

Addendum to Commissary Service Agreement

THIS ADDENDUM TO COMMISSARY SERVICE AGREEMENT is made and entered into by and between Trinity Services Group, Inc., whose address is 477 Commerce Boulevard, Oldsmar, FL 34677-3018 ("Trinity"), and the Fulton County Sheriff's Office whose address is 2712 State Highway 29, Johnstown, NY 12095 ("Client"). Trinity and the Client are referred to herein as the "Parties".

WHEREAS, the Parties have previously entered into a Commissary Services Agreement (the "Agreement") dated March 3rd, 2008, pursuant to which Trinity provides Commissary services for the Client at the Premises described in the Agreement; and

WHEREAS, Trinity has identified a business which provides a tablet technology services solution for use by inmates confined in correctional facilities, known as the Secure Inmate Tablet program, and

WHEREAS, Trinity and Tablet Provider have entered into a business relationship wherein Trinity is authorized to offer the Secure Inmate Tablet program to Trinity's Clients as a supplemental service to the services presently being provided by Trinity under the Agreement; and

WHEREAS, the Client desires to avail itself of the supplemental services provided by Tablet Provider as a subcontractor for Trinity.

NOW, THEREFORE, for and in consideration of the mutual benefits to be received by the Parties to this Addendum, the Parties agree as follows:

1. Trinity will provide an additional service under the terms of the Agreement which service is known as and referred to herein as the Secure Inmate Tablet program.
2. The Secure Inmate Tablet program is described in Exhibit A which is attached hereto and by this reference made a part of this Addendum.
3. There will be no fee charged to or paid by the Client for participation in the Secure Inmate Tablet program. Fees to inmates using the paid services on the tablet at a per-minute based rate shall be no more than \$.05 unless the Client approves a modification of the rate. During the program, Tablet Provider will run promotions and offer paid services at reduced rates.

4. Upon execution of this Addendum by both parties, Trinity will provide the following: (i) technical assistance during the installation and initial use of the tablets including the operational training for Client employees; (ii) manuals, instructions and names of technical representatives available via telephone; (iii) a preliminary project plan, including the project team, installation timeline, recommended installation procedures, including as necessary any conversion from existing systems to the tablet system, and (iv) a project management plan which will include locations of service technicians, replacement equipment and response times.

5. This Addendum is effective when signed by both parties and is otherwise subject to all the terms and conditions of the Agreement, which shall remain in full force and effect.

Trinity Services Group, Inc.

Fulton County Sheriff's Office

By: _____

By: 

Title: _____

Title: Sheriff

Date: _____

Date: 1/9/2020

EXHIBIT A
DESCRIPTION OF SERVICES
SECURE INMATE TABLET PROGRAM

FEATURES

The following features are included on all tablets at no cost to the Client:

Commissary Ordering: Tablets support the ability for inmates to place commissary orders electronically, interfacing directly with the facility's commissary, without involving correctional staff and time. This solution is compatible with any commissary system that provides a modern Web-based ordering system.

Secure Messaging: To reduce mailroom volume, tablets will provide a messaging solution that allows inmates and approved contacts to exchange electronic typed messages. This solution will trigger alarms based on watchwords, allow text searches across messages, and permit facility staff to conduct speedy reviews of messages.

Fees charged by Tablet Provider for depositing funds to enable inmates to use Secure Messaging and Tablet services will be charged at the then current rate(s) charged for Secure Deposits program.

Entertainment: Inmate tablets will provide entertainment for inmates, including sports scores, music, non-violent games, and other inmate appropriate entertainment.

In addition, Tablet Provider will make the following optional features available from the inmate tablet solution at no cost to the Client:

Digital Grievances: Tablet Provider will provide a complete digital inmate grievance and inmate request system, available to users of the inmate tablets. This system will allow the creation, publishing, and management of digital forms and allows submissions to be routed directly to specific individuals. The system will also support follow-up communication with the staff member who receives the submission.

Routing of Requests: Tablets will allow Client staff to control the routing of submitted digital requests and grievances to key staff.

Religious Content: By default, tablets will provide content to help meet the needs of inmates of diverse religious beliefs.

Educational Content: Tablet solution will have the capability of displaying current and/or future educational content.

Legal Research/Law Library: Tablet solution will have the capability of displaying Web/HTML-based legal research/law library content in order to reduce inmate escorts to and from the law library. Tablet Provider will support a variety of 3rd party law library systems in the event

that the 3rd party provider changes in the future. This integration will be provided at no cost to the Client or inmate. Client will contract directly with the 3rd party law library for their services.

