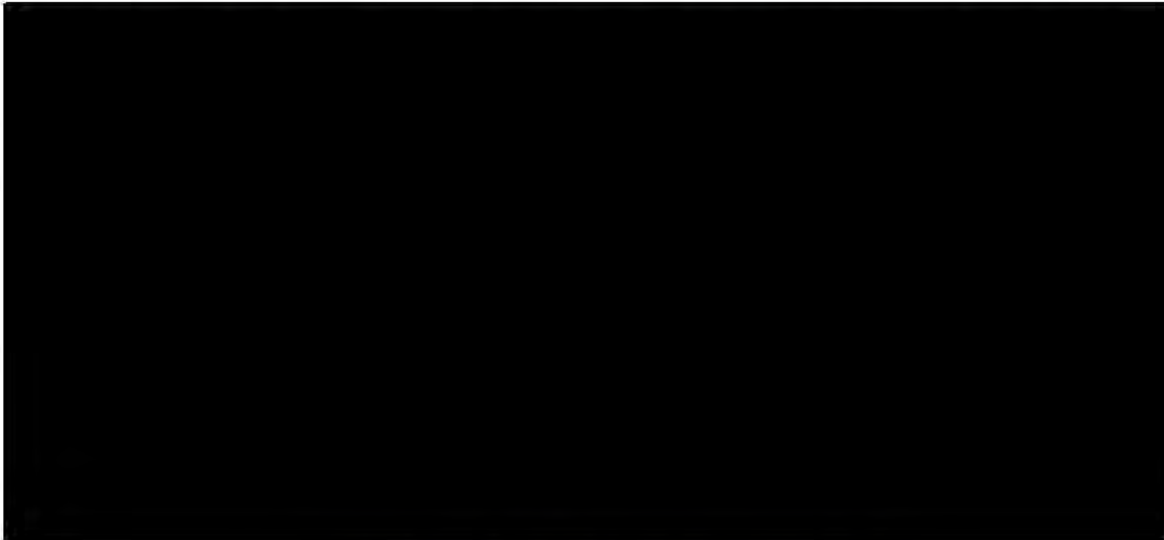


Visitor Accounts Screen – Visitor Profile (continued)



Visitor Accounts Screen – Visitor Profile (continued)

The Visitor Profile is also accessible by clicking on the “Edit” icon next to the visitor in the Inmate Profile:



Inmate Profile Screen – Link to Visitor Profile

- 7.5.44. Using the facility specific JMS system, provide the successful bidders software with access to booking numbers, inmate status, "availability" for visits, housing locations, etc. through a flat file that is updated and provided to the successful bidder periodically, but no less frequently than every fifteen (15) minutes.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ is a module of The ENFORCER®, which features an Open Standards architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities. The Visitor™ will be able to interface with the County's JMS systems to streamline many processes. For additional information, please refer to our response to **Requirement No. 7.5.9**, provided previously in this **Section D.7**.

- 7.5.45. Successful bidder shall ensure that each successive days visits are displayed on all video visitation terminals every morning or preceding evening. Ensure that a system is in place to ensure that no recordings or monitoring of confidential visitors are possible on the video visitation terminals. However, provisions shall be made to ensure that all such visits be made part of any hardcopy file. (Record of visit).

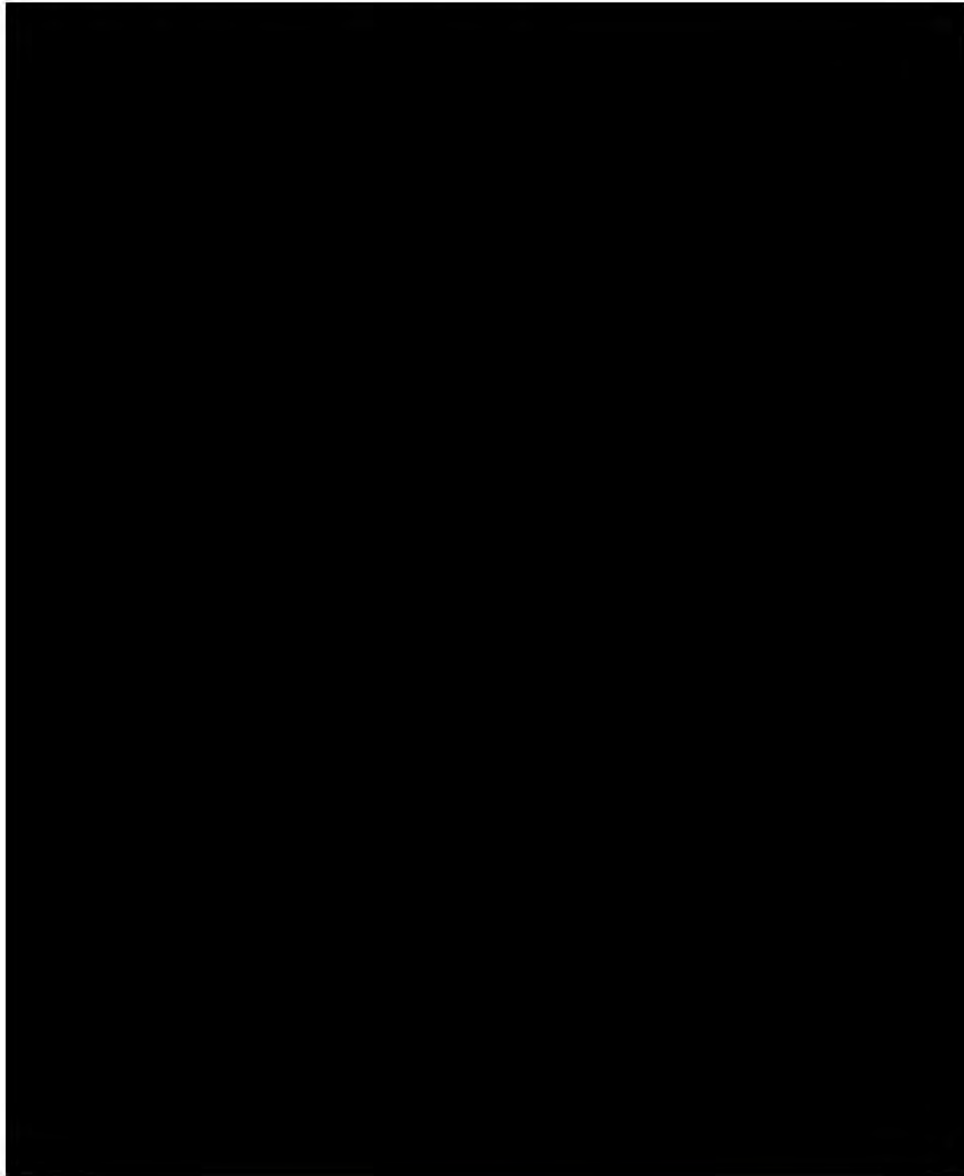
ICSolutions Response:

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

Inmate Notification of Visitation Schedule

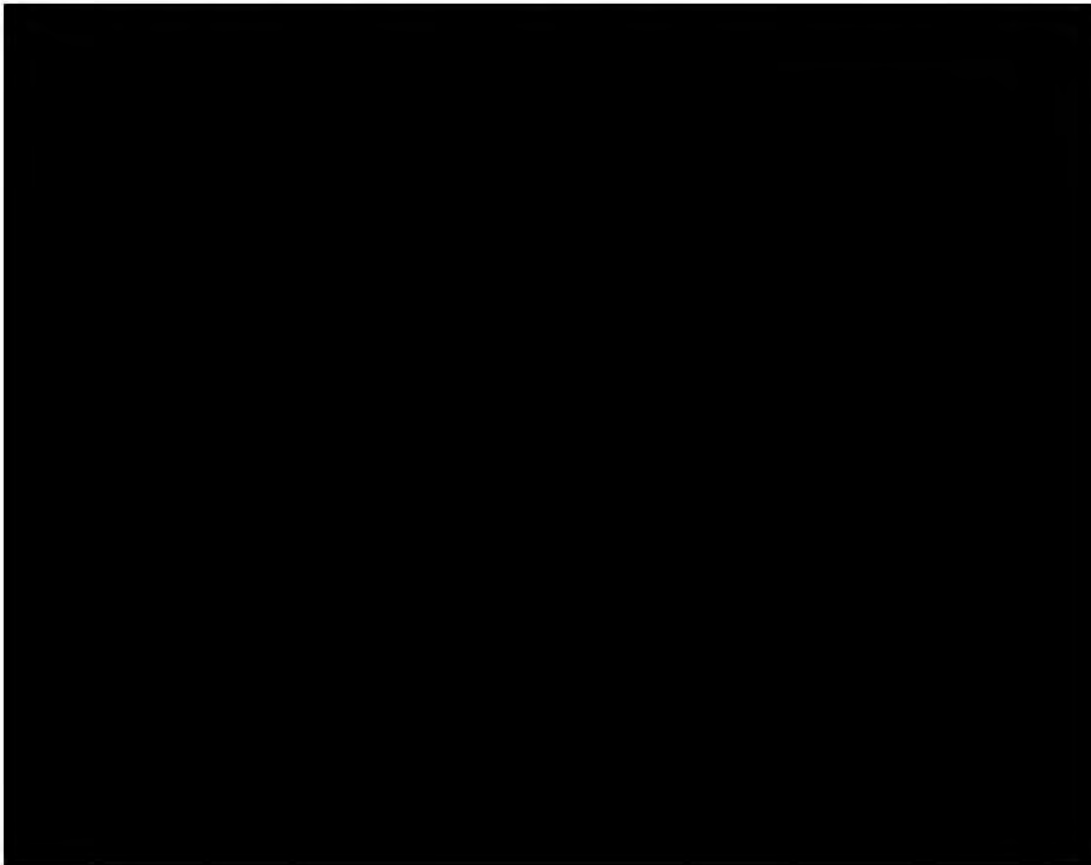
Inmates have three ways to receive notification of upcoming visits:

- 1) Upcoming schedule for the entire housing unit on inmate stations not in use – The V17 VVS stations show the next twelve visits as a default:



Schedule of Upcoming Visits – Terminal View

- 1) Voicemail through **The Communicator** - The Visitor™ will send a voicemail to inmates notifying them that visitations have been scheduled. Inmates can access the voicemail from any phone using their PIN.
- 2) Logging into the **Resident Portal** - Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference.



Resident Portal Screen - Schedule of Upcoming Visits

- 7.5.46. Attorneys are permitted to visit remotely with an inmate each day and as often as scheduling will permit. The attorney must create an account with the successful bidders company. The attorney must also obtain approval in person one time every two years at either facility to obtain confidential status by providing photo identification and a state bar card. If the attorney fails to obtain the confidential status, all video visits will be recorded. Successful bidder must ensure that such status may be obtained at either facility, and the same shall be valid at both the Onondaga County Sheriff's Office Correction Department and the Onondaga County Sheriff's Office Custody Department.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ will require all visitors seeking to have unrecorded visits to be approved by authorized staff prior to allowing the visitor to schedule an unrecorded visit. Additionally, The Visitor™ can be configured to require re-approval of confidential, DNR (Do Not Record) status every two years. The attorney will be able to perform the on-site registration from either facility. The inmates that the staff authorizes the attorney to conduct unrecorded visits with can be at either facility.

[Revised per Amendment #4, Note #18]

7.5.47. Each facility will be responsible for any day-to-day electrical power problems, damage or destruction due to negligence, or willful damage or abuse. Not all areas of either facility are air- conditioned; therefore, successful vendor will ensure that the video visitation terminals can operate at peak efficiency in all indoor climates. (All video terminals shall be constructed in such a way that they are water resistant). *Vendor will assume all responsibility for damage or destruction of their equipment regardless of the cause, including but not limited to negligence, willful damage, or abuse.*

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The equipment is designed to operate in environments of normal indoor humidity, dust, and temperature. The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

7.5.48. The visitation stations are and shall remain the sole property of the successful vendor until the expiration of the three (3) year contract and for each one (1) year renewable period thereafter.

ICSolutions Response:

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

7.5.49. The successful vendor will ensure that facility staff can access the video terminals, with appropriate keys. The successful vendor will ensure that all machines are cleaned, interior and exterior every 90 (ninety) days, or as needed, during the length of the contract. All conduit, electrical lines and wiring also become property of the facility when installed. All internal computer failure, camera failure, or handheld device or handheld device cord failure are the responsibility of the successful bidder to replace or repair at vendor expense for the length of the contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' local field technician and /or dedicated site administrator will perform preventive maintenance, such as cleaning the equipment, as required for the duration of the contract at no cost to the County.

The local field technician will be able to repair or replace on-site VVS stations as required with the locally stored spare parts. ICSolutions' Implementation Team will provide the facility with a set of keys for the VVS terminals. The facility will be able to access the keys, if necessary, from the local field technician.

7.5.50. Successful vendor must warranty each video terminal until expiration of the three (3) year contract, and for each one (1) year renewable period thereafter.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Visitor™ will be under a warranty for the duration of the agreement, including all exercised renewal periods. ICSolutions will **install and maintain** The Visitor™ – along with all video visitation stations and ancillary hardware and software – for the **life of the contract** and at **no cost** to the County. ICSolutions is committed to keeping your VVS in **compliance with all local, state, and federal codes** and in top working order to ensure **continuous availability of visitation to inmates**.

7.5.51. Subject to the mutual discretion of the Sheriff/designee, and the successful vendor; all fees and amounts for visits shall be made part of the vendor's package. Additionally, these fees are capped and no increase shall be imposed without the mutual consent of both the Sheriff/designee and the vendor.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please refer to the Costing Proposal at the end of this **Section D.7**.

7.5.52. Vendor agrees to make all work done onsite at the facility compliant with New York State prevailing wage laws, and any other applicable labor laws.

ICSolutions Response:

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

7.5.53. In the event the successful vendor does not complete his controlling term of ownership; I.e., through company sale, etc., of his or her video visitation company during the contract period, mutual consent between each facility and the current and proposed new video visitation company must be obtained, or contract may be voided.

ICSolutions Response:

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

7.5.54. The system should also have the capability to conduct ad-hoc, or on demand visits, without prior scheduling, based on facility schedules.

ICSolutions Response:

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

QuickConnect Ad Hoc Visits

The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and inmates. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

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

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, “walk-in” visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.



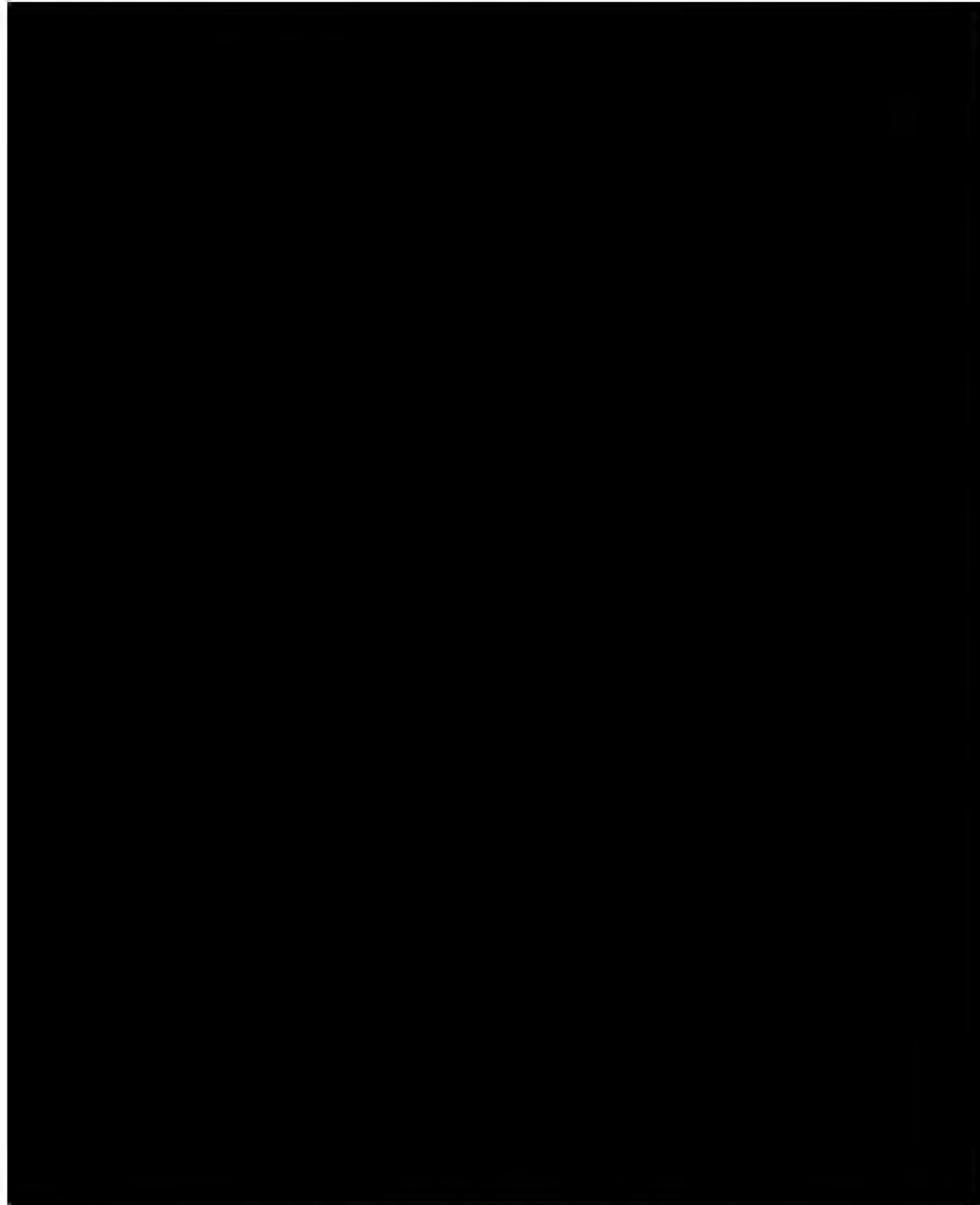
QuickConnect Screen

When creating a visitation session from the *QuickConnect* screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.

7.5.55. When a video station is not in use, it shall display the schedule for its current day's visits on the monitor.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The upcoming schedule for the entire housing unit on inmate stations not in use – For the 17" screen, The Visitor™ stations show the next twelve visits as a default:



Schedule of Upcoming Visits – Terminal View

Inmates will also be able to learn of the video visitation schedule in the following ways:

- 1) Voicemail through **The Communicator** - The Visitor™ will send a voicemail to inmates notifying them that visitations have been scheduled. Inmates can access the voicemail from any phone using their PIN.
- 2) Logging into the **Resident Portal** - Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference.



Resident Portal Screen - Schedule of Upcoming Visits

7.5.56. Public visitors must be able to create an account without the necessity of having to download any specialized programs. The system must be set up to send an e-mail to any and all outside participants should a video visit be cancelled.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Visitors can register and schedule visits directly at our website using any modern browser on any internet-connected device, with no need to download an application.

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

7.5.57. There shall be no keyboard or mouse on the video device/terminal, and no access to the Internet, other than to communicate and participate in a visit controlled by the system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The video visitation terminals are touch screen, with no keyboard or mouse for inmates. The network is controlled by ICSolutions and configured to prevent access to the Internet by inmates.

7.5.58. Should the video visitation system mechanically fail during a call and through no fault of the inmate using the device, the successful vendor at no expense to either the call initiator or the inmate shall appropriately compensate the initiator of the call.

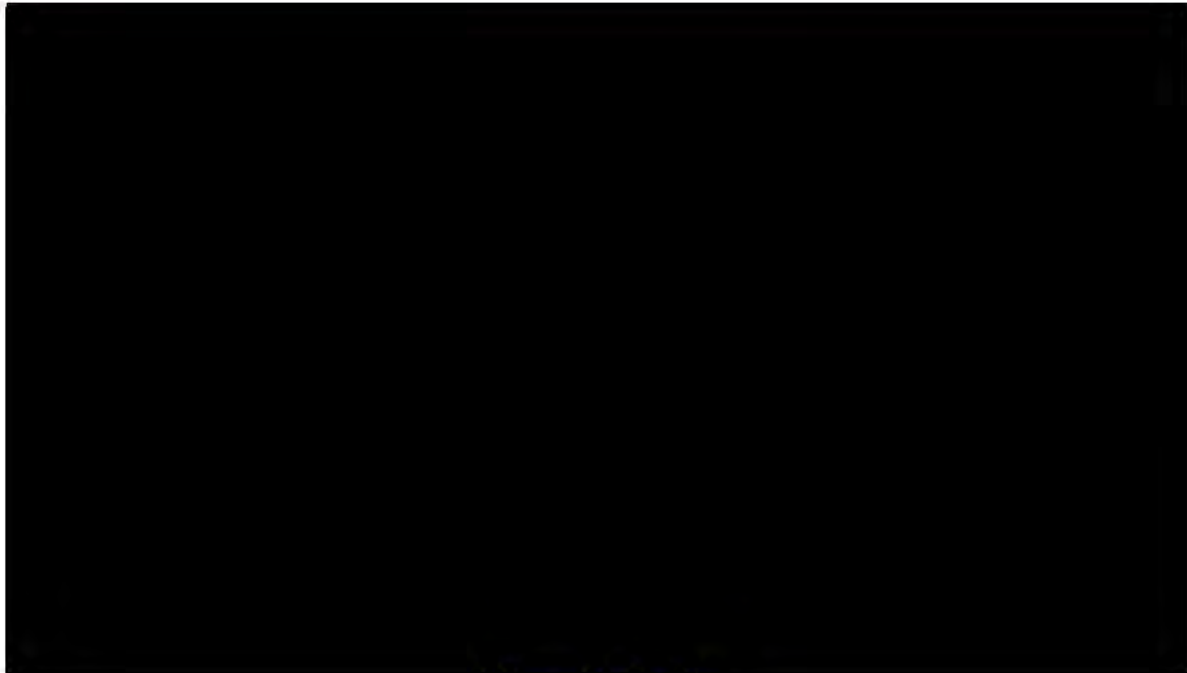
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' policy is to process refunds for any visitation that fails due to a system issue or the on-site network.

7.5.59. The system must differentiate between professional visitors and standard visitors, and shall have differing guidelines and procedures for their registration.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. To request confidential, unrecorded visits, professionals must indicate so during registration by checking the box requesting privileged visits:



Attorney Registration

7.5.60. Technical support by successful vendor trained personnel and certified technicians shall be available to support the system at all times. Service and response time must be made within twenty-four (24) hours from when trouble is detected by either the facility or the successful vendor on any video terminal.

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** [REDACTED] you will be connected with a live Level 1 TSC technician within 20 seconds.

[Revised per Amendment #4, Note #19]

7.5.60.1. Many of the service calls can be handled over the network. The 20 hour per week staff member *[at the Correction Department]* provided by the vendor will also be responsible for video terminal maintenance as they currently are. *At the Custody Department, the successful vendor must make arrangements with that facility to repair video visitation equipment.*

ICSolutions Response:

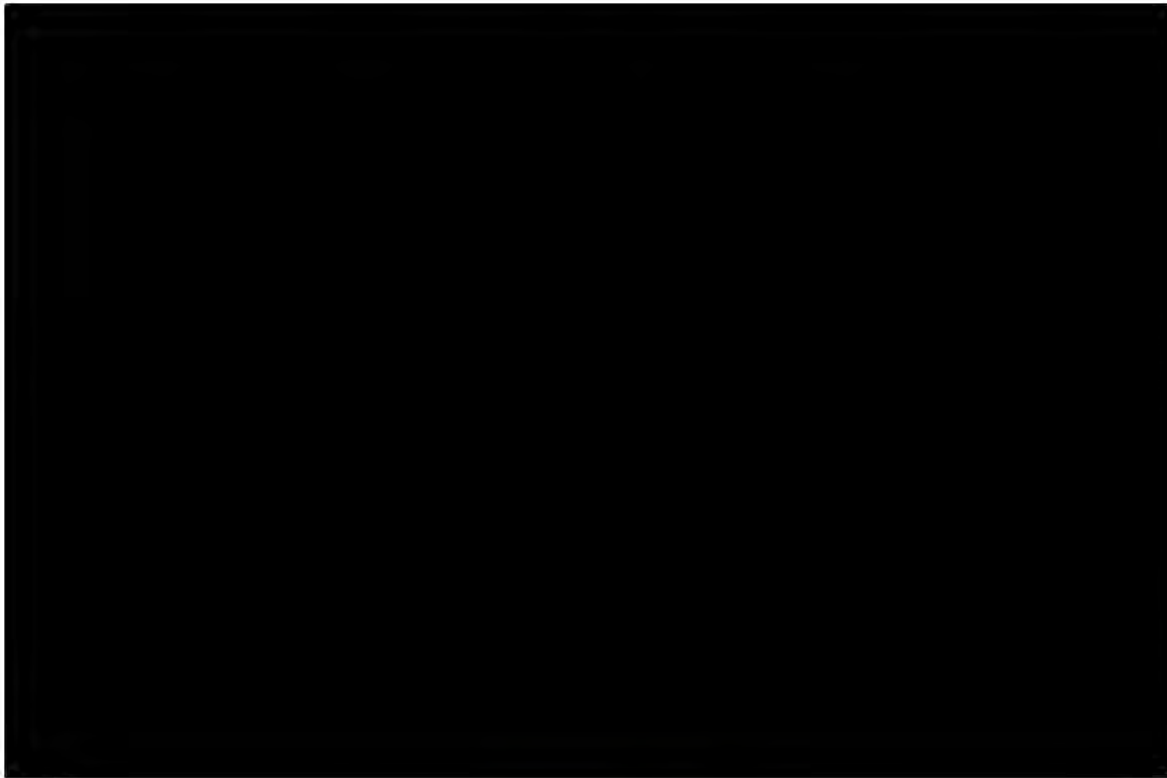
ICSolutions has read, agrees, and will comply with the requirements as stated. Due to the sophisticated nature of The Visitor video visitation system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize 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.

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. TSC personnel are professionally trained and experienced in the operations of The Visitor video visitation system.

7.5.61. The system shall be set up so that non-confidential visits are subject to blind monitoring.

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. Staff will be able to monitor all visitations with visitors that are not set to DNR (Do Not Record), and "Watch" one visit to hear the audio.



Monitoring Screen

When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 5 sections.



Monitoring Screen – Carousel Settings

In addition, if the County opts to have only the audio unrecorded, the Staff will be able to monitor the video without the audio of professional visitors.

1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance.

Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.



Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, The Visitor™ will require the authorized user to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

Monitoring & Do Not Record Options

In addition to the traditional *Do Not Record* option where neither the video nor audio is recorded, *The Visitor™ Monitor* offers facilities an additional option for handling the *Do Not Record* classification. The alternative available for privileged visitors with a *Do Not Record* classification is the *Audio not recorded* option, in which the video is recorded but the audio is not recorded.

Do Not Record Audio or Video

The traditional *Do Not Record* option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, users will not be able to view the visits in the *Visits* pane or in the *Extended View* pane because there is nothing to monitor. The *Visitation List* will include this visit; however, the visit will be listed in red and the check box will not be assessable.

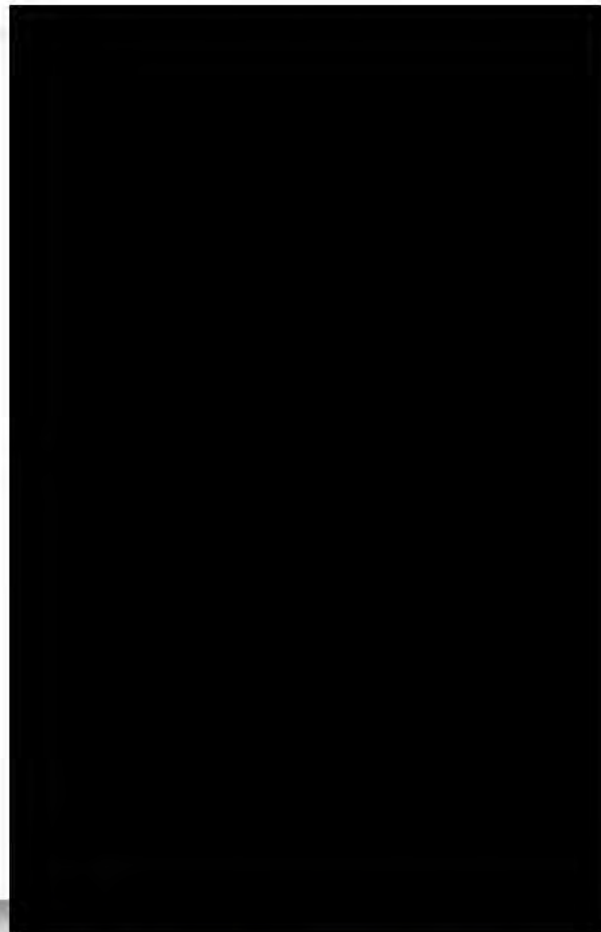
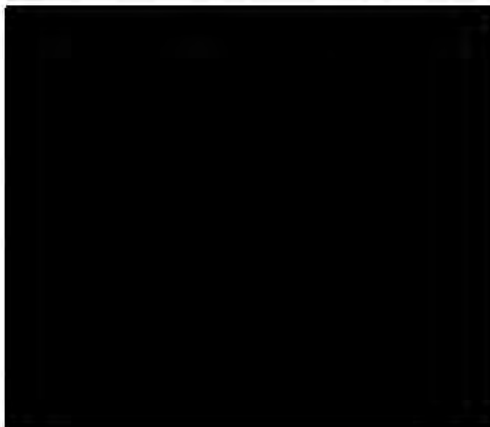


Monitoring Screen – Do Not Record Audio or Video

Audio Not Recorded

If the alternative option of *Audio not recorded* is selected as the facility's global setting for recording visits of visitors who have the *Do Not Record* classification, all of these visits will have only the video portion of the session recorded. There will be no audio recording.

Audio not recorded visits will be included in the *Visitation List*, and will be selectable to view the *video only* from the *Visits* pane as well as the *Expanded View* pane. These visits will be marked to identify the audio is not recorded with a red band and "*Audio not recorded.*" The following examples illustrate how these visits are marked in the *Visits* pane and the *Expanded View* pane.



Audio Not Recorded Option – Expanded View on Monitoring Screen

7.5.62. Recording shall have a method to determine if any information on the recording has been altered.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. To ensure the authenticity of video recordings, The Visitor™, as a module of 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 video recordings or video 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.

7.5.63. Recordings shall be in the form of a digital file.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All recordings are stored in standard, non-proprietary MP4 digital files.

7.5.64. Recordings shall be made available for use using standard non-proprietary applications, be available via a web portal, searchable, and sort-able.

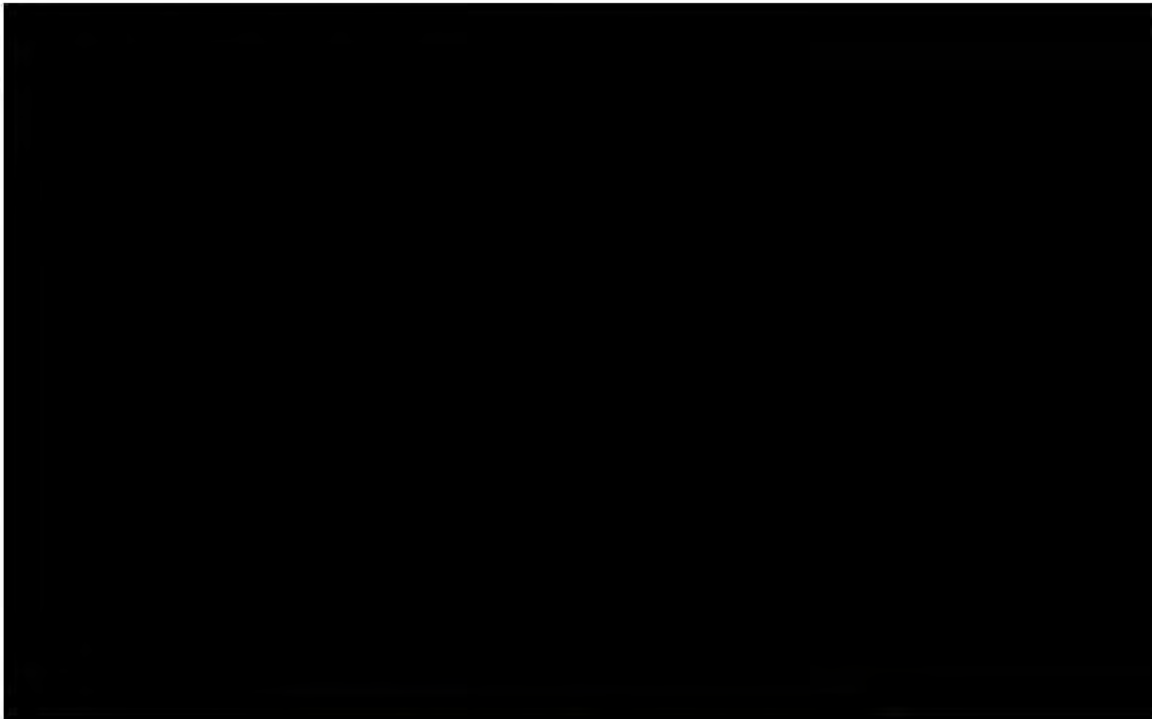
ICSolutions Response:

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

All recordings are stored in standard, non-proprietary MP4 digital files. As a module of the web-based ENFORCER®, The Visitor™ allows authorized users to access recordings from any internet-connected device so long as they are appropriately logged into the Facility's ENFORCER® website.

Web-Based Search & Download Recordings

Authorized users will be able to search visitation data and download and export recorded files in MP4 format from the Visitation Records screen.



Download Visit Recordings – Visitation Records Screen

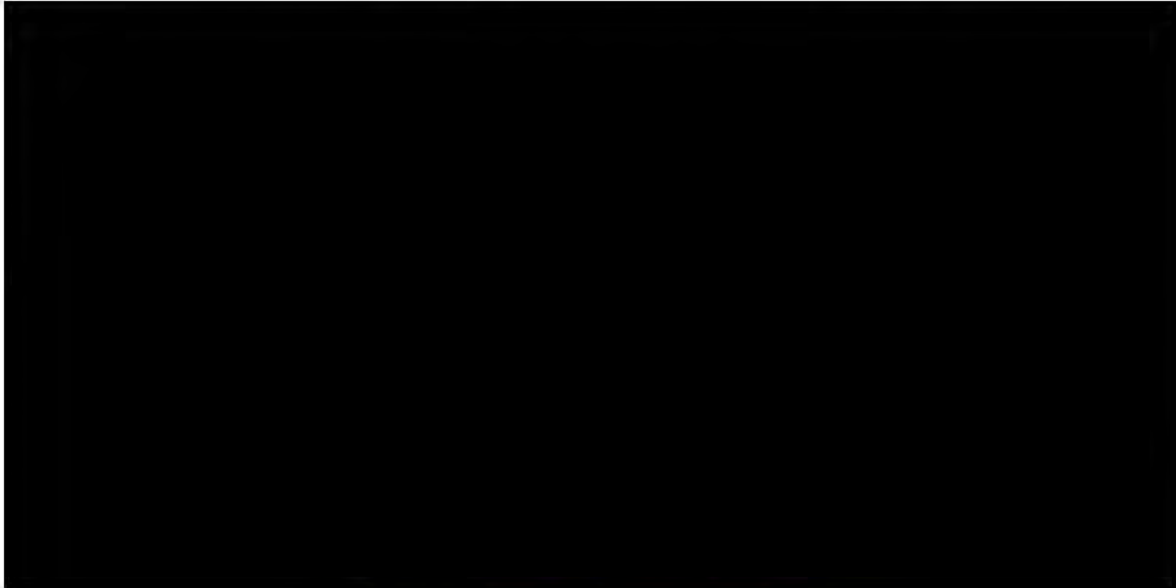
Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visit ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

Exporting Recordings

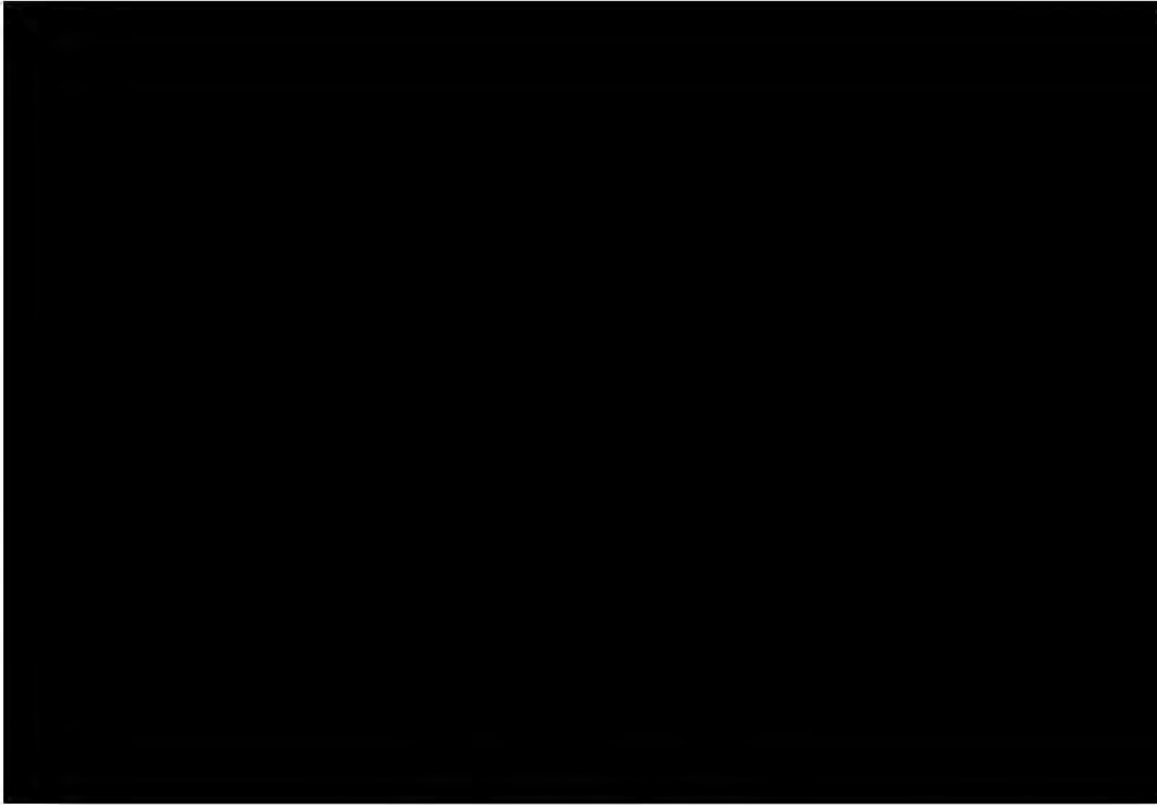
The video recording can be saved to the hard drive or an external jump drive. From the Visitation Records screen, users can select (check) one or more of the check box before the Action column of the visit(s), and then download the recordings to the computer or jump drive by clicking "Download."



Visitation Records – Download Recordings

After being downloaded, the authorized user can burn it to a DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.

The below picture shows a recorded visitation during playback in The Visitor™ module, with the ability to download the video:



Recorded Video Visitation - Playback

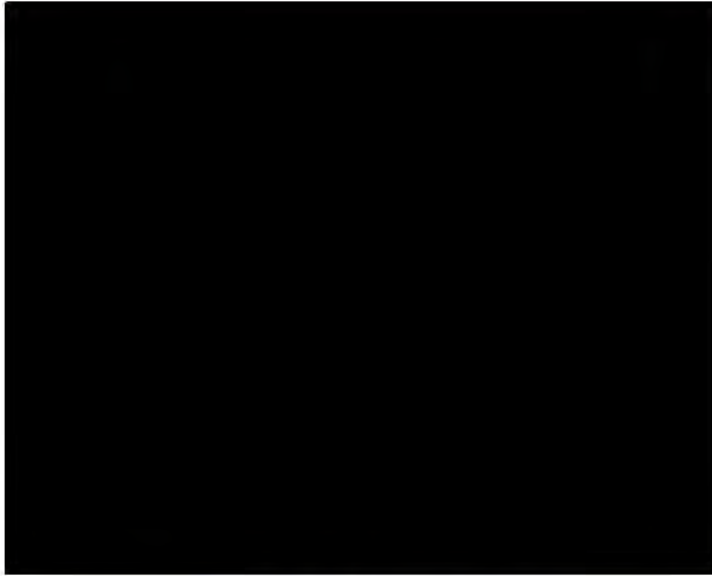
7.5.65. Access to recordings and logging shall be permissions based.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Only authorized users with the appropriate security roles will be able to access the recordings.

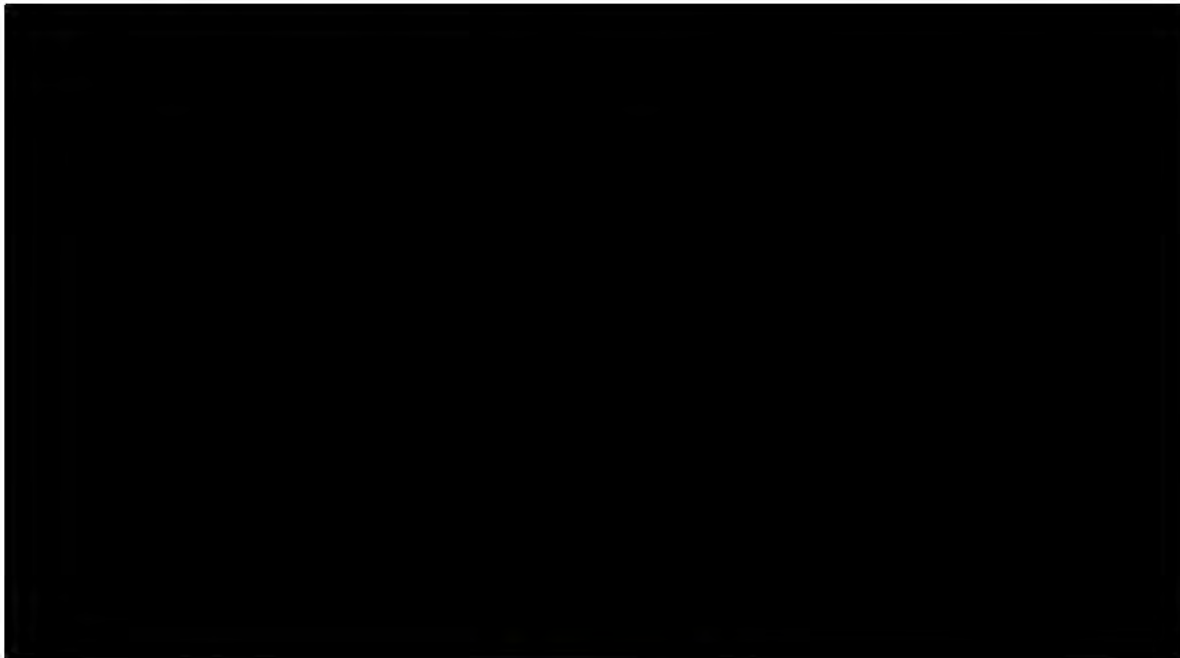
Secure Access & Roles

With the single sign-on feature offered with The ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** being assigned a series of account privileges in The ENFORCER® system, as well as The Visitor™ module. When the browser based GUI is launched, the user must “login” (see following example) to the system with a valid username and password.



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

Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.



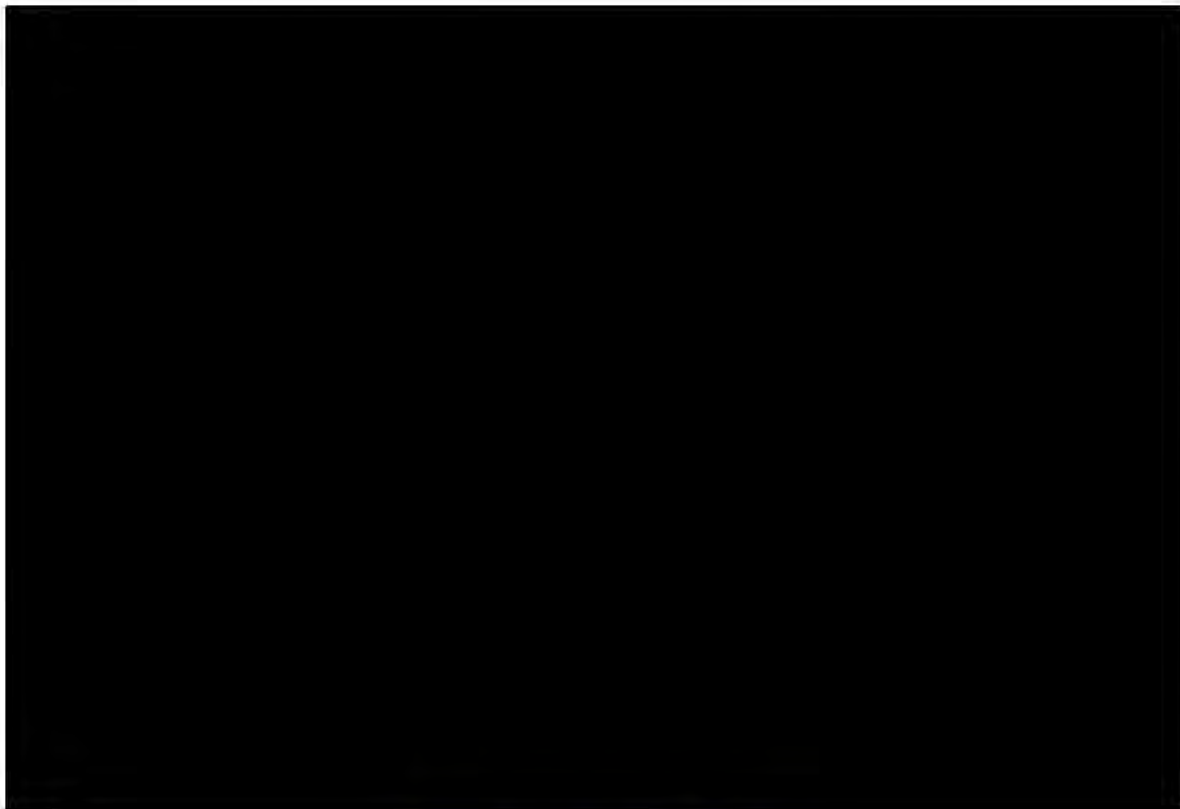
The Visitor™ Roles

The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the ITS team's network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

7.5.66. Recordings shall be date and time stamped, and have archiving capabilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The below picture shows a recorded visitation during playback, which includes the date and time, as well as the inmate ID, inmate name, inmate station, CSN, visitor name, visitor station, scheduled start and scheduled stop times:



Recorded Video Visitation - Playback

7.5.67. Successful vendor shall provide technical support to each facility and customer support to visitors at no charge to either facility.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Both facilities will be covered under ICSolutions' warranty, including all ongoing software upgrades and other ongoing maintenance and repairs, all provided at **no cost to the County**.

Due to the sophisticated nature of The Visitor video visitation 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.

Should on-site repair be necessary, 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. TSC personnel are professionally trained and experienced in the operations of The Visitor video visitation system.

[Revised per Amendment #4, Note #20]

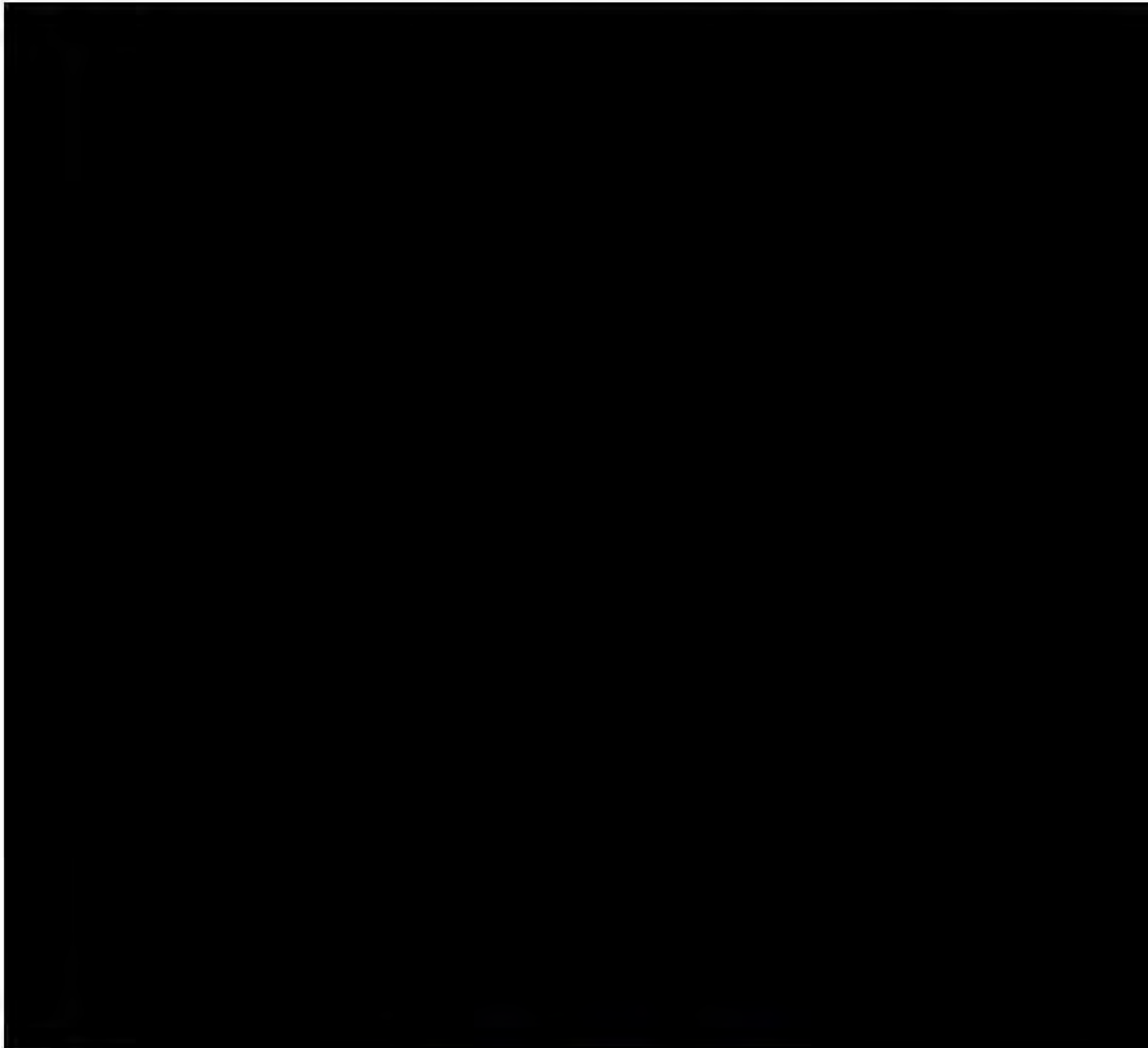
7.5.68. Facility administrators shall have the ability to:

- 7.5.68.1. Review visit requests made in advance, and in a specified time frame.
- 7.5.68.2. View a list of scheduled visits for all stations.
- 7.5.68.3. View a list of scheduled visits for specific stations.
- 7.5.68.4. Easily cancel visitations that become unavailable and allow selection of the reason for the cancellation, which will be posted to the system database.
- 7.5.68.5. Easily move visits when necessary.
- 7.5.68.6. Easily notify public visitors of any intervention made to a scheduled visit.
- 7.5.68.7. Under any circumstances, vendor must provide for access to all video calls on system for contract period, (after completion of contract); regardless of whether or not contract with such vendor is renewed. *In addition, the Vendor will ensure that facility staff has the ability to block video visits (and or phone numbers) as necessary.*

ICSolutions Response:

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

The visitation scheduling tool automatically shows only those visitation timeslots that are available for that inmate, as adjusted for facility visitation policies (general housing restrictions, specific inmate or visitor restrictions, etc.), as well as any adjustments required for the visitation terminals available to the inmate and visitor. In addition, **the scheduling tool will reflect any inmate-specific restrictions, such as timed restrictions as a result of discipline or visitation non-compliance issues.** Authorized staff can enter these inmate-specific restrictions into the Inmate Profile or modify the visit through the schedule.



Available Visitation Timeslots

Authorized Staff: Viewing Scheduled Visitations & Canceling Visits

Authorized facility staff can view the visitation schedule at any time and identify an inmate's upcoming visitors. To help ensure compliance with the County policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, The Visitor™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no units are available. The Visitor™ automatically notifies the visitor by email when a visit is canceled.



Visitation Schedule

Other Administrative Features

In addition to the features described throughout this Section, The Visitor™ has the below features to streamline controls to help ensure compliance with the County's visitation policies, as well as providing additional resources for investigators.

Alerts

The alerts function would link to the scheduling module, and provide alerts for the following events:

- When a particular visitor has scheduled a visit
- When a particular inmate has a scheduled visit
- When a particular visitor visit is scheduled to start
- When a particular inmate visit is scheduled to start

The alerts would be provided by email, and can also be provided by an SMS message.

Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.

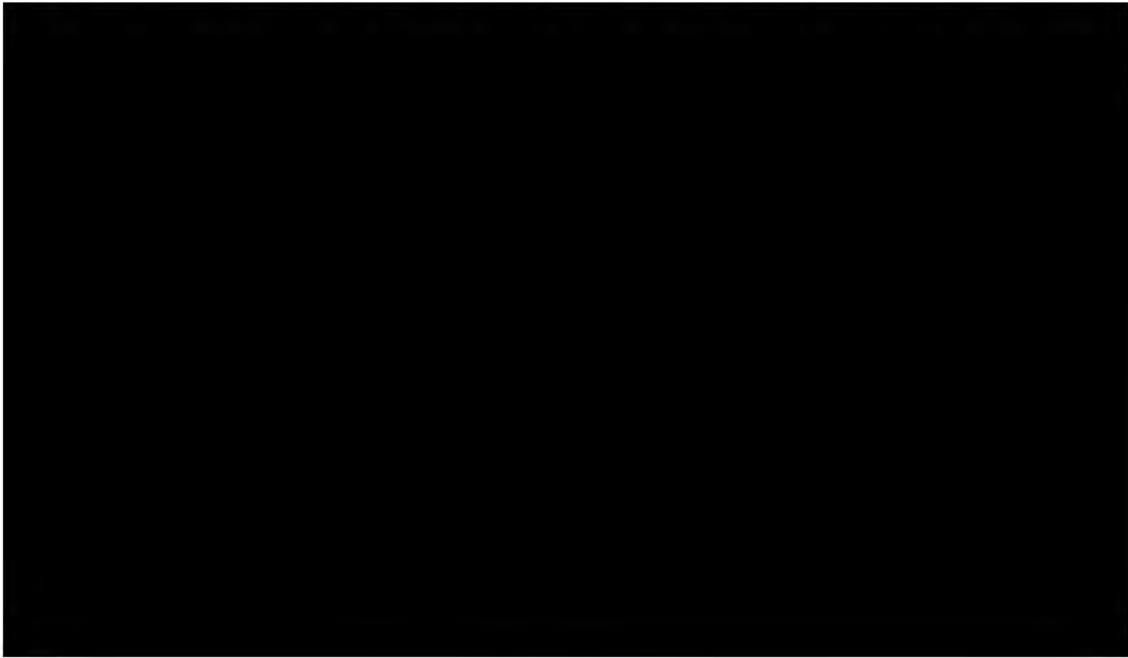
Adding Notes

Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account. From the Visitor Accounts screen, authorized users select the icon to add notes:



Add Notes

Notes are accessible by clicking on the individual visitor from the Visitor Accounts screen



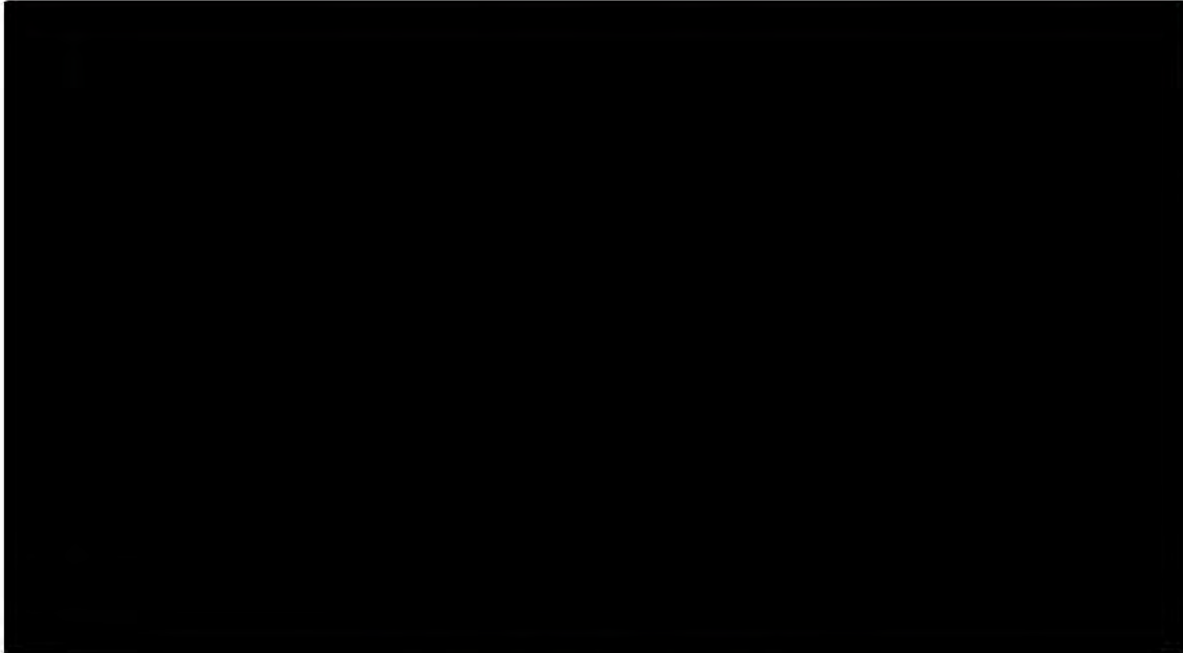
Visitor Accounts

Keeping Recordings

All visitations that are recorded will be stored and accessible online by authorized users in accordance with the storage period in the contract. If the County would like to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation, authorized users can check the "Keep Video" box by inmate or visitor, and the recordings for that inmate or visitor will be stored indefinitely. In addition, staff can select specific recordings of interest to keep.



Visitor Account Detail – Keep Video by Visitor



Visitor Account Detail – Keep Video by Inmate

Authorized users can also designate a specific recording to “Keep Video” indefinitely from the Visitation Records screen.



Visitation Records Screen – Keep Video

Flexible & Customized Visitation Rules

The Visitor™ has a highly flexible visitation schedule that will accommodate complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate, visitor, or housing restrictions, and other policies and rules. Authorized staff can also adjust the number of onsite, offsite remote visitor video visitations, and free visits are allowed in the profile of the respective inmate or visitor.

Keep Separates

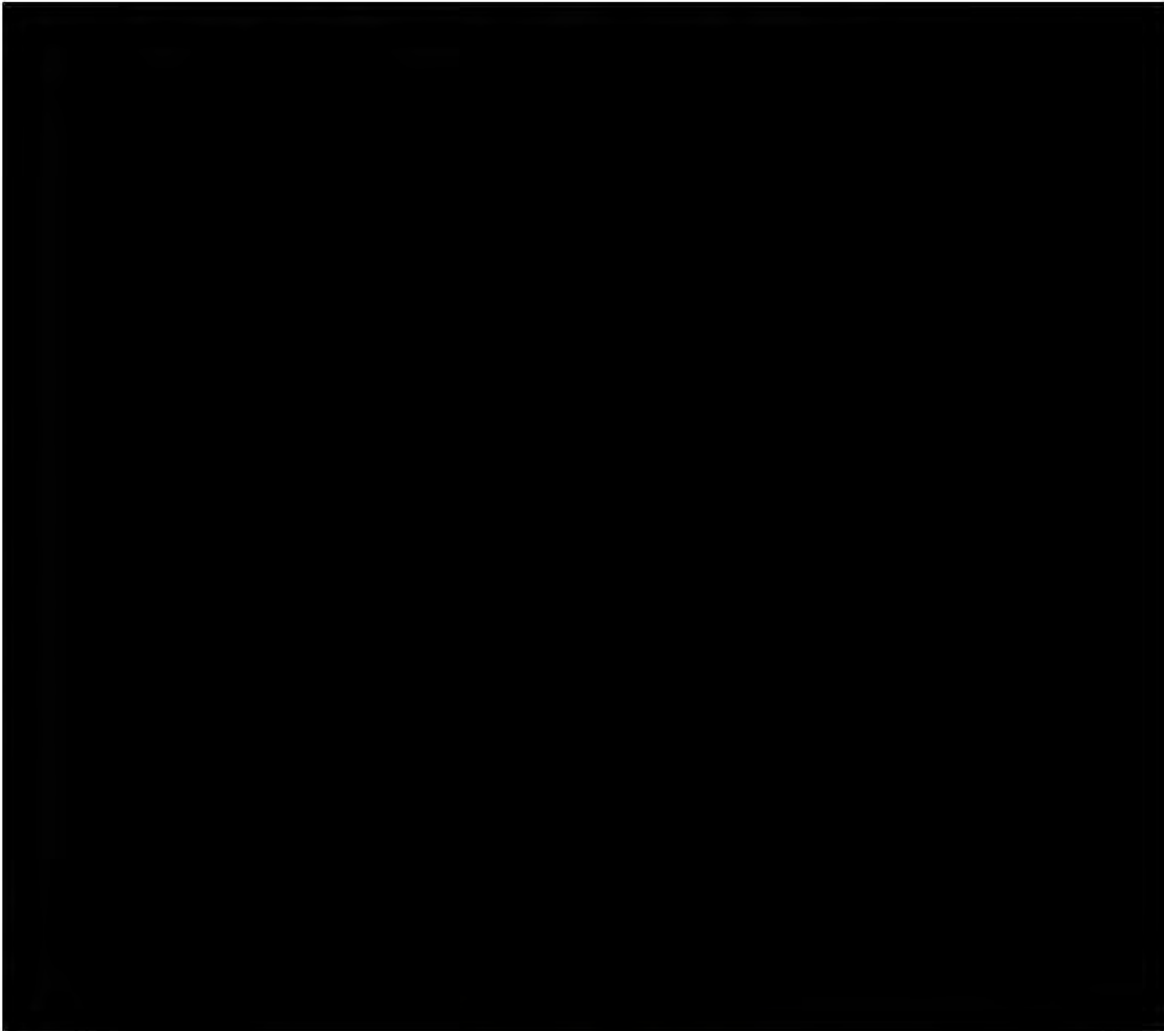
If the County has two or more inmates that cannot be in the same room, The Visitor™'s "Keep Separate" feature will accommodate such restrictions to ensure that those inmates do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, The Visitor™ is capable of keeping two specific visitors or inmates from visiting at the same time. When this feature is used, the schedule will automatically make the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules.



Keep Separates

Visit Location Schedule

The Visitor™ has a highly flexible visitation schedule that can support visitation at small and large facilities alike. Because it is highly configurable, it can accommodate different visitation policies based on visitation type, inmate restrictions, inmate allowances and quotas, housing unit, or even different locations. Only the times available according to the system settings, as well as the times with available resources (e.g., units, inmate availability), will be available for visitors to schedule visitations.



Visit Location Schedule

Video Visitation Station Shutdown

The Facility has ultimate control over the operation of the video visitation stations with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility's visitation policy and authorized schedule.

1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance.

Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations that will be supplied by ICSolutions.

