




ICSolutions PRESENTS THIS PROPOSAL TO:
ANDERSON COUNTY, TENNESSEE

RFP No. 4490
Inmate Telephones & Services
COPY

Due: JUNE 17, 2014 @ 2:30 P.M.
MIKE KENNEDY
REGIONAL ACCOUNT MANAGER
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ICSolutions®	The ENFORCER®
The Attendant SM	The Communicator SM
Word Detective®	Message of the Day SM
Access Corrections™	

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

Proprietary / Confidential Information

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- **Audited Financial Statements (Exhibit I)**

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

- **ICSolutions' Client List (Exhibit A)**

ICSolutions' complete Client List contains detailed information about all of our clients, which complete data set constitutes trade secret information that is not available to the public.

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



This Document is printed on recycled paper.



June 13, 2014

Anderson County Purchasing Office
100 North Main Street, Suites 214 & 218
Clinton, TN 37716

RE: RFP No. 4490 for *Inmate Telephones & Services*

Dear Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Anderson County's Inmate Telephone Service needs. **ICSolutions** has considered the County's requirements, and the enclosed offer will meet or exceed your specifications in all respects.

In addition to core call processing, ICSolutions' offer for Anderson County includes the following features:

- Our centralized ENFORCER® **inmate calling platform** – housed in our San Antonio data center and backed up at the Keefe data center in St. Louis
- Local service dispatched from our **regional office in Atlanta, GA**
- All new inmate telephones, TDD devices, and workstations
- All additional equipment and software required
- Optional integration with the County's jail management system to automate inmate PINs
- Optional integration with the County's commissary system to provide for automated debit time purchase and over-the-phone commissary ordering
- Word Detective® **keyword search**, powered by Nexidia
- The AttendantSM, a **free Automated Information Line (IVR system)** which, with a JMS integration, can answer public and inmate requests for jail and inmate information – freeing the County from hundreds of hours of answering routine requests for information!
- The CommunicatorSM, a **free 100% paperless inmate communications portal**
- Free Pre-Call Inmate Voice Verification, with an option to upgrade to Investigator Pro™ continuous voice identification
- Optional inmate voicemail
- Optional cell phone detection and analysis
- **24 x 7 x 365 live, U.S.-based** technical service and called party customer service
- Secure and redundant centralized call processing and data storage – with a **99.999% system uptime guarantee** and no risk of data/recording loss
- **Full-channel digital recording and live monitoring** of all non-confidential inmate phone calls, with online storage for the full contract term plus any renewal periods
- Quick and easy navigation with familiar **web-based applications**
- Internet-based **remote access** to administrative and investigative functions

Our offer includes all of the **investigative** and **administrative tools** you would expect in a state-of-the-art Inmate Phone System. In addition, value-added services like video visitation or a new jail management system can be provided upon request at ICSolutions' preferred partner pricing.

ICSolutions certifies that this Proposal will remain valid for at least 120 following the deadline for receipt. ICSolutions further certifies that the following is authorized to participate in contract negotiations on behalf of ICSolutions and has signature authority to commit ICSolutions to a legally binding contract:

Mr. Brendan Philbin

ICSolutions Vice President of Business Development

Office: 866-228-4040

Email: bphilbin@icsolutions.com

Also, please feel free to contact your Regional Account Manager and **Primary Contact Mr. Mike Kennedy**, with any questions regarding our proposal, or to **set up a live demonstration**:

Mr. Mike Kennedy

ICSolutions Regional Account Manager

Office: 866-228-4040

Email: mkennedy@icsolutions.com

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

Sincerely,



Brendan Philbin

Vice President of Business Development

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JMS & Commissary Integrations

ICSolutions can integrate with your jail management and commissary systems to provide for **automated PINs, card-free debit calling, over-the-phone commissary ordering**, an automated public and inmate Information Line (with inmate lookup), inmate voicemail, and more! ICSolutions has integrated with dozens of third-party and in-house JMS, commissary, and banking systems to provide these kinds of automated services, and we guarantee our ability to do so for Anderson County. Our ENFORCER®'s open architecture allows us to accept data from other systems in virtually any format – giving us infinite flexibility in working with other vendors and County IT departments.

The CommunicatorSM Paperless Inmate Communications Portal

With The CommunicatorSM, inmates can record and file grievances, report crimes, and request medical/dental appointments using any standard inmate telephone. Responses or follow-up actions can be logged in the ENFORCER®, creating an audit trail of grievance responses. Facility staff can respond directly to an inmate's report by typing a response into the ENFORCER®, where the response is then converted into speech and delivered to the inmate's secure voice mailbox.

The AttendantSM Automated Information Line

Automated operator prompts can provide public and inmate callers with information about the Facility and even specific inmates, with our JMS-integrated inmate lookup feature. This service frees Facility staff from hundreds of hours spent answering inmate and public requests for information.

Biometric Voice Technology

At no cost, ICSolutions will deploy Pre-Call Inmate Voice Verification ("Voice Print"), which verifies the inmate's voice prior to connecting each call, working along with PINs to prevent inmate identity fraud, PIN theft, and PIN swapping. At the County's option, ICSolutions can upgrade this service to Investigator Pro™ Continuous Voice Identification, which accurately identifies every inmate voice on every call, and provides a host of additional investigative tools. This proven technology is built into The ENFORCER® calling platform and is successfully in use today at more than 40 facilities, where nearly three dozen distinct clients use ICSolutions as the prime contractor for inmate phone service and biometric voice technology.



The Undisputed Leader in Using Voice Biometrics

ICSolutions is the only vendor to have successfully implemented Investigator Pro™ with our Inmate Telephone System at more than **40 facilities** where we serve nearly three dozen distinct clients as the Prime ITS Contractor. We have helped to enroll thousands of inmate voices and trained countless jail investigators, and our clients have been satisfied with our voice biometrics solutions for nearly a **decade**.

Word Detective® Keyword Search

At no cost to the County, ICSolutions will deploy Word Detective® keyword search powered by Nexidia. This powerful investigative tool will allow you to quickly scan thousands of call recordings to locate words and phrases of interest. Because Word Detective® searches the sounds that make up words, it is extremely effective in the corrections environment. Word Detective® performs with a high degree of accuracy when background noise, accents, dialect, simultaneous speaking, or even spelling variations in search terminology would render other types of transcription/word search technology ineffective.

Increased Revenue Potential for Anderson County

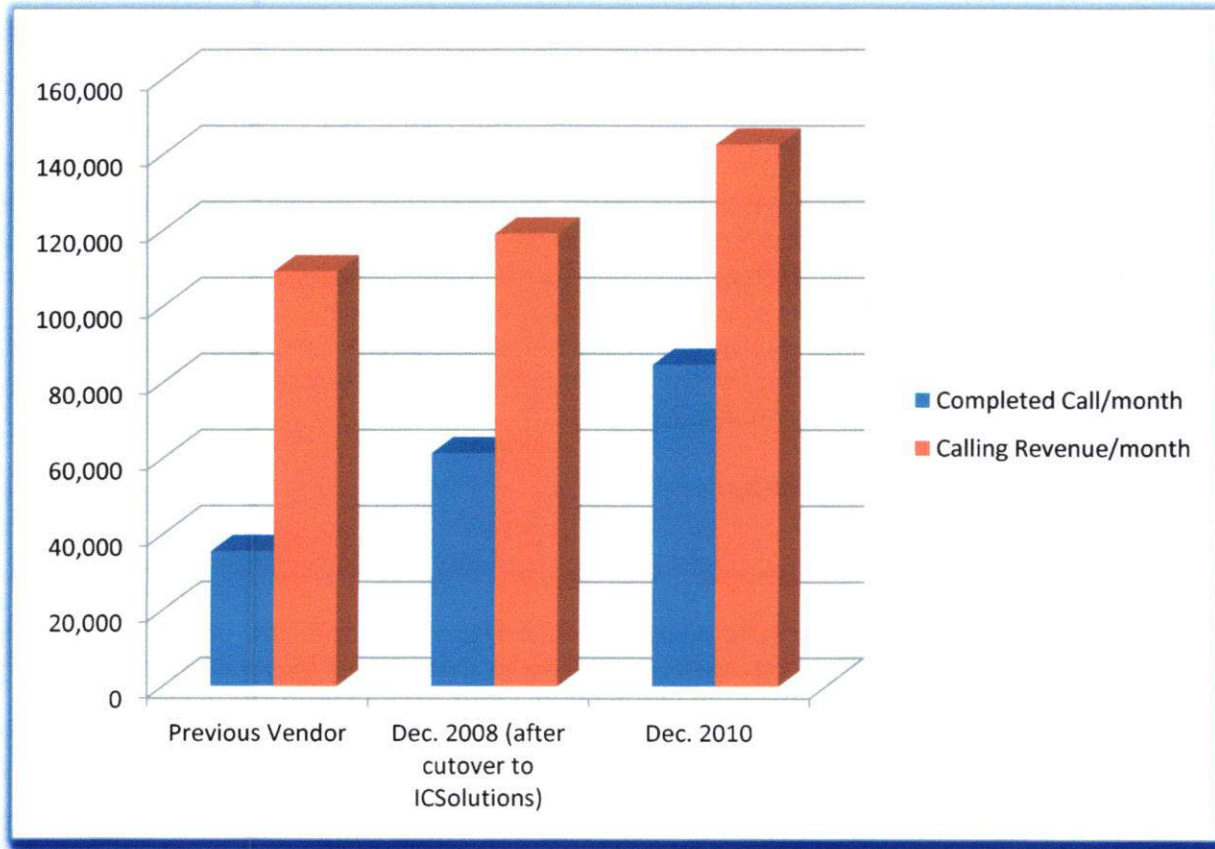
On average across the country, when we keep calling rates the same and provide our ENFORCER® calling system and prepaid calling options, **our average increase in both call volumes and call revenues is about 40%**. Even where we implement lower calling rates, we often see call volumes increase by as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

IC Solutions Pays One Commission Rate for All Calls:

IC Solutions would like to highlight the fact that, for each facility, we pay the **proposed commission rate on all types of calls** – including **interstate calls** whose rates are capped by the FCC, calls to cell phones, prepaid and debit calls, collect calls, and any other types of calls that are connected through the ICSolutions Inmate Telephone System. Other vendors are using the recent FCC ruling as a political reason to avoid paying commissions on interstate calls, but ICSolutions has not adopted this practice.

We will pay the proposed commission rate on all completed calls of every kind, without exception.

For instance, at the New Hampshire DOC when ICSolutions took over from PCS/GTL, call volumes more than doubled within four months of installing The ENFORCER® and our cardless Debit calling. By continuing to provide support, outreach, lobby pamphlets, deposit kiosks, etc., ICSolutions eventually **tripled the number of completed calls per month** from NH DOC facilities (see chart below) and increased calling revenue by more than \$500,000 a year.



ICSolutions increases inmate calling at the New Hampshire DOC

And More...

In addition to the features described above, our Proposal contains many other services designed to increase revenue for the County; to provide more convenience and communication options for inmates and called parties; or to increase Facility security and staff efficiency. These include crime tip / PREA hotlines, officer check-in, funding alerts, data sharing options with external law enforcement agencies, and much more. All of these standard and optional services are described in detail throughout the attached Proposal.

Thank you for taking the time to review our Proposal for Anderson County. We have created an offer that we believe meets your unique needs. Please don't hesitate to contact us with any questions, or to request a demonstration of our proposed technology. The ICSolutions Team looks forward to the opportunity to serve Anderson County's inmate telecommunications needs.

Client Testimonials

*"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. **The responsiveness of technical support, sales staff, and local repair personnel is exceptional.** In addition, the system is feature-rich, offering an excellent group of investigative features."*

Tricia Rodgers, Court Administrator
St. Louis County, MO (1,024 inmates)

"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."

Sgt. Howard Sawyers, Jail Training Sergeant
Walworth County, WI (215 inmates)

*"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone **one call gets a service man here to take care of the problem.** I can highly recommend ICSolutions' service"*

Eddie Bounds, Jail Administrator
Sunflower County, MS (65 inmates)

*"Since replacing our old phone service with ICS, we have not only had much better service but we have also had all of our phones in operation. When ICS came to our jail we had 13 phones from the old company not working and by the time we were cut over to ICS all of the phones were operational. Also, I am a person that enjoys being treated like a customer, and most vendors tend to treat counties as if there is no need to treat us like private customers. **ICS has treated us like a private customer and the response on questions and service has been impeccable.** Here at Ramsey County, we think ICS is by far one of our best vendors."*

Bill Burkhart, Programs Director
Ramsey County Sheriff's Office, MN (363 inmates)

"ICSolutions has provided exceptional customer service and technical support to Ozaukee County. ICSolutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with ICSolutions has been very professional and productive. I would highly recommend ICSolutions to any facility considering them for phone services."

**Lt. Jeffrey Sauer, Jail Administrator
Ozaukee County, WI (210 inmates)**

"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."

**Captain George Manolis
Onondaga County, NY (580 inmates)**

"...at Marinette County it's not all about the money, (Although our revenue has increased significantly), We tend to believe that product quality and customer service come first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

**Robert Majewski, Jail Administrator
Marinette County, WI (100 inmates)**

"We recently moved into a new jail and out of all of our vendors you're the only vendor that did what you said you were going to do. Service is a big deal to us and your people are very receptive, polite and knowledgeable. The remote access to the ICS system by outside agencies saves us time and manpower. We are also very pleased with the 60% increase in revenue over our previous vendor."

**Commander Jolene Vento
Kings County, CA (365 inmates)**

INMATE CALLING SOLUTIONS

*"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and **they handle everything else for us.** We at Huntington County would highly recommend ICSolutions."*

Kent Farthing, Sheriff
Tom Carney, Major
Audrey Carney, Matron
Huntington County Sheriff's Dept., IN (100 inmates)

*"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. **The customer service and technical support Adams County receives is exceptional.** Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."*

Melanie Gregory, Technical Services Manager
Adams County Sheriff's Office, CO (1,300 inmates)

4. SPECIFICATIONS

INMATE TELEPHONES AND SERVICES SPECIFICATIONS v2.0 2/21/2014

PURPOSE: To establish specifications for inmate telephones and related services for the Anderson County Detention Facility.

ICSolutions Response:

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

POLICY: It is the policy of the Anderson County Sheriff's Department and Anderson County Government to contract for inmate telephones and services for the Anderson County Detention Facility.

ICSolutions Response:

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

GENERAL SPECIFICATIONS: The Anderson County Sheriff's Department and the Anderson County Purchasing Agent are requesting proposals for inmate telephones and services for the Anderson County Detention Facility.

ICSolutions Response:

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

INTENT: Anderson County intends to contract with a vendor in order to provide telephone services for inmates at the Anderson County Detention Facility.

ICSolutions Response:

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

SCOPE: The contractor shall provide all labor, supervision, and materials required to install, operate, and maintain all telephone communications equipment necessary for the operation of required telephones at the specified locations at no charge to Anderson County. All material for installation shall be brought in and the work conducted so as to avoid interference with the activities of the Detention Facility. Every *effort* shall be made to limit dust, noise, and fire hazards. The contractor shall be responsible for all aspects of the inmate telephone system such as acquisition, installation, operation, service, training, and maintenance. All telephone service related to the inmate telephones and related equipment must be provided at the contractor's own expense and Anderson County shall incur no cost for any portion of the installation, service, training, or maintenance throughout the term of the agreement. The contractor is to remove, or assist in the removal in conjunction with the current telephone provider, all telephone equipment currently in use at the Detention Facility. The contractor shall also work in conjunction with the maintenance personnel of the Detention Facility to ensure daily activities are not interrupted.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to present our solution to provide Inmate Telephone Services at Anderson County. At the highest level, our solution will provide a comprehensive, fully integrated, and reliable inmate calling solution for Anderson

County. Our solution is truly "turnkey", as ICSolutions will provide our state-of-the art investigative call control software, corrections-hardened equipment, on-time installation, testing, project management services, training in the operation and administration of our products and services, responsive service, prompt repair and ongoing maintenance throughout the life of the contract **at no cost** to the County.

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 Anderson County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform, and exceptional support following installation.

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

LENGTH OF CONTRACT: The contractor acknowledges the term of this contract shall be five (5) years, from May 1, 2014 through June 30, 2019, with an option to renew for five additional years in one year increments. At the end of each year, on June 30, the provided services shall be evaluated by the Anderson County Sheriff's Department to determine if satisfactory performance is being provided. If the service is not satisfactory, Anderson County reserves the right to terminate the contract within thirty (30) days. The contract shall be subject to approval by the Anderson County Board of County Commissioners.

ICSolutions Response:

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

RESULTING CONTRACT: The contractor acknowledges Anderson County can terminate this contract with cause with a written notice presented to the contractor with a minimum of thirty (30) days' notice. If the contractor fails to perform up to the conditions of the contract, in Anderson County's judgment, Anderson County will communicate the problem(s) to the contractor in written form. The contractor will have ten (10) days to rectify the problem(s). If the problem(s) are not corrected or reoccur, Anderson County may immediately terminate the contract. The contractor will not be relieved of any obligation of payment of commissions earned up to the date of cancellation. The contractor may be in default by (but not limited to):

- Failure to pay commissions on time;
- Failure to keep equipment maintained in a timely manner, within twenty-four (24) hours of notification;
- Charging telephone customers rates in excess of agreed upon rates or above allowable rates as set forth by the Tennessee Regulatory Authority;
- Other considerations preventing the proper operation of the inmate telephone services.

ICSolutions Response:

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

NUMBER OF TELEPHONES This request for proposal shall cover the following telephones:

Inmate telephones at the Anderson County Detention Facility:

HU1 Dorm A	7		HU7 A	3
HU1 Dorm B	7		HU7 B	2
HU2 Female Housing	4		HU7C	3
HU3 Maximum Security	2		HU7 D	3
HU 4 Medium Security	4		HU 7 E	2
HU 5 Minimum Security	4		HU 7 F	3
HU6 Weekend Housing	2		Kitchen	1
Booking & Intake	2		Laundry	1
TOTAL 50				

*** One (1) inmate telephone in the Booking & Intake area shall be configured to allow a "free" local call for use by those inmates being booked or released and shall not require a "collect" call be made provided the call is local and does not require a long distance or toll charge. This telephone shall be configured to allow Detention Facility staff to disable its use remotely from the booking desk. Free calls shall be Limited to three (3) minutes.

The contractor acknowledges that after the initial installation the number of inmate telephones may be increased or decreased based on need. The contractor acknowledges that inmate telephones currently exist and are in use at the above specified locations.

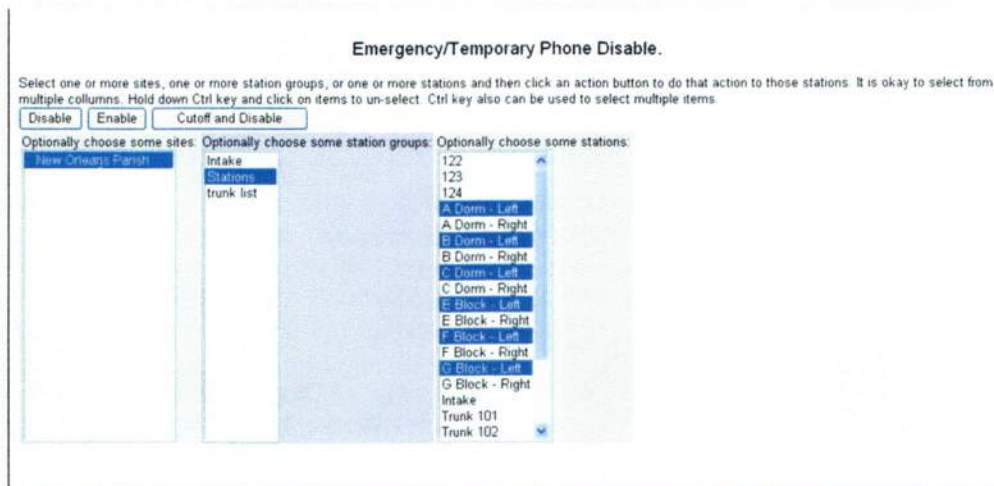
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will install inmate telephones as agreed upon with the County.

ICSolutions will designate one inmate telephone in the booking area to allow free local calls. The inmate will still be required to go through the call set up process, but the call will not be billed as collect.

Phone Shutoff

Authorized facility personnel may disable telephones from a workstation or remotely using our web-based ENFORCER®. 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.

Expansion

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

MINIMUM REQUIREMENTS OF INMATE TELEPHONES: The contractor is to provide inmate telephones and related equipment at the specified locations as set forth in this proposal. The inmate telephone system shall only allow collect calls except for those telephone numbers designated by the Anderson County Sheriff's Department. The system shall allow call blocking to prevent calling to the following:

- 911;
- 800, 888, 900, and other toll free numbers;
- 411 or other directory assistance numbers;
- Sheriff's Department numbers including both office and home telephone numbers of personnel;
- Direct dial long distance services;
- Other telephone numbers at the discretion of the Sheriff's Department.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will install inmate telephones and related equipment as agreed upon with the County in the locations set forth in this proposal.

The ENFORCER® provides fully automated collect, prepaid, and optional debit calling, with the ability to designate specific telephones to allow free calls, such as booking phones.

Call Blocking

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

Important Block Features include:

- Block groups of numbers such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc.
- Block individual numbers – **unlimited quantity**
- Blocks from your existing system will be imported during installation process
- Soft Block resulting from multiple refused calls
- REAL-TIME block activation
- Simple workstation block entry
- Blocked number report

INMATE CALLING SOLUTIONS

Blocks can be added on site through the system workstation or via remote access by ICSolutions' support personnel using the Global Number Edit screen shown below. To implement a block, the user simply searches for the specific phone number in the Global Number database, selects the "Block" category, and clicks "Save Changes." The block is applied immediately and in real-time.

Global Number Edit

Number: 1-202-582-0220 Speed Dial: Name: Description:

Call Type: All Category: undefined

Block: Facility

- Pas Accounting
- Gre Agent
- PAJ Keypad
- Do Not Blocked
- Priv OMS Block
- One Call
- Security
- Soft Bk

Max Duration (minutes): Default is 15

Email Alert(s):

Page Alert(s):

Monitor Alert(s):

Payment Alert(s):

General Alert:

Ignore DTMF Digits: 0 Time frame (secs): 0

Ignore Silence Seconds: 0

Notes:

Delete Cancel Changes Save Changes

Last Updated: 2010-02-08 17:15 By: cp

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.

PANs (Personal Allowed/Blocked Numbers)
Inmate ID: B70414 GREGORY SMITH

(3 digit speed dials must start with a '1' for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
2	1-440-787-0357		SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	All	04/20/2010	enf	+ -
4	1-773-265-1315		HALL, TIMIKO	WIFE		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
5	1-773-276-5025		HARMON, LANNETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	3	All	04/20/2010	enf	+ -

Edit PAN - Add Inmate-Specific Call Block

The system shall allow call passing for free calls to the Public Defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Department. The system shall have call timing to preset the maximum call length time. The system shall have fraud protection against hook switch calls, credit card calls, directory assistance calls, call forwarding, conference calls, etc. The system shall not be capable of receiving incoming calls. The system shall allow for the facility name, and inmates name, to be announced to the called party prior to acceptance of the call. The system shall allow the inmate to listen to the status of the call in progress for acceptance or denial by the called party. The inmates shall not be allowed to communicate with the called party until the call is accepted. The system shall be of heavy-duty construction and have equipment designed for the correctional environment. Inmate telephones shall not expose screws, bolts, or other fasteners or any other material which can be removed without special security devices. Vendor shall submit detailed information as to the equipment offered.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions proposes our state-of-the-art ENFORCER® inmate calling system, which includes all hardware, software, installation, repair, maintenance and support, at no cost to the County. The ENFORCER® calling system consists of corrections-hardened equipment with a calling platform that offers a rich set of inmate phone system tools, call controls and investigative features.

We have described The ENFORCER®'s standard investigative and administrative tools and features, value-added services, as well as the system equipment, in greater detail below.

ENFORCER® Features

Free Calls

The ENFORCER® can be configured to accommodate free calls to specific phone numbers, such as Public Defender, bail bondsmen, or other numbers at the discretion of the Sheriff's Department. Free calls can be controlled in one of several ways:

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

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

The screenshot shows a web-based form for editing a global number. The 'Number' field contains '1-210-710-0235'. The 'Call Type' dropdown menu is open, with 'Free call' selected and highlighted in blue. Other options in the dropdown include 'All', 'Collect only', 'Debit only', 'Debit or collect only', 'Card only', 'Card or Collect', and 'Debit or Card'. The form also includes fields for 'Speed Dial', 'Name', 'Description' (containing 'Entered from Attorney Registration form'), 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', 'General Alert', 'Dial pattern', 'Rate File', 'Max Duration (minutes)', 'Ignore DTMF', 'Ignore Silence', 'Digits', 'Time frame (secs)', and 'Seconds'. At the bottom, there are buttons for 'Delete', 'Cancel Changes', and 'Save Changes'.

Global Number Edit screen – "Free call" Call Type

Free Calls for Individual Inmates

Individual inmates can also be allowed a certain number of free calls upon booking, or per a time period (such as a week or month) that the facility designates. This setting is made on the ENFORCER Inmate Profile. The inmate can make the designated number of calls during the designated time period, and will not be allowed to exceed these parameters unless a manual reset is performed by an authorized ENFORCER user.

The screenshot shows the 'The Enforcer' web interface for inmate calling. The top navigation bar includes links for Inmate, Global Numbers, Accounts, Monitor Phones, Call Info, Reports, Site Admin, Settings, and Logout. The user is logged in as 'steadmin' for 'San Jose Dev'.

The main form displays the inmate profile for 'JERNBERG, GARY'. The 'Free Calls' section is highlighted with a yellow box and contains the following fields:

- Free Calls: Allowed:** 1
- Remaining:** 1
- Disabled:**
- Last Reset:** none

Below this section, there are checkboxes for 'Pager Alert Number(s)' and 'Monitor Alert Number(s)', both of which are currently unchecked. A 'Max Allowed PANs' field is also present, with a note that it defaults to 20 if blank. At the bottom of the form, there are 'Cancel Changes' and 'Save Changes' buttons.

Inmate Account screen – Setting Free Calls

Call Duration

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.

The screenshot shows a web-based configuration interface for editing a global number. The 'Number' field is set to '1-210-710-0235'. The 'Max Duration (minutes)' field is highlighted in yellow and contains the value '15', with a note below it stating 'Default is 15'. Other visible fields include 'Speed Dial', 'Name', 'Description', 'Call Type' (set to 'All'), 'Email Alert(s)', 'Page Alert(s)', 'Monitor Alert(s)', 'General Alert', 'Dial pattern', 'Rate File', 'Hide Recording', 'Hide CDRs', 'Ignore DTMF', 'Digits', 'Time frame (secs)', and 'Ignore Silence', 'Seconds'. At the bottom, there are buttons for 'Delete', 'Cancel Changes', and 'Save Changes'.

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.

Fraud Protection

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

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.
- **Random Voice Overlays:** The ENFORCER® can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays limit indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.
- **Real-Time Call Validation:** ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists.

Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls or Call Forwarding:** 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.

No Incoming Calls

All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.

