

**AGREEMENT FOR OPERATION OF INMATE TELEPHONE SYSTEM  
AND SERVICES FOR ANOKA COUNTY DETENTION FACILITIES**

THIS AGREEMENT is made this 1st day of November, 2020, the date of the signature of the parties notwithstanding, between the County of Anoka, a political subdivision of the State of Minnesota, Anoka County Government Center, 2100 Third Avenue, Anoka, Minnesota 55303, hereinafter referred to as the "County," and Inmate Calling Solutions, LLC d/b/a ICSolutions, 220 Danbury Street, San Antonio, Texas 78217, hereinafter referred to as the "Contractor."

**WITNESSETH:**

WHEREAS, the County has previously had an Agreement with the Contractor for inmate telephone system and services and video visitation system and services for Anoka County Detention Facilities; and

WHEREAS, the Contractor submitted a proposal to continue the Agreement for providing such services and represents that the Contractor is qualified and willing to furnish these services; and

WHEREAS, the County wishes to obtain these services from the Contractor.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, it is agreed and understood as follows:

**I. TERM**

This Agreement shall commence on signature and execution of this agreement and terminate on December 31, 2023, subject to the renewal provisions herein. This Agreement may be renewed for one (1) additional three (3) year period thereafter, upon written agreement by the parties.

**II. SERVICES**

Contractor hereby covenants and agrees to perform all services and provide all personnel and equipment in the Contract Documents. (The Contract documents consist of the County's Request for Proposals dated March 6, 2020, the Contractor's Proposal dated August 3, 2020, and any Modifications issued after execution of this Agreement. These form the Contract and all are fully a part of the Contract as if attached to this Agreement or repeated herein. Contractor understands that all references to "Proposer" or "Offeror" in the Contract Documents now refer to Contractor.) The County has selected the "Site Administrator" option from the Contractor's Proposal, which provides the County with a part-time on-site administrator of the inmate telephone system.

**III. COMPENSATION TO THE CONTRACTOR**

The Contractor will be compensated for services by charging inmates for telephone calls, remote video visitation sessions, inmate voicemail, and inmate emails as indicated in the

Contractors Proposal. The rates charged to inmates for utilizing services under this Agreement shall conform to the rates specified in the Contractor proposal, which is incorporated by reference. The County shall not pay any compensation to the Contractor for any of the services provided herein.

#### **IV. RECORD OF SERVICES PROVIDED**

Upon monthly completion of the services as described in Section II, the Contractor shall submit to the County an itemized statement which shall contain such information as required by the County. The purpose of these statements is to document the Site Administrator services; the telephone and remote video visitation services utilized by the inmates; and, if applicable, commissions due and paid to the County as provided in the Contractor's Proposal.

#### **V. AUDIT DISCLOSURE AND RETENTION OF RECORDS**

The Contractor agrees to make available to duly authorized representatives of the County and of the State of Minnesota, for the purpose of audit examination pursuant to Minn. Stat. § 16C.05, any books, documents, papers, and records of the Contractor that are pertinent to the Contractor's provision of services hereunder. The Contractor further agrees to maintain all such required records for six (6) years after receipt of final payment and the closing of all other related matters.

#### **VI. INDEMNIFICATION**

The Contractor shall, to the greatest extent permitted by law, hold harmless, indemnify, and defend the County, its commissioners, officers, agents and employees against any and all claims, expenses (including attorneys' fees), losses, damages or lawsuits for damages arising from or related to the services to be provided under this Agreement, including but not limited to the negligence of the Contractor or any entity or person for which the Contractor is legally responsible.

#### **VII. INSURANCE**

The Contractor shall procure and maintain in full force and effect during the term of this Agreement, insurance coverage for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors. The insurance coverage shall satisfy the requirements set forth in Exhibit B, which is attached hereto and incorporated herein.

#### **VIII. SERVICES NOT PROVIDED FOR**

No claim for services furnished by Contractor not specifically provided for herein shall be honored by the County.

#### **IX. INDEPENDENT CONTRACTOR**

It is agreed by the parties that at all times and for all purposes hereunder, the relationship of the Contractor to the County is that of an independent contractor and not an employee or agent of the County.