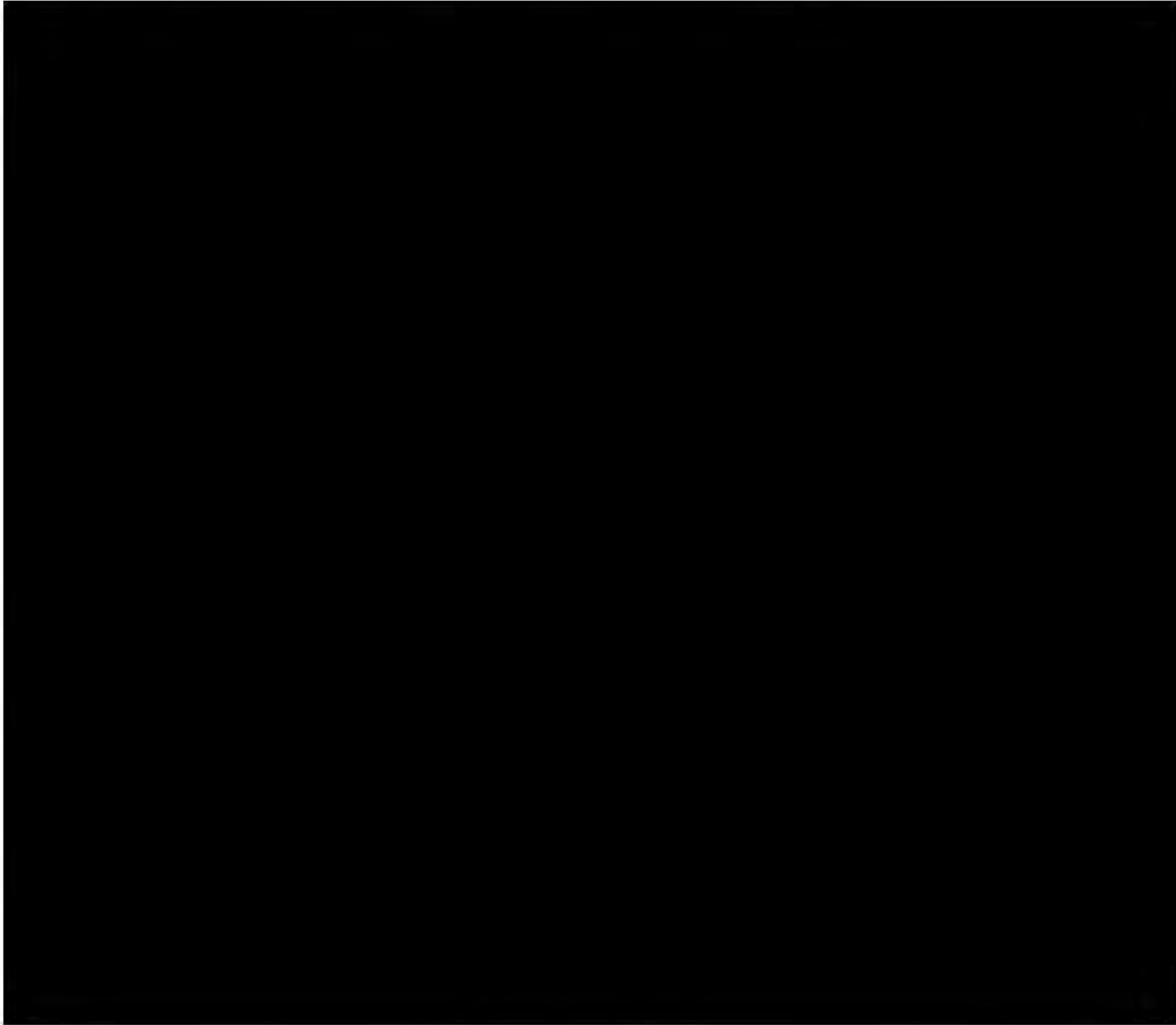


Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, The Visitor™ will require the authorized user to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or Visitation Schedule screens.

Scheduled Shutdowns

Authorized users can schedule when the video visitation stations operate through The Visitor™. Visits will only be available for scheduling when the stations are scheduled to be on.



Visit Location Schedule

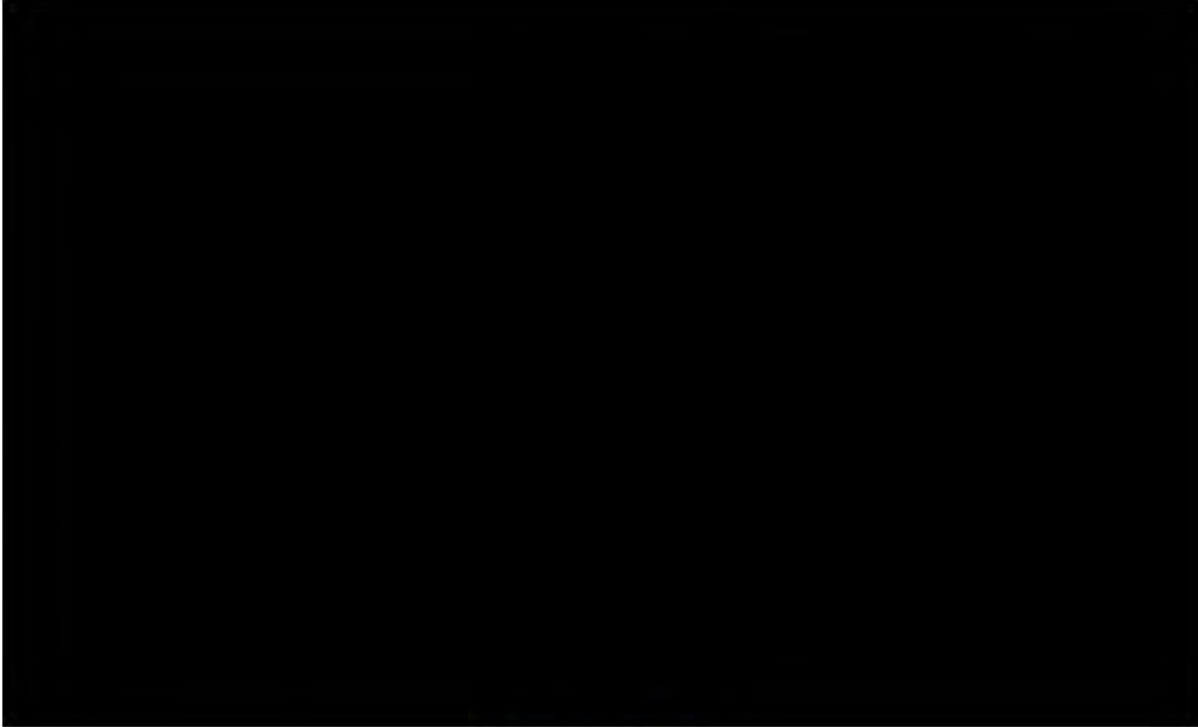
Visitor Verification of Video Visitors

The Visitor™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor, as shown below:



Visitor Verification – Monitoring Officer View

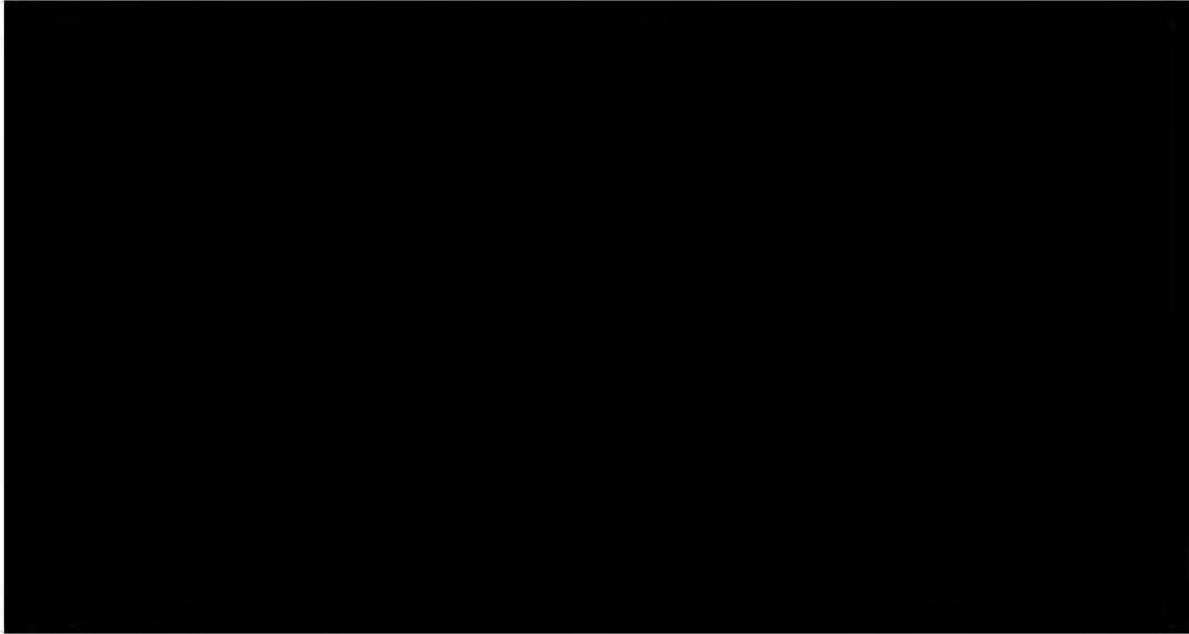
When a visitor fails Visitor Verification, the Officer clicks "Deny" and the visitation is cancelled. All visits that are denied after Visitor Verification are designated as such in the Visitation Schedule:



Visitation Schedule

Authorized Staff: Schedule New Visit

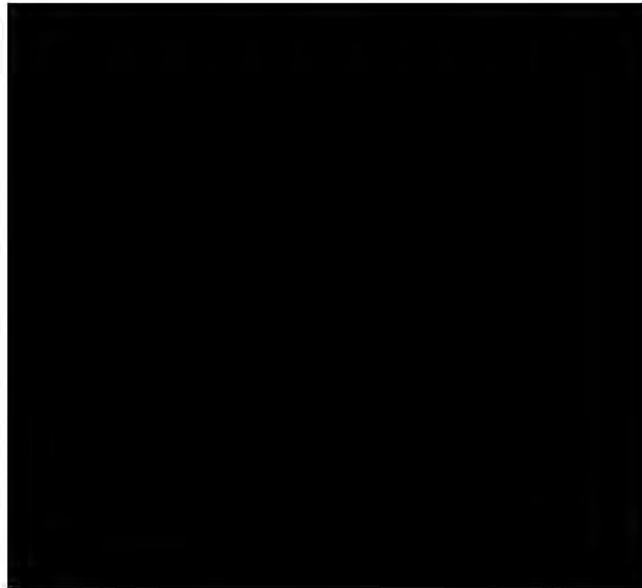
Authorized users can schedule new visits by going to the Schedule New Visit screen:



Schedule New Visit

A "New Visit" pop-up box will automatically appear once the Schedule New Visit screen is selected. Authorized staff need to complete the following fields to schedule a new visit:

- Inmate
- Visitor – populated with only visitors approved for that inmate
- "Group" Type of visit (on-site, remote, intersite, face-to-face, across-the-glass, etc.) – populated with only types of visits available for that visitor and inmate
- Day of visit – populated with only dates available in compliance with County's policies
- Time of visit – populated with only times available in compliance with County's policies



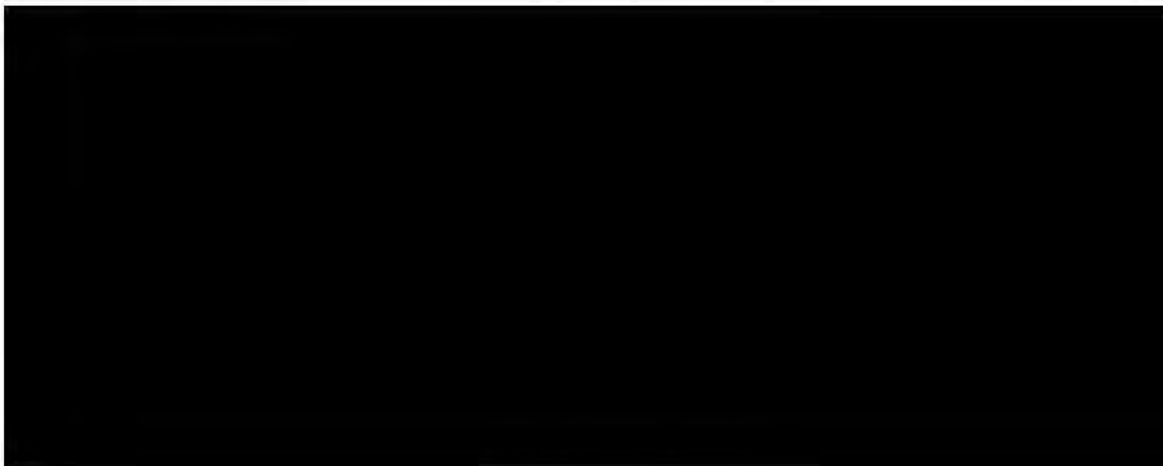
Staff-Scheduled Visits

QuickConnect Ad Hoc Visits

The *QuickConnect* function enables the manual connection of video visitation sessions between visitors and inmates. *QuickConnect* enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

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

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, “walk-in” visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.



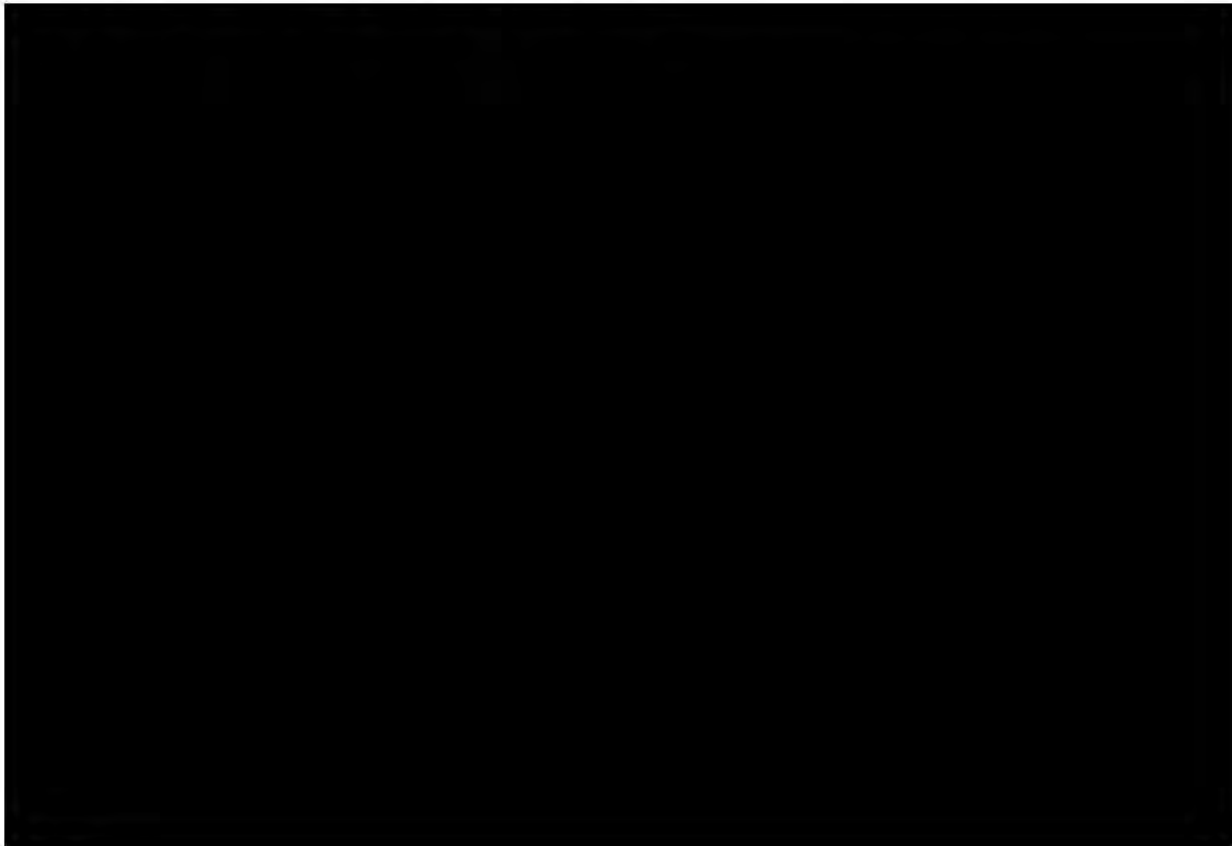
QuickConnect Screen

When creating a visitation session from the *QuickConnect* screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.

The Visitor™ Reporting Features

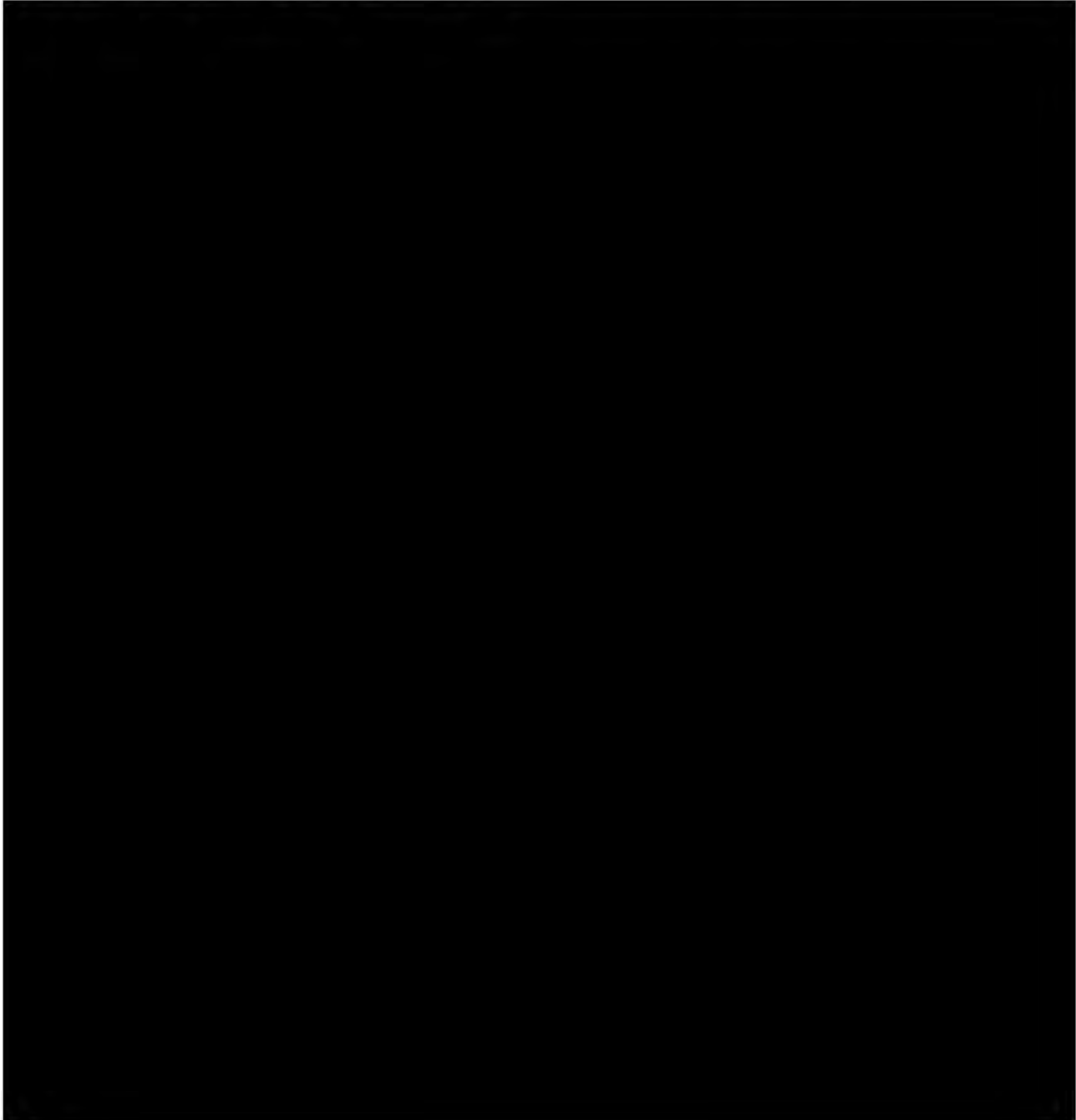
Authorized users are easily able to perform detailed searches and run reports. After logging into The ENFORCER®, an officer, administrator, or investigator can retrieve, review, and even print the video visitation history for any inmate or visitor. While our existing search and reporting features are robust, we will be happy to create any reports the County needs.

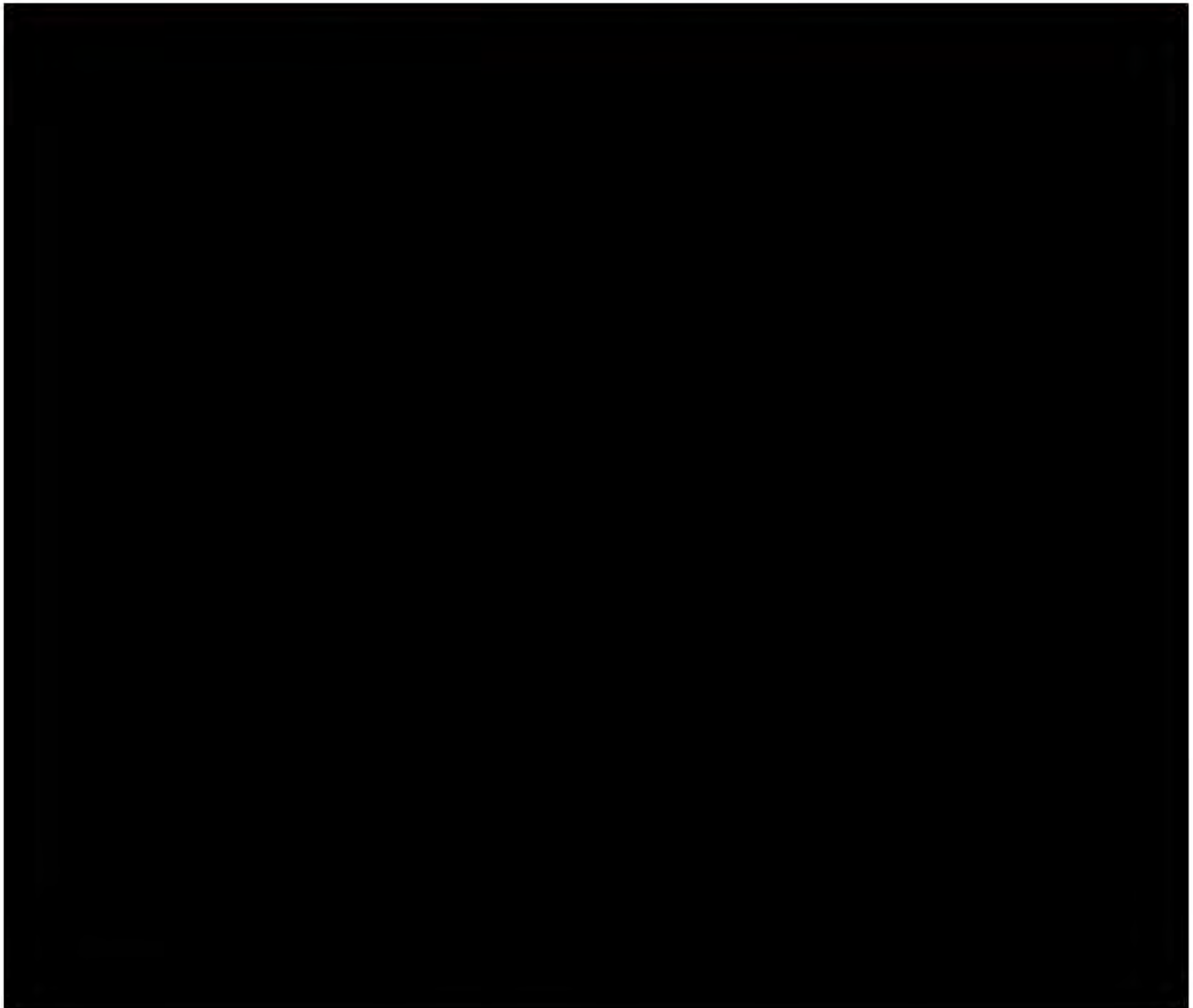
Authorized users may run reports immediately and in real time. Visitation Records reports can be accessed via The Visitor™ tab or Reports Tab in The ENFORCER®:



The Visitor™ Reports

Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file. In addition to the standard reports available in the system with customizable parameters, ICSolutions is happy to assist by creating any new, customized reports that are desired. Below is a list of our standard reports and tables, each of which is customizable:





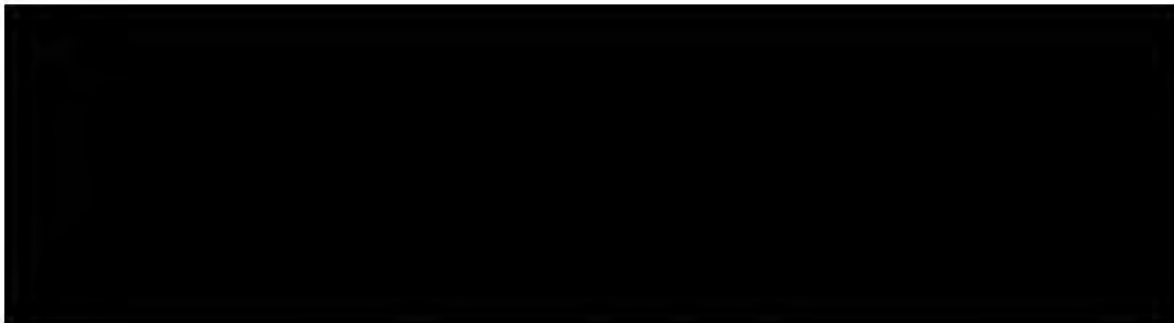
In addition to the above reports specific to The Visitor™ video visitation and visitation management systems, as a module of The ENFORCER®, authorized users can access audit reports, such as **Recording Access Reports**, which provides a listing of all call and video records that have been listened to during a user-specified date range. The report lists the user ID of the person who played the recording, the CSN, inmate ID, and name of the inmate who made the call / visit, and the date the user played the call recording ("Listen Date").

The Visitor™ System Security

The Visitor™ offers facilities ultimate convenience and exceptional security with role-based access to The ENFORCER® and The Visitor™ with a **single sign on**.

Single Sign-On

The ENFORCER® inmate call processing system and The Visitor™ Video Visitation System are embedded within the same comprehensive inmate communications system. Authorized users log in to The ENFORCER®, where they can access all aspects of The Visitor™ directly from a tab in the administrative user's toolbar.



The Visitor™ Screen in The ENFORCER®

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

The incorporation of the VVS into the ITS, coupled with the integration with the JMS, allows for easy and secure access while providing a streamlined controls process, eliminating the need for staff to enter inmate or visitor statuses multiple times.

Consumers benefit from the single, comprehensive system, as well. Funding both ITS and VVS services is handled through a single Prepaid account for all communications needs, thereby eliminating the need for consumers to fund separate accounts for various aspects of inmate communications services.

In addition, approved visitors from the public, attorneys, and authorized staff will be able to schedule and complete onsite and remote video visitations using our system. This functionality has been described in detail throughout this Section of our proposal response.

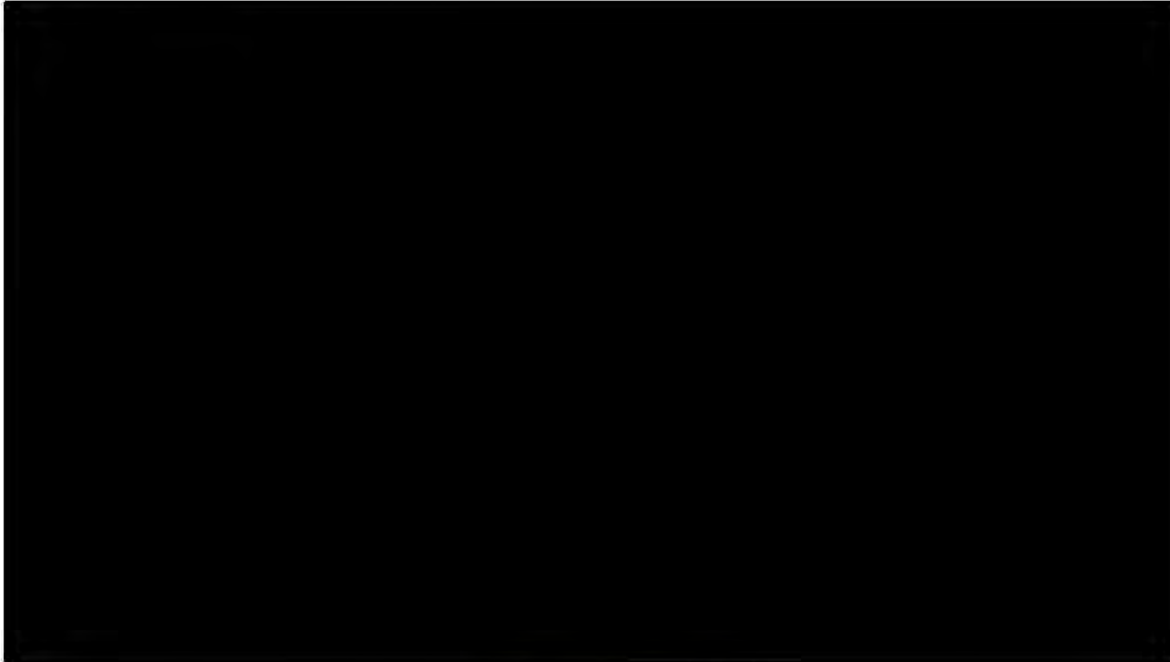
Secure Access & Roles

With the single sign-on feature offered with The ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** being assigned a series of account privileges in The ENFORCER® system, as well as The Visitor™ module. When the browser based GUI is launched, the user must “login” (see following example) to the system with a valid username and password.



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

Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.



The Visitor™ Roles

The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the ITS team's network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

Remote Access

Authorized users can access The Visitor™ remotely through The ENFORCER® platform. **Data queries, reports, and recording playback are all available through LAN, WAN, or VPN connection to the system.**

The Visitor™ module offers unlimited secure, **remote access from any computer with internet access**, allowing authorized users to log in to The Visitor™ any time from any location. Our remote access allows users to perform the same functions they can on-site, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability. Users may also perform administrative functions, run reports and analyze call data on a **smart phone or tablet, as well as computer.**

The Visitor™ is accessible via a secure browser-based graphical user interface (GUI). Investigators or any approved remote users can access the platform from **any internet-capable computer** by launching a secure SSL session (https) to the applicable system URL, which will forward the computer IP address to the perimeter firewall. If the remote user is using a static IP address, and that IP address is already registered on the firewall, the user will be granted a secure connection to The Visitor™ network and prompted to enter the approved username and password to access The Visitor. If the originating IP address is not registered on the perimeter firewall, the user will be re-directed to a hardened server that will register the IP address and provide temporary access to The Visitor™ network.

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

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

The Visitor™ system is configured to be accessible remotely over WAN or VPN to ensure availability of recording and call record data from any point or location.

PC Specs for Remote Access

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

- Operating System:** Windows 7 (32 and 64 bit) or Windows 8 (32 and 64 bit)
- CPU:** 2 GHz minimum, 3GHz+ recommended
- RAM:** 1GB minimum, 2GB+ recommended
- Hard disk:** 300MB minimum free for ICS software, 1GB free recommended
- Display:** 1024x768 minimum, 1280x1024+ recommended
- Browser:** IE 9.0+, Chrome 4.0+, Firefox 3.5+

7.6. General Configuration Requirements- Tablets

[Additional information provided per Addendum #4, Note #23]

If and when tablets are initiated in the facilities, the following will also apply:

- Vendor will ensure that all tablets are of Correctional grade quality.
- Vendor will assume all responsibility for tablet related injuries. *Per Addendum #6, Question #2:* Vendor agrees to assume responsibility for injuries arising from manufacturing, workmanship, or design flaws in the product, and or malfunctions which could cause injury, such as shattered glass, battery leakage, exposure issues, etc. Vendor will not be held accountable if an inmate used the device as a weapon against himself or another inmate.
- Vendor will ensure that the facility will have control over tablet functionality based on facility location.
- Vendor will ensure that all material on the tablets may be modifiable as requested by either facility.
- Vendor will ensure that tablets take a photo or use facial recognition for inmate access.
- Vendor will ensure that inmates who are deaf or hearing impaired have the ability to use video visitation or tablets at the same rates as traditional telephone calls.

ICSolutions Response:

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

Smart Comm did not simply acquire off-the-shelf Android tablet devices; rather, Smart Comm worked with a supplier to **custom design** and load an operating system that meets the specific requirements of SmartTablet applications and the security concerns of our clients.

These slim and secure devices are hardened and **specifically designed for corrections**. Smart Comm has also developed a customized and scalable charging solution that enables us to cater to your specific housing unit needs.



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

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

Tablet access is completely configurable according to inmate PIN, which ensures that an inmate in one facility does not have access to the same functionality as another inmate, whether assigned specific privileges or housed at a different facility. **All applications, features, and materials are completely customizable** and must be approved according to County requirements. **Tablet content can be configured based upon facility location, and can be modified at the request of either facility.**

Tablet access is tracked by the inmate's individual PIN and utilizes advanced **facial detection** software to zoom in on the individual's face. The same rates will be charged for all inmates, even if the inmates are deaf or hearing impaired. Deaf inmates placing Video Relay Service (VRS) calls which use a designated VRS device, and those calls will be provided free of charge.

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

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

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

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

7.6.1. Tablets must allow for inmate commissary purchases, at no expense.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Commissary ordering is a standard feature offered on the Smart Comm tablets, at no cost to the County or to the inmates. The SmartTablet can integrate with any commissary provider to enable tablet-based commissary purchasing, provided that standard web services are available from the commissary vendor.

7.6.2. Tablets must contain access to the Inmate Grievance System, if requested from either facility, at no expense.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Request and Grievance Reporting feature provides the facility with the capability to manage and process requests and grievances electronically, including requests for legal materials; requests for books; requests for a better cell assignment; requests for information such as court dates, charges, or release date.

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

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

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

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

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

7.6.3. Special requests documents and forms; or educational materials in PDF format for inmates, at no expense.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmates will be able to view the County's approved PDF documents, such as an inmate handbook, educational materials, etc. at no cost to the County. For example, material for **clean and sober classes** can be uploaded at no cost.

In addition, educational material is also available for access on the tablets, through the SmartEd™ program. Education is widely considered to be one of the primary ways to help reduce recidivism. Smart Comm offers access to a variety of educational material, which offers inmate education and court required courses. Some examples include:

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

In addition, nearly 100 classic and religious book titles are available for free access under the tablet's educational section.

7.6.4. Vendor will provide one headset for each tablet deployed. Inmates shall have the opportunity to placement earbuds or headsets from the commissary as needed.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. One free pair of earbuds is included for each inmate for each incarceration that will be compatible with the tablet and approved by the County. Earbuds are clear and designed in accordance with standard correctional security and environmental concerns, including suicide prevention. The earbuds shall not be distributed until approved by the County. Earbuds will also be available for purchase through the commissary.

7.6.5. Access to law library, at no expense. (County will be responsible for all licensing).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The County's current law library, Lexus Nexus, or any law library provider you may choose in the future be integrated into the Smart Comm tablets at no cost to the County.

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

7.6.6. Inmates must be able to receive incoming photos.

ICSolutions Response:

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

7.6.7. Inmate must be able to send and receive messages, with the ability of the facility to monitor as necessary.

ICSolutions Response:

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

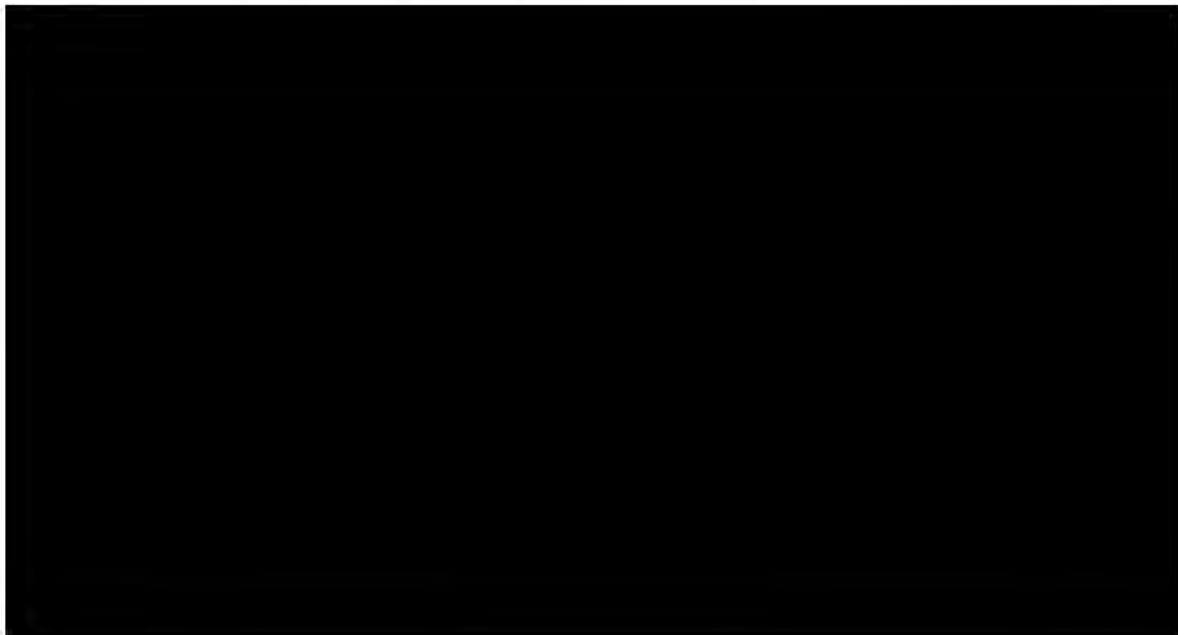
Multi-Lingual Translation - Since many inmates communicate in languages other than English, our management console has integrated translation tools that allow messages to be quickly and automatically translated to English so investigators can determine whether a message is of interest.

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

Electronic Photo Delivery - The electronic photo delivery feature allows friends and family to send digital photographs to inmates. Digital photos can be reviewed by staff before being delivered to the inmate.

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

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



7.6.8. Tablets should contain access to pre-approved entertainment; I.e., music, books on tape, etc.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The SmartEntertainment™ module allows inmates to stream approved content directly to the SmartComm tablet. Through the entertainment module, inmates will be able to access:

- Books
- Games
- Radio
- TV-Movies
- Web Browsing
 - Business & Entertainment
 - Employment
 - Entertainment
 - Health & Wellness
 - News

7.6.9. Tablets must include access to Law Library data banks.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Tablets can provide access to Law Library data banks, using the law library of the County's choosing, or we can offer Case Maker law library as described earlier in this section at no cost.

7.6.10. Inmates must have the ability to make calls using tablets the same as using the actual inmate telephones.

ICSolutions Response:

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

Please note that Smart Comm is fully integrated with The ENFORCER® and accessible through a **single ENFORCER® interface**. Facility staff will use just **one login to The ENFORCER®** to manage and investigate activities on all of the ICSolutions-provided software. Because the tablets are managed through The ENFORCER®, inmates will use the **same PIN** for all services, including **inmate phone calling, video visitation, and tablets**.

7.6.11. Tablet phone calls will generate the same commission to the facility as actual calls made on the inmate telephones.

ICSolutions Response:

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

Calls placed on tablets are processed through The ENFORCER®, in the same manner as calls placed on inmate telephones. **The same calling rates and commission rates will apply**, regardless of whether the call is placed using a tablet, a V17 multi-functional video phone, or a standard inmate phone.

7.6.12. All features purchases by inmates on the tablets; music, books, photos, etc., must generate a commission to the facilities and that commission must be specified in the vendors RFP response.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Please refer to the Costing Proposal following the Scope of Service for the proposed commission and fees on applicable tablet services.

7.6.13. Any tablet that is taken out of service for any reason, must be replaced immediately. The vendor shall ensure a sufficient amount of tablets are available while the damaged tablet is being repaired or maintained.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Maintenance and repair is included as part of the turnkey tablet solution for the term of the contract. We maintain a local supply of system components and replacement parts to minimize the time to service restoration. Replacement tablets will be kept onsite so a broken or malfunctioning tablet can be swapped out immediately. The County will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award to provide responsive maintenance and repair. The County will not be charged for any replacement tablets, shipping, packaging, or insurance.

In the event a Wi-Fi hotspot requires repair, the local dedicated technician will also have spares on hand to replace the non-functioning equipment. Other Network and software issues will be addressed remotely from the Smart Comm data center. ICSolutions will work with Smart Communications to resolve any issues with the tablets or tablet solution.

7.6.14. No service shall be removed from the tablets without express consent of the Sheriff/designee. Vendor may exchange tablets for upgraded technology; but at no time will vendor leave eligible inmates without access to a tablet.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All applications will be implemented or removed only with approval by the County. Inmates will never have access to any external applications due to the tablet network infrastructure.

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

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

Eligible inmates will always have access to tablets, regardless of hardware upgrades.

7.6.15. All activity on the tablets must have the ability to be monitored and or recorded, and inmates must be advised and consent to such prior to using a tablet.

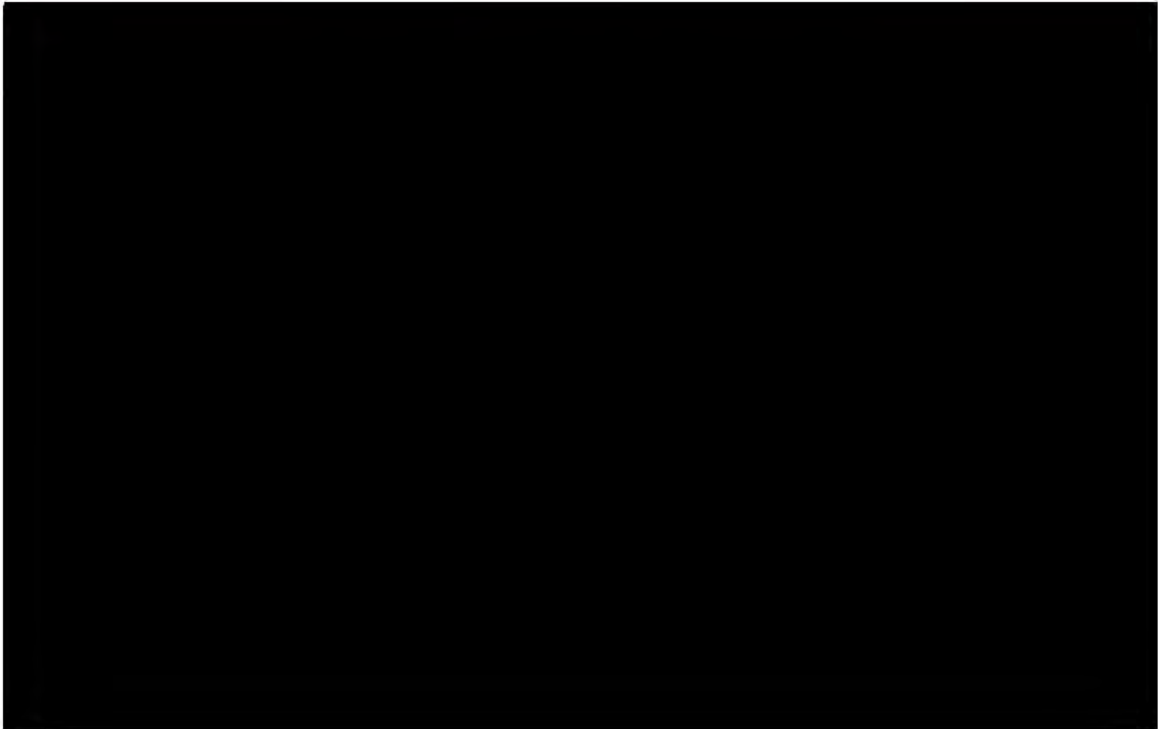
[Amended per Addendum #4, Note #21]

Vendors will ensure that the use of tablets will require an approval process from the facility before inmates can use them.

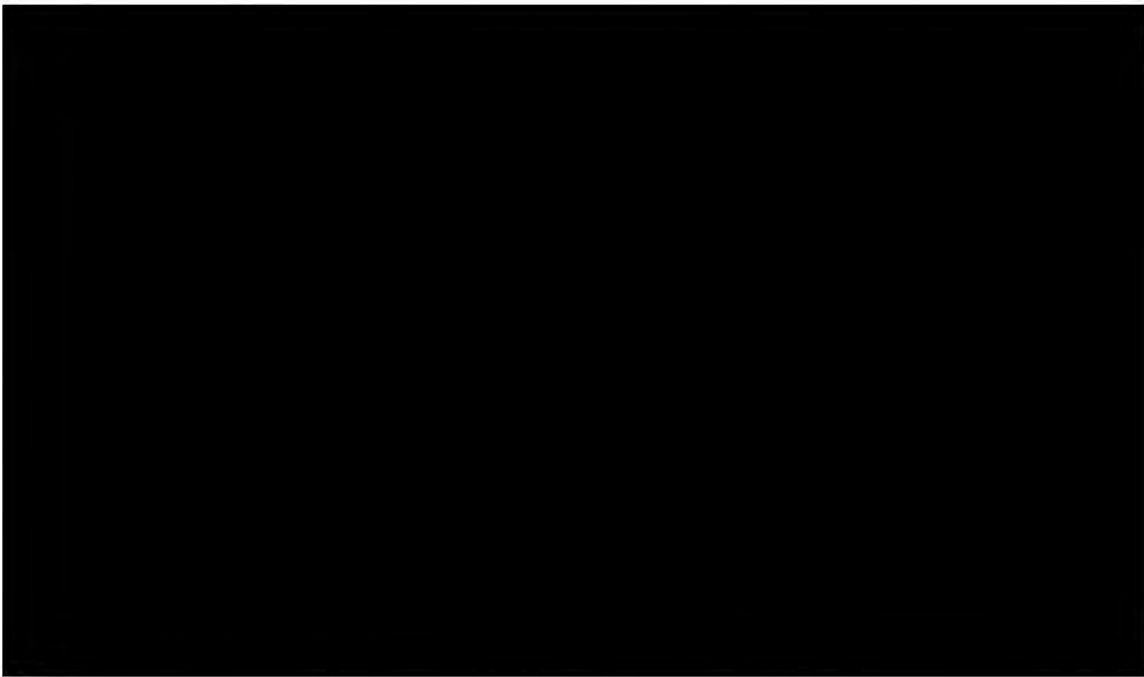
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All tablets are monitored through an automated monitoring and alerting platform. Inmates are always notified that calls, visits, etc. may be monitored and recorded. **The use of tablets always requires approval from authorized facility personnel before the inmate can use the tablet.** Inmate access is associated with their inmate PIN, which defines the inmate's access to all services.

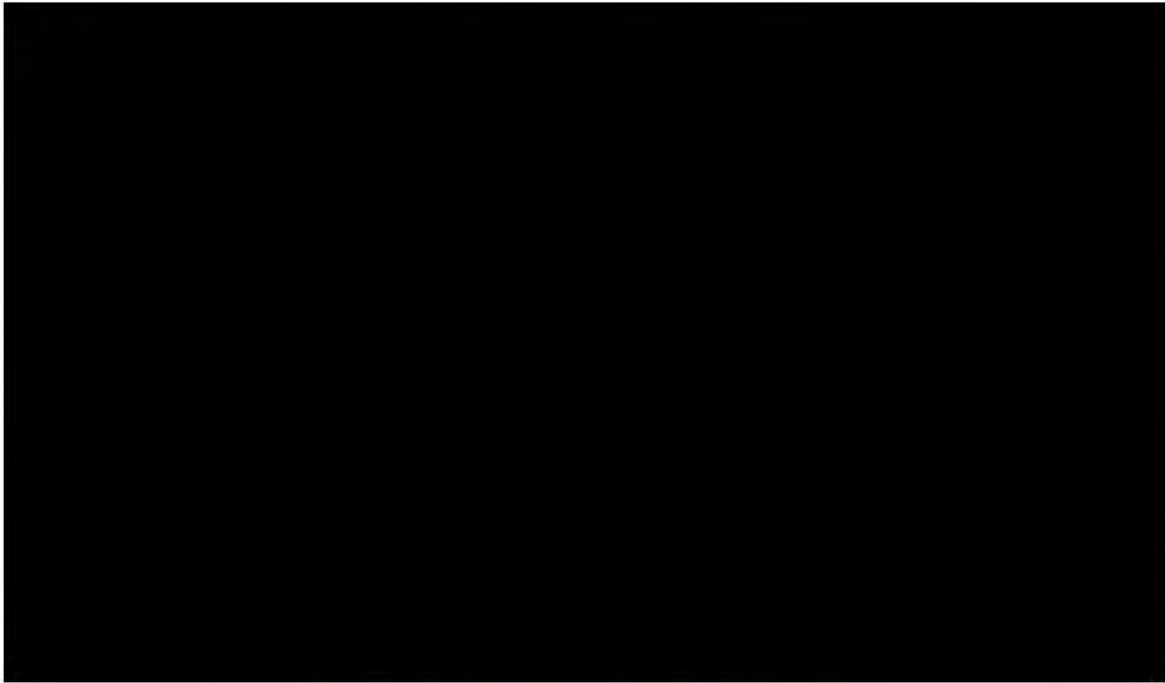
The Smart Comm Management Console allows access to multiple on-screen reports to assist with administration, investigations, activity monitoring, and ensure security. Authorized users can view inmate request information response tracking, keyword searches, facility user responses and more by logging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



Staff Response Counts by Request Type and Date



Answered Request Log



Average Response Times by Request Type



Request Aging Report



Keyword Tracking Report

In addition, Smart Communications tablets installed can be easily accessible remotely over our WAN to ensure reporting access and availability of support at no cost to the County. Data queries and reports are all available through the Smart Communications installed WAN connection to the system.

To ensure the utmost security, Smart Communications will register all on-site computers' IP addresses with our Firewall Manager to allow access to our private, dedicated WAN so that users may connect directly to the web-based GUI with an SSL-enabled browser.

Remote users may gain access to our dedicated, private WAN network using IP addresses registered with the system. When remote users connect with the system, they are redirected to a secure server where they are required to enter their user credentials to authenticate themselves. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are redirected to the web-based inmate calling system, where they can perform all functions that are available on site.

Our IT staff is immediately notified in the event of equipment failure so that we can affect replacements as quickly as possible. The system retains all data, which is stored in Smart Comm system database throughout the life of the contract. Smart Comm will work with the County to develop custom reports that include the above information.

7.7. Installation / Maintenance of Video Terminals:

7.7.1. Scheduling of installation shall be coordinated with continuing facility operations. Coordinating removal of existing telephones, installation of new phones and video visitation terminals and all work required by the local telephone company to ensure no lapse in inmate phone service shall be the responsibility of the successful contractor. Within ten (10) days after notice of award, the successful proposer shall submit to the facility, a complete work schedule that outlines roles, responsibilities, equipment replacement and timelines. Onondaga County will not assume responsibility for any work started prior to a fully executed (signed) contract.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Choosing ICSolutions will prove extremely beneficial during system implementation. Implementation will be smoother and require less time, because we are already well acquainted with Onondaga County's needs. Please refer to the **Implementation Plan** provided in **Section E** for a detailed narrative, timeline, and Gantt chart.

7.7.2. The successful vendor shall be responsible for maintenance on a twenty-four (24) hour, seven (7) days per week basis. Repair response time shall be less than four (4) hours for minor repair and less than two (2) hours for major failure. Repair response shall require a minimum of a qualified technician either on-site or remotely connected to the system. If on-site, (and not prior to declined) / the technician shall have adequate replacement components to affect the repair of port modules, power supplies and telephone components. Remotely connected repair technician shall either repair or notify the facility within one (1) hour of access to the systems to the problem and planned resolution. If the contractor cannot or does not respond within the minimum emergency response time the County may hire repair services to be completed and the contractor shall be responsible for all costs.

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® communications system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service.

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll free number** [REDACTED] you will be connected with a live Level 1 TSC technician. TSC personnel are professionally trained and experienced in the operations of the inmate communications system and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

The following Priority Schedule defines our standard service commitment offered to each one of our clients. Specific terms are always customizable.

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.

System Performance Monitoring

The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

1. **Call Volume Activity** - ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
2. **Network Availability** - Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
3. **Variations** - Daily call data is compared against normal call activity characteristics such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

4. **System Monitoring** - System monitoring is part of the fundamental design of all components of The ENFORCER® system. Key applications send heartbeat messages to ICSolutions' central monitoring system **ERTS (ENFORCER® Real Time Status)**. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called "**The Patrol**," which is completely unique in call control platforms. . The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. The County will continue to be served by your current technicians, and additional local technicians will be available as backups.



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.

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.

7.7.3. Any software/hardware upgrades must occur without facility disruption of service and all at no cost to the County, inmates or called parties. No upgrades or changes will be made without facility foreknowledge and approval.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. System feature upgrades and bug fixes are released monthly to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

Documentation is accessible online within The ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.

All software and hardware upgrades will be performed at a time agreed upon with the County to ensure minimal disruption to facility operations. For smaller hardware installations, a technician will come to the facility. Installation of new hardware will be assigned an ICSolutions project manager and handled like the initial implementation with a Site Survey, a meeting with the County, a Project Plan and weekly progress reports.

7.7.4. The vendor shall explain the process recommended for resolution of erroneously blocked telephone numbers by called parties. The facility shall decide how to handle resolution to these issues; i.e. require a fax from the homeowner authorizing the release of the block, etc.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Unblocking in real-time can be accomplished by:

- Authorized County personnel
- ICSolutions personnel upon the County's request
- Called parties who contact the Customer Service Department

ICSolutions will handle resolution according to the requirements desired by the County.

7.7.5. Vendor will fully train senior facility investigators on all aspect of the inmate telephones, the inmate video visitation terminals and the inmate tablets. In addition, to detailed instructions on call monitoring and call recording systems.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposal includes initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract. ICSolutions' goal is to familiarize Onondaga County personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down for all proposed services. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

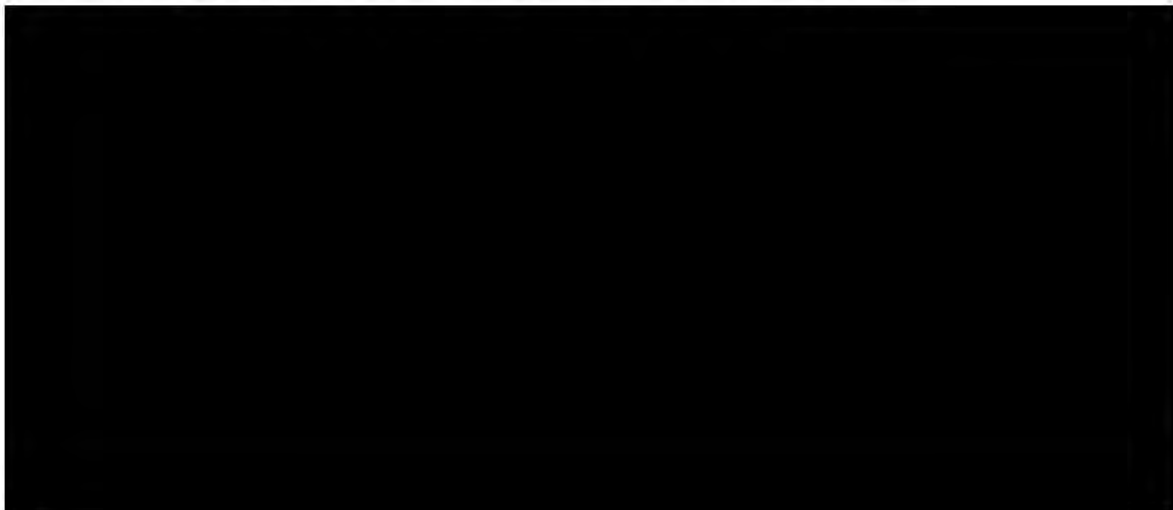
ICSolutions will provide a **customized hands-on training curriculum** for each facility served. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.



7.7.6. The vendor will describe the equipment that will be installed; Type, model number, and durability of handsets and cords, etc.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided the manufacturer and model numbers of the proposed equipment in the table below. ICSolutions will install the following equipment, or a functional equivalent, at no cost to the County.





Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. All proposed phones and inmate station handsets 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. Please refer to **Exhibit 3** for specifications of the proposed equipment, including all equipment listed above, plus the VRS and a rolling (cart) mount that inmate phones can be mounted to.

7.7.7. The County will entertain proposals for facility staff to perform minor maintenance on equipment provided that replacement parts are available and that repairs are within the scope of the abilities of staff. (Phone maintenance option); instead of 20 (twenty) hour on-site representative.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. **ICSolutions proposes to maintain our existing site administrator at the Correction Department.** For periodic maintenance and repairs at the Justice Center, ICSolutions would like to utilize our local field technicians. Either facility can elect to forego the site administrator or field technicians and utilize their internal staff to address minor repairs if preferred. If the facility elects to forego the site administrator or field technicians, ICSolutions will substitute a monthly phone maintenance stipend equal to \$15.00 per inmate telephone.

7.7.8. The vendor will explain the telephone and video visitation system capabilities to deal with emergencies such as power failure to authorized personnel.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The management of ICSolutions recognizes the importance of maintaining procedures to ensure the continuation of critical business processes and minimize disruption in the event of hardware, network, or other unexpected failures or disruption. In the event of any system emergency, facility personnel should contact our live-staffed Technical Services Center (TSC) that operates 24 hours a day, 365 days a year in support of our customer sites. TSC personnel will then perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

The ENFORCER® communications system is delivered with a 2.2 KVA rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, 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 employs multiple levels of redundancy to ensure 99.999% uptime for the ENFORCER® calling platform, as well as to protect against data loss and ensure continuous availability of call recording and data:

- **Network Redundancy:** The ENFORCER® is built on full network redundancy. For large County and State deployments, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.
- **Call Processing Redundancy:** While the primary call processor is housed at the primary Data Center in [REDACTED] we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in [REDACTED]. Therefore, if a disaster should ever disrupt call processing in [REDACTED] service would instantly fail over to the secondary processor in [REDACTED].
- **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in [REDACTED] and one data center in [REDACTED]). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.
- **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken off line, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
- **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

- **Video Visitation Storage Redundancy:** The storage solution will be configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

7.7.9. The selected vendor will provide within a week after installation, an accurate inventory of phones, the numbers, and locations of each inmate telephone, video visitation terminal and inmate tablet. (The Sheriff's office is not committing to using tablets at any time in the future. However, if and when a decision is made during this contract period, this clause will be in effect)

ICSolutions Response:

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

7.7.10. Vendor will be responsible for the confidentiality of all documents provided during the project including all building drawings that may be provided for installation purposes. Vendor will file with the County the names of all persons able to view the materials and will number any copies made of the materials. The facilities in question are secure and Onondaga County reserves the right to request the removal of any team member for security purposes at any time.

ICSolutions Response:

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

7.8. Management Reporting Workstations

7.8.1. The contractor must provide a comprehensive call management/reporting system that can be easily controlled/accessed through a graphic user interface (GUI) workstation for all inmate telephones. The contractor must provide up to seven (7) workstations; either (CPU's) or laptop workstations, each with a color printer. The workstations shall be located in strategic locations within the facility; with the exception of two (2) laptops and one (1) air card, which shall be used for offsite applications and investigations.

ICSolutions Response:

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

ICSolutions will furnish the County with the specified number of fully-featured administrative workstations, laptops, and air cards in the locations designated by the County. Workstations 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

7.8.2. The workstations shall be networked/configured such that call management information entered at any workstation will be implemented at all other workstations. Access and system security must be portable from user/client workstation and be based on user profile. All workstations shall have Internet access.

ICSolutions Response:

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

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

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.

7.8.3. Call management/reporting workstations should allow call blocking by telephone number and individual telephone on/off control, both manually and by scheduling. Specifically, the system will have the ability to schedule when usage begins and ends.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER offers extensive call control capabilities, including call blocking, phone shut off, and phone scheduling.

Call Blocking

Blocking can be performed on multiple levels, in various scenarios, including:

- On specific phone numbers facility-wide using the Global Number Table
- On specific phone numbers only for specific inmates in the Inmate's PAN list
- By called parties during the call set-up process
- Automatically after a called party refuses the call a set number of times
- Blocking a range of phone numbers using the Wildcard blocking feature

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

Important Block Features include:

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

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

Phone Shut-Down

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

Immediate Shut-Down

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.

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 Scheduler

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

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

7.8.4. The telephone call management/reporting workstations must provide easy to use reporting tools that access call history and detail. This information should be stored online for the length of the contract, and permanently archived in a retrievable format. Information stored in the system should be user friendly and formatted in a way that retrieval is detailed and efficient.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in **real-time, with no intervention necessary** from ICSolutions. Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

The ENFORCER® has extensive search capabilities that 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.**

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.

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.**

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,

INMATE CALLING SOLUTIONS

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

If you select ICSolutions to continue providing your inmate telephone services, ICSolutions will retain all *existing* call recordings and call data in our centralized platform to ensure ***continued and uninterrupted access to all data and recordings made since 2006!***

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

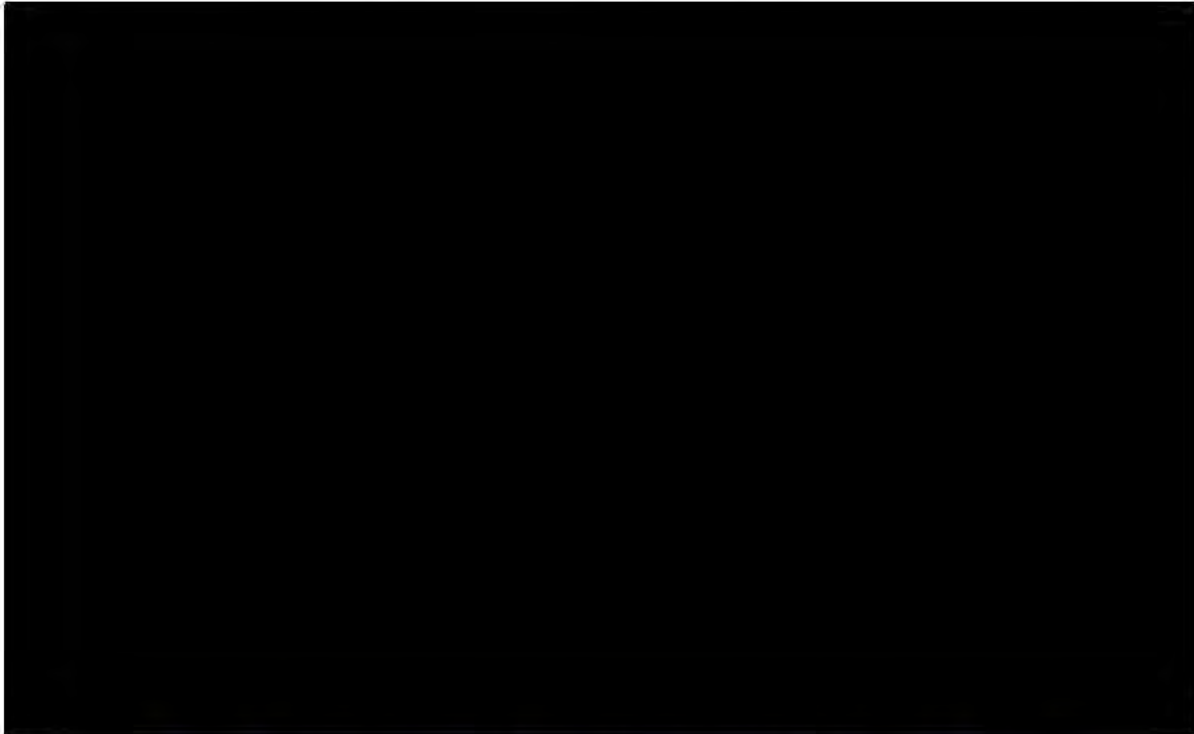
The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in ***Exhibit 4*** of this proposal.