Call Branding

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 Anderson County Detention Center."*

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

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

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.**

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

Inmate Muted

Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. The ENFORCER® system offers several options for call delivery:

- Allow the inmate to hear call progress, but prevent the inmate from being heard by the called party until acceptance is confirmed.
- Place the inmate on hold once the called party answers, preventing the inmate from hearing the called party or being heard by the called party until acceptance is confirmed.

Regardless of which option is preferred, the inmate cannot communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes. If the call is accepted by the called party, the inmate hears "Thank you for using ICSolutions. This call may be monitored or recorded. You may begin speaking now."

The ENFORCER®'s Phone Scheduler feature lets you pre-set any on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, etc. 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 week
- Unique hours for specified called numbers

The Phone Schedule option under Site Administration on The ENFORCER's control bar (top of diagram below) allows authorized users to set Schedules for individual phones or groups of phones.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default	Mon	0 00-24 00	on all day	off all day	
Default	Tue	0 00-24 00	on all day	off all day	
Default	Wed	0 00-24 00	on all day	off all day	
Default	Thu	0 00-24 00	on all day	off all day	
Default	Fri	0 00-24 00	on all day	off all day	
Default	Sat	0 00-24 00	on all day	off all day	
Default	Sun	0 00-24 00	on all day	off all day	
Default	Hol	0 00-24 00	on all day	off all day	regular service

Phone Schedule- program service times for phones or groups

User Management

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

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).

The screenshot displays a web-based user management interface. At the top, there is a search bar for the username 'jsmith' with a 'Find/New' button and a checkbox for 'Active accounts only'. Below this, the user's details are shown in a form: Username (jsmith), Email (jsmith@yeno.com), First Name (John), Last Name (Smith), Phone, and Organization (Yeno Dept of Corrections). There are 'Save', 'Reset', and 'Help' buttons on the right. A 'Password' and 'Confirm' field are present, with a red dot indicating a password strength indicator. Below the password fields is a checkbox for 'Account Disabled'. The bottom section is titled 'Roles' and 'Sites'. The 'Roles' list includes: Sys Admin, Site Admin, Site User (checked), Invest., Booking, Monitor, Comm., PPC, DISABLED, Comm Admin, Acct, Rec Admin, Class, Embarq Agent, Phone Admin, Booking1 (checked), and CDR Limited. The 'Sites' section has checkboxes for 'All Sites' and 'ICS Test'.

Account Settings—Assign/Revise User Function Privileges

Role / Access Definitions

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

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

Adding a new role in the Role Definitions table will create a new column in the Role / Access matrix.

	Sys Admin	Site Admin	Site User	CDR Share	Internal Affairs	Security Specialist	CCPS Site Tech	CCPS Agent	CCPS Billing	PAN Entry	NEW
accounting_reports_vls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
accounts_write_sysa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
acct_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
alarm_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
amreg_edit	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
amreg_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block_collect	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
block_prepaid	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_records_hide_cdr	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_records_visible	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_complaint	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_monitor_alert	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
call_type_switch	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdt_hunt	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdt_limited	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
cdt_listen	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Role Id	Name	Description	Order	Deleted
0	Sys Admin	System Administrator	0	<input checked="" type="checkbox"/>
1	Site Admin	Site Administrator	0	<input type="checkbox"/>
2	Site User	Site User	0	<input type="checkbox"/>
3	Invest	Investigator	0	<input checked="" type="checkbox"/>
4	Booking	Booking	0	<input type="checkbox"/>
5	Monitor	Monitor	0	<input checked="" type="checkbox"/>
6	Comm.	Commissary	0	<input checked="" type="checkbox"/>
7	PPC	Prepaid Collect	0	<input checked="" type="checkbox"/>
9	Comm Admin	Commissary Admin	0	<input checked="" type="checkbox"/>
10	Acct	Accounting	0	<input checked="" type="checkbox"/>
11	Rec Admin	Recording Admin	0	<input checked="" type="checkbox"/>
12	Class.	Classification	0	<input checked="" type="checkbox"/>
13	Embarq Agent	Embarq Agent	0	<input checked="" type="checkbox"/>
14	Phone Admin	Phone Admin	0	<input checked="" type="checkbox"/>
15	CDR Share	CDR Share	0	<input type="checkbox"/>
16	Internal Affairs	Internal Affairs	0	<input type="checkbox"/>
17	Security Specialist	Security Specialist	0	<input type="checkbox"/>
18	CCPS Site Tech	CCPS Site Tech	0	<input type="checkbox"/>
19	CCPS Agent	CCPS Agent	0	<input type="checkbox"/>
20	CCPS Billing	CCPS Billing	0	<input type="checkbox"/>
21	PAN Entry	PAN Entry	0	<input type="checkbox"/>
22	NEW		0	<input type="checkbox"/>

Role Settings – Customize Role/Function Privileges

Anytime, Anywhere Access

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** running a modern browser as if they were opening a web-site. The actual data exchange for remote users is via a VPN and SSL protocol rather than through the public internet, but the point-and-click user experience is familiar and intuitive for users regardless of their level of technical expertise.

The ENFORCER® provides flexible and convenient remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. This facilitates cooperative investigations among law enforcement and corrections agencies.

Calling Options

ICSolutions supports collect, prepaid collect, card-free debit, and debit card calling. We provide calling options for all domestic locations and international calling to virtually any country. 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.

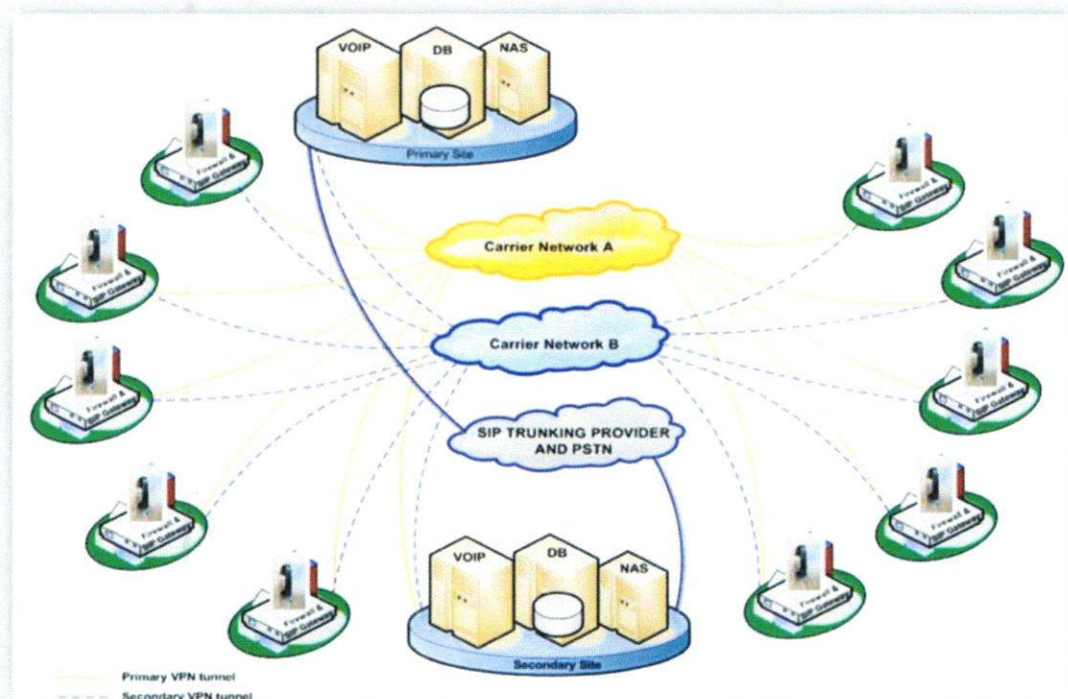
Integrated Cardless Debit

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.

Equipment

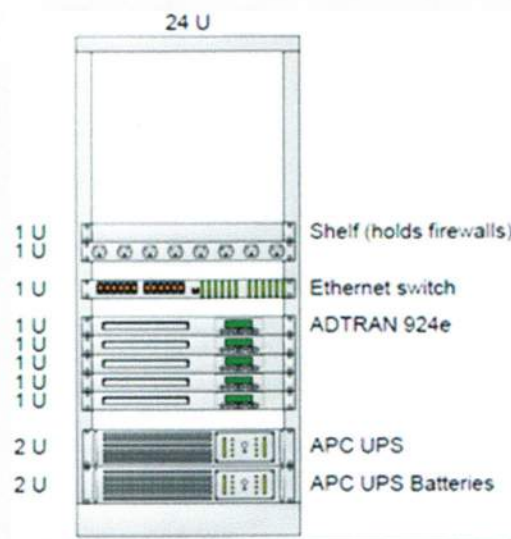
ICSolutions proposes to service the County using our centralized ENFORCER® platform installed at our primary data center in San Antonio. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at the Keefe Data Center in St. Louis, Missouri – 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 following high-level diagram illustrates all of our proposed system components and system architecture:



INMATE CALLING SOLUTIONS

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



On-site Equipment in a Rack

With this configuration, the County will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment. ICSolutions ENFORCER platform boasts a 99.999% up-time.

On-Site Equipment List

- Inmate Phones
- TDD/TTY Phones
- Kill-Switches
- Uninterruptible Power Source
- ADTRAN IP Gateways
- Workstations

Inmate Phones

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



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

These phones have internally adjustable background noise-suppression switches that will be customized to an appropriate setting depending on the exact surroundings (indoor or outdoor, concrete walls or not, other phones nearby or private booth, etc.) at each phone location specified by the County. Please see the manufacturer's specification sheet provided in **Exhibit C** of this proposal document.

TDD Phones

Supercom 4400 TDD/TTY

ICSolutions proposes the Supercom 4400 TDD/TTY. The unit is compact, lightweight, portable and easy to use. Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated non-printing TTY available.

- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Direct connect (with 2 jacks) to standard telephone lines
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer

 Ultratec



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

Phone Shut-Down – Mechanical



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

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

Uninterruptible Power Source (UPS)

The ENFORCER® system will be equipped with a 2.2 KVA rated UPS which will provide continuous power during short duration commercial power outages (30 minutes or less) and will permit “graceful” shut down of system operations and calling functionality for longer duration power outages. Upon restoration of power, the system will automatically re-start without any need for on-site intervention.

ADTRAN IP Gateways



The ADTRAN IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN, The router converts and encapsulates the voice data into IP packets.

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions’ secure, private network. The ADTRAN Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

Workstations

ICSolutions will provide workstations at no cost to the County. All system functions can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login. These functions include:

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

Any onsite or remote PC which meets the following specifications may securely access The ENFORCER® platform:

- Operating System:** Windows XP or Windows 7 (32 and 64 bit)
- CPU:** 2 GHz minimum, 3GHz+ recommended
- RAM:** 1GB minimum, 2GB+ recommended
- Hard disk:** 300MB minimum free for ICS software, 1GB free recommended
- Display:** 1024x768 minimum, 1280x1024+ recommended
- Browser:** Internet Explorer (IE) 6, IE7, IE8, Firefox 3.5+
- Voice Analytics supports both IE 6, 7, 8, and Firefox 3.5+

INMATE CALLING SOLUTIONS

If dedicated onsite workstations are provided by ICSolutions, each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high speed printer, keyboard, mouse and UPS power and surge protection.

PIN OPERATION: The proposed inmate telephone system shall have the capability to be a PIN based system using a "Prisoner Identification Number" (PIN) for telephone operation. The system shall be designed to operate with or without PINs on a per telephone basis. The PIN system shall have the ability to provide statistical reporting on calls made using the PINs. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and print statistical information.

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. 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**.

Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail Management System or Booking system or through manual entry.

If the interface option is preferred, the information entered during the booking process is shared with the phone system automatically and no additional entry is required. If the manual process is preferred, 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.

The screenshot shows an administrative interface for assigning PINs to an inmate profile. The form is divided into several sections:

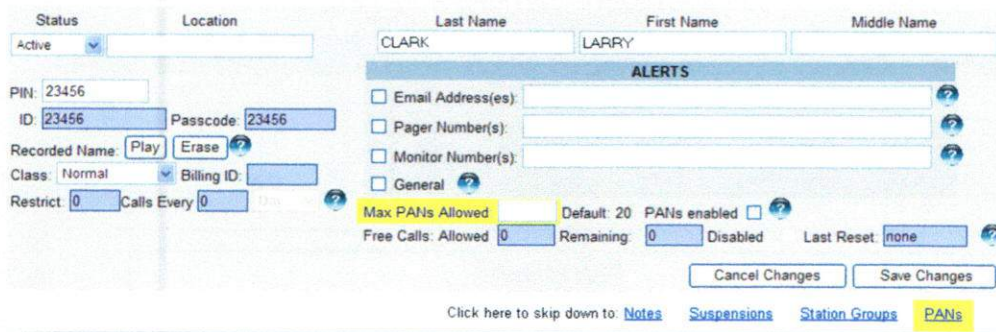
- Basic Information:** Status (Active), Location, Last Name (CLARK), First Name (LARRY), Middle Name.
- Alerts Section:** Includes checkboxes for Email Address(es), Pager Number(s), Monitor Number(s), and General.
- Identification:** PIN (23456), ID (23456), Passcode (23456).
- Recording and Billing:** Recorded Name (Play, Erase), Class (Normal), Billing ID.
- Restrictions:** Restrict (0), Calls Every (0).
- Call Limits:** Max PANs Allowed (Default: 20), Free Calls Allowed (0), Remaining (0), PANs enabled (checkbox), Disabled, Last Reset (none).
- Actions:** Cancel Changes, Save Changes.

Inmate Profile – Assign PINs

For greater flexibility, ICSolutions offers **the option to activate PIN on some phones and not on others**. For example, it may be desirable to require PIN in all common area phones, but not in the booking or intake area. The ENFORCER® also accommodates includes voice identification technology to biometrically ensure that each inmate placing a call is in fact the inmate assigned to the PIN they've entered for the call.

Inmate Personal Allowed Number Lists

The proposed ENFORCER® system may be configured to require a list of Personal Allowed Numbers or PANs based on an inmate's PIN. This is a list of defined telephone numbers that each inmate is permitted to call. Each time the County activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.



The screenshot shows a web-based interface for managing inmate information. At the top, there are fields for Status (Active), Location, Last Name (CLARK), First Name (LARRY), and Middle Name. Below this is an 'ALERTS' section with checkboxes for Email Address(es), Pager Number(s), Monitor Number(s), and General. The 'Max PANs Allowed' field is highlighted in yellow, with a default value of 20. Other fields include PIN (23456), ID (23456), Passcode (23456), Recorded Name, Class (Normal), Billing ID, Restrict (0), and Calls Every (0). There are also buttons for 'Cancel Changes' and 'Save Changes', and a link to skip down to 'PANs'.

INMATE CALLING SOLUTIONS

An inmate's PAN list can be accessed by clicking on the PAN quick link at the bottom of an Inmate Profile screen. As shown below, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate's calling history for PAN numbers.

Personal Allowed/Blocked Numbers (PANs)

[Edit PANs](#) [PAN History](#)

Pan Num	Phone Number	Speed Dial	Name	Relationship	Description	Allow	Call Type	Date Updated	Updated By	In Use	Detail
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
2	1-440-787-0357		SMITH, TYRONE	BROTHER		Allow	All	04/20/2010 13:53:37	enf	1	Details
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details
4	1-773-265-1315		HALL, TIMIKO	WIFE		Allow	All	04/20/2010 13:53:37	enf	1	Details
5	1-773-276-5025		HARMON, LANIETTE	SPOUSE	CHICAGO, IL	Allow	All	04/20/2010 13:53:37	enf	1	Details

PANs (Personal Allowed/Blocked Numbers)

Inmate ID: B70414 GREGORY SMITH

[Save Changes](#) [Back to Inmate Editor](#) [PAN History](#)

(3 digit speed dials must start with a '1' for PANs)

PAN Num	Phone Number	Speed Dial	Name	Relationship	Description	Block	In use	Call Type	Date Updated	Updated By	Detail (+) Delete (-)
1	1-312-301-9014		GATORS, DEBRA	FRIEND	CHICAGO, IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
2	1-440-787-0357		SMITH, TYRONE	BROTHER		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
3	1-773-261-1704		SMITH, OC	UNCLE	CHICAGO, IL	<input checked="" type="checkbox"/>	1	All	04/20/2010	enf	+ -
4	1-773-265-1315		HALL, TIMIKO	WIFE		<input type="checkbox"/>	1	All	04/20/2010	enf	+ -
5	1-773-276-5025		HARMON, LANIETTE	SPOUSE	CHICAGO, IL	<input type="checkbox"/>	1	All	04/20/2010	enf	+ -

PAN History

Inmate ID: B70414 GREGORY SMITH

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

In addition, The ENFORCER® system offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records
- Display all PAN records having administration blocks
- Display all PAN records having telephone company blocks
- Print reports for the above queries

In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the inmate is given a defined time period (usually 24 hours) to enter an allowed call list by dialing the numbers on any inmate telephone. It is not necessary to complete a call to the number to add it to the list. Once the learning period is over, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.

Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates).

Reporting

The facility and ICSolutions have access to all the same reports, as well as to The ENFORCER®'s flexible ad hoc reporting capabilities – vendor intervention is **never needed** in order for the County to generate reports of interest.

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. 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. All reports can easily be exported in .CSV format, saved to Excel and printed. 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. Both the County and ICSolutions have access to the exact same report functionality!

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Called Number (ANI)
- Station & Trunk ID
- PIN (if applicable)
- Disposition of Call (accepted, denied, incomplete etc.)
- Call Termination Reason
- Call Charges (if accepted)
- Recording indicator
- Three-way call detect indicator

Call detail records are stored online for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

Ad Hoc Reports

The following screen details the customization options available for call detail reports.

Call Detail Report

Choose Site: All

Phone Number:

Inmate ID:

Choose Call Connected: All

Date: Fri Feb 11th, 2011 05:34pm Choose Completion Code: All

Export Run

Choose Tariff Type: All

Choose 3Way Events: No Filter

Choose Call Type: All

Choose Alerts: No Filter

Start Time: 02/11/2011 00:00

End Time: 02/11/2011 23:59

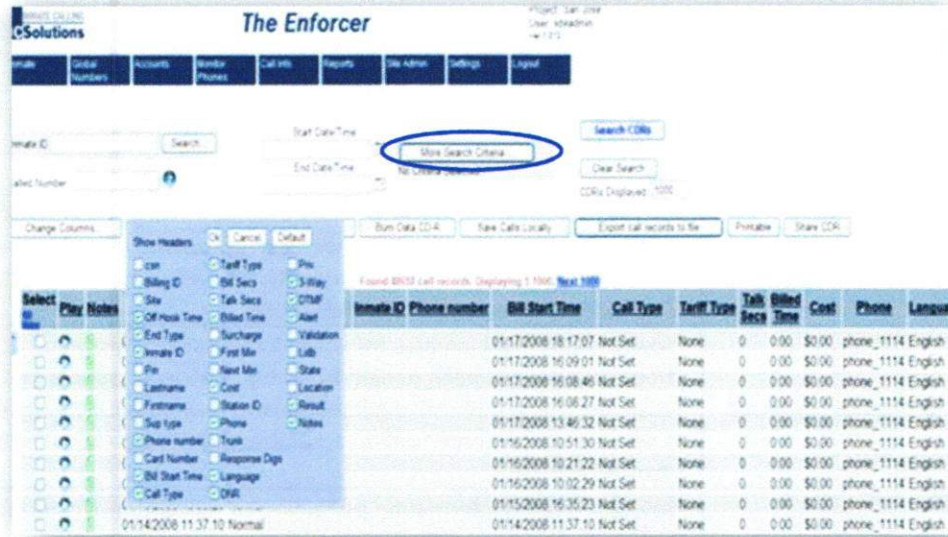
Enter any parameters and click RUN.

Call Detail Report – Select criteria for custom query

The ENFORCER® has extensive search capabilities which can be used by any user with a valid password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call recordings can be retrieved based on:

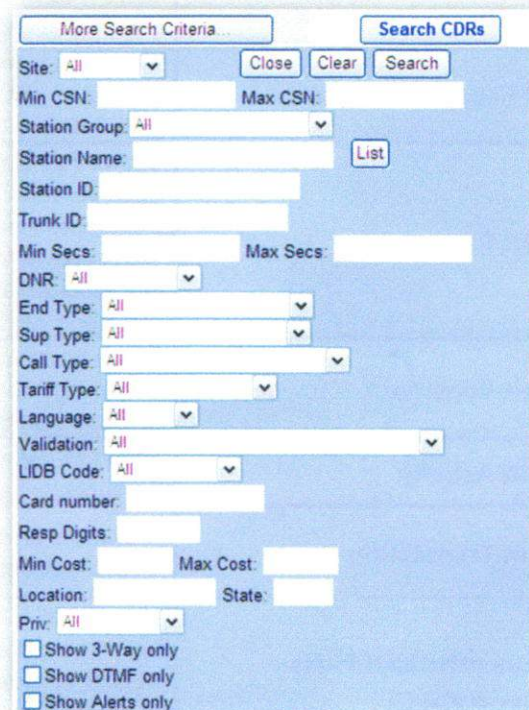
- Inmate PIN/ID
- Date Range
- Called Number
- Facility
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type

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



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

Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.



Ad-hoc Reporting—Additional Search Criteria

INMATE CALLING SOLUTIONS

Standard Reports

The following is a list of the standard reports available on The ENFORCER®. Samples of these reports are provided in **Exhibit D** of this proposal.

Report Name	Description
Admin Setup Only	Provides a listing by inmate name of all "admin setup only" (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
Attorney Registration Status	Provides counts for attorney phone numbers in The ENFORCER® global number list. For attorneys that have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ENFORCER.
Attorney Registration Rejects	Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney's office.
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Debit Balance	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
Debit Statement	Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.

Report Name	Description
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Global Number	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and all alerts.
Global Number History	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
Inmate Status	Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
PIN Fraud	Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.
Prepaid Balance Summary	Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.
Recording Access	Provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.
Revenue	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format.

INMATE CALLING SOLUTIONS

Report Name	Description
Revenue Summary	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
Station Activity	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.
Station Group Privileges	Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.
Inmate Suspensions	Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).
Trunk Usage	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

User Access Reports

The ENFORCER® offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. A User Access Log Report details system access by user and lists changes made during a defined date range.

At right is an example of the Users showing the username, user level and the last login date. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.

Click on a row to select a user

Sort by Name

Username	Administrator	Last Login
test1	Admin	2008/02/04 12:04
statty		2008/02/03 11:59
cwilliams	Admin	2008/02/03 11:37
cp	Admin	2008/02/03 10:01
jgujrati	Admin	2008/02/03 05:39
rr	Admin	2008/02/03 05:03

Below is a sample taken from a user log ("User Update Report"). For each username in the system, the login date/time is logged, and a record is displayed of the database table(s) each user accessed (for example, call recording, inmate lookup, etc.). The report also displays related information, such as inmate name, phone, and inmate number. Administrators can use the User Update Report to see what actions were taken by each user at what time/date.

In the report sample below, for example, you can see that the user "jkline" logged in at 1:38 p.m. on April 17 and listed to the recording of a call placed by inmate Rodney Lehman.

04/17/2012 19:11 - Page 1

INMATE CALLING ICSolutions		User Update Report Site: Summit County, OH Start Time = 04/17/2012 00:00 End Time = 04/17/2012 23:59				
username	last login	table	Phone or Inmate	Name	Inmate or Number	
anmchan	2012-04-17 16:08	Recording	13302899184	TORREY SWAIN	0000099483	
Subtotal	Number of Items 1					
jkline	2012-04-17 13:38	Recording	13303096667	RODNEY LEHMAN	0000078734	
Subtotal	Number of Items 1					
jnorman	2012-04-17 13:33	Inmate	0000000848	CHESTER CALLEBS		
		Inmate	0000000990	ERIC HOWELL		
		Inmate	0000002565	GARY NORMAN		
		Inmate	0000074798	Michael Brown		
		Inmate	0000090117	EDMAURICE IVORY		
		Inmate	0000099510	MICHAEL HIGGINS		

Workstations for Reporting

ICSolutions will provide workstations at no cost to the County. All system functions, including report generation, can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login.

Each workstation will be equipped with a high-speed printer for printing reports, a CDR-W drive or DVD+R drive for exporting reports and call recordings to CD/DVD, as well as a color monitor, keyboard, mouse and UPS power and surge protection.

RECORDING OF CALLS: The inmate telephone system shall have the ability to record all telephone calls placed by inmates in the Anderson County Detention Facility. The recording system shall allow for recording, archival, and playback of telephone calls. The contractor shall provide all necessary hardware and software, including any required computer workstations, to access, retrieve, and playback recorded telephone calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to designate specific calls as not recorded, such as calls to an attorney. All inmate telephone stations will be connected to The ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.

Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration.

Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. The ENFORCER® streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court, the ENFORCER® allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed.

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on any parameter in the call detail record, including:

- Inmate PIN/ID
- Date Range
- Called Number
- Facility
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type

Monitor Calls in Progress

The ENFORCER offers real-time, live call monitoring of calls in progress. Call monitoring is accessed through the **Call Status** 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 **Connect** button. This function is **silent and undetectable by either the inmate or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording**.

Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or on-site**. The ENFORCER is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from any computer with an internet connection as if they were opening a web-site.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset.

Display of Calls in Progress V1.034

Phones Projects Map

Select

Project: Nevada DOC 155 Talking Stns. 0 alerts Show Local time

Site: WSCC, Warm Springs Correctional Ce All phones

Group: All Stations

Status	Station	Number	Min	Cost	Inmate no.	Name	Alert
rec	1 A 1	1-775-846-1035	4.5	1.95	0059051	HUTCHINS, MATT	
???	1 A 2	1-702-355-2977	Unk	Unk	1073185	EVANS, PAT	
rec	1 B 1	1-775-313-5613	0.2	1.95	1076061	MCNALLY, HAL	
rec	4 A N 2	1-775-434-8209	13	1.95	1055212	FOX, DARRYL	
rec	4 A N 3	1-775-230-7042	0.7	1.95	0004734	FULLER, RICK	
rec	4 B E 2	1-775-772-5222	18	1.95	1026354	DAWSON, JOE	
rec	4 B E 3	1-702-900-5902	21	3.86	1035855	HOWELL, DOUG	
rec	H-BLDG-E-2	1-972-298-2343	18	3.10	2067134	FRANKE, DAVID	IN
I	1 B 2	1-775-622-9737	30	1.94	1055716	CLARK, REGINALD	
talk	100-2	1-702-390-4278	1.9	1.25	1081987	SHAW, RICK	
I	10A-2	1-702-762-3604	1.4	0.00	0080362	HAWKINS, STEWART	

Connect... Freeze Listen Comment Alarm Off Cut off Disable Enable Print... Close

Jun 14, 2011 8:59:18 AM GMT-05:00

Calls in Progress

INMATE CALLING SOLUTIONS

Critical Call Monitoring Functions include:

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

View Customization Options

Call/Station Action Buttons

Call/Station List

Call Details

A call in progress may be disconnected (by authorized personnel) by selecting the call and then clicking the Cut Off button.