**X. COMPLIANCE WITH LAWS**

In providing all services pursuant to this Agreement, the Contractor shall abide by all statutes, ordinances, rules and regulations pertaining to or regulating the provision of such services, including those now in effect and hereafter adopted. Any violation of said statutes, ordinances, rules, or regulations shall constitute a material breach of this Agreement and shall entitle the County to terminate this Agreement immediately upon delivery of written notice of termination to the Contractor.

**XI. SUBCONTRACTING AND ASSIGNMENTS**

Contractor shall not enter into any subcontract for performance of any of the services contemplated under this Agreement, nor assign any interest in the Agreement without the prior written approval of the County and subject to such conditions and provisions as the County may deem necessary. The Contractor shall be responsible for the performance of all subcontractors.

**XII. PAYMENT TO SUBCONTRACTORS**

The Contractor shall comply with the provisions of Minn. Stat. § 471.425, subd. 4a, relating to prompt payment to subcontractors. The Contractor shall pay any subcontractor within ten (10) days of Contractor's receipt of payment from the County for undisputed services provided by the subcontractor. The Contractor shall pay interest of 1½% per month or any part of a month to the subcontractor on any undisputed amount not paid on time to the subcontractor. The minimum monthly interest penalty payment for unpaid balance of \$100 or more is \$10. For unpaid balance of less than \$100, the Contractor shall pay the actual penalty due to the subcontractor. Any subcontractor who prevails in a civil action to collect interest penalties from the Contractor shall be awarded its costs and disbursements, including attorney's fees, incurred in bringing the action.

**XIII. CONFLICT OF TERMS AND CONDITIONS**

If there is a conflict in the terms and conditions contained in this Agreement and the Proposal submitted by the Contractor (Exhibit A), the terms and conditions contained in this Agreement shall take precedence over those in Exhibit A.

**XIV. MODIFICATIONS**

Any material alterations, modifications or variations of the terms of this Agreement shall be valid and enforceable only when they have been reduced to writing as an amendment and signed by the parties.

**XV. AFFIRMATIVE ACTION**

In accordance with Anoka County's Affirmative Action Policy and policies against discrimination, no person shall illegally be excluded from full-time employment rights in, be denied the benefits of, or be otherwise subjected to discrimination in the program which is the subject of this Agreement on the basis of race, creed, color, sex, sexual orientation, marital status, public assistance status, age, disability, or national origin.

## **XVI. NON-DISCRIMINATION**

The Contractor agrees to abide by all provisions of Minn. Stat. § 181.59, as amended, entitled "Discrimination on Account of Race, Creed, or Color Prohibited in Contract," set forth as follows:

### **MINN. STAT. § 181.59 DISCRIMINATION ON ACCOUNT OF RACE, CREED, OR COLOR PROHIBITED IN CONTRACT.**

Every contract for or on behalf of the state of Minnesota, or any county, city, town, township, school, school district, or any other district in the state, for materials, supplies, or construction shall contain provisions by which the contractor agrees:

- (1) that, in the hiring of common or skilled labor for the performance of any work under any contract, or any subcontract, no contractor, material supplier, or vendor, shall, by reason of race, creed, or color, discriminate against the person or persons who are citizens of the United States or resident aliens who are qualified and available to perform the work to which the employment relates;
- (2) that no contractor, material supplier, or vendor, shall, in any manner, discriminate against, or intimidate, or prevent the employment of any person or persons identified in clause (1) of this section, or on being hired, prevent, or conspire to prevent, the person or persons from the performance of work under any contract on account of race, creed, or color;
- (3) that a violation of this section is a misdemeanor; and
- (4) that this contract may be canceled or terminated by the state, county, city, town, school board, or any other person authorized to grant the contracts for employment, and all money due, or to become due under the contract, may be forfeited for a second or any subsequent violation of the terms or conditions of this contract.

## **XVII. DATA PRIVACY**

In collecting, storing, using and disseminating data on individuals in the course of providing services hereunder, the Contractor agrees to abide by all pertinent state and federal statutes, rules and regulations covering data privacy, including, but not limited to, the Minnesota Data Practices Act and all rules promulgated pursuant thereto by the Commissioner of the Department of Administration.