Call Detail – Search Call Records

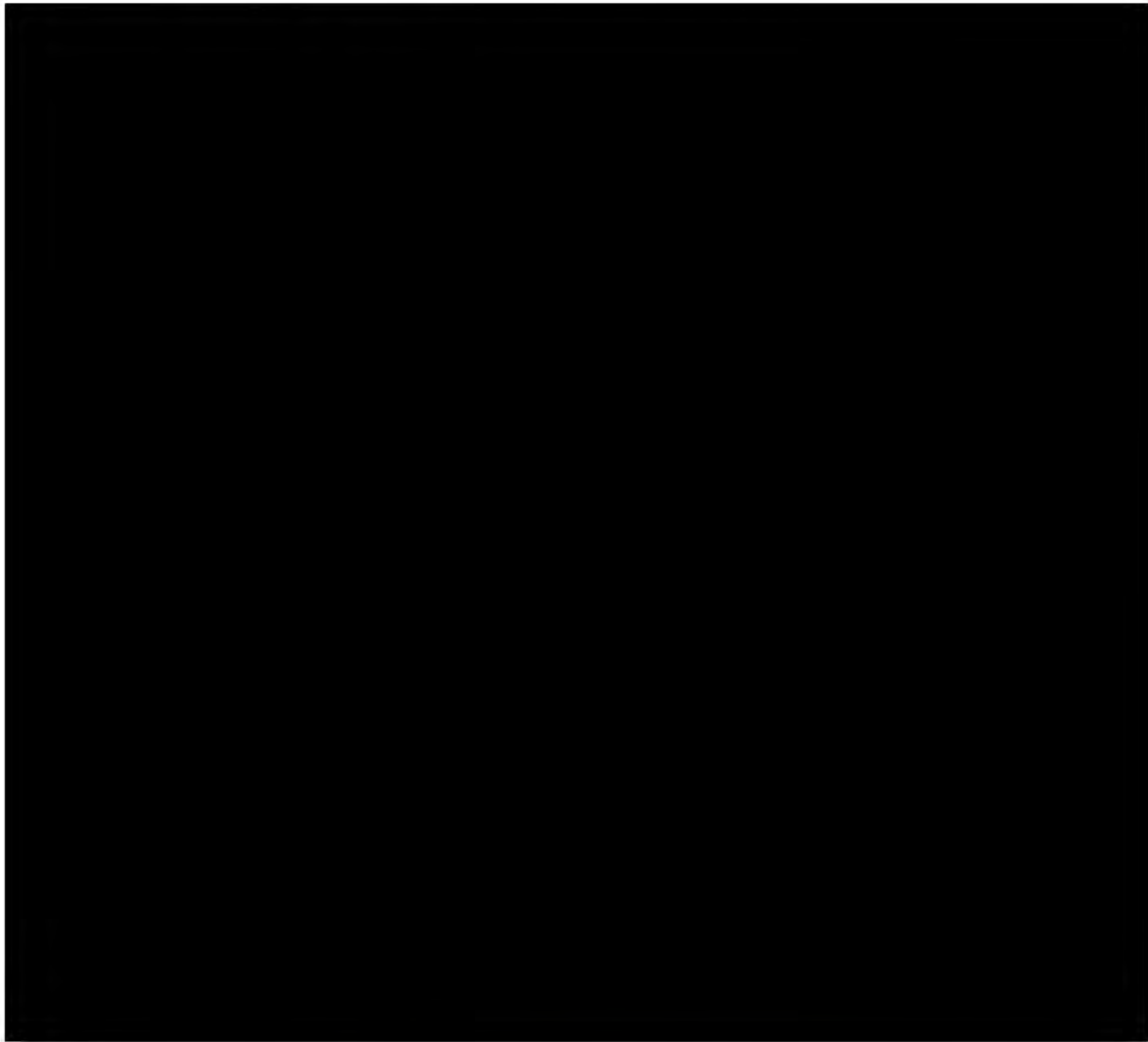
Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:



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

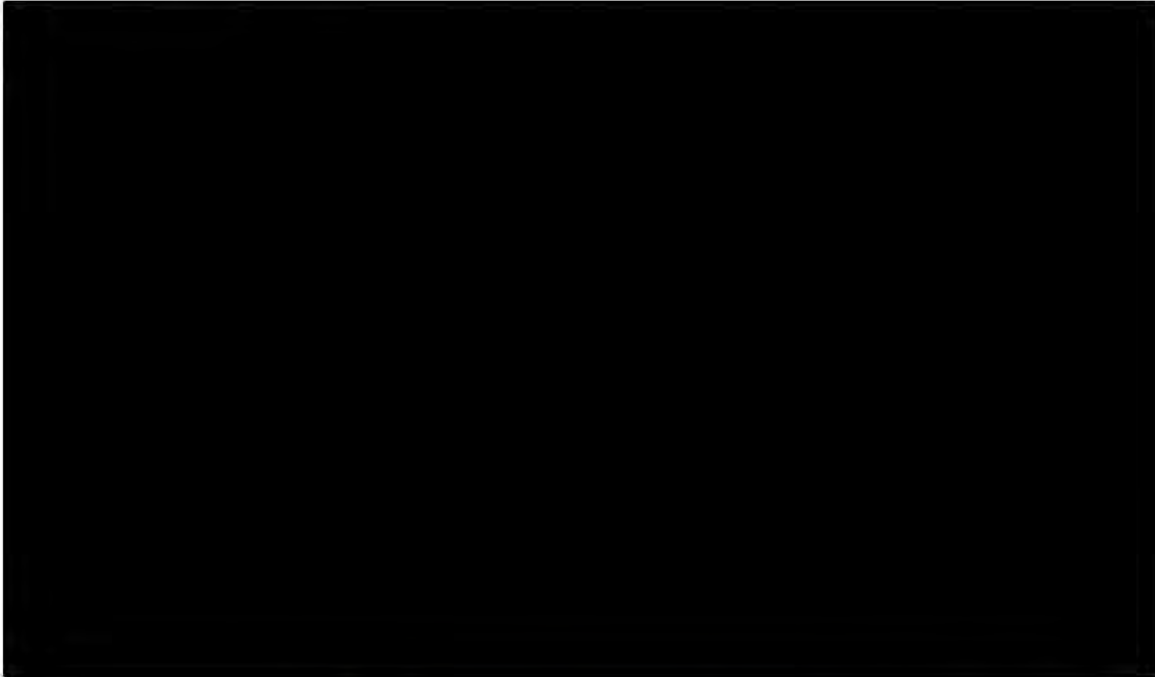
The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Name, etc. By clicking **Change Columns** in the results screen or **More Search Criteria** in the search screen the user is provided with an extended list of call recording search options as shown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

Users can add additional parameters to a call detail query by clicking on **More Search Criteria**. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries.



Call 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.



Call Detail - Search Calls - Standard Results screen

7.9. Call Monitoring / Recording & Reports

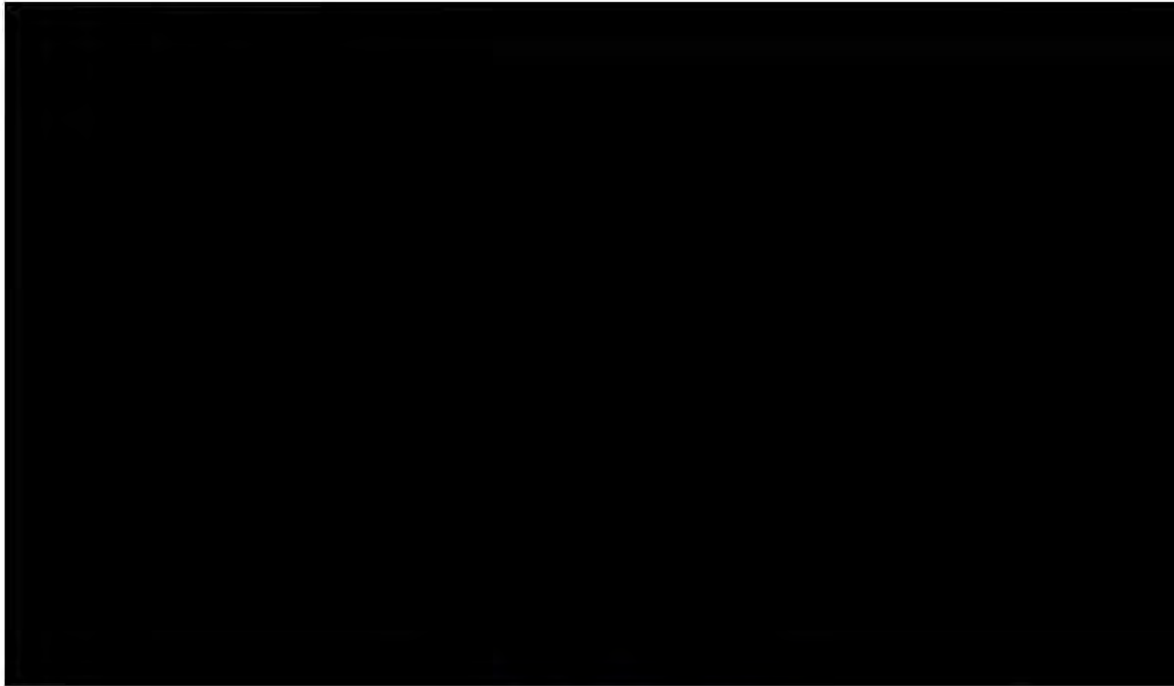
7.9.1. The inmate telephone system shall have the ability to monitor by inmate name, PIN, telephone number, specific telephone and date and time; as well as other investigative methods deployed by the InvestigatorPro software, or equal. Both inmate telephone and video visitation must have the ability to live monitor, and be terminated in real time.

IC Solutions Response:

IC Solutions has read, agrees, and will comply with the requirements as stated. All inmate telephone calls and visits can be monitored and terminated in real time. Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or on-site**. 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**.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The live monitoring screen in The Observer module of The ENFORCER® displays calls in progress with the inmate name, PIN, telephone number, specific telephone

station, and date and time. Additional columns associated with the call detail record can be viewed for any call in progress. Calls can be terminated in real time simply by clicking the Cut off button in The Observer call monitoring screen.



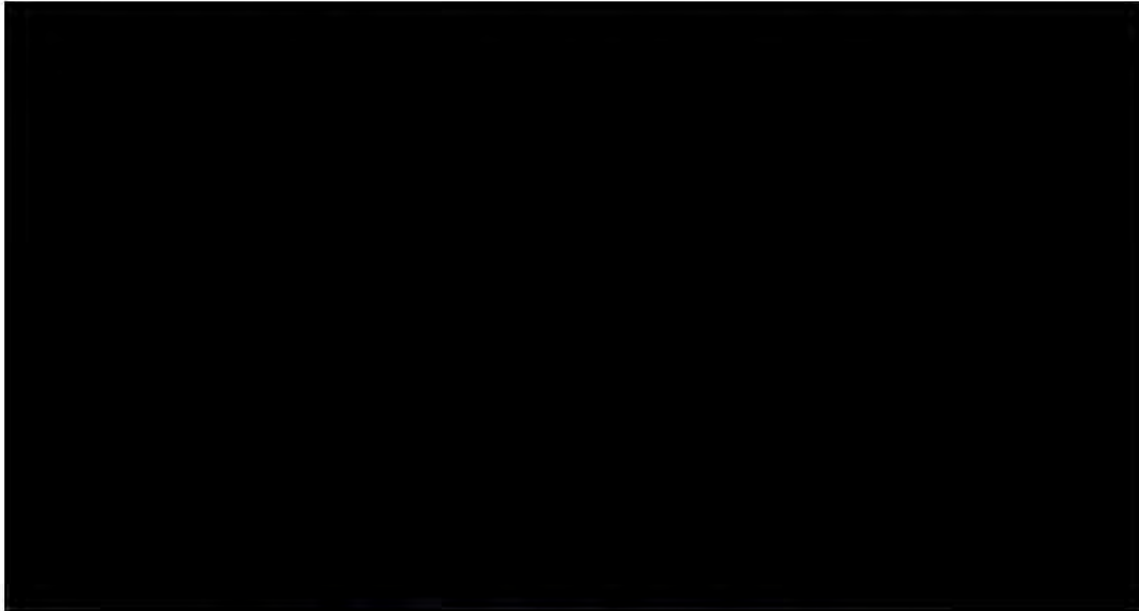
Display of Calls in Progress

The ENFORCER® also offers an enhanced **real-time continuous voice detection, imposter identification**, and other analysis capabilities that allows for automated call monitoring. 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 best part is, no separate software is required because The Imposter is built right into The ENFORCER®.

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.**

ICSolutions can also offer optional voice biometrics tools from Argus that allow **continuous voice identification of inmates and called parties**, providing investigators verification of whom is speaking and the identity of the inmates. More information regarding Argus Echo and Crimes is provided in response to **Requirement 7.4.3.**

The Visitor™ Video Visitation System also includes a live monitoring feature. ICSolutions' proposal includes a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen in The Visitor™, with a default of up to twenty visits viewed simultaneously.



Live Monitoring of Video Visitation Sessions

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. To lock on a particular visit, the user simply selects that particular visit for "Watching" and the user will be able to monitor video and audio of that particular visit.

Authorized users can instantly disconnect a visit with 1 click directly from the live monitoring screen. After canceling the visit from the live monitoring screen, The Visitor™ will require the authorized user to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer will be able to temporarily or indefinitely ban the visitor. All cancellations and disconnections are logged on the Video Records or the Visitation Schedule screens.

7.9.2. The system shall have the ability to disconnect a call or a video visitation session.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As described in the previous **Requirement 7.9.1**, calls and visits can be disconnected in real time. Authorized users can disconnect calls and visits with one click. Calls can be terminated in real time simply by clicking the Cut off button in The Observer call monitoring screen, and authorized users can instantly disconnect a visit with 1 click directly from the live monitoring screen.


- 7.9.3. The inmate telephone system, in conjunction with the InvestigatorPro software or equal, shall incorporate proven technology to scan recordings, search recordings, play back recordings, eliminate pauses in recordings, playback individual sides of conversations, high-light recordings with notes and transfer recordings for use by the staff in their routine investigations. The system shall have the capability, on demand, to store recordings online and the recording must be accessible instantly. The system must have the capability to easily record inmate conversations to CD in universally accepted formats. (WAV, MP3, data) procedures for archiving recordings must be described. Phone calls must also be able to be e-mailed.

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 opt on to record every call or to track only those phone numbers selected for recording. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password.

Play Back and Export Call 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.

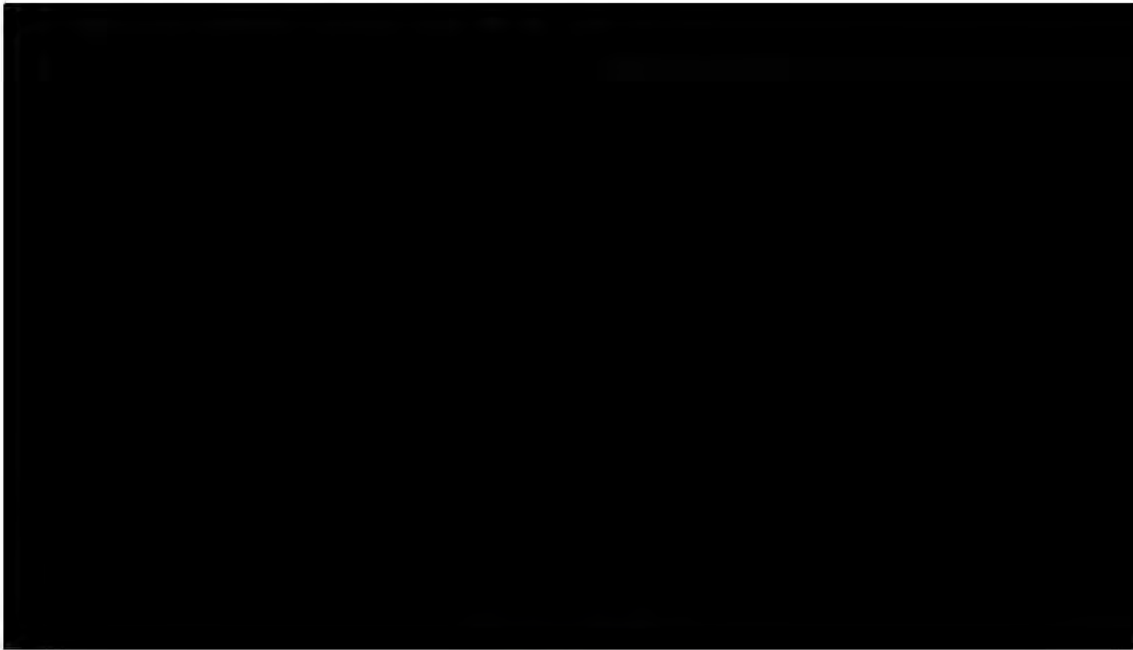
All this can be accomplished via the ICSPlayer. The user simply selects the call from the call detail screen or clicks the play  icon to the left of the call detail record and the ICSPlayer will appear.



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

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

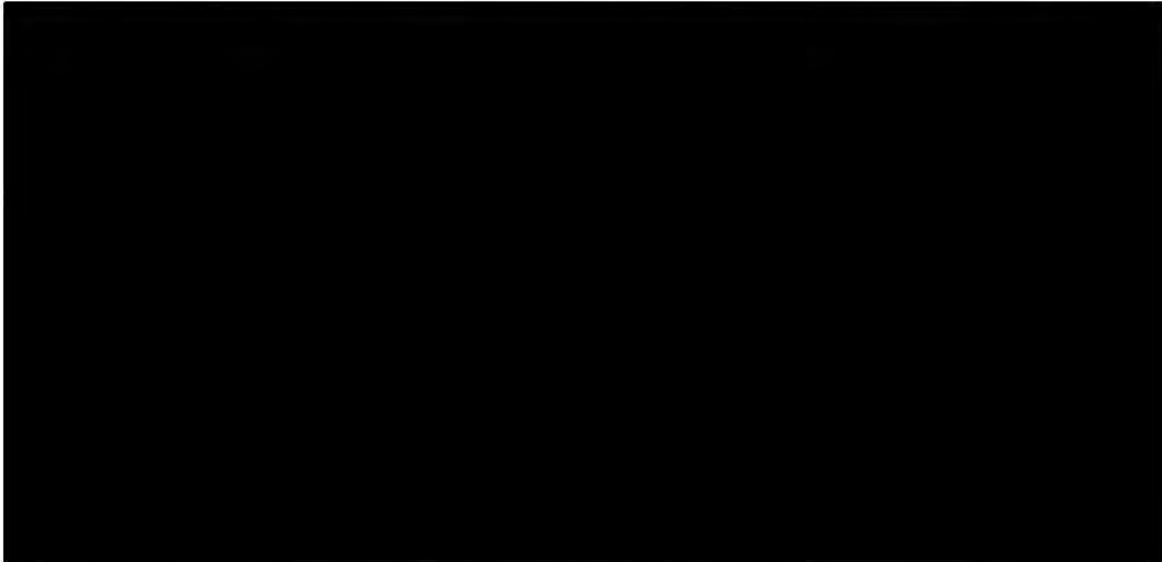
- “Bookmarking” a time point in a call recording with a name or comment
- Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback
- Saving bookmarks for future use when you or other users access the call recording
- Adding locally saved recordings to the 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

The Firecracker module 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.



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

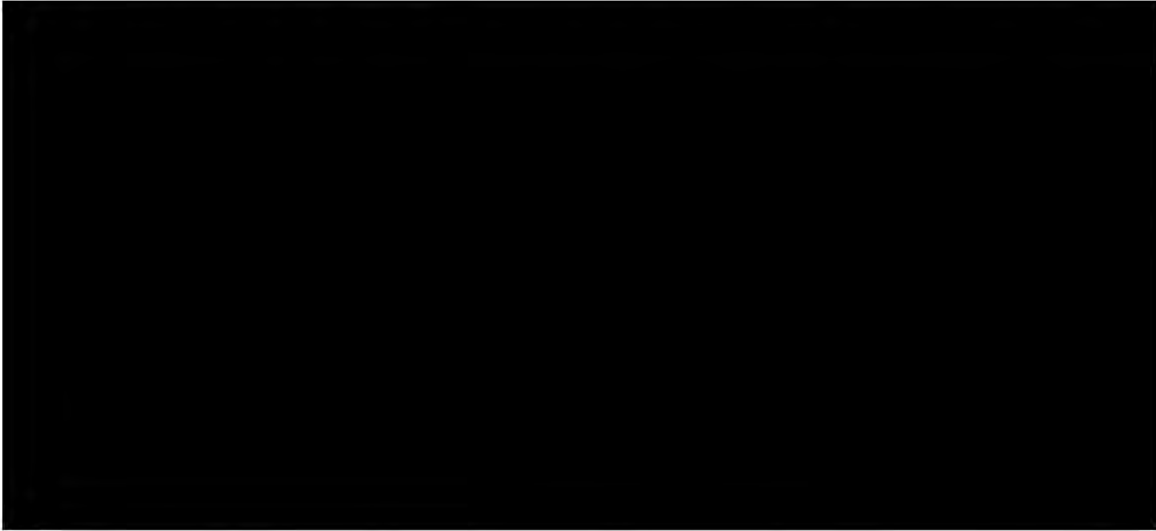
Once selected, The ENFORCER® opens the Firecracker application window. From the application window, personnel have the option to:

- 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



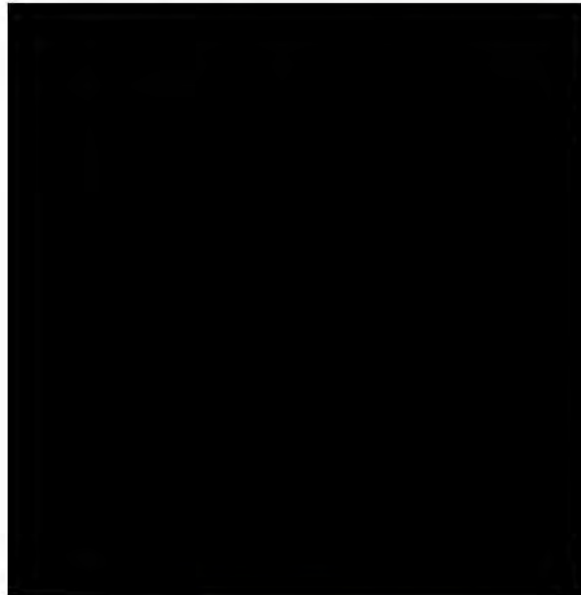
Email Call Recordings

Authorized users can log in to The ENFORCER® to email a call recording directly from the Call Detail results screen. After performing a call detail query, the user simply selects the recordings they wish to email and clicks the **Email call recordings** button to attach the recording(s) to an email message.



Call Detail Results - Email Call Recordings

A pop-up window appears to enter the email address, subject, and body text of the email message:



Email Recordings Pop-Up Window

A maximum size can be set in the Max Size field. The file size for a compressed 15-minute recording is approximately 2 MB. Once the user clicks Send, each call recording will be attached to the email message as a separate mp3.

Online Recording Storage

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 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.**

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 County from any potential data loss.

If you select ICSolutions to continue providing your inmate telephone services, ICSolutions will retain all *existing* call recordings and call data in our centralized platform to ensure ***continued and uninterrupted access to all data and recordings made since 2006!***

- 7.9.4. The inmate telephone system shall be capable of producing the following investigative and administrative reports: (at a minimum)
 - 7.9.4.1. Account telephone number list, Alert notification
 - 7.9.4.2. Approved telephone numbers search, Attempts by station
 - 7.9.4.3. Call detail, Calls from PIN not at facility
 - 7.9.4.4. Chronological list of calls
 - 7.9.4.5. Currently suspended telephone accounts
 - 7.9.4.6. Extra dialed digits
 - 7.9.4.7. Facility blocked telephone numbers
 - 7.9.4.8. Frequently dialed numbers
 - 7.9.4.9. Inmate directory Inmate history Inmate transfers
 - 7.9.4.10. Most active inmate (s) New inmate(s)
 - 7.9.4.11. Quantity of calls placed Quantity of minutes placed Released inmates
 - 7.9.4.12. System-wide blocked phone numbers
 - 7.9.4.13. Telephone numbers called by more than one inmate Telephone numbers listed in more than one account Telephone number usage
 - 7.9.4.14. Toll free numbers called by inmates
 - 7.9.4.15. 3-way detect

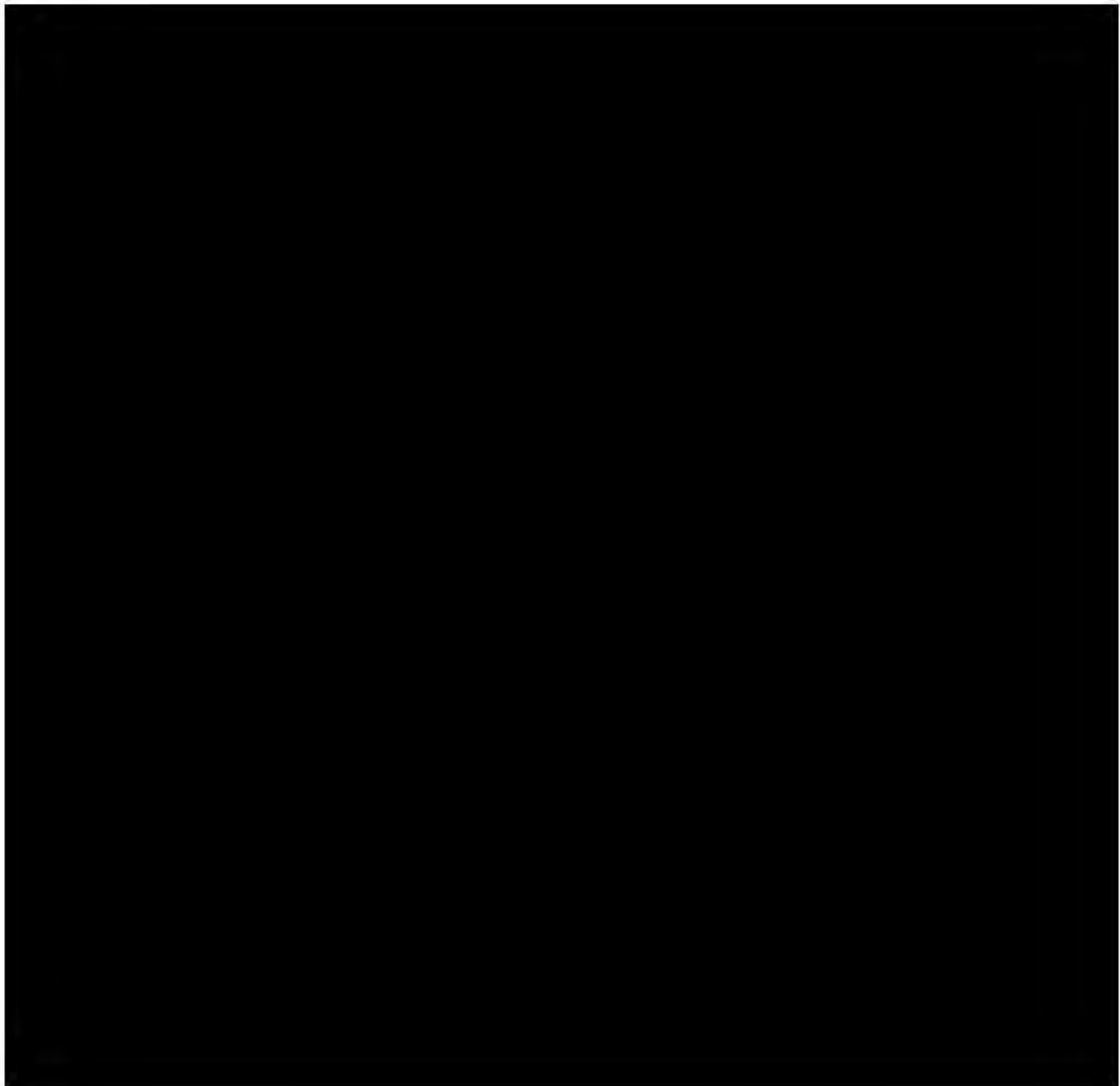
ICSolutions Response:

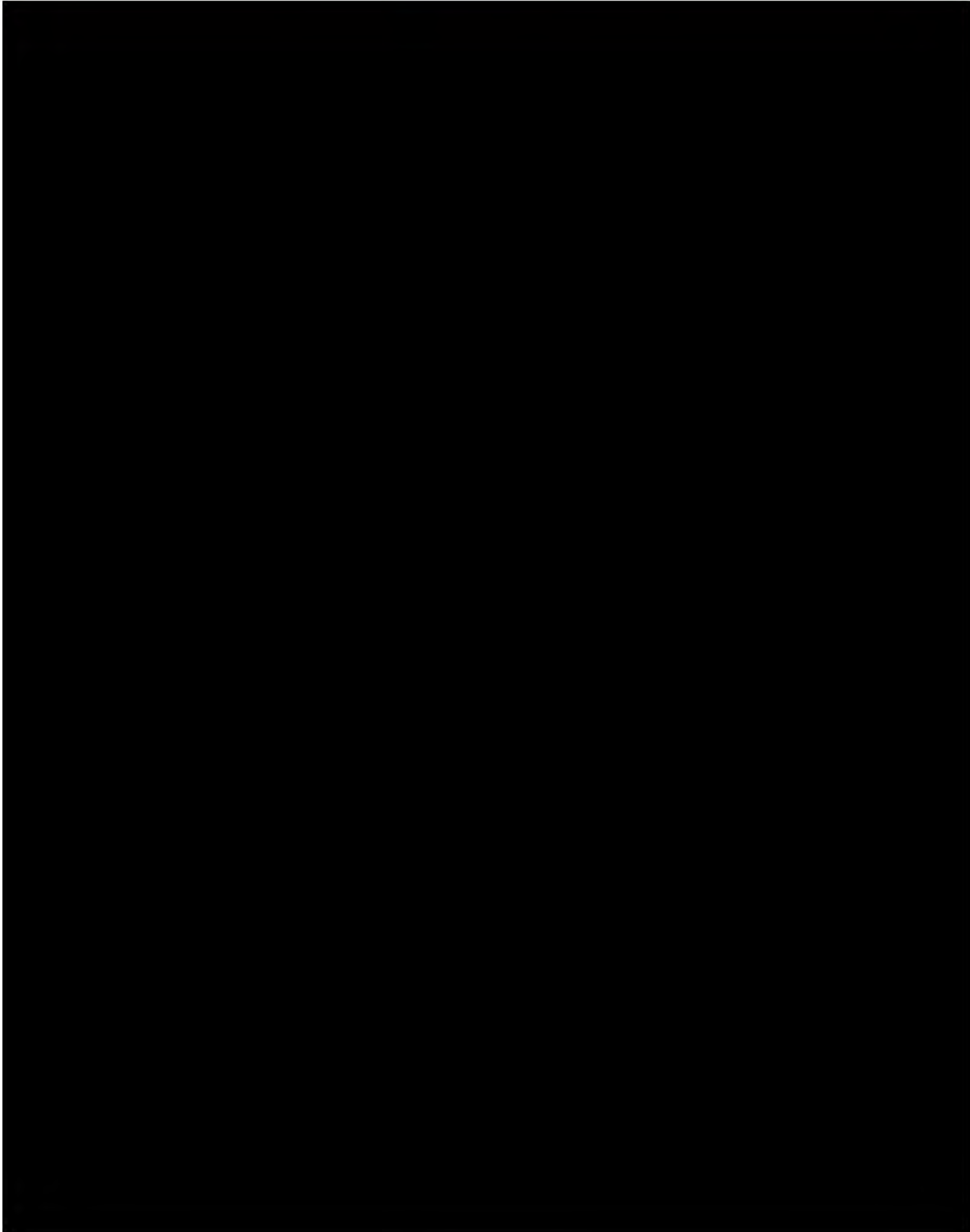
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. **The system comes preconfigured with an extensive list of standard reports.**

Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The ENFORCER®, **ICSolutions is happy to assist by creating any new, customized reports that are desired.** Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

The following is a list of the standard reports available on The ENFORCER®. Samples of the most commonly used reports are provided in **Exhibit 4** of this proposal.





- 7.9.5. The inmate telephone system should include an alert system that will detect and notify calls made to restricted numbers, calls made by restricted individuals, or calls made from restricted telephones.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Restricted calls will not be connected, therefore, no alert is necessary. Facility users can view and run reports on call attempts to restricted calls. Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule. Alerts can be placed on calls placed on specific phone numbers or by specific inmates so that personnel can monitor the call in progress.

7.9.6. The system must provide for the monitoring of live inmate telephone and video visitation calls without any detectable deterioration of call quality or call interruptions.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The live monitoring function for all systems 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, call quality, interruptions, or recording.

7.9.7. The inmate telephone system and video visitation system must have safeguards in place to avoid certain pre-determined numbers and individuals (video) from being recorded.

ICSolutions Response:

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

The ENFORCER® offers the ability to record and monitor all calls from any of the inmate phones with the facility, with the exception of privileged calls, such as calls to an attorney or medical provider. During the call process before the call is connected, the inmate and called party are notified that the call may be monitored and recorded. However, specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded.



Additionally, 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" status, calls to those numbers are exempt from recording and monitoring. Additional attorney numbers may be added at any time. 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 in a list that authorized

facility or ICSolutions personnel must approve before they become active. The screen below shows the optional attorney registration approval function:

7.9.8-. The inmate telephone system and video visitation terminals must be configured/networked such that all recorded calls may be accessed from only designated workstations; (or other electronic device-I.e., cell phone-telephones only).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The system is deployed on a private, dedicated, and firewalled network managed entirely by ICSolutions. The ENFORCER® platform is accessible via a secure browser-based graphical user interface (GUI). Only approved users with a user ID and password can access the platform from authorized computers and mobile devices by launching a secure SSL session (https) to the applicable system URL, which will forward the IP address to the perimeter firewall.

If a 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.

7.10. Commission/Cost Structure

7.10.1. All commission payments shall arrive no later than thirty (30) days following the calendar month for which commissions are being paid. Failure to pay accurate commissions on a regular, monthly basis may be grounds for cancellation, without penalty, any agreement executed as a result of this Request for Proposal.

ICSolutions Response:

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

7.10.2. Provider shall provide the following summary report with each monthly commission check: Number of calls by category below, number of minutes, gross revenues sent to billing:

- 7.10.2.1. Local
- 7.10.2.2. Intralata
- 7.10.2.3. Interlata
- 7.10.2.4. Interstate
- 7.10.2.5. International

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. Additional monthly reports can be provided upon request, or authorized facility users may run reports at any time.

ICSolutions provides the data necessary to verify the accuracy of commission calculations at all times, **allowing complete transparency of collected revenue**. Commission and revenue data can be accessed **at any time** by authorized County personnel by logging on to the ENFORCER® system via a County workstation or remotely. ICSolutions also provides monthly commission statements with each commission payment that can be verified against the data through The ENFORCER®. A sample commission statement is provided as **Exhibit 5**.

7.10.3. For inmate telephone service the vendor must provide an alternative billing option to called parties who are characterized as un-billable by virtue of their selection of an alternative local carrier for service. Telephone system proposed must permit the first call attempt to complete and must provide the called party with immediate access to customer service representatives for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll free number call for information or account set-up, this must not be the only alternative. Called party account set up must include various payment options such as: credit card, electronic check, Western Union, etc.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Upon the first attempt to call a number that is not associated with a prepaid account, the inmate and called party are connected for a **free one-minute call** to discuss the situation. After this free call, the called party is given the option to be **instantly connected to a live ICSolutions billing specialist**, who can explain our prepaid calling options and set up a prepaid account, so that future calls will be connected.

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.

Our Prepaid Collect calling option 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 more funding options and easier account management.

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.

ICSolutions can also provide Call Center Debit, Integrated Cardless Debit (Inmate Prepaid), Direct Billing, and DirectLink Cardless Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. More information about these calling options is provided in response to **Requirement 7.4.21**.

7.10.4. The vendor for inmate telephone, video visitation and tablet service may submit any other pertinent information that will assist the County in evaluating the potential revenue and benefits for their proposal. This may include additional features/capabilities available by virtue of the inmate telephone, video visitation terminal and tablet installation.

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' The VerifierSM and Argus Voice Biometrics, The Word Detector Keyword Search, Over-the-Phone Visitation Schedule Notifications, Reverse Lookup, Inmate Voicemail, Email, The Communicator Inmate Communications Portal, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork, cash-handling, and other administrative duties that jail staff must perform to support inmate services.

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. Word Detector offers enhanced features, such as the ability to **create watchlists**, which enable users to build and save lists of words or phrases that are automatically detected for investigative and reporting purposes. 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**.

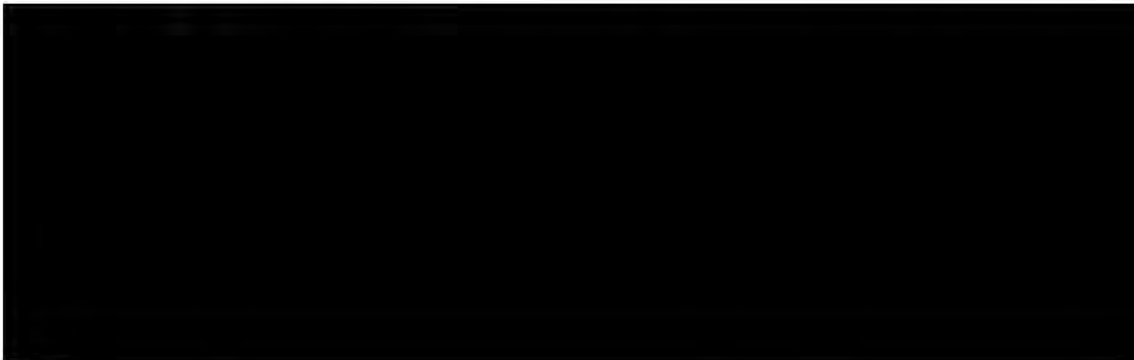


The Word Detector will be provided at no cost to the County.

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.



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.”

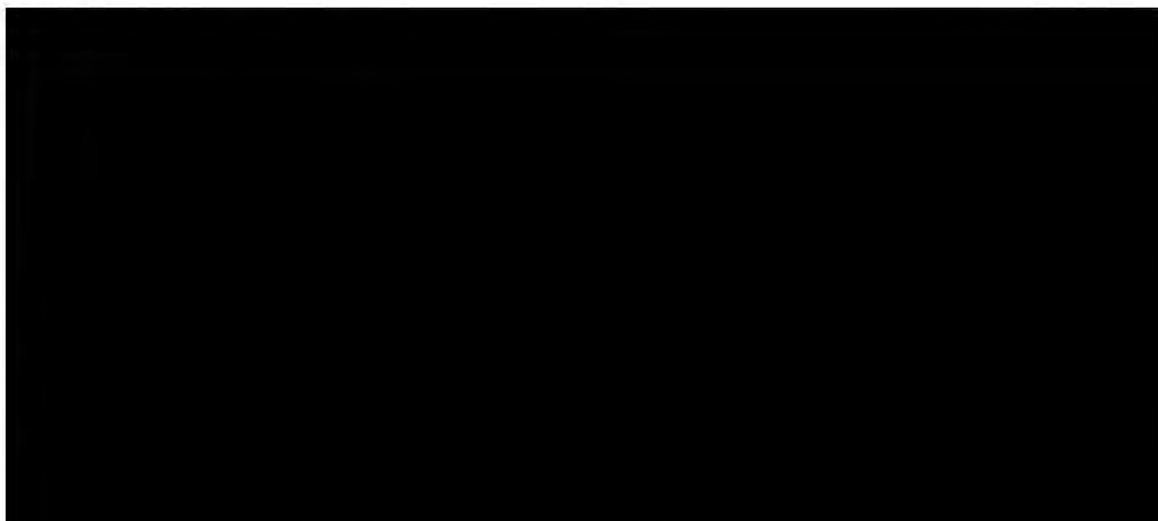


Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® The Word Detector interface – that is available facility-wide; or, each user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

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.).

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.



Thesaurus Access – Add or Delete Synonyms

For a complete description of Nexidia, please also refer to **Exhibit 9** of this proposal.

Visitation Schedule Notifications

The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including the County's **traditional visitation needs, such as contact, face-to-face or across-the-glass visits**. This comprehensive visitation management tool offers the ability to customize facility rules and automate facility visitor registration and visitation scheduling, which ensures consistent administration of all visitations provided at the County facilities. And, not only can inmates receive notification of visits on the V17 units, but inmates will also receive notification **over the phone** whenever a visitor schedules a visit.

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 optional Argus EchoTM and CRIMESTM case management and post-call **voice analysis of both the inmate and called party**. Below are brief summaries of our voice biometrics offerings. For additional information regarding these features, please refer to **Requirement 7.4.3**.

The VerifierSM

At no cost to the County, ICSolutions will install The ENFORCER®'s VerifierSM **real-time inmate voice verification** module. The VerifierSM matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The VerifierSM requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in The ENFORCER®.

The VerifierSM utilizes self-enrollment technology, whereby The ENFORCER® prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-Enrollment saves the facility the step of enrolling the entire inmate population's voices manually upon deployment of The VerifierSM.**

The 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 – all at no cost to the County. 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.**

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

Argus EchoTM and CRIMESTM

As an added bonus, ICSolutions is proud to offer the optional EchoTM and CRIMESTM investigative tools from Argus, as well as the Argus transcription tool, the most advanced and tailor-made solutions for Corrections available today. Unlike other solutions which feature technology aggregated from outside Corrections, these products were designed from the ground up, in collaboration with County staff and investigators, to exceed the facility's requirements while delivering a true corrections Investigative package.

Argus offers a unique feature whereby a **voice of a targeted NON-INMATE can be run against the database**, giving investigators unparalleled intelligence gathering tools. The ability to identify a called party's voice on a call greatly exceeds the typical voice biometrics tools available on the market today.

Echo™

Echo™ was designed and developed from the ground up by investigators for investigators providing tools and processes that no other biometric processing system can match. Echo™ provides a number of benefits, including:

- Echo™ provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.
- **Automatic Print Enrollment:** Echo™ **DOES NOT require supervised enrollment**. Prints are automatically created and continuously improved delivering the highest accuracy possible. NO human intervention or assistance from County staff is necessary 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.** 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.

CRIMES™

CRIMES™ (Case Reporting, Intelligence Management and Evidence System) offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence.

CRIMES is the only case management software used by every division within the facility with the potential to have fully integrated Voice Biometrics using the Echo™ feature.

The CRIMES™ software allows investigators to quickly and efficiently handle their work load, investigate and the close cases, **following the operating procedure for corrections.**

CRIMES™ is also the **first and only solution** to bring together all of the divisions within the County. Users of CRIMES™ include: the Office of the Inspector General Investigation Unit, Human Resources, PREA Administrators, Legal, Division of Adult Institutions, and Probation and Parole all with their **respective modules/categories sharing and using the same data**. From the Request for an Investigation to the prosecution of a case, CRIMES™ provides users the tools and resources to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the County is working at its maximum potential.

Argus Transcription & Translation

The Argus transcription Engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users have the ability to select which calls should be transcribed by selecting individual calls or by having calls that meet certain criteria tied to the voice biometric engine/keyword search engine. This transcription service is offered at no cost to the County.

The transcription engine is unmatched in its accuracy. Utilizing calls from Alabama Department of Corrections, the engine reported accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state of the art machine learning/artificial intelligence. Argus' transcription engine can transcribe more than 25 languages.

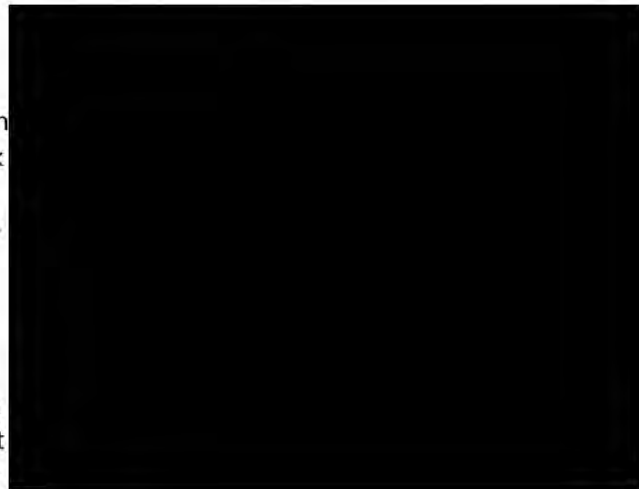
For additional information regarding all voice biometric features, please refer to **Requirement 7.4.3**.

The AttendantSM IVR: Automated Information Service

At no cost to the County, ICSolutions can implement our Interactive Voice Response (IVR) system, The AttendantSM, to provide public and inmate callers with automated information such as **basic jail information** (location, visitation hours, etc.). Upon request, and with a JMS integration, inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.) may also be offered. This inmate lookup feature is available if the County JMS will support the data exchange necessary. The AttendantSM is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touch-tone phone. Freed from the task of answering multiple phone inquiries, jail staff can be more productive. Inmates will also have access to the system by dialing a speed dial.

The AttendantSM is delivered with pre-recorded instructional voice prompts in both English and Spanish and allows touchtone or speech recognition selection. Language is selected by the inmate as part of the call setup process. *"For English, press or say 1; for Spanish, press or say 2."*



Call prompts are **fully customizable** according to County requirements. Call prompt options and associated text provided by the County will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

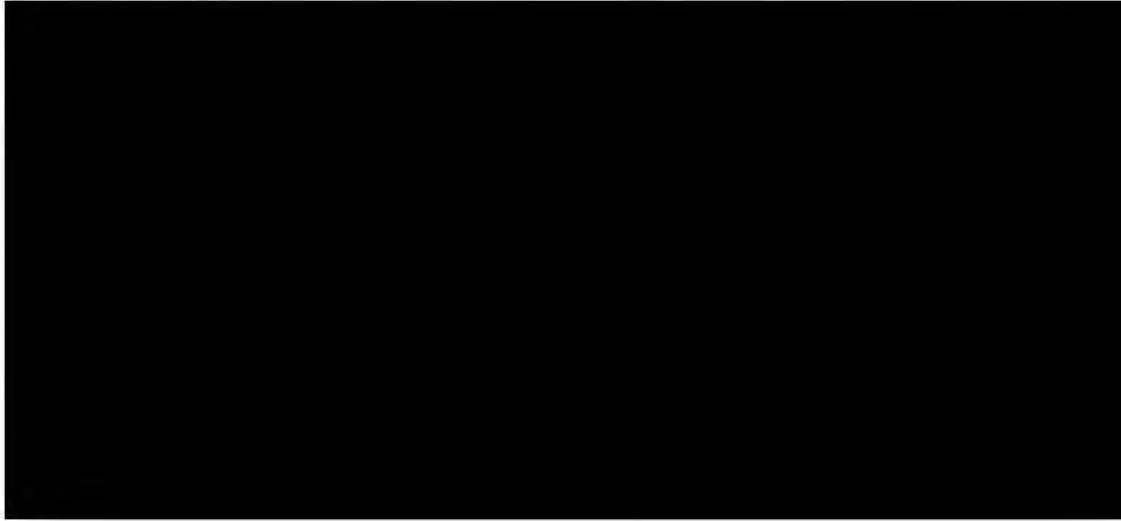
- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- Inmate Information such as Court Dates, Release Dates, etc.
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Medication/Prescription Information

Public and inmate access will be available through a single phone number provided by the facility. After The AttendantSM dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable inmate and facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

The AttendantSM is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

The Communicator Paperless Inmate Communications Portal

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



The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER®, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of The ENFORCER® calling system and is provided at no cost to the County, and with no impact on our financial offer.

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid Collect accounts and a Message of the Day feature to broadcast notification messages to one or more inmates at a facility.

Inmate Voicemail

ICSolutions can provide *inbound* inmate voicemail whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established PrePaid Collect account prior to accessing the system.

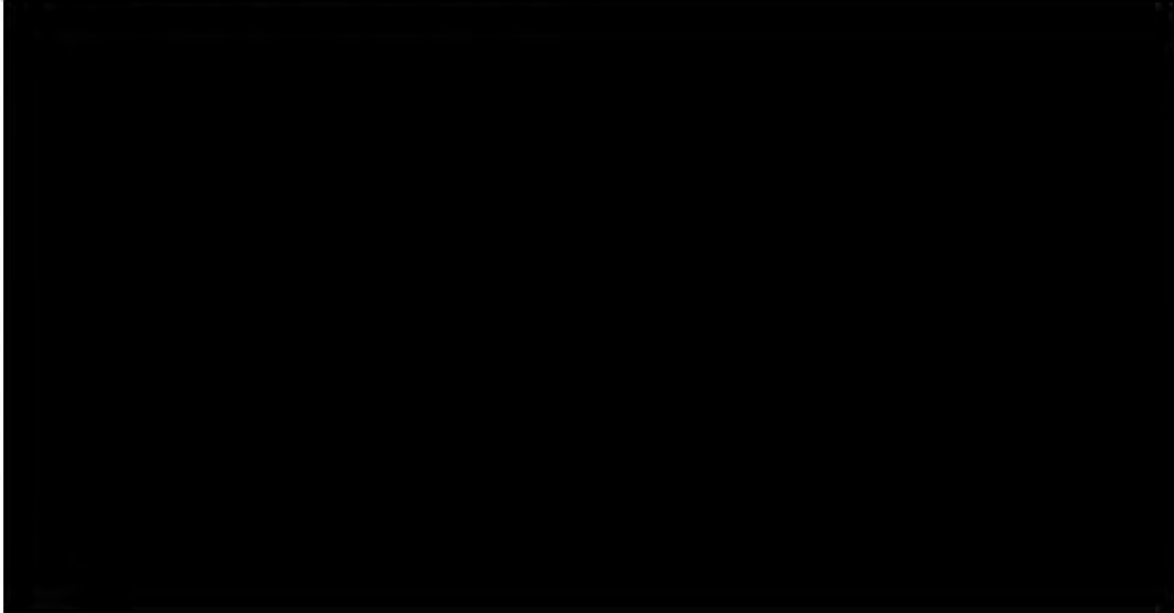
The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their PrePaid Collect account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

Message of the DaySM

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.



Inmate Messaging 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 integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.



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.*

Guaranteed Provision of the Statutorily Required Number of Free Calls

In The ENFORCER®, free calling is highly configurable by inmate, phone, and called party phone number in order to ensure each facility’s policies regarding free calling are accommodated. **The ENFORCER® is already configured to accommodate free calling at the Correction Department today – guaranteeing that each inmate receives the number of free calls required by State and local statutes.** Free calls are defined within the Global Number table and marked as free in the call detail record. Tracking these calls allows authorized users to monitor, query, and analyze calling patterns to designated phone numbers using the investigative tools available within The ENFORCER®. Authorized users can also run reports on free calls with the “Free” or “Special Free” call type code, and these calls can be analyzed using The Analyzer, the calling pattern analysis module described below.

The Analyzer Link Analysis Tools

The AnalyzerSM module is a powerful data mapping tool that enables you to graph complex data relationships based on **inmate calling activity** and **account funding activity** in The ENFORCER[®], as well as **visitation activity** in The Visitor[™]. The information displayed using The AnalyzerSM can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through The ENFORCER[®], conducting visitation through The Visitor[™], and funding events through ICSolutions[®] Point of Sale system as well as third party Point of Sale systems.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER[®] system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- **Receiving phone calls**
- Depositing funds into an inmate’s account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER[®] for monitoring/recording)

The AnalyzerSM builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns.

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions® prepaid collect account, Direct Billed account or a Payment account through a third party
- The name of a public user (called party) outside of the correctional facility who funded an inmate's debit account or an ICSolutions® prepaid collect account



The Analyzer – Displaying Detail for a Specific Record

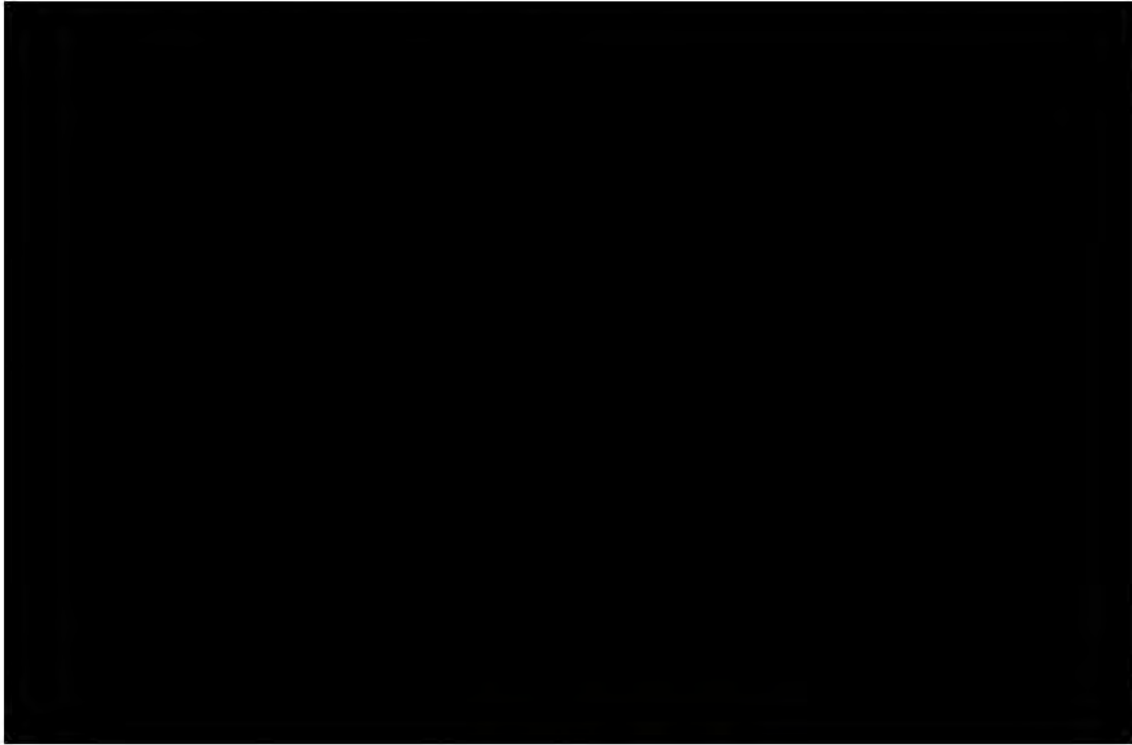
Key Features of The Analyzer

- Facility staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators to quickly find connections and patterns.
- Since The Analyzer is a module that is fully integrated with The ENFORCER®, The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information. The County will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

The Analyzer Map

The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.

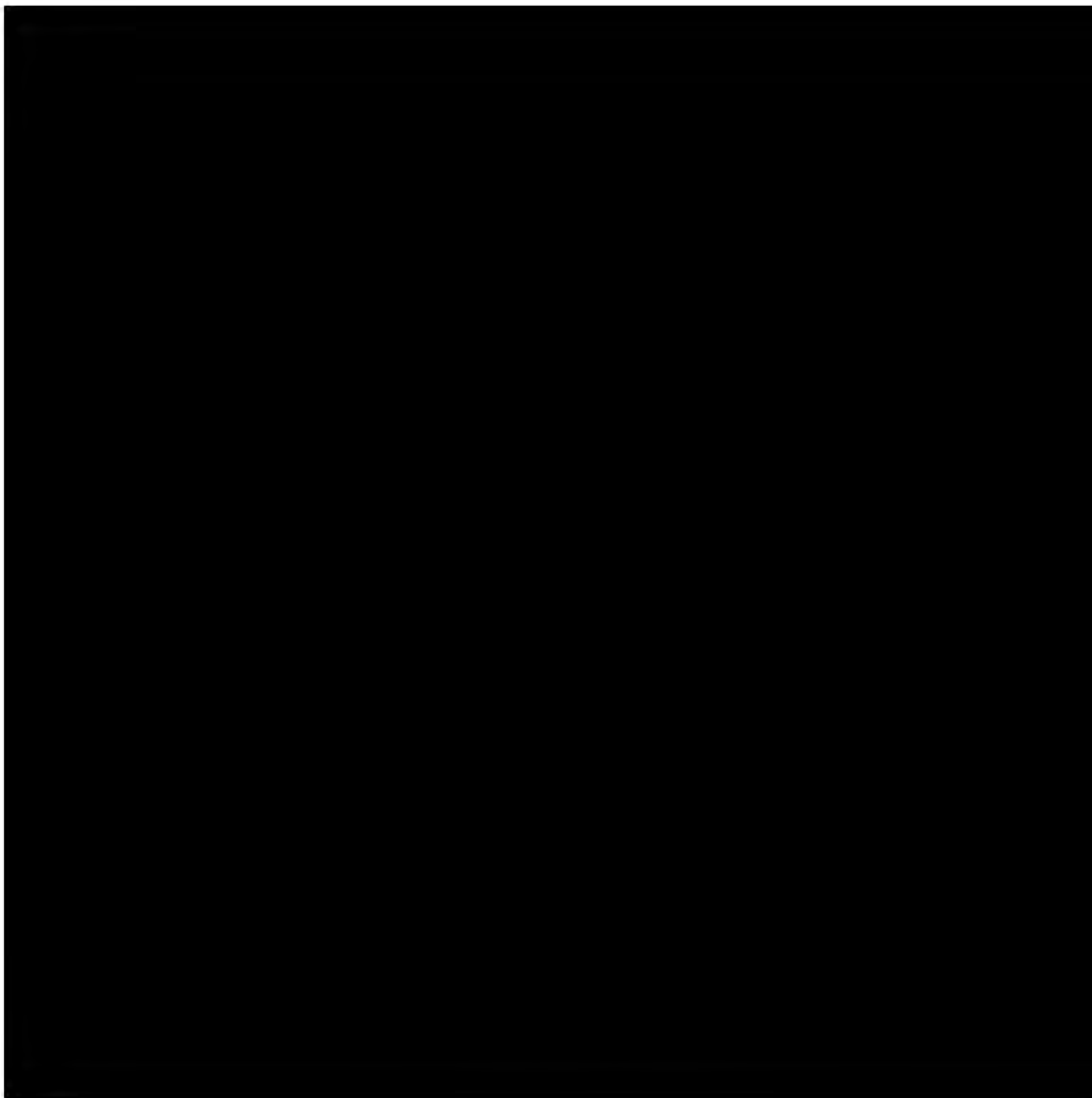


The Analyzer Visual Map

Group/Gang Affiliations

Authorized users may search by Gang if The ENFORCER® is integrated with a Jail Management System (JMS) feed that provides gang information. When the *Enable Grouping/Gangs* check box has been selected, *The Analyzer*SM graph will automatically rearrange the Nodes into groups/gangs if this information is available. The following example illustrates how *The Analyzer*SM adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

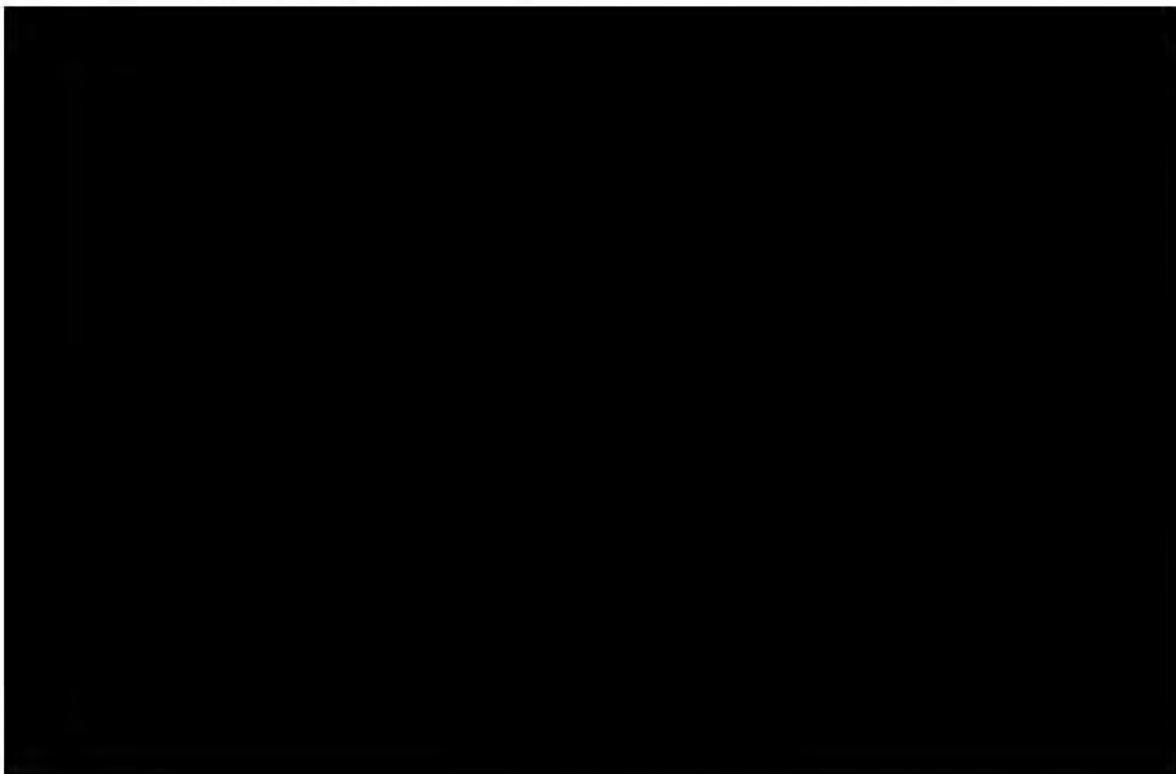
When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Call Analysis

The ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. Call Analysis has been available on The ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:



Inmate Calling Analysis feature

The search results display the inmate's name, all phone numbers called (including attempted and completed calls) and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

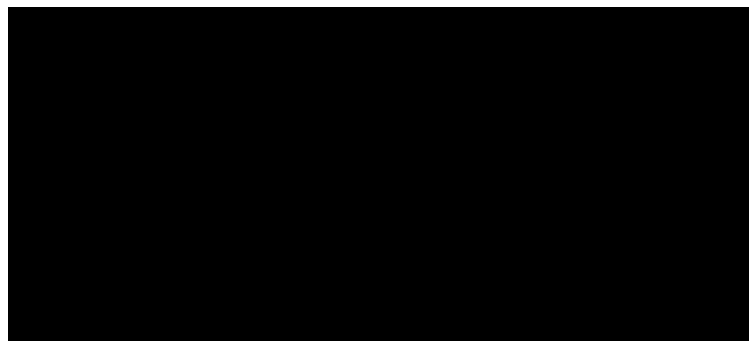
- Search by a specific inmate (by first name, last name or ID)
- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called
- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the "Show CDRs" button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

Smart Communications MailGuard Postal Elimination Service

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

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



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

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

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

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



Cell Phone Detection & Analysis Tools

The following Cell Phone Control products are offered as optional, value-added services which can be offered at County facilities upon request. ICSolutions has also included more information about the cell phone control options described below in **Exhibit 10**.

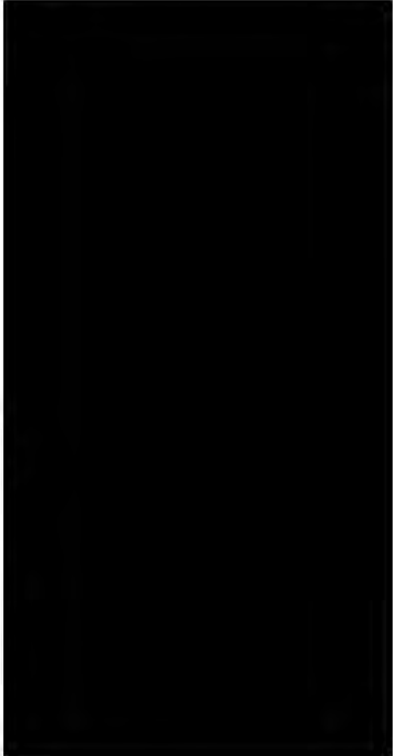


CellSense

CellSense, by MetraSens, is a proven system for detecting the presence of cell phones in or on the body, even if the phone is switched off. Operational prison deployments have demonstrated it to be reliable, accurate and effective. It has the advantage of also detecting other contraband items such as shanks, knives and small blades.

Rapid and un-announced deployment and the ability to scan up to 40 individuals per minute means that it is clearly the most cost effective and flexible cell phone detector available worldwide. It can even be deployed covertly since it has the ability to scan through walls.

CellSense is designed to detect moving items and will not false alarm on static metal items. An officer carrying keys etc. is able to stand close to CellSense and providing they remain still the system will not false alarm.



Mobile Forensic Examiner PLUS

To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building.



SECTION D
7A. COSTING PROPOSAL –
BOTH FACILITIES

7A. Costing Proposal - Both Facilities

A. Line Item Commissions: SINGLE CONTRACT BOTH FACILITIES

| Call Type (Phone or Tablet Usage) | Commission Offer to Facility |
|--------------------------------------|---------------------------------|
| Local Collect | (65)% |
| Local PrePaid | (65)% |
| Local Debit | (65)% |
| IntraCell Collect | (65)% |
| IntraCell PrePaid | (65)% |
| InterLATA Debit | (65)% |
| Intrastate Collect | (65)% |
| Intrastate PrePaid | (65)% |
| Intrastate Debit | (65)% |
| Interstate Collect | (65)% |
| Interstate PrePaid | (65)% |
| Interstate Debit | (65)% |
| Canadian Collect | (65)% |
| Canadian PrePaid | (65)% |
| Canadian Debit | (65)% |
| Caribbean Collect | (65)% |
| Caribbean PrePaid | (65)% |
| Caribbean Debit | (65)% |
| International Debit | (65)% |
| Voice Mail Usage | (65)% |
| Video Visitation Usage | (65)% |

IC Solutions Response:

Please turn to the next page for a complete list of products and services that are included in this offer, at no cost to the County and with no impact on our proposed commission rates.