Inlet	Outlet	Number	Min	Cost	Inmate	Name	Alert
111	A 1	1-775-888-1828	4.5	1.95	005805	HUTCHINS, WATT	
111	A 2	1-775-355-2877	Unk	Unk	073155	EVANS, PAT	
111	B 1	1-775-333-5813	0.2	1.95	076361	MCFALLY, HRL	
111	A A112	1-775-436-8258	1.9	1.95	055212	FOY, DARYL	
111	A A113	1-775-236-7842	0.7	1.95	0064714	FULLER, RICH	
111	A B E 2	1-775-772-4322	1.9	1.95	026384	DAVISON, JOE	
111	A B E 3	1-775-900-4902	2.1	3.88	015855	HOWELL, COJO	
111	HALL, DAVID	1-973-385-2343	1.8	3.10	037734	FRANK, E. DAVID	

Call Details:

Descriptor: REVO NY Receiver: SFCH
 Start: Jun 16, 2011 2:55:05 PM GMT-05:00 Answer relay: 01:30
 Duration: 04:32 Inmate number: 1775881025
 Time recorded: 25:28 Inmate name: READER
 Cost: 1.95 SIC: W900, Warm screen
 Station: 82011A 1 Cor: 49641071
 Date/dt: 775881305 Call type: L40E1
 Trunk: 8102

Features of the Calls in Progress Screen

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.

Call Player V1.006 csn:516177 100505 Feazelle, Cor...

csn:516177 100505 Feazelle, Corey Ray 1-410-920-5558

Pause


30 min

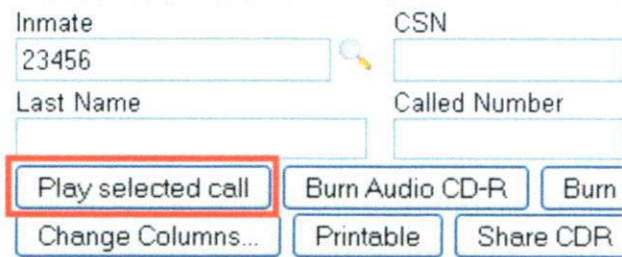
buffer: 14.0 secs CallTime: 13:15 play point: 9:48

Streaming a Live Call in the Call Player

Retrieve and Playback Recordings

Recordings may be played back directly from the Call Info 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.



IC Solutions THE ENFORCER® Cecil County User: jroth (v 1.865) Copyright 2005-2010

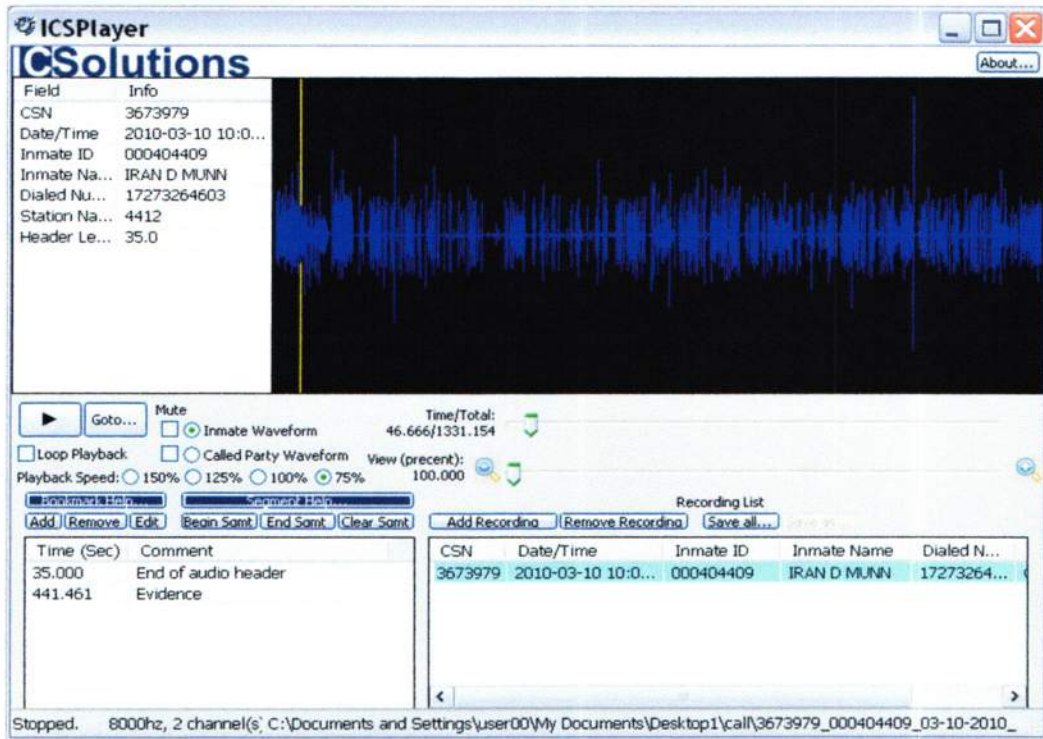
Inmate: 23456 CSN: Start Date/Time: 04/02/2010 00:00 Search CDRs
 Last Name: Called Number: End Date/Time: 04/02/2010 23:59 More Search Criteria Clear Search
 No Criteria Selected CDRs per page: 200

Play selected call Burn Audio CD-R Burn Data CD-R Save Calls Locally Export call records to file

Change Columns Show Headers: OK Cancel Default

Select	Play	Notes	Inmate Seq	Phone number	Bill Start Time	Call Type	Tariff Type	Talk Secs	Billed Time	Cost	
<input type="checkbox"/>			1637441	1-443-309-6423	04/02/2010 11:51:16	Prepaid collect	Intracell	0	0:00	\$0.00	
<input type="checkbox"/>			1418490	1-410-963-2865	04/02/2010 11:50:05	Admin Low Bal	IntraLata IntraState	0	0:00	\$0.00	
<input type="checkbox"/>			1650007		04/02/2010 11:49:56	Enrollment	None	0	0:00	\$0.00	
<input type="checkbox"/>					04/02/2010 11:49:40	Not Set	None	0	0:00	\$0.00	
<input type="checkbox"/>			86874	1-443-877-8100	04/02/2010 11:49:38	Prepaid collect	Local	0	0:00	\$0.00	
<input type="checkbox"/>			311643	1-443-674-2722	04/02/2010 11:49:24	Prepaid collect	Intracell	0	0:00	\$0.00	
<input type="checkbox"/>			1637443	1-302-381-6639	04/02/2010 11:48:42	Admin Setup	InterLata InterState	0	0:00	\$0.00	
<input type="checkbox"/>			1418490	1-410-392-4870	04/02/2010 11:48:42	Collect	Local	0	0:00	\$0.00	
<input type="checkbox"/>			487184		04/02/2010 11:47:30	Not Set	None	0	0:00	\$0.00	
<input type="checkbox"/>					04/02/2010 11:47:16	Not Set	None	0	0:00	\$0.00	
<input type="checkbox"/>			1637443	1-302-448-0561	04/02/2010 11:46:45	Admin Setup	InterLata InterState	0	0:00	\$0.00	
<input type="checkbox"/>			092525	255382	1-443-466-3183	04/02/2010 11:46:41	Admin Setup	Local	0	0:00	\$0.00

Click Play to Listen to a Recording from the Call Detail Results Screen



ICS Player for call recording playback

The ICS Player 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

All notes entered will be attached to the call detail record for future viewing and searching, which will also be reflected when a call detail record and recording are exported to an external device.

Export Call Recordings

Call recordings never need to be archived 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.

From the Call Info 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 Info 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 Audio CD-R," "Burn Data CD-R," "Save Calls Locally" (use this select a drive with a USB or zip drive or your PC), and, "Export Call Records to file." The last option lets you choose a particular audio file type (wav, MP3, Speex etc.) in which to save the recordings.

The screenshot displays the ENFORCER software interface. At the top, there are search filters for Inmate (CSH), Start Date/Time (04/02/2010 00:00), and Last Name (Called Number). Below the search filters are buttons for "Play selected call", "Burn Audio CD-R", "Burn Data CD-R", "Save Calls Locally", and "Export call records to file". A table of call recordings is shown with columns for "Select", "Play", "Notes", "Off Hook Time", "can", "Site", "Inmate ID", "Inmate Seq", "Pin", "Lastname", "Firstname", "Phone number", and "Talk Sec". A dialog box titled "Choose file type" is open, asking "What format do you want to save the recordings in?" with options for "MP3 Format", "Speex format", and "WAV format". The "MP3 Format" option is selected. Another dialog box titled "CD-R Burner version 2.4" is also visible, with a message "Please insert blank CD-R into CD-ROM drive" and buttons for "Start Burn", "Save Recordings...", and "Cancel".

Select	Play	Notes	Off Hook Time	can	Site	Inmate ID	Inmate Seq	Pin	Lastname	Firstname	Phone number	Talk Sec
<input type="checkbox"/>			04/02/2010 12:23:30	516230	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD	1-443-309-6423	0
<input type="checkbox"/>			04/02/2010 12:23:16	516229	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input type="checkbox"/>			04/02/2010 12:22:59	516228	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input type="checkbox"/>			04/02/2010 12:22:47	516227	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input checked="" type="checkbox"/>			04/02/2010 12:19:22	516221	Cecil City Detention Center	100767	1037443	100767	beckel	alexander	1-443-493-0073	60
<input type="checkbox"/>			04/02/2010 12:19:48	516224	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD	1-443-378-4345	0
<input type="checkbox"/>			04/02/2010 12:19:33	516223	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input type="checkbox"/>			04/02/2010 12:19:16	516220	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input type="checkbox"/>			04/02/2010 12:18:20	516218	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input type="checkbox"/>			04/02/2010 12:18:29	516219	Cecil City Detention Center	091618	28596	091618	WILMORE	JERRARD		0
<input type="checkbox"/>			04/02/2010 12:17:27	516213	Cecil C	100437	135	100437				
<input type="checkbox"/>			04/02/2010 12:18:05	516217	Cecil C	100728	102	100728				
<input type="checkbox"/>			04/02/2010 12:18:00	516216	Cecil C	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:17:08	516212	Cecil C	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:17:35	516214	Cecil C	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:16:59	516210	Cecil C	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:16:31	516207	Cecil C	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:16:59	516211	Cecil City Detention Center	100728	102	100728				
<input type="checkbox"/>			04/02/2010 12:16:47	516209	Cecil City Detention Center	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:16:35	516208	Cecil City Detention Center	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:16:20	516206	Cecil City Detention Center	091618	28596	091618				
<input type="checkbox"/>			04/02/2010 12:15:20	516200	Cecil City Detention Center	092541	2687	092541				

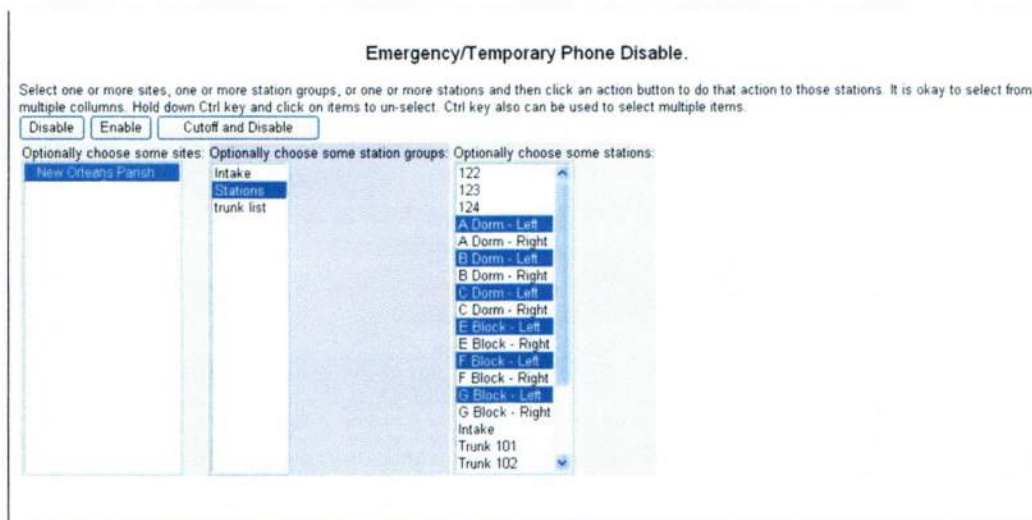
Exporting Calls to MP3 Format from the Call Info screen

BOOKING AND INTAKE TELEPHONE: The contractor shall provide, in addition to a collect call inmate telephone, a "free" telephone to allow those inmates who are being booked or released to make a local telephone call free of charge. Long distance or toll calls shall not be allowed from this telephone. Detention Facility personnel shall have the ability to enable or disable this telephone from the booking desk to limit inmate use.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide, in addition to a collect call telephone, a free telephone to allow inmates who are being booked or released to make a free local call. Facility personnel can enable or disable this telephone from their workstation at the booking desk to limit inmate use.

Authorized facility personnel may disable telephones from a workstation or remotely using our web-based ENFORCER®. 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.

MAINTENANCE: The contractor shall provide all maintenance and upkeep of the inmate telephone system and hardware. A twenty-four (24) hour response shall be required on all reported problems. The contractor shall provide a toll free telephone number to report system problems.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide all maintenance and upkeep of the inmate telephone system, hardware and software. The ICSolutions' Technical Services Center (TSC) operates 24hours a day, 365 days a year in support of our customer sites. When calling our toll free number (866-228-4031) you will be connected with a live Level 1 TSC technician within 20 seconds.

DAMAGE TO EQUIPMENT: Anderson County shall not be liable for loss, damage, destruction, or misuse of any telephone equipment as set forth in this proposal.

ICSolutions Response:

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

UPGRADES: The contractor shall be solely responsible for required hardware and software upgrades to ensure proper operation of the inmate telephones for the period of the contract and any subsequent extensions.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is recognized as a leader in technology innovation. Many features that are currently available on The ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade and/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. ICSolutions releases updates to The ENFORCER® 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. Enhancements and upgrades to The ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to The ENFORCER® include:

- **SIP compatibility** – making The ENFORCER® available as a centralized solution, in addition to our traditional onsite offering
- **Seal Record** – In a court case, a judge can order the non-availability or “sealing” of all inmate records or selected inmate call information. The ENFORCER® enables an authorized user to perform a full or partial records seal, either permanently or within a specified date range. 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 County.

INMATE CALLING SOLUTIONS

- **Paperless grievance reporting & response** – inmates can file grievances related to the Jail or the phone system, using any standard inmate telephone. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into The ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites.
- **“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 than an investigator will be located and can monitor a call of interest while it is still in progress
- **User auditing on call recordings** – keeping an accurate record of who listened to each recording, and when
- **Records merge** – making The ENFORCER® more compatible with JMS systems, and ensuring no loss of valuable inmate information
- **Funding alerts** – investigators can set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier’s check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.
- **Inmate classification** business rules – calling availability can be customized based on inmate classification (minimum security, max security, work release, etc.). Calling privileges for each inmate class can be defined as “unlimited” or “restricted” – with restrictions based on days, weeks, months, and/or telephone location within the Facility.
- **Save Custom Searches** – allows users to save their custom queries locally or globally, for future use by themselves and other authorized ITS users

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company’s eleven-year history, ICSolutions will continue to expand our system’s capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

COMPUTER HARDWARE AND RELATED EQUIPMENT: The contractor is to provide, to the Anderson County Detention Facility, two (2) computer workstations and related hardware for use with the existing local area network for interface to the statistical and recording software of the inmate telephone system. The computer workstations and related hardware shall meet the following minimum specifications:

IC Solutions Response:

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

PROCESSOR: Intel i5
MEMORY: 4 GB RAM
HARD DRIVE: 120GB SATA
CD/DVD: CD/DVD+RW
MOUSE: Microsoft Intellimouse
KEYBOARD: Windows, Small Footprint
NETWORK CARD: 10/100/1000 Ethernet NIC
VIDEO CARD: Integrated Graphics Card
SOUND CARD: Multimedia Sound + Speakers
MONITOR: 19" LCD WXGA
CASE: Small Footprint Desktop Case
SYSTEM: Microsoft Windows 8
PRINTER: HP LaserJet Pro 200 Color M251nw
UPS: Tripplite OmniSmart OMNIVS1000

QUANTITY: Two (2) each with above specifications

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide the County with two workstations that meet all of the specifications above.

Installation of the computer hardware and related equipment shall be provided by the Anderson County Sheriff's Department.

ICSolutions Response:

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

At the end of the five (5) year contract the above listed computer hardware shall become property of Anderson County. If the contract is terminated prior to the five year contract ending date due to default by the inmate telephone system contractor by failure to perform as to the conditions of the contract as set forth by this proposal, the equipment shall also become property of Anderson County.

ICSolutions Response:

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

COMPLIANCE: The contractor shall meet all requirements to do business in the State of Tennessee, the County of Anderson, and the City of Clinton. All installation shall meet applicable federal, state, or local codes. The contractor shall have and maintain insurance to cover general liability to provide the contracted services.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions hereby certifies that we meet all requirements to do business in the State of Tennessee, the County of Anderson, and the City of Clinton. Our installation will also meet all applicable federal, state, and local codes.

We have also included a copy of our Insurance Certificate as **Exhibit H** of this proposal response.

INMATE CALLING SOLUTIONS

INSURANCE: The contractor shall maintain insurance with minimum limits as noted below for the period of the contract. Contractor further agrees to indemnify, defend, and hold Anderson County harmless from any and all causes of action arising from the contract. With respect to required insurance, the contractor shall name Anderson County as additional insured, provide a waiver of subrogation, and provide a written thirty (30) day advance notice of material change of insurance. Contractor shall provide certificates of insurance showing required coverage to the Anderson County Purchasing Agent.

Minimum Insurance Requirements:

Automobile Liability	
Bodily Injury per person	\$250,000.00
Bodily Injury per accident	\$500,000.00
General Liability including Contractual Liability	
Bodily injury	\$500,000.00
Property Damage	\$100,000.00
Excess Liability	
Umbrella Form	\$1,000,000.00
Worker's Compensation	
Statutory Limits of the State of Tennessee	

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As stated above, we have included a copy of our Insurance Certificate as **Exhibit H** of this proposal response.

BOND: The contractor shall submit a \$25,000.00 performance bond at the time of contract signing. The bond will ensure the vendor will comply with all conditions and provisions contained in this proposal. The bond will be returned to the contractor within ninety (90) days after the date the system installation is complete, contingent upon satisfactory performance and compliance with the contract and proposal as determined by the Anderson County Sheriffs Department and the Anderson County Purchasing Agent. This requirement may be waived at the discretion of the Anderson County Purchasing Agent.

ICSolutions Response:

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

COMMISSIONS: Commissions shall be paid monthly no later than sixty (60) days following the last day of the month in which calls generating the commission were made. All commissions shall be paid by check to Anderson County and shall include a report detailing the following:

- Date of report and time period covered;
- Total billed revenue;
- Statement of accuracy signed by representative of contractor;

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid collect and debit

call activity for the applicable month. Additional monthly reports will be provided upon request or reports can be generated at any time using the system workstation provided. The following is a sample ICSolutions Commission Report:



Monthly Commission Report
Month 2004
Settlement Date: xx/xx/xx

Client ID: 9999 - XYZ Department of Corrections
 Facility: XYZ Main Jail
 123 Any Street
 Anytown, CA 9999
 Attention: Accounting Department

Tariff Type	Call Type	#of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	227	1,939	\$ 1,168.25	50%	\$ 584.13
	PrePaid	80	966	\$ 438.50	50%	\$ 219.25
	Debit	132	1,263	\$ 692.80	50%	\$ 346.40
Total Local		439	4,167	\$ 2,299.55		\$ 803.38
IntraLATA	Collect	1,637	16,257	\$ 12,385.35	50%	\$ 6,192.68
	PrePaid	473	5,157	\$ 3,725.45	50%	\$ 1,862.73
	Debit	365	3,867	\$ 2,837.55	50%	\$ 1,418.78
Total IntraLATA		2,475	25,281	\$ 18,948.35		\$ 9,474.18
Intrastate	Collect	232	2,125	\$ 2,452.34	50%	\$ 1,226.17
	PrePaid	41	445	\$ 477.97	50%	\$ 238.99
	Debit	82	771	\$ 874.52	50%	\$ 437.26
Total Intrastate		355	3,341	\$ 3,804.83		\$ 1,465.16
Interstate	Collect	905	8,348	\$ 12,284.76	50%	\$ 6,142.38
	PrePaid	565	6,245	\$ 8,508.23	50%	\$ 4,254.12
	Debit	238	2,342	\$ 3,327.18	50%	\$ 1,663.59
Total Interstate		1,708	16,935	\$ 24,120.17		\$ 10,396.50
Intl. & Canada	Debit	66	494	\$ 782.99	50%	\$ 391.50
Total Collect		3,001	28,668	\$ 28,290.70	50%	\$ 14,145.35
Total PrePaid		1,159	12,813	\$ 13,150.15	50%	\$ 6,575.08
Total Debit		883	8,738	\$ 8,515.04	50%	\$ 4,257.52
Grand Total			50,218	\$ 49,955.89		\$ 24,977.95

INMATE CALLING SOLUTIONS

The contractor shall calculate commissions as a fixed percentage based upon the gross revenues for each inmate and public telephone. There shall be no deductions from the gross revenue for the purpose of calculating the commissions for Anderson County. The contractor acknowledges that Anderson County will bear no responsibility for fraudulent calls or theft of service. Fraudulent, stolen, or lost funds shall not be deducted from revenue paid to Anderson County. The contractor acknowledges Anderson County will bear no responsibility for unbillable or uncollectible calls or such uncollectibles known as "bad debt". No revenue shall be deducted from commissions paid to Anderson County for such calls. The contractor shall bear sole responsibility for such calls. The proposal shall have a detailed explanation as to how the commissions will be paid.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions computes its commission payment on **True Gross Revenue** which encompasses every completed call irrespective of payment method. **True Gross Revenue** includes Collect, PrePaid Collect & Debit calling with **NO DEDUCTIONS** of any kind. All costs associated with the provision of the inmate telephone system and service proposed is provided at no cost to the County. Commissions are paid on **Gross Revenue** regardless of whether or not the call charges are billable and regardless of whether or not the charges are ever collected. Collection is ICSolutions' sole responsibility and will never impact the commission paid to Anderson County.

REVENUE PROJECTIONS: Each vendor shall submit a detailed explanation as to expected revenue to Anderson County based upon an average daily population of three-hundred (300) inmates in the Anderson County Detention Facility. Rates for local, intraLATA, interLATA, and interstate calls shall be noted.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. For expected revenue information, and calling rates offered, please refer to our Financial Offer in **Tab 6**.

PROPOSAL INFORMATION: Each vendor submitting a proposal shall include a synopsis of their company including, but not limited to, the following information:

ICSolutions Response:

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

- Company name, address, telephone number, & chief executive officer;

ICSolutions Response:

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

Inmate Calling Solutions, LLC d/b/a ICSolutions
2200 Danbury Street
San Antonio, Texas 78217
Phone: 866-228-4040

ICSolutions' does not have a Chief Executive Officer. However our most high-ranking officer is President Tim McAteer.

- Parent company name, address, telephone number, & chief executive officer;

ICSolutions Response:

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

Centric Group, LLC
1260 Andes Blvd.
St. Louis, Missouri 63132
1-800-326-6146

Centric Group's Chief Executive Officer is Jim Theiss, President and CEO.

- Contact person's name, address, & telephone number for purposes of this proposal;

ICSolutions Response:

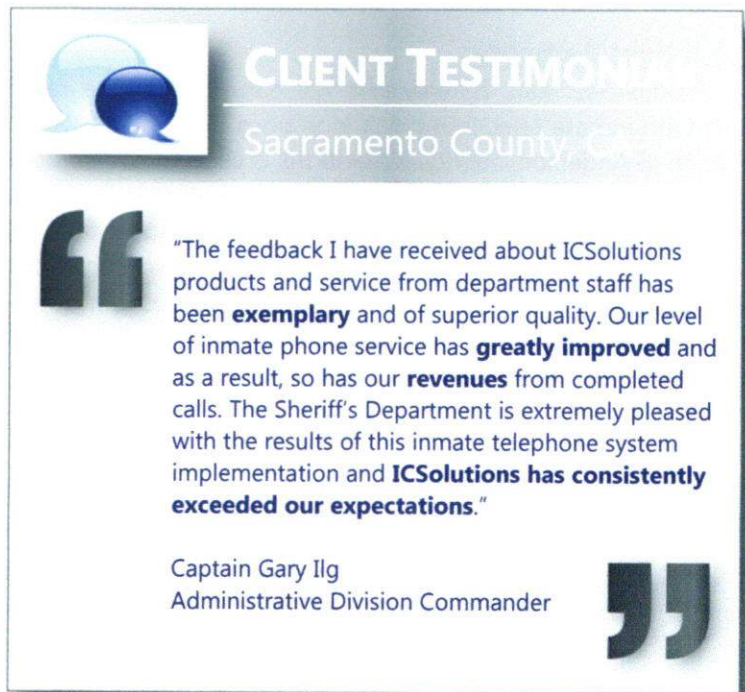
ICSolutions has read, agrees, and will comply with the requirements as stated.

Mike Kennedy, Regional Account Manager
1371 Tradeport Drive
Jacksonville, FL 32218
866-228-4040

- Company history, current status, & length of time in business;

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. **Since 2002**, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate, and we **have never purchased a single contract** or any other company. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. Headquartered in San Antonio, Texas, ICSolutions also has offices in Washington, California, Colorado, Florida, Missouri, Nevada, New Jersey, and Ohio, with field technicians and site administrators stationed across the country to better meet our clients' needs.



CLIENT TESTIMONIAL
Sacramento County, CA

““The feedback I have received about ICSolutions products and service from department staff has been **exemplary** and of superior quality. Our level of inmate phone service has **greatly improved** and as a result, so has our **revenues** from completed calls. The Sheriff's Department is extremely pleased with the results of this inmate telephone system implementation and **ICSolutions has consistently exceeded our expectations.**”

Captain Gary Ilg
Administrative Division Commander **”**”

INMATE CALLING SOLUTIONS

In November 2010, ICSolutions was acquired by Centric Group, LLC, the parent company of **Keefe Commissary Network** and **Keefe Supply Company**, the nation's largest commissary provider. Since then we have worked together, utilizing new financial resources to expand our 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. As ICSolutions has expanded its services over the years, our primary focus is set on enhancing facility security while connecting more calls. On average across the country, **call volumes have increased by about 40%** in facilities where we took over Inmate Telephone Services from another vendor.

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to more than **150 correctional facilities** across the United States. 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 service 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.

- Qualifications & experience including ability to perform the requested services;

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Having been focused strictly on inmate telecommunications since 2002, and having a national client base with many accounts the size of Anderson County, ICSolutions is certain that we have the qualifications and experience to meet and exceed your service needs. ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to over 150 correctional facilities across the United States, which range in size from small City and County Jails to large multi-facility State Department of Corrections. We have provided Anderson County with five references, as requested. Additionally, we have included contact information for every single one of our current clients as **Exhibit A** and we welcome the County to **call anyone** on this list to hear about their satisfaction with our system and service!

- Overview of telecommunications experience including inmate telephone services;

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As stated previously, **since 2002**, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients.

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to more than **150 correctional facilities** across the United States. 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.

- Company financial statement showing income and earnings for the past five (5) years;

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We have provided our Audited Financial Statements in a sealed, confidential envelope in **Exhibit I**.