Photo Sharing: To reduce physical photographs being introduced into the facility, tablets will provide a photo sharing solution that allows approved contacts to share digital photos with inmates. Tablet Provider will manually review each photo for nudity and offensive behavior before it may be seen by the inmate. Inmates may not take photos or share photos with their approved contacts.

Content Blocking: Tablets will allow the Client to block specific content offerings either temporarily or permanently if the Client anticipates that the content will provide problems for their facility.

Inmate Self Improvement: Tablets provide content options for inmate self-improvement, including personal finance, employment, national news, and learning options.

No Penalties: There is no additional cost to the Client for any features or hardware described herein.

NETWORK AND HARDWARE

Tablet Ownership & Maintenance: The tablets will be owned by Tablet Provider, and Tablet Provider will be responsible for all installation, maintenance and ongoing support.

Prime Provider: Tablet Provider will be the prime developer and provider of the inmate tablet solution and service.

No Cost to the County: Tablet Provider through Trinity will provide all hardware and services at no cost to the County.

Secure Wireless Network: Tablets will run over a secure wireless network using a unique virtual private network (VPN) per tablet connection to ensure encrypted communications. Cellular network communication (such as Edge, LTE, 3G, 4G) is inherently insecure and will not be utilized.

An Independent Network: Tablets will utilize separate dedicated network for all tablet services.

Auditing/Reporting: Tablets will include a comprehensive inmate tablet reporting system. Inmate tablet usage (by inmate and by tablet) will be fully auditable, and data will be available to facility staff.

Full Access Control Software: Tablet Provider will limit access to tablets to inmates currently in the same housing unit as the tablet itself.

Web Based Software: Tablet Provider will provide Web based access to tablet command and control capabilities, including, but not limited to, the ability to suspend an inmate or friend or

family privileges for a set amount of time or until a specified date and time. Solution will be compatible with Chrome, Safari, Firefox and Internet Explorer Web browsers, and will be accessible from both Microsoft Windows and Apple OS X platforms.

Access Control by Group and Individual: Tablet Provider will provide the ability for staff to block tablet access for specific inmates or groups for a predefined period of time in the event of a disciplinary event.

Security Layers: Tablet Provider will ensure that all networked traffic utilizes a proxy server and firewall configured to only allow approved addresses and content.

No Escalation of Privileges in the Event of Failure: Tablet Provider will ensure that in the event of any component failure, the event will not be capable of granting escalated access privileges.

Newly Booked or Moved Individuals: Tablets will automatically allow access to newly booked inmates, or inmates who are moved between housing units, without staff involvement.

No Inmate-to-Inmate Communication: Tablet Provider will ensure that no inmate-to-inmate communication will be allowed through the tablets.

Client Support: Tablet Provider will provide facility service and technical support for all proposed products, available 24/7/365 answered by live operators and will ensure any onsite technicians meet all of the Client's security requirements and levels of approval.

PIN-based Login: Tablet Provider will provide a PIN based inmate login to allow access to be customized to the inmate who is using the tablet.

Chain of Custody: Tablet Provider will retain all submitted grievance and request forms and will not delete them. This submitted information will be searchable, sortable and able to be filtered.

Trust Integration: Tablet solution will integrate with Trinity's existing trust fund solutions, allowing inmates to pay for tablet use directly from their trust fund account.

24/7 Support for Facility Staff: Tablet Provider will provide no cost 24/7 support for facility staff, allowing them to ask questions or make requests including reporting of broken equipment, lost passwords, and new staff user setup.

Wireless Charging: Tablet Provider will ensure that inmate tablets not interface directly with live electrical current in inmate accessible areas. Tablets will utilize inductive chargers for increased safety and security.

Remote Updates: To minimize technician escorts to inmate living areas, Tablet Provider will perform routine tablet software updates remotely.

Complete Data Access: Tablet Provider will provide Web based access to tablet information, including the ability to instantly review all tablet usage data including by-inmate and by-tablet data, and summary data for all tablets. Any message exchange between inmates and approved contacts is reviewable and searchable by Client staff.

Data Ownership: All collected data, including tablet communication and usage data, is property of the Client and will be stored for the life of the contract and extensions.

No Staff Time Requirements: Tablets will not require staff time to operate. will not add responsibilities for any staff members.

Number of Tablets: Tablet Provider will provide a minimum of one secure inmate tablet per six (6) inmates. If tablets in any living areas receive more than three (3) hours of sustained use/day, Tablet Provider will inform the Client and request permission to add additional tablets and charging stations at no cost to the Client.