Included Products & Services

Our offer includes all of the following products and services at no cost to Onondaga County:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our [REDACTED] data center and backed up at our headquarters in [REDACTED]
- ✓ All new equipment in the quantities required to support the awarded contract, including;
 - Stainless steel inmate telephones
 - Cart phones
 - Hands-free inmate phones + cordless portable phones
 - TDD/TTY and/or VRS devices for hearing impaired inmates
 - Workstations with color printers
 - Laptop computers and air card
 - Free-calling phones
- ✓ 2 iPhone 8 (128GB) or newer devices
- ✓ 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 inmate Debit calling
 - Over-the-phone commissary ordering to supplement kiosk- & tablet-based ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - Argus on-demand **call transcription & translation**
 - 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**
- ✓ 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 phone system for all Facility users

Local Service & Onsite Administration / Technician Services

- ✓ **One (1) Part-time Site Administrator / Technician** (20 hours per week):
 - Retain **former Onondaga County employee Mr. Tom Tripoli**, who has been the ICSolutions Site Administrator for the Correction Department since October 2013
 - Stationed onsite to assist with administrative, maintenance, and investigative tasks
 - Fully certified on The ENFORCER® including inmate calling, The Visitor video visitation, and the optional Smart Comm tablet system (when deployed)
 - Can assist with phone administration, such as PIN management, running reports, burning calls to CD, etc. as desired by the County
 - Available to respond immediately to onsite repair requests

- Will regularly inspect & maintain onsite equipment
- Able to assist with tablet maintenance & distribution, as needed
- ✓ Certified local backup technicians to provide emergency equipment service & maintenance

The Visitor™ Video Visitation System

- ✓ Shares the same database as The ENFORCER® calling platform
- ✓ **Multi-functional V17 video phones**, allowing for:
 - **Remote video visitation**, with required bandwidth provided by ICSolutions
 - **Inmate phone calling through The ENFORCER®**
 - Commissary ordering
 - Document viewing – inmate rules, handbook, etc.
 - Inmate Portal to manage video visitation schedule
- ✓ Web-based visitor registration
- ✓ **Web-based scheduling for any contact, non-contact & video visits**
- ✓ Long-term storage of recorded visitation sessions
- ✓ Remote Visitation Fee collection & accounting
- ✓ Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- ✓ All-inclusive warranty, support, & repair/replace maintenance agreement

Smart Comm Inmate Tablet Program (Optional)

- **FREE Smart Comm wireless inmate tablets**
 - Initially installed at a ratio of **1 tablet per 6 inmates**
 - Tablet quantities can be increased during the contract term if inmate usage warrants
 - Includes 1 free pair of earbuds for each inmate
- **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls / monitoring & recording apply
- **MailGuard Virtual Mailroom access** – scans / digitizes inmate mail to **eliminate paper mail** entering inmate areas
- Inmate Messaging – email & photo
- Law library interface (or ICSolutions can provide Case Maker law library at no cost)
- Grievance reporting
- Appointment request
- Commissary ordering (if web services are available from the Commissary provider)
- Education content included GED courses
- Entertainment content
- **Can display external content**, such as facility rules/policies, clean and sober program materials, and more!
- Turnkey installation including all hardware, software & wireless access points

Voice Biometrics

As noted above, this offer includes the following voice biometrics products – which provide services *equivalent to JLG voice biometrics and at no cost to the County*, as required:

- The Verifier **real-time inmate voice identification**
- The Imposter **continuous voice biometrics**
- Argus on-demand **call transcription & translation**

In addition, Argus Echo + CRIMES are value-added voice biometrics tools that can be added at the County's option. If the County chooses to deploy these Argus tools, our proposed commission rate will be reduced by five percentage points (i.e., from 65% to 60%).

Other Optional Services

Our proposal also contains information about our ability to provide CellSense portable cell phone detection, and cell phone data extraction / analysis tools. Pricing for these optional services requires project scoping and is available upon request.

B. **Tablet Commissions:** SINGLE CONTRACT – BOTH FACILITIES

The Sheriff’s Office is not committing to using tablets at any time in the future. However, if and when a decision is made this contact period, these commissions will be valid.

| Tablet Sales Usage (Include any transaction (fees)) | Commission offer to Facility |
|--|--|
| Electronic Messaging | (0)% Commission Transaction Fee / per min charge: 50¢/email Details: Revenue generated by email/photo messaging supports the investment in hardware, software, and infrastructure, enabling ICSolutions to offer the tablet solution at no cost to the County. As such, these revenues are not shared with the County. |
| Music | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Movies | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Games | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Education | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |
| Facility Messaging | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |

| | |
|--|---|
| Religious Content | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |
| News | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Photos | (0)% Commission Transaction Fee / per min charge: \$1.00/photo Details: Revenue generated by email/photo messaging supports the investment in hardware, software, and infrastructure, enabling ICSolutions to offer the tablet solution at no cost to the County. As such, these revenues are not shared with the County. |
| Videos | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Other Inmate self-service functions (commissary ordering, grievance reporting, law library access, etc.) | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |

Contents within parenthesis should include one of three responses: (a number, N/A, or Free). Add additional sheets if necessary if other services are provided via tablets.

C. Inmate Calling Rates and Connection Fees: SINGLE CONTRACT – BOTH FACILITIES.

List the fees per minute type of call and associated connection fees here: (Be sure to include any surcharges and connection fees with the indicated per minute rates)

| CALL TYPE | DEBIT | PREPAID | COLLECT |
|---|---------------|-----------------------|---------------|
| INTRALATA | 12¢ | 15¢ | 15¢ |
| INTERLATA | 12¢ | 15¢ | 15¢ |
| INTERSTATE | 12¢ | 15¢ | 15¢ |
| CANADIAN | 50¢ | 50¢ | 50¢ |
| CARIBBEAN <i>*see NOTE below</i> | 50¢ | 50¢ | 50¢ |
| INTERNATIONAL <i>*see NOTE below</i> | 50¢ | 50¢ | 50¢ |
| Video Visitation | 0-30 minutes | Public | \$7.50 |
| Video Visitation | 30-60 minutes | Public | \$7.50 |
| Video Visitation | 0-30 minutes | Professional | \$7.50 |
| Video Visitation | 30-60 minutes | Professional | \$7.50 |
| Video Visitation | 0-30 minutes | LOCAL LAW ENFORCEMENT | FREE |
| Inbound Inmate Voicemail | Per Message | Public | 50¢ |

***NOTE:** Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

D. Other Additional Fees – When and if Applicable: SINGLE CONTRACT – BOTH FACILITIES.

Fees such as deposit fees, western union fees, etc., are listed below. It is understood that these fees are not commissionable and are borne by the users of the phone system. However, in the interest of the public and the inmate population, we highly encourage all potential vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

| <u>FEE/CHARGE</u> | <u>APPLIES WHEN</u> | <u>AMOUNT</u> |
|---|----------------------------|---|
| Sample Fee | Per Transaction | Example: \$00.00 or 14% or 5% of Call Amount, etc. |
| Certified checks mailed to the vendor for funding an inmate telephone account | N/A | FREE |
| Money orders mailed to the vendor for funding an inmate telephone account | N/A | FREE |
| Deposits sent to the vendor for funding an inmate telephone account via Western Union or any other service. (These fees are borne by the customer) | Per Transaction | \$5.50 (Swift Pay) |
| Live operator deposit fee (These fees are borne by the customer) | Per Transaction | \$5.95 |
| Automated or web based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not be passed on to inmate families) | Per Transaction | \$3.00 |
| Federal Universal Service Fee (FUSF) | N/A | FREE |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate calls billed via paper invoice) | N/A | FREE |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate prepaid calls) | N/A | FREE |
| Single Bill Cost Recovery Fee | N/A | FREE |
| Deposit Service Fee | N/A | FREE |
| Paper Bill Fee | N/A | FREE |

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or his or her family or friends will absorb it after the fact. The vendor will assume responsibility for it.

| | *Disclose the name of additional fee or charge not indicated in any other of this response below. (Use additional sheets if necessary) | Disclose the fee or Charge amount here. (Use additional sheets if necessary) |
|---|---|---|
| 1 | Smart Comm Funding Fee (funding a Smart Comm account to pay for email/photo messaging & streaming entertainment charges) | \$1.50 per transaction |

*Taxes or fees “outside your ability to control” do not need to be listed. Such as taxes and fees will not be borne by the County.

F. **Grants and or other funding sources:** SINGLE CONTRACT – BOTH

The County will review and take into consideration any technology grants or funding proposals that may well be available from potential vendors which could be used to enhance overall facility operations and/or inmate wellbeing as part of this Request for Proposal.

Specify here if any: **\$350,000.00 Technology Grant / Signing Bonus**

Comments:

N/A



SECTION D
7B. COSTING PROPOSAL –
CUSTODY FACILITY ONLY

7B. Costing Proposal – Custody Facility Only

A. **Line Item Commissions:** SPLIT CONTRACT – CUSTODY FACILITY ONLY.

*****Use these sheets to submit your responses, you may photocopy as necessary*****

| Call Type (Phone or Tablet Usage) | Commission Offer to Facility |
|--------------------------------------|---------------------------------|
| | |
| Local Collect | (65)% |
| Local PrePaid | (65)% |
| Local Debit | (65)% |
| | |
| IntraCell Collect | (65)% |
| IntraCell PrePaid | (65)% |
| InterLATA Debit | (65)% |
| | |
| Intrastate Collect | (65)% |
| Intrastate PrePaid | (65)% |
| Intrastate Debit | (65)% |
| | |
| Interstate Collect | (65)% |
| Interstate PrePaid | (65)% |
| Interstate Debit | (65)% |
| | |
| Canadian Collect | (65)% |
| Canadian PrePaid | (65)% |
| Canadian Debit | (65)% |
| | |
| Caribbean Collect | (65)% |
| Caribbean PrePaid | (65)% |
| Caribbean Debit | (65)% |
| | |
| International Debit | (65)% |
| | |
| | |
| Voice Mail Usage | (65)% |
| | |
| | |
| Video Visitation Usage | (65)% |

IC Solutions Response:

Please turn to the next page for a complete list of products and services that are included in this offer, at no cost to the County and with no impact on our proposed commission rates.

Included Products & Services

Our offer includes all of the following products and services at no cost to Onondaga County:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our [REDACTED] data center and backed up at our headquarters in [REDACTED]
- ✓ All new equipment in the quantities required to support the awarded contract, including;
 - Stainless steel inmate telephones
 - Cart phones
 - Hands-free inmate phones + cordless portable phones
 - TDD/TTY and/or VRS devices for hearing impaired inmates
 - Workstations with color printers
 - Laptop computers and air card
 - Free-calling phones
- ✓ 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 inmate Debit calling
 - Over-the-phone commissary ordering to supplement kiosk- & tablet-based ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - Argus on-demand **call transcription & translation**
 - 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**
- ✓ Inbound inmate voicemail messaging
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- ✓ Training on the phone system for all Facility users

The Visitor™ Video Visitation System

- ✓ Shares the same database as The ENFORCER® calling platform
- ✓ **Multi-functional V17 video phones**, allowing for:
 - **Remote video visitation**, with required bandwidth provided by ICSolutions
 - **Inmate phone calling through The ENFORCER®**
 - Commissary ordering
 - Document viewing – inmate rules, handbook, etc.
 - Inmate Portal to manage video visitation schedule
- ✓ Web-based visitor registration
- ✓ **Web-based scheduling for any contact, non-contact & video visits**
- ✓ Long-term storage of recorded visitation sessions
- ✓ Remote Visitation Fee collection & accounting
- ✓ Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- ✓ All-inclusive warranty, support, & repair/replace maintenance agreement

Smart Comm Inmate Tablet Program (Optional)

- **FREE Smart Comm wireless inmate tablets**
 - Initially installed at a ratio of **1 tablet per 6 inmates**
 - Tablet quantities can be increased during the contract term if inmate usage warrants
 - Includes 1 free pair of earbuds for each inmate
- **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls / monitoring & recording apply
- **MailGuard Virtual Mailroom access** – scans / digitizes inmate mail to **eliminate paper mail** entering inmate areas
- Inmate Messaging – email & photo
- Law library interface (or ICSolutions can provide Case Maker law library at no cost)
- Grievance reporting
- Appointment request
- Commissary ordering (if web services are available from the Commissary provider)
- Education content included GED courses
- Entertainment content
- **Can display external content**, such as facility rules/policies, clean and sober program materials, and more!
- Turnkey installation including all hardware, software & wireless access points

Voice Biometrics

As noted above, this offer includes the following voice biometrics products – which provide services *equivalent to JLG voice biometrics and at no cost to the County*, as required:

- The Verifier **real-time inmate voice identification**
- The Imposter **continuous voice biometrics**
- Argus on-demand **call transcription & translation**

In addition, Argus Echo + CRIMES are value-added voice biometrics tools that can be added at the County's option. If the County chooses to deploy these Argus tools, our proposed commission rate will be reduced by five percentage points (i.e., from 65% to 60%).

Other Optional Services

Our proposal also contains information about our ability to provide CellSense portable cell phone detection, and cell phone data extraction / analysis tools. Pricing for these optional services requires project scoping and is available upon request.

B. **Table Commissions:** SPLIT CONTRACT – CUSTODY FACILITY ONLY.

The Sheriff's Office is not committing to using tablets at any time in the future. However, if and when a decision is made this contact period, these commissions will be valid.

| Tablet Sales Usage (Include any transaction (fees)) | Commission offer to Facility |
|--|--|
| Electronic Messaging | (0)% Commission Transaction Fee / per min charge: 50¢/email Details: Revenue generated by email/photo messaging supports the investment in hardware, software, and infrastructure, enabling ICSolutions to offer the tablet solution at no cost to the County. As such, these revenues are not shared with the County. |
| Music | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Movies | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Games | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Education | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |
| Facility Messaging | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |

| | |
|---|--|
| Religious Content | <p>(N/A)% Commission</p> <p>Transaction Fee / per min charge: FREE</p> <p>Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate.</p> |
| News | <p>(25)% Commission</p> <p>Transaction Fee / per min charge: 3¢/minute</p> <p>Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission.</p> |
| Photos | <p>(0)% Commission</p> <p>Transaction Fee / per min charge: \$1.00/photo</p> <p>Details: Revenue generated by email/photo messaging supports the investment in hardware, software, and infrastructure, enabling ICSolutions to offer the tablet solution at no cost to the County. As such, these revenues are not shared with the County.</p> |
| Videos | <p>(25)% Commission</p> <p>Transaction Fee / per min charge: 3¢/minute</p> <p>Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission.</p> |
| Other Inmate self-service functions (commissary ordering, grievance reporting, law library access, etc.) | <p>(N/A)% Commission</p> <p>Transaction Fee / per min charge: FREE</p> <p>Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate.</p> |

Contents within parenthesis should include one of three responses: (a number, N/A, or Free). Add additional sheets if necessary if other services are provided via tablets.

C. **Inmate Calling Rates and Connection Fees:** SPLIT CONTRACT – CUSTODY FACILITY ONLY.

List the fees per minute type of call and associated connection fees here: (Be sure to include any surcharges and connection fees with the indicated per minute rates)

| CALL TYPE | DEBIT | PREPAID | COLLECT |
|---|---------------|-----------------------|---------------|
| INTRALATA | 12¢ | 15¢ | 15¢ |
| INTERLATA | 12¢ | 15¢ | 15¢ |
| INTERSTATE | 12¢ | 15¢ | 15¢ |
| CANADIAN | 50¢ | 50¢ | 50¢ |
| CARIBBEAN <i>*see NOTE below</i> | 50¢ | 50¢ | 50¢ |
| INTERNATIONAL <i>*see NOTE below</i> | 50¢ | 50¢ | 50¢ |
| Video Visitation | 0-30 minutes | Public | \$7.50 |
| Video Visitation | 30-60 minutes | Public | \$7.50 |
| Video Visitation | 0-30 minutes | Professional | \$7.50 |
| Video Visitation | 30-60 minutes | Professional | \$7.50 |
| Video Visitation | 0-30 minutes | LOCAL LAW ENFORCEMENT | FREE |
| Inbound Inmate Voicemail | Per Message | Public | 50¢ |

***NOTE:** Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

D. Other Additional Fees – When and if Applicable:
SPLIT CONTRACT – CUSTODY FACILITY ONLY.

Fees such as deposit fees, western union fees, etc., are listed below. It is understood that these fees are not commissionable and are borne by the users of the phone system. However, in the interest of the public and the inmate population, we highly encourage all potential vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

| <u>FEE/CHARGE</u> | <u>APPLIES WHEN</u> | <u>AMOUNT</u> |
|---|----------------------------|---|
| Sample Fee | Per Transaction | Example: \$00.00 or 14% or 5% of Call Amount, etc. |
| Certified checks mailed to the vendor for funding an inmate telephone account | N/A | FREE |
| Money orders mailed to the vendor for funding an inmate telephone account | N/A | FREE |
| Deposits sent to the vendor for funding an inmate telephone account via Western Union or any other service. (These fees are borne by the customer) | Per Transaction | \$5.50 (Swift Pay) |
| Live operator deposit fee (These fees are borne by the customer) | Per Transaction | \$5.95 |
| Automated or web based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not be passed on to inmate families) | Per Transaction | \$3.00 |
| Federal Universal Service Fee (FUSF) | N/A | FREE |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate calls billed via paper invoice) | N/A | FREE |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate prepaid calls) | N/A | FREE |
| Single Bill Cost Recovery Fee | N/A | FREE |
| Deposit Service Fee | N/A | FREE |
| Paper Bill Fee | N/A | FREE |

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or his or her family or friends will absorb it after the fact. The vendor will assume responsibility for it.

| | *Disclose the name of additional fee or charge not indicated in any other of this response below. (Use additional sheets if necessary) | Disclose the fee or Charge amount here. (Use additional sheets if necessary) |
|---|---|---|
| 1 | Smart Comm Funding Fee (funding a Smart Comm account to pay for email/photo messaging & streaming entertainment charges) | \$1.50 per transaction |

*Taxes or fees “outside your ability to control” do not need to be listed. Such as taxes and fees will not be borne by the County.

F. **Grants and or other funding sources:** SPLIT CONTRACT – CUSTODY FACILITY ONLY.

The County will review and take into consideration any technology grants or funding proposals that may well be available from potential vendors which could be used to enhance overall facility operations and/or inmate wellbeing as part of this Request for Proposal.

Specify here if any: **\$200,000.00 Technology Grant / Signing Bonus**

Comments:

N/A



SECTION D
7C. COSTING PROPOSAL –
CORRECTION FACILITY ONLY

7C. Costing Proposal – Correction Facility Only

A. **Line Item Commissions:** SINGLE CONTRACT – CORRECTION FACILITY ONLY.

*****Use these sheets to submit your responses, you may photocopy as necessary*****

| Call Type (Phone or Tablet Usage) | Commission Offer to Facility |
|--------------------------------------|---------------------------------|
| | |
| Local Collect | (65)% |
| Local PrePaid | (65)% |
| Local Debit | (65)% |
| | |
| IntraCell Collect | (65)% |
| IntraCell PrePaid | (65)% |
| InterLATA Debit | (65)% |
| | |
| Intrastate Collect | (65)% |
| Intrastate PrePaid | (65)% |
| Intrastate Debit | (65)% |
| | |
| Interstate Collect | (65)% |
| Interstate PrePaid | (65)% |
| Interstate Debit | (65)% |
| | |
| Canadian Collect | (65)% |
| Canadian PrePaid | (65)% |
| Canadian Debit | (65)% |
| | |
| Caribbean Collect | (65)% |
| Caribbean PrePaid | (65)% |
| Caribbean Debit | (65)% |
| | |
| International Debit | (65)% |
| | |
| | |
| Voice Mail Usage | (65)% |
| | |
| | |
| Video Visitation Usage | (65)% |

IC Solutions Response:

Please turn to the next page for a complete list of products and services that are included in this offer, at no cost to the County and with no impact on our proposed commission rates.

Included Products & Services

Our offer includes all of the following products and services at no cost to Onondaga County:

The ENFORCER® Inmate Calling System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our [REDACTED] data center and backed up at our headquarters in [REDACTED]
- ✓ All new equipment in the quantities required to support the awarded contract, including;
 - Stainless steel inmate telephones
 - Cart phones
 - Hands-free inmate phones + cordless portable phones
 - TDD/TTY and/or VRS devices for hearing impaired inmates
 - Workstations with color printers
 - Laptop computers and air card
 - Free-calling phones
- ✓ 2 iPhone 8 (128GB) or newer devices
- ✓ 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 inmate Debit calling
 - Over-the-phone commissary ordering to supplement kiosk- & tablet-based ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier **real-time inmate voice identification**
 - The Imposter **continuous voice biometrics**
 - Argus on-demand **call transcription & translation**
 - 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**
- ✓ 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 phone system for all Facility users

Local Service & Onsite Administration / Technician Services

- ✓ **One (1) Part-time Site Administrator / Technician** (20 hours per week):
 - Retain **former Onondaga County employee Mr. Tom Tripoli**, who has been the ICSolutions Site Administrator for the Correction Department since October 2013
 - Stationed onsite to assist with administrative, maintenance, and investigative tasks
 - Fully certified on The ENFORCER® including inmate calling, The Visitor video visitation, and the optional Smart Comm tablet system (when deployed)
 - Can assist with phone administration, such as PIN management, running reports, burning calls to CD, etc. as desired by the County
 - Available to respond immediately to onsite repair requests

- Will regularly inspect & maintain onsite equipment
- Able to assist with tablet maintenance & distribution, as needed
- ✓ Certified local backup technicians to provide emergency equipment service & maintenance

The Visitor™ Video Visitation System

- ✓ Shares the same database as The ENFORCER® calling platform
- ✓ **Multi-functional V17 video phones**, allowing for:
 - **Remote video visitation**, with required bandwidth provided by ICSolutions
 - **Inmate phone calling through The ENFORCER®**
 - Commissary ordering
 - Document viewing – inmate rules, handbook, etc.
 - Inmate Portal to manage video visitation schedule
- ✓ Web-based visitor registration
- ✓ **Web-based scheduling for any contact, non-contact & video visits**
- ✓ Long-term storage of recorded visitation sessions
- ✓ Remote Visitation Fee collection & accounting
- ✓ Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- ✓ All-inclusive warranty, support, & repair/replace maintenance agreement

Smart Comm Inmate Tablet Program (Optional)

- **FREE Smart Comm wireless inmate tablets**
 - Initially installed at a ratio of **1 tablet per 6 inmates**
 - Tablet quantities can be increased during the contract term if inmate usage warrants
 - Includes 1 free pair of earbuds for each inmate
- **Inmate Calling app** – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls / monitoring & recording apply
- **MailGuard Virtual Mailroom access** – scans / digitizes inmate mail to **eliminate paper mail** entering inmate areas
- Inmate Messaging – email & photo
- Law library interface (or ICSolutions can provide Case Maker law library at no cost)
- Grievance reporting
- Appointment request
- Commissary ordering (if web services are available from the Commissary provider)
- Education content included GED courses
- Entertainment content
- **Can display external content**, such as facility rules/policies, clean and sober program materials, and more!
- Turnkey installation including all hardware, software & wireless access points

Voice Biometrics

As noted above, this offer includes the following voice biometrics products – which provide services *equivalent to JLG voice biometrics and at no cost to the County*, as required:

- The Verifier **real-time inmate voice identification**
- The Imposter **continuous voice biometrics**
- Argus on-demand **call transcription & translation**

In addition, Argus Echo + CRIMES are value-added voice biometrics tools that can be added at the County's option. If the County chooses to deploy these Argus tools, our proposed commission rate will be reduced by five percentage points (i.e., from 65% to 60%).

Other Optional Services

Our proposal also contains information about our ability to provide CellSense portable cell phone detection, and cell phone data extraction / analysis tools. Pricing for these optional services requires project scoping and is available upon request.

B. Table Commissions: SINGLE CONTRACT – CORRECTION FACILITY ONLY.
 The Sheriff’s Office is not committing to using tablets at any time in the future. However, if and when a decision is made this contact period, these commissions will be valid.

| Tablet Sales Usage (Include any transaction (fees)) | Commission offer to Facility |
|--|---|
| Electronic Messaging | <p>(0)% Commission Transaction Fee / per min charge: 50¢/email Details: Revenue generated by email/photo messaging supports the investment in hardware, software, and infrastructure, enabling ICSolutions to offer the tablet solution at no cost to the County. As such, these revenues are not shared with the County.</p> |
| Music | <p>(25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission.</p> |
| Movies | <p>(25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission.</p> |
| Games | <p>(25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission.</p> |
| Education | <p>(N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate.</p> |
| Facility Messaging | <p>(N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate.</p> |

| | |
|--|---|
| Religious Content | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |
| News | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Photos | (0)% Commission Transaction Fee / per min charge: \$1.00/photo Details: Revenue generated by email/photo messaging supports the investment in hardware, software, and infrastructure, enabling ICSolutions to offer the tablet solution at no cost to the County. As such, these revenues are not shared with the County. |
| Videos | (25)% Commission Transaction Fee / per min charge: 3¢/minute Details: Inmates can access any combination of premium (entertainment) content at the rate of 3¢ per minute. 25% of this revenue will be shared with the County as a commission. |
| Other Inmate self-service functions (commissary ordering, grievance reporting, law library access, etc.) | (N/A)% Commission Transaction Fee / per min charge: FREE Details: Inmates can access education and self-service functions at no cost. Because there is no cost for these services, there is also no associated commission rate. |

Contents within parenthesis should include one of three responses: (a number, N/A, or Free). Add additional sheets if necessary if other services are provided via tablets.

C. Inmate Calling Rates and Connection Fees:
SINGLE CONTRACT – CORRECTION FACILITY ONLY

List the fees per minute type of call and associated connection fees here: (Be sure to include any surcharges and connection fees with the indicated per minute rates)

| CALL TYPE | DEBIT | PREPAID | COLLECT |
|---|---------------|-----------------------|---------------|
| INTRALATA | 12¢ | 15¢ | 15¢ |
| INTERLATA | 12¢ | 15¢ | 15¢ |
| INTERSTATE | 12¢ | 15¢ | 15¢ |
| CANADIAN | 50¢ | 50¢ | 50¢ |
| CARIBBEAN <i>*see NOTE below</i> | 50¢ | 50¢ | 50¢ |
| INTERNATIONAL <i>*see NOTE below</i> | 50¢ | 50¢ | 50¢ |
| Video Visitation | 0-30 minutes | Public | \$7.50 |
| Video Visitation | 30-60 minutes | Public | \$7.50 |
| Video Visitation | 0-30 minutes | Professional | \$7.50 |
| Video Visitation | 30-60 minutes | Professional | \$7.50 |
| Video Visitation | 0-30 minutes | LOCAL LAW ENFORCEMENT | FREE |
| Inbound Inmate Voicemail | Per Message | Public | 50¢ |

**NOTE: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.*

D. Other Additional Fees – When and if Applicable:

SINGLE CONTRACT – CORRECTION FACILITY ONLY.

Fees such as deposit fees, western union fees, etc., are listed below. It is understood that these fees are not commissionable and are borne by the users of the phone system. However, in the interest of the public and the inmate population, we highly encourage all potential vendors to exercise caution with exorbitant fees, as they too will be made part of the overall selection process. If a fee does not apply, mark it N/A.

| <u>FEE/CHARGE</u> | <u>APPLIES WHEN</u> | <u>AMOUNT</u> |
|---|---------------------|---|
| Sample Fee | Per Transaction | Example: \$00.00 or 14% or 5% of Call Amount, etc. |
| Certified checks mailed to the vendor for funding an inmate telephone account | N/A | FREE |
| Money orders mailed to the vendor for funding an inmate telephone account | N/A | FREE |
| Deposits sent to the vendor for funding an inmate telephone account via Western Union or any other service. (These fees are borne by the customer) | Per Transaction | \$5.50 (Swift Pay) |
| Live operator deposit fee (These fees are borne by the customer) | Per Transaction | \$5.95 |
| Automated or web based deposit fee (Credit Card) (Fees for usage of such services, although optional, are not be passed on to inmate families) | Per Transaction | \$3.00 |
| Federal Universal Service Fee (FUSF) | N/A | FREE |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate calls billed via paper invoice) | N/A | FREE |
| State Carrier & Federal Administration Cost Recovery Fee (Interstate and Intrastate prepaid calls) | N/A | FREE |
| Single Bill Cost Recovery Fee | N/A | FREE |
| Deposit Service Fee | N/A | FREE |
| Paper Bill Fee | N/A | FREE |

If a fee or charge is not indicated on the attached sheets above, and you are aware of its existence, you must disclose it here/below. If it is not disclosed, neither the County, nor the inmate or his or her family or friends will absorb it after the fact. The vendor will assume responsibility for it.

| | *Disclose the name of additional fee or charge not indicated in any other of this response below. (Use additional sheets if necessary) | Disclose the fee or Charge amount here. (Use additional sheets if necessary) |
|---|---|---|
| 1 | Smart Comm Funding Fee (funding a Smart Comm account to pay for email/photo messaging & streaming entertainment charges) | \$1.50 per transaction |

*Taxes or fees “outside your ability to control” do not need to be listed. Such as taxes and fees will not be borne by the County.

F. **Grants and or other funding sources:**

SINGLE CONTRACT – CORRECTION FACILITY ONLY

The County will review and take into consideration any technology grants or funding proposals that may well be available from potential vendors which could be used to enhance overall facility operations and/or inmate wellbeing as part of this Request for Proposal.

Specify here if any: **\$150,000.00 Technology Grant / Signing Bonus**

Comments:

N/A



SECTION D
8. EVALUATION
METHODOLOGY

8. EVALUATION METHODOLOGY

8. EVALUATION METHODOLOGY

- 8.1. Onondaga County reserves the right to award this contract in part or as a whole to qualified vendor or vendors. Award will be selected based on evaluation of which vendor is most responsive and responsible, and not solely on the basis of prices.

ICSolutions Response:

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

- 8.2. Criteria to be evaluated by the County and will include the following:

- Compliance with the RFP format requirements
- Experience
- Future Contract Costs and Risks
- Company Statistics
- Responsiveness to the items in Section 7, Scope of Work
- References
- Price
- Oral Presentations
- Credibility of Vendor
- Minority and Women's Business Enterprises Compliance
- Sustainability Solutions and Practices

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. **ICSolutions** appreciates the opportunity to submit this Proposal to provide Inmate Communication Services for Onondaga County, New York. On the following pages, we have provided additional information that is not otherwise described in other sections of this Proposal. ICSolutions has organized this proposal based on the format requirements described in this RFP.

ICSolutions' Experience, Company Statistics, & Credibility

Since 2002, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. Furthermore, ICSolutions has been **Onondaga County's inmate phone provider since 2006 – that's over a decade!** ICSolutions has established a 99% contract renewal rate, and we **have never purchased a single contract** or any other company.

ICSolutions will **install and maintain** the ENFORCER® inmate communications system – along with all telephones and ancillary hardware and software – for the **life of the contract and any extensions at no cost** to the County. 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**.

INMATE CALLING SOLUTIONS

To ensure optimal performance of the proposed system and minimize risk, 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 each time you call**, and
- a thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve.

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 County's commission revenue due to our easy-to-use prepaid calling and funding options.

In [REDACTED], 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%**."*

[REDACTED]

More recently, in [REDACTED], 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, [REDACTED] 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."

- [REDACTED]

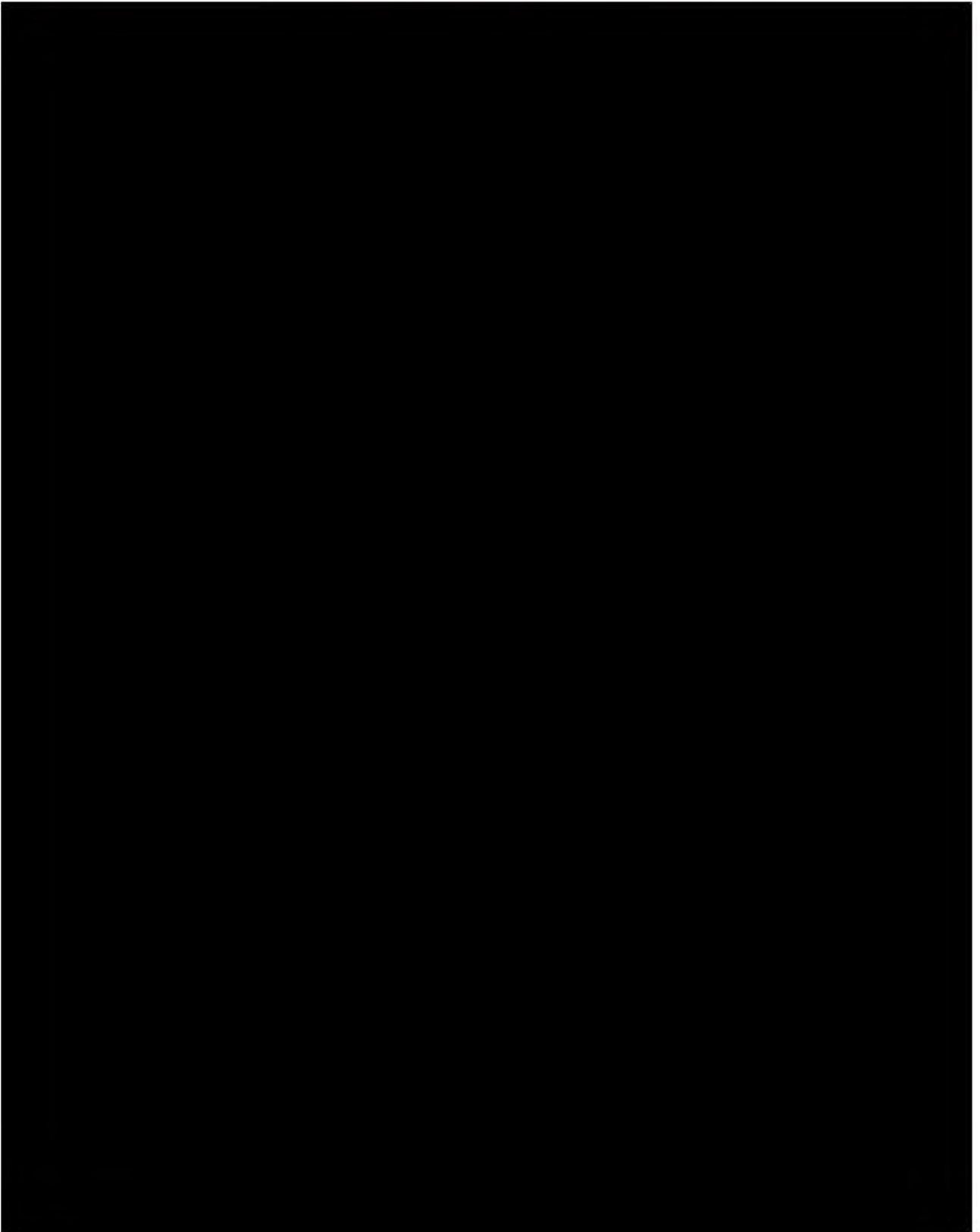
ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**. Agencies using The ENFORCER® range in size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

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

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

References

We are pleased to offer the following references that enjoy similar equipment and services offered to Onondaga County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Additionally, we have included contact information for every single one of our current clients where we serve as the Prime Contractor in **Exhibit 1**. We have also included several recent Letters of Reference from a few of our clients in **Exhibit 2**. ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List, in addition to the references below.







SECTION E
PROJECT COORDINATION AND
SCHEDULING

EXHIBIT E
PROJECT COORDINATION & SCHEDULING

3.2.5. Project Coordination and Scheduling

- 3.2.5.1. Provide a work plan with start date, duration and physical requirements. To be provided for each component if proposed separately.

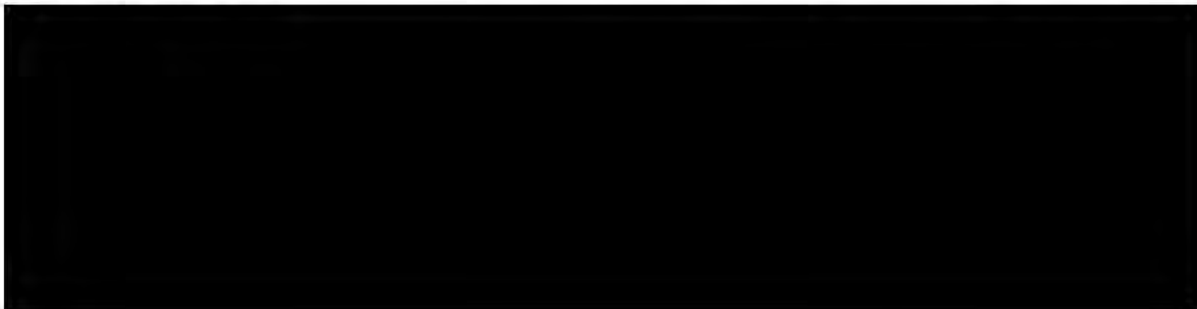
ICSolutions Response:

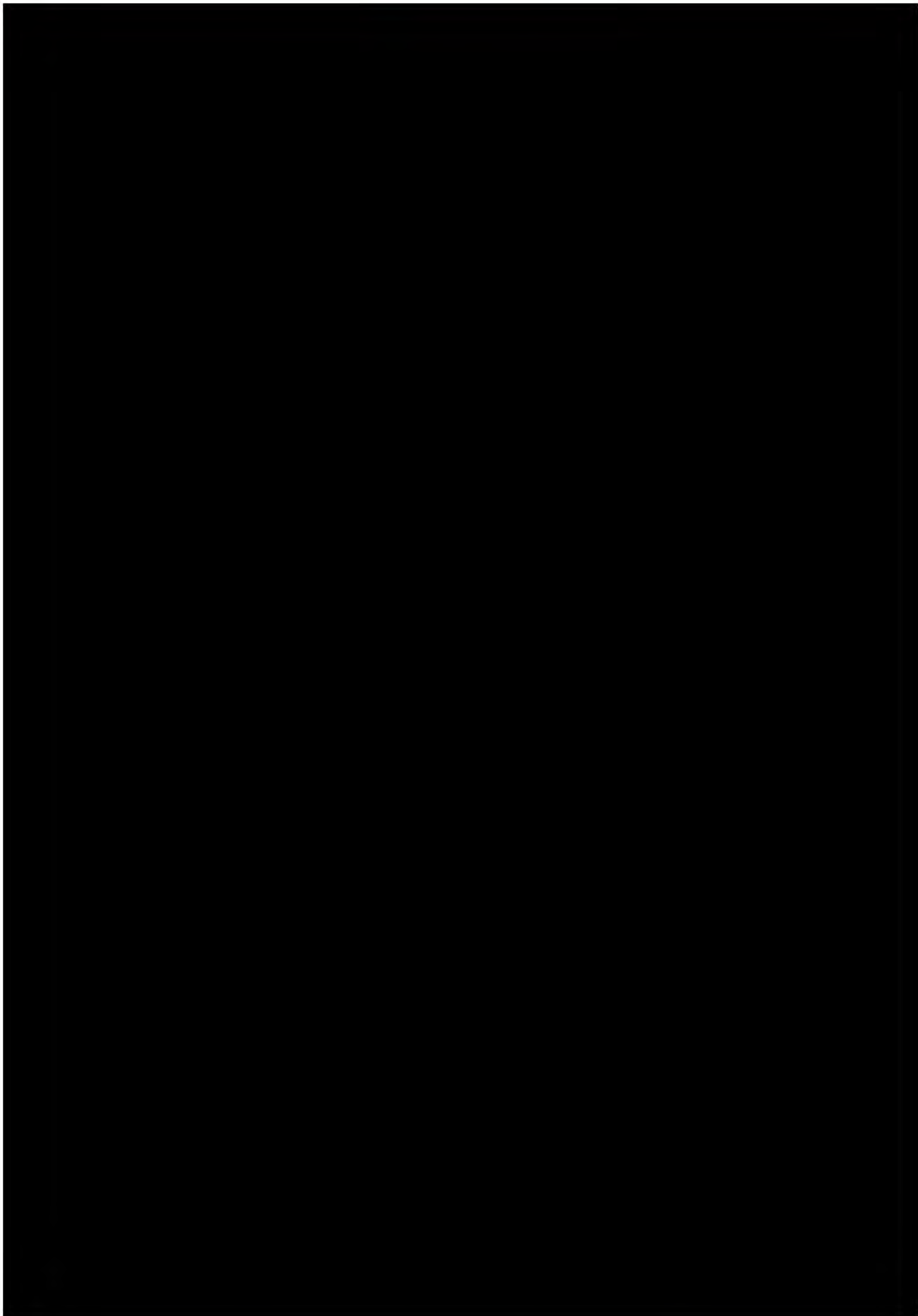
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' professionally trained project team will coordinate the transition from the current vendor to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform, and exceptional support following installation.

The ICSolutions' Operations Team will work together with the ICSolutions' Regional Account Manager, [REDACTED] 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 Inmate Telephone Implementation Schedule in Gantt chart format has been included at the end of this section** and includes all major tasks that will be required to complete the installation efficiently and without interruption of phone service at the Custody facility. **This timeline can be simplified for the Corrections facility currently serviced by The ENFORCER® and be complete in as little as two weeks.** *The start date is an estimate based upon contract dates provided in the RFP and can adjusted as necessary to accommodate the actual contract schedule.*

Ask any of our clients, and the County will find that ICSolutions' Implementation Team is second to none in flexibility and working with customers to customize the Implementation Plan to meet the Facility's needs. As shown in the Gantt chart, assuming the LEC can install the circuits required for the network within six weeks and the necessary facility escorts are available, ICSolutions is able to deploy The ENFORCER® ITS and The Visitor™ VVS at both facilities in **45 days, with as little as three days needed for equipment installation on-site**. This schedule includes an extra week to accommodate unforeseen circumstances that might impact the timeline. If only the Correction Department is awarded to ICSolutions, the timeline will be significantly shortened since ICSolutions' network circuits and software systems are already in place.

The major milestones of the implementation for installations **at facilities not currently served by ICSolutions** are as follows:





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

1. Review Contract/RFP Requirements & Project Setup – ICSolutions Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Mantis, create project files, and assign internal resources.

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the County to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, ICSolutions and the County will also go over any enhanced products or services that the County wishes to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the County's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

3. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, all internal wiring will be tested, the locations for each phone will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as the County would like it to appear on Call Detail Reports, privileges the County would like each user to have access to, etc.).

4. Installation Plan Customization & Review with the County – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate the needs of the County. ICSolutions will then review the customized Installation Plan with the appropriate County personnel. During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions will also ensure that the County has received identification for the project team so that the County can run any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network the County's existing workstations to The ENFORCER® network.

5. Scheduling for Onsite Installation – After the County has had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

5.1 Onsite Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed upon timing for onsite installation.

5.2 Schedule Training Location and Times for Each User Group – ICSolutions' certified National Trainer will work with the County to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the County's needs.

5.3 Schedule Equipment Removal with Existing Provider – ICSolutions will work with the County's existing provider to schedule the removal of all existing equipment to ensure minimal downtime of the County's inmate telephone system.

5.4 Make the travel arrangements for the onsite installation team and trainer. After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6. Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to setup the necessary network and equipment that can have a long lead time:

6.1 Order Network Services – The network is necessary to power The ENFORCER® ITS and The Visitor™ VVS. This task has the **longest lead time** and is largely out of the ITS provider's control. Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately six weeks for completion after ordering, when ordering the necessary bandwidth to support video visitation. To help ensure the lead time is as short as possible, ICSolutions' Director of Operations orders the network services immediately after learning ICSolutions has been awarded the contract, makes every effort to expedite circuit provisioning, and works with the County to schedule the circuits' delivery and installation. For larger agencies, ICSolutions typically obtains service from two different network carriers. We do this to ensure complete redundancy and maintain our 99.999% system uptime guarantee. If one carrier experiences an outage, service will instantly fail over to the second carrier.

6.2 Requisition system Hardware from Inventory, Order Additional Items (If Necessary) – All call processing and recording equipment is built and assembled at our corporate headquarters in ██████████. ICSolutions often has the necessary inventory on hand to complete upcoming installations. ICSolutions' Project Team will requisition the equipment necessary for the County's installation and order any additional equipment necessary.

7. Equipment Build/Testing/Ship – During this phase, ICSolutions will build The ENFORCER® to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation:

7.1 Software – During this phase, ICSolutions will create the County's Site in The ENFORCER, including configuring the centralized system in the data center (such as setting up the County's dedicated website); add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.); create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure the ENFORCER features based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting).

7.2 JMS Data Exchange Interface Development – During this phase, ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface, ICSolutions will develop all required interfaces with the County and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

7.3 Other Value-Added Services Required – During this phase, ICSolutions will activate and configure all value-added services required, such as voice biometrics, the IVR Suite and Premium Investigative Tools (e.g., Attendant, Communicator), and the Touchscreen Inmate Self-Service Products (e.g., Resident Portal). This phase includes obtaining all the relevant rules from the County, activating the service, developing any necessary interfaces with third party products (such as law library services), configuring the system to the County's specifications, and QA testing all configurations.

7.4. Network – During this phase, ICSolutions will configure the Network IAD, QA Test, and Burn in. That is, ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized ENFORCER®, and test.

7.5 Hardware – For this task, ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

8. Convert Existing Data – If applicable, we will request the data from the current vendor. First we will collect sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER®. ICSolutions will then review the current vendor's data and the format in which it was received.

9. Site Installation – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

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

9.2 Equipment Set Up and Powered (including labeling any new cabling) – ICSolutions will install all the necessary equipment in the phone / VVS equipment room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The on-site video visitation equipment will consist of a firewall and multi-functional video processing and recording servers, as well as UPS units. If any new cabling is installed, ICSolutions will label it.

9.3 Inmate Equipment Swap (e.g., phones, V17 video phones / inmate kiosks) – The ICSolutions onsite team will replace your old phones and inmate kiosks for new models of traditional phones and V17 video phones / inmate kiosks and complete any final wiring. After installing the new phones and V17 video phones / inmate kiosks, ICSolutions' Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

9.4 Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the County. However, since The ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by Dakota County administrators can access the system from any computer running a modern browser as if they were opening a web-site.

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

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

10. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The ENFORCER® system occurs quickly and seamlessly.

11. User Acceptance Testing – ICSolutions conducts the user acceptance testing with the trainees using the live system to ensure the testing is effective. To minimize the Staff time needed for the system implementation, the user acceptance testing occurs simultaneously with the training. If there are any issues identified during the training, the ICSolutions Project Team will work to resolve the issue while onsite.

12. Training - ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist County users in utilizing their ENFORCER® system, including its The Visitor™ VVS module, to the fullest. We have provided more detailed information on our training process in our Training Plan for both ITS and VVS, included later in this document, which will be customized to meet the needs of the County.

13. Monitor for Problems – Directly following cutover, ICSolutions will closely monitor the County'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.

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

ITS Installation Testing Protocol

As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Testing of The ENFORCER® system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The ENFORCER® system testing will encompass the following:

1. External system interfaces

- a. Interface protocol
- b. Access and security
- c. Error logging

2. Data Exchange

- a. Data format
- b. File exchange\transfer timelines
- c. Error logging

3. Database Integrity

- a. Inmate Table
 - i) Inmate ID
 - ii) Inmate full name
 - iii) Inmate PIN (if applicable)
 - iv) Inmate housing location
 - v) Inmate Status
 - vi) Inmate PAN list (if applicable)
- b. Global Number Table
 - i) Block List
 - ii) Attorney List
 - iii) Privileged List
 - iv) Free numbers
 - v) TDD Access numbers
 - vi) PREA Hotline
- c. Inmate Station Table
 - i) Station port labeling – Confirm accuracy
 - ii) Station Grouping
 - iii) Station Class-of-Service designation
 - iv) Station On-Off times
 - v) TDD Access numbers

- d. Rates & Dialing Table
 - i) Surcharge & Per Minute entries by Tariff Type
 - ii) Local number listing
 - iii) Dialing rules by Tariff type
 - iv) Dialing rule override (if any)
 - v) Carrier access protocol

4. System Access

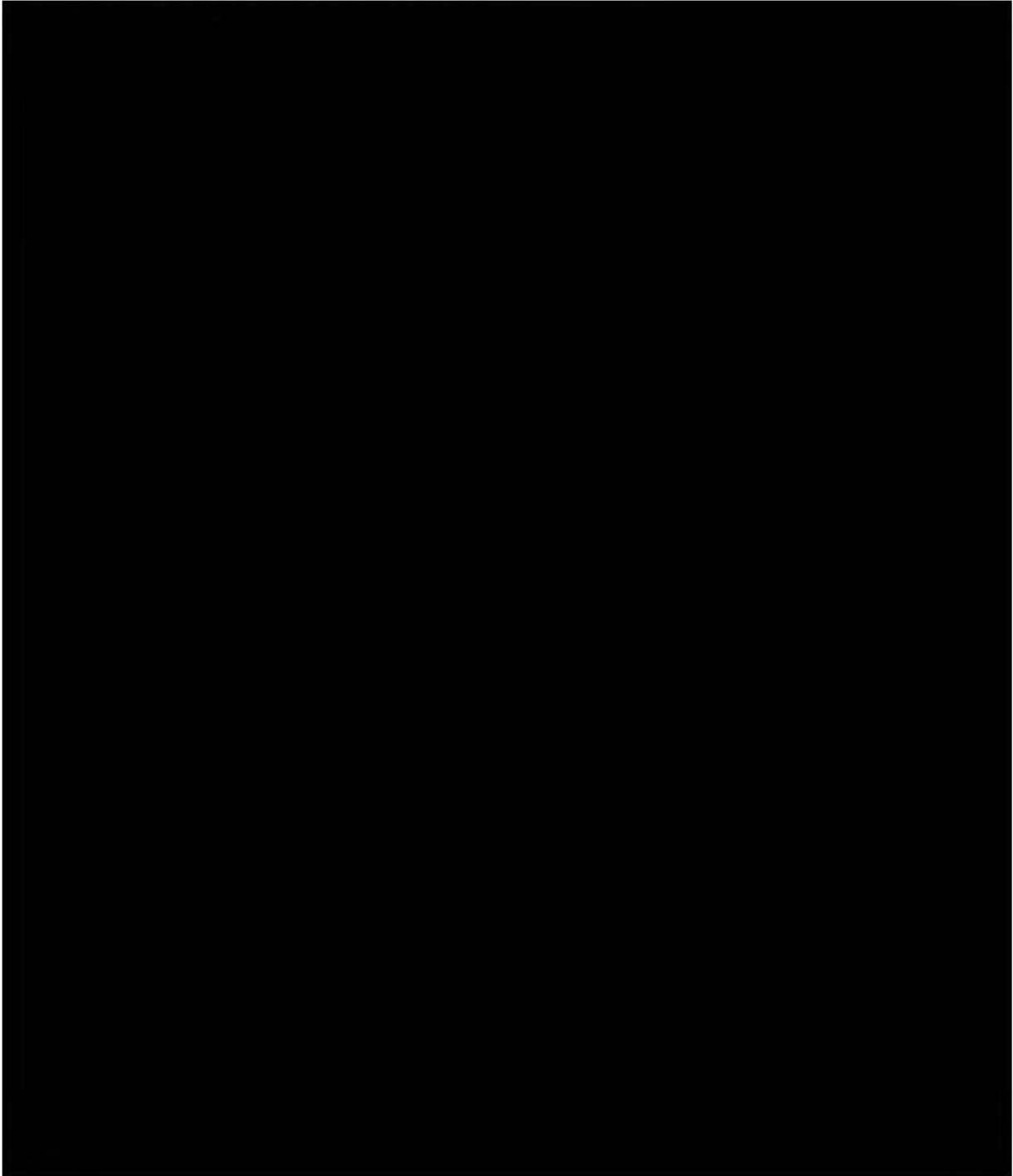
- a. User Role privileges
- b. User role assignments
- c. User name & passwords

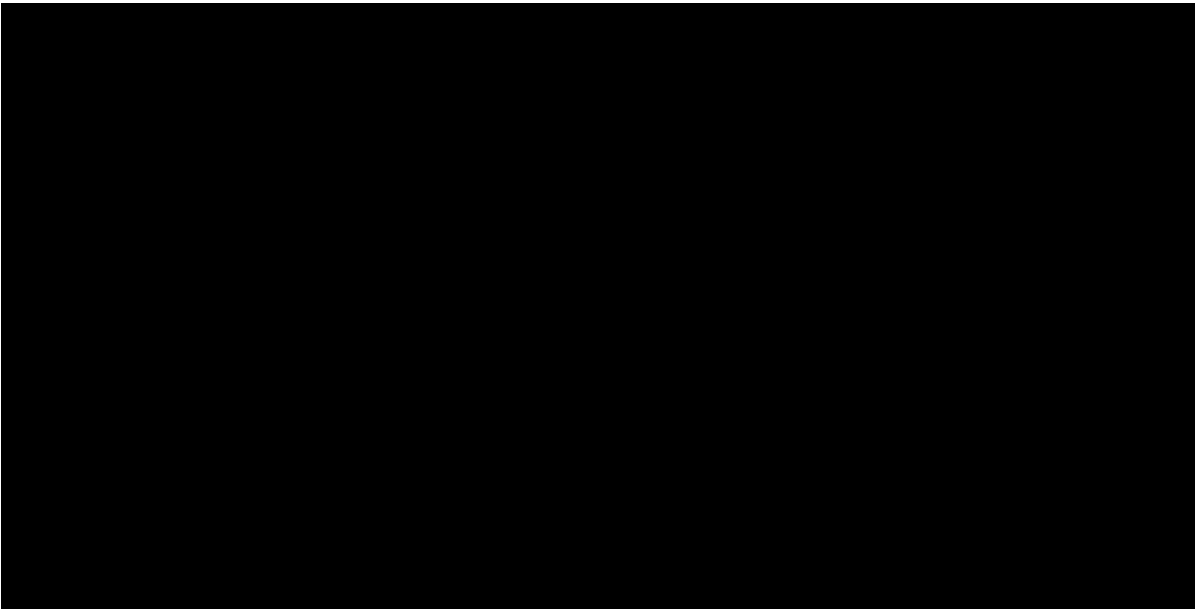
5. Facility workstation(s)

- a. Access to The ENFORCER® system
- b. Ability to monitor live recordings from both workstation and Facility Network if applicable.
- c. Test all alert methods to ensure proper working order for inmate and phone to designated investigation units.
- d. Ability to download and burn recordings using the following formats.
 - i) Wav
 - ii) MP3
 - iii) Speex
- e. Configured to use either the ICS player or default player for playback.
- f. Run and test reports for accuracy of information

Sample ITS Installation Checklist

Below is a sample Testing and Acceptance Checklist:





Facility Staff ITS Training Plan

ITS Training Outline & Objectives

ICSolutions' goal is to familiarize Onondaga County personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as preferred by the County.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; The ENFORCER®'s Quick Reference Guide; and a demonstration of the commonly used features of The ENFORCER® system; and hands-on interactive training **using the facility's own live system.**
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- Training is typically divided into three types of sessions: **Standard User, Investigator, and System Administrator (Super User).** Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long.
- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.
- When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.

- Each participant will leave the training session with a Quick Reference Guide for future reference. One or more complete ENFORCER® User Manuals will be provided for each facility. Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of The ENFORCER® system. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced.
- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.
- Initial and all follow-up training will be conducted by **Ms. Latisha Steger**, our Director of Sales Engineering and National Trainer. ICSolutions is able to **accommodate your requests for training with very little notice.**
- All training is provided **at no cost to the facility.**

ITS Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

A. Day-to-Day System Administration

- Logging In, locally remotely, to one site, multiple sites etc.
- User Access Control Settings: Roles, permissions etc.
- Call Process Flow & Control settings
- Call Record Search
- Blocked Number Administration
- Inmate Account Editor
 - Create a new account
 - ANI Advanced Privileges and Inmate-specific controls
 - Entering PANs, Inmate-specific blocks & exceptions
 - Alerts on Inmate Accounts
 - Disable Account
 - Search for Inmate Account
 - Print Account Information
 - Account suspension/reinstatement
- Debit Account Administration
- Interface functionality (if applicable)



Onsite Training

B. Investigative Functions

- Live Call Monitoring/Scanning
- Call Disrupt Function
- Recording
- Recording Exempt Numbers
- Setting Alerts (email, pager and phone)
- Recordings- Search, Retrieval & Reporting
- Recordings- Exporting Recordings, records and files to CD/DVD/USB etc.
- Running Ad-Hoc Call/Record/Recording Reports

C. Automated Calling Process Overview

- Placing a Call
- Debit Call Process
- PrePaid Collect Process

D. Service & Maintenance

- Initiating Trouble Reports & Scheduling automatic progress notifications
- Information Gathering & Preliminary Trouble-shooting
- Trouble Reporting and escalation
- Viewing and reporting on trouble ticket histories

E. Training and User Reference Tools

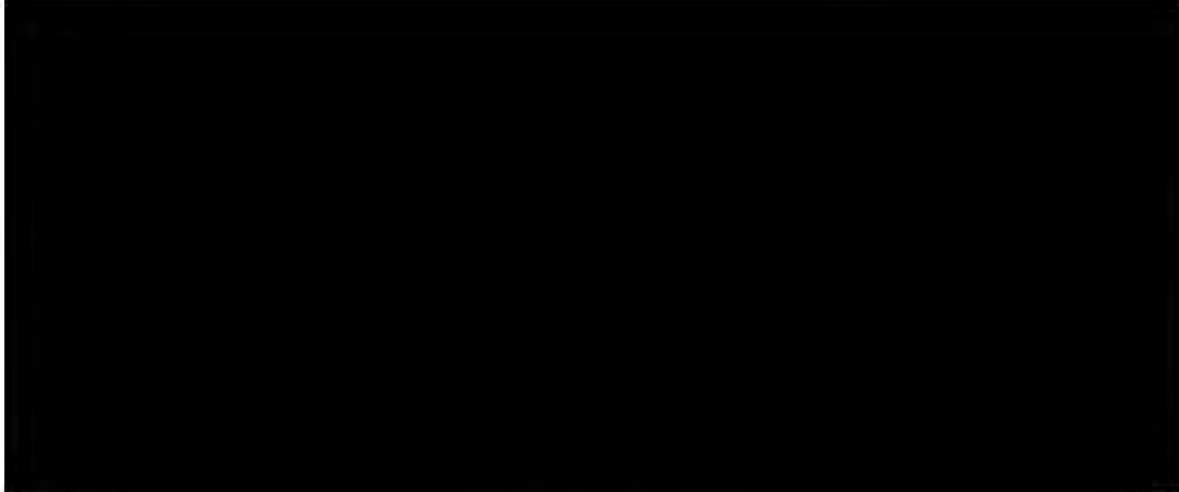
- Quick Reference Guide
- User Guide
- Report Synopsis
- Inmate Information Pamphlet in English & Spanish
- Support Center

F. ICSolutions' and Support Team Contact Information



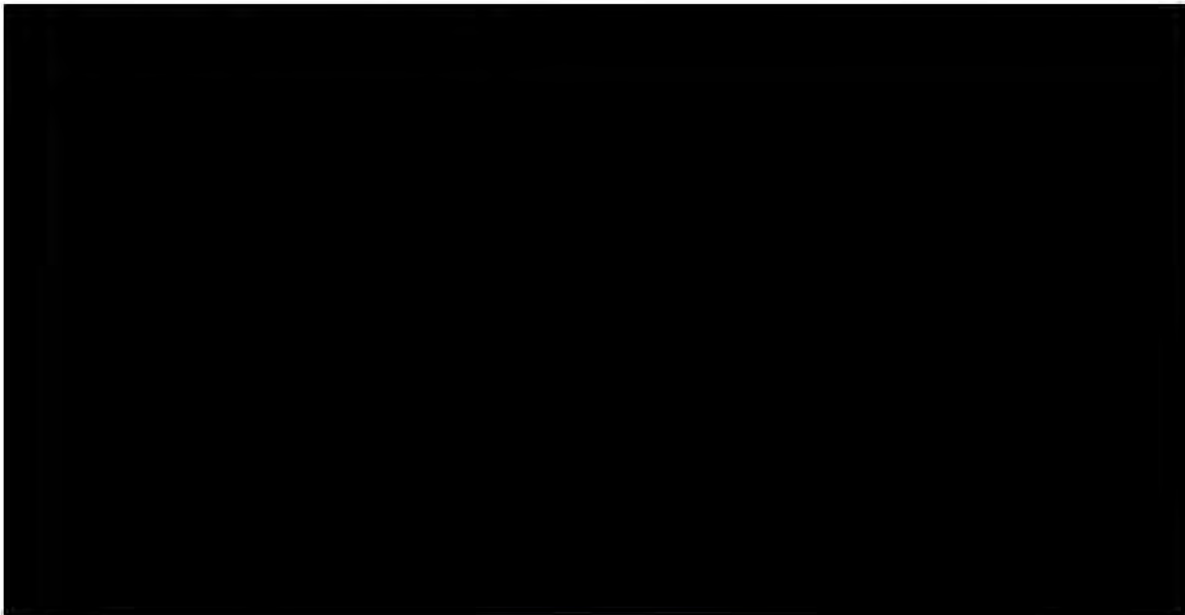
[Online Training](#)

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®.



User Access to Product Documentation

In addition, all users will be notified through The ENFORCER®'s Dashboard of recent enhancements and related product documentation upon logging in.



Upgrades Dashboard

Inmate and Call Recipient Training Plan

ICSolutions offers several solutions to ensure deployment of The ENFORCER® is an easy process for telephone users. First, we coordinate with each 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. For the Correction Department, this process will be simplified since all existing prepaid accounts will remain in place, with no changes to user logins, passwords, or other account-related data.

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.

VVS Installation Testing Protocol

As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, video stations, software, workstations, and peripheral hardware.

Testing of The Visitor video visitation system will be conducted by the Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP®'s waterfall approach for system implementations. The QC Team documents all testing and walkthroughs in Mantis. All results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by both the Video Visitation Product Manager and the Video Visitation Project Manager.

The Visitor system testing will encompass the following:

- 1. External system interfaces**
 - a. Interface protocol
 - b. Access and security
 - c. Error logging

- 2. Data Exchange**
 - a. Data format
 - b. File exchange/transfer timelines and frequency
 - c. Confirm inmate count in JMS is synced with The Visitor video visitation (Admin page)
 - d. Error logging

3. Database Integrity

- a. Inmate Table
- b. Approved Visitor Table
- c. Video Visitation Station Table
- d. Video Visitation Station Locations (e.g., identification, type, rules, etc.)
- e. Video Visitation Policies:
 - Schedule (Allowable visitation times by type of visit and visitor)
 - Rates & Fees
 - Designate free and paid visitations by visitor or type of visitation (e.g., remote visitations where the visitor is off-site using a home or office computer to visit)

4. System Access

- a. User Role privileges
- b. User role assignments
- c. User name & passwords
- d. Register as a new user
- e. Approve new user

5. Equipment & Network Preliminary Installation Check

- a. Check cabling
- b. Turn on/off system
- c. Test IP devices
- d. IP external assignments – confirm accuracy
- e. IP internal assignments – confirm accuracy
- f. Confirm firewall setup
- g. Equipment setup on domain
- h. Database communications
- i. Software version

6. Quality Assurance (QA) Testing:

- a. Video Visitation Station Center Application
- b. Control Software / Facility workstation(s)
- c. Monitoring
- d. Lobby Visitor Registration & Scheduling Terminal
- e. Remote Visitors
- f. Inmate Terminals

7. User Acceptance Testing (UAT)

- a. Coincides with hands-on training
- b. Training Curriculum & tests performed in UAT customized for facility's requests

Facility Staff VVS Training Plan

VVS Training Outline & Objectives

ICSolutions' goal is to familiarize Onondaga County personnel with daily system functions of our The Visitor video visitation system. ICSolutions understands that different user groups will have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. The user friendly and graphical nature of the video visitation system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Training will be conducted by our Corporate Account Manager Don Newsome on the live system, so that users will be able to **walk through the process step-by-step**. The training classes are typically divided into four types of sessions:

- 1) **Site Administrator (Super User):** How to create users and assign roles, run reports, ban visitors, restrict inmates, audit system activity, change global application settings, add/edit video stations and more
- 2) **Control Officer:** How to view scheduled visitations, connect video visitation sessions, schedule visitation, cancel visits, monitor live visits, disconnect live visits, ban visitors, access recordings, and more
- 3) **Investigator:** How to access recordings and reports.
- 4) **Visitor:** How to register, login, schedule visitation, update profile information and manage inmate list

Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in the training. ICSolutions can schedule video visitation training in shifts so that facility staff can receive training during their normal work hours.

ICSolutions adheres to the following training process for our video visitation solution:

- Prior to installation, ICSolutions will perform a final site survey of all facilities where video visitation units are to be installed.
- Following the site survey, ICSolutions will meet with Facility personnel to finalize the exact locations of all video units. We will also go through the software and its high-level capabilities.
- If we have not already done so, ICSolutions will contact other third party vendors with whom we will need to integrate for the video visitation system, such as JMS and commissary. If ICSolutions is awarded the phone contract, this step is typically handled prior to the inmate telephone system implementation.

- ICSolutions will review the Facility's current visitation policies and make any necessary adjustments for your migration from in-person visitation to video visitation. ICSolutions will work with the Facility to implement all best practices which are applicable to your situation. Examples of such policy decisions include determining hours of visitation, the use of approved visitor lists, requirements for visitor approval, etc.
- During the installation of the video visitation system, ICSolutions personnel will be at the facility throughout the week to provide hands-on training to all of your personnel that will be utilizing the system, especially the Control Officer(s) who will mainly be in charge of managing the system. ICSolutions will provide hands-on training using the Facility's live system for at least 1-2 days, or until all necessary facility users have been trained.
- Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; The ENFORCER®'s Quick Reference Guide; and a demonstration of the commonly used features of The ENFORCER® system; and, when permitted, hands-on interactive training **using the facility's own live system.**
- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.
- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.
- Initial and all follow-up training will be conducted by [REDACTED], Corporate Account Manager and National Trainer for The Visitor™. He will also be assisted by [REDACTED], your Regional Account Manager and primary point of contact for this contract. Our dedicated certified in-house training team makes ICSolutions able to **accommodate your requests for training with very little notice.**
- ICSolutions will provide users with How To documents and reference sheets applicable to their specific role prior leaving the Facility.
- All training is provided **at no cost to the facility.**

VVS Training Curriculum

Below is the standard training curriculum, which is customized for each facility's needs during the site survey, installation, and as requested during the training. The following sample training agenda will be used as the starting point to design Onondaga County's customized training agenda:

A. Day-to-Day System Administration

- Logging In, locally, remotely, to one site, multiple sites etc.
 - Single sign-on through The ENFORCER®
- Visitor Registration & Scheduling
- Connecting Visits
 - Visitor Verification (if applicable)
- Live Visit Monitoring:
 - Audio monitoring
 - Instant disconnect
- Viewing and modifying inmate and visitor profiles
- Generate reports
- Interface functionality (if applicable)

B. Investigative Functions

- Visitation Recordings Search, Retrieval, & Playback
- Visitation Reporting & Interactive Tables (schedule, historical visits, search features, etc.)
- Setting Alerts on scheduled visits
- Recordings- Search, Retrieval & Reporting
- Recordings- Exporting Recordings, records and files to CD/DVD/USB etc.