- Minimum of five (5) inmate telephone accounts currently operational in Tennessee or surrounding states including facility name, address, and contact person & telephone.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to offer Anderson County the following five references:

Rutherford County Work Center, Tennessee

Customer Name:	Rutherford County Work Center	Number of Facilities:	1
Contact Person:	Superintendent Bernard Salandy	Telephone Number:	(615) 642-9133
Address:	1720 South Church Street	Total Number of Phones:	33
	Murfreesboro, TN 37130	Total Inmate Population:	180
Former Provider:	CTC	Date Service Began:	October 2012
Services Provided:	Inmate Telephone System	VizVox™ Housing Unit	

need email or fax #
 bsalandy@rutherfordcountytn.gov
 telephone #
 615 642-9133
 Bernard Salandy

INMATE CALLING SOLUTIONS

Lincoln County Jail, Tennessee

Customer Name:	Lincoln County Jail	Number of Facilities:	1
Contact Person:	Chris Thornton ctlcsd702@gmail.com	Telephone Number:	(931) 433-3111 (931) 433-9558 fax
Address:	4151 Thornton Taylor Parkway	Total Number of Phones:	16
	Fayetteville, TN 37334	Total Inmate Population:	120
Former Provider:	Legacy	Date Service Began:	September 2012
Services Provided:	Inmate Telephone System		

Baldwin County Corrections Center, Alabama

Customer Name:	Baldwin County Corrections Center	Number of Facilities:	1
Contact Person:	Lt. George Thicklin gthicklin@baldwincountyal.gov	Telephone Number:	(251) 580-2524 (251) 580-2536 fax
Address:	200 Hand Avenue	Total Number of Phones:	77
	Bay Minette, AL 36507	Total Inmate Population:	668
Former Provider:	GTL	Date Service Began:	August 2012
Services Provided:	Inmate Telephone System	Keyword Search by Nexidia	
	Automated IVR	Inmate Voicemail	

Jackson County, Georgia

Customer Name:	Jackson County Correctional Institution	Number of Facilities:	1
Contact Person:	Henry Thompson Administrative Officer hthompson@jacksoncountygov	Telephone Number:	(760) 387-6453 (706) 387-6462 fax
Address:	265 I.W. Davis Road	Total Number of Phones:	8
	Jefferson, GA 30549	Total Inmate Population:	120
Former Provider:	GTL	Date Service Began:	April 2013
Services Provided:	Inmate Telephone System	Cell Phone Detection by CellSense	

Floyd County, Georgia

Customer Name:	Floyd County Correctional Institute	Number of Facilities:	2
Contact Person:	Warden Jeff Chandler	Telephone Number:	(706) 236-2490 (706) 236-2483 fax
Address:	329 Black Bulls Road	Total Number of Phones:	65
	Rome, GA 30161	Total Inmate Population:	500
Former Provider:	GTL	Date Service Began:	May 2013
Services Provided:	Inmate Telephone System		

Customer Name:	Floyd County Jail	Number of Facilities:	1
Contact Person:	Chief Deputy Tom Caldwell	Telephone Number:	(706) 233-0075
Address:	2526 New Calhoun Hwy	Total Number of Phones:	85
	Rome, GA 30161	Total Inmate Population:	750
Former Provider:	GTL	Date Service Began:	May 2013
Services Provided:	Inmate Telephone System		

INMATE CALLING SOLUTIONS

DESCRIPTION OF SERVICES: Vendors submitting proposals shall detail services to be provided as outlined in this Request for Proposal including technical specifications and equipment. Available options, including those noted in this proposal, shall be submitted along with any alternative proposals offered by prospective vendors.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to present our solution to provide Inmate Telephone Services for Anderson County.

At a high level, ICSolutions' offer for Anderson County includes all of the following features and services:

- State-of-the-art centralized ENFORCER® platform, with geographically separate data centers and multiple layers of redundancy
- All new inmate telephones, TDD, and workstations with printer
- **24 x 7 x 365 live, U.S.-based** technical service and called party customer service
- Secure and redundant centralized call processing and data storage – with a **99.999% system uptime guarantee** and no risk of data/recording loss
- **Full-channel digital recording and live monitoring** of all non-confidential inmate phone calls, with online storage for the full contract term plus any renewal periods
- Quick and easy navigation with familiar **web-based applications**
- Internet-based **remote access** to administrative and investigative functions
- JMS integration to provide for automated PINs and information sharing
- Optional commissary integration to offer cardless debit calling
- The AttendantSM, a **free Automated Information Line (IVR system)**, which can answer public and inmate requests for jail and inmate information
- The CommunicatorSM, a free **100% paperless inmate communications portal**
- Inbound **inmate voicemail**
- Real-time payment alternatives for unbillable called parties with Point-of-Sale PrePaid Collect Calling and fully integrated Cardless Debit calling

In addition, because ICSolutions is a full-service corrections provider, we can also offer the County a Video Visitation Solution brought to you by our partners at VizVox, a cell phone detection package, or a new Jail Management System by Zuercher Technologies. ICSolutions would be happy to discuss these optional services in further detail if the County is interested, now or at any point in the future.

The ENFORCER® Inmate Calling System

ICSolutions' ENFORCER® Inmate Calling System is Web-based and accessible to authorized users from any location – onsite or off. It offers the richest set of features available in the industry today – all at no cost to the County. It allows control, monitoring, searching, and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface).

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with Anderson County, and we welcome your input as a valued technology partner.

✓ **System Features:**

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

✓ **Service Features:**

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

✓ **Calling Services:**

- Collect, PrePaid Collect, & Debit calling options
- Inmate PINs
- Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options
- Automated operator service in multiple languages
- Custom call prompts & voice overlays
- Inmate name recording
- Inmate voice mail (optional) – fees for voice mail will be split 50/50 with the Facility to provide you with **additional commission revenue**

- ✓ **Administrative Controls:**
 - Multi-site networking & reporting
 - Password-controlled access
 - User permissions – editable per individual user or user group
 - User access log

- ✓ **Fraud Controls:**
 - 3-way call detection
 - Hook switch calling prevention
 - Secondary dial tone prevention
 - Extra dialed digits prevention
 - Chain dialing prevention

- ✓ **Call Controls:**
 - Blocked number tables
 - Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide
 - Set call duration & velocity limits by call type
 - Inmate call suspension and automatic reinstatement
 - Electronic and/or manual phone shutdown – scheduled & emergency

- ✓ **Investigative Tools:**
 - 100% monitoring & recording of all non-confidential inmate phone calls
 - Verifiable security encryption on call recordings – supported by free expert testimony
 - Free inmate grievance / crime tip / PREA lines – **eliminate paper kites**
 - Custom reporting
 - Call alerts (hot numbers, hot PINs)
 - Financial alerts
 - Gang management
 - Remote call forwarding to authorized investigators, with options to “barge in” and/or disconnect
 - Searchable call notes
 - **Reverse directory** with satellite mapping
 - **More** – if the technology exists, we can make it work with our ENFORCER[®] calling system!

Centralized Call Processing & Local Service

Anderson County will be serviced by one local primary technician, and additional backup technicians will be assigned upon contract award. Your Regional Account Manager is stationed in our Keefe / ICSolutions Regional Office in Jacksonville, Florida. Backup service and technology will be provided from our primary data center in San Antonio, Texas. ICSolutions' San Antonio data center houses:

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

Additionally, our San Antonio office is a secure, purpose-built telecom data center that will house all offsite call recordings and call data generated by the County's Inmate Telephone System, for the life of your contract.

Failover call processing will occur at the Keefe Data Center in St. Louis, Missouri – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System. Backups of all system data and call recordings will also be replicated to the Keefe Data Center in St. Louis, further protecting the County from potential data loss.

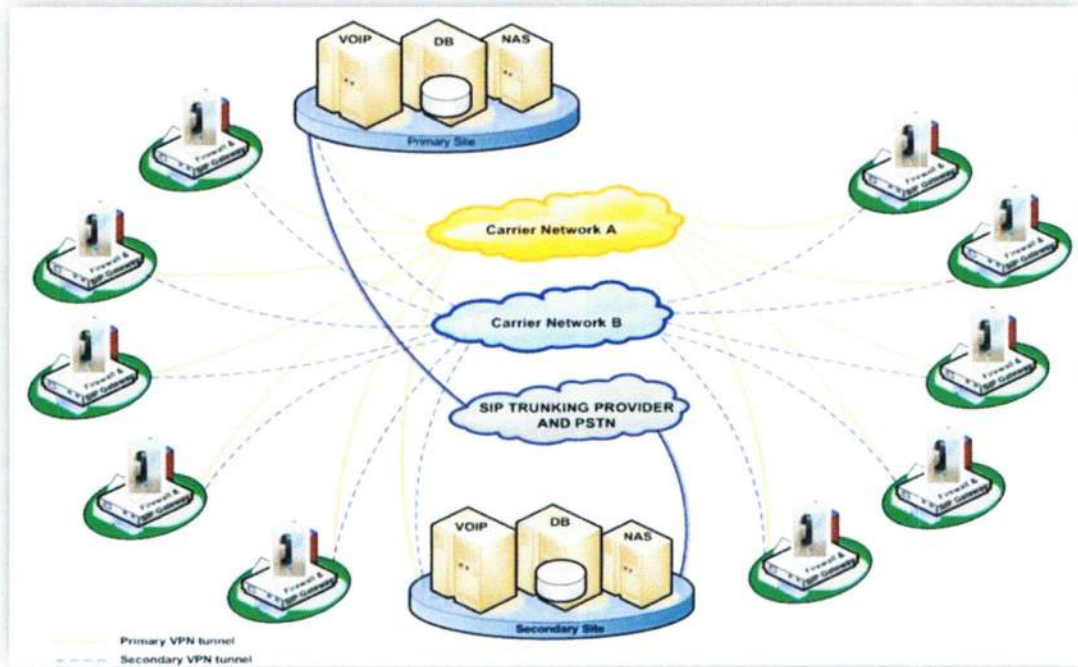
The centralized, primarily offsite configuration we have designed for the County will also benefit the Jail by requiring:

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

Additionally, spare parts and a "crash kit" of critical onsite components will be stored locally, and certified local technicians will be dispatched any time you need onsite maintenance or repair.

Sample Network Diagram

The following high-level diagram illustrates all of our proposed system components and system architecture:



Onsite Equipment

Because our solution for the County is fully centralized, onsite equipment and space requirements are minimized. Onsite equipment will be limited to the following:

- Inmate Phones
- TDD/TTY Devices
- Workstations
- Kill-Switches (optional)
- Uninterruptible Power Source
- Adtran IP Gateway

For more detailed information and technical specifications on all proposed equipment, please refer to **Exhibit C**.

Inmate Phones

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

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

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

TDD Devices – Supercom 4400 TDD/TTY

For hearing impaired inmates, ICSolutions proposes the Supercom 4400 TDD/TTY. The unit is compact, lightweight, portable and easy to use. Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated TTY available.

- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard



- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer

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.

Workstations

All system functions can be performed from any internet-enabled computer, by any approved user who presents the proper user ID and password during Administrator login. These functions include:

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

Any onsite or remote PC that meets the following specifications may securely access The ENFORCER® platform:

- Operating System:** Windows XP or Windows 7 (32 and 64 bit)
- CPU:** 2 GHz minimum, 3GHz+ recommended
- RAM:** 1GB minimum, 2GB+ recommended
- Hard disk:** 300MB minimum free for ICS software, 1GB free recommended
- Display:** 1024x768 minimum, 1280x1024+ recommended
- Browser:** Internet Explorer (IE) 6, IE7, IE8, Firefox 3+
- Voice Analytics supports both IE 6, 7, 8, and Firefox 3.5 +

ICSolutions will supply two dedicated workstations, meeting all specifications outlined by the County under the Computer Hardware and Related Equipment heading earlier in this section.

Mechanical Cut-Off 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.

Uninterruptible Power Source

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

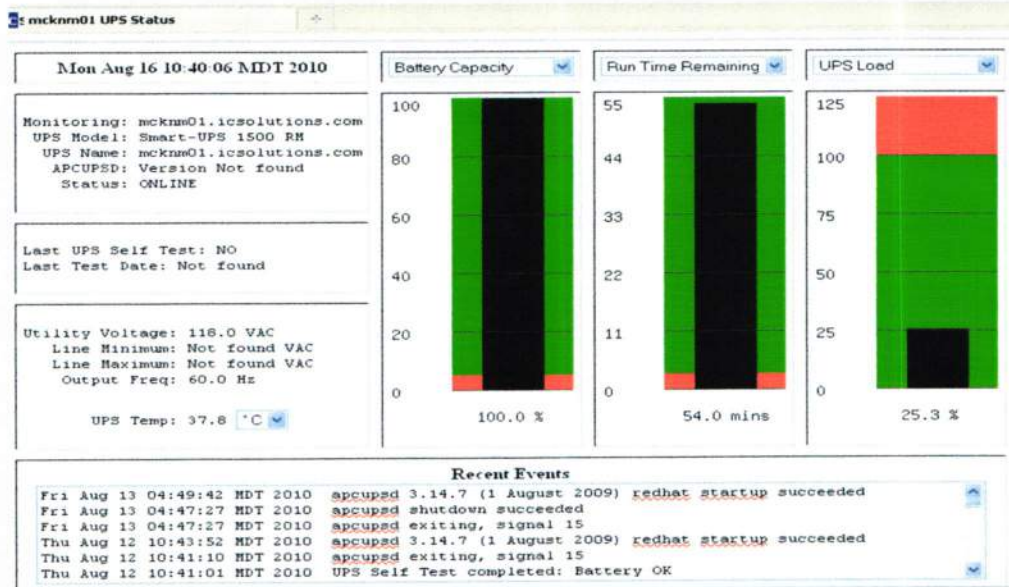
ICSolutions' network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and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

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

APCUPSD UPS Network Monitor								
Mon Aug 16 15:52:39 CDT 2010								
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0%	118.0 VAC	22.7%	24.2° C	36.0 min	All data
ada003	Smart-UPS 2200 RM	ONLINE	100.0%	115.2 VAC	40.9%	17.1° C	23.0 min	All data
ada021	Smart-UPS 2200 RM	ONLINE	100.0%	122.4 VAC	46.1%	36.0° C	19.0 min	All data

UPSMON- All Systems Status

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



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 multiple layers of redundancy to protect the County from any possibility of data loss.

Adtran IP Gateways



The Adtran IP Gateway delivers voice over a stream of data, applying standard data-encryption methods used to implement a VPN, The router converts and encapsulates the voice data into IP packets.

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. The Adtran Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to State staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines.

Calling Options

ICSolutions supports collect, prepaid collect, card-free debit, and debit card calling. We provide calling options for all domestic locations and international calling to virtually any country. 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.

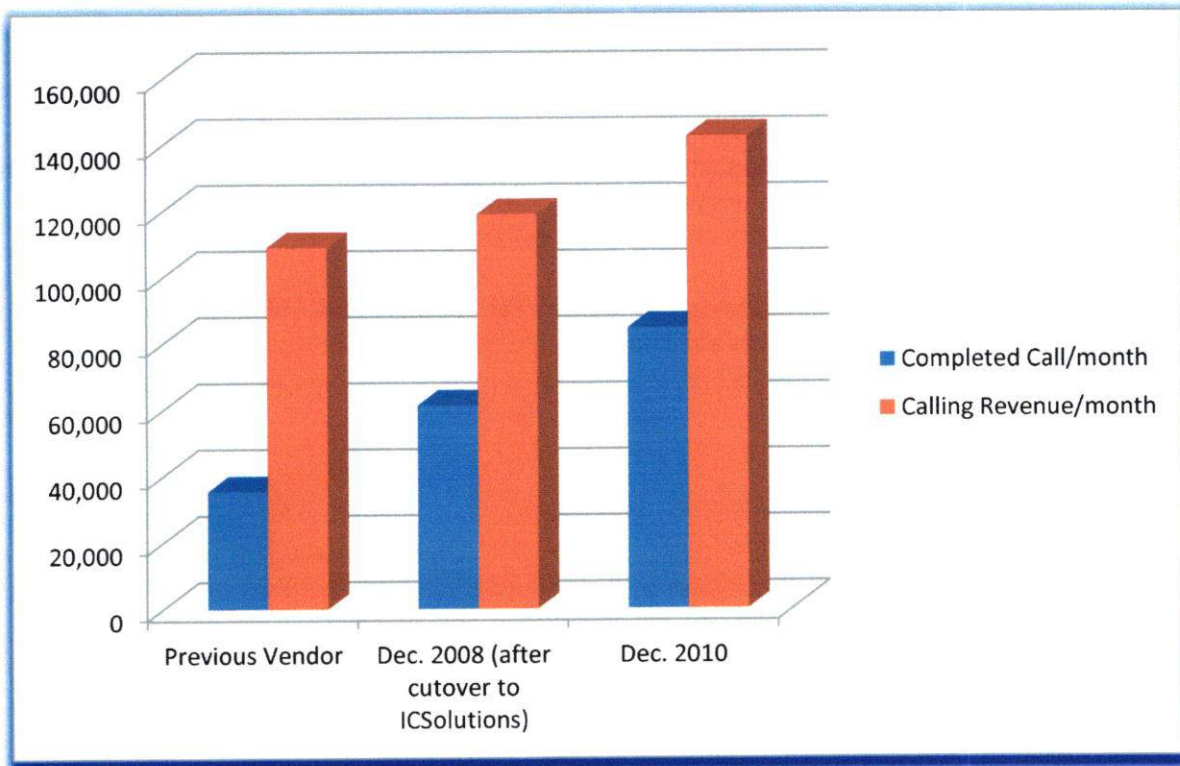
INMATE CALLING SOLUTIONS

More Calling Options = More Completed Calls

ICSolutions will offer County inmates more ways to stay in touch with their friends and family during their incarceration. With our easy-to-use prepaid calling options, we anticipate a significant increase in inmate calling, which translates directly into **more revenue generated for the County!**

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. This has become exceptionally important over the last ten years as more and more Americans rely solely on cell phones that do not allow traditional collect calls.

For instance, at the New Hampshire DOC, call volumes more than doubled within four months of installing The ENFORCER® and our Cardless Debit calling. By continuing to provide support, outreach, lobby pamphlets, deposit services, etc., ICSolutions eventually **tripled the number of completed calls per month** from NH DOC facilities (see chart below) and **increased calling revenue by more than \$500,000 a year.**



ICSolutions increases revenue for the New Hampshire DOC

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%**. Where we implement lower calling rates, we often see call volumes increase by as much as 150%, and revenues increase by about 30%.

Available Options

In addition to our ENFORCER® telephone system and calling options, ICSolutions can also offer Anderson County the following enhanced services and features:

The CommunicatorSM Paperless Inmate Communications Portal

The CommunicatorSM 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.

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.

The AttendantSM Automated Information Line

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

The Attendant is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

Inmate Voice Messaging

Using the same messaging service developed for The Communicator, ICSolutions can provide *inbound* inmate voicemail. 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.

Revenue generated by this value-added service will be shared 50/50 with the County. ICSolutions proposes a **\$1.00 fee per message**, of which the County would **receive 50¢**.

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.

Message of the DaySM

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

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

The 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.

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.

Reverse Lookup

ICSolutions proposes to provide the facility with Reverse Lookup capability. This provides the facility with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the facility.

INMATE CALLING
ICSolutions

Call Records Manager
411 National Number Lookup

Administrator

Inmate Editor | AMI Editor | Debit | Reports | Ports | Call Status | Split Area Code | Call Records | Unarchive Status | Operator Status

Inmate ID: [] Start Date/Time: 2005-02-01 []

Destination ANI: [] End Date/Time: 2005-02-14 []

Originating Ports: [] Outbound Ports: [] Bill Types: []

Systems: [] Port Groups: [] Comp Status: []

All Bill Types
 DEFAULT
 COLLECT
 DEBIT
 PRFF

Search CDRs
Clear Search

Bill Start Time	Comp Status	Inmate ID	Duration	Call Type	Dest ANI
2005-02-01 08:28:54.0	COMPLETED	00006286	164	NANP	7154275489
2005-02-01 08:28:56.0	NO ANSWER	00010938	0	NANP	3126562541
2005-02-01 08:29:12.0	NO ANSWER	00011118	0	NANP	6087821720
2005-02-01 08:30:27.0	INCOMPLETE	00011297	0	NANP	7083331609
2005-02-01 08:30:30.0	REFUSED	00011297	0	NANP	7083331609
2005-02-01 08:30:35.0	INCOMPLETE	00011118	0	NANP	6087843065
2005-02-01 08:32:03.0	NO ANSWER	00011118	0	NANP	6087821720
2005-02-01 08:33:53.0	COMPLETED	00009883	900	NANP	3124550451
2005-02-01 08:35:59.0	COMPLETED	00005619	77	NANP	9203561071
2005-02-01 08:37:00.0	REFUSED	00010046	0	NANP	2626322200
2005-02-01 08:37:13.0	INCOMPLETE	00011330	0	NANP	3126310337

When a user clicks on any "Dest ANI", phone number called by an inmate, they will receive Name, Phone Number and address for every resident ever owning service to that number.

Example when user clicks on called number:

Last	First	Middle	Telephone	Address	City	State	Zipcode	Analysis
JOHN	DOE		3124550451	XYZ	ANYWHERE US	1234567		CASS Residence History Nearby's Skip Search
JANE	DOE		3124550451	ABC	ANYWHERE US	7654321		CASS Residence History Nearby's Skip Search

www.InmateCallingSolutions.com

ENFORCER® Real Time Status (ERTS) Monitoring

System monitoring is part of the fundamental design of all components of The ENFORCER® system. All 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 the utility "ADTEST," which 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.

Word Detective® Keyword Search Powered by Nexidia

With our Word Detective® keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detective® 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.

Keyword Search – Expanded Capabilities

Word Detective 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 Word Detective®, Nexidia, has always had the ability to use an Association Table; we have recently designed and are expanding the Word Detective® 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 Word Detective® 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® Word Detective® 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, Word Detective® 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 Word Detective® would return results in which both words appear in the same sentence.

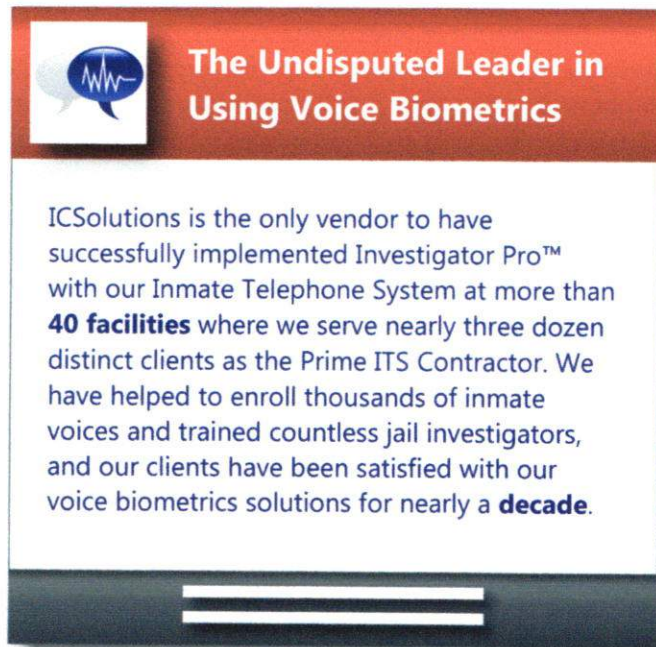
For a complete description of Nexidia, please also refer to **Exhibit M** following this proposal.

Voice Biometrics

ICSolutions can provide the County with Pre-Call Voice Verification ("Voice Print"). This application compares the inmate's voice to a voice print on file prior to connecting each call, to ensure that the inmate ID and voice print match.

Also at the County's option, ICSolutions can upgrade this product to **Investigator Pro™ continuous voice identification**, by JLG Technologies. With Investigator Pro™, any and all inmate voices on the call are *continuously identified throughout each call*, ensuring that the inmate who placed the call remains on the line.

The Investigator Pro™ incorporates technology developed for the United States Department of Defense for its own voice security and detection applications. The Investigator Pro™ provides a suite of Voice Analytic software modules designed specifically to assist the County in the secure management of our inmate phone system.



The Undisputed Leader in Using Voice Biometrics

ICSolutions is the only vendor to have successfully implemented Investigator Pro™ with our Inmate Telephone System at more than **40 facilities** where we serve nearly three dozen distinct clients as the Prime ITS Contractor. We have helped to enroll thousands of inmate voices and trained countless jail investigators, and our clients have been satisfied with our voice biometrics solutions for nearly a **decade**.

INMATE CALLING SOLUTIONS

With Investigator Pro™ in place, County investigators can **scan all recordings and instantly identify recordings on which any chosen inmate's voice appears**. Investigators will then be able to jump directly to the time during any call when that inmate speaks. They will also be able to scan and leap forward to the exact moment when a 3-way call attempt is detected. These scanning tools dramatically speed up investigations.

How the Investigator Pro™ Continuous Biometric Analysis differs from other systems:	Investigator Pro™	Other Biometric Applications
Ensures PIN owner identity at start of call	YES	YES
Ensures PIN owner identity throughout call	YES	NO
Alerts you if other inmates appear on the call	YES	NO
Identifies the voices of all inmates on call	YES	NO
Helps stop inmates stealing others' PINs	YES	YES
Helps stop inmates sharing others' PINs	YES	NO
Ensures validity of the call database	YES	NO
Alerts investigators when ITS abuse occurs	YES	NO
Finds and reports patterns of in-call suspicious behavior	YES	NO
Searches database based on inmate voices	YES	NO
Leads investigators to high-risk phone calls	YES	NO

Seeing our success with using this technology, other inmate phone vendors are now beginning to follow suit and offer the same Investigator Pro™ product – but there is a key difference: **Experience**. These other vendors do not have the experience and expertise that ICSolutions has in integrating Investigator with their phone systems. Only ICSolutions has proven time and time again that **Investigator Pro™ works with our ENFORCER® calling system**.

The Investigator Pro™ is more than just a biometric application. Because ICSolutions has built it right in to The ENFORCER® platform, the biometric information combines with The ENFORCER®'s calling records and recordings to power a whole range of advanced investigative and security tools that no other inmate calling system can offer. Please refer to **Exhibit K** for more detailed information about Investigator Pro™.

ICER Service

At no cost to the County, ICSolutions can also provide JLG's new ICER (Inmate Inter-Communications Evaluation and Reporting) technology. Using voice biometric technology and a shared database of inmate voice prints made available through the ICER Consortium, ICER is the only system on the market that detects and reports **telephone calls made between inmates at one or more correctional facilities**. ICER has been successfully used in pilot programs at multiple county and state facilities, and ICSolutions is proud to be currently working with JLG Technologies to make the **New Hampshire DOC** the first-ever full deployment of ICER.

Cell Phone Control (Detection & Analysis)

The following Cell Phone Control products are offered as optional, value-added services which can be deployed at the County's discretion.

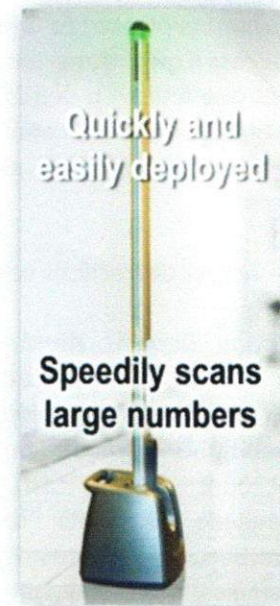
CellSense

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.