C. Staff Administrative Functions

- User Accounts & Privileges (ban visitors & other inmate restrictions)
- System configurations
- Creating messages to warn inmates and visitors of non-compliant behavior
- Setting visitation rules for on-site, remote, and specified visitation centers or housing units
- Establishing authorized visitor relationship type and privilege status
- Interface functionality (if applicable)

D. Service & Maintenance

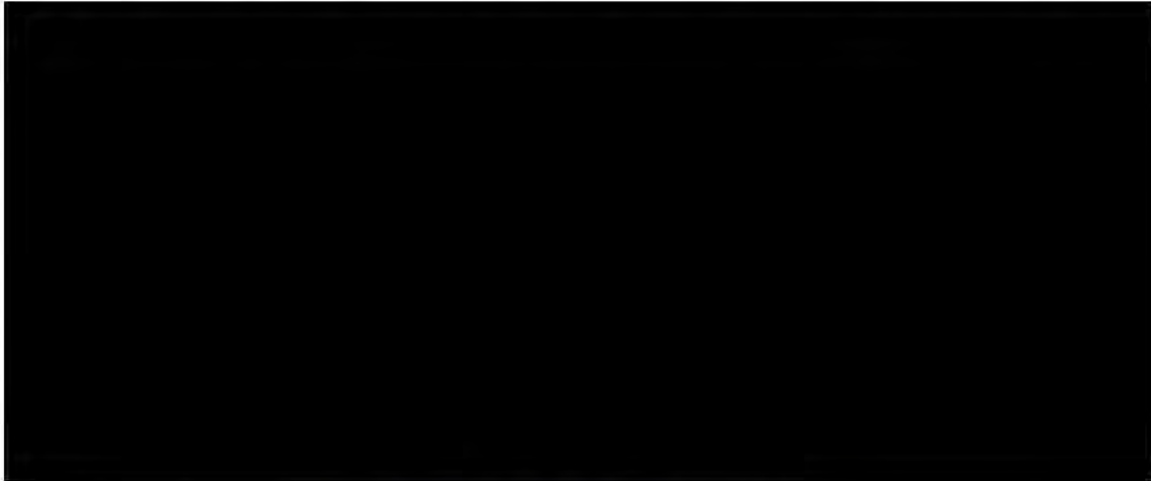
- Initiating Trouble Reports & Scheduling automatic progress notifications
- Information Gathering & Preliminary Trouble-shooting
- Trouble Reporting and escalation
- Viewing and reporting on trouble ticket histories

E. Training and User Reference Tools

- Quick Reference Guide with guides for each tab, control screens, & troubleshooting
- User Guide
- Report Synopsis
- Visitor Information Pamphlet in English & Spanish
- Support Center

F. ICSolutions' and Support Team Contact Information

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®.



User Access to Product Documentation

Inmate & Visitor Training Plan

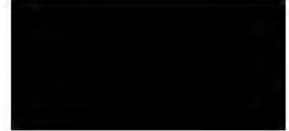
ICSolutions offers several solutions to ensure deployment of The ENFORCER® is an easy process for telephone users. First, we coordinate with each facility approximately three weeks before cutover to include approved messages through the phones with the upcoming transition date and information of where friends and family can schedule visits and obtain further instructions.

In addition, about one to three weeks before cutover, ICSolutions personnel will hang up educational posters in inmate housing areas (if allowed) and lobbies, as well as distribute brochures in the lobby. The posters will identify the upcoming transition date, visitation rates, and ICSolutions' name, dedicated video visitation website, and toll-free customer service number for friends and family to set up prepaid accounts or ask additional questions about the process. For facilities using ICSolutions' ENFORCER® for their inmate telephone system, the prepaid account functionality is already available at the time of cutover 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.

Written instructions for visitor registration and scheduling visits are always available at www.icsolutions.com, our website dedicated to video visitation. In addition, ICSolutions can provide written instructions in the lobby and an option on the AttendantSM informational line.

Maintenance and Support Plan

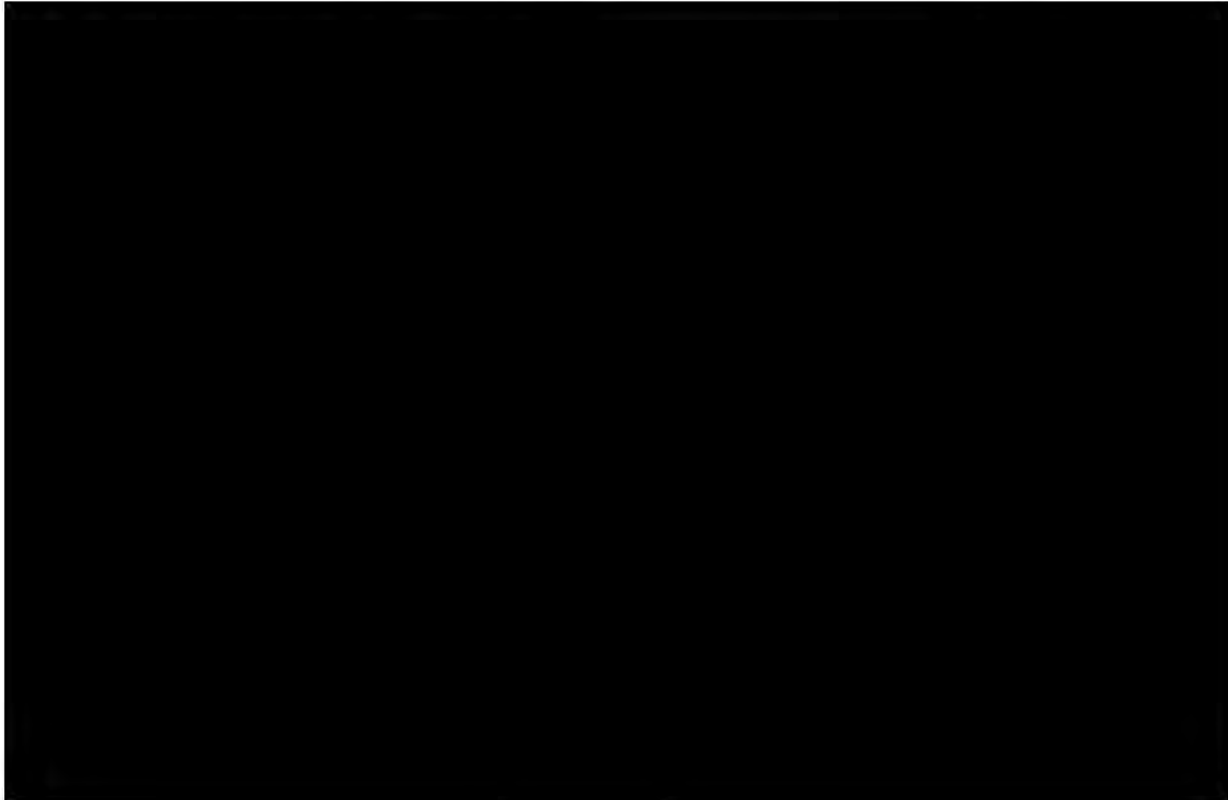
ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous,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



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

Technical Services Center (TSC)

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



TSC personnel are professionally trained and experienced in the operations of the inmate 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.



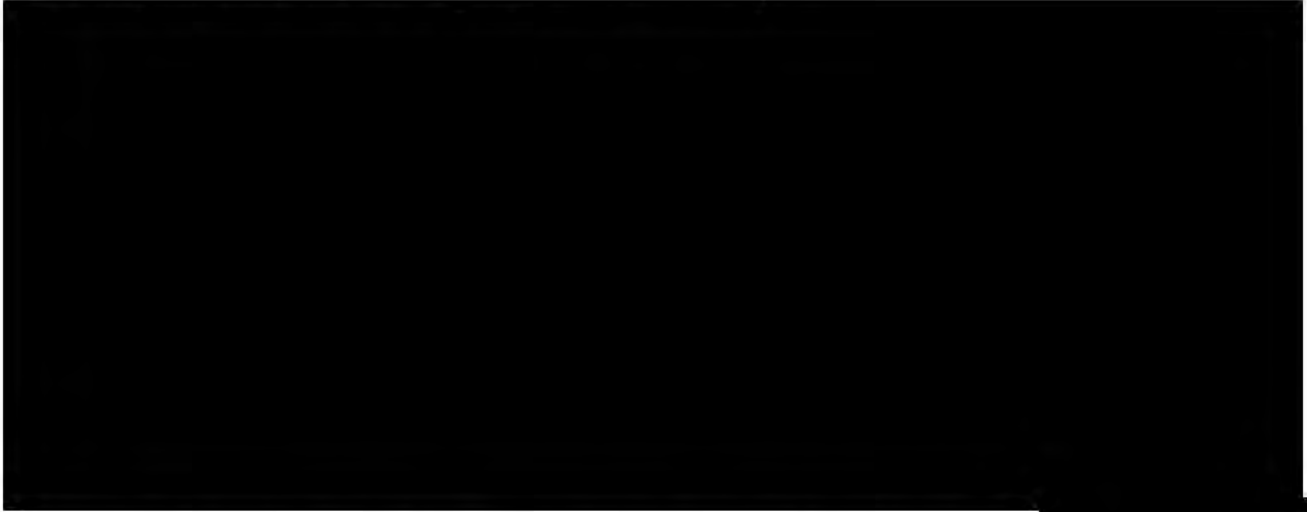
Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. 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.



Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

Priority Schedule

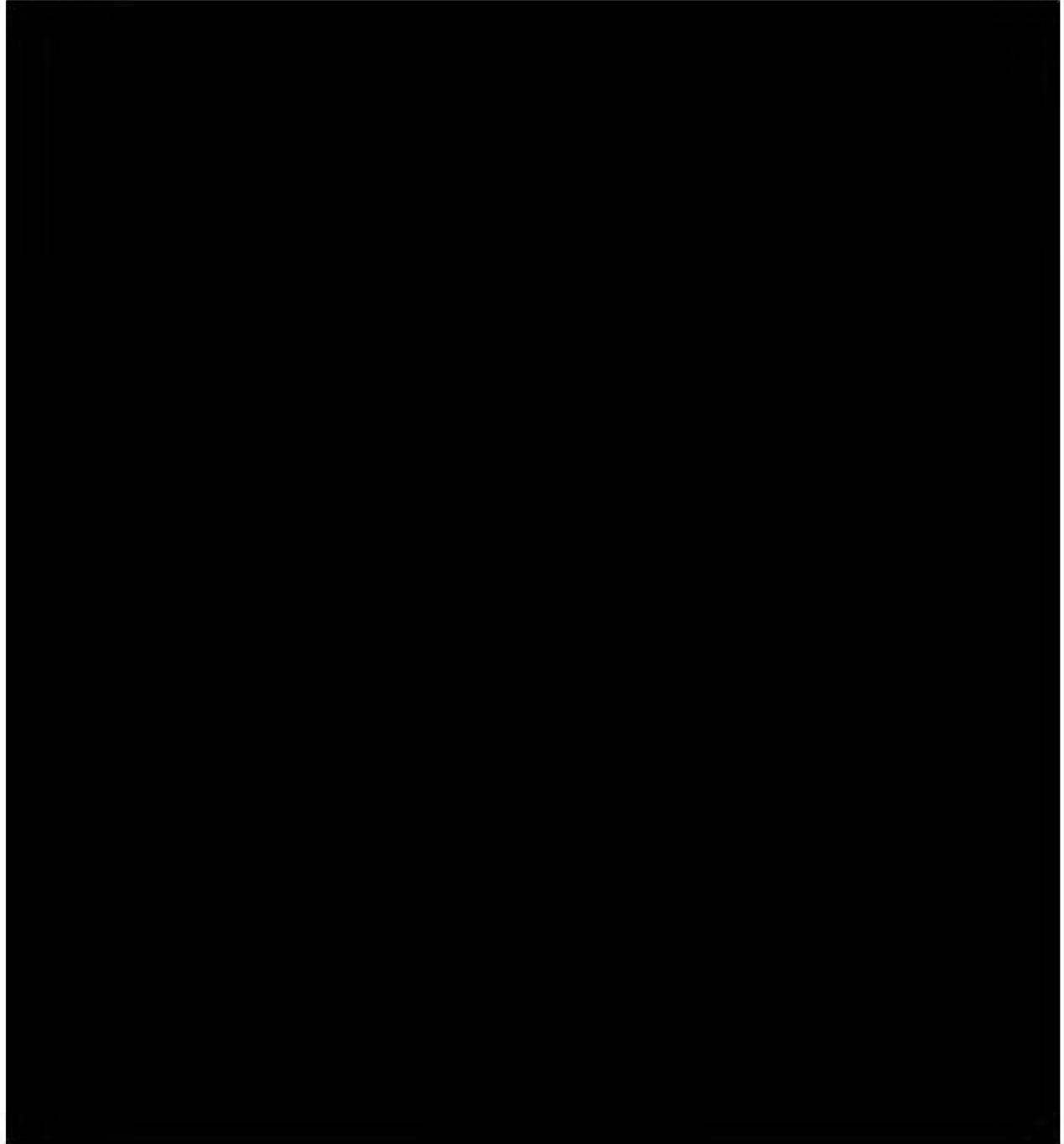
The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the County.



Due to the sophisticated nature of The ENFORCER® system and its The Visitor™ video visitation module, 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.

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.



Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications,
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions' video visitation product manager will be added to the above list as the first escalation point to assign tickets to the Video support team.

The VVS product manager is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

Local Field Service Technicians

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

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

Regular Account Reviews

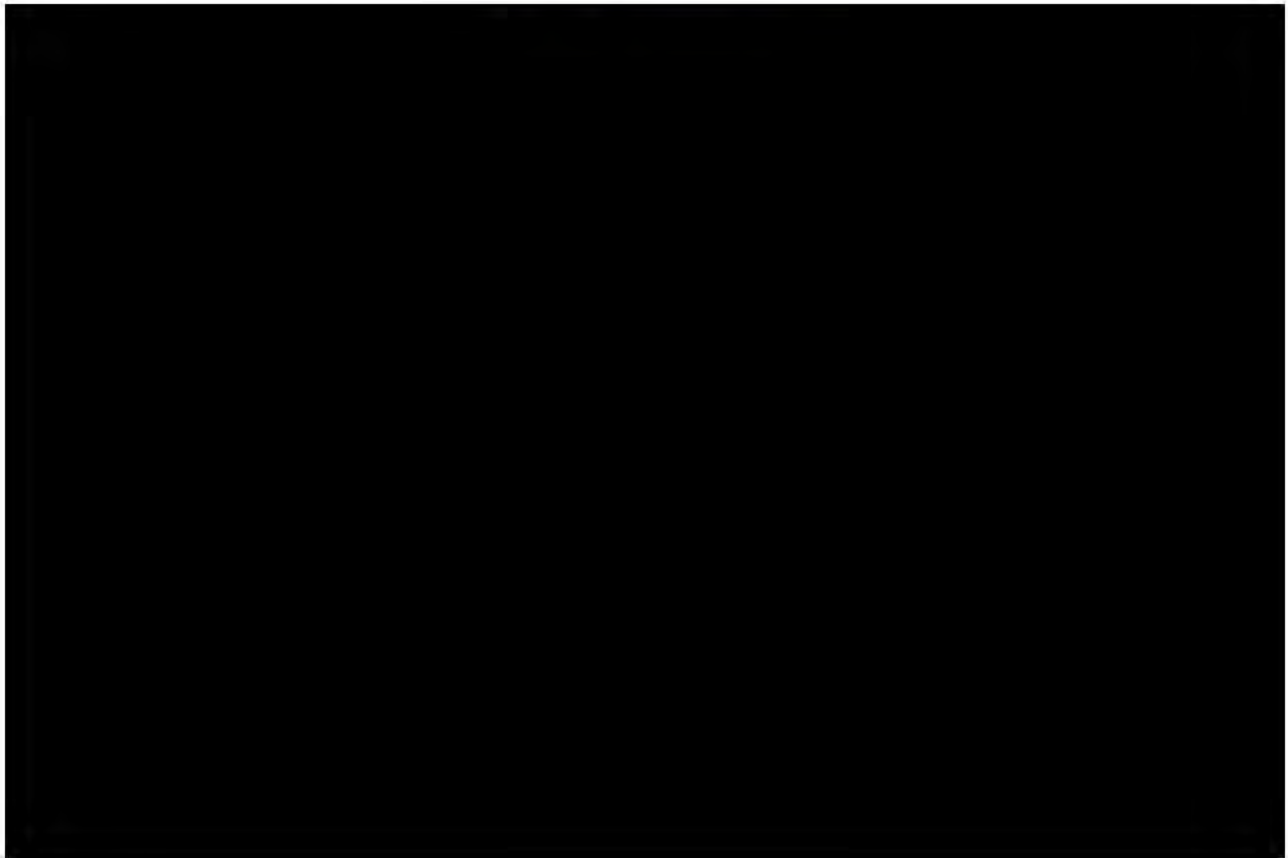
██████████ will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications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

Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER® and its The Visitor™ video visitation module; our 24 x 7 x 365 Technical Services Center, and **your Regional Account Manager**, [REDACTED] 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 and its The Visitor™ video visitation module. The professional team involved in the aforementioned duties and ongoing management of service for Onondaga County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Exhibit 6**.

Client Services



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

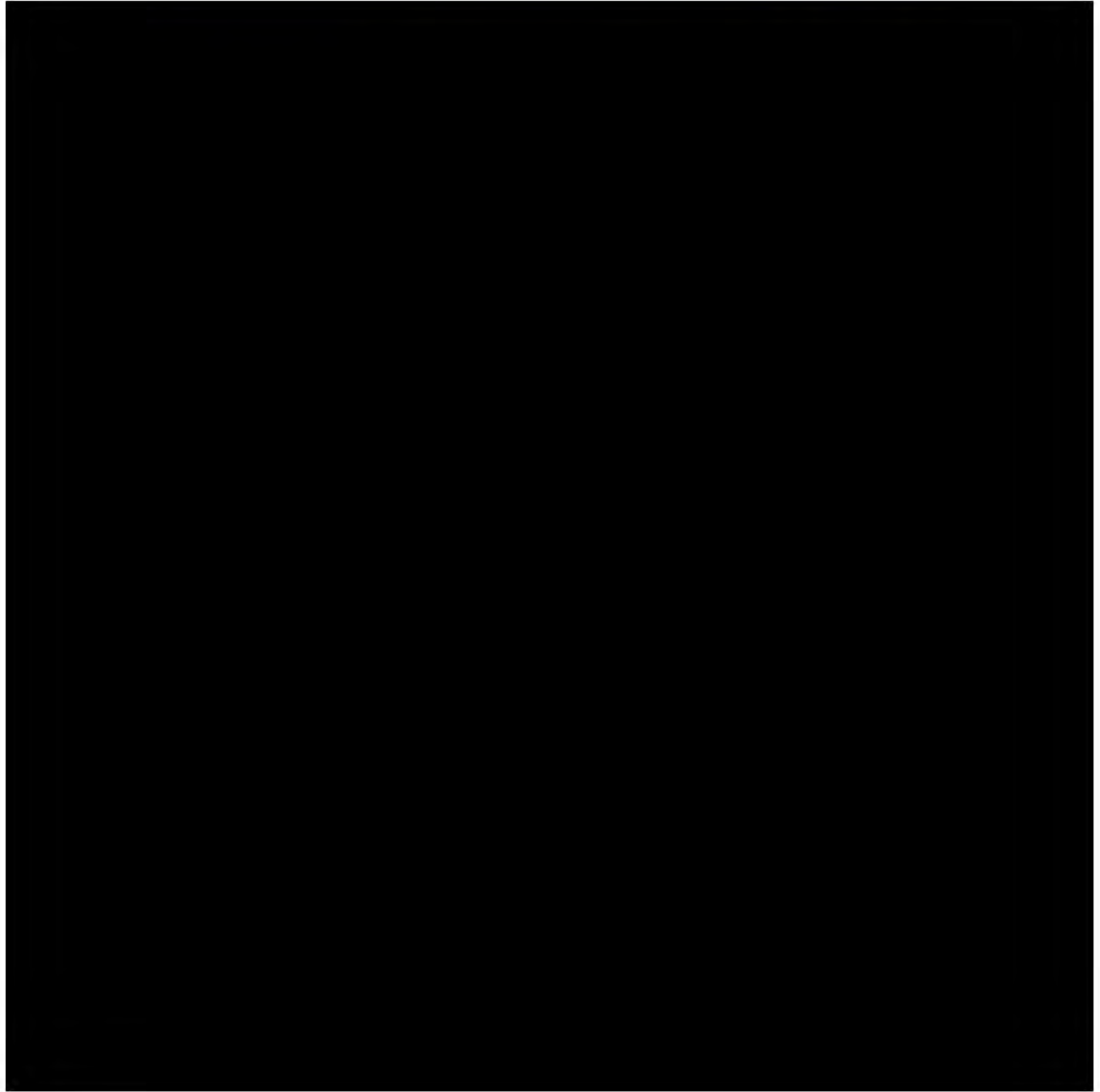
[REDACTED]

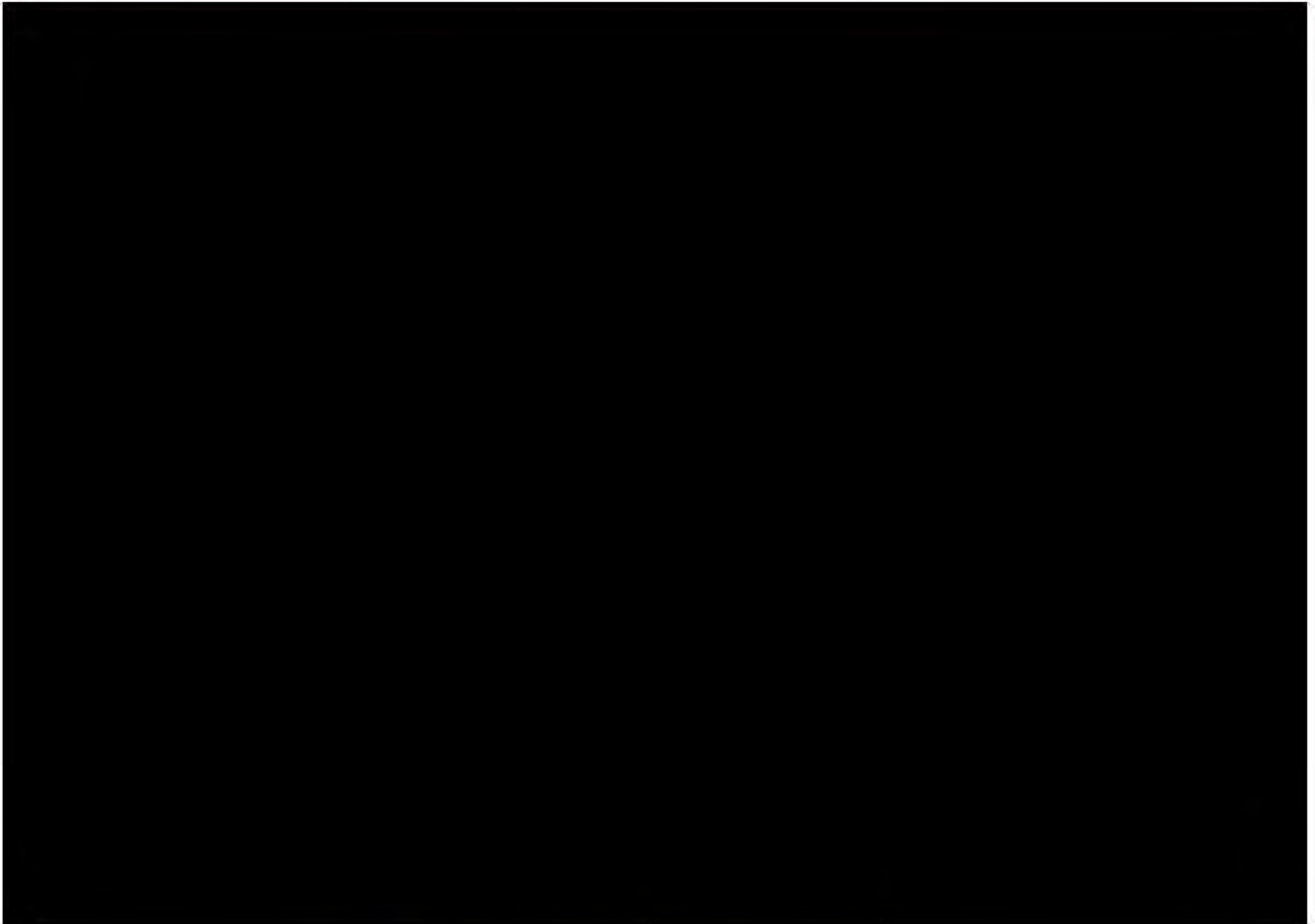
[REDACTED]

[REDACTED]

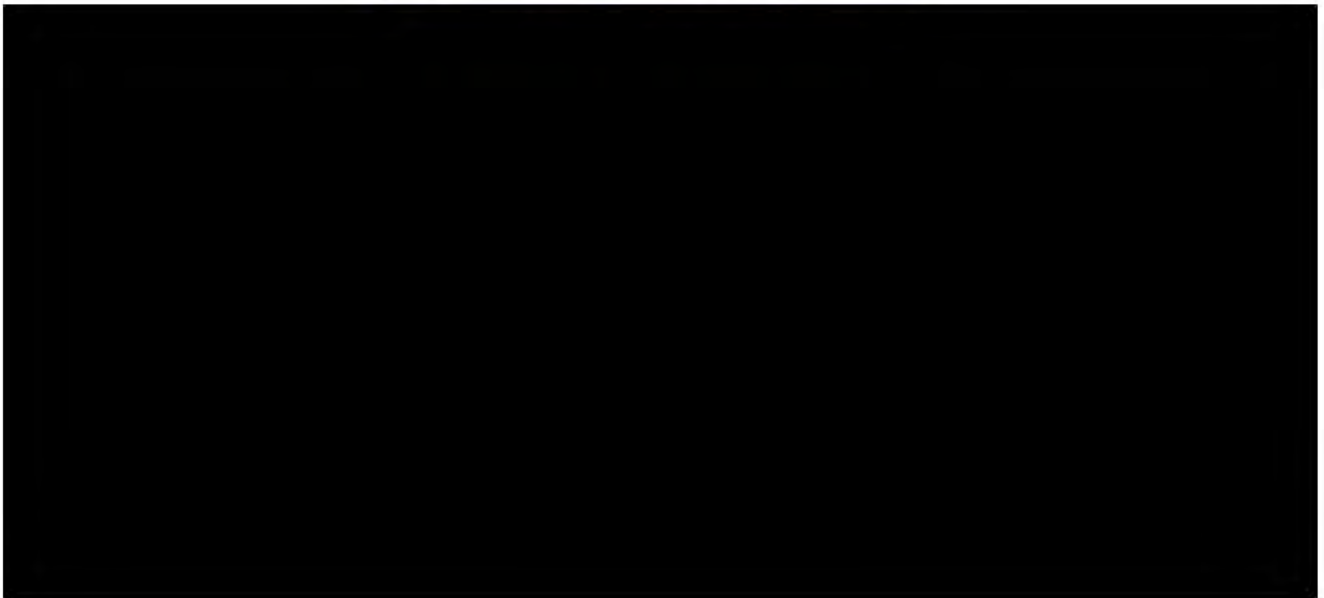


Installations & Operations (Technical Support)





Technology Development



[REDACTED]

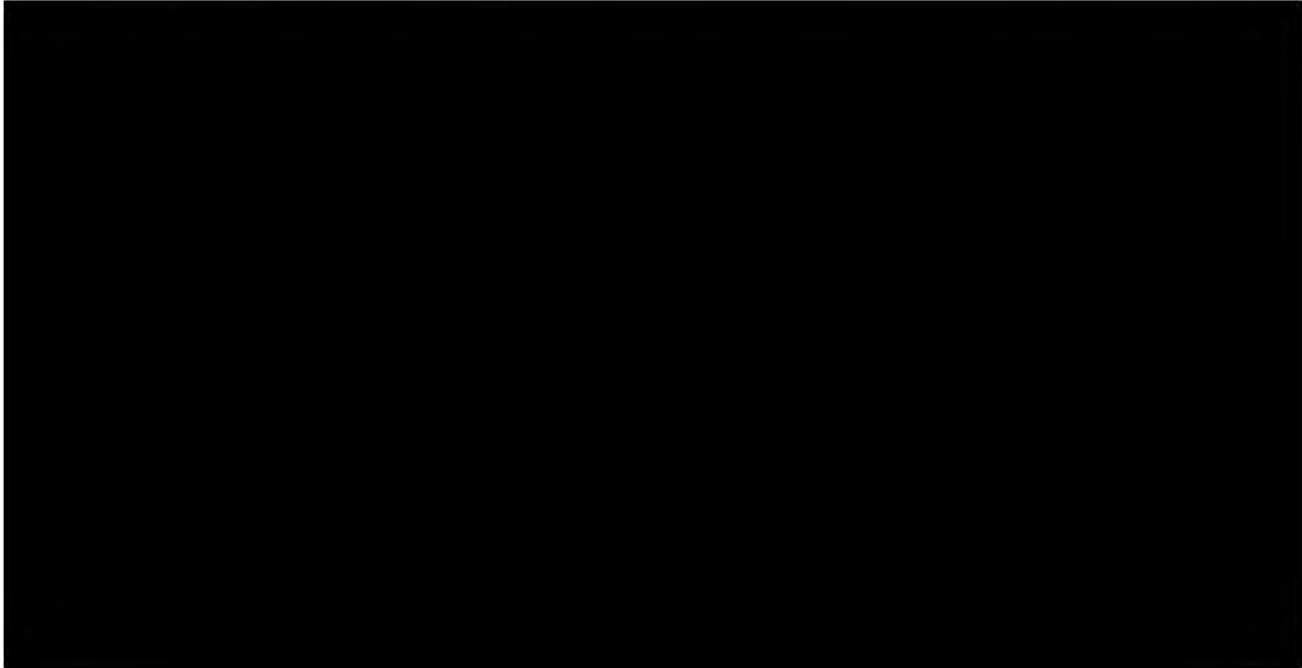
[REDACTED]

[REDACTED]

[REDACTED]

Executive Management Team

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





SECTION E

1. ITS TIMELINE

**ONONDAGA COUNTY, NEW YORK
INMATE TELEPHONE & VIDEO VISITATION
BASELINE IMPLEMENTATION PLAN**

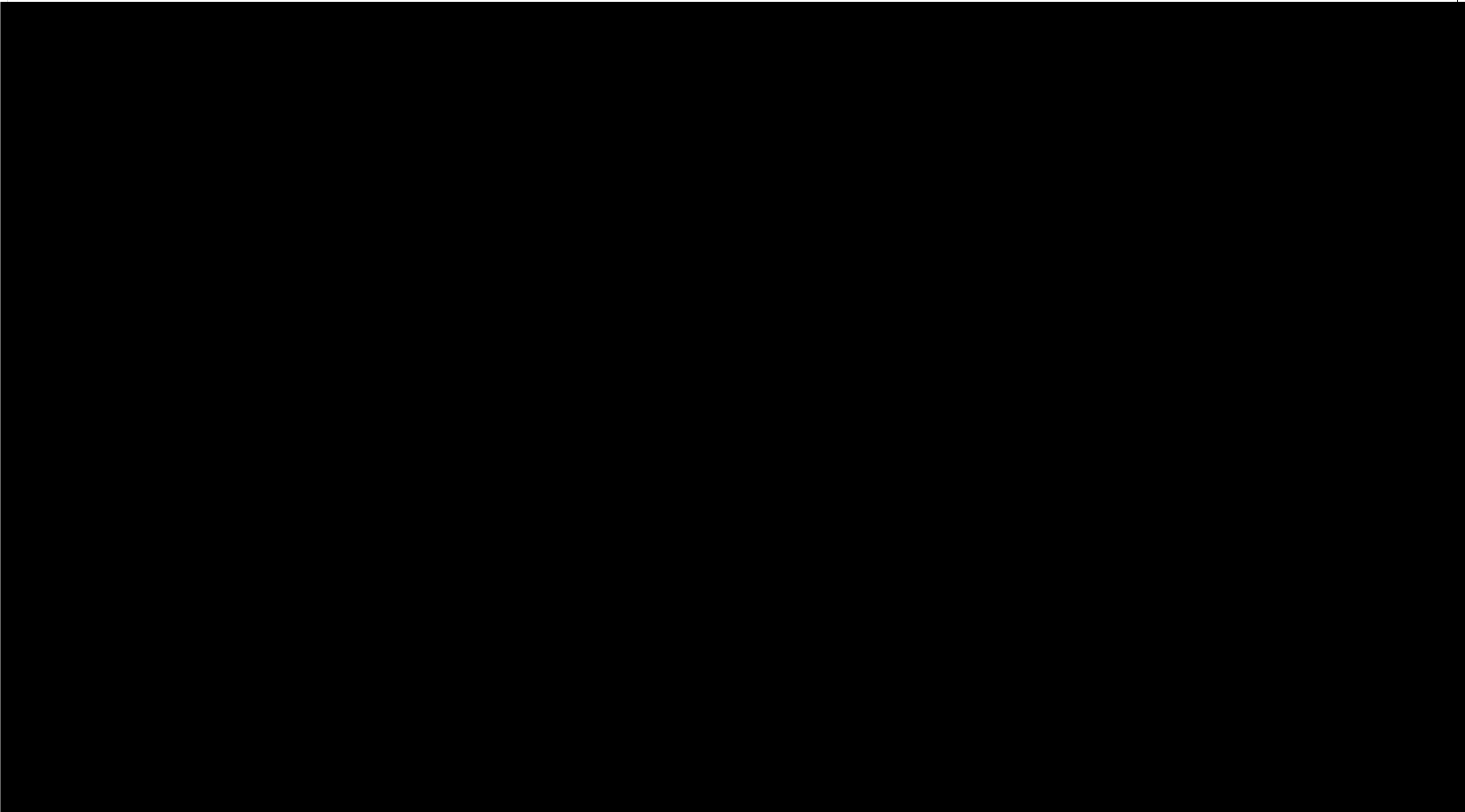




EXHIBIT 1
ICSOLUTIONS® CLIENT LIST

ICSolutions® *Client List*

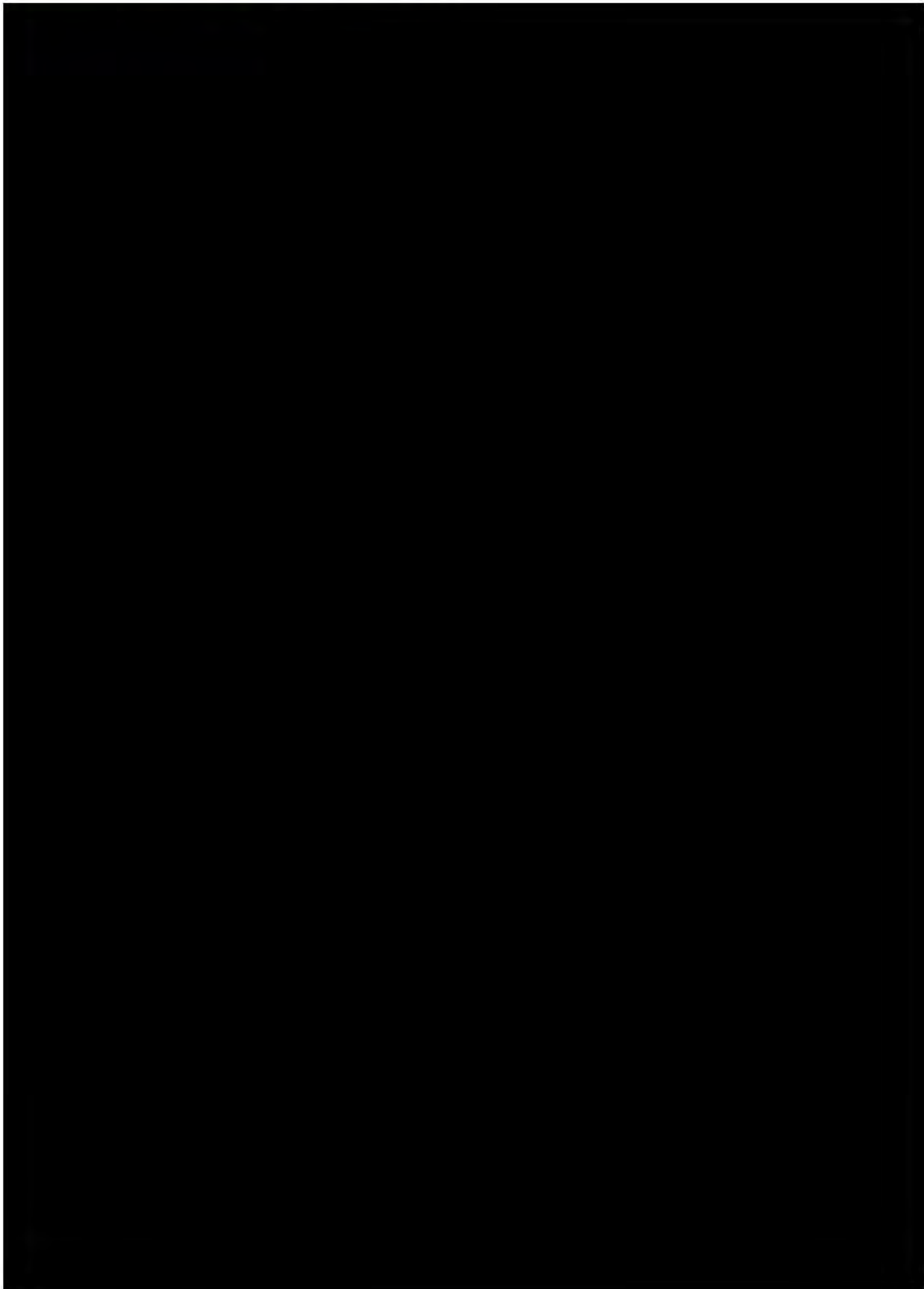
ICSolutions is proud of our service history, and therefore we are pleased to offer our **entire client list as references**. We strive to take outstanding care of each and every account, and we believe all of our clients will attest to the quality of our service and technology.

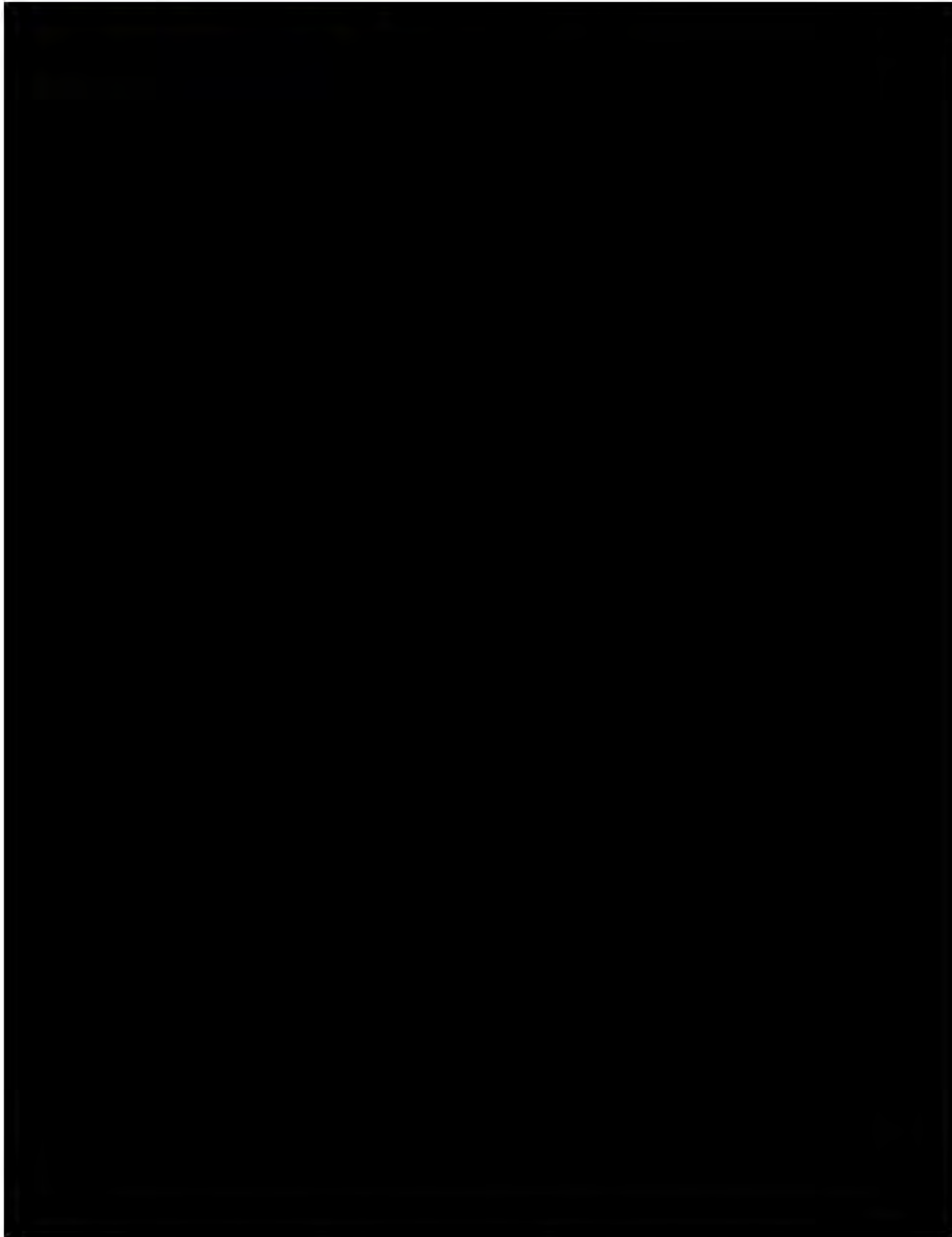
In the role of Prime Contractor, ICSolutions currently provides inmate calling services to about 250 state, county, and city/regional agencies operating hundreds of facilities across the United States. As Prime Contractor, we serve clients that house as many as 8,500 inmates, to as few as 50 or less. All of our clients rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

In the role of technology subcontractor, ICSolutions provides our ENFORCER® calling system to dozens of additional clients that range in size from small local facilities, to large state DOCs housing as many as 44,000+ inmates. ICSolutions is restricted from offering these clients as references because our subcontractor agreements are governed by non-disclosure. However, we feel it worth mentioning these accounts because they further substantiate The ENFORCER® as truly scalable, hardened technology that can be configured to perform well in a wide variety of correctional environments.

In the fifteen years that ICSolutions has been in business, we have not lost a single customer since its inception in for failure to comply with the contract and we have maintained a **99% contract renewal rate**. We attribute this success to three main advantages: **1) advanced technology, 2) extraordinary customer service, and 3) increased call completion.**

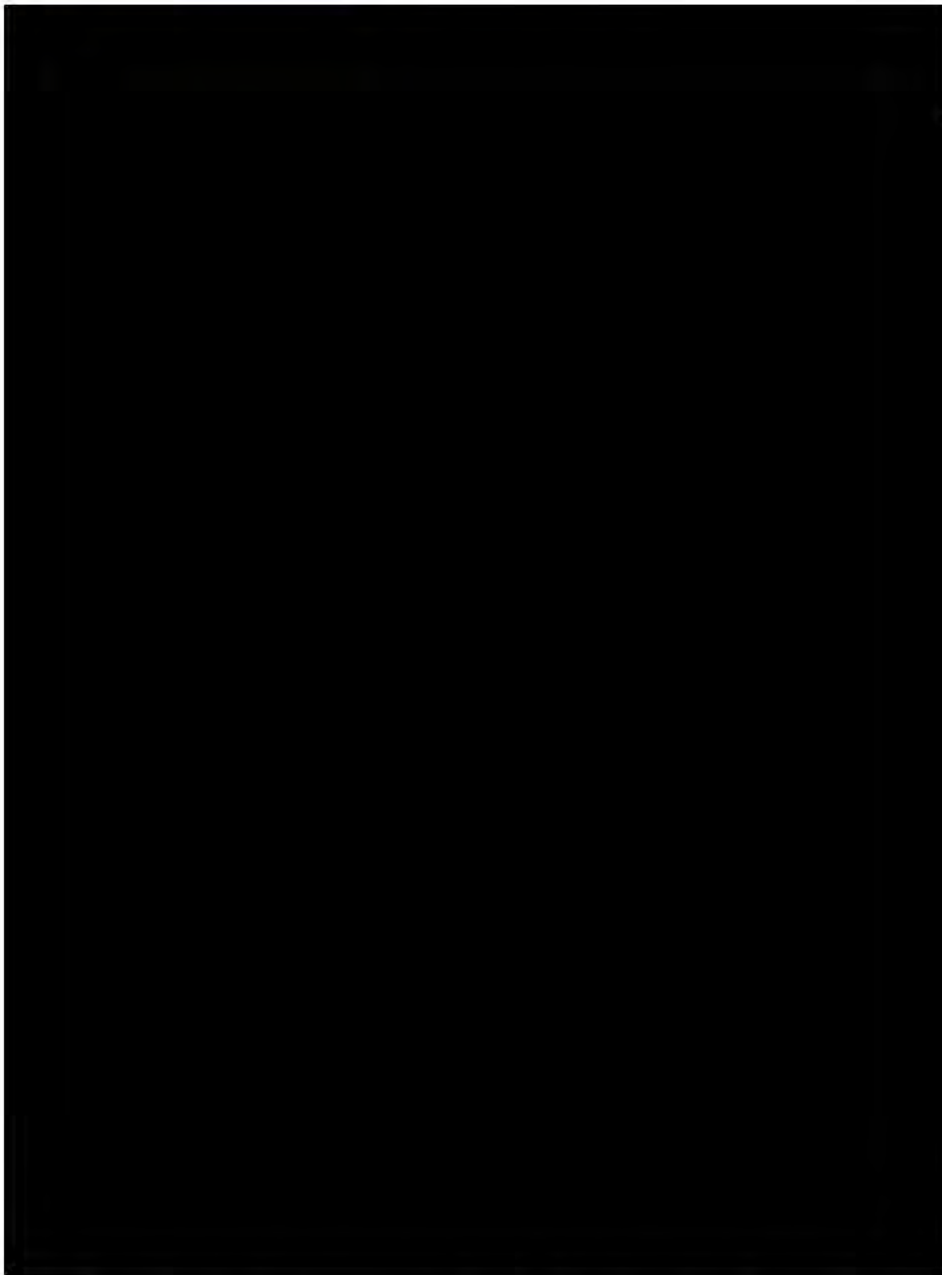
ICSolutions recognizes that experience is a key metric in evaluating vendors' proposals. We feel that our experience, technology, and billing expertise enable ICSolutions to be a superior vendor of comprehensive, reliable Inmate Telephone Systems. **That's why we invite you to call anyone on our client list.**





"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."



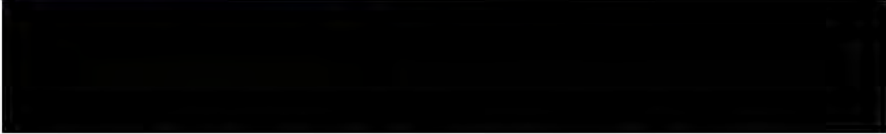


"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service.

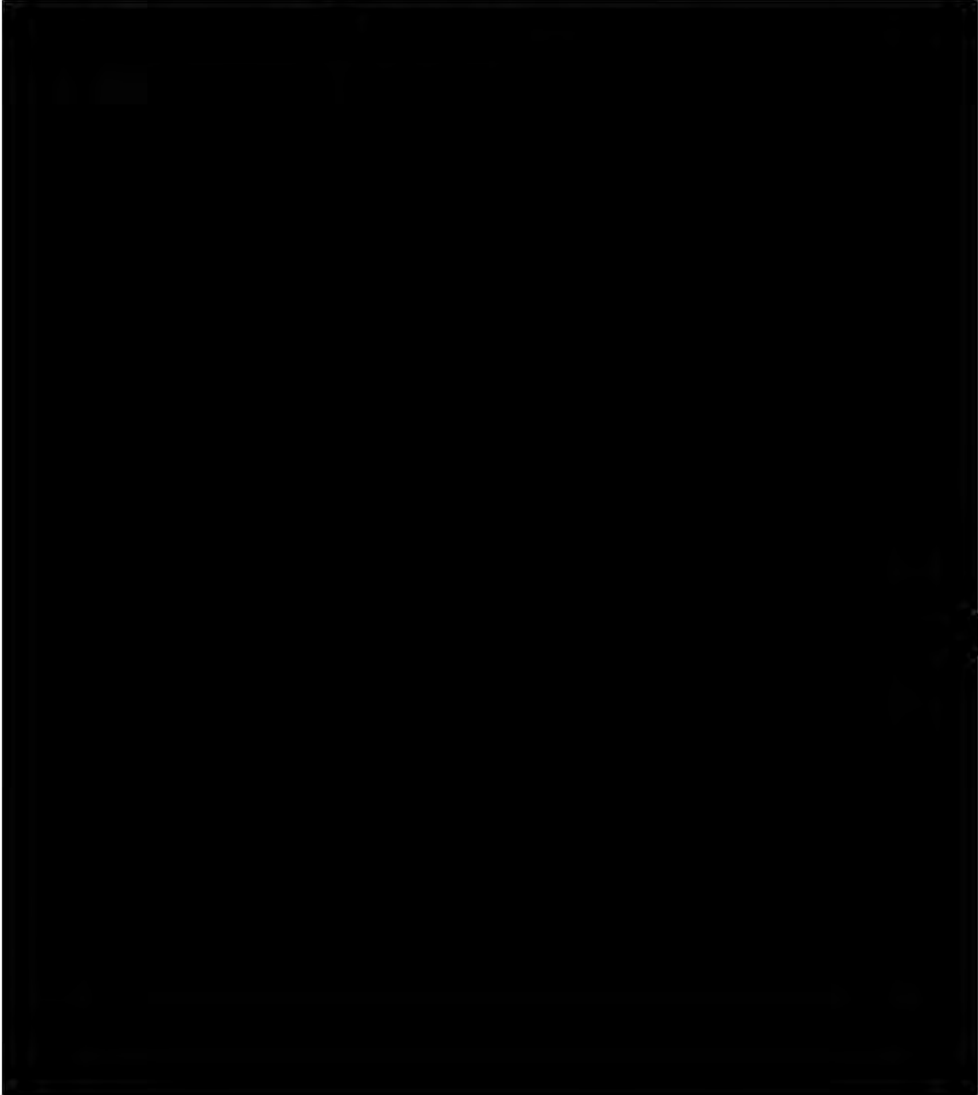
Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."




ICSolutions® Client List



"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."



"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."





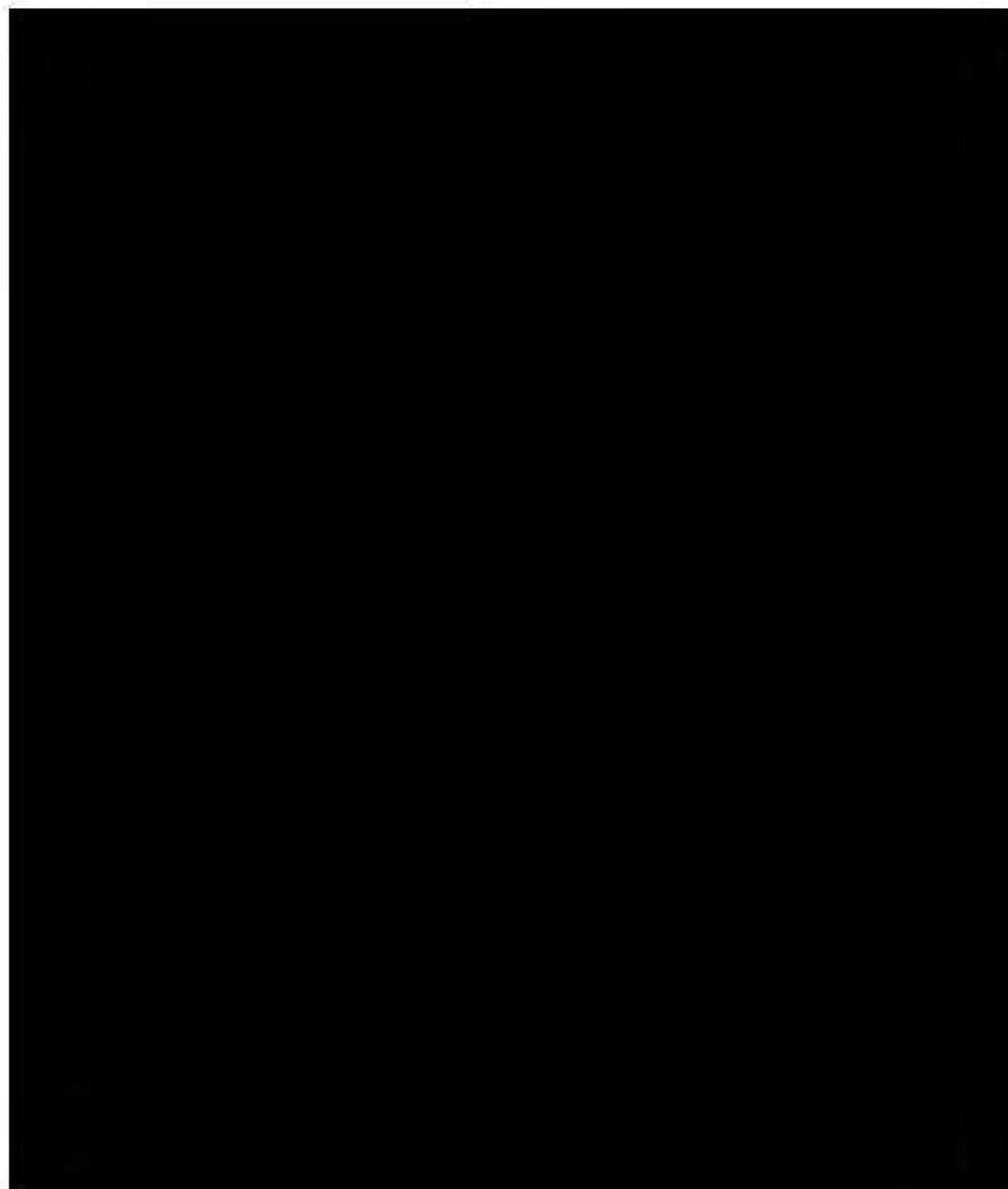
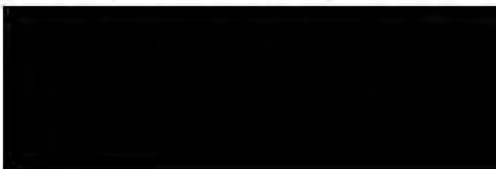
"We are very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of the installation. The debit card feature has been well-received by inmates and our call volume (and commission revenue) continues to climb. ICSolutions has delivered everything they promised and more."



ICSolutions® Client List



"ICSolutions has been a great communications company in so many ways. Since [REDACTED] 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 [REDACTED] would highly recommend ICSolutions."

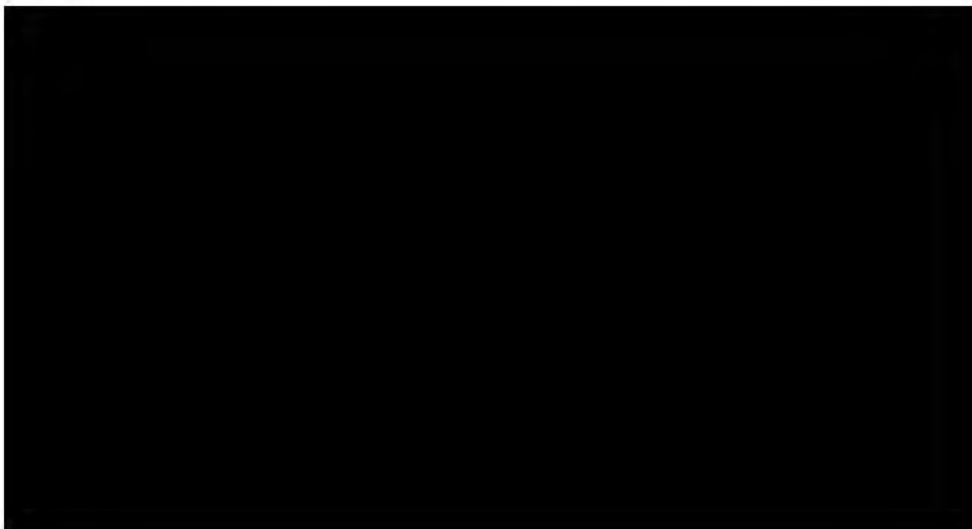





"We are most pleased that we chose ICSolutions for our inmate phone provider."




"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."




ICSolutions® Client List

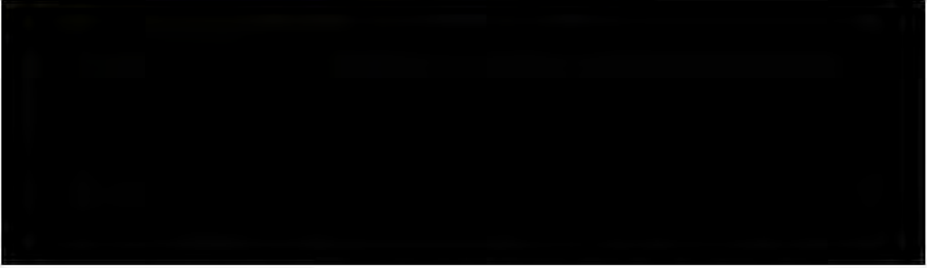


"...at [REDACTED] it's not all about the money-although our revenue has increased significantly. We tend to believe that product quality and customer service comes first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need 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) [REDACTED] to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

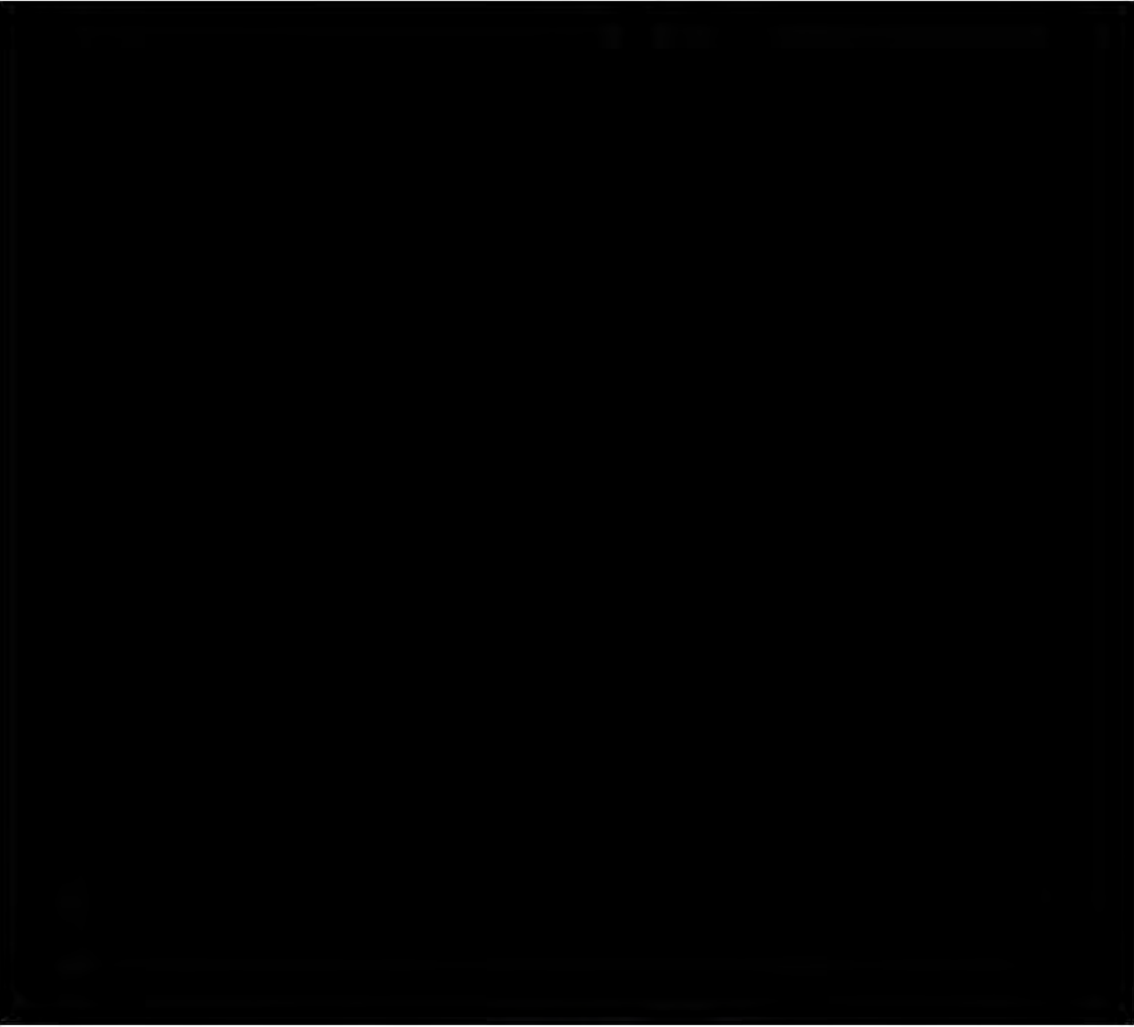



"ICSolutions has been our provider for the inmate phone system for a few years. The revenue has increased substantially and continues to do so without effecting the inmates' family and friends. The program, especially the investigative tools, is user friendly and very sufficient. The company in all aspects is commendable; customer service, technical support to system updates. This is a great company to work with and I highly recommend ICSolutions."

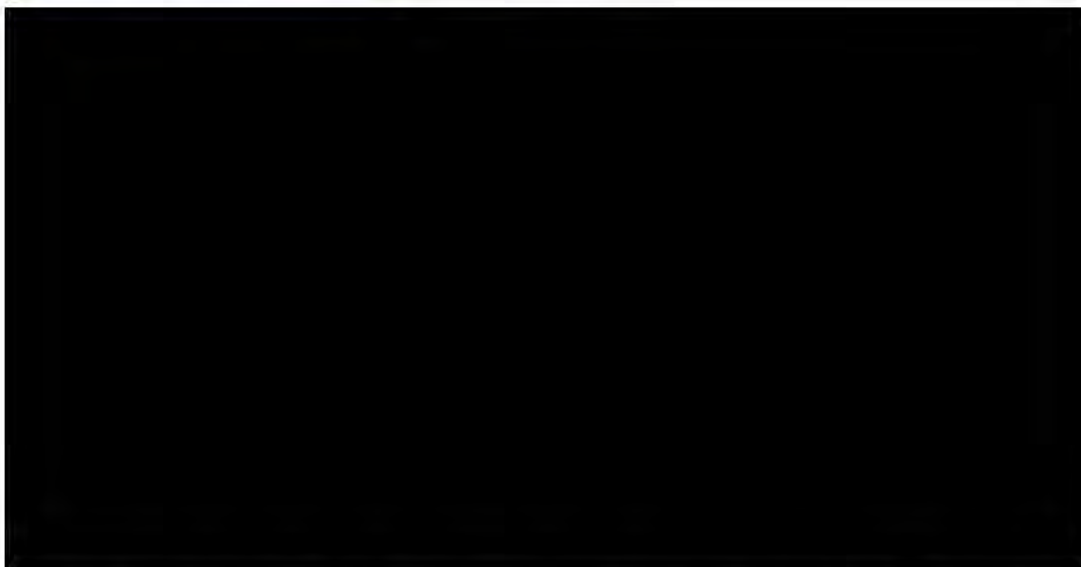




"In November 2008, a defendant pled guilty and was adjudicated guilty to (1) conspiracy to import 1,000 or more kilos of marijuana, (2) conspiracy to possess 61 kilograms of cocaine on board a vessel subject to the jurisdiction of the United States, and (3) possession with intent to distribute 66.9 grams 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."



ICSolutions® Client List

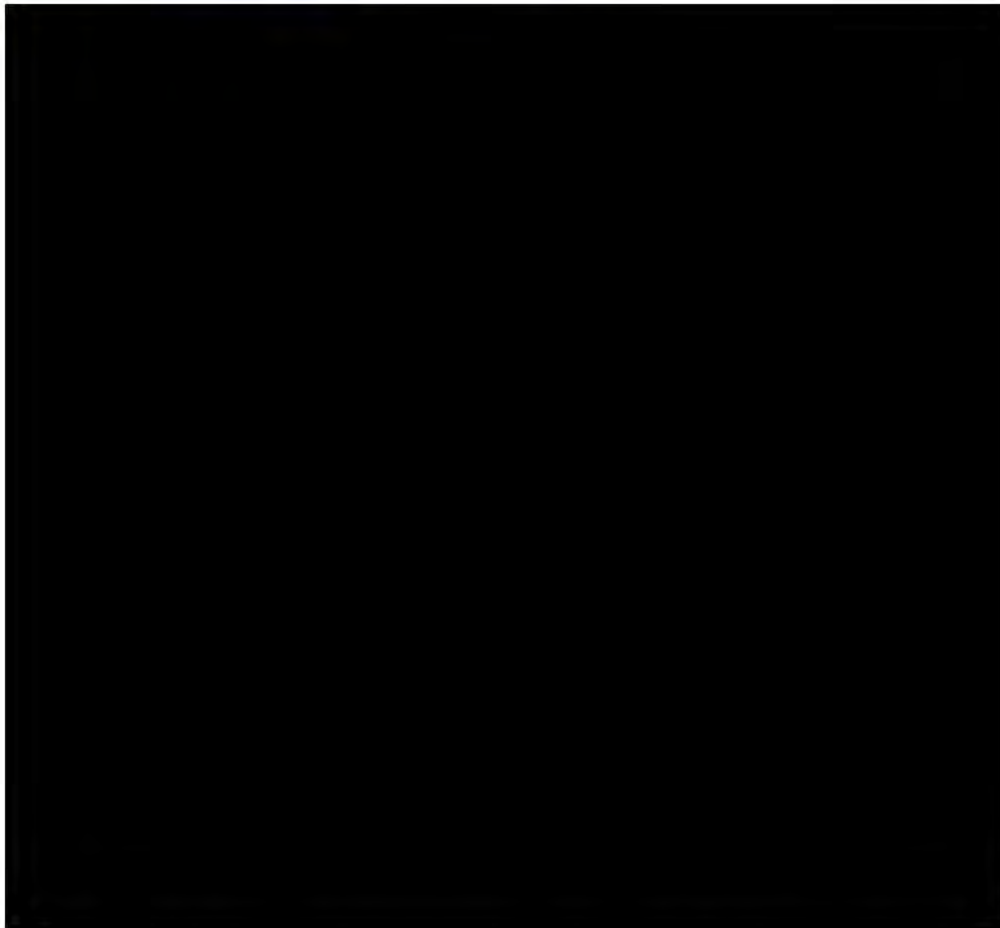


"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that 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..."

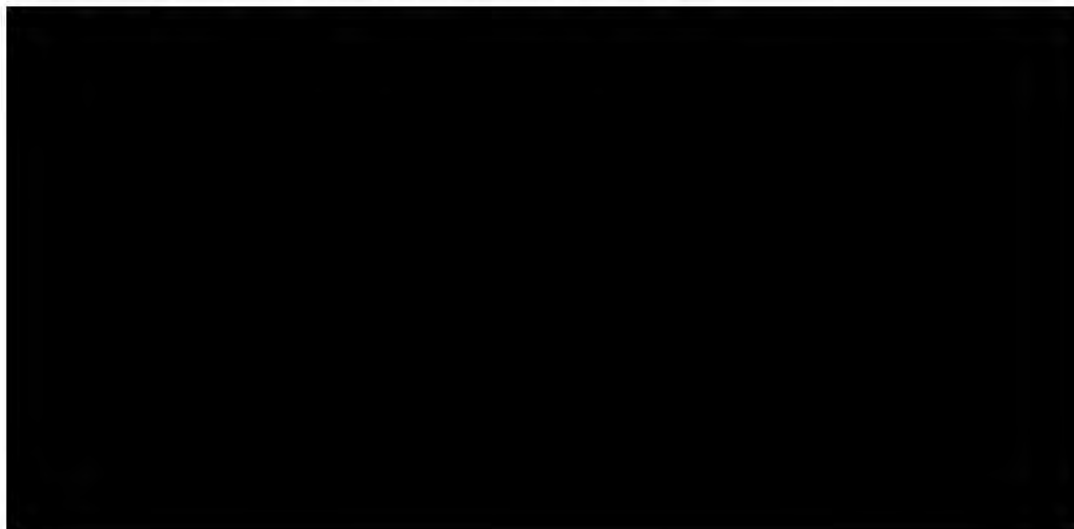


"IC Solutions has provided exceptional customer service and technical support to [REDACTED] IC Solutions has allowed [REDACTED] to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship [REDACTED] 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."

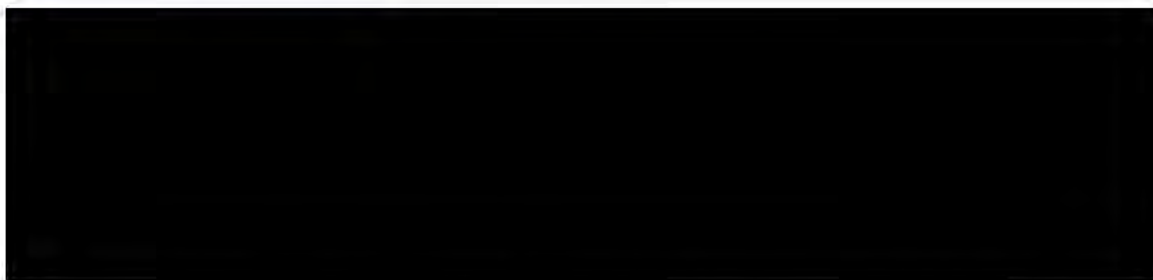




"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have 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."



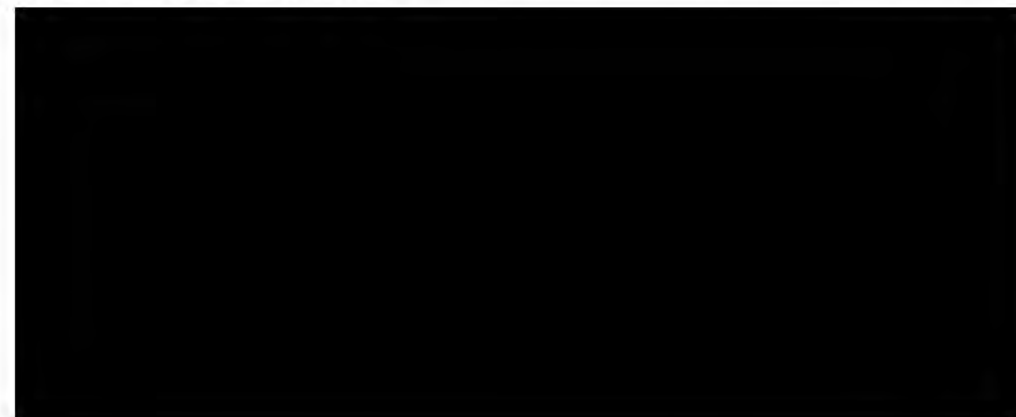
ICSolutions® Client List



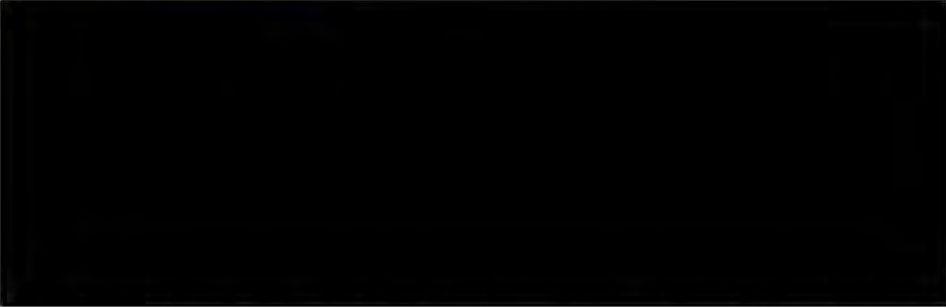
"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. The responsiveness of technical support, sales staff, and local repair personnel is exceptional. In addition, the system is feature-rich, offering an excellent group of investigative features."



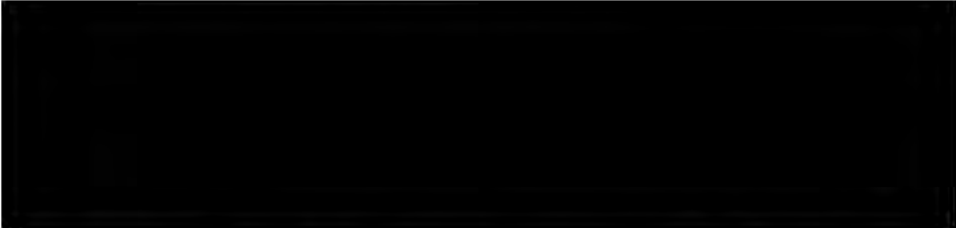
"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone one call gets a service man here to take care of the problem. I can highly recommend ICSolutions' service".




ICSolutions® Client List



"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."



██████████ 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."



ICSolutions® Client List



"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."

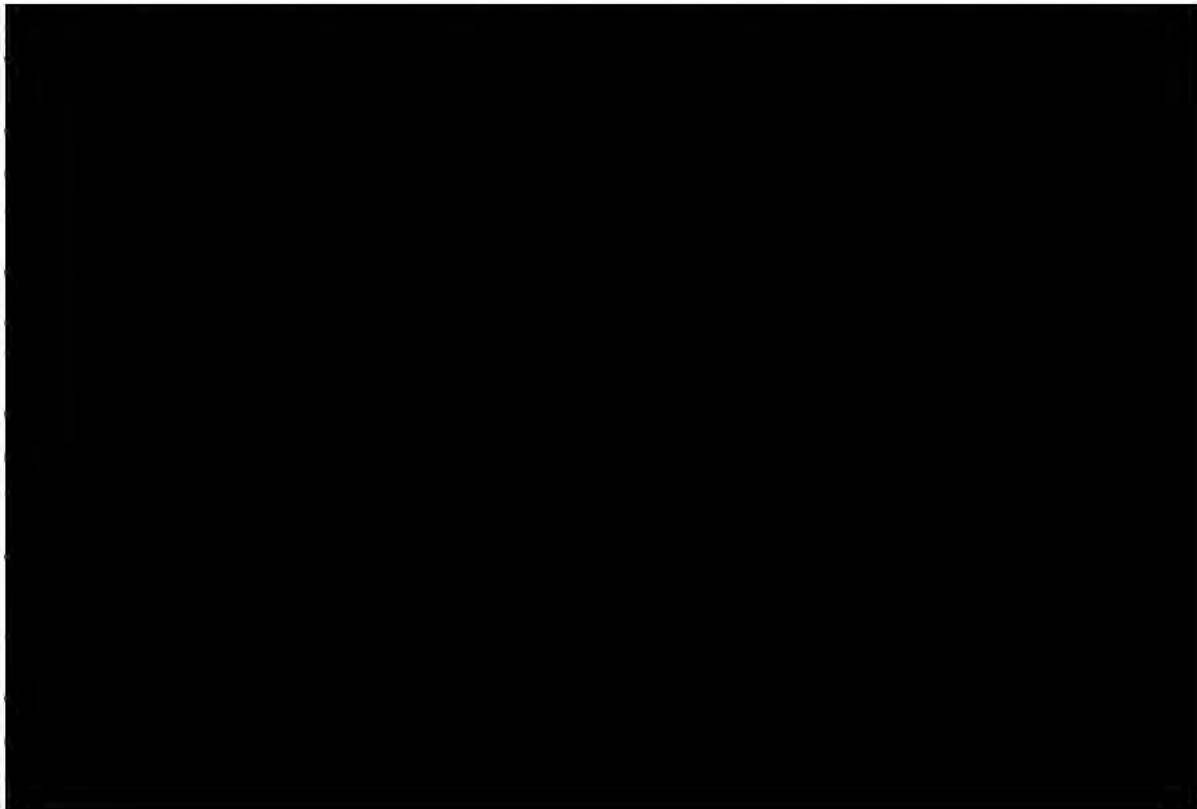
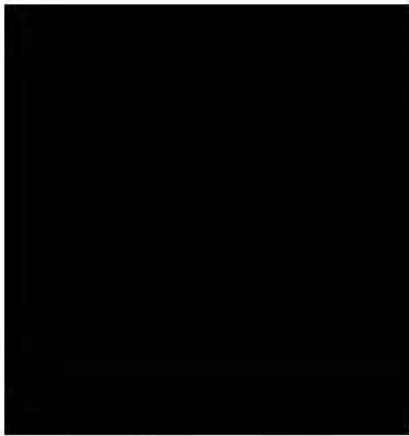




EXHIBIT 2
LETTERS OF REFERENCE



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 IC Solutions.

IC Solutions have been a contract provider for the [redacted] [redacted] 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. IC Solutions continue to exceed in their performance.

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

Please do not hesitate to contact me if I may be of further assistance [redacted]

Sincerely,



November 3, 2016

To Whom It May Concern

In April 2014 the [REDACTED] 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-trial 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.

[REDACTED]

[REDACTED]

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The [REDACTED] 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 [REDACTED]

If you have any questions, please feel free to contact me at [REDACTED] or [REDACTED]

Respectfully,

[REDACTED]

October 31, 2016

To Whom It May Concern:

Inmate Calling Solutions (ICSolutions) has been providing Inmate Telephone Services for the [REDACTED] 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 [REDACTED] or via email [REDACTED]

Sincerely,
[REDACTED]

[REDACTED]

DATE: September 26, 2016

TO: [REDACTED]

FROM: [REDACTED]

RE: Testimonial for the ICSolutions Enforcer System

[REDACTED] 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.

August 21, 2014

ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear [REDACTED]

As you know, [REDACTED] system which began ramping into full [REDACTED] new inmate telephone service provide [REDACTED]


1. Provide a quality t [REDACTED] and neighbors who generally pay [REDACTED]
2. Enhance our invest [REDACTED]

The agreement in place w [REDACTED] which I never really saw any benefit fr [REDACTED] ny provided technician and I assigned [REDACTED] erful job. As the information populates [REDACTED] d have been very happy so far.

Literally, as I write this le [REDACTED] escape. Her boyfriend, a current inma [REDACTED] were able to intercept the planned crim [REDACTED] his inmate is currently on pre-trial stat [REDACTED] pping. 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!



June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

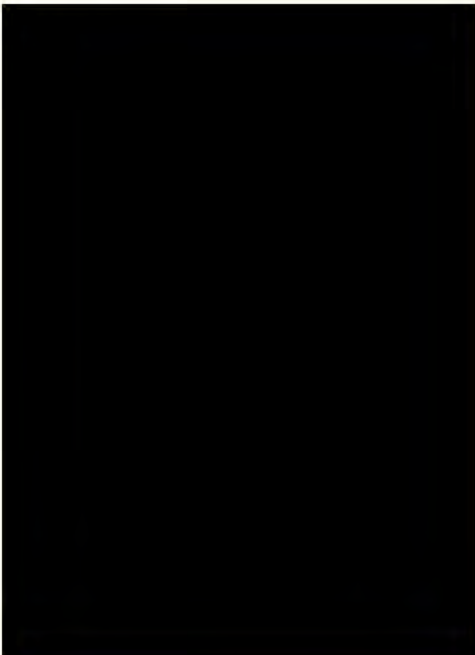
ICSolutions installed their ENFORCER inmate Telephone System for [REDACTED] in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

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 [REDACTED]


Sincerely,



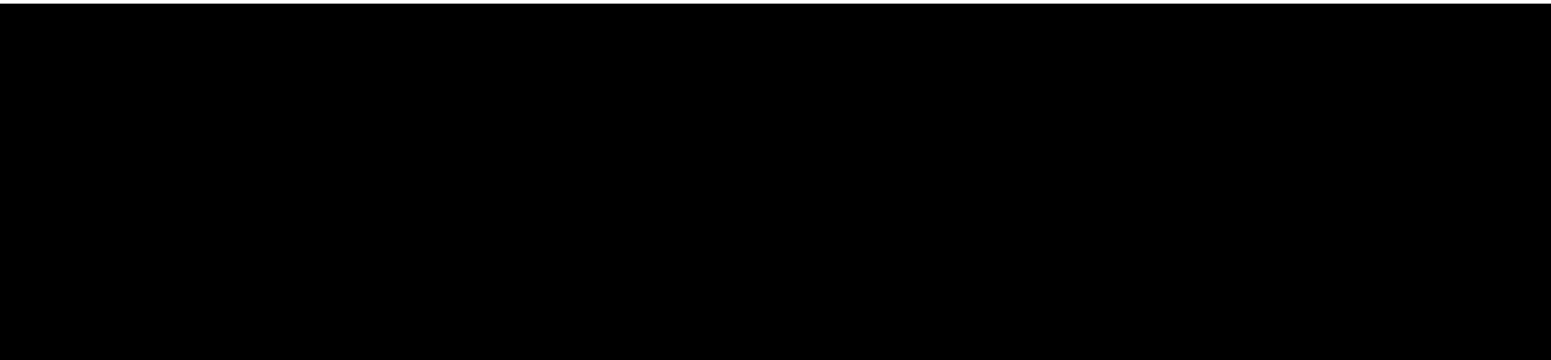


TESTIMONIAL

March 21, 2014

In early 2013  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.



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 [REDACTED] with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, [REDACTED] 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 [REDACTED] [REDACTED] should there be any questions.

Sincerely,



February 21, 2014

[REDACTED]
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 [REDACTED] 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.

[REDACTED] 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.

[REDACTED]



EXHIBIT 3
EQUIPMENT SPEC SHEETS

- 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.

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.

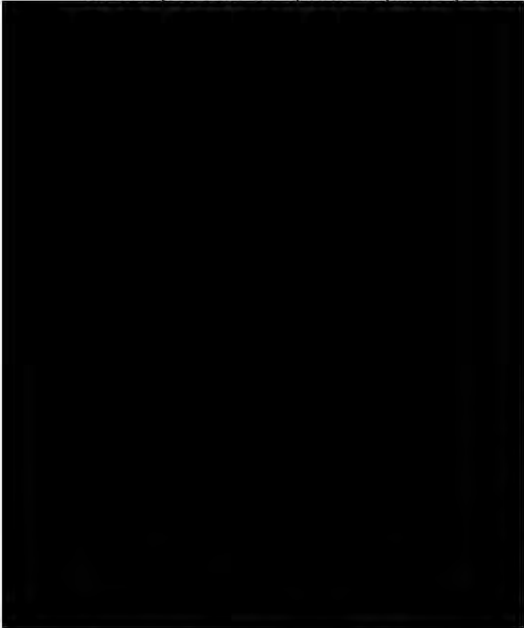
The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

Wintel®

A Division of Independent Technologies, Inc.

The V10 Multi-Purpose Video Phone with 10" High Definition Touchscreen Monitor:

The V10 phones are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

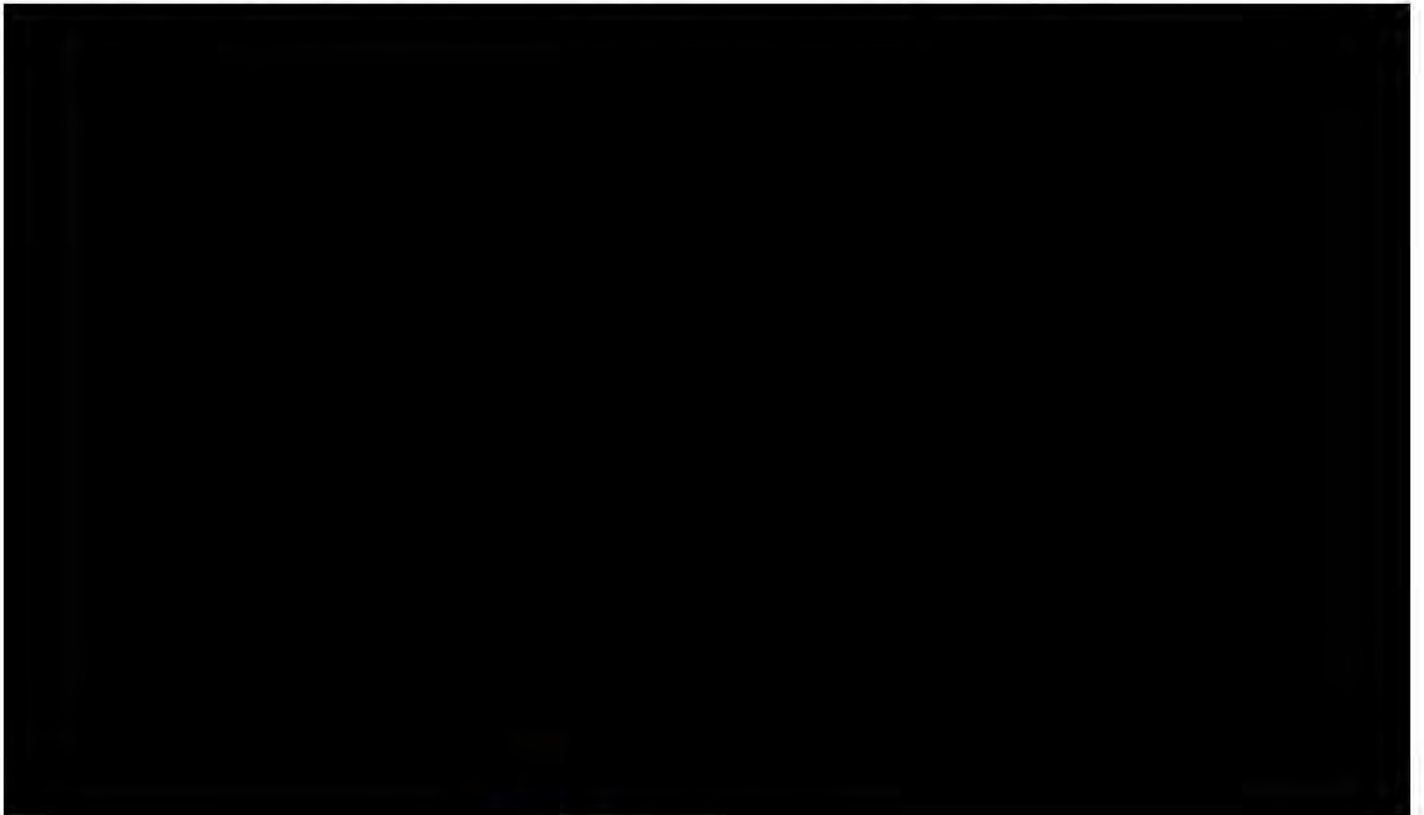


- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

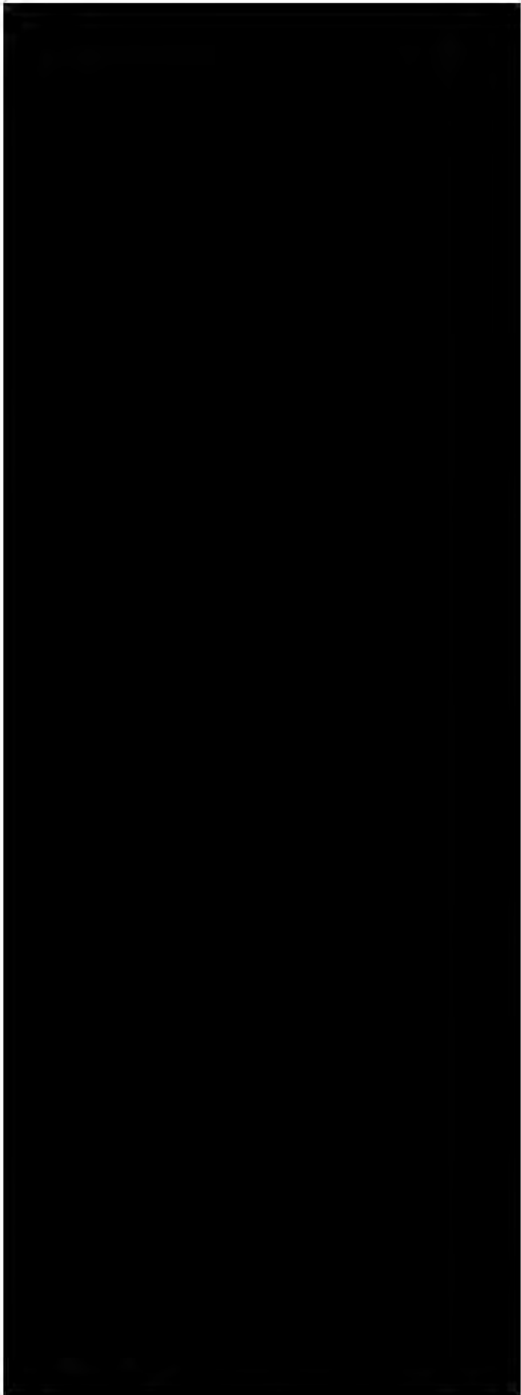
The V10 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V10 enclosures are provided below:



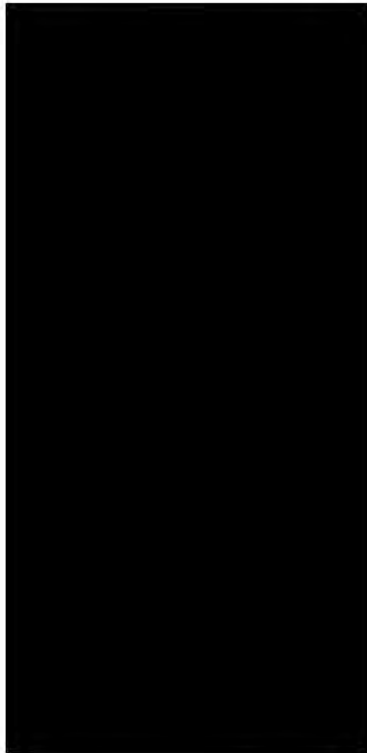
Tall Cord Free 7090CFSS



- Applications: drunk tanks, Holding cells, Inmate Facilities/ Prisons, Police Departments, or any location where a prison official, jail administrator, or police chief prioritizes safety issues above ADA compliance.
- Cord free design.
- Design provides similar privacy to that of a corded handset.
- 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 while maintaining a clean professional look.
- Vandal-proof ON/OFF switch.
- Built-in instruction card window space.
- 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.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- 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, (DF4USA-75652-CC-E).

ACCESSORIES:

- Momentary Switch



Wintel[®]

A Division of Independent Technologies, Inc.



TMG, Inc.

TM-24-8 2-Wheel Phone Cart

Body: High Security, 14 Gauge Steel

Size: Post - 51 3/4"H x 10"W x 6"D

Foot - 6"H x 24"W x 15"D

Paint: Scratch Resistant Black Powder Coat

Shipping Weight: 65 lbs. Each

Mounting: Pattern for Mini and Standard Size Phones

Product Description

The TM-24-8 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions just like a hand truck. When a TMG Inmate Telephone is mounted on the TM-24-8 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-24-8 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

Uniden DECT 6.0 Cordless Phone

Model EX13077

The rugged and durable WX13077 DECT 6.0 cordless phone from Uniden is an ideal choice for kitchen, garage, or outdoor use. This cordless phone with Caller ID features a submersible waterproof handset. If you accidentally drop the handset in the pool, sink, or spa, it will float to the surface for easy retrieval. If the handset gets dirty no problem just rinse it off, wipe it down and it's as good as new! Not only is the handset casing 100% waterproof, it's also impact- and dust-resistant, making this phone a smart choice for the workshop, garage or studio.

Submersible Handset Floats to Surface for Easy Retrieval

Accidents happen, but you can use this Uniden cordless phone with confidence, knowing that if you drop the handset in the sink, tub, or pool, it will float to the top and continue to work just fine. The handset complies with JIS7 water submersion specifications and can be submerged under three feet of water for up to 30 minutes without damage or loss of functionality.

DECT 6.0 Technology for Outstanding Clarity, Security, and Range

With DECT 6.0 digital technology, this cordless phone avoids interference from wireless networks and household appliances, giving you crystal clear sound. This technology also offers better security against eavesdropping and an improved range over other phone systems. This phone gives you whole house coverage with superior sound.

Excellent Talk and Standby Time

Talk longer and charge less often with this Uniden waterproof cordless phone. Fully charged, the battery will support about eight hours of talk time and seven days of standby time. Return the handset to the base for easy recharging.

Bright User-Friendly Design with Backlit Keys and Display

With its bright yellow casing, this Uniden phone is easy to spot next to the pool or on a crowded workbench. The comfortable, intuitive keypad and display are designed for maximum ease of use. Backlighting on both the keypad and the LCD display make it easy to dial accurately, even in the dark.

Uniden Portable/Cordless Phone - Product Specifications

| | |
|----------------------------|------------|
| Phone Frequency | 1.9 Ghz |
| Cordless Phone | ✓ |
| Corded Phone | ✗ |
| Answering System | ✗ |
| Caller ID | ✓ |
| Name and Number Memory | ✓ |
| Backlit Keypad Display | ✓ |
| Conference Call | ✓ |
| Base Speakerphone | ✗ |
| Handset Speakerphone | ✓ |
| Wireless Network Friendly | ✓ |
| Talk Time | 8 Hours |
| Standby Time | 7 Days |
| Energy Star Product | ✓ |
| Number of Incoming Lines | ✓ |
| Maximum Number of Handsets | 6 Handsets |
| Headset Capability | ✗ |
| Range Extender Capability | ✗ |
| Blue Tooth Compatibility | ✗ |
| Ringer Volume Settings | ✓ |
| Wall Mountable | ✗ |
| Personal Ring | Yes |
| Speed Dial | No |
| Waterproof | ✓ |
| Visual Flash Ringer | ✗ |

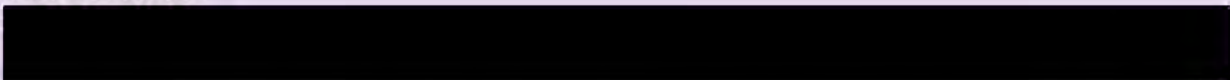
Uniden Portable/Cordless Phone - Product Specifications (cont'd)

| | |
|--------------------|-----------------|
| Amplified Sound | X |
| Base LCD Display | X |
| Belt Clip | X |
| Color | Yellow |
| Product Dimensions | 7 W x 8 H x 4 D |
| Product Weight | 2 lbs |

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: 

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.

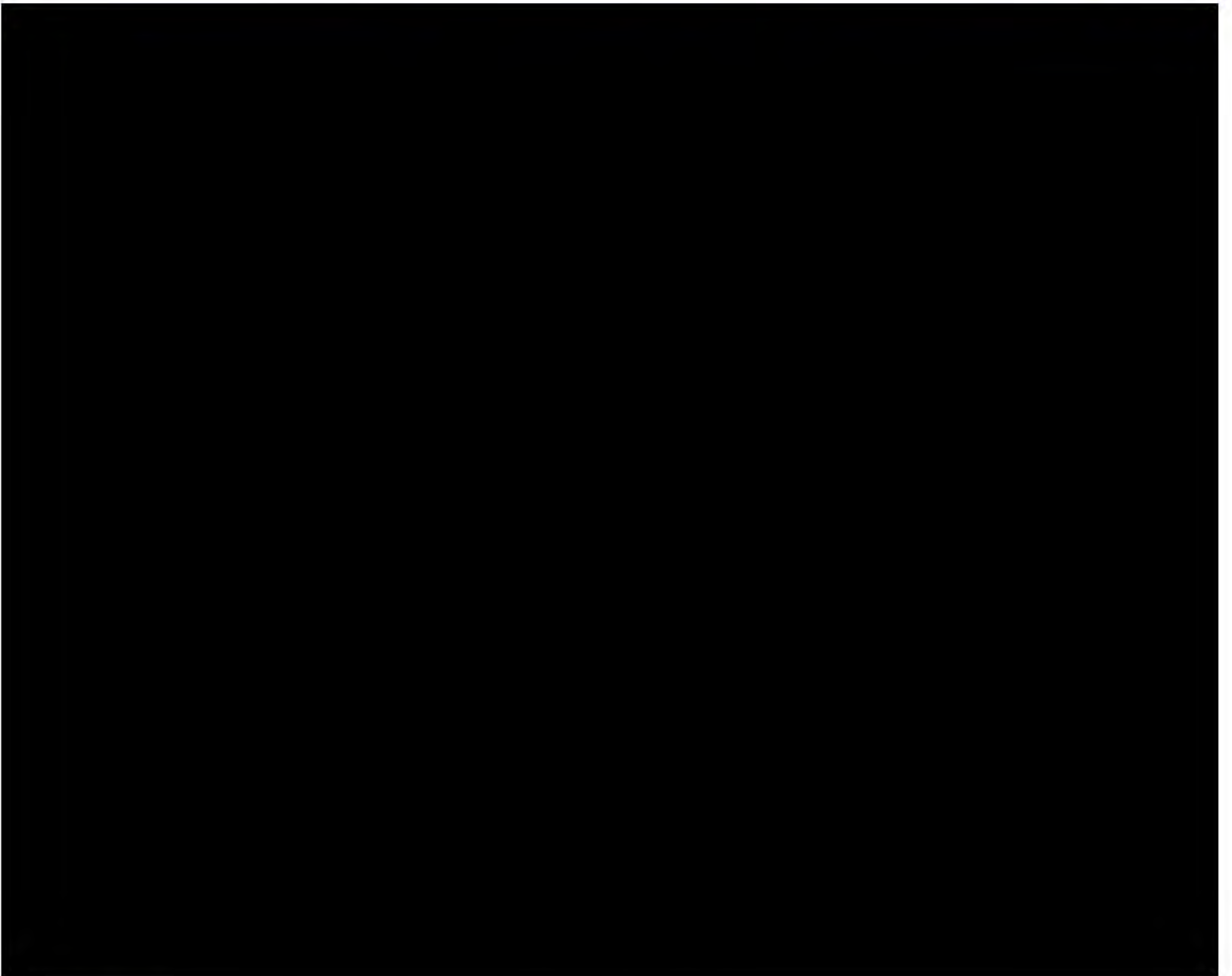
ACD/Call Manager

- 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.



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.





THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS

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This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

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

Products

[CapTel](#)
[Text Telephones](#)
[Simplicity Signalers](#)
[Amplified Phones](#)

Company

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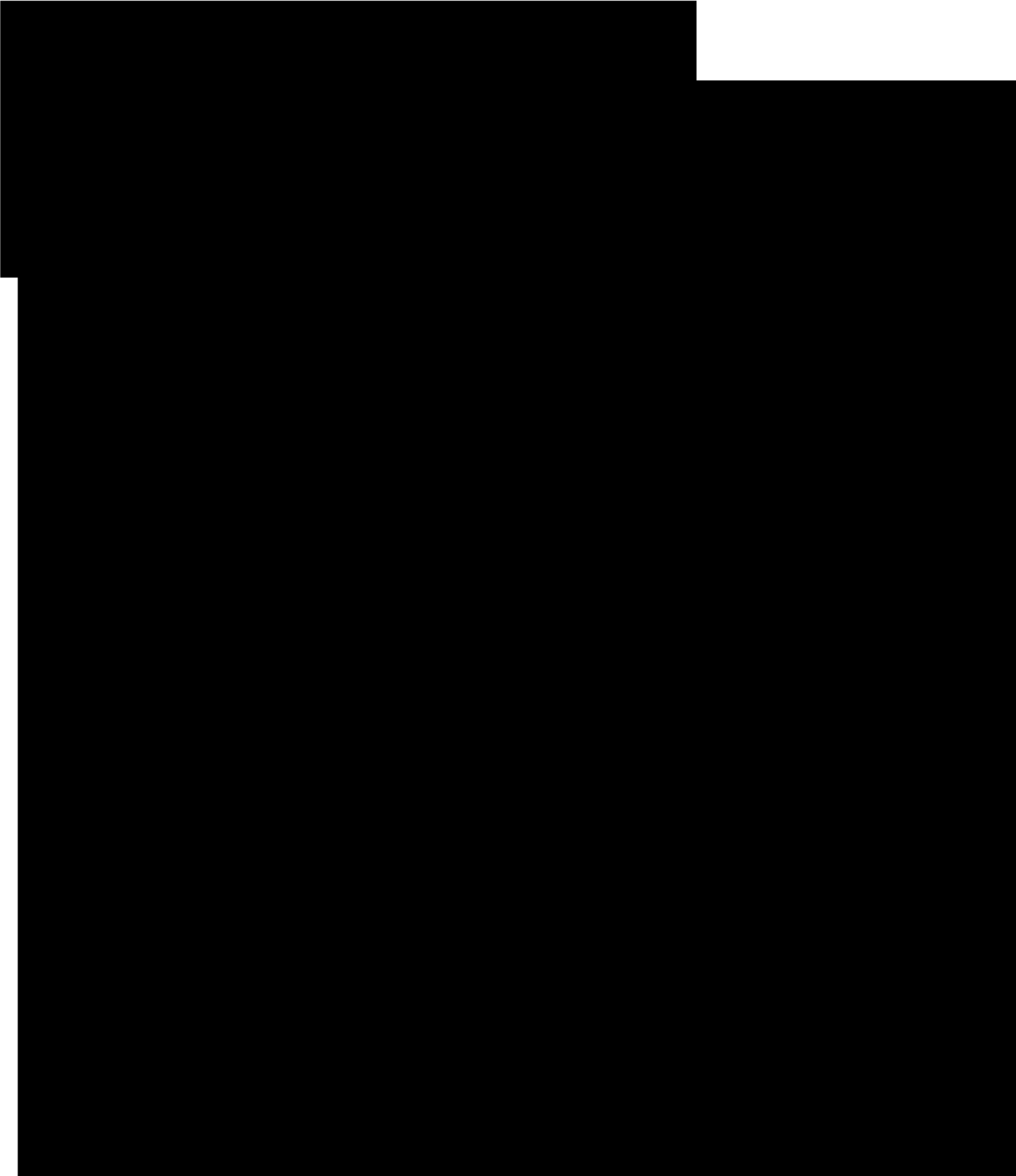
Customer Support

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Contact

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[Email Us](#)
 Ultratec, Inc.
 450 Science Drive
 Madison, WI 53711

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SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter-9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows
Control key plus 4 function keys
Sticky Keys for single-handed typists
Character set: A-Z, 0-9, Backspace,
Return/LF, Space, +=-\$'O"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent
20 characters
0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

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 NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- IPsec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certificates, 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 |

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.



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

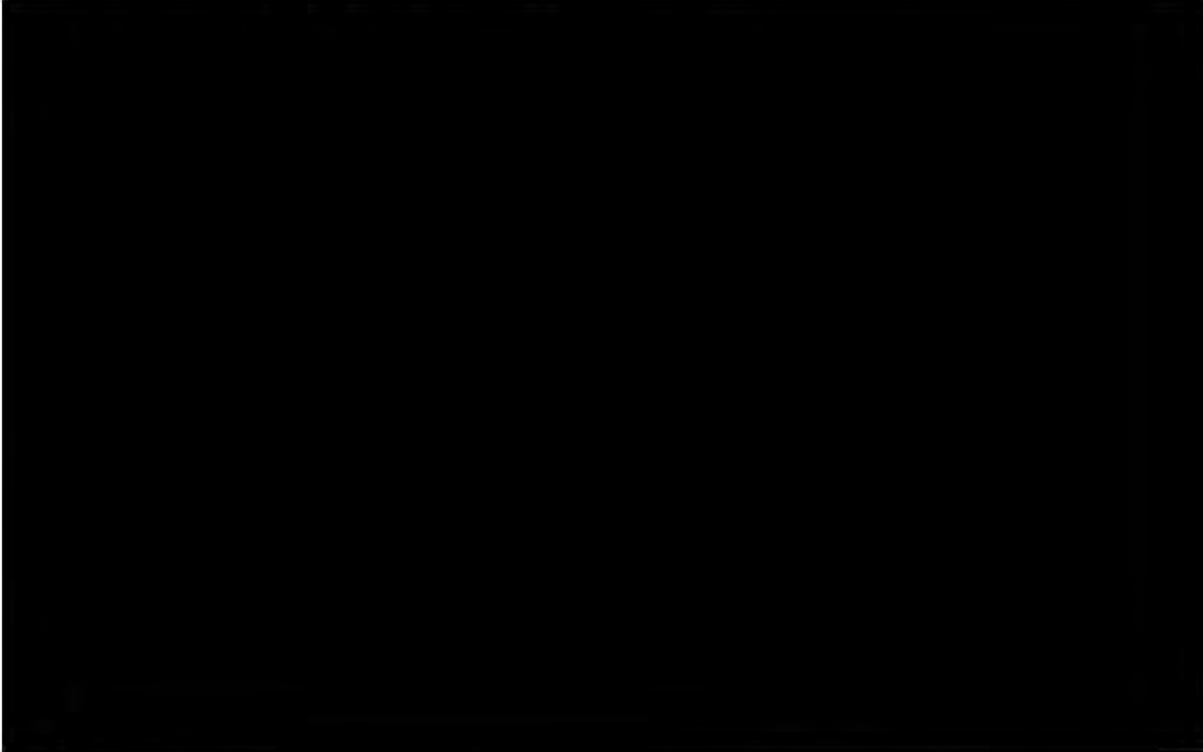
- FCC Part 15 Class A, UL/CUL 60950-1

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



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:

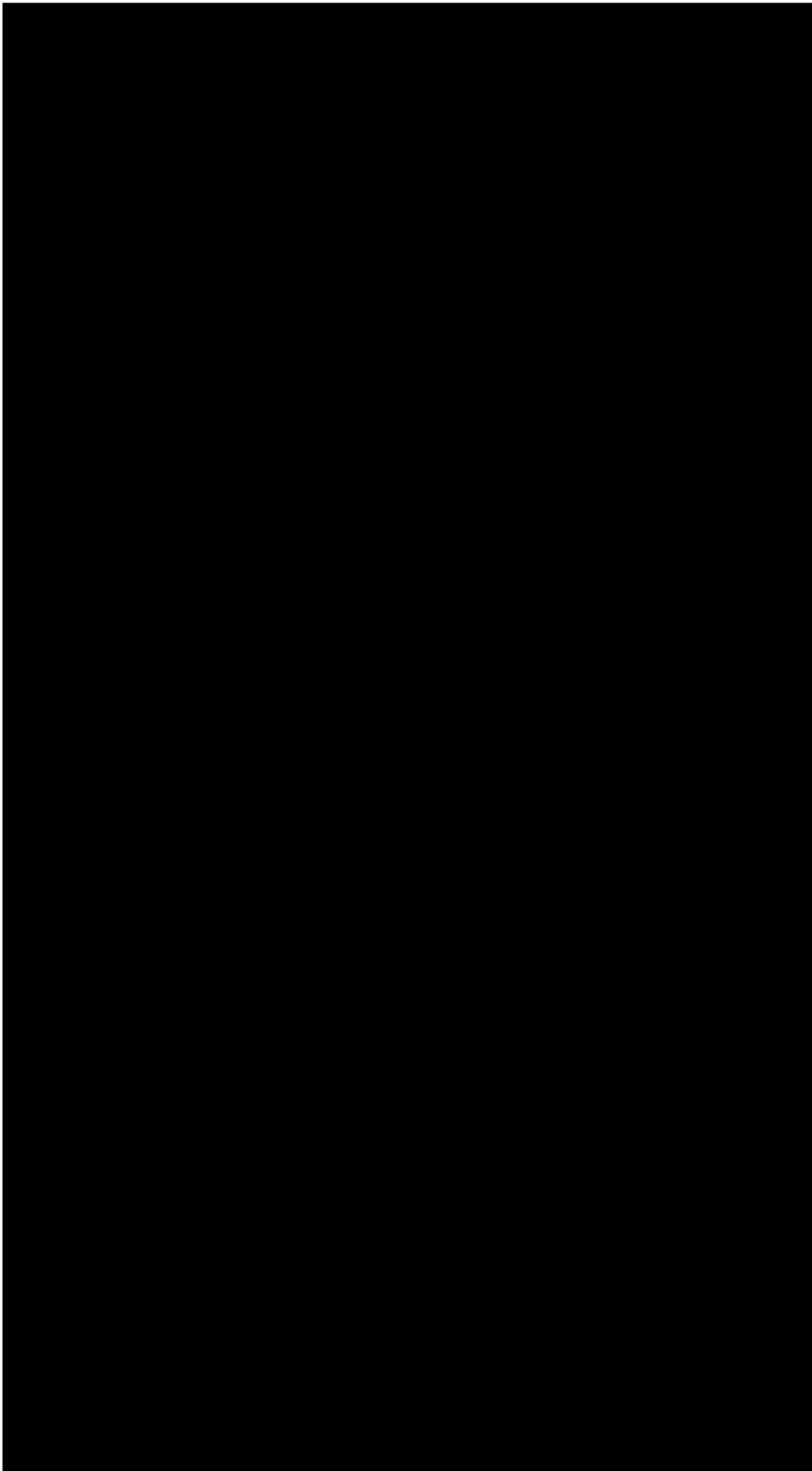
Serial, USB, and SmartSlot™ for accessory cards

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



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

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

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 4U Short Depth models

| Product feature | SMX2000LV* | SMX3000LV* | SMX3000HVT |
|--|---|--------------------------------------|--|
| Output | | | |
| Power capacity | 1,800 W/2,000 VA | 2,700 W/3,000 VA | 2,700 W/3,000 VA |
| Nominal output voltage | 120 V (user selectable 100 127 V) | | 208 V |
| Output frequency | 57 63 Hz | | |
| Waveform type | Sine wave | | |
| Output connections (NEMA) | (6) 5 15R (3) 5 20R (1) L5 20R | (6) 5 15R (3) 5 20R (1) L5 30R | (2) L6 20R (4) IEC 320 C13 (2) IEC 320 C19 |
| Switched outlet groups | 3 | | |
| Input | | | |
| Nominal input voltage | 120 V (user selectable 100 127 V) | | 208 V |
| Input voltage range for main operations (Max adjustable range) | 70 153 V | | |
| Input frequency | 50/60 Hz +/- 3 Hz (auto sensing) | | |
| Input connection (NEMA) | 5 20P, 8 ft. cord | L5 30P, 8 ft. cord | L6 20P, 8 ft. cord |
| Batteries and runtime | | | |
| Battery type | Maintenance free sealed lead acid battery with suspended electrolyte; leak proof | | |
| Replacement battery (UPS) | APCRBC143 | | |
| External Battery Pack | SMX120BP | | |
| Replacement battery (XBP) | APCRBC143 | | |
| Typical back up time at other load conditions, and with external battery packs | Please refer to www.apc.com for runtime charts | | |
| Communication and management | | | |
| Interface ports | Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in "NC" version with pre installed AP9631 network management card.) | | |
| Control panel and alarms | Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays | | |
| Emergency power off (EPO) | Yes | | |
| Surge protection | | | |
| Surge energy rating | 540 J | | |
| Filtering | Full time multi pole noise filtering: 0.3% IEEE surge let through, zero clamping response time, meets UL 1449 | | |
| Physical | | | |
| Maximum height (inches) | 17 | | |
| Maximum width (inches) | 7.0 (4U) | | |
| Maximum depth (inches) | 19 | | |
| Net weight (pounds) | 85 | | |
| Conformance | | | |
| Regulatory | UL 1778, CSA | | |
| Warranty and equipment protection policy | 3 years electronics, 2 years battery, and \$150,000 lifetime EPP | | |

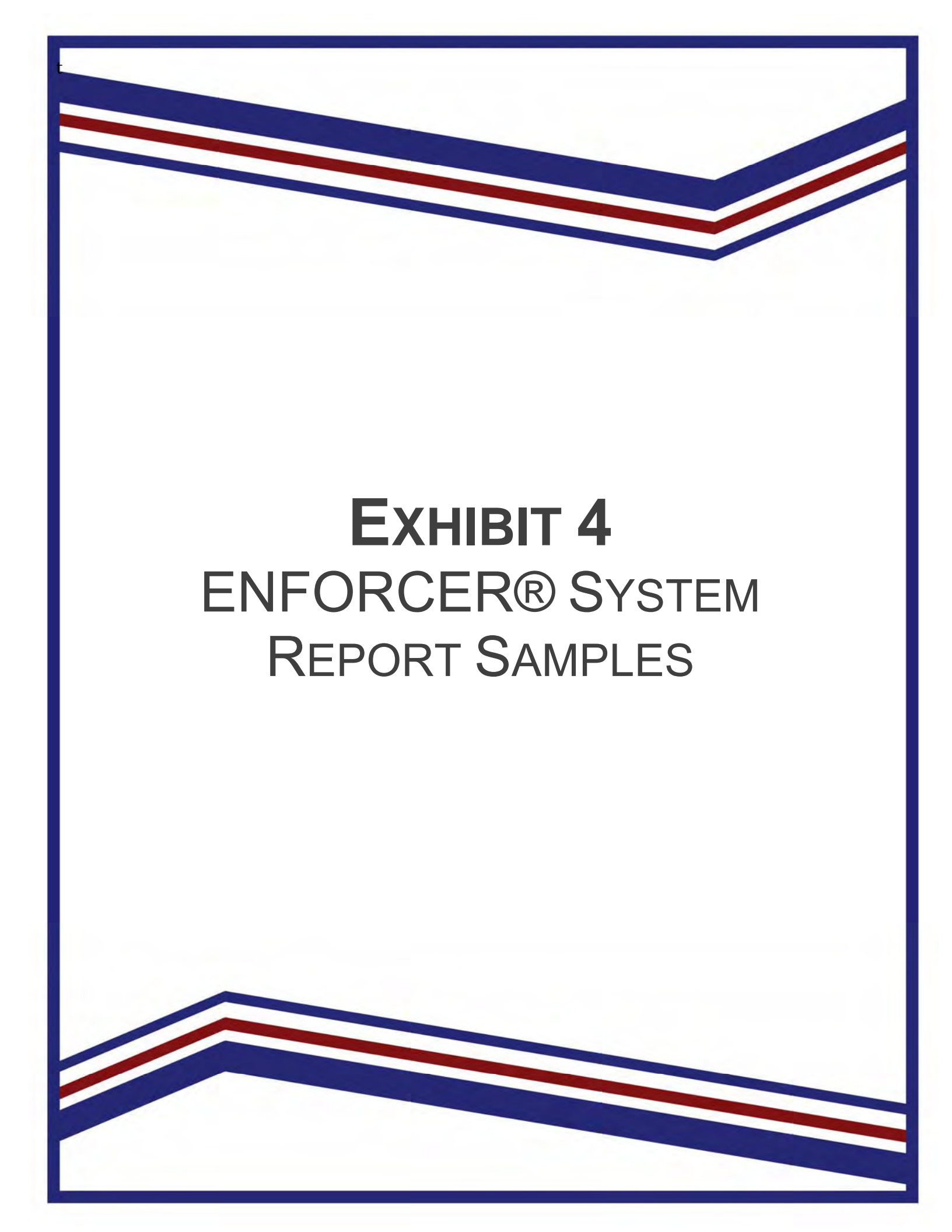
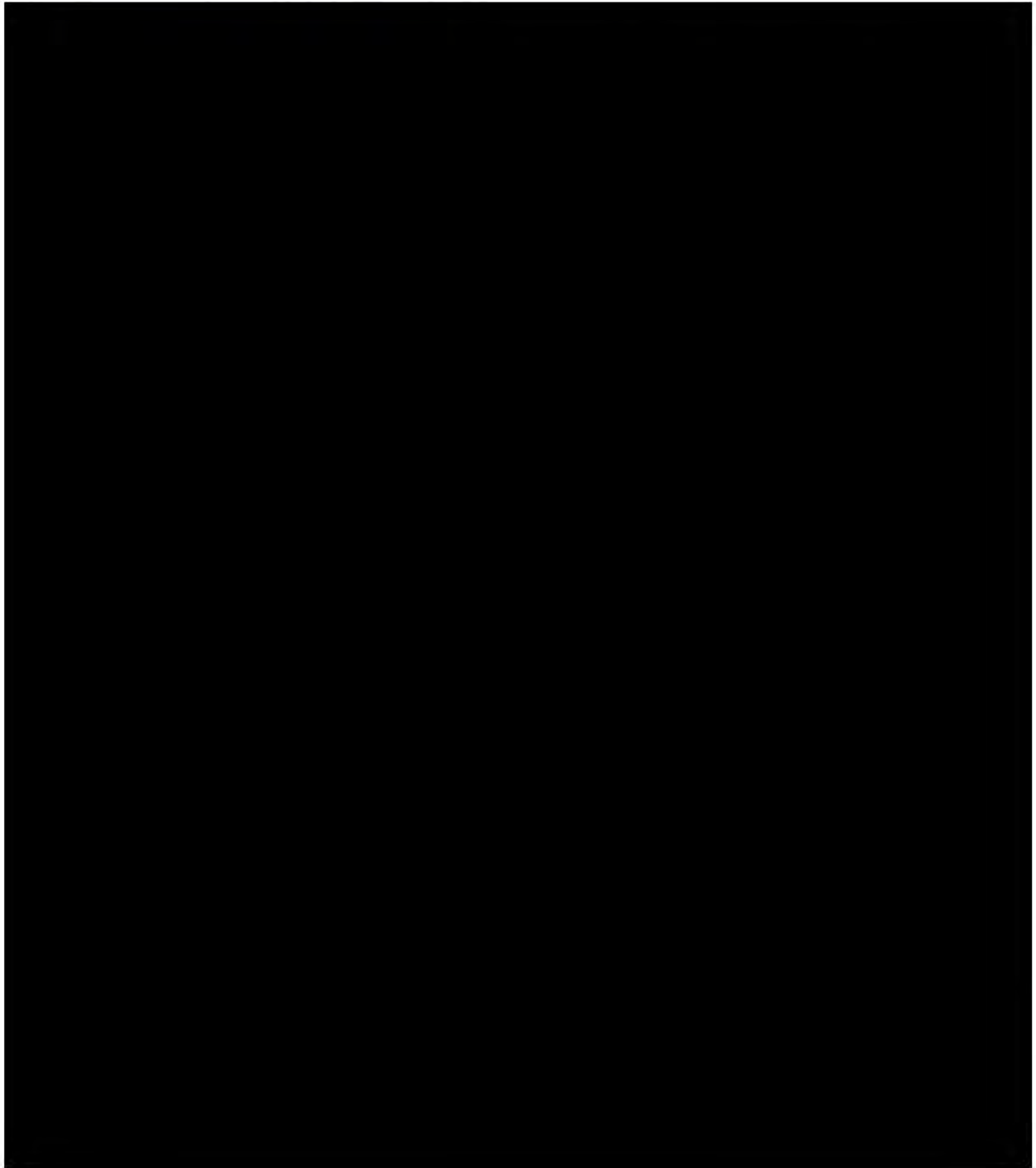
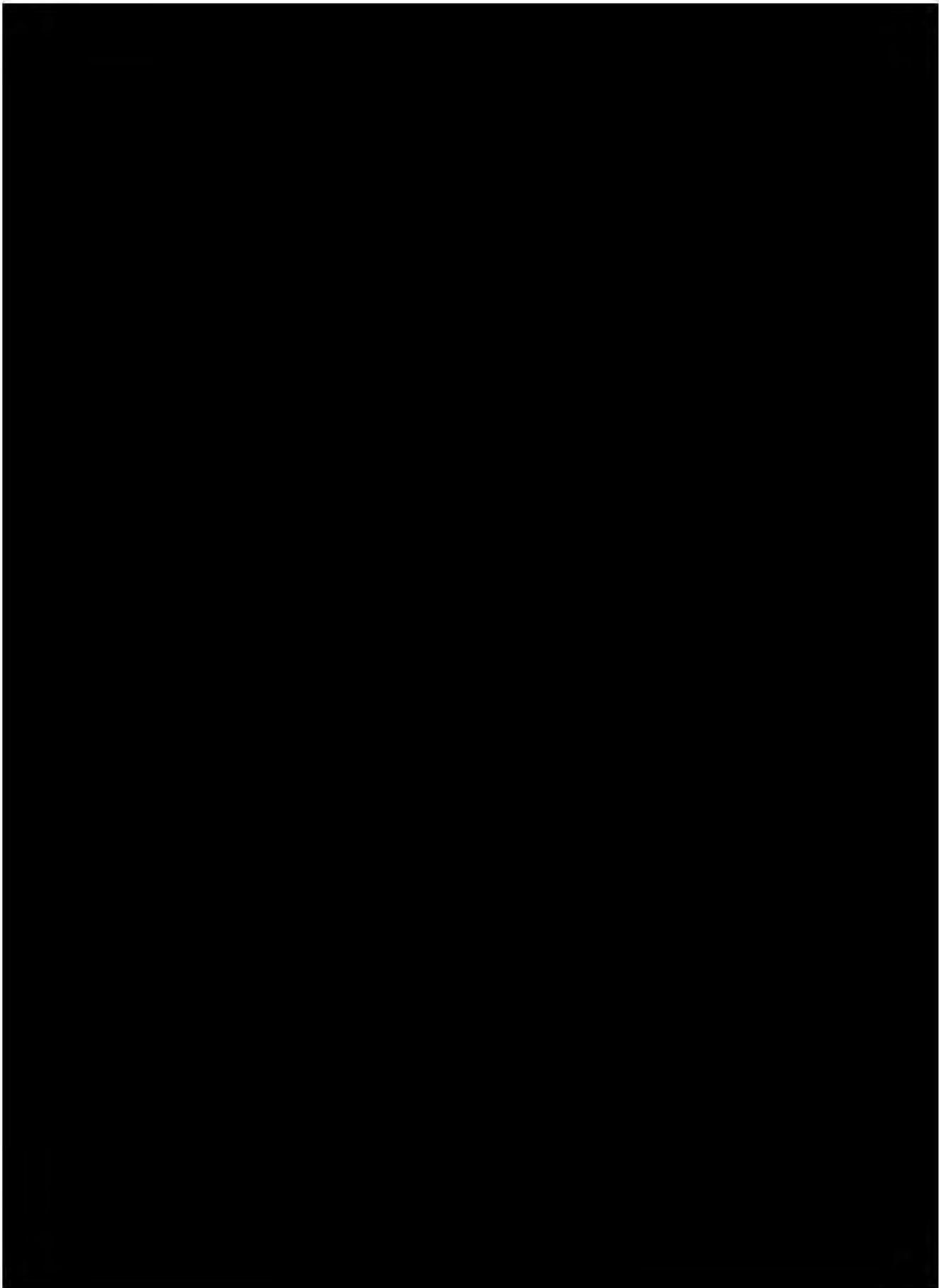
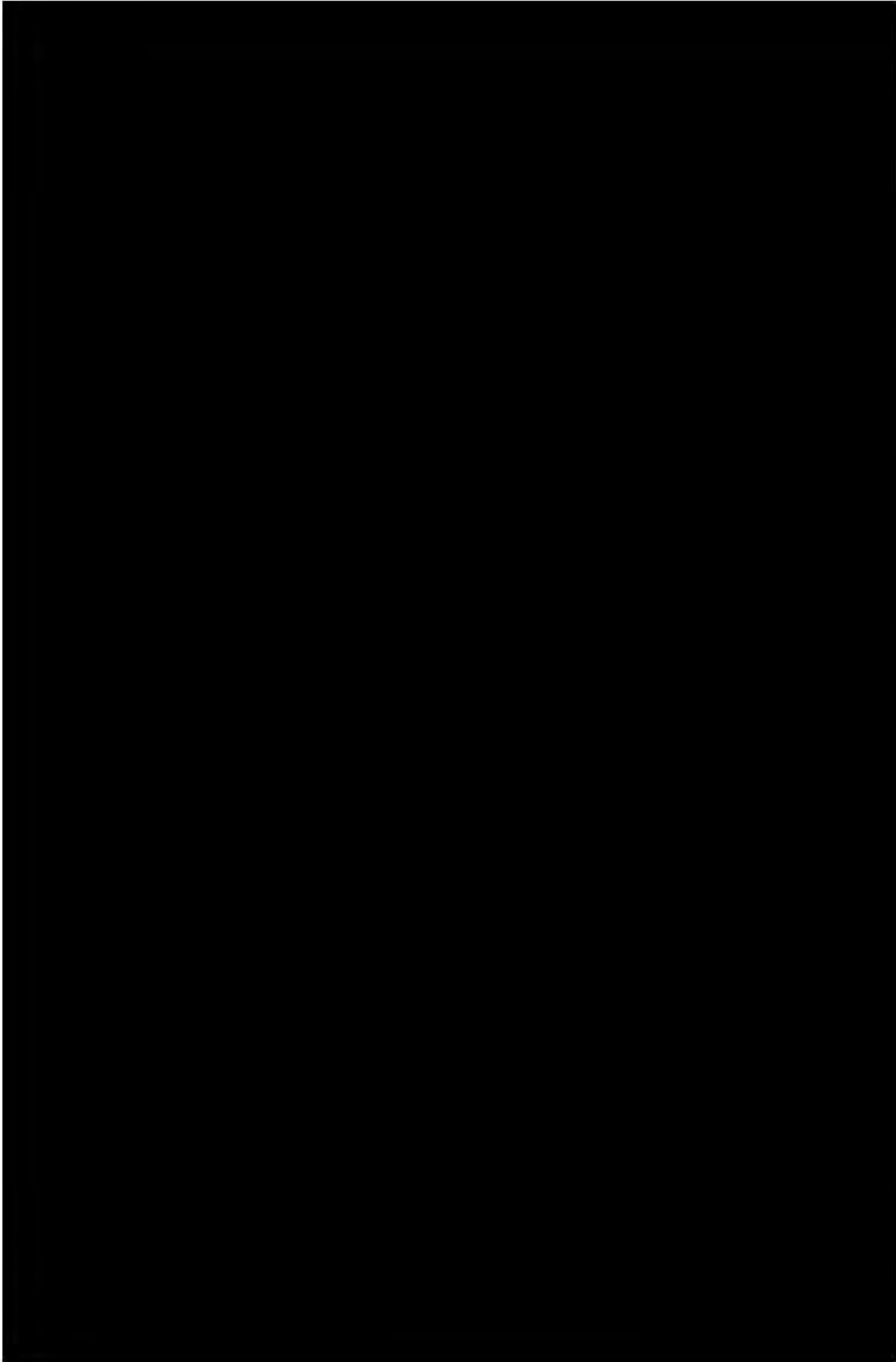


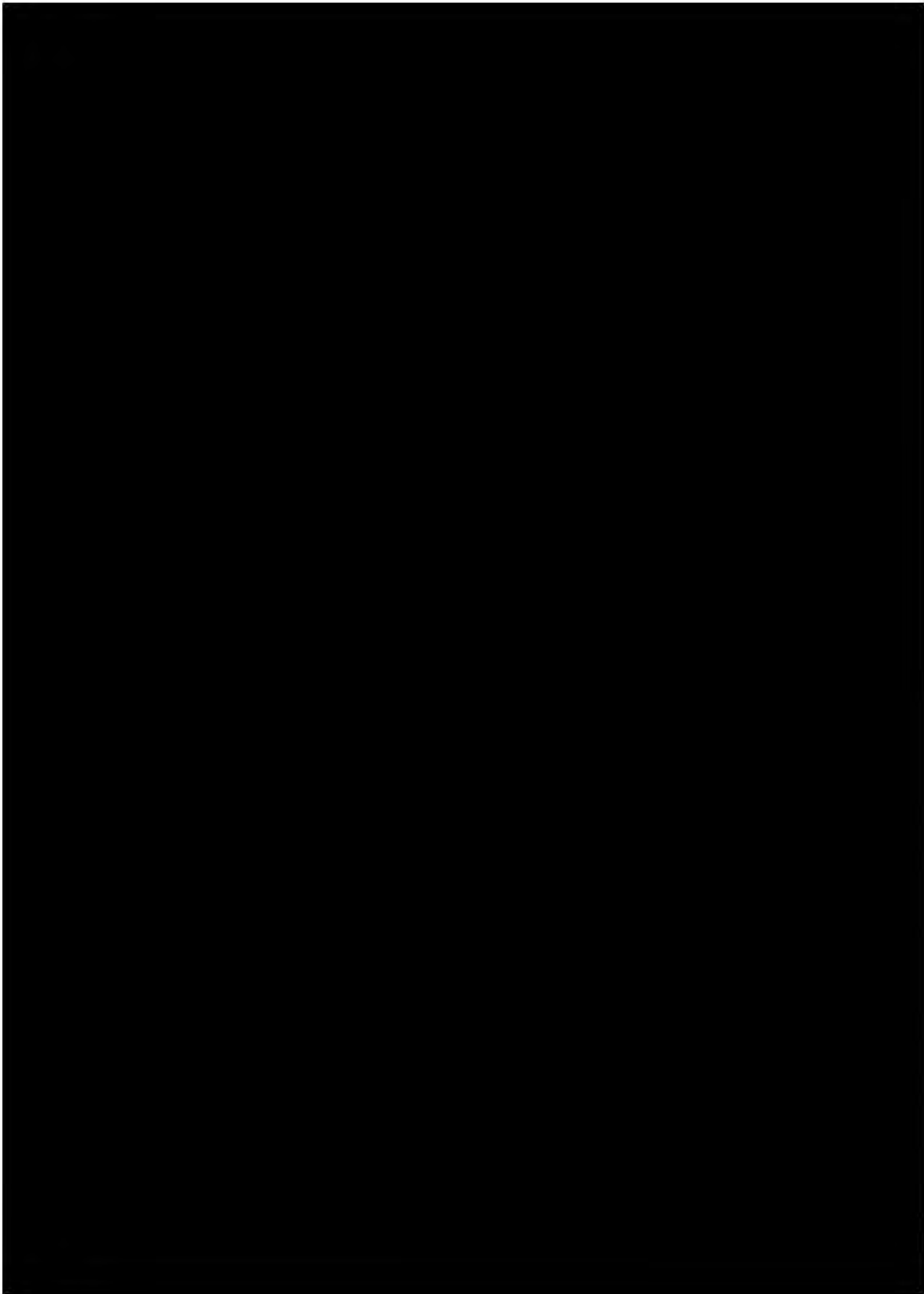
EXHIBIT 4
ENFORCER® SYSTEM
REPORT SAMPLES