Cellebrite's UFED Ultimate

ICSolutions will provide **Cellebrite's UFED Ultimate** all-in-one mobile forensic solution. UFED Ultimate performs physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, and more! UFED Ultimate will give you unparalleled access to investigative cellular data.

UFED Ultimate also includes *UFED Physical Analyzer*, the most powerful and feature-rich mobile forensics tool in the industry. UFED Physical Analyzer highlights the most critical components of an extracted phone's memory data, making navigating through the data easier and more flexible than ever. Users can generate reports, print them, and/or save them to their computer in PDF, HTML, XLS, and XML formats.

ICSolutions has included more detailed information about the CellSense and Cellebrite UFED Ultimate products in **Exhibit O**.

Access Corrections Product Suite

ICSolutions is a member of the Keefe Group of companies, which offers several product lines to **efficiently manage inmates from booking to release** – including ICSolutions' phone service, Keefe's commissary and banking services, and Access Corrections' advanced technology solutions.

ICSolutions is pleased to offer – at no cost – our deposit services, email, and other related services from our **Access Corrections** line of products (also available from Keefe). These integrated services provide not only **phone and web deposit services**, but also print-and-deliver **inmate email**, Data Detective™ **inmate/consumer link analysis**, and **debit release cards**. These services will reduce the amount of mail inspection, cash-handling, and other administrative duties that jail staff must perform to support inmate services.

These Access Corrections services are described below:

- ❖ **Lobby Deposit Kiosks:** Lobby Deposit Kiosks are multi-functional kiosks that allow visitors to add funds to an inmate's commissary/trust account, an inmate's debit phone account, or to the visitor's prepaid phone account – using cash, credit card, or debit card. Multiple accounts can be funded with one transaction. This provides convenience for friends and families, saves time, and increases funding for inmate accounts—and commission revenues for Anderson County. These kiosks are part of the total **Secure Deposits** package which includes deposits via the web and by telephone that ICSolutions provides through our partners at Access Corrections—one of our partners in the Keefe family of companies.
- ❖ **Secure Deposits online:** In order to allow family and friends to make deposits online, we operate a secure website 24/7/365. Depositors can visit our Secure Deposit website at www.inmatedeposits.com and setup an account. All that is required to set up an account is an email address and a personal password. If a user does not currently have an email account, the website will direct them to a free email provider such as Yahoo or Hotmail in order to create an email account.



This secure website is the same website used for our Secure Mail™ program, so once an account is created; the customer can use the same account for both Secure Mail and Secure Deposits.

Depositors have the following functions available to them:

- Recipient list – Users are allowed to create a recipient list that will allow them to add as many inmates as they choose. This list allows the users to efficiently add funds to an inmate’s account.
 - View deposit history – Each user is able to view their history for every deposit made from the website to each inmate’s account.
 - Edit account information – Users are able to enter in current information such as address and telephone number that will be used to process all deposits made
 - Add funds – Users are able to simply click on a button, provide their debit/credit card information and make a deposit.
 - Remove inmate – User can choose to remove the selected inmate from their recipient list at any time.
- ❖ **Secure Deposits by phone:** Access Corrections also offers a toll free phone number for friends and family to deposit funds using their MasterCard or Visa debit/credit card into an inmate’s account. Our bilingual (English & Spanish) Customer Service Representatives (“CSR’s”) collect all account holder information that is required to gain approval for the use of the credit card.

We have 96 in-house customer service representatives that are specifically trained to handle customer’s phone deposits, transaction history, complaints and financial discrepancies. Our CSRs are available during the heavy call traffic of 7:30AM to 7:00PM (CST) M-F. We also provide support after normal business hours with a highly trained third party call center providing service from 7:00PM to 11:00PM (CST) M-F.

Secure Deposits also accepts payments from Western Union and other walk-in payment services.

- ❖ **Debit Release Cards:** With Keefe’s KeepTrak banking system in place, ICSolutions can provide MasterCard-branded release cards for inmates, eliminating the need for facilities to cash on-site at the Jail for trust and phone account refunds. Our program equips the released inmate with a fully functional and featured bank card helping them get established back in the financial world. ICSolutions will provide all pre-paid, MasterCard branded cards for the program free of charge to the facility. Each program carries the following advantages:

- ✓ Both the instant issue card and permanent card are **FDIC Insured**
- ✓ Instant Card issued upon release for immediate access to funds
- ✓ Both cards provide signature or PIN-based purchase transactions -**Allowing our card to be used anywhere MasterCard is accepted**
- ✓ Bi-lingual Customer Service
- ✓ 24/7 x 365 account access
- ✓ Accepted at millions of merchants worldwide

INMATE CALLING SOLUTIONS

The Upgraded Permanent Card offers free direct deposit and free real-time account management and transaction reporting online.

All pre-paid cards can be converted to a reloadable card, allowing for direct deposit at over 80,000 locations. All Point-of-Sale transactions, both PIN and signature based, are completely free of charge with the instant issue card.

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

- Friends & family log in to our secure website www.accesscorrections.com to send email messages
- Many payment options including Debit Card and Credit Card
- Photo messaging options are available
- Inmate reply options are available
- Bilingual (English/Spanish) with translations for facility staff review
- No risk of contraband or dangerous content
- Saves time in processing mail
- **Word Watch Filter Software scans each message for words or phrases** that are predefined by each facility, enabling faster review by facility personnel
- **Revenue Source** – the County may add up to \$0.35 for every message received which will be **passed through as a commission**

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



- 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
- Web based program so authorized facility staff are able to view from their own desktop computer.

This tool will automatically be applied to all payment information. Please refer to **Exhibit J** for more information about the Access Corrections products.

Jail Management System by Zuercher

Should the County decide to explore other JMS options, now or in the future, ICSolutions has **exclusive distribution rights** to offer Zuercher Technologies' JMS solution at a very reasonable cost to our clients. We would be happy to talk with the County about the possibility of including JMS technology in the Inmate Telephone Services contract, and to discuss the financial impact of providing these services.

The Zuercher's **ledsJail JMS** solution brings integration, ease of use, and configurability to jail records management. It's designed for easy record keeping, efficient completion of routine tasks, and quick access to all the information you need to stay up-to-date on daily jail operations.

It includes wizards to guide you through the booking and release processes, ensuring that all required steps are completed and all necessary forms filled out. Automated sentence calculation, cell recommendation, and approved/denied visitor lists eliminate guesswork. Agency-configurable features such as inmate classification forms, medical history questionnaires, and inmate alerts allow you to gather exactly the information you need. Daily tasks are simplified, like scheduling inmate activities and contacts, passing medications, managing inmate bank and property, and tracking court events. Shift logs and incident reports make it easy to document everything from routine cell checks to major behavioral incidents.

ledsJail integrates seamlessly with other third party financial systems to manage the billing of inmate expenses. Other third party applications can be integrated with ledsJail based on our platform technology, system architecture and experience.

The ledsJail JMS solution puts the information and tools you need at your fingertips: glance at the main display for alerts such as multiple inmates with the same name or upcoming magistrate deadlines, log victim notification attempts, make cell transfers, easily generate bond forms and probable cause forms, create digital lineups, and much more.

Please refer to **Exhibit N** for more information about Zuercher's ledsJail Jail Management System.

Video Visitation by VizVox

ICSolutions can also offer the County the latest in video visitation technology through our partners, **VizVox**. In recent competitive bids where inmate phone and video visitation services were compared side by side, the ICSolutions-VizVox team repeatedly has come out on top. In fact, ICSolutions has already installed our inmate phones along with the VizVox video visitation system to clients in **California, Michigan, Colorado, New York, South Dakota, Illinois, Wisconsin, Florida, and Missouri**, with new installations scheduled each month.

If the County is interested in Video Visitation, we would be happy to perform a **free site evaluation** and pricing estimate, upon request.

INMATE CALLING SOLUTIONS

The VizVox Video Visitation Kiosk system is an internet-based video communication technology specifically designed for the corrections industry. The VizVox system is turnkey, completely digital and IP-based, and has unlimited expansion capabilities to meet Anderson County's needs for years to come. Leveraging Hewlett Packard network technology and Microsoft Windows based technology, **VIZVOX** can provide for onsite and optional remote video visitation sessions (when equipped with appropriate internet bandwidth) and ensure full motion, real time video and audio communications regardless of the number of simultaneous sessions scheduled or in progress. It provides all of the following features and functions:

- Real time, full motion video communication between VizVox Watchman G3 units in the visitation center(s) and units deployed throughout the Facility
- Live Monitoring of all active video visitation sessions at the control station and from any computer with internet access
- Simultaneous recording and long term storage of all video visitation sessions in digital MPEG4 format for on-demand replay via a computer with an internet connection
- The VizVox Network Management Suite which will allow the network administrator to manage the entire video visitation network, including setting visitor registration and session scheduling parameters
- VizVox Browser-Based Session Scheduling Module that allows approved and registered visitors to schedule a visitation session with eligible inmates, without any facility interaction
- VizVox Browser-Based Visitor Registration Module which allows visitors to register with the Visitation Visitor Database from any location with internet access

VizVox also offers the opportunity for remote visitation, which can generate additional revenue for the facility. With remote visitation, inmates' loved ones avoid the cost and time investment of traveling to the facility for live visits. In exchange for this convenience, many facilities charge a small fee for remote visitation sessions. While this fee is still less than the cost of traveling to the facility, it helps the facility to offset the cost of providing bandwidth in support of remote visitation.

The VizVox Video Visitation system can offer the County many unique features, including:

- A completely digital video visitation system utilizing digital camera technology – Reducing hardware and potential points of failure associated with standard analog to digital hybrid systems
- It's more than Video Visitation! The VizVox Watchman G3 is capable of integrating with the Facilities' inmate telephone service, JMS, and commissary provider; and of offering optional Grievance Filing, Law Library Research Services, Inmate 411 Broadcast, and Video Arraignment
- To the best of our knowledge, VizVox is the only video visitation system that provides a low voltage DC power source over the video network to support the power requirements of the video visitation units, **eliminating the need for a dedicated AC power infrastructure**
- Video Security Enhancement – the Watchman G3 units can provide additional video security for the Facility by utilizing the camera (when not in use by an inmate) for general facility monitoring

COMPETITIVE PROPOSALS: Proposals shall be by sealed bid and will be opened as to avoid disclosure of contents until all negotiations with prospective vendors have been completed. Upon completion of award all proposals shall be open for public inspection. Proposals will be evaluated and award based upon the basis of the following:

Evaluation Criteria	
Commissions & Revenue	20%
References from Current Accounts	20%
Qualifications & Experience	10%
Equipment & Services Offered	20%
Capability to Perform Services	20%
Financial Responsibility	10%

ICSolutions Response:

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

Negotiations may be conducted with prospective vendors who submit proposals. All vendors shall be accorded fair and equal treatment with respect to any opportunity for negotiation and revision of proposals. Revisions to proposals shall be permitted for the purpose of obtaining the best proposal for the services requested herein. The Anderson County Purchasing Agent reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of Anderson County and the Anderson County Sheriff's Department.

ICSolutions Response:

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

DEMONSTRATIONS: The Anderson County Sheriff's Department shall reserve the right to require a thirty (30) day demonstration of services offered. Such demonstration shall be at no cost to Anderson County and shall be for the purpose of evaluation of offered services.

ICSolutions Response:

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

BID PROPOSALS: Proposals shall be submitted in the form as set forth by the Anderson County Purchasing Agent. Vendors shall submit all required forms to the Purchasing Office with proposal.

ICSolutions Response:

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

The Anderson County Purchasing Agent reserves the right to reject any and all proposals or waive portions thereof and to choose the proposal which best meets the needs and requirements of Anderson County and the Anderson County Sheriff's Department.

ICSolutions Response:

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

INMATE CALLING SOLUTIONS

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5. GENERAL TERMS & CONDITIONS

1.1 ALTERATIONS OR AMENDMENTS: Alterations, amendments, changes, modifications or additions to this solicitation shall not be binding on Anderson County without prior written approval.

ICSolutions Response:

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

1.2 NO CONTACT POLICY: After vendor receives a copy of this bid, any contact initiated by any vendor with any Anderson County representative, other than the Purchasing Department, concerning this invitation for bid is prohibited and agreements made thereto will not be considered binding on Anderson County. Any such unauthorized contact may cause the disqualification of the bidder from this procurement transaction.

ICSolutions Response:

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

1.3 QUESTIONS: Any questions concerning the bid document must be submitted to purchasing@andersontn.org no less than ninety-six (96) hours before bid opening date.

ICSolutions Response:

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

1.4 BID CLOCK: The bid/time clock in the Anderson County Purchasing office will be the time of record.

ICSolutions Response:

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

1.5 TAXES: Anderson County is not liable for Federal excise or State sales tax. Tax exemption certificates will be provided upon request.

ICSolutions Response:

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

1.6 CONFLICT OF INTEREST: As requested by the Purchasing Agent, vendors must complete and submit a "Conflict of Interest Affidavit Statement" prior to contract award, see T.C.A. 5-14-114 and T.C.A. 12-4-101.

ICSolutions Response:

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

1.7 NON-COLLUSION: Vendors, by submitting a signed bid, certify that the accompanying bid is not the result of, or affected by, any unlawful act of collusion with any other person or company engaged in the same line of business or commerce, or any other fraudulent act punishable under Tennessee or United States law.

ICSolutions Response:

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

1.8 NON-DISCRIMINATION: Vendors, during the performance of this contract, will not discriminate against any employee or applicant for employment because of race, religion, sex, national origin or disability except where religion, sex, national origin or disability is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor.

ICSolutions Response:

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

1.9 SAME AS OR EQUIVALENT TO: Vendors are to bid as specified herein or propose an approved equal. Determination of equality is solely Anderson County's responsibility. The designated brands are for reference purpose only, not a statement of preference. When an alternate manufacturer, brand, model or make is bid, Anderson County will determine if the item bid does meet or exceed the items as specified. If the bidder does not indicate that an alternate manufacturer, brand, model or make is being bid, it is understood that the item(s) bid are the same manufacturer, brand, model or make as was requested in the Invitation to Bid. Comparable products of other manufacturers will be considered if proof of comparability is contained in the bid. It shall be the responsibility of the vendors, including vendors whose product is referenced to furnish upon request catalog pages, brochures or other data as will provide an adequate basis for determining the quality and functional capabilities of the product offered. Failure to provide this data may be considered valid justification for rejection of bid.

ICSolutions Response:

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

1.10 MULTIPLE BIDS/AWARDS: Anderson County will consider multiple bids that meet specifications. Bid awards may include multiple approved vendors and the list of approved vendors may be added to or deleted from at any time.

ICSolutions Response:

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

1.11 STATE OF TENNESSEE CONTRACTORS' LICENSE LAW (T.C.A. 62-6-119 b): No bid will be opened or considered for which the total cost of the project is twenty-five thousand dollars (\$25,000) or more, unless the outside of the sealed bid envelope/package containing the bid provides the following information: the Company Name, the Contractor's license number, license classification, the date of the license expiration and that part of each license classification applying to the bid. In addition, each heating ventilation or air conditioning, plumbing and electrical subcontractor's license number, date of the license expiration and that part of each classification applying to the bid if the value of the work is \$25,000 or greater, must be notated. If the value of either the contractor or the subcontractor's work is less than \$25,000, the bid envelope/package containing the bid is to be notated with the phrase "Contractor or Subcontractor's Bid is Less than \$25,000" after each appropriate heading. In the case of joint ventures, each party submitting the bid must provide this information. If no subcontractors are being used, the outside of the envelope/package containing the bid must state, "No Subcontractors are being used on this project."

ICSolutions Response:

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

1.12 ACCEPTANCE: Vendors shall hold their price firm and subject to acceptance by Anderson County for a minimum period of sixty (60) working days from the date of the bid opening, unless otherwise indicated in their bid. To be supplied their conformity with specifications, their suitability to the requirements of Anderson County and the delivery terms. Any or all bids may be rejected for good cause.

ICSolutions Response:

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

1.13 BID AWARDS: Bids will be awarded to the lowest and best bidder, taking into consideration the qualities of the articles to be supplied, their conformity with specifications, and their suitability to the requirements of Anderson County and the delivery terms. Anderson County also reserves the right to not award this bid.

ICSolutions Response:

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

1.14 PROTEST: Any vendor wishing to protest the bid award shall notify in writing the Anderson County Purchasing Agent and the County Law Director, 101 S. Main Street, Suite 310, Clinton, TN 37716. No protest will be accepted, except those protests made in writing and received within ten (10) calendar days of the bid award. Protests must be in writing and envelopes/package containing protest must be clearly marked with bid number and words "BID PROTEST." The Purchasing Agent, in conjunction with the Purchasing Commission, and with the advice and counsel of the County Law Director, shall review and make a final decision as to any bid protest. Appeals shall be filed in the Circuit or Chancery Courts of Anderson County within sixty (60) days of the final decision.

ICSolutions Response:

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

VENDORS PLEASE NOTE: ANDERSON COUNTY WILL NOT STOP THE PURCHASE PROCESS. THE PURCHASE MAY BE COMPLETED OR THE PROJECT MAY BE RE-BID WHILE THE PROTEST PROCEDURE IS STILL IN OPERATION. IF A RE-BID IS MADE, THE PROTESTING VENDOR SHOULD SUBMIT A NEW BID. OTHERWISE, THEY WILL BE WITHOUT A BID ON THE RE-BID. FURTHER, THE RE-BIDDING WILL NOT END THE APPEALS PROCESS. IT WILL CONTINUE UNTIL A FINAL DECISION IS REACHED OR THE COMPLAINANT WITHDRAWS THE APPEAL.

ICSolutions Response:

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

1.15 DELIVERY: Bid pricing is to include complete supply and delivery to Anderson County, Tennessee. Vendors are to state the delivery time in the bid. Anderson County requires that vendors deliver all products "free on board" to final destination unless indicated otherwise in their bid, reference Terms & Conditions section 2.4.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has included our delivery timeline in our Project Plan in **Exhibit F**.

1.16 PROOF OF FINANCIAL AND BUSINESS CAPABILITY: Bidders must, upon the request of Anderson County, provide satisfactory evidence of their ability to furnish products or services in accordance with the terms and conditions of these specifications. Anderson County will make the final determination as to the bidder's ability.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We have included our Audited Financial Statements, as requested by the County, in **Exhibit I** of our response.

1.17 VENDOR'S DEFAULT: Anderson County reserves the right, in case of vendor default, to procure the articles or services from other sources and hold the defaulting vendor responsible for any excess costs occasioned thereby.

ICSolutions Response:

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

1.18 DUPLICATE COPIES: Anderson County requires that all vendors submit one original and one exact copy of their bids, including brochures; unless additional copies are requested in bid specifications.

ICSolutions Response:

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

1.19 DRUG-FREE WORKPLACE: Under the provisions of Tennessee Code Annotated §50-9-113 enacted by the General Assembly effective 2001, all employers with five (5) or more employees who contract with either the state or a local government to provide construction services are required to submit an affidavit stating that they have a drug free workplace program that complies with Title 50, Chapter 9, in effect at the time of submission of a bid at least to the extent required of governmental entities. The statute imposes other requirements on the contractor and contractors should consult private legal counsel if legal questions arise under this section or any other provision of this document. All contractors shall provide a written affidavit signed by the principal officer of a covered employer acknowledging that the contracting entity is in compliance with the Drug Free Workplace laws of State of Tennessee.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. We have included our completed Drug-Free Workplace Affidavit, signed by our principal officer, in **Tab 7**.

1.20 RESTRICTIVE OR AMBIGUOUS SPECIFICATIONS: It is the responsibility of the bidder to review the entire Invitation to Bid document and to notify the Purchasing Department if the Invitation to Bid is formulated in a manner that would unnecessarily restrict competition or if it is ambiguous in what is being requested. The Purchasing Agent must receive questions regarding the specifications or bid procedures not less than seventy-two (72) hours prior to the time set for the bid opening.

ICSolutions Response:

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

1.21 SCHOOL CAFETERIA BIDS: If this bid is for Anderson County School's Cafeteria Food Service Department, bidders must be in compliance with Section 104(d) of the William F. Goodling Child Nutrition Reauthorization Act of 1998 which requires school and institutions participating in the National School Lunch Program (NSLP) and School Breakfast Program (SBP) to "Buy American" to the maximum extent practicable.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As this bid is not for the Anderson County School's Cafeteria, this requirement is not applicable.

1.22 TERMINATION: Anderson County reserves the right to terminate this contract in whole or in part with thirty (30) days written notification to the contractor. In the event of termination, the County shall not be liable for any costs other than the cost of services performed and materials delivered and accepted prior to termination date.

ICSolutions Response:

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

1.23 OSHA SAFETY: The Contractor is responsible for training their employees in Safety and Health Regulations for the job, assuring compliance with Tennessee Occupational Safety and Health regulations and any other Regulatory Agency.

ICSolutions Response:

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

1.24 PERFORMANCE BOND: A standard surety or performance bond or an irrevocable letter of credit in favor of Anderson County Government at a federally insured financial institution will be required to be submitted with bid, if indicated in section four, item six insurance requirement checklist.

ICSolutions Response:

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

1.25 BACKGROUND CHECKS: Contractors shall comply with Public Chapter 587 of 2007, as codified in Tennessee Code Annotated Section 49-5-413, which requires all contractors to facilitate a criminal history records check conducted by the Tennessee Bureau of Investigation and the Federal Bureau of Investigation for each employee prior to permitting the employee to have contact with students or enter school grounds when students are present.

ICSolutions Response:

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

1.26 AWARD RESULTS: As soon as practicable after proposal or bid evaluations, Anderson County shall post the award decision to its web page: <http://andersontn.org/purchasing.html>. Individual notices are normally not mailed ore-mailed except to the successful vendor.

ICSolutions Response:

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

1.27 PRICE INCREASE/DELIVERY CHARGES: Request for price or delivery charge increases must be received in writing 30-days prior to implementation. The Anderson County Purchasing Agent will review requests and make a determination to continue or cancel services.

ICSolutions Response:

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

1.28 INDEMNIFICATION/HOLD HARMLESS: Contractor shall indemnify, defend, save and hold harmless Anderson County and, its officers, agents and employees from all suits, claims, actions or damages of any nature brought because of, arising out of, or due to breach of the agreement by Contractor, its subcontractors, suppliers, agents, or employees or due to any negligent act or occurrence or any omission or commission of Contractor, its subcontractors, suppliers, agents or employees.

ICSolutions Response:

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

1.29 DECLARATIVE STATEMENT: Any statement or words (i.e.: must, shall, will, etc.) are declarative statements and the proposer must comply with the condition. Failure to comply with any such condition may result in their bid being non-responsive and disqualified.

ICSolutions Response:

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

1.30 WAIVING OF INFORMALITIES: Anderson County reserves the right to waive minor informalities or technicalities when it is in the best interest of Anderson County.

ICSolutions Response:

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

1.31 APPROPRIATION: In the event no funds are appropriated by Anderson County for the goods or services in any fiscal year or insufficient funds exist to purchase the goods or services, then the Contract shall expire upon the expenditure of previously appropriated funds or the end of the current fiscal year, whichever occurs first, with no further obligations owed to or by either party.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As the contract for this bid will not result in any cost to the County for goods or services, this requirement is not applicable.

1.32 ASSIGNMENT: Contractor shall not assign or sub-contract this agreement, its obligations or rights hereunder to any party, company, partnership, incorporation or person without the prior written specific consent of Anderson County.

ICSolutions Response:

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

1.33 QUANTITIES: Anderson County does not guarantee quantities to be purchased off this bid.

ICSolutions Response:

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

1.34 UNIT PRICE: Unit price for each unit bid shall be shown and such price shall include packing unless otherwise specified. A total shall be entered in the amount column of the pricing page for each item bid. In case of discrepancy between any unit price and an extended price, the unit price will be presumed to be correct, subject, however, to correction to the same extent and in the same manner as any other mistake.

ICSolutions Response:

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

1.35 MODIFICATION OR WITHDRAWAL OF BIDS: When it is certain that a mistake has been made in the preparation of the bid, a request will be made to the bidder to confirm the bid. Provisions must be made so that mistakes can be taken care of and the ambiguity resolved satisfactorily. Bids may be modified or withdrawn by written notice received in the Purchasing Department prior to the time and date set for the bid opening. The changes or withdrawal of the bids should be in writing and signed by an official of the company. The envelope containing the modification should clearly state "modification to bid: Either the entire bid or a particular item may be withdrawn or modified in this manner.

ICSolutions Response:

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

1.36 PRE-BID CONFERENCES: Attendance at Pre-bid Conference is strongly encouraged. When deemed necessary a Mandatory Pre-bid Conference will be held. A company representative MUST be in attendance and sign the Pre-bid sign-in sheet in order to be awarded the bid.

ICSolutions Response:

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

1.37 ADDENDUM: Anderson County Government reserves the right to amend this solicitation by addendum. Addendum will be posted to the website purchasing@andersontn.org/purchasing.html up to 48 hours in advance of the bid/proposals due date and time. It is the bidder's responsibility to check the website for addendum. If in the County's opinion revisions are of such a magnitude, the deadline for this solicitation may be extended in an addendum. In addition, addendum can change specifications, reply sheets, and times and dates for pre-bid meetings as well as due dates/deadlines for questions and bids/proposals.

ICSolutions Response:

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

INMATE CALLING SOLUTIONS

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6. FINANCIAL OFFER

Highlights of our financial offer for the Anderson County, Tennessee are:

- ✓ **Reduced, Simplified Calling Rates with No Per-Call Surcharges!**
- ✓ **A Commission Rate of 81.1% of Total Gross Revenue for All Inmate Telephone Calls**
- ✓ **A \$19,000.00 Minimum Monthly Guarantee in Commissionable Revenue!**
- ✓ **Optional Inmate Voicemail to Generate Additional Commission Revenue**
- ✓ **Optional Value-Added Services Available:**
Investigator Pro™ + Cell Phone Forensics

year 228,000

In addition, our offer for the Jail includes all of the following at absolutely **no cost to the County**:

- ✓ Centralized call processing via the ENFORCER®
- ✓ 50 stainless steel inmate telephones
- ✓ 1 TDD/TTY device
- ✓ 2 dedicated workstations with printers
- ✓ All necessary Inmate Phone System hardware, software, and licenses
- ✓ Installation, training, and warranty, maintenance, and support for the life of the contract
- ✓ Interface to JMS for automated PINs
- ✓ Interface to Commissary for cardless debit calling & over-the-phone commissary ordering
- ✓ **Pre-Call Biometric Voice Verification ("Voice Print")**
- ✓ **Word Detective® keyword search** powered by Nexidia
- ✓ **The ENFORCER® IVR systems**
 - The AttendantSM informational IVR for inmates and public callers
 - The CommunicatorSM 100% paperless inmate communications portal
- ✓ Online storage of inmate call recordings and data for the life of the contract
- ✓ 99.999% system uptime guarantee
- ✓ 24 x 7 x 365 live, U.S.-based technical service (for facility staff) & customer service (for called parties)

Commission Rate

ICSolutions will pay Anderson County commissions at the rate of **81.1% of Total Gross Revenue**. Commissions are calculated monthly as the stated percentage of gross revenue generated by **all completed inmate calls of every kind – including interstate calls**. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

The monthly commissionable revenue will be approximately \$21,000.00, based on the industry-standard spending rate of \$70.00 per inmate each month. In order to allow for fluctuations in inmate population, ICSolutions will guarantee the County **not less than \$19,000.00** of Total Gross Revenue each month, on which commissions will be calculated at the rate of 81.1%.