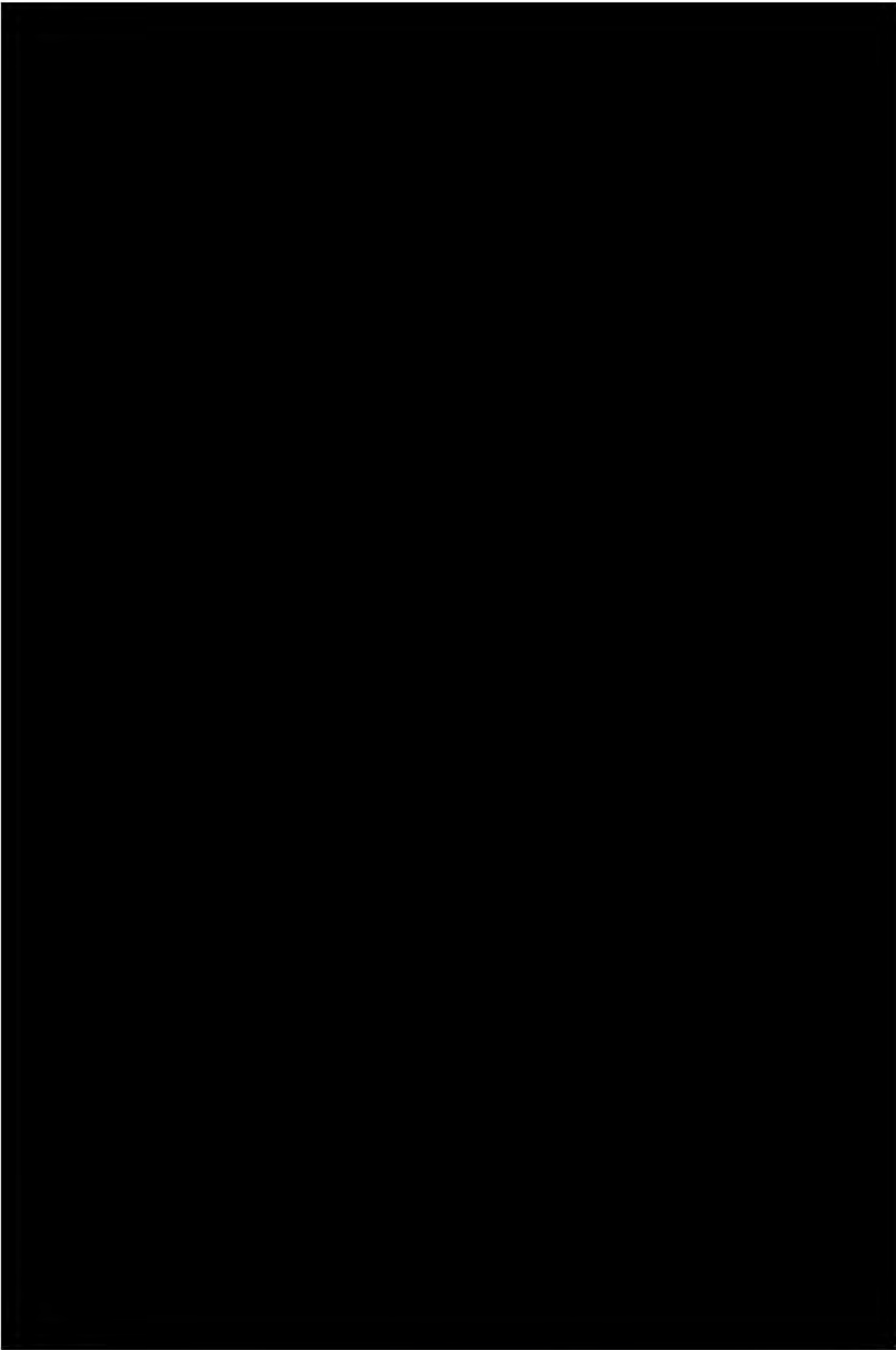
The ENFORCER® *System Report Samples*

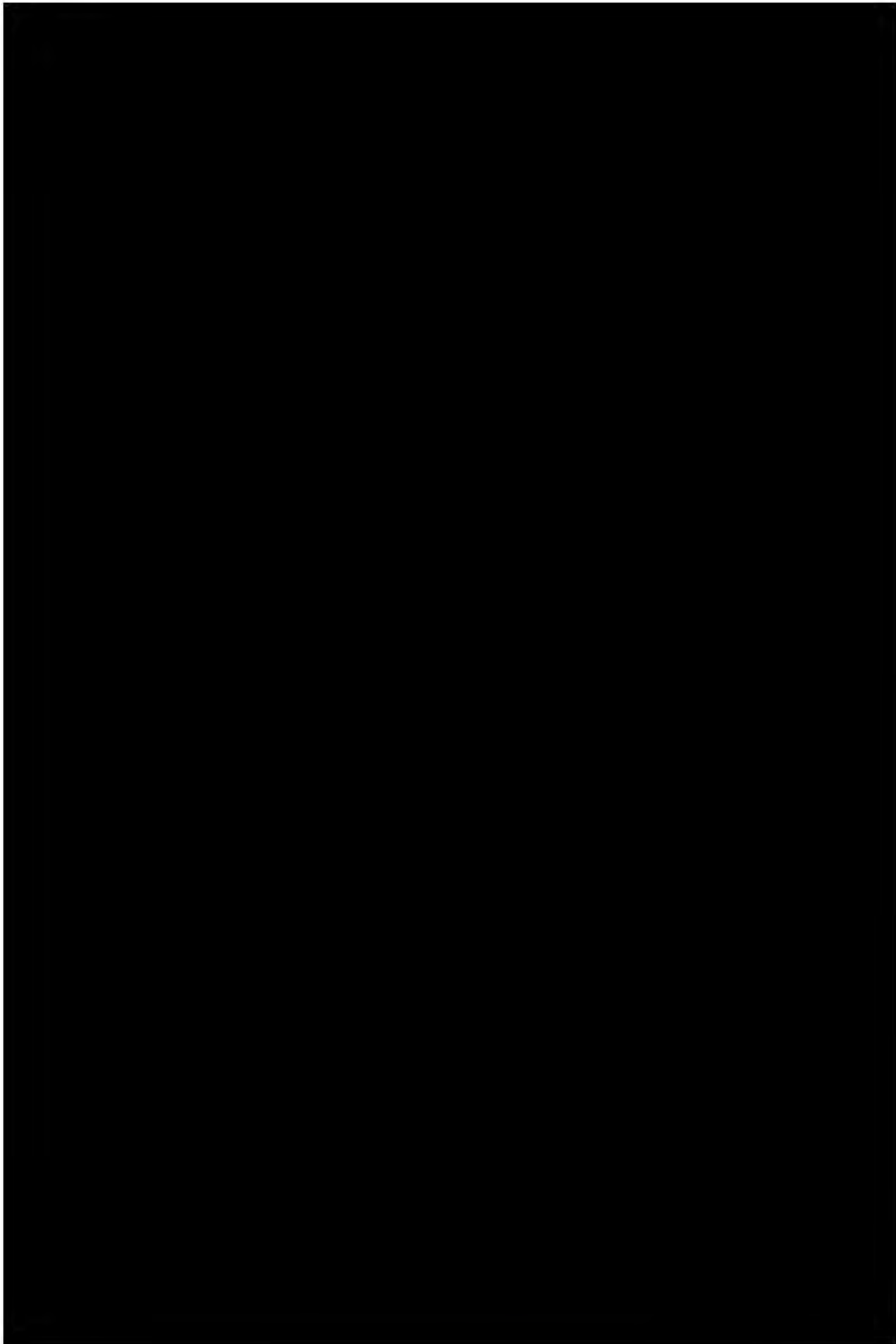


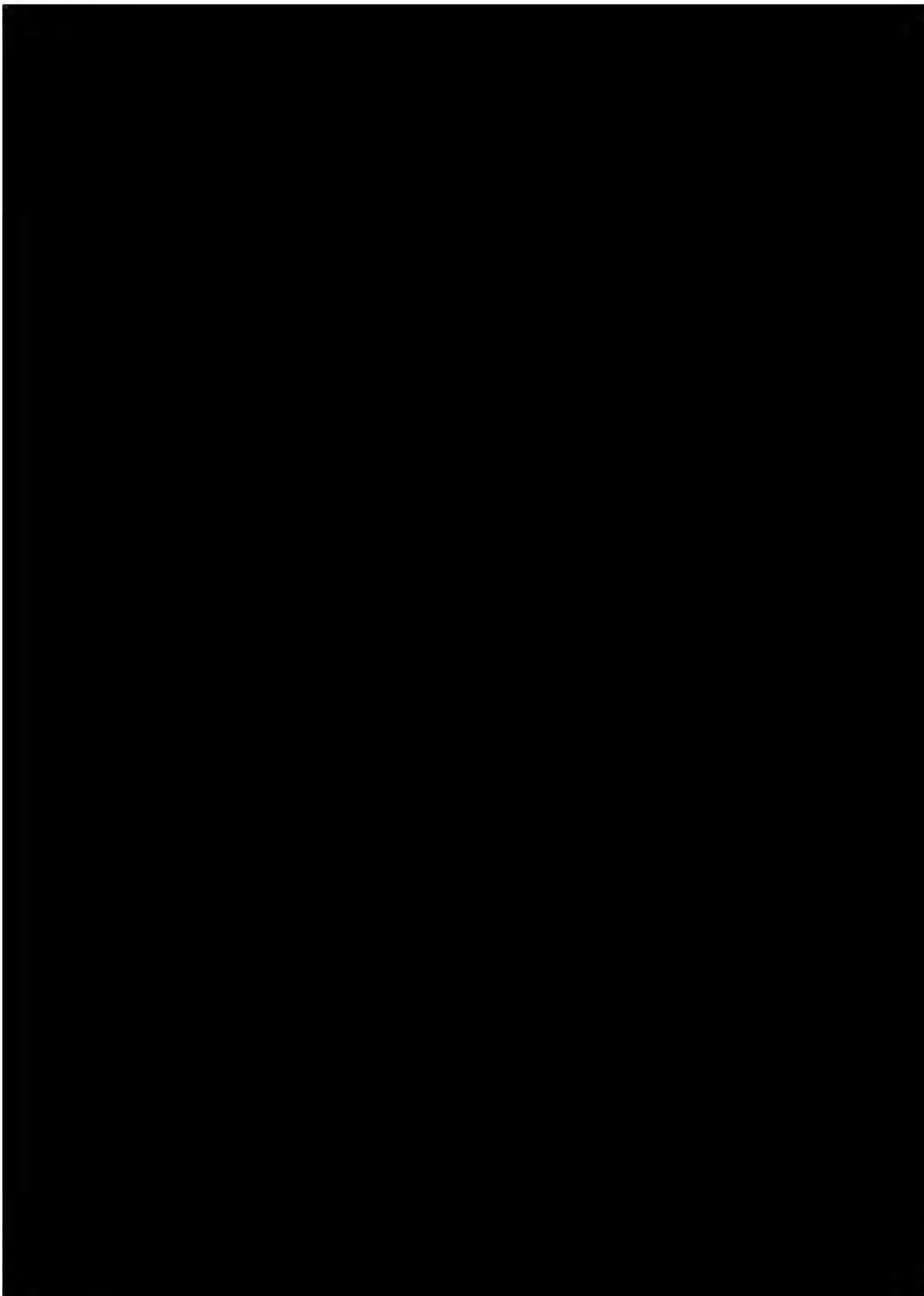


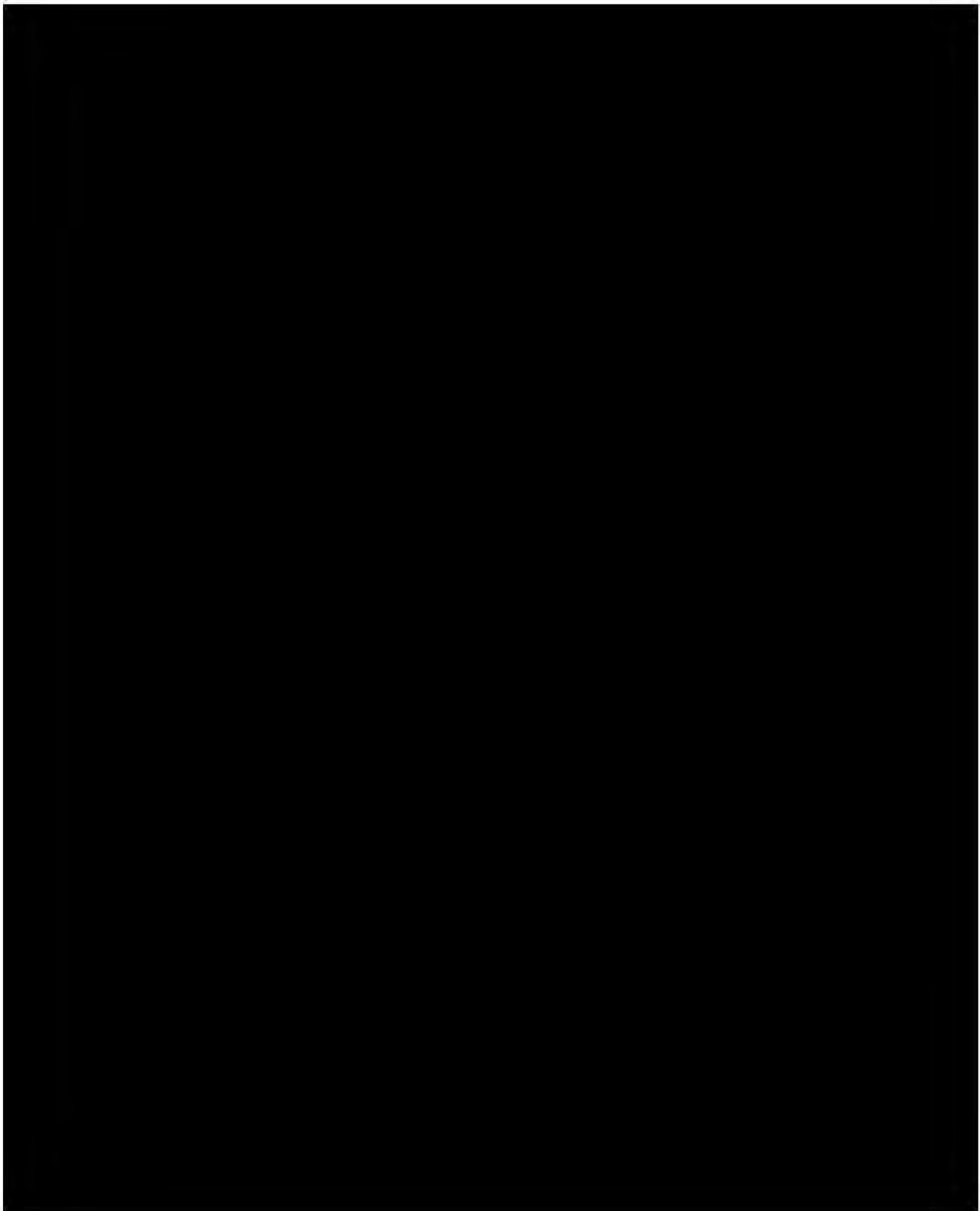


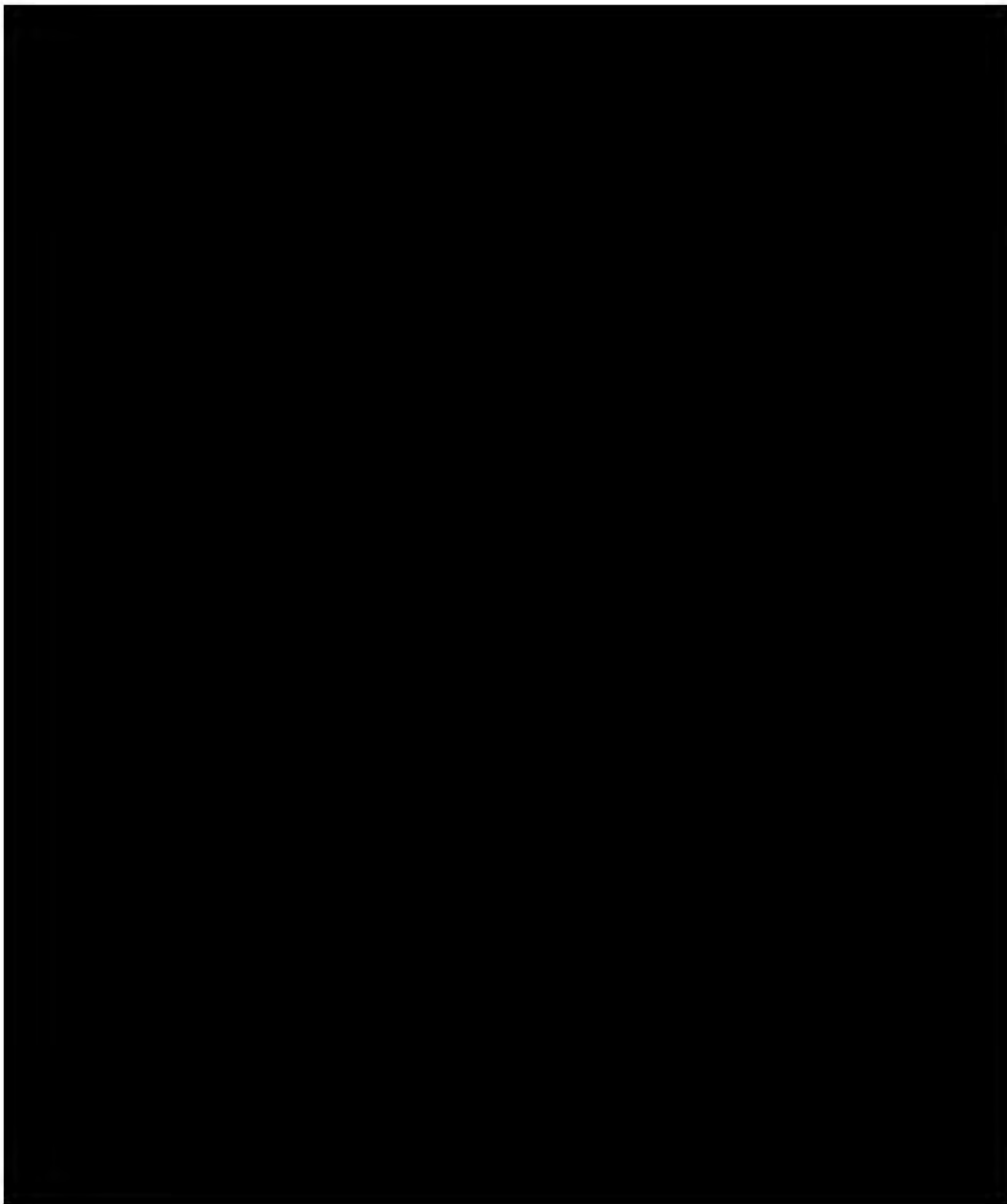


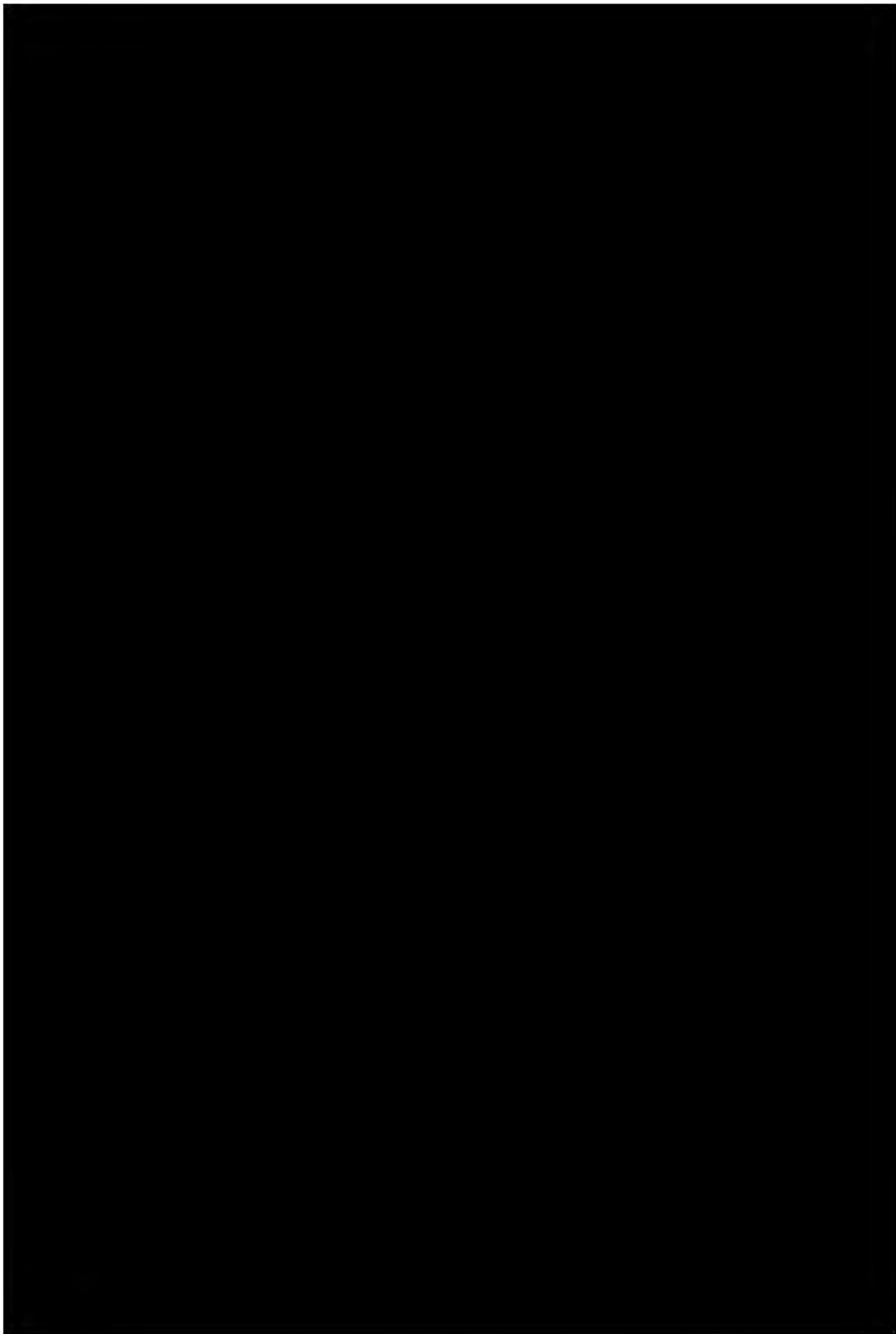


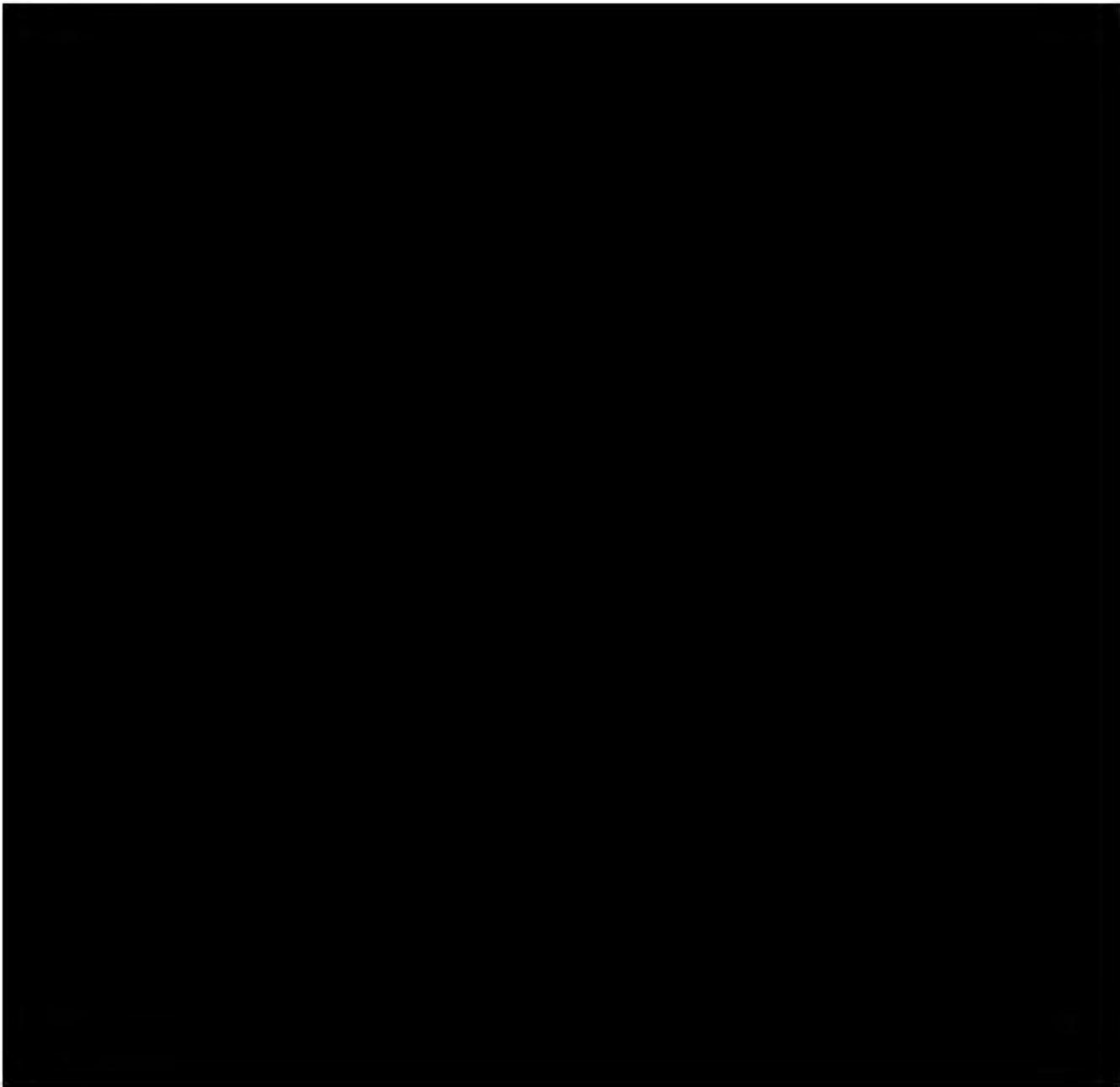


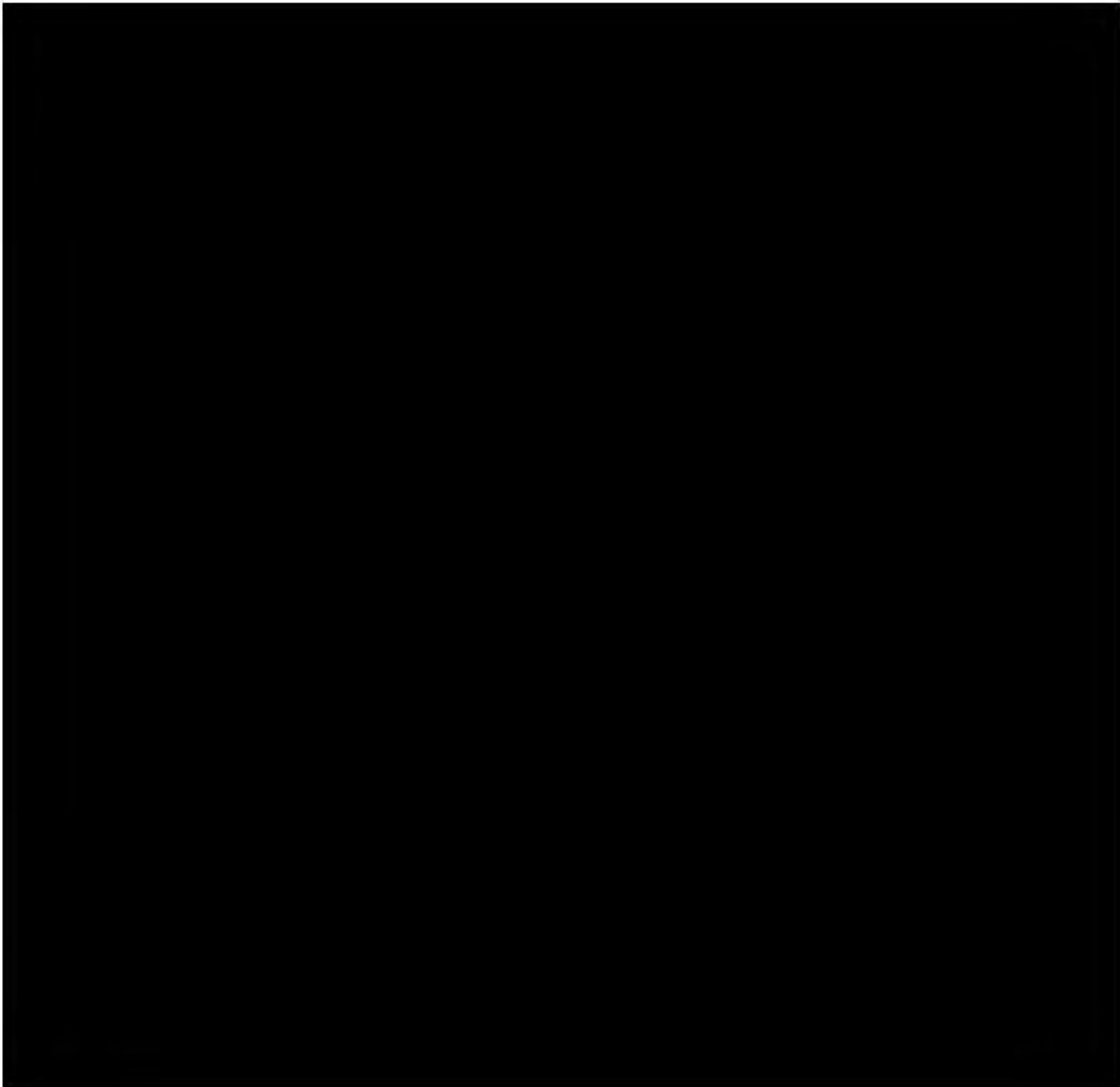


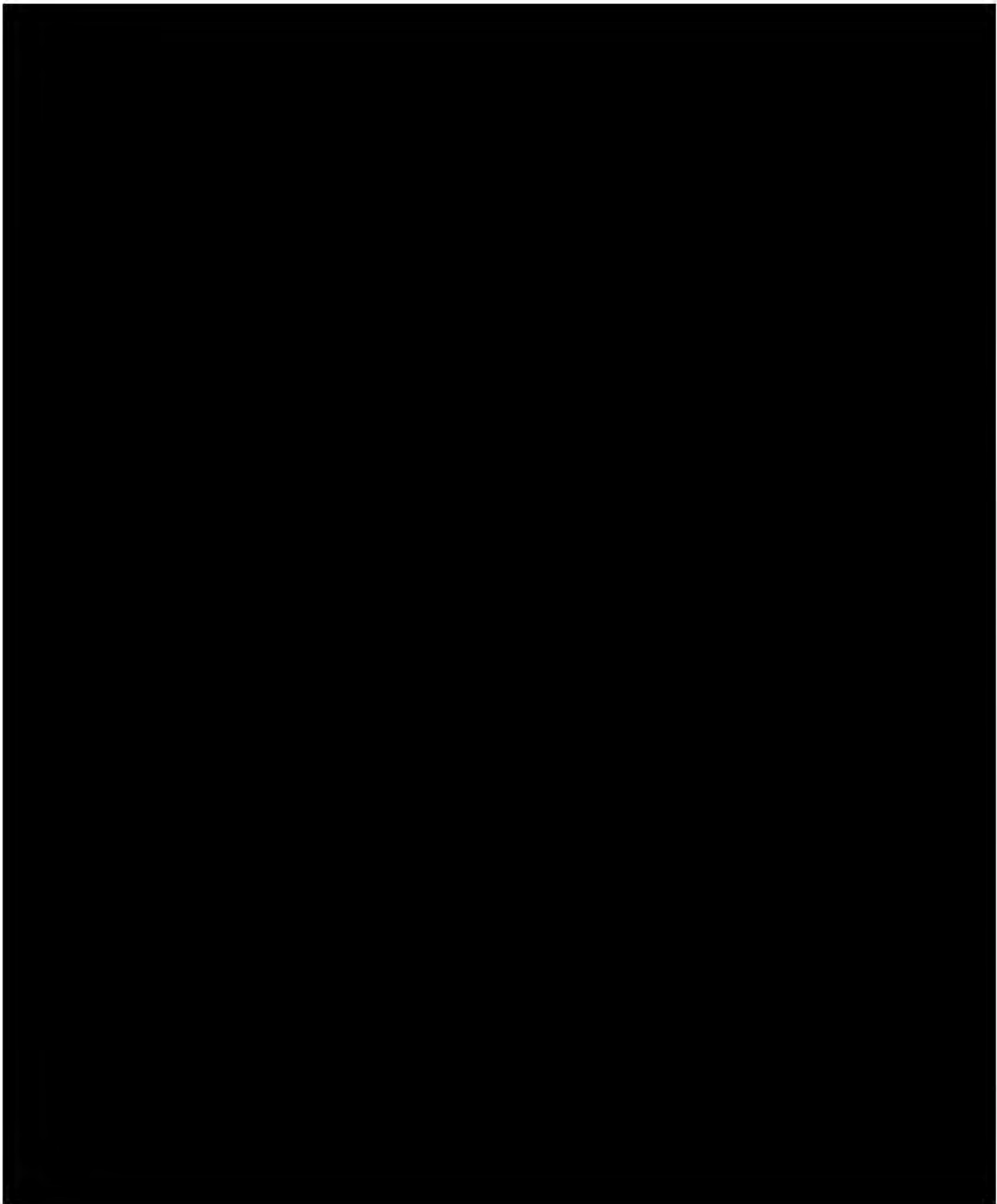


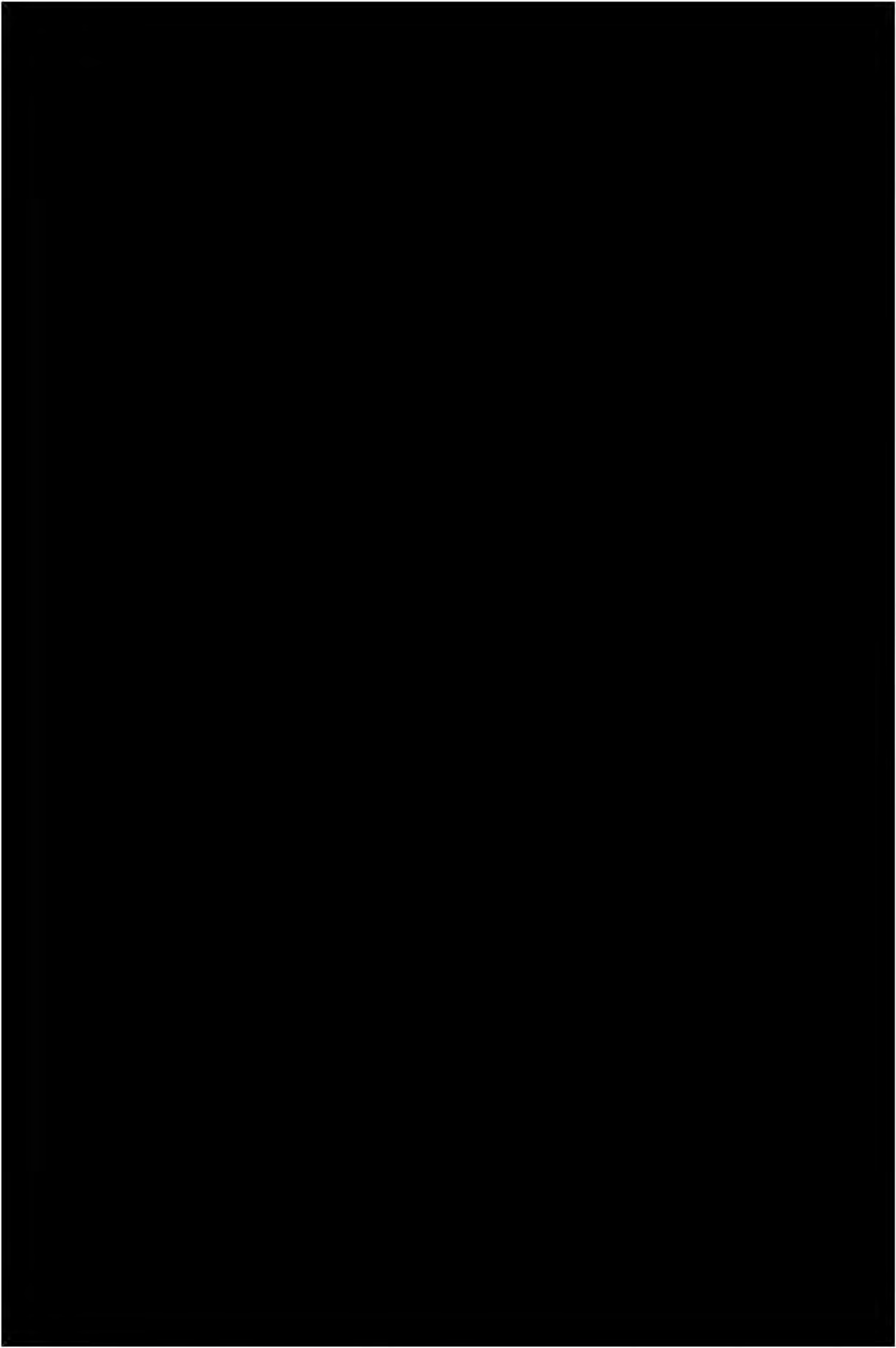


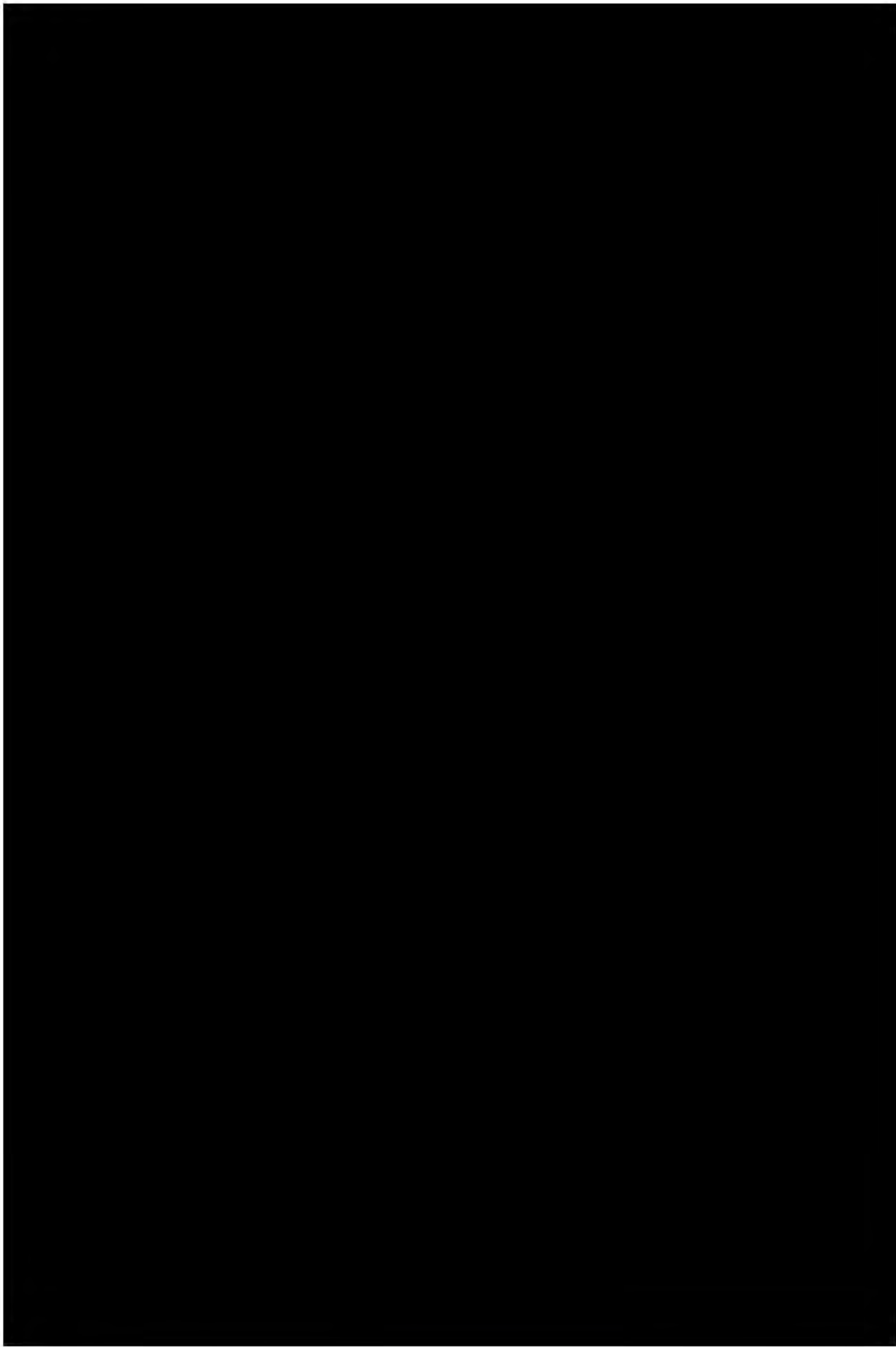


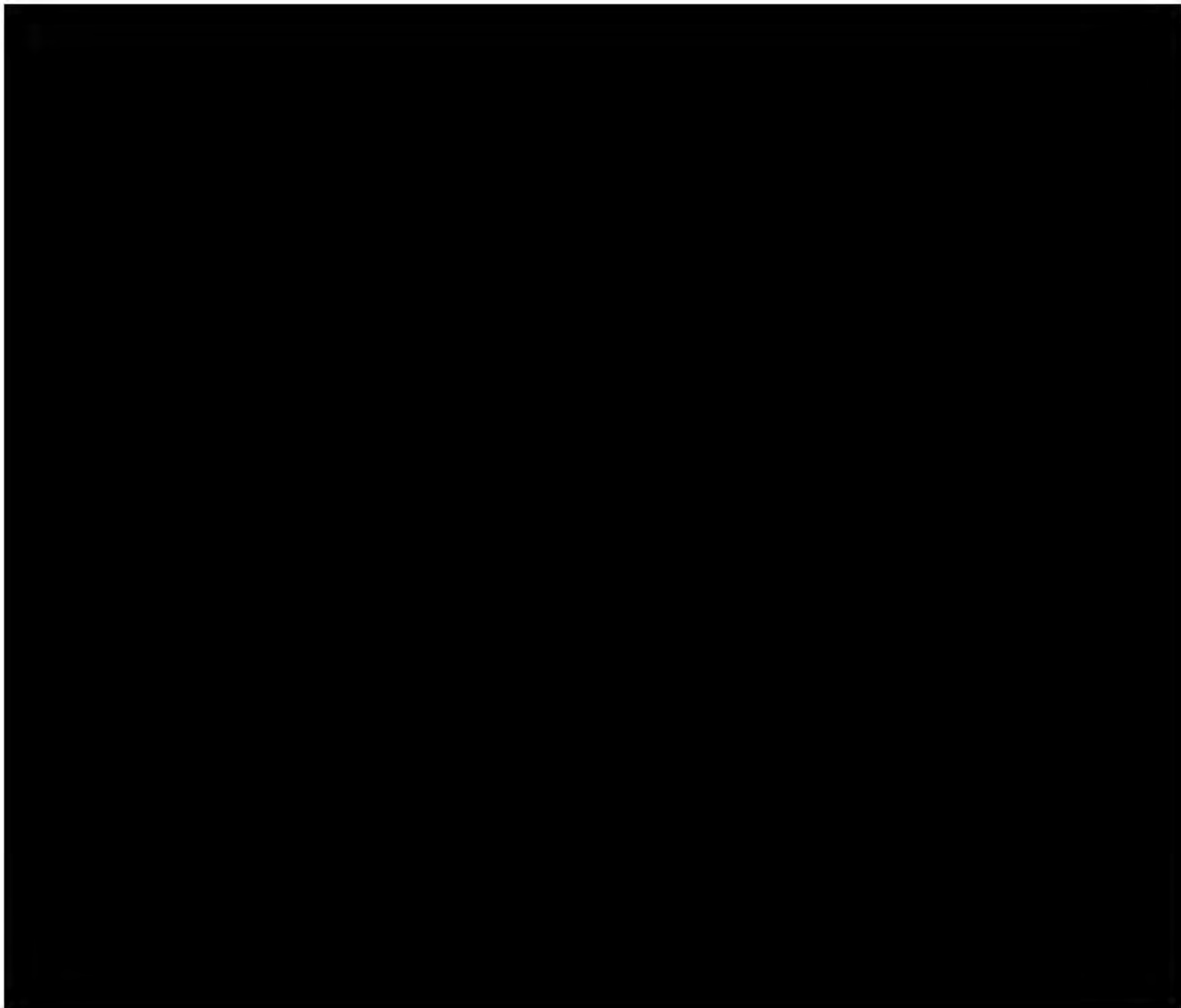




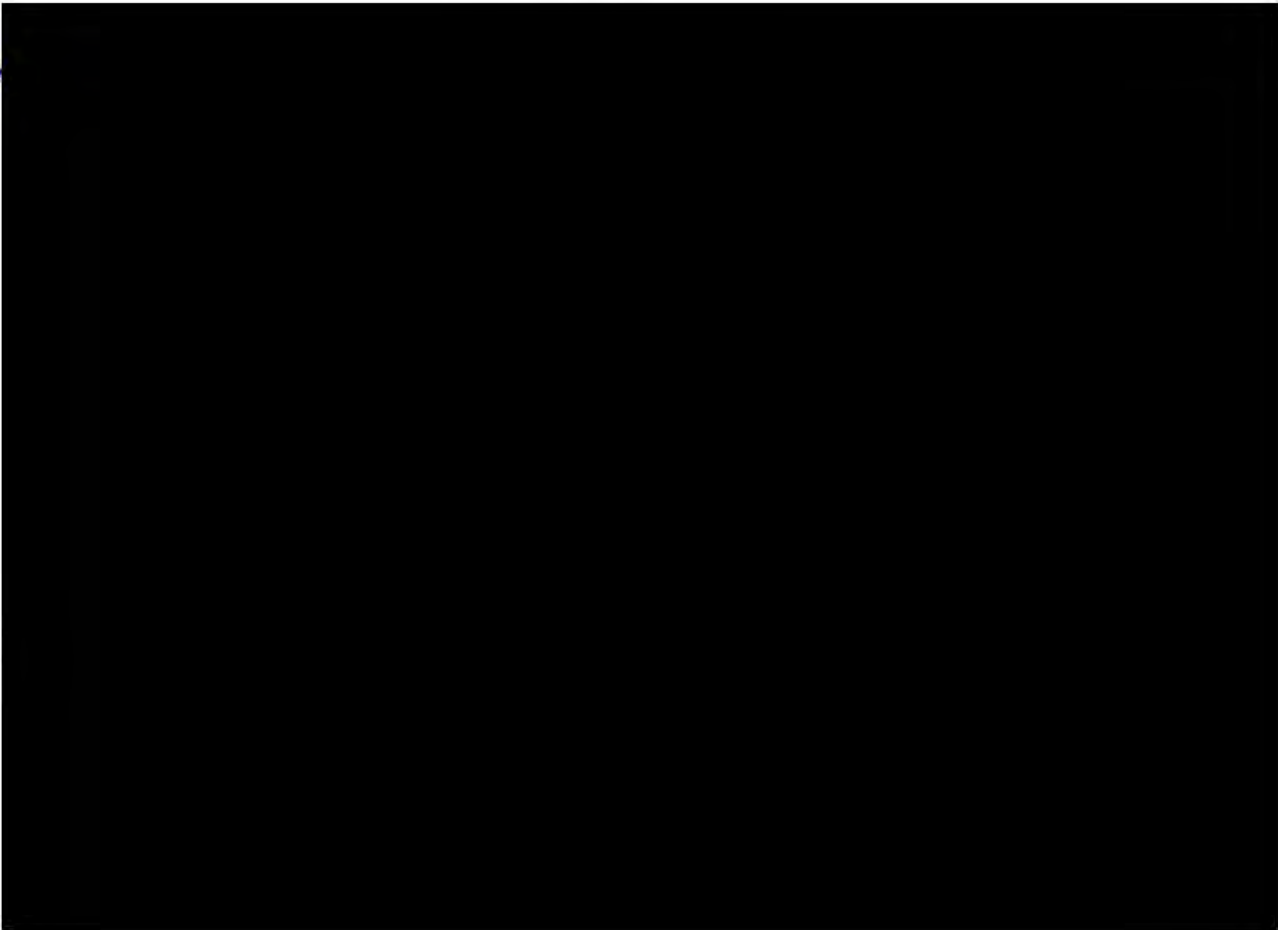








Pay



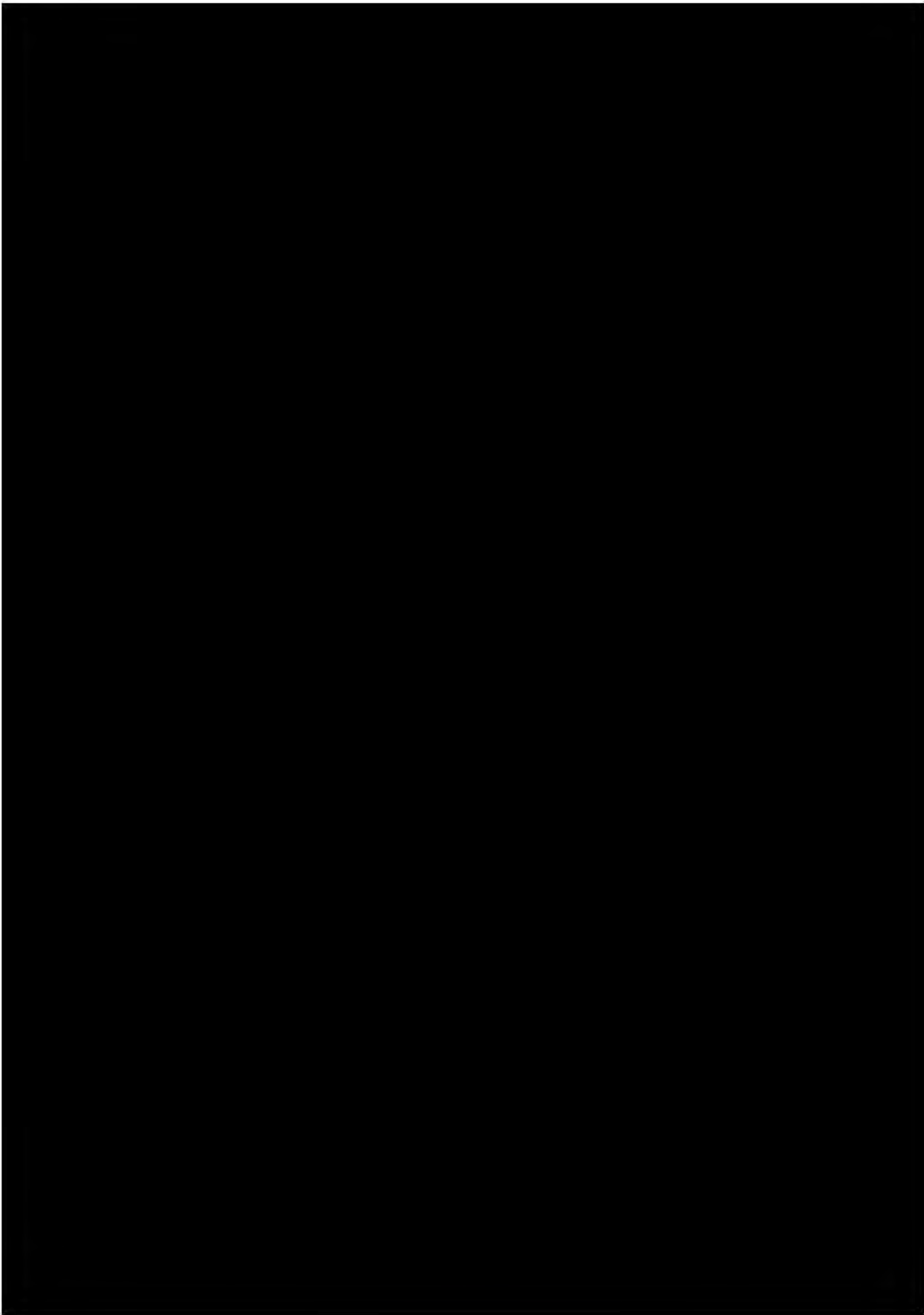




EXHIBIT 5
SAMPLE COMMISSION REPORT

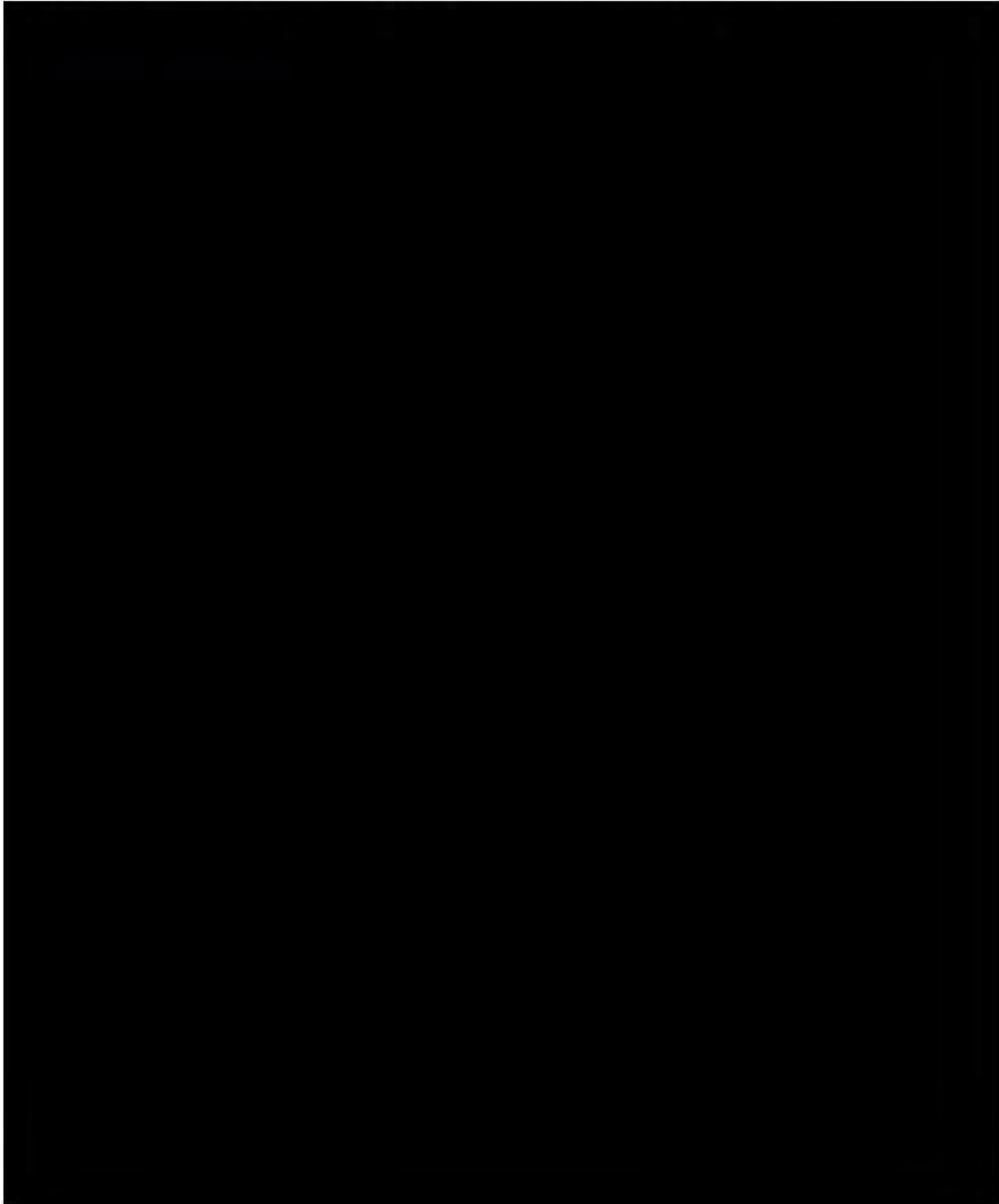
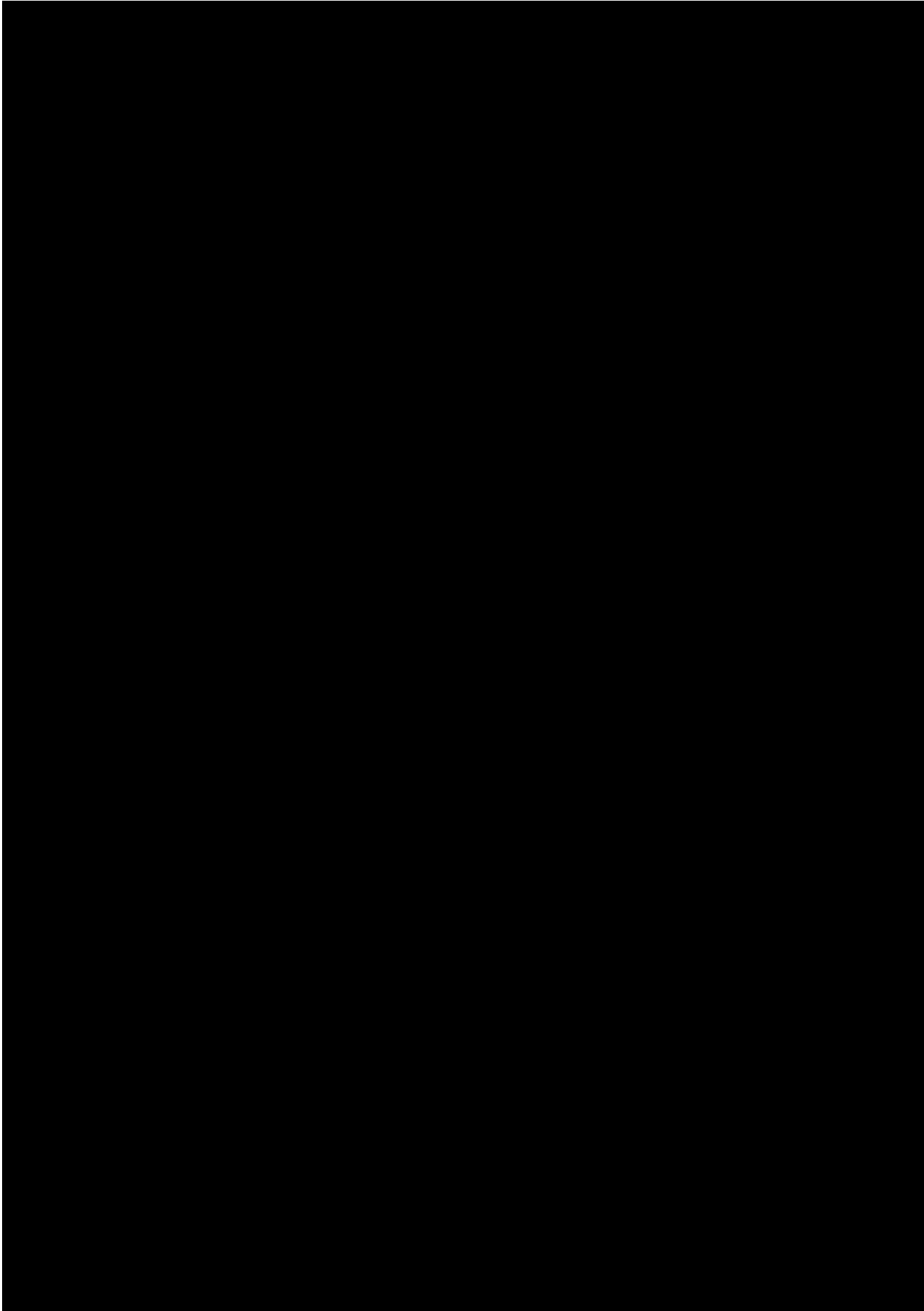
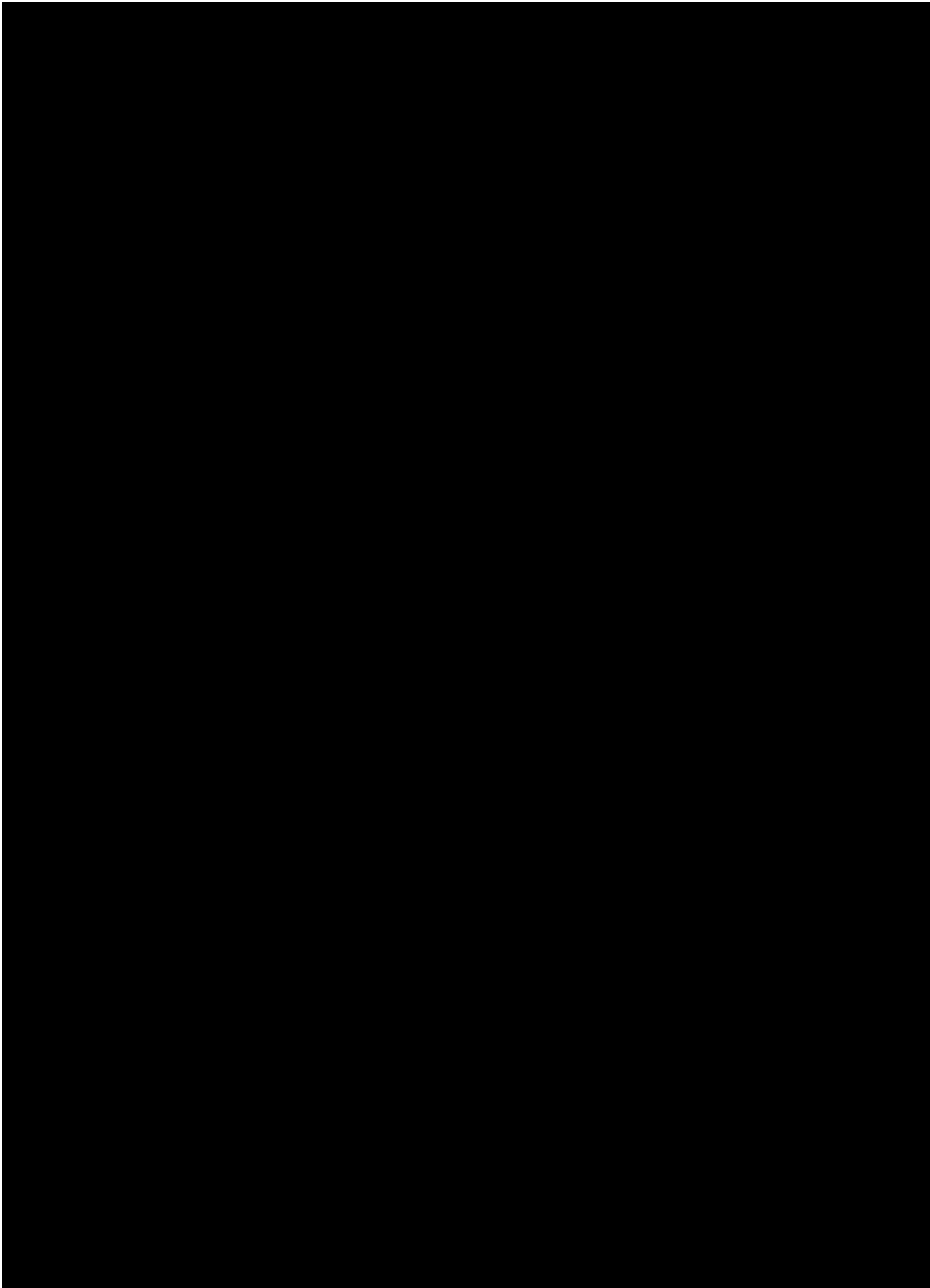
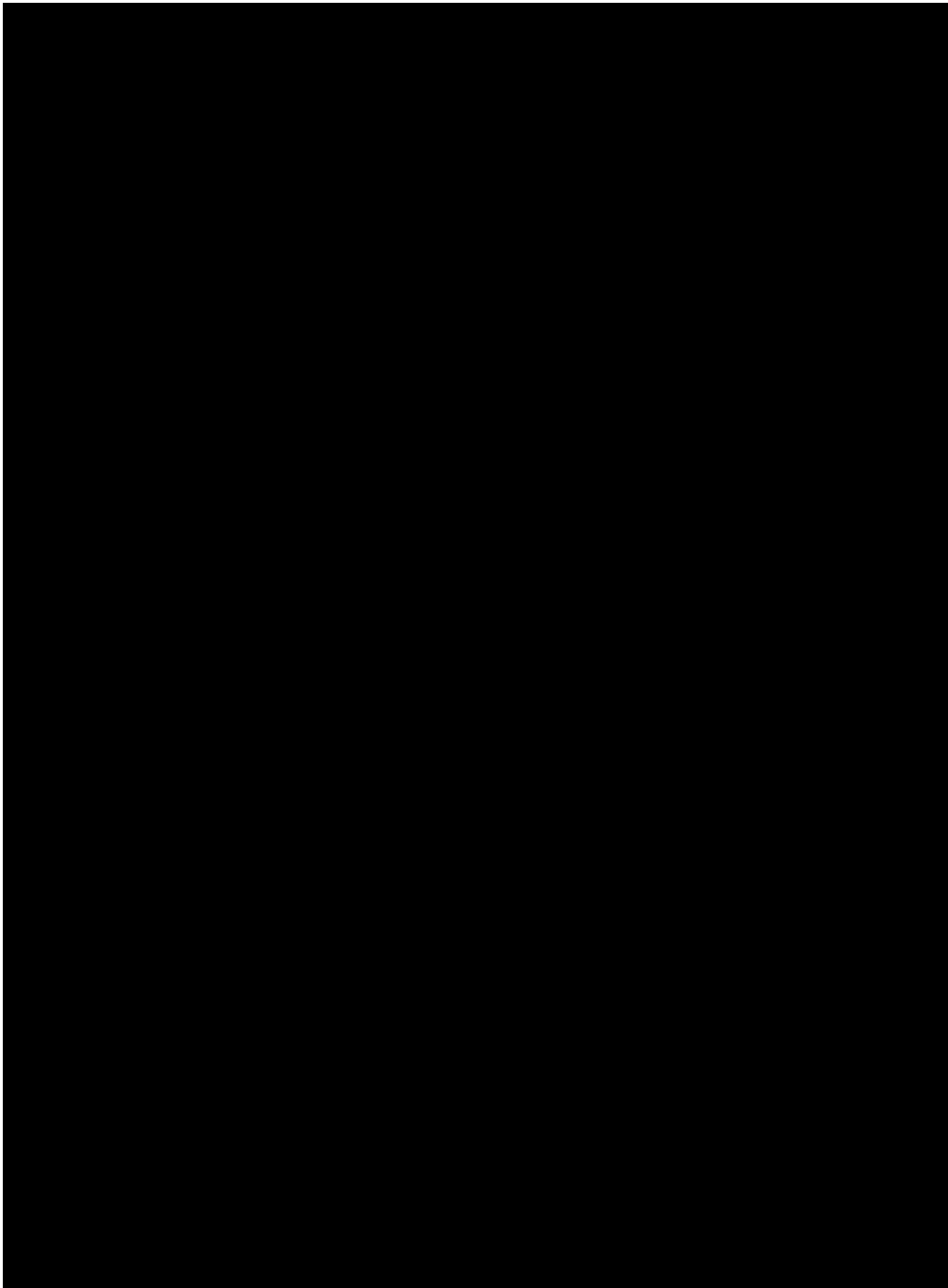