ICSolutions Pays One Commission Rate for All Calls:

ICSolutions would like to highlight the fact that, for each facility, we will pay the **proposed commission rate on all types of calls** – including **interstate calls** whose rates are capped by the FCC, calls to cell phones, prepaid and debit calls, collect calls, and any other types of calls that are connected through the ICSolutions Inmate Telephone System. Other vendors are using the recent FCC ruling as a political reason to avoid paying commissions on interstate calls, but ICSolutions has not adopted this practice. **We will pay the proposed commission rate on all completed calls of every kind, without exception.**

Why is Guaranteed Revenue Important?

It's important to note that, when companies gouge consumers (friends and family members) with exorbitant fees, those consumers have less money left over to pay for commission-generating phone calls. Therefore, evaluating commission offers is a complex undertaking, requiring a full understanding of the proposed rates and fees, and all the components that can impact your actual commission dollars.

Some vendors avoid paying commissions on their revenues by assessing a long list of non-commissionable fees. Vendors may also define certain calls as special call types, outside the scope of traditional collect, prepaid, or debit calling. For these calls, the vendor may charge higher rates and pay lower commissions than the traditional calling options which were disclosed in the RFP response. This practice may result in consumers paying higher prices for phone calls and facilities receiving lower commissions.

For example:

In a recent bid for an Inmate Telephone Services contract for a smaller County facility in Texas, it was revealed through public bid documents that the current vendor had instituted two types of "promotional calls," which were not commissioned at the same rate as traditional Collect, Prepaid Collect, and Debit calling. While the prices for these call types were \$9.99 per call to \$14.99 per call, the County received commissions of only 3% on the \$9.99 calls and 10.7% on the \$14.99 calls. These calls equated to more than 25% of the total calls from this County's facilities.

This means **the current phone vendor is collecting more than 90% of the revenue from over a quarter of the phone calls** placed from this facility!

Because such a large portion of the call traffic was moved to the lower-commission-rate call categories, the County was missing out on a great deal of commission revenue. In fact, had the County received its regular commission rate on these calls, they may have received upwards of an additional \$135,000 in annual commissions.

The practices described above result in an inflated-looking commission rate percentage that might look good in a proposal, but in real life means **less actual revenue for the County.**

While comparing commission percentages on their face value can be an important part of the proposal evaluation process, the true test will come each year, as you add up the actual commission checks you've received. **Guaranteed revenue eliminates all uncertainty and ensures that the County can meet its budgetary demands, each and every year.**

Inmate Voicemail (Optional)

To further increase your commission revenue, ICSolutions can deploy our optional Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of \$1.00 per message. **The County will receive 50¢ of each message fee as additional commission revenue.**

Additional Value-Added Services Available

Utilizing our preferred vendor pricing, ICSolutions can offer the following additional value-added services, each of which would have an impact on our compensation offer for the County. Information about each of these products has been included in our proposal:

- **Cell Phone Forensics**
 - CellSense Cell Phone Detection – one (1) portable unit can be provided, with one (1) percentage point deducted from the proposed commission rate
 - Cellebrite Cell Phone Analysis – can be provided, with three (3) percentage points deducted from the proposed commission rate
- **Jail Management System (JMS) by Zuercher Technologies** – detailed pricing information available upon request
- **Video Visitation System by VizVox** – detailed pricing information available upon request
- **Investigator Pro™ Continuous Voice Identification** – can be provided, with a 2¢-per-minute non commissionable JLG Licensing Fee added to the cost of calling

Please note that Pre-Call Voice Biometrics (voice print) is included in our base offer, at no cost and with no impact on the County's compensation or the cost of calling.

Reduced, Simplified Calling Rates

ICSolutions proposes a reduced, simplified calling rate plan featuring one per-minute rate for all local and long-distance calling in the United States:

Price Per Minute (No Surcharges!):	
Anywhere in the United States: 21¢ per minute	International: 50¢ per minute

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Our proposed rates are more economical for inmates and their loved ones and easier to understand than the rates currently in place at Anderson County – and they are fully compliant with all FCC and State regulations.

INMATE CALLING SOLUTIONS

Furthermore, simple, postalized rates can increase call volumes (and thereby **increase total commission revenue**) by creating a better value for inmates and their loved ones. Because there is no per-call surcharge, telephone customers are not financially penalized for shorter-duration calls and dropped cell phone connections, and inmates can feel free to call their loved ones more often. With this pricing scenario, we predict that the County will experience **greater inmate and constituent satisfaction** with the inmate phone system, and **fewer complaints**.

ICSolutions will also eliminate some of the standard fees associated with inmate calling, such as the Bill Statement Fee and Refund Fee. With ICSolutions, calling will be easier and more cost-effective than ever before. ICSolutions is proud to have some of the lowest account fees in the industry – leaving **more funds available for commission-generating inmate calling**. The list below includes many of the fees that are charged by vendors in the Inmate Telephones Services industry today. ICSolutions' charges are noted in the center column:

Industry Fee	ICSolutions Fee Amount	Applies To
Bill Statement Fee	FREE – waived for Anderson County!	Collect
Funding Fee	\$7.95 per phone or website transaction	Prepaid
Mail-In Payment Fee	FREE	Prepaid
Western Union Payment Fee	FREE	Prepaid
Refund Fee	FREE – waived for Anderson County!	Prepaid
Regulatory Recovery Fee	FREE	Prepaid
Wireless Admin Fee	FREE	Prepaid
Single Bill Fee	FREE	Collect
Paper Statement Fee	FREE	Collect
Account Setup Fee	FREE	Prepaid
Account Maintenance Fee	FREE	Prepaid
Inactive Account Fee	FREE	Prepaid
Account Close-Out Fee	FREE	Prepaid
Non-Subscriber Line Charge	FREE	Collect & Prepaid
Inmate Station Service Charge	FREE	Collect & Prepaid
Cellular Telephone Surcharge	FREE	Collect & Prepaid
Third-Party Payment Processing Fee	FREE	Prepaid
State Regulatory Recovery Fee	FREE	Collect & Prepaid
Check/Money Order Processing Fee	FREE	Prepaid

DRUG-FREE WORKPLACE AFFIDAVIT

STATE OF TEXAS

COUNTY OF BEXAR

The undersigned, principal officer of Inmate Calling Solutions, LLC d/b/a ICSolutions, an employer of five (5) or more employees contracting with Anderson County, government to provide construction services hereby states under oath as follows:

1. The undersigned is a principal officer of ICSolutions (hereinafter referred to as the "Company"), and is duly authorized to execute this Affidavit on behalf of the Company.
2. The Company submits this Affidavit pursuant to T.C.A. § 50-9-113, which requires each employer with no less than five (5) employees receiving pay who contracts with the state or any local government to provide construction services to submit an affidavit stating that such employer has a drug-free workplace program that complies with Title 50, Chapter 9, of the *Tennessee Code Annotated*.
3. The Company is in compliance with T.C.A. § 50-9-113.

Further affiant saith not.



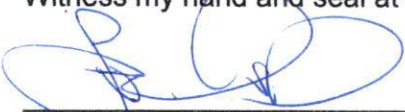
 Principal Officer

STATE OF TEXAS

COUNTY OF BEXAR

Before me personally appeared Brendan Philbin, with whom I am personally acquainted (or proved to me on the basis of satisfactory evidence), and who acknowledged that such person executed the foregoing affidavit for the purposes therein contained.

Witness my hand and seal at office this 13th day of June 2014.



 Notary Public

My commission expires: April 7, 2015





BID NUMBER: 4490

BID TITLE: Inmate Telephones & Services

SECTIONS: 2, 3, 4 AND 6 OF THIS FORM ARE TO BE SUBMITTED/RETURNED WITH YOUR BID AS PART OF THE CONTRACT BID DOCUMENTATION.

SECTION 2.

BID INFORMATION

- 2.1 I acknowledge the receipt of:
(Please write "Yes" if you received)
Addenda 1 Yes Addenda 2 Yes
Addenda 3 Yes Addenda 4 Yes
- 2.2 Please list and include in your bid packet all warranty information concerning length and coverage below ("Standard Mfg. Warranty" is unacceptable):
Full warranty for contract term, no cost
- 2.3 Guaranteed days till delivery after receipt of purchase order: 45 days
- 2.4 Additional Shipping, Freight or Handling Fees
\$ 0.00 Total. (To be added to bid.)
- 2.5 If bid varies from the specifications, make full explanation.
- 2.6 Payment terms shall be n/a % n/a days. Offers of less than 20 days will not be considered in bid evaluation. Anderson County's normal payment terms of Net 30 will be adopted if no other terms are quoted and accepted.
- 2.7 Bid Pricing will remain stable 120 days from bid opening.
- 2.8 Bidding on "all or none" basis Bidding on "low item" basis . (Please check one)
- 2.9 Will you honor additional purchases at this same price?
 Yes No
- 2.10 Cooperative Purchasing Agreement: Vendors are to indicate if it is permissible for other governmental agencies in the State of Tennessee to purchase these items or services at the same price. Freight charges may be adjusted to reflect differences in delivery costs to other locations.

Please indicate vendor's approval of the Cooperative Purchasing Agreement. Yes No

The undersigned agrees if bid is accepted, to furnish all license information.

State of Tennessee Business License Number:
License # 0453151

State of Tennessee Contractors' License Number: (See item 1.11)
License # n/a

SECTION 3.

VENDOR INFORMATION

Inmate Calling Solutions, LLC d/b/a ICSolutions

Vendor Name
2200 Danbury Street

Vendor Address

City San Antonio

State Texas Zip 78217

Telephone Number 866-228-4040

Fax Number 210-693-1016

Mike Kennedy

Contact Person (Please Print)

mkennedy@icsolutions.com

E-Mail Address

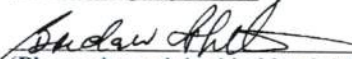
Taxpayer Identification Number: Social Security, Employer Identification Number:

82-0559085

What is the major service or product your company provides? (Explain/Describe)

Inmate Telephone System & Services

Authorizing Signature:


(Please sign original in blue ink)

I agree to abide by all Terms and Conditions of this Invitation to Bid and certify that I am authorized to sign this bid for the vendor. Failure to include any information mentioned in the bid or to comply with these bid instructions may result in rejection of your entire bid. Signing the Bid Form affirms that the original Invitation for Bid document has not been altered in any way.



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 that 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 127 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 5,000 inmates, to as few as 50 or less. All of our clients rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

In the role of technology subcontractor, ICSolutions provides our ENFORCER® calling system to more than 20 additional clients. These accounts range in size from small local facilities, to large state DOCs housing as many as 44,000+ inmates. ICSolutions is restricted from offering these clients as references because our subcontractor agreements are governed by non-disclosure. However, we feel it worth mentioning these accounts because they further substantiate The ENFORCER® as truly scalable, hardened technology that can be configured to perform well in a wide variety of correctional environments.

In the ten years that ICSolutions has been in business, we have not lost a single customer 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 services. **That's why we invite you to call anyone on our client list.**

Adams County, CO

Lt. Chris Laws
(303) 655-3412

Anne Arundel County, MD

Superintendent Terry Kokolis
(410) 222-7374

"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. The customer service and technical support Adams County receives is exceptional. Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."

Melanie Gregory, Technical Services Manager
Adams County Sheriff's Office, CO

Anoka County, MN

Lt. Tim Smith
(763) 323-5071

Arlington County, VA

Captain Bruce Black
(703) 228-7263

Ashland County, WI

Lt. Tony Jones
(715) 685-7640

Baldwin County, AL

Lt. Greg Thicklin
(251) 580-2524

Baltimore County, MD

Mike Novia
(410) 512-3427

Bexar County, TX

Raul Banasco
(407) 702-5666

Boone County, IN

Major Mike Nielsen
(765) 483-3363

Calumet County, WI

Lt. Mark Wiegert
(920) 849-2335

Carroll County, MD

Major Steve Reynolds
(410) 386-2445

Beaufort County, SC

Jeff Vortisch
(843) 255-5180

Blackford County, IN

Holly Clevenger
(765) 348-0930 x3201

Boulder County, CO

Don Keeler
(303) 441-4682

Cameron County, TX

Sgt. Sergio Moore
(956) 561-0454

Carson City, NV

Sgt. Carl Fry
(775) 283-7845

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

Major Steve Reynolds
Carroll County, MD

Cass County, MO

Captain Mitch Phillips
(816) 380-8336

CCA- Laredo Processing Center, TX

Lisa Helgesen
(318) 424-8125 x3137

CCA- Webb County, TX

Lisa Helgesen
(318) 424-8125 x3137

Cecil County, MD

Major Randy Rudy
(410) 996-5800

Charles County, MD

Lt. G. K. Duffield
(301) 609-5931

Champaign County, IL

Captain Allen Jones
(217) 819-3546

"Our old system was so difficult to use, we could not block numbers from our desk and investigators hardly used the call recordings. Now they burn it up."

Lt. Duffield
Charles County, MD

ICSolutions® Client List

Christian County, MO

Captain Bryan Gillman
(417) 830-5849

Dane County, WI

Captain Richelle Anhalt
(608) 284-6165

Dodge County, WI

Rodney Kreitzman
(920) 386-3733

"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service.

Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."

Molly Soblewski, Jail Administrator
Dodge County Detention Facility, WI

Door County, WI

Lt. Tammy Starnard
(563) 599-0746

Cowley County, KS

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

Danville County, VA

Director Frank Mardavich
(434) 799-5219

Douglas County, KS

Lt. Gayland Guinn
(785) 830-1019

"Since going with ICSolutions we have increased our phone revenue by 45%. The customer support and technical support provided is exceptional. The software is very user friendly; staff uses the system to monitor phone calls which is a great tool to provide facility security. Overall, we are very pleased with ICSolutions and would recommend using their services."

Lt. Tammy Starnard
Door County Jail, WI

Dubuque County, IA

Steve Hahlen
(563) 599-0746

Erie County, NY

Daniel R. Centinello
(716) 517-1072

Fairfax County, VA

Captain Derek Degeare
(703) 246-7839

Floyd County Correctional Institute, GA

Warden Jeff Chandler
(706) 236-2490

Floyd County Jail, GA

Chief Deputy Tom Caldwell
(706) 233-0075

Fond du Lac County, WI

Captain Kevin Galske
(920) 929-3259

"Selecting ICSolutions has increased revenues and Customer Service allows for prepaid, calling cards and the traditional collect calls for the incarcerated residents. The operating system, "Enforcer", is user friendly and available technology allows for detectives to listen to recorded calls from their offices on desk top computers."

Chief Deputy Strand
Fond du Lac County Sheriff's Office, WI

Franklin County, OH

Lisa Taylor
(614) 525-4607

Frederick County, MD

Lt. Joe Crisp
(301) 600-3065

GEO - Care Montgomery, TX

Linda Stewart
(936) 522-4200 ext. 4205

GEO - Southbay, FL

Olufemi "Femi" Ojo
(561) 992-9505 ext. 106

GEO - Western Region Detention Facility, CA

Christopher St. Jean
(619) 232-9221

Grafton County, NH

George Baldwin
(603) 787-2019

Graham County, AZ

Commander Tim Graver
(928)428-3141

Hamilton County, FL

Sheriff Harrell J. Reid
(386) 792-2004

Hampshire County, MA

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

"We are very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of the installation. The debit card feature has been well-received by inmates and our call volume (and commission revenue) continues to climb. ICSolutions has delivered everything they promised and more."

Sheriff J. Harrell Reid
Hamilton County Jail, FL

Harford County, MD

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

Howard County, MD

Lt. Larry Wilson
(410) 313-5215

Huntington County, IN

Karen Polling
(260) 356-2520

"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and they handle everything else for us. We at Huntington County would highly recommend ICSolutions."

Kent Farthing, Sheriff
Tom Carney, Major
Audrey Carney, Matron
Huntington County Sheriff's Dept., IN

Iowa County, WI

Sgt. Roseann Rossing
(608) 935-3314

Jackson County, TX

Jim Omecinski
(361) 782-5407

Kane County, IL

Commander Corey Hunger
(630) 208-2060

Kewaunee County, WI

Lt. Joe Tremi
(815) 777-2141

Hoover City, AL

Lt. Chris Graves
(205) 739-7119

Hunt County, TX

Captain Daniel Looney
(903) 453-6873

Jackson County, GA

Henry Thompson
(706) 387-6453

Jo Daviess County, IL

Sgt. John Korth
(815) 777-2141

Kent County, MD

Captain Charles Mench
(410) 778-6025

King's County, CA

Commander Jolene Vento
(559) 584-1431 x4101

"We recently moved into a new jail and out of all of our vendors you're the only vendor that did what you said you were going to do. Service is a big deal to us and your people are very receptive, polite and knowledgeable. The remote access to the ICS system by outside agencies saves us time and manpower. We are also very pleased with the 60% increase in revenue over our previous vendor."

Commander Jolene Vento
King's County, CA

Lafayette County, FL

Sheriff Brian Lamb
(386) 294-1222

Lake County, MI

Chief Deputy Dave Dagen
(231) 745-2712

Lamar County, MS

Major Mike Harlin
(601) 794-3559

Langlade County, WI

Diane Baker
(715) 627-6403

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

Diane Baker, Jail Administrator
Langlade County, WI

Larimer County, CO

Staci Shafer
(970) 498-5213

"ICSolutions offers a comprehensive software program that is very user friendly. We have successfully used the investigative tools to benefit us on many criminal cases. Family complaints are minimal and the prepaid collect ability allows inmates to call cell phones that they were unable to do prior to us bringing ICSolutions on board. I would gladly recommend ICSolutions to other facilities looking for a new inmate phone system vendor."

Laurie Stolen, CJM
Larimer County Sheriff's Office, CO

Lasalle Claiborne Parish Detention Facility, LA

Kevin Sumrall
(318) 232-1500

Lincoln County, TN

Chris Thornton
(931) 433-3111

Livingston County, MI

Lt. Jeff Leveque
(517) 540-7939

Macomb County, MI

Michele Sanborn
(586) 307-9348

Marinette County, WI

Robert Majewski
(715) 732-7630

"...at Marinette County it's not all about the money-although our revenue has increased significantly. We tend to believe that product quality and customer service comes first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

Robert Majewski, Jail Administrator
Marinette County, WI

McHenry County, IL

Janice Lumpp
(815) 334-4683

"ICSolutions has been our provider for the inmate phone system for a few years. The revenue has increased substantially and continues to do so without effecting the inmates' family and friends. The program, especially the investigative tools, is user friendly and very sufficient. The company in all aspects is commendable; customer service, technical support to system updates. This is a great company to work with and I highly recommend ICSolutions."

Janice Lumpp, Program's Director
McHenry County, IL

Mecosta County, MI

Captain Wood
(231) 592-0150

Midland County, TX

Daniel Ochoa
(432) 553-0312

McNairy County, TN

Sheriff Guy Buck
(731) 645-1004

Middle Peninsula Regional Jail, VA

Lt. Mary Hodges
(804) 758-2219

Minnehaha County, SD

Warden Jeff Gromer
(605) 978-5502

Mitchell County, GA

Warden Bill Terry
(239) 336-2045

Monroe County, FL

Sarah Saunders
(318) 841-3130

"In November 2008, a defendant pled guilty and was adjudicated guilty to (1) conspiracy to import 1,000 or more kilos of marijuana, (2) conspiracy to possess 61 kilograms of cocaine on board a vessel subject to the jurisdiction of the United States, and (3) possession with intent to distribute 66.9 grams of cocaine. Our Monroe County SO investigation with the trafficking in cocaine of approx 70 grams and seizure of approx \$50,000.00 in cash, and then a later seizure of \$15,000 in cash was all seized due to monitoring one phone call from the ICS system. The ICS system is a proactive and reactive resource for law enforcement and proved to be invaluable tool for our agency and our investigators. You can monitor calls real time. We have even been able to monitor the call, have investigators play a 3rd party and subsequently complete a successful transaction."

Lt. Nancy Alvarez
Monroe County Sheriff's Office, FL

MTC - East Mississippi Correctional Facility, MS

Terry Arnsdorff
(604) 485-5255

MTC - Bridgeport TTC

Warden David McComis
(940) 683-3010

MTC - East Texas Treatment Facility

Warden Mike Bell
(903) 655-3300

MTC - Giles Dalby Correctional Facility

Warden Stephen McAdams
(806) 495-2175

MTC - Marshall County Correctional Facility, MS

Rebecca Martin
(662) 274-0232

MTC - Otero County, Prison, NM

Warden James Frawner
(575) 824-0605

MTC - South Intermediate Sanction Facility

Donnie Jones
(723) 223-0601 ext. 238

MTC - Walnut Grove Correctional Facility, MS

Keeley Morgan
(601) 253-2348 ext. 202

MTC - West Texas Intermediate Sanction Facility

Warden Susan Payne
(806) 637-4032

MTC - Wilkinson Correctional Facility, MS

Assistant Warden Troy Gordanier
(601) 888-3199

MTC - Willacy Correctional Facility, TX

Warden Randy Treon
(956) 232-0326

Muscatine County, IA

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

New Hampshire DOC

William Wrenn
(603) 271-5603

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

William Wrenn, DOC Commissioner
New Hampshire DOC

Ocala Re-Entry Center, FL

Sandy Malpica
(352) 351-1280

Onondaga County, NY

Captain George Manolis
(315) 435-5881 ext. 233

Osceola County, FL

Captain Yuberky Almonte
(407) 742-4426

"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."

Captain George Manolis
Onondaga County, NY

Outagamie County, WI

Captain Dave Kiesner
(920) 832-5617

Ozaukee County, WI

Lt. Jeff Sauer
(262) 238-8432

"IC Solutions has provided exceptional customer service and technical support to Ozaukee County. IC Solutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with IC Solutions has been very professional and productive. I would highly recommend IC Solutions to any facility considering them for phone services."

Lt. Jeffrey Sauer, Jail Administrator
Ozaukee County, WI

Palo Pinto County, TX

Walt Rucker
(940) 659-1290

Pemiscot County, MO

Lt. Josh Bost
(573) 333-4101

Petersburg City, VA

Sheriff Vanessa Crawford
(803) 733-2369 ext. 4125

Placer County, CA

Sgt. Mark Mackay
(530) 889-6931

Ramsey County, MN**Adult Workhouse Center**

Captain Marshall Tschida
(651) 266-1458

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

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

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

Rutherford County Work Center, TN

Superintendent Bernard Salandy
(615) 642-9133

Sacramento County, CA

Matt Petersen
(916) 874-7166

Santa Ana City, CA

Jaime Manriquez
(714) 245-8104

Santa Barbara County, CA

Lt. Tim McWilliams
(805) 681-4047

"Switching to ICSolutions was a great decision that has paid off for the City in many ways. We benefit from high quality customer service for inmates, families and the City, and the technology is the best we've ever had. Updates are provided automatically so that we always have the latest and greatest. On top of that, revenue from the system has increased by 53%."

Chris Laugenour, Principal Management Analyst
Santa Ana City Jail, CA

Santa Cruz County, CA

Michelle Rodriguez
(831) 454-3184

Simpson County, MS

Captain Fred Williams
(601) 847-2130

"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment's notice to fix a problem. You can't beat that! As if that wasn't enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can't say enough about the software and how easy it's been working with ICS."

Tracy Herfindahl
Santa Cruz County, CA

Somerset County, MD

Warden Louis Hickman
(401) 651-9223

Southwest Virginia Regional Jail Authority

Mike Price
(276) 739-3520

St. Louis County, MO

Tricia Rodgers
(314) 615-5761

St. Mary's County, MD

Michael Merican
(301) 475-4200 ext. 2241

"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. The responsiveness of technical support, sales staff, and local repair personnel is exceptional. In addition, the system is feature-rich, offering an excellent group of investigative features."

Tricia Rodgers, Court Administrator
St. Louis County, MO

Stearns County, MN

Mary Ann Terwey
(320) 656-6649

Summit County, OH

John D. Barrickman
(330) 643-2151

Sunflower County, MS

Sheriff James Haywood
(662) 887-2121

Sussex County, VA

Sheriff Raymond Bell
(434) 246-5000

"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone one call gets a service man here to take care of the problem. I can highly recommend ICSolutions' service".

Eddie Bounds, Jail Administrator
Sunflower County, MS

Transition House, FL

Facility Director Rivera
(407) 846-0068

Ulster County, NY

Sheriff Paul VanBlarcum
(845) 340-3303

Virginia Peninsula Regional Jail Authority, VA

Major Frank Huotte
(757) 820-3903

Walworth County, WI

John Delaney
(262) 741-4510

"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."

Sgt. Howard Sawyers, Jail Training Sergeant
Walworth County, WI

Warren County, OH

Adela H. Dingman
(513) 695-1320

Washington County, MD

Warden Craig Rowe
(240) 313-2121

"Warren County has been using ICSolutions since 2004 and we have been extremely satisfied with the service. The revenue we receive on inmate calls have increased significantly since our move to ICSolutions. They have also been very instrumental in aiding our Prosecutor's Office in closing cases and convicting criminals. The customer service is top of the line. We have never had an issue that was not resolved quickly. The program itself is easy to navigate through and use with minimal training involved. We are a very satisfied customer and would gladly recommend ICSolutions as an inmate phone system to anyone."

Adela Dingman, Telephone Operations Supervisor
Warren County, OH

Washington County, OH

Ben Arnold
(740) 374-7667 ext. 14

Washington County, WI

Captain Shirley Miller
(262) 335-6860

"ICS has provided our department with a much more customer friendly service to offer the inmate's families. The technical support center staff is very courteous and responsive to our service needs. The knowledgeable staff keeps us well informed on the progress of problems that we report until a fix is found. We look forward to continuing to provide the inmates and their families with fair and reliable phone services through ICS."

Shirley Miller, Jail Administrator
Washington County Jail, WI

Waukesha County, WI

Cindy Greco
(262) 548-7889

Waushara County, WI

George Peterman
(920) 765-1498

Wicomico County, MD

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

Winnebago County, WI

Captain Greg Cianciolo
(920) 236-7339

Wyoming DOC

Jamie Spezzano
(307) 777-8508

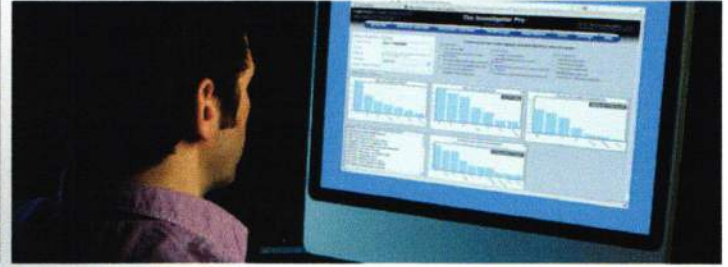
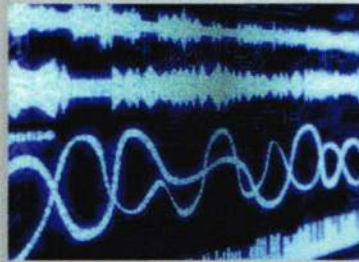
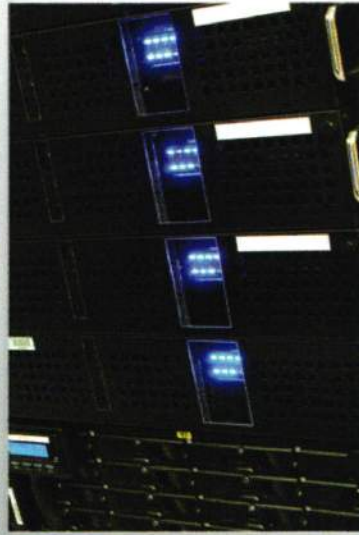
Yakima County, WA

Milt Ewing
(509) 574-2104

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

Jamie Spezzano
Wyoming DOC



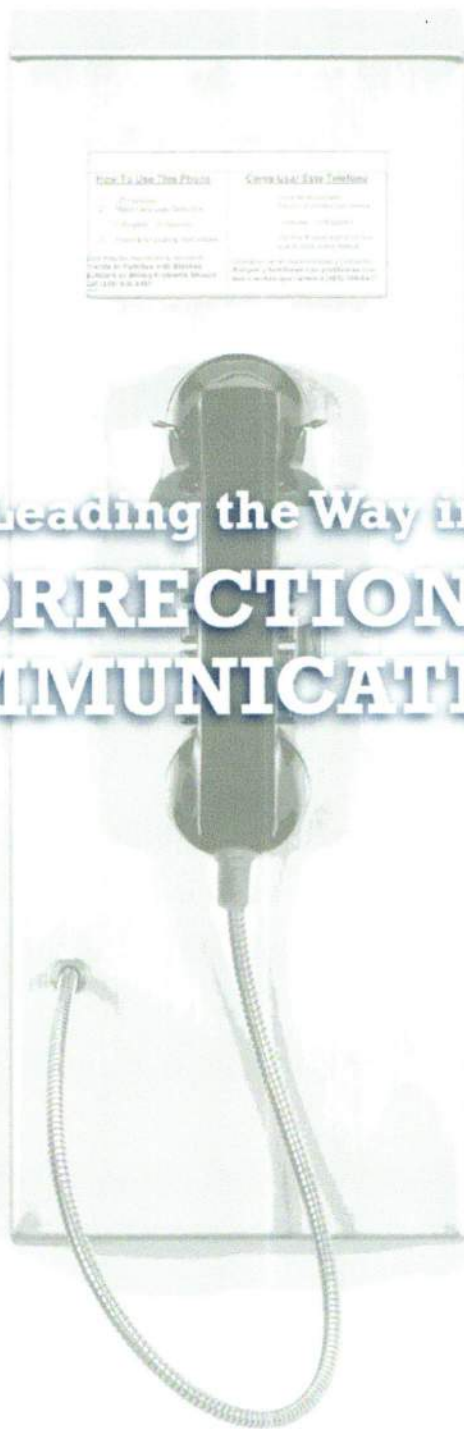


Leading the Way in
**CORRECTIONAL
COMMUNICATIONS**

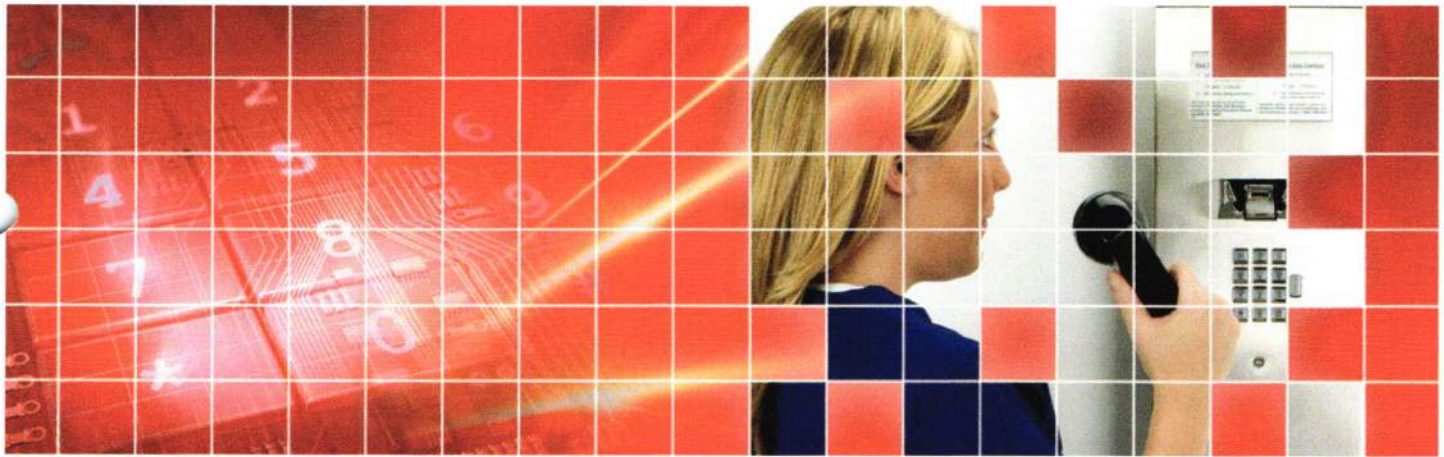


Innovative Solutions and Exceptional Service





Leading the Way in
**CORRECTIONAL
COMMUNICATIONS**



Inmate Calling Solutions (ICSolutions®)

A leading provider of telecommunications products and services designed specifically for the corrections industry.

Our mission is to offer correctional facilities **the most technologically advanced and sophisticated inmate telephone system available**. Our turn-key, market-specific telecommunications products meet the unique challenges of today's dynamic corrections environment, and we back it up with unsurpassed technical support and customer service. ICSolutions' innovative inmate calling services help inmates stay connected with their family and friends and let correctional facilities optimize the calling platform investigative capabilities.

ICSolutions was founded in 2002 to address two trends in telecommunications that were dramatically impacting the corrections market: the emergence of Competitive Local Exchange Carriers (CLEC), and the proliferation of cellular phones as the primary communications method for many households.

Because neither of these communication methods supported collect call billing, the corrections industry experienced increased blocked calls and plunging revenue, not

to mention more complaints from both inmates and families.

ICSolutions was formed out of a billing company that specialized in innovative technology and alternative billing methods. Armed with billing and taxation expertise, the company launched its Point-of-Sale Prepaid Collect™ (PSPC™) application, a revolutionary approach to inmate calling which incorporates a complimentary first call to friends and family with direct access to a live billing agent and multiple payment options. Others have attempted to copy the PSPC application, but ICSolutions is still the only company in today's market that offers free account setup and management options.

ICSolutions remains committed to blazing a trail in the corrections industry by offering innovative technology and superior customer service. The company's flagship system, The ENFORCER®, is engineered to maximize call completion, thereby allowing lower calling rates to the consumer while increasing the revenue stream for correctional facilities.

Solutions

Joining Forces



Keefe Group has been exclusively serving the correctional industry since 1975. Over the past 35+ years, Keefe has become the market leader in providing high-quality products specifically designed for the safety and security of the correctional environment, state-of-the-art technologies which increase the safety and efficiencies of correctional operations, and automated commissary management services. Keefe Group has expanded its correctional offerings by recently acquiring ICSolutions, a leading provider of inmate phone technologies and services. Together, the Keefe Group companies combine to provide the most innovative and integrated variety of products, technologies and services available to the correctional industry, through one single provider. We look forward to continuing to provide our customers with the highest quality products, state-of-the-art technologies and exceptional service, all integrated into a single provider solution.

Keefe Supply

Since its inception, Keefe Supply has been a pioneer in providing high-quality, secure commissary products to the correctional market. By developing a full line of private label brands and partnering with many name brand companies, Keefe ensures that the right products and packaging reach the correctional market. A company-wide commitment to always being accountable for the ultimate satisfaction of every customer has been the key to the company's success and consistently keeps it head and shoulders above the competition.

Keefe Commissary Network (KCN) When you're ready to turn over your commissary operation to an outside provider, count on KCN as your dependable partner. It's the nation's leading privatized commissary provider, serving more inmates than all of its competitors combined. By listening closely to what the customers need, and writing and supporting all of their own software, KCN has set the

industry standards for commissary technology. Whether your facility houses 50 or 10,000 inmates, KCN offers the flexibility and convenience you need to manage your commissary.

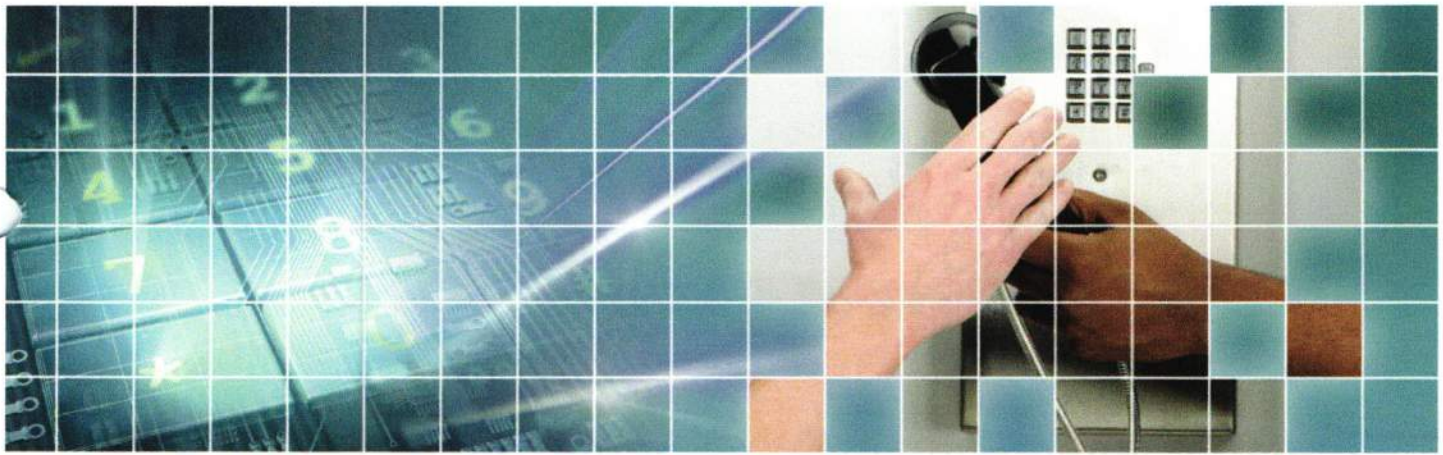
Access Securepak®

The Access Securepak Custom Package Program is designed to meet the unique needs of correctional facilities and inmates' loved ones alike. The program not only allows inmates' family members and friends to send packages, it also eliminates contraband and reduces labor and package processing time. With customized online ordering and pre-printed order forms, customers may choose a method best suited for their needs. It's the most comprehensive such program in the correctional industry.

Access Corrections™

Keefe Group established Access Corrections to develop and offer new technologies and services that increase efficiencies and security throughout the correctional industry. Leading the way on several fronts, Access Corrections helps correctional facilities streamline the way they manage and process the flow of information, financial transactions and entertainment for inmates and their families.





Transforming the Inmate Calling Industry

Why You Should Choose ICSolutions

As one of the fastest-growing inmate calling providers in the country, ICSolutions combines fully integrated hardware and feature-rich software applications to deliver a comprehensive set of call processing, recording, monitoring and investigative features, along with expansive turn-key payment services. Key elements of our state-of-the-art service package include:

- The ENFORCER® leading-edge call processing platform
- Integrated recording and monitoring
- Unparalleled networking capabilities
- Unlimited remote access
- Validation and fraud prevention features
- Point-of-Sale Prepaid CollectSM (PSPCSM)
- Industry-leading continuous voice biometrics
- Visitation recording and monitoring
- Established interfaces with inmate trust, commissary, JMS and victim notification systems
- V2TM video visitation solutions
- CELL *detective*TM cellular phone detection solutions
- 24/7 customer service and tech support

ICSolutions is guided by a seasoned management team that boasts more than 200 years combined experience in the industry. Now backed by the expertise of the nation's largest commissary provider, the company is positioned to transform the inmate calling industry through continued investment in research and development and expanded capabilities.

ICSolutions' seamless integration with Keefe's commissary and banking system is one of the many advantages to this new enterprise. Utilizing The ENFORCER call-processing platform, inmates will be able to place commissary orders, check account balances and directly access trust funds for debit calling. This integration results in administrative efficiency, expanded calling options, increased call completion and ultimately, more revenue for our clients.

By leveraging their formidable management experience and the industry expertise of Keefe Group, **ICSolutions has become the benchmark by which all other inmate telephone service providers are measured.**



Why You Should Choose ICSolutions

A COMMITMENT TO EXCELLENCE

We're committed to providing the most innovative, technologically advanced telecommunications solutions to correctional facilities. We develop our products with your unique needs in mind, bringing the reliability, flexibility and capabilities that your constantly evolving industry demands. Features include:

- A superior call-control platform
- Flexible administrative capabilities
- Extensive fraud prevention features
- Advanced investigative tools to improve efficiency
- Continuous voice biometric identification
- Time-saving features in a sophisticated call player
- Access to ICSolutions and Keefe Group products

EXCEPTIONAL CUSTOMER SERVICE

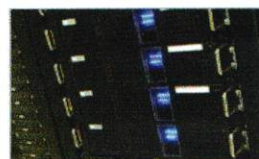
At ICSolutions we understand that the cornerstone of a lasting partnership is exceptional customer service. That's why we've always made it our top priority and can boast a 99% customer retention rate—the highest in the industry. Our goal is to continually exceed your expectations by providing the most timely and innovative solutions for all your needs, including:

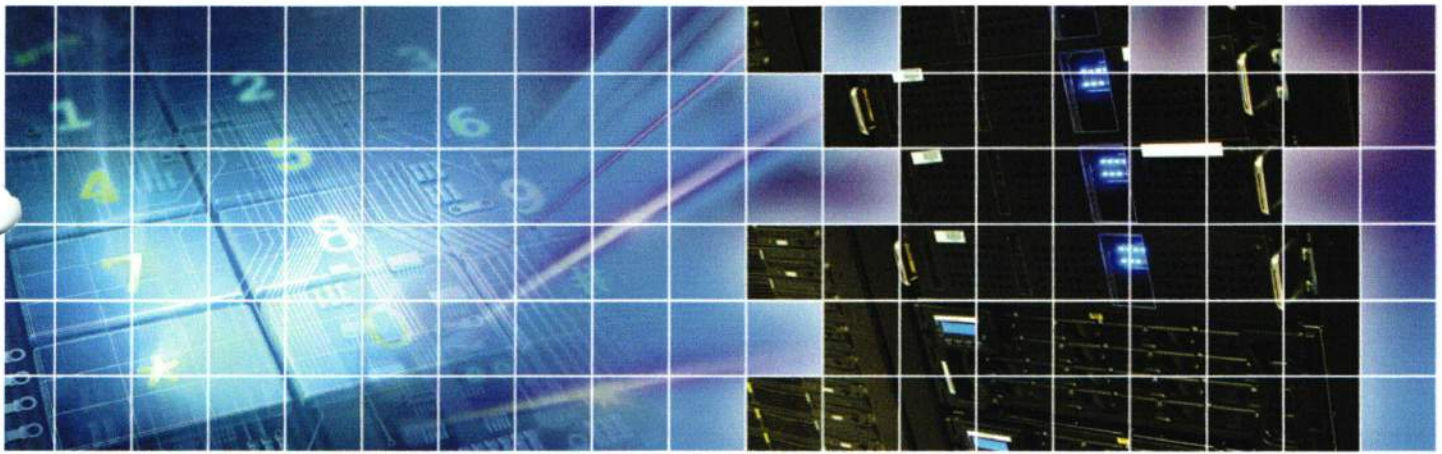
- Professionally planned and coordinated service transition
- Dedicated account management
- 24/7 certified technical support
- A nationwide network of local repair technicians

SUPERIOR REVENUE GENERATION AND ACCOUNTABILITY

ICSolutions delivers on our promise to significantly increase your facility's revenue by providing inmates' families and friends with flexible payment options and real-time access to live payment agents. And we do so with fewer obstacles and complaints by providing:

- The highest call completion
- Flexible call rates and commission plans
- Reasonable fee options
- A real-time revenue audit trail
- Multiple payment methods
- 24/7 called party support with access to live, bilingual agents



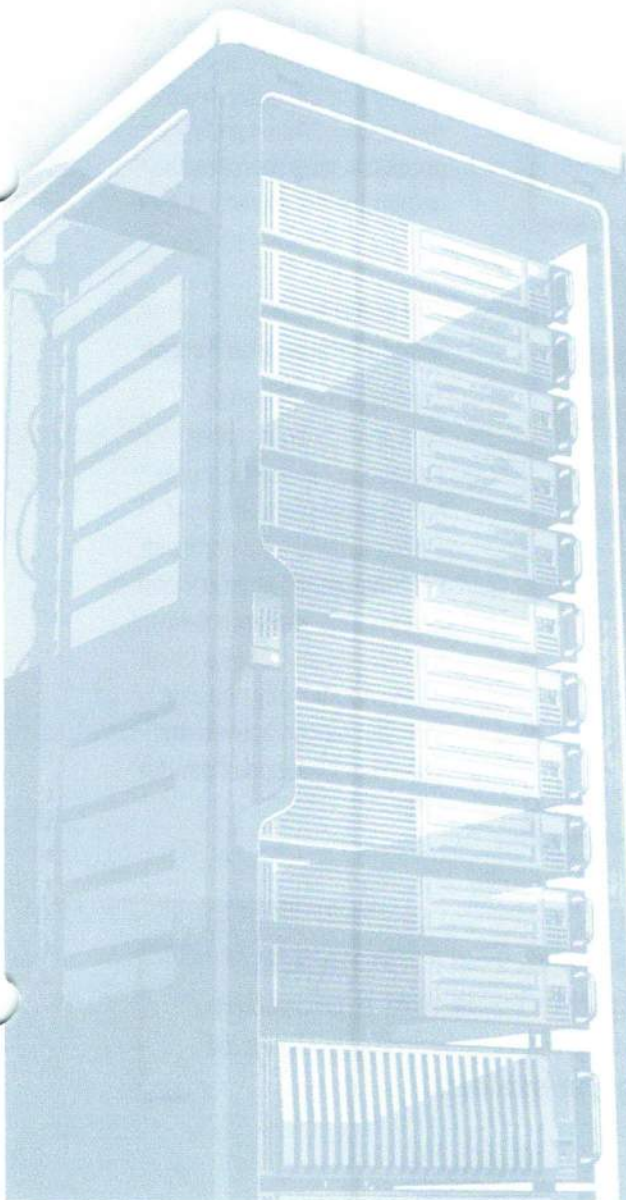


The ENFORCER® Advantage

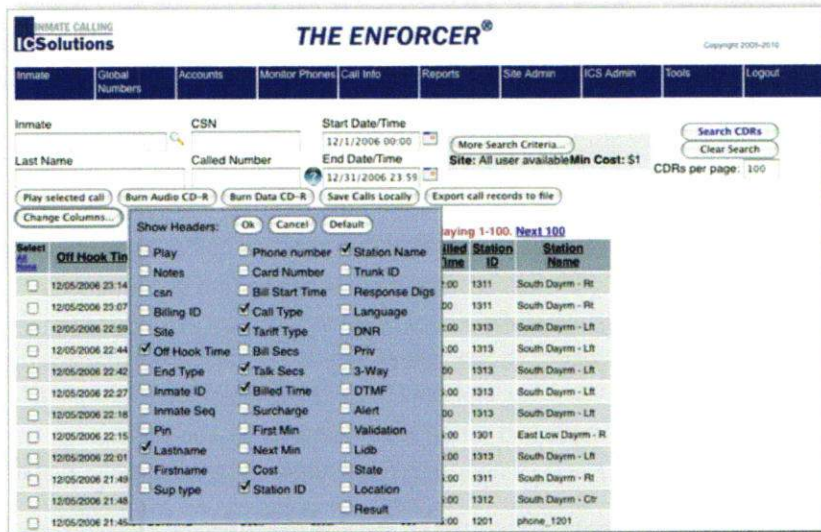
Inmate Call Processing Technology

The ENFORCER® by ICSolutions is a fully integrated, self-contained, call-processing platform that leverages state-of-the-art hardware and a Linux-based operating system coupled with a PostgreSQL relational database. We developed The ENFORCER to address our customers' needs and performance demands. All components for placing automated collect, debit and prepaid calls, digital call recordings, silent call-monitoring and data collection are contained within a single, compact unit, ensuring optimum performance and maximum efficiency. The ENFORCER Advantage provides:

- Up to 40 percent increased call volume
- Integrated collect, debit and prepaid collect calling options
- Flexible call rate options
- Total accountability, via real-time rating and validation of commissions
- Time savings – real-time interface to jail management and commissary systems
- Voice print – PIN verification
- Continuous voice analysis-imposter identification
- Innovative investigative tools
- Unlimited remote access
- Onboard self diagnostic applications
- Free software upgrades throughout contract term
- 24/7 technical support

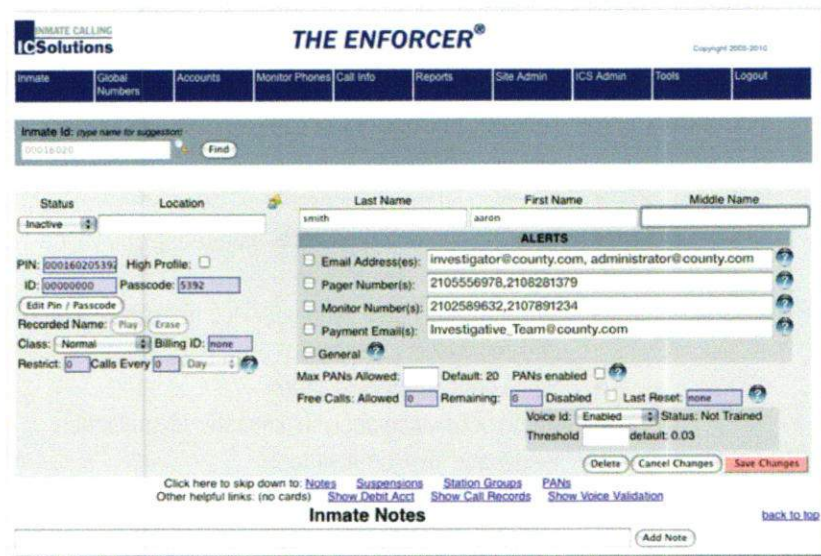


The ENFORCER® Advantage



The ENFORCER Custom Display Screen

The system is equipped with extensive search capabilities. By accessing the "Call Info" module, the user can customize the data fields that are displayed. He/she can also customize the screen layout by selecting the data columns to display and the order in which they appear. These preferences can then be set as the default for that particular user.



The ENFORCER Inmate Information Screen

The system is designed to support "single screen navigation," whereby a user can access all information/calling activity for a particular inmate from the Inmate Profile Screen. This approach delivers operational efficiencies for all users. Additionally, the user/investigator can activate the various alert options from this screen.

"We're very pleased with The ENFORCER system and the investigative tools that it provides. We solved a number of open cases within days of installing the system."




Point-of-Sale PrePaid CollectSM (PSPCSM)

Unique Prepaid Calling Alternative

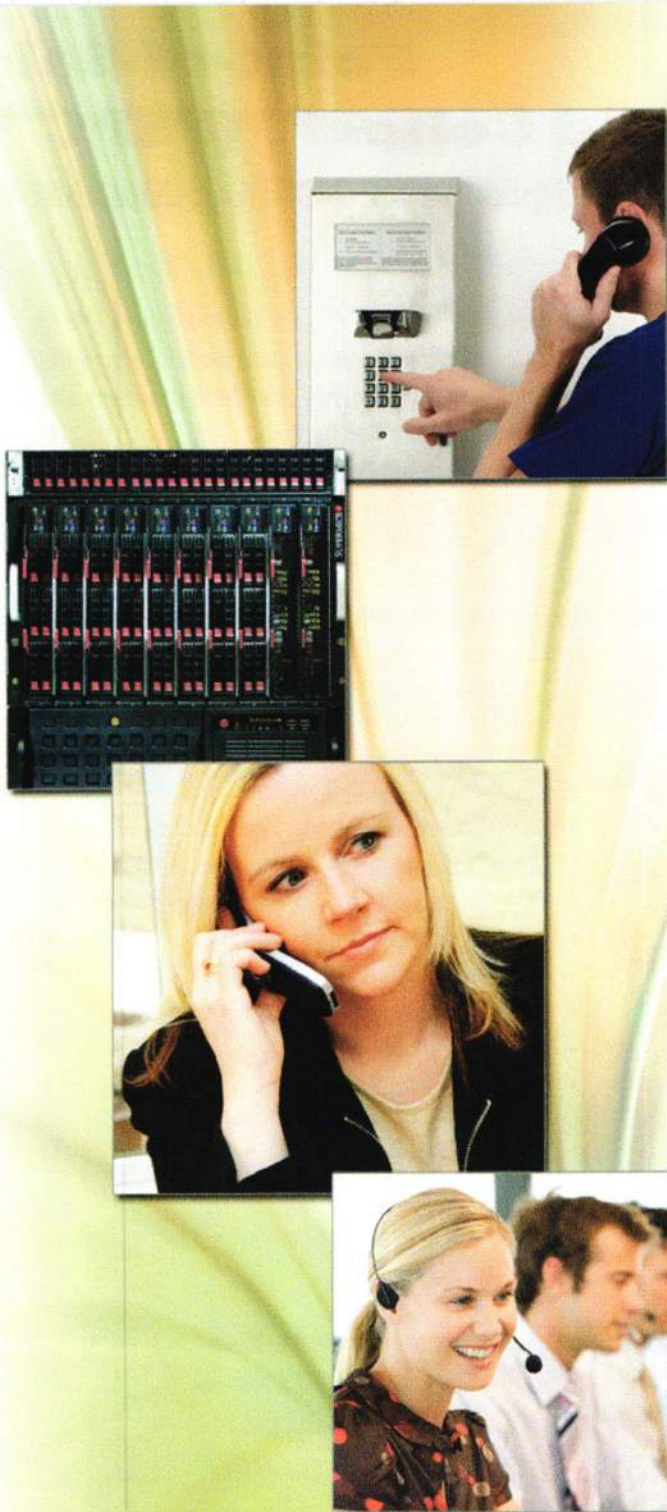
With the unique Point-of-Sale PrePaid Collect (PSPC), ICSolutions brings prepaid calling alternatives to the corrections industry. **Offering real-time payment alternatives** for called parties that would otherwise be blocked due to credit issues or lack of billing arrangements, PSPC instead connects the called party with our customer service center to establish billing arrangements. An account is typically set up in 15 minutes or less, and inmate calling access is available. Other Point-of-Sale PrePaid Collect advantages include:

- Up to 40 percent increased call volume
- Eliminated/reduced complaints
- Instant call center connection
- 24/7 called-party support with access to live, bilingual agents
- Ongoing automated access to payment options
- Low balance warning
- Zero balance notification
- Balance announcement on every call
- Toll-free telephone access to account
- Web access to account



“ICSolutions managed to increase the number of completed calls and the commission revenue paid by over 50 percent without increasing inmate calling rates.”