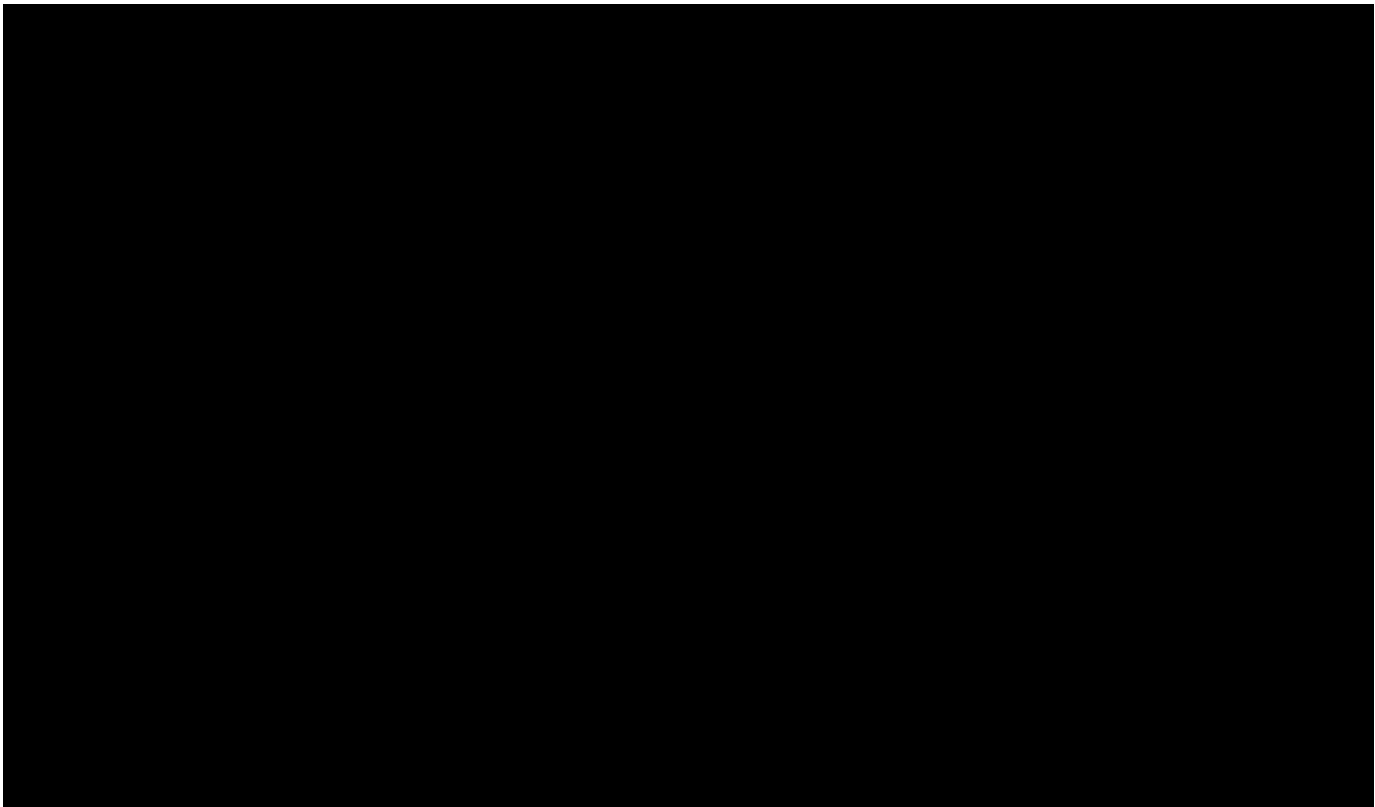


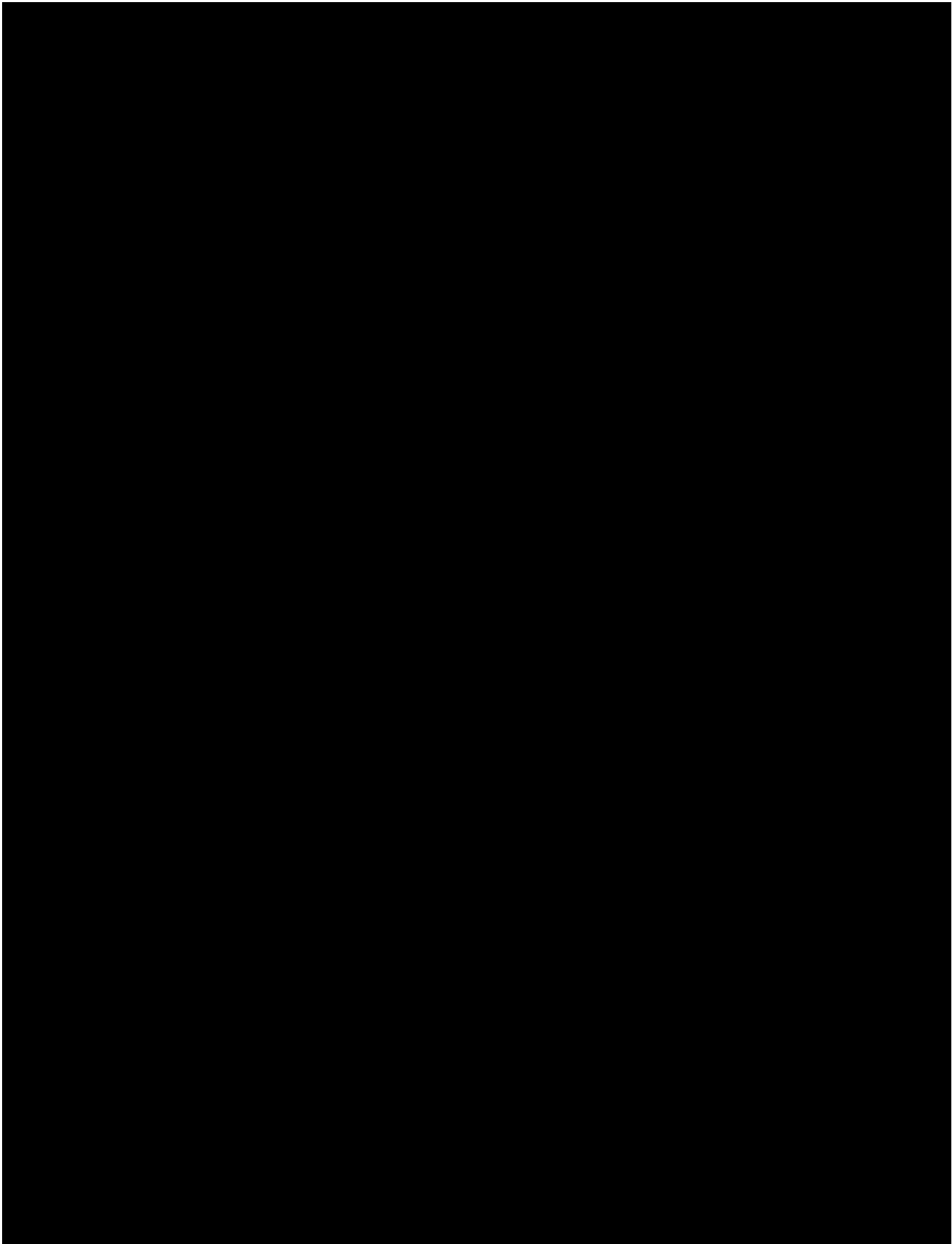
EXHIBIT 6
STAFF RESUMES

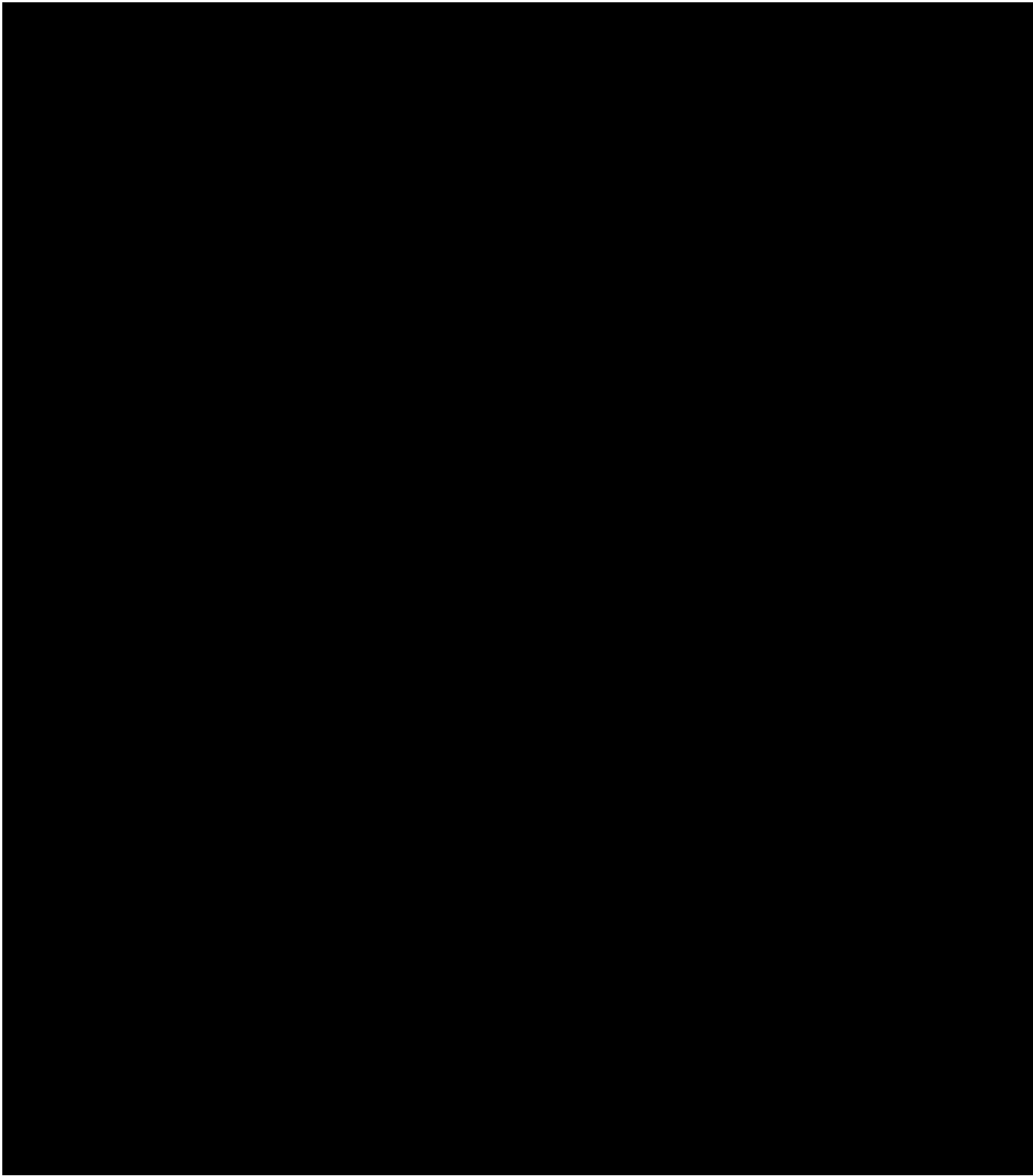


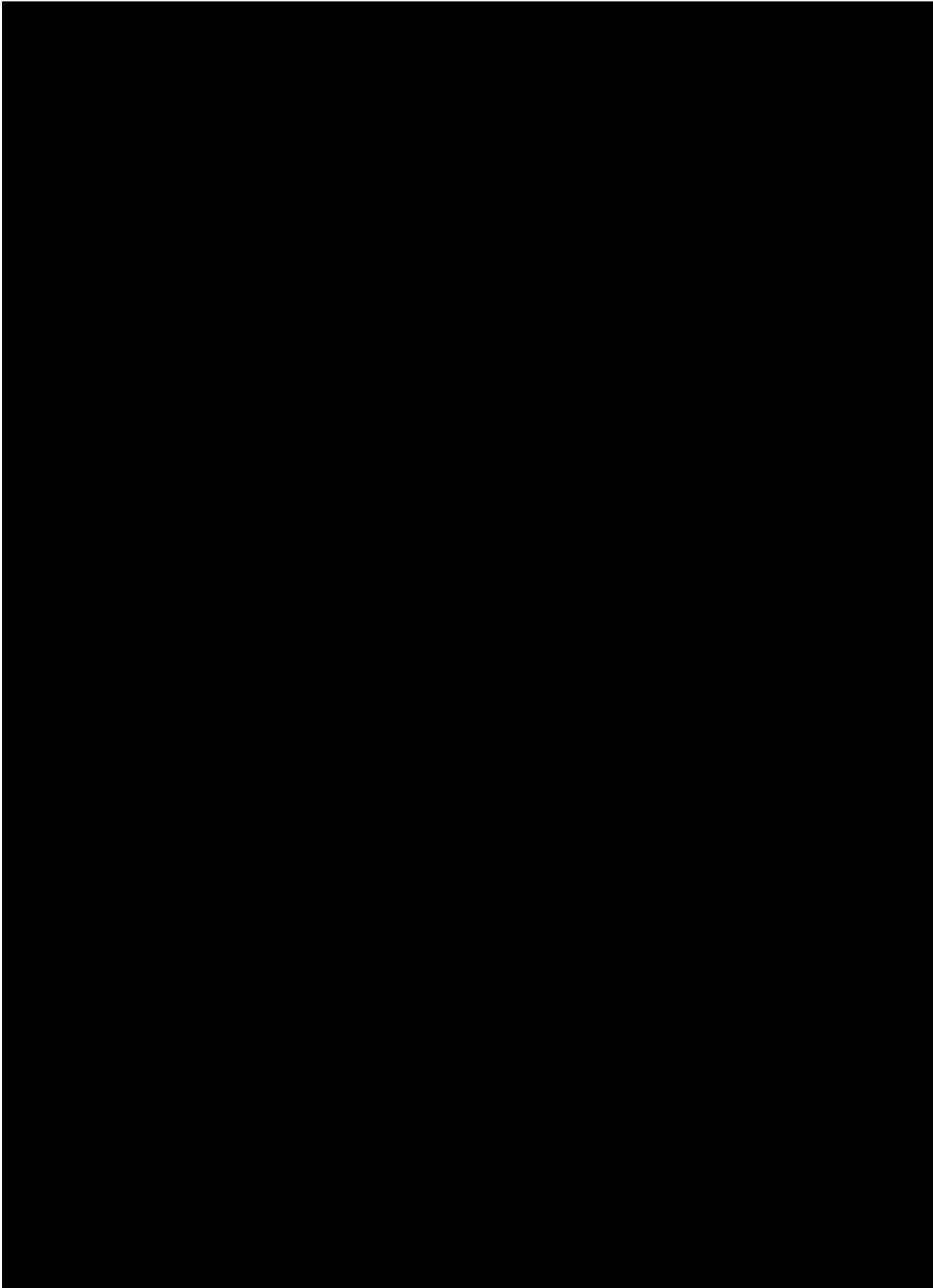


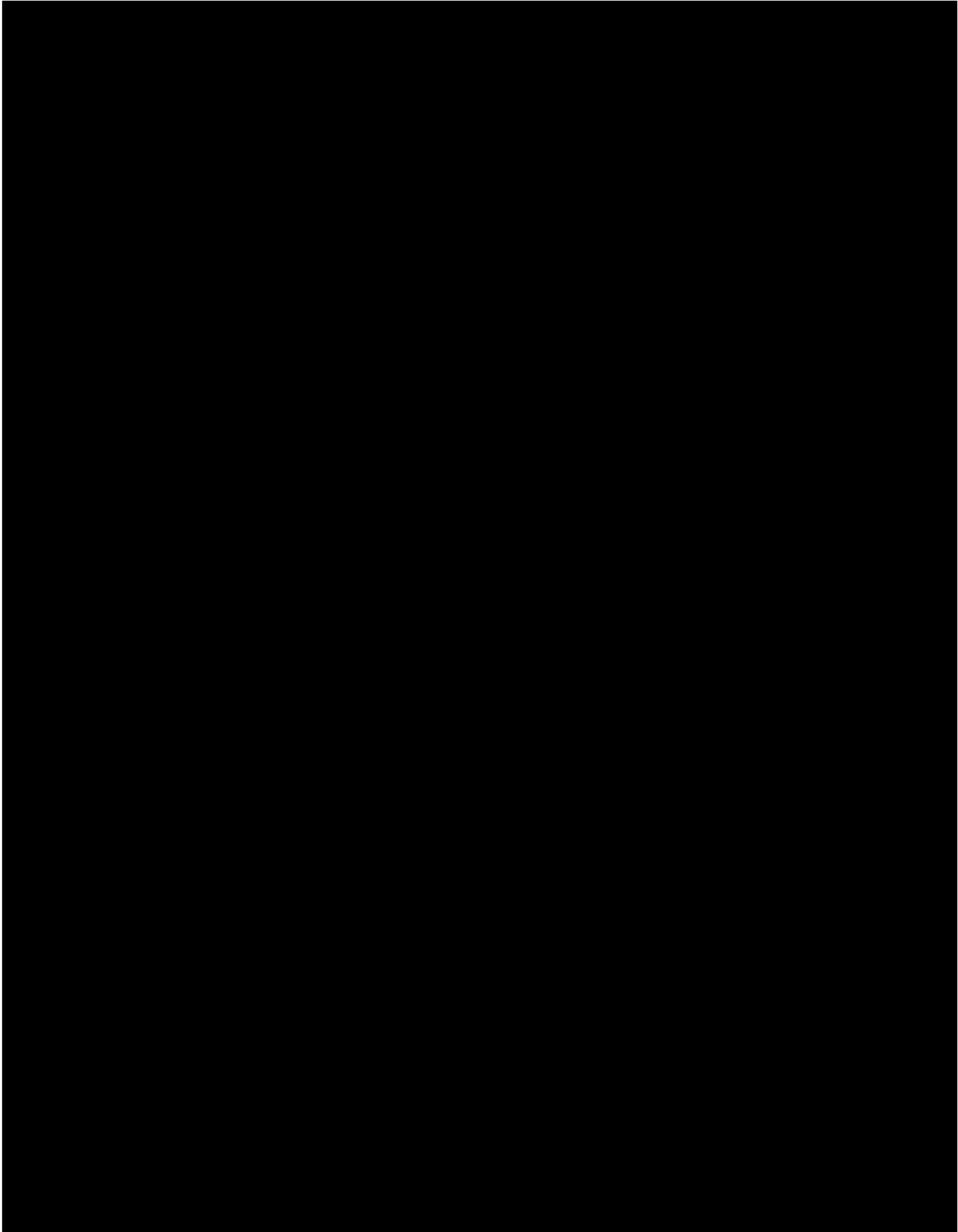


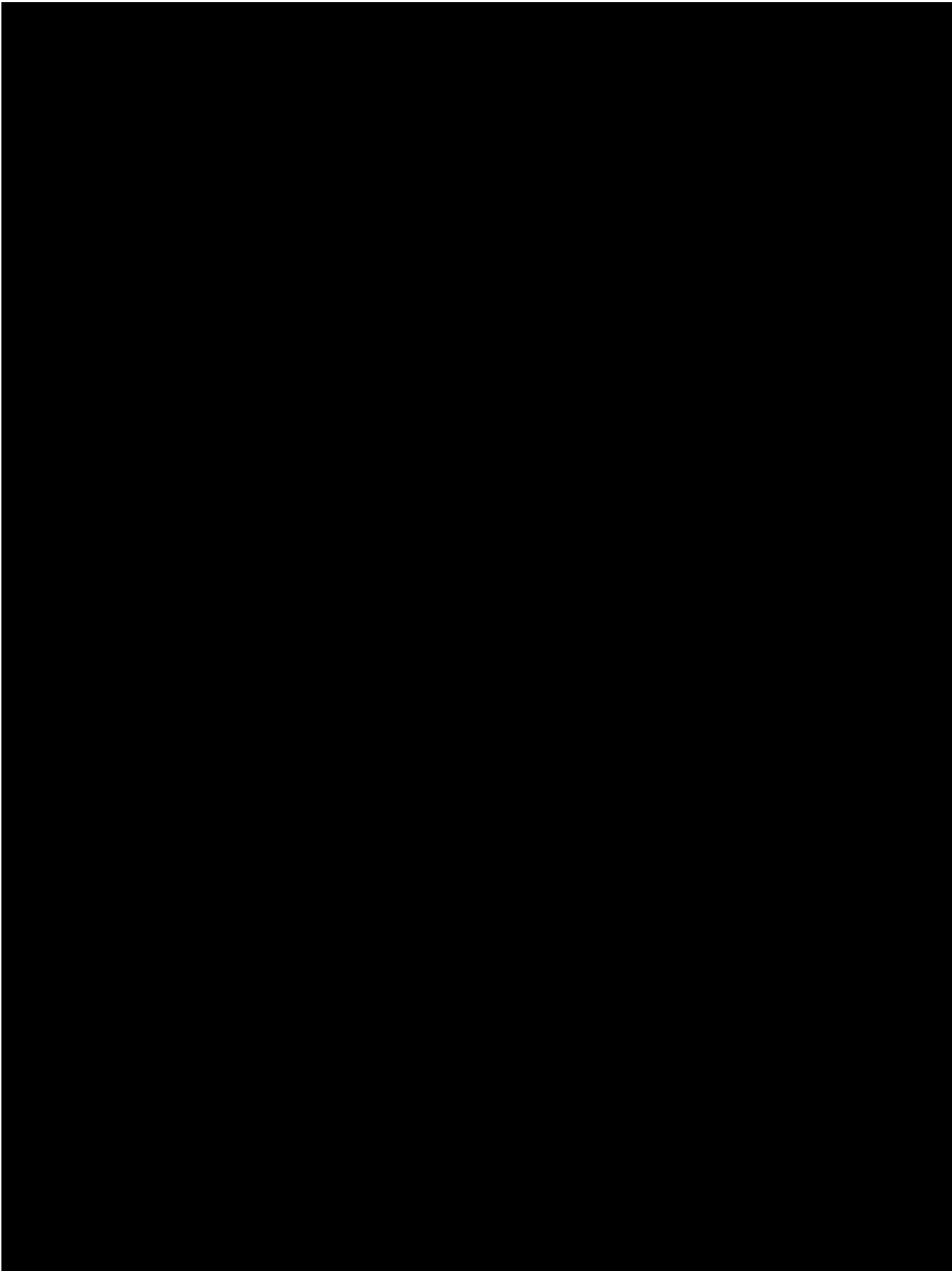


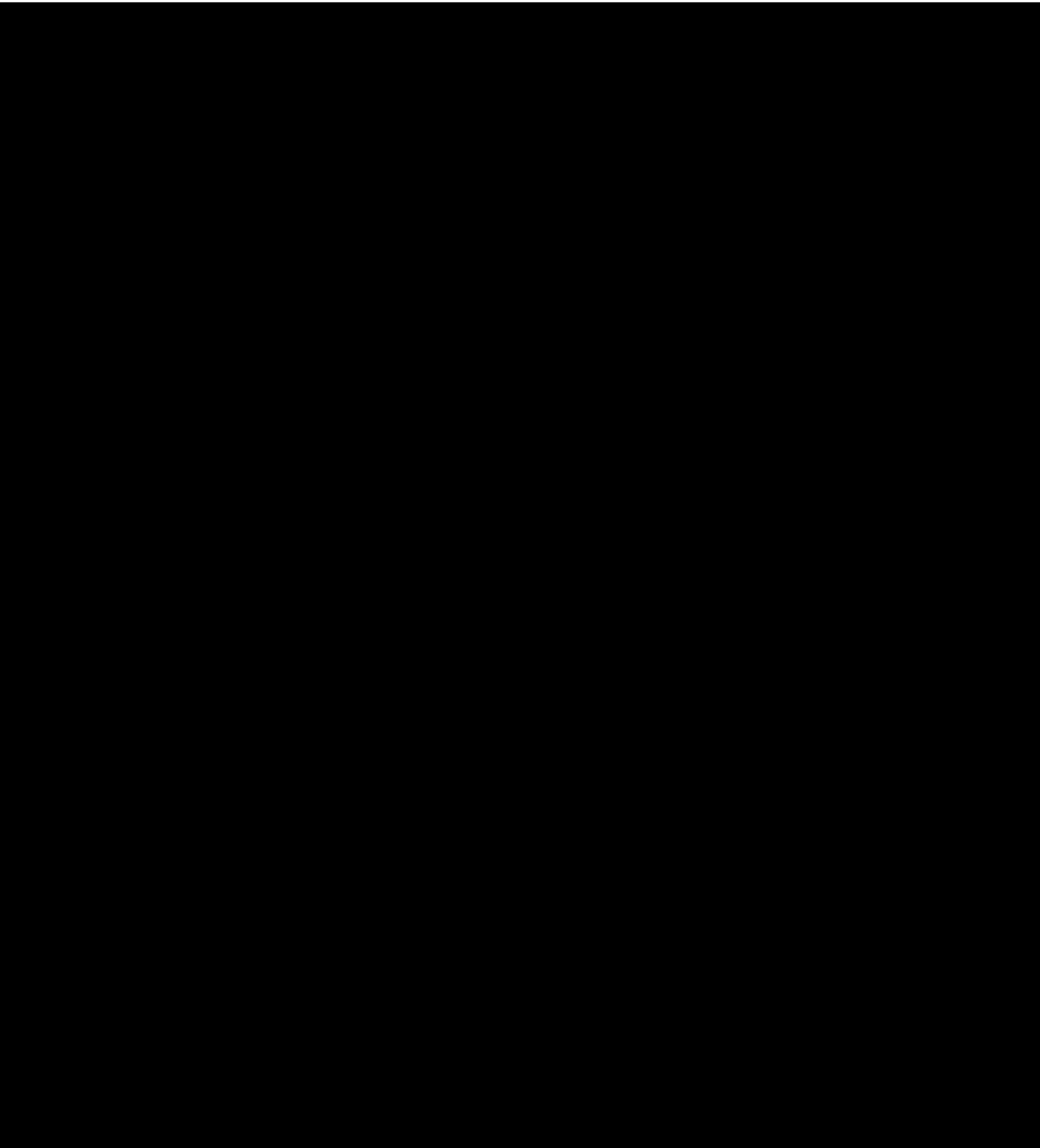


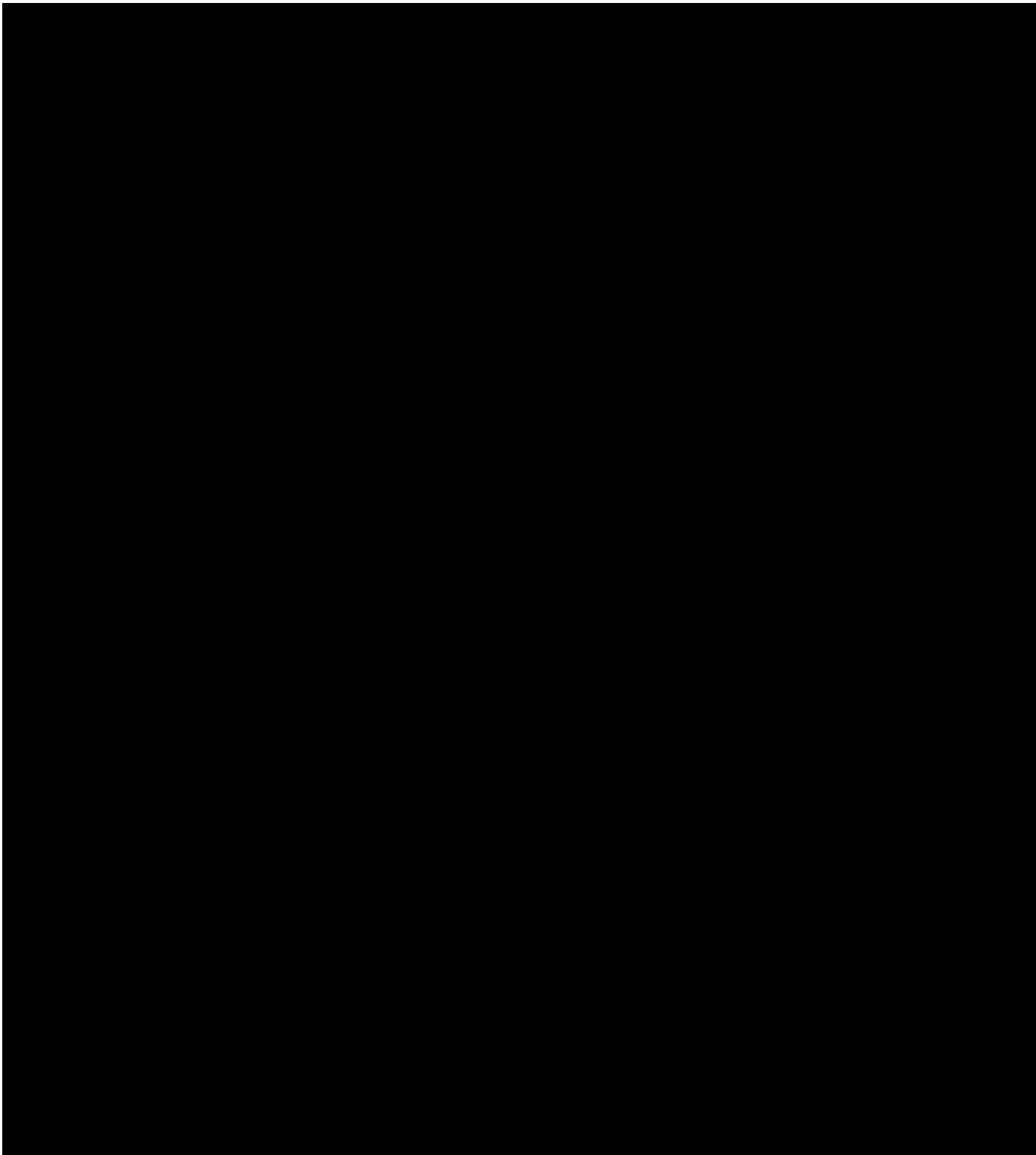


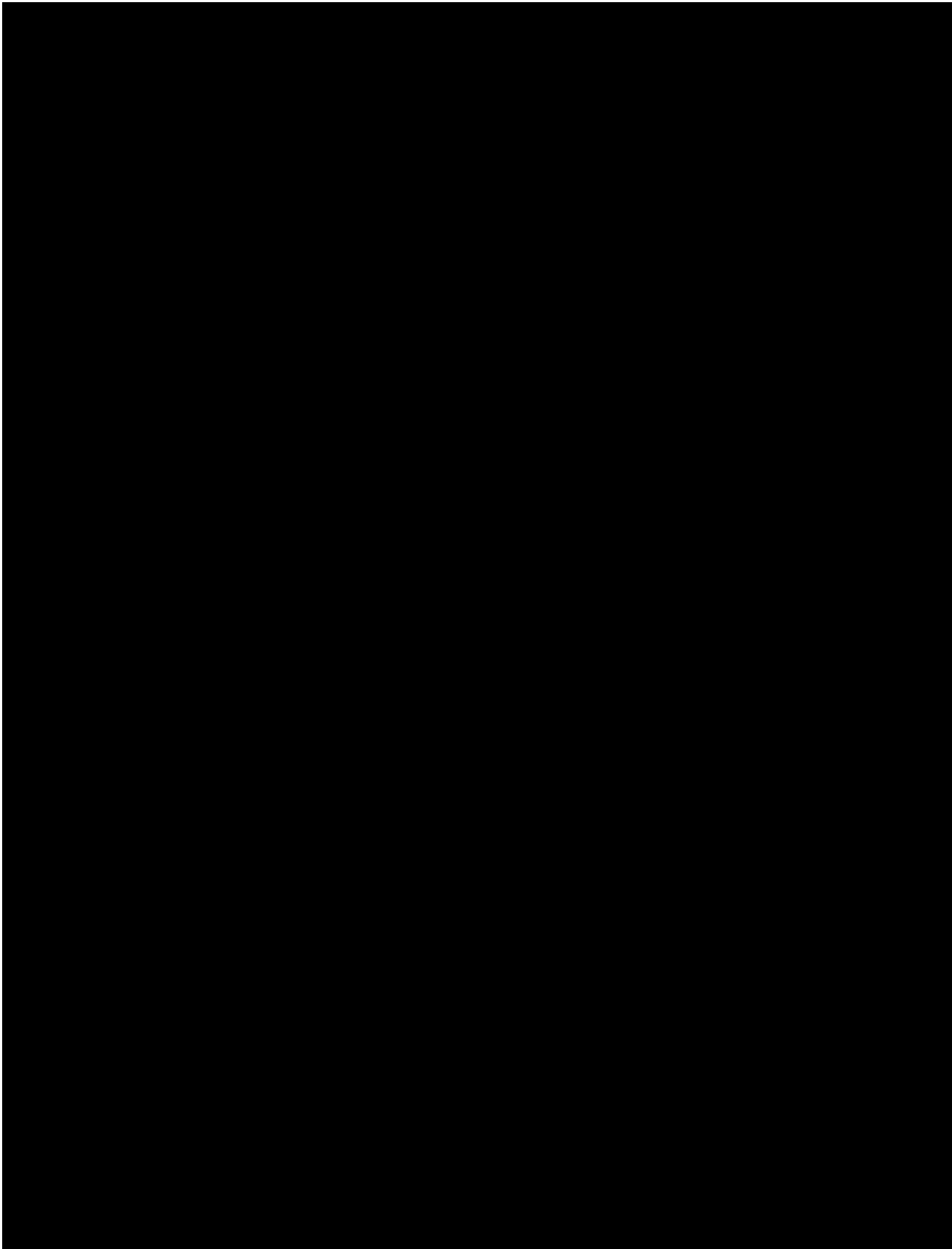


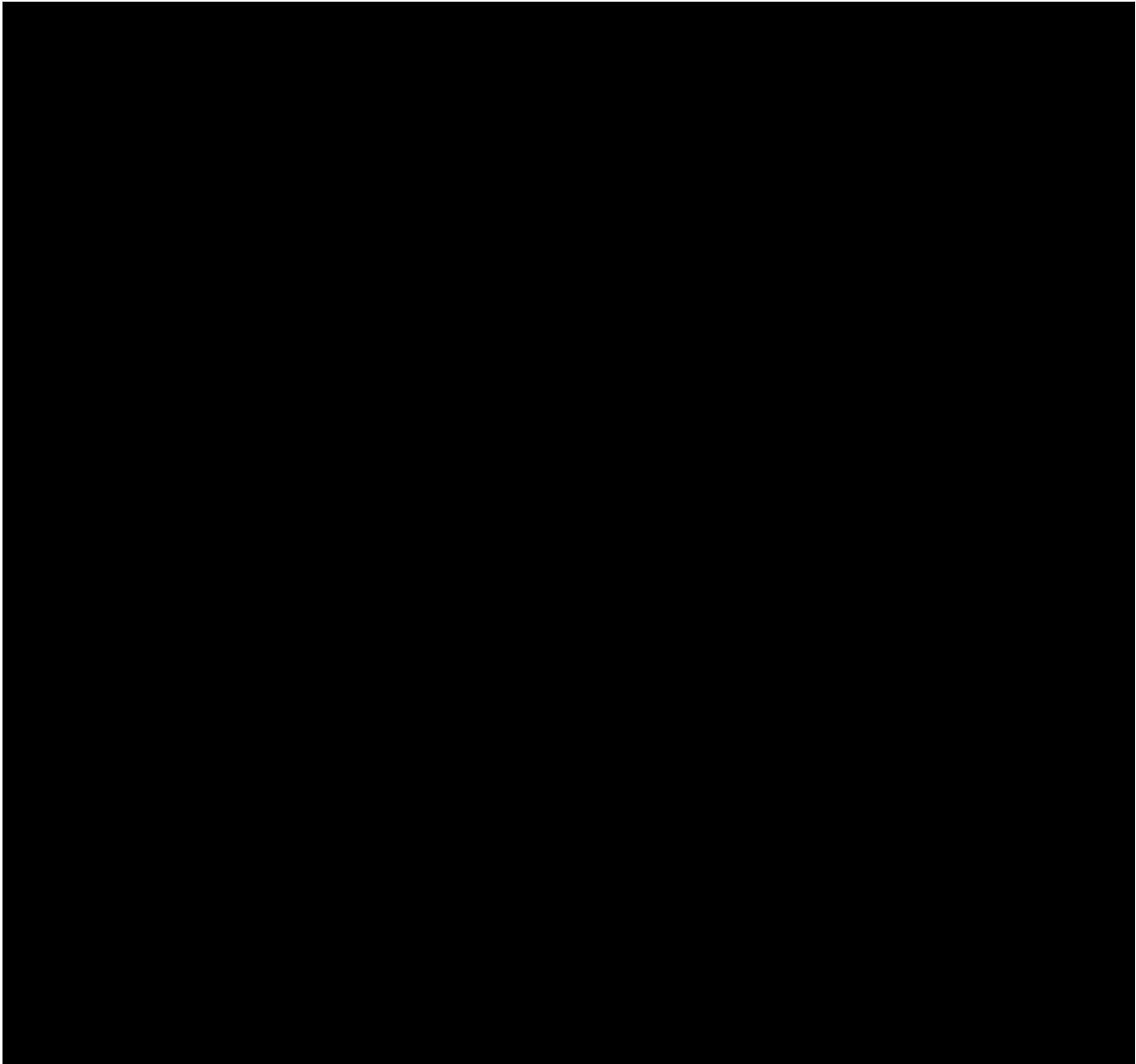


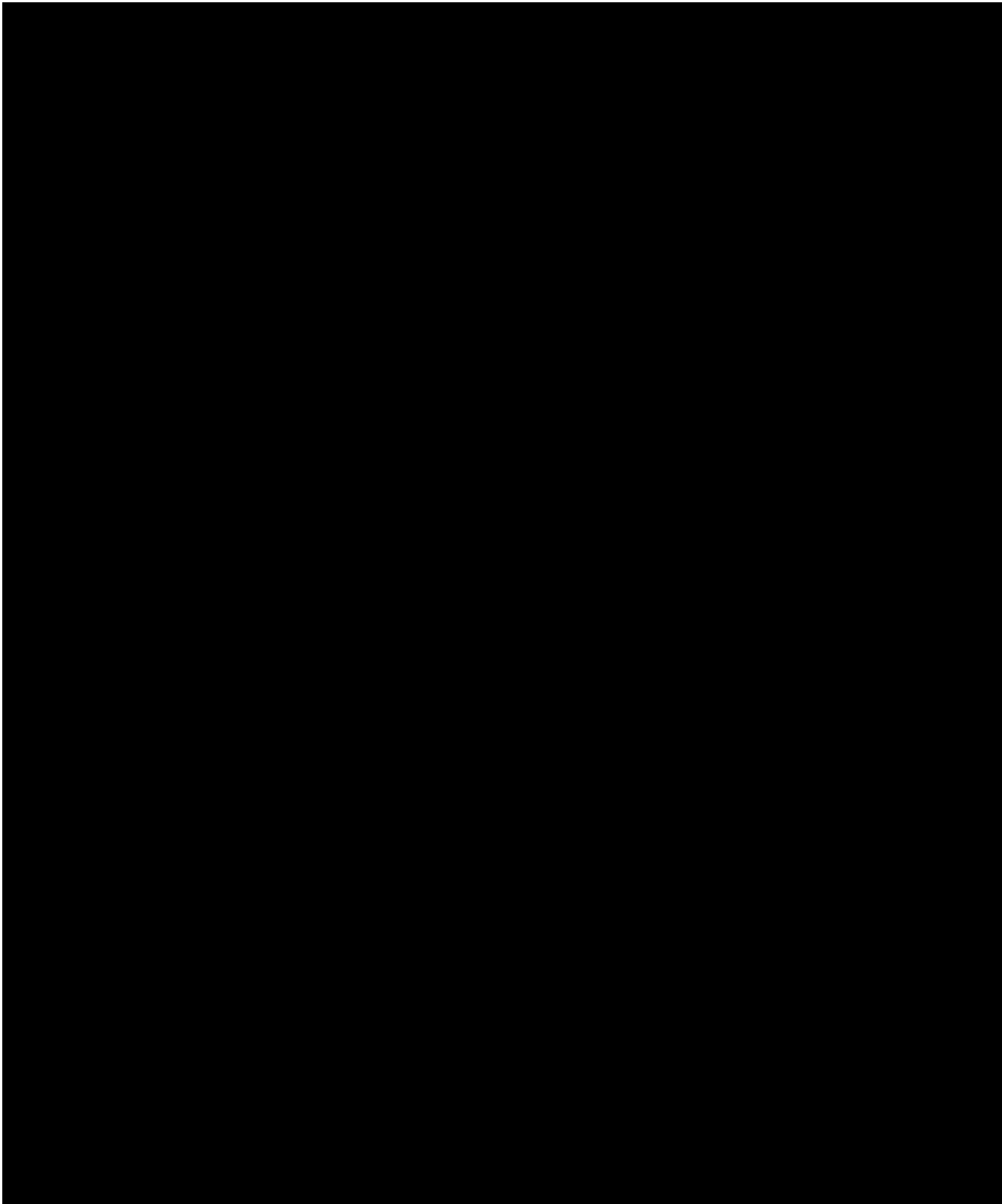


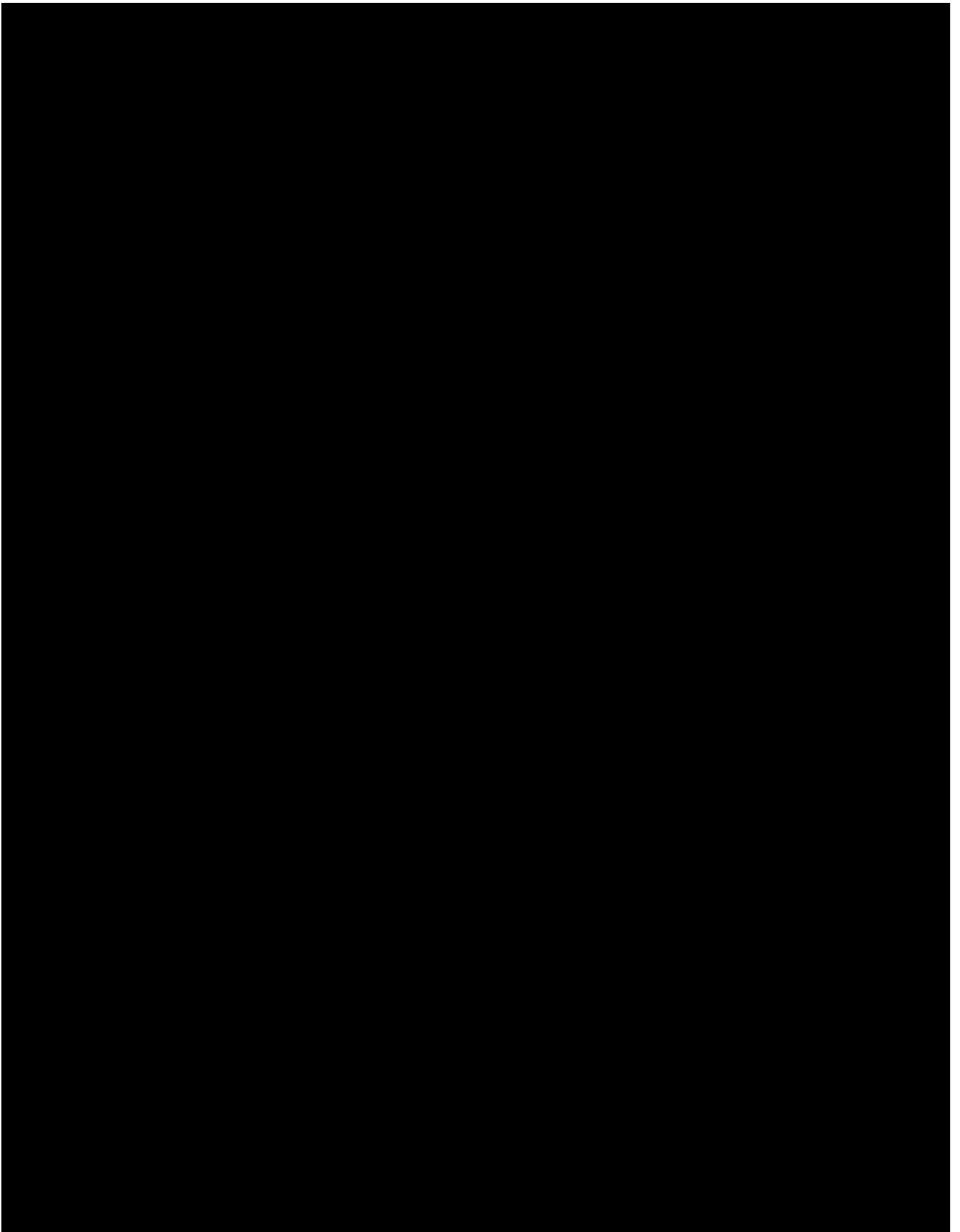


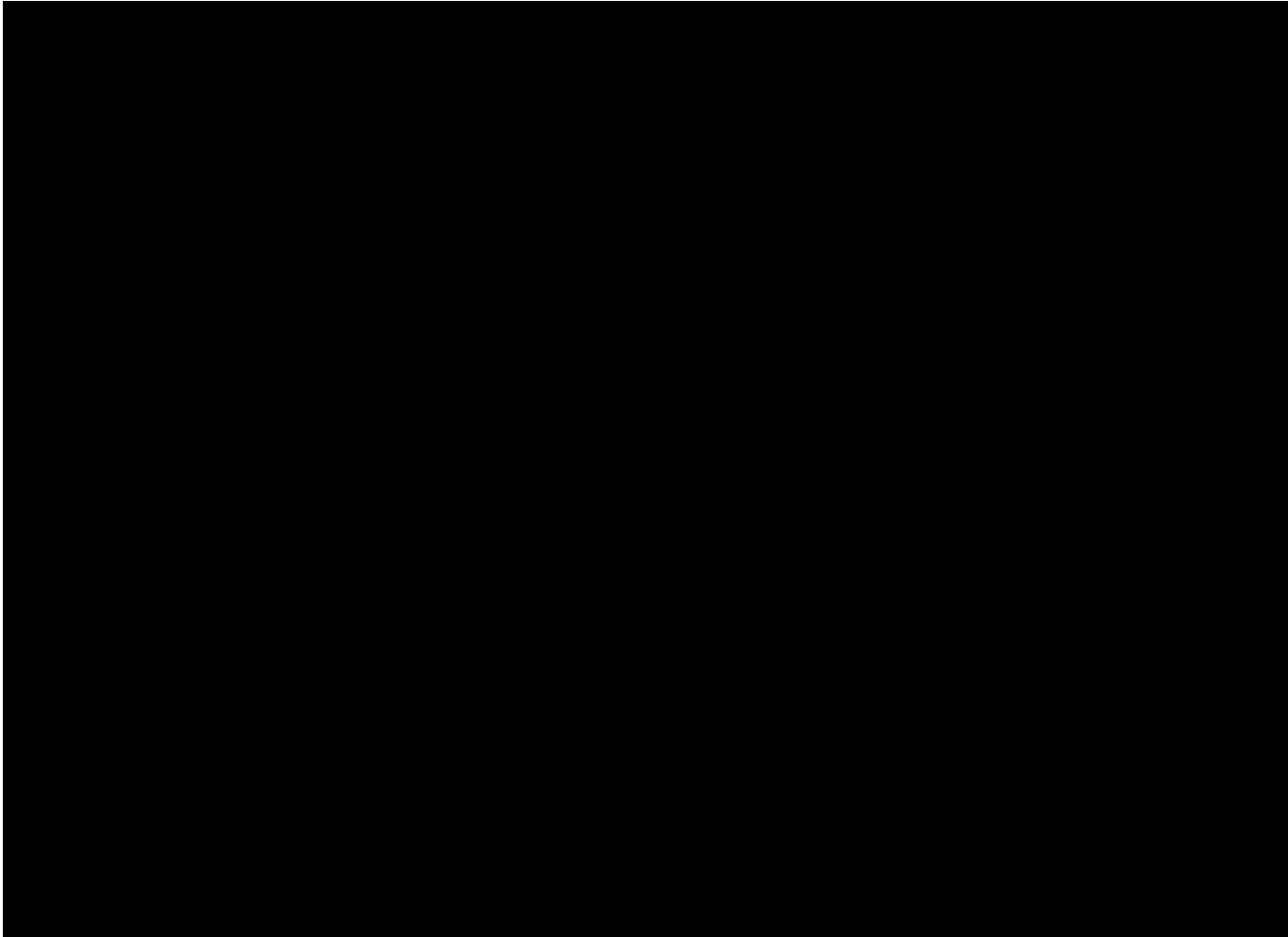












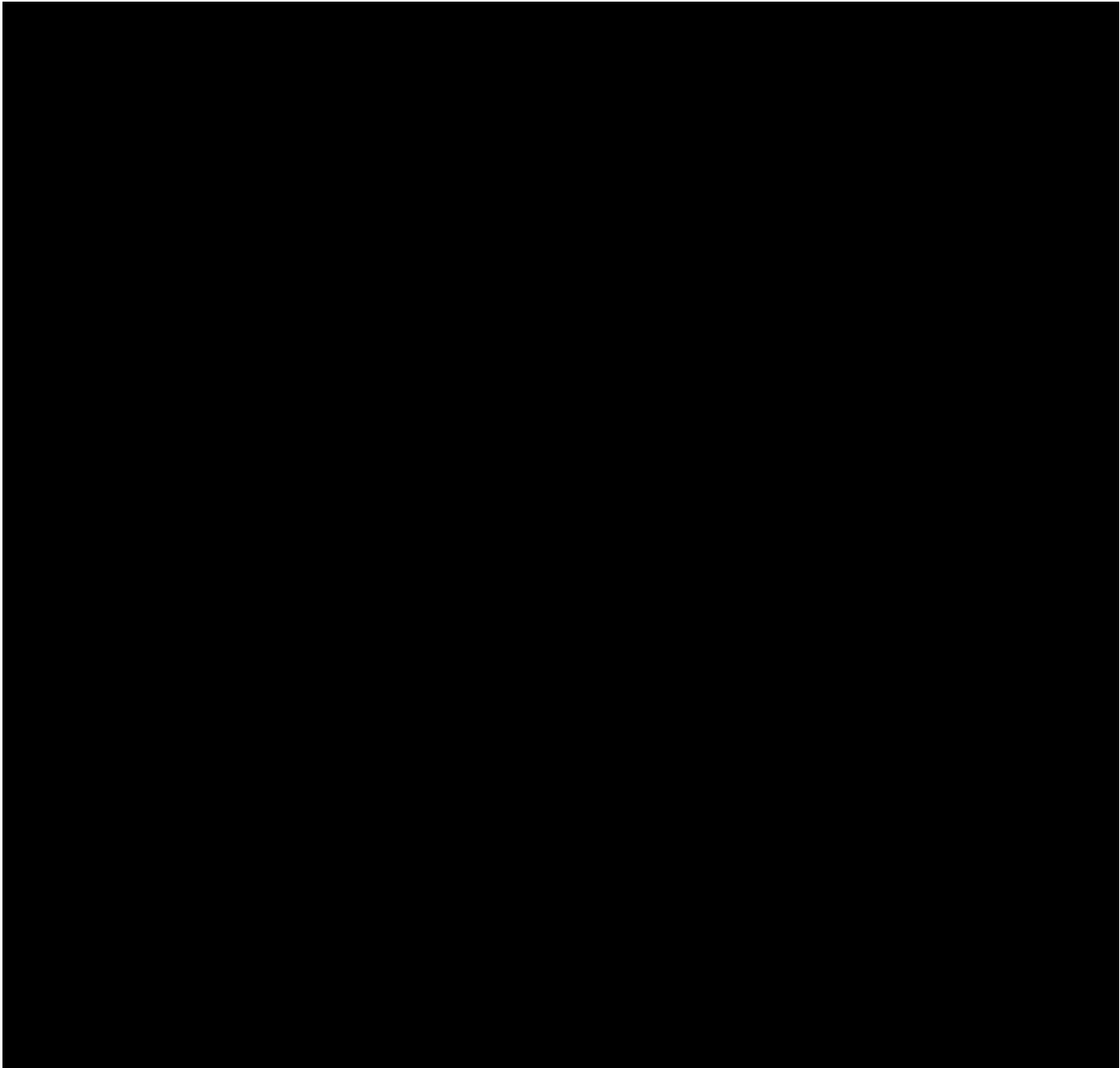




EXHIBIT 7
INSURANCE CERTIFICATE



EXHIBIT 8
BUSINESS LICENSES, PSC &
FCC DOCUMENTATION

CERTIFICATE OF AUTHORITY UNDER SEC. 805 OF THE LIMITED LIABILITY COMPANY LAW

ENTITY NAME: INMATE CALLING SOLUTIONS, LLC

DOCUMENT TYPE: APPLICATION FOR AUTHORITY (FOR LLC)

COUNTY: ALBA

SERVICE COMPANY: DELANEY CORPORATE SERVICES LTD.

SERVICE CODE: 30

===== FILED:06/24/2003 DURATION:***** CASH#:030624000523 FILM #:030624000506 =====

ADDRESS FOR PROCESS

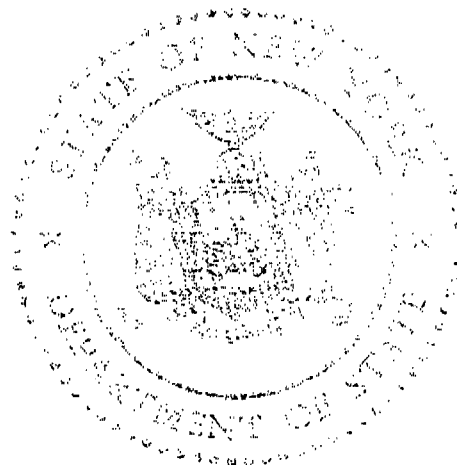
EXIST DATE

C/O NATIONAL REGISTERED AGENTS, INC
875 AVENUE OF THE AMERICAS
NEW YORK, NY 10001

SUITE 501

06/24/2003

REGISTERED AGENT



| FILER | FEES | | PAYMENTS | |
|---------------------|----------|--------|----------|--------|
| ----- | ----- | 310.00 | 310.00 | ----- |
| UNISEARCH INC | FILING | 250.00 | CASH | 0.00 |
| 1780 BARNES BLVD SW | TAX | 0.00 | CHECK | 0.00 |
| | CERT | 0.00 | CHARGE | 0.00 |
| TUMWATER, WA 98512 | COPIES | 10.00 | DRAWDOWN | 310.00 |
| | HANDLING | 50.00 | BILLED | 0.00 |
| | | | REFUND | 0.00 |
| | | | ----- | |

===== DOS-1025 (11/89) =====

State of New York }
Department of State } ss:

I hereby certify that the annexed copy has been compared with the original document filed by the Department of State and that the same is a true copy of said original.

Witness my hand and seal of the Department of State on

June 24, 2003



A handwritten signature in black ink, appearing to read "R. A. S.", is written over the printed title.

Secretary of State

DOS-200 (Rev. 03/02)

f 030624000506

APPLICATION FOR AUTHORITY
OF

INMATE CALLING SOLUTIONS, LLC

(Insert name of Foreign Limited Liability Company)

Under Section 802 of the Limited Liability Company Law

Filed by: UNISEARCH, INC.
(Name)
1780 BARNES BLVD SW
(Mailing address)
TUMWATER, WA 98512
(City, State and Zip code)

**DRAWDOWN
DELANEY - 30**

NOTE: This form was prepared by the New York State Department of State for filing an application for authority for a foreign limited liability company to conduct business in New York State. It does not contain all optional provisions under the law. You are not required to use this form. You may draft your own form or use forms available at legal supply stores. The Department of State recommends that legal documents be prepared under the guidance of an attorney. The certificate must be submitted with a \$250 filing fee made payable to the Department of State.

(For office use only.)

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STATE OF NEW YORK
DEPARTMENT OF STATE
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STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE

THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

Internet Address: <http://www.dps.state.ny.us>

PUBLIC SERVICE COMMISSION

WILLIAM M. FLYNN
Chairman
THOMAS J. DUNLEAVY
JAMES D. BENNETT
LEONARD A. WEISS
NEAL N. GALVIN



DAWN K. JABLONSKI RYMAN
General Counsel

JACLYN A. BRILLING
Secretary

January 29, 2004

Mr. Brendin Philbin, Chief Operating Officer
Inmate Calling Solutions, LLC
5883 Rue Ferrari
San Jose, California 95138-1857

Re: Case No. 03-C-1411

Dear Mr. Philbin:

The application, by Inmate Calling Solutions, LLC on October 3, 2003, for a Certificate of Public Convenience and Necessity to operate in New York State as a reseller of telephone service, without authority to provide local exchange service, is hereby approved. This approval is based upon the accuracy of the information provided in the company's application and may be revoked if the application is found to contain false or misleading information, for failure to file or maintain current tariffs, or for violation of Commission rules and regulations. The company's tariff, P.S.C. No. 1 – Telephone, has been accepted and is in effect.

The company is not authorized to use its own operators to handle 0- (emergency or non-emergency) calls. Such calls must be routed to another telephone company or operator services provider authorized to handle such calls, until such time as an amended Certificate of Public Convenience and Necessity is obtained pursuant to Part 649.6 of the Commission's rules.

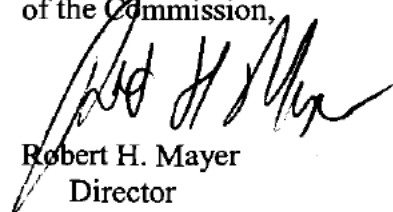
The company must comply with applicable federal laws, New York State Public Service Law and related state statutes, and the Commission's rules and regulations.

The company is also required to file a Statement of Gross Intrastate Operating Revenues by March 31 each year. It will be notified in writing each year of the required content and format of this report.

Finally, please complete and return the enclosed, two-page questionnaire to Maria Le Boeuf of our staff within 30 days of receipt of this letter. This information will be added to the directory of telephone companies posted at our website, in order to help consumers search for companies available to meet their telecommunications needs. Any updates or changes should be promptly forwarded as well.

If you have any questions, please contact Maria Le Boeuf at [REDACTED]

By direction and delegation
of the Commission,



Robert H. Mayer
Director
Office of Telecommunications

Enclosure

cc: Judy Sylvester
Maria LeBoeuf
Case File
Greg Pattenaude



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](#)

9/13/2018 11:46 AM

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 restricting business with the Commission by any FRN associated with requestor's TIN. The Red Light Display System was last updated on 09/13/2018 at 6:34 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: [REDACTED]

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 [REDACTED] or fax us at [REDACTED]



EXHIBIT 9
KEYWORD SEARCH BY NEXIDIA



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.



EXHIBIT 10
CELL PHONE CONTROL

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

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:

Empower your investigations with an entirely different approach to mobile device forensics.



An integrated solution that addresses BYOD Risk, Big Data and Mobile Device Evidence...all in one.

Expand Your Investigation Capabilities

Mobile Phone Examiner *Plus*® (MPE+®) delivers an intuitive interface, data visualization and smart device support, including app analysis, in a single mobile forensics solution. MPE+ supports even the most challenging mobile device profiles and offers the broad capabilities of high-priced tools at a fraction of the cost. Featuring advanced carving, deleted data recovery, SQLite database browsing and filtering options; MPE+ is the perfect choice for mobile forensics examiners looking to upgrade their capabilities.



MPE+ VELOCITOR Add-on

Support 95% of Chinese Devices

In many cases, a mobile device may look like a mainstream smart device, but it is actually a cloned or counterfeit phone containing Chinese components. In those instances, most mobile forensics solutions fall short, making it impossible to process critical data. MPE+ VELOCITOR is an add-on hardware that enables the full flash data extraction from these devices, exposing critical evidence quickly without the need for a third-party tool or software.

MPE+ Feature Highlights

- ✦ Supports 10,000+ mobile devices (w/ VELOCITOR Chinese chipset device collection add-on)
- ✦ Physical imaging of Android™ devices, with password bypass capabilities
- ✦ dSOLO allows the acquisition of any Android™ device via a pre-configured Micro SD card
- ✦ Physical extraction of iOS® devices without the need of iTunes®
- ✦ 30% faster than leading competitors in logical extraction of iOS® and Android™ devices utilizing the iLogical and dLogical enhancement capabilities
- ✦ SQL Builder delivers data from 100% of applications available
- ✦ pythonScripter provides users with the ability to parse anything from a mobile device with an easy to use interface; allowing limitless support for any device.
- ✦ Advanced Analytics with Graphical Data Visualization
- ✦ Customizable reports
- ✦ Advanced Alert Manager

MPE+ INTEROPERATES
with FTK®, AD Triage, Summation® and AD
eDiscovery® platforms.



Furthermore, MPE+ is the first mobile device tool that delivers expertise and solutions to anticipate and solve the big security, incident resolution and big data E-Discovery challenges in the enterprise.



A firsthand account from the field

MPE+ uncovers the piece of evidence needed to crack the case...

After obtaining MPE+, I decided to do an extraction of an iPhone that I had previously done with another mobile forensic system. MPE managed to carve out many more images than the other system we originally used. One image in particular was proven to be vital to the prosecution of a suspect. It was an image the suspect had taken of the victim in which the suspect could be seen in the reflection of a mirror. *Had it not been for MPE+, we would not have been able to recover that key piece of evidence.*"

Sgt. Terry 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.