Point-of-Sale PrePaid Collect™ (PSPC™)



How PSPC Works

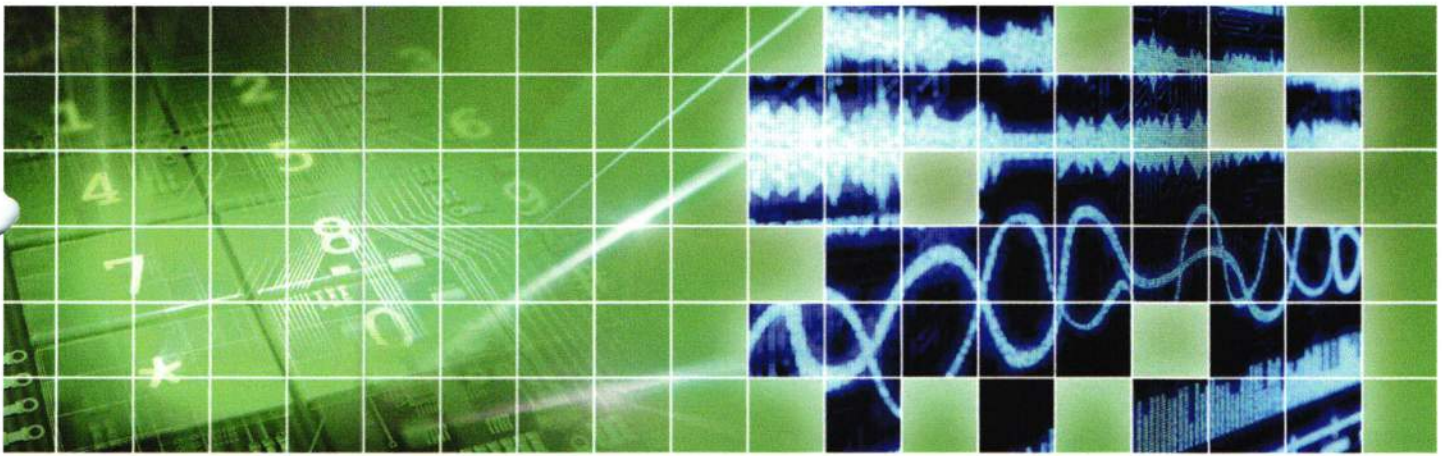
The inmate dials the destination number. The ENFORCER® determines that the number is a cell phone.

The ENFORCER completes an initial complimentary call. The called party is instructed to accept by dialing "5" on their telephone keypad.

After the called party accepts and completes the complimentary call, she or he is connected to the payment center.

A live, bilingual agent will offer several payment options to the called party. Once the called party selects the option that best fits her/his budget, our agent establishes an account within minutes and the called party can accept calls from her/his incarcerated loved one.

Finally, the called party is provided with information regarding our various NO FEE account funding options.



Continuous Voice Biometrics

The Investigator PRO™ by JLG Technology, LLC Crime Detection and Prevention System

The Investigator PRO voice biometric technology is the most advanced crime detection and prevention solution available in today's market. Tightly integrated with The ENFORCER® calling platform, this solution provides unrivalled phone surveillance technology and successfully addresses the concerns of PIN sharing.

Inmates continue to find new ways to commit and hide crime over inmate telephone systems, including using another inmate's PIN number. Standard biometrics is only capable of validating the identity of a caller before the call starts. In contrast, continuous voice biometrics finds and reports the identities of voices over the entire course of the conversation,

on every call – even when the inmate who places the call hands the phone to another inmate.

HOW DOES IT WORK?

When a call is completed, the software immediately performs billions of mathematical computations to intelligently compare the voice models of previously enrolled inmates with the voices on the call. In this way, the software can identify those attempting to abuse the system by using another inmate's PIN number.

WHY DOES IT MATTER?

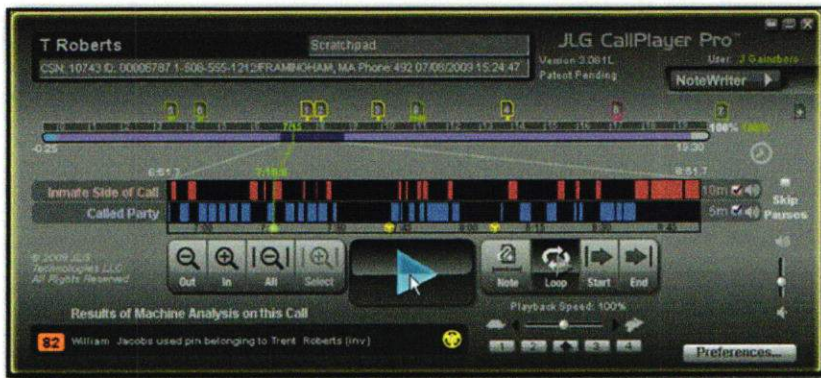
Saddled with increasing case loads and decreased budgets, investigators could spend countless hours listening to inmate conversations to build their case file. Leveraging the continuous voice biometrics system, investigators can quickly identify calls of interest and dramatically reduce listening time. Ultimately, this technology helps investigators more effectively and efficiently stop inmate crime and protect the public.

HOW DOES IT DIFFER?

All calls are analyzed to locate and report the identity of the inmate using another inmate's PIN number.



Continuous Voice Biometrics

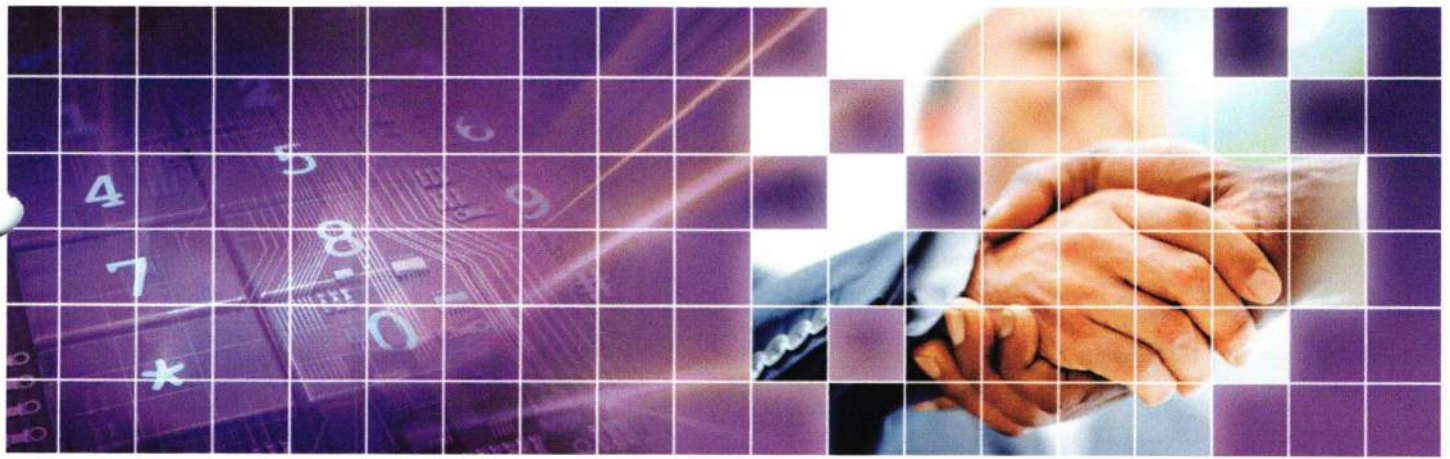


The JLG Call Player is the most advanced player in today's market. It's loaded with time-saving features such as playback acceleration, skip pauses and three-way jump, meaning the investigator/user needs significantly less time to review calls.

How The Investigator Pro™ differs from other systems:

	Investigator Pro	Other Biometric Verification
Ensures PIN owner identity at start of call	YES	YES
Ensures PIN owner identity throughout call	YES	NO
Alerts you if other inmates appear on the call	YES	NO
Identifies the voices of all inmates on call	YES	NO
Helps stop inmates stealing others' PINs	YES	YES
Helps stop inmates sharing others' PINs	YES	NO
Ensures validity of the call database	YES	NO
Alerts investigators when ITS abuse occurs	YES	NO
Finds and reports patterns of in-call suspicious behavior	YES	NO
Searches database based on inmate voices	YES	NO
Leads investigators to high-risk phone calls	YES	NO

"In addition to basic monitoring and recording, the system has investigative applications that have been invaluable to our facility investigations as well as those conducted with other ... agencies."



Don't Just Take Our Word for it—Listen to Our Clients

Customer Testimonials

"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. The customer service and technical support Adams County receives is exceptional. Family complaints are rare, and when they do occur, each one is handled quickly and professionally. *I highly recommend ICSolutions.*"

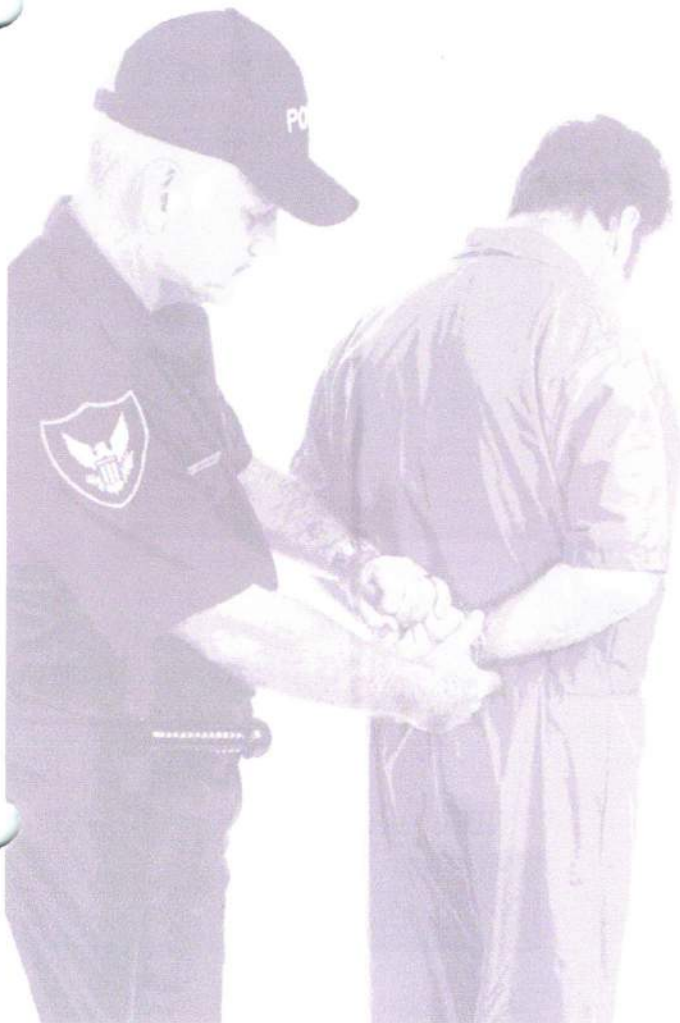
Adams County Sheriff's Office, Colorado

"We're very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of installing the system. The debit card feature has been well-received by inmates, and our call volume *and* commission revenue continue to climb. *ICSolutions has delivered everything they promised and more.*"

Hamilton County Jail, Florida

"ICS' technology has improved the ability of our inmates and their families to communicate by phone system with fewer difficulties than previous vendors. The call count per month the average number of call minutes per month had been dropping from year to year. When we began talks with ICS, they noted that their prepaid calling service would ... increase call volume from the previous vendor by approximately 40 percent. In actuality, *call volume increased nearly 100 percent.*"

New Hampshire Department of Corrections



Don't Just Take Our Word for it ...

"Our facility utilizes the ICS phone system daily and with multiple users. *The leadership and customer service at ICS is second to none*, and the expertise of their engineers and service people can be summed up in one word—excellent. Because we use the system extensively, we've suggested things that we believe would help us do our jobs more effectively, and ICS has implemented these 'extras' without question."

Onondaga County, New York

"*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."

St. Louis County, Missouri

"Overall, *ICS's attention to detail* and use of the Internet for reporting, tracking, etc. *is a wonderful bonus.* The ICS folks address concerns quickly and efficiently without deflecting the issue."

Brown County, Wisconsin





2200 Danbury St. • San Antonio, Texas 78217
800.661.3845 • sales@icsolutions.com
www.icsolutions.com



Innovative Solutions and Exceptional Service

10880 Linpage Place • Saint Louis, Missouri 63132
800.864.5986 • www.keefegroup.com



ITC7090SS Full Size Coinless Phone with Volume Control



THE INDUSTRY STANDARD:

- The overwhelming choice for State Prison Systems, The Federal Bureau of Prisons and County Facilities nationwide.
- Proven reliability, durability, and flexibility.
- DuraClear Technology is Here!

APPLICATIONS:

- Prisons, inmate facilities
- Airports, courtesy phones, taxi phones
- Universities, schools
- Any location where coinless is a low maintenance, low cost alternative

ORDERING OPTIONS:

ITC7090SS Full Sized Stainless Steel Phone

ITC7090SSDC Full Sized SS Phone w/DuraClear®

ITC7090SS PSP Private Speaker Phone (not pictured)

FEATURES:

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must reset to normal with on-hook to meet ADA requirements)
- Brushed stainless steel provides rugged vandal resistant telephone housing designed and built 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 and DuraClear® 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 (DF4USA-75652-CC-E)

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[®].

Wintel[®] Rhino[®] Handset

The Wintel[®] Rhino handset has the lowest replacement rate in the Prison Industry. Standard industry replacement rates are above 35%; The Rhino[®] replacement rate is below 10%. The Wintel[®] DuraClear[®] Handset has shown replacement rates of below 7%!

The Rhino[®] and DuraClear[®] handsets are designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. In addition, the Wintel[®] Rhino[®] handsets are designed and manufactured for use in the Industry Leading Inmate Telephones. The handset has strength and durability characteristics that exceed any other handset manufactured today.

Physical Specifications:

- **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 ring 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.
- **Cap Removal Torque:** Exceeds 125 foot-pounds of pressure to remove black plastic caps from the handle. (This ensures that the caps cannot be removed by the inmate using makeshift 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.
- **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 or 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 sustain a flame once the heat source is removed and has UV protection for sun exposure.
- **Armored Cord:** Flexible stainless steel with interlocking wrap.



Inmate Dial Operational Specifications Rev. 2.3

I. External

A. Telephone

1. On-Hook Tip-Ring Voltage: 20 to 75 VDC
2. With Carbon Handset
 - a) Off-Hook Tip-Ring Voltage: 4 to 16 VDC
 - b) Loop Current: 18 to 100 mA**
3. With DuraClear® Handset
 - a) Off-Hook Tip-Ring Voltage: 3.5 to 16 VDC**
 - b) Loop Current: 14 to 100 mA**
4. Confidenser (Background Noise Suppression) Settings (Carbon & DuraClear®)
 - a) Switches 2 & 3 off 0dB Attenuation
 - b) Switch 2 off, Switch 3 on 3dB
 - c) Switch 2 on, Switch 3 off 6dB
 - d) Switches 2 & 3 on 9dB
5. Polarity Guard (DTMF Touchtone Enable/Disable)
 - a) Switch 1 Up off: Line Polarity no impact on DTMF touchtone operation.
 - b) Switch 1 Down on: Line Polarity reversal, DTMF touchtone will not function.
6. DTMF Dialing
 - a) Minimum Tone Duration 85mS**
 - b) Tone Amplitude -7dBm
 - c) DTMF "Power Booster" on Poor Loop Conditions**

B. Environmental

1. Storage Temperature: -40 to 125 °C
2. Operating Temperature: -25 to 75 °C
3. Humidity: 0 to 80% non-condensing
4. Vibration: 0.5g (0 to 100 Hz)
1g (100 to 500 Hz)

Volume Control Dial: ITC Dial 254M Assembly (Wintel PN 63-30-018)

Non-Volume Control Dial: ITC Dial 150M Assembly (Wintel PN 63-30-017)

Note: Red/Bold Items New or Improved to Rev. 2.3, not included on Rev. 2.2

For additional information, please call (407)834-1188.



Supercom 4400

Loaded with advanced capabilities, the Supercom 4400 is the most sophisticated non-printing TTY available. Save and review conversations, auto-answer messages, and memos in its 32K memory. Store hundreds of telephone numbers by name, the Supercom 4400 can dial for you! Its user-programmable relay voice announcer tells people they have reached a TTY and asks them to use a TTY or dial relay. It even tells them the relay phone number that you have entered.

- 32k memory
- Turbo Code® and Auto ID™
- E-Turbo for simplified relay calling**
- Direct connect (with 2 jacks) to standard telephone lines
- Built-in ring flasher
- Auto-Answer (with programmable message)
- Auto-busy redial, Wait for Response and 3-way calling
- Remote message retrieval
- User-programmable Relay Voice Announcer
- Keyboard dialing, follow-on dialing, tone or pulse dial
- Memory dialing/redial
- Computer-style keyboard
- TTY Announcer™
- GA/SK and arrow keys
- Printer port to connect to external printer



Total Access 924e (2nd Gen)

Part Number: 4242924L1

The Total Access 924e multi-T1 IP Business Gateway provides SIP-gateway functionality, a robust IP router, firewall and VPN functionality, and support for a number of analog and digital interfaces for existing phone equipment, or for the combination of an IP PBX and an analog fax, phones, or modem.



- Four T1/dual Ethernet platform, 24 analog FXS interfaces, integrated DSX-1
- Ideal for networks transitioning to VoIP and an all IP voice and data WAN
- See Alternate Configurations under System Options Tab to select part numbers for Total Access 924e chassis with 16 FXS + 8 FXO interfaces for a mixed analog environment and for Total Access 924e chassis with on-board hardware-based VPN functionality

Features and Benefits

- Carrier-class, cost-effective multi-T1/dual Ethernet IP Business Gateway for integrated services such as VoIP
- Supports up to 24 analog interfaces for legacy equipment
- Integral DSX-1 PRI/CAS for PBX connectivity
- Transparent proxy with survivability for network outages
- Voice Quality Monitoring (VQM) for enhanced Quality of Service (QoS)
- Compatible with industry leading softswitches and call agents
- Integral full-featured IP router for data support and Internet access
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay sensitive traffic like VoIP
- Command Line Interface (CLI) mimics industry *de facto* standard
- Feature-rich ADTRAN Operating System (AOS)
- Industry-leading 10-year North American warranty
- Four T1 WAN interfaces/two Ethernet interfaces/24 FXS analog interfaces
- See System Options Tab for Alternate Configurations with part numbers for chassis with some number of FXS and some number of FXO interfaces for mixed mode analog environments

Technical Specifications

- Analog to SIP or MGCP conversion for legacy support over a dynamic IP network
- Dynamic bandwidth allocation affords more efficient utilization
- Standardized G.729a voice compression requires less bandwidth per voice call
- Rugged metal case
- AC power with optional battery backup

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 multicore or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

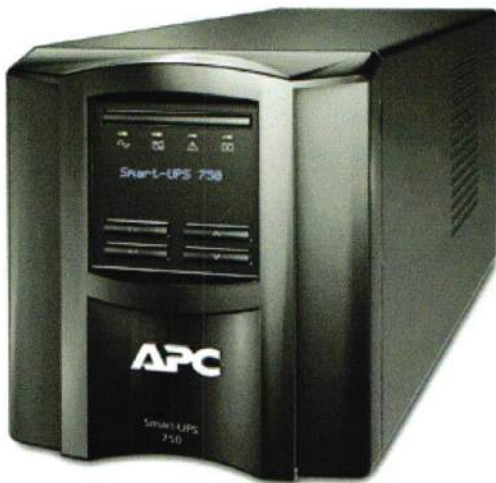
Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable

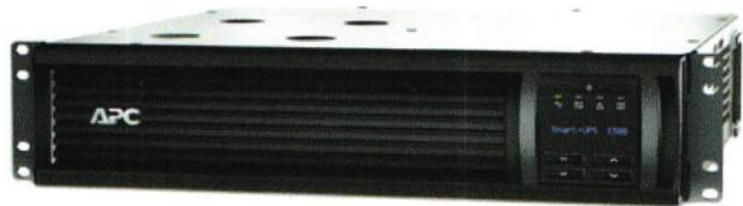
APC[™]
by Schneider Electric

Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point of sale, and other network devices



[SMT750]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]

Standard Features

High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs.

Emergency Power Off (EPO):

Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above).

Alphanumeric LCD Display:

Intuitive interface provides detailed and accurate information with ability to configure locally.

Network-grade Power:

Conditioning extended range automatic voltage regulation (AVR), noise filtering, 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.

Switched Outlet Group:

Reboot hung devices, shed non-critical loads to conserve runtime, sequenced start-up/turn off.

Battery Disconnect:

Convenient way to disconnect battery for transport.

Smart-UPS Extended Run 750 – 3,000 VA

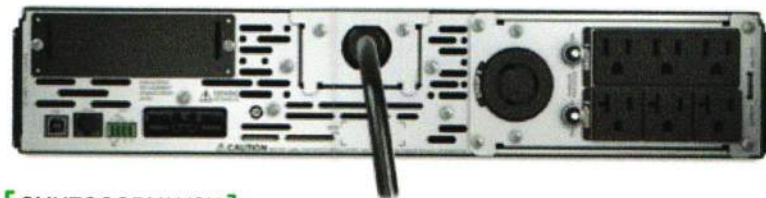
Convertible extended run models ideal for critical servers and voice/data switches



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower Convertible Form

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 temperature 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, sequenced start-up/turn off.

Emergency Power Off (EPO)

Provides for remote UPS shutoff in the event of a fire or other emergency.

Product Accessories

Management Cards

- AP9630: UPS Network Management Card
- AP9631: UPS Network Management Card with Environmental Monitoring
- AP9620: Legacy Communications SmartSlot Card
- AP9625: APC Smart-UPS™ Two-post Rail Kit

Battery Packs

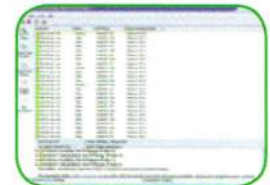
- SMX48RMBP2U: APC Smart-UPS X-Series 48 V External Battery Pack Rack/Tower
- SMX120RMBP2U: APC Smart-UPS X 120 V External Battery Pack Rack/Tower

Service Bypass Panels

- SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R
- SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R
- SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output
- SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



PowerChute™ Business Edition



SBP3000RM

Runtime Estimates for standard models

UPS VA	750	750 RM 2U	1,000	1,000 RM 2U	1,500	1,500 RM 2U	2,200	2,200 RM 2U	3,000	3,000 RM 2U
50 W	1:43	2:04	3:03	3:26	5:01	5:21	8:51	5:19	8:51	5:47
100 W	:50	1:00	1:40	2:02	2:52	3:05	5:36	3:06	5:36	3:22
200 W	:22	:23	:45	1:00	1:24	1:31	3:05	1:38	3:05	1:46
300 W	:12	:11	:25	:35	:51	:55	2:02	1:04	2:02	1:10
400 W	:07	:07	:15	:23	:33	:37	1:28	:47	1:28	:52
500 W	:05		:10	:15	:23	:26	1:06	:37	1:06	:40
600 W			:07	:11	:17	:19	:52	:30	:52	:33
700 W					:12	:14	:42	:25	:42	:27
800 W					:10	:11	:34	:21	:34	:23
900 W					:08	:09	:28	:18	:28	:20
1,000 W							:24	:16	:24	:17
1,200 W							:17	:12	:17	:13
1,400 W							:13	:10	:13	:11
1,600 W							:10	:08	:10	:09
Full Load	:05	:06	:06	:09	:07	:07	:07	:05	:06	:03

Extended-run models that accept external battery packs are also available. Go to www.apc.com for estimated runtimes.

Smart-UPS Display

Intuitive, easy to use LCD interface



Standard Features

LCD Display Screen

Clear, consistent, and detailed information in your choice of basic or advanced menus.

Power Status:

- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output Voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:

- UPS and outlet group settings

Configuration:

- Language
- Power quality setting
- Sensitivity
- Voltage transfer points
- Alarm, delay, and threshold settings

Test and diagnostics:

- Initiate battery and runtime calibration tests

Logs:

- See explanation of last 10 transfers and faults

About:

- UPS and replacement battery part numbers
- Serial numbers
- Battery install and suggested replacement dates

Quick Status Indicators

Online, on battery, fault, and replace battery LEDs for quick status identification.

Escape

Exits to the previous menu or screen.

Return

Used to enter or confirm settings.

Navigation arrows

Allows quick adjustment of settings.

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/1,500 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	(6) NEMA 5-15R	(8) NEMA 5-15R		(8) NEMA 5-15R, (2) NEMA 5-20R	
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 L5-30P	NEMA 5-15P, 6 ft. cord			NEMA 5-20P	
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Typical backup time at 1/2 Load (minutes)	15.9	20.6	23.9	24.1	13.6
Typical backup time at full Load (minutes)	4.6	6.1	6.7	6.7	5.5
Replacement battery	RBC48	RBC6	RBC7	RBC55	
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, FCC Part 15 Class A, 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	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,500 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	(6) NEMA 5-15R	(6) NEMA 5-15R, (2) NEMA 5-20R			
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)	NEMA 5-15P			NEMA 5-20P	NEMA L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Typical backup time at 1/2 Load (minutes)	16.0	31.3	25.8	10.1	11.7
Typical backup time at full Load (minutes)	5.5	8.7	7.2	5.2	3.4
Replacement battery	APCRBC123	APCRBC132	APCRBC133	RBC43	
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)	3.5	3.5	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	63.0	96.0	96.0
Conformance					
Regulatory	UL 1778, FCC Part 15 Class A, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP				

Extended Run Rack/Tower Convertible models

Product feature	SMX750	SMX1000	SMX1500RM2U	SMX2000RMLV2U	SMX2200RMLV2U	SMX3000RMLV2U
Output						
Power capacity	600 W, 750 VA	800 W, 1,000 VA	1,200 W, 1,500 VA	1,800 W, 2,000 VA	1,980 W, 2,200 VA	2,700 W, 3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R, (750 has 1 group, 1000 has 2, 1500 has 3)			(3) 5-15R (3) 5-20R (1) L5-20R	(3) 5-15R (3) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection	NEMA 5 - 15P 8 ft. cord			NEMA 5-20P	NEMA L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Typical backup time at half load (minutes)	24	20	14	30	26	14
Typical backup time at full load (minutes)	12	8	5	8	7	5
Replacement battery (UPS)	APCRBC116		APCRBC115	APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, FCC Part 15 Class A, cUL					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

The ENFORCER[®] System Report Samples

Admin Setup Only Report

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Admin Setup Only Numbers
 Site: Newport DOC
 Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59

Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

Attorney Registration Status Report

02/03/2011 08:27 - Page 1



Attorney Registration Report
 Site: Newport DOC
 Start_time = 11/29/2010 08:27 End_time = 02/03/2011 08:27

Description	Num	Total	PCT
Approved	29	235	12
Pending Approval	34	235	14
Rejected	172	235	73
Total			99

Attorney Registration Rejects Report

02/03/2011 08:58 - Page 1



Attorney Registration Rejects
 Site: Newport DOC
 Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLCC01	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dshell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dshell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

Call Detail Report

02/02/2011 16:01 - Page 1



Call Detail Report
 Site: Newport DOC
 1296680502

Report Parameters	
Phone Number	ALL
Inmate ID	ALL
Choose Call Connected	Connected Only
Choose Completion Code	All
Choose Tariff Type	All
Choose 3Way Events	No Filter
Choose Call Type	All
Choose Alerts	No Filter
Start Time	01/17/2011 00:00
End Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2



Call Detail Report
 Site: Newport DOC
 1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		