All data created, collected, received, stored, used, maintained, or disseminated by the Contractor in performing this Agreement is also subject to the provisions of Minn. Stat. § 13 et. seq. (the Minnesota Government Data Practices Act) and, pursuant to that statute, the Contractor must comply with the requirements of that statute as if it were a government entity. All remedies set forth in Minn. Stat. § 13.08 shall also apply to the Contractor. The Contractor is not required to provide public data to the public if that same data is available from the County, unless stated otherwise in this Agreement.



**XVIII. EARLY TERMINATION**

This Agreement may be terminated by the County at any time, with or without cause, upon fourteen (14) days written notice delivered by mail or in person. Notice to Contractor shall be delivered to Contractor at the address first written above. If notices are delivered by mail, they shall be effective two (2) days after mailing.

Upon early termination by the County, the Contractor shall only be entitled to reimbursement of any commission amounts prepaid to County for services that would otherwise have been performed after the date of termination and shall not be entitled to any other payment and/or damages.

**XIX. DEFAULT AND REMEDY**

Failure of the Contractor (including the failure of any employee or agent of the Contractor) to abide by any of the terms, conditions, or requirements expressed in this Agreement shall constitute a default if not properly corrected by the Contractor upon receipt of a notice of deficiency and a request for compliance from the County. In the event of a default by the Contractor, the County may cancel this Agreement by sending a written notice of cancellation to the Contractor at the address stated above, and may recover from the Contractor any damages sustained by the County which may directly or consequently arise out of the breach of this Agreement by the Contractor.

**XX. ENTIRE AGREEMENT**

It is understood and agreed by the parties that the entire agreements of the parties is contained herein and that this Agreement supersedes all oral agreements and negotiations between the parties relating to the subject matter hereof as well as any previous agreements presently in effect between the County and Contractor relating to the subject matter hereof. The parties hereto revoke any prior oral or written agreement between themselves and hereby agree that this Agreement is the only and complete agreement regarding the subject hereof.

**XXI. COUNTERPARTS**

This Agreement may be executed in any number of counterparts, each one of which shall be deemed to be an original, but all such counterparts together shall constitute one and the same instrument.

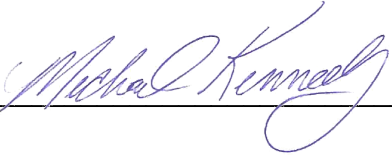
*remainder of page intentionally left blank; signature page to follow*

IN WITNESS WHEREOF, the parties hereto have hereunto set their hands.

**COUNTY OF ANOKA**

**INMATE CALLING SOLUTIONS, LLC  
d/b/a ICSOLUTIONS**

By: \_\_\_\_\_  
Rhonda Sivarajah  
Anoka County Administrator

By:  \_\_\_\_\_  
Its: \_\_\_\_\_

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_

**APPROVED AS TO FORM**

By: \_\_\_\_\_

Its: \_\_\_\_\_

By: \_\_\_\_\_  
Kathryn Timm,  
Assistant County Attorney

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_



# Anoka County

FINANCE & CENTRAL SERVICES DIVISION

Enriching Community | Quality Service | Financial Integrity

AD# 2020 - 14

## REQUEST FOR PROPOSAL

### Jail Inmate Phone and Video Visitation Services

FOR

The Anoka County Sheriff's Office

Release Date: March 6, 2020

*Official Publication: Anoka County Union*

*Official Document Share Site: [www.PublicPurchase.com](http://www.PublicPurchase.com)*

Pre-Proposal Meeting: March 25, 2020 at 10:00 AM CST

Submission Due Date: April 9, 2020 at 3:00 PM CST

#### ISSUED BY:

Anoka County

2100 3<sup>RD</sup> Avenue, Suite 300

Anoka, MN 55303

[www.AnokaCounty.us](http://www.AnokaCounty.us)

#### Authorized Representative

[Carrie.Johnson@co.anoka.mn.us](mailto:Carrie.Johnson@co.anoka.mn.us)

The Anoka County is an equal opportunity employer and provider of employment and training programs. Auxiliary aids and services are available upon request to individuals with disabilities.

TTY 711



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## SECTION I: INTRODUCTION

### 1. Timeline

TIMELINE		
<b>Solicitation</b>		
	Release of RFP	March 6, 2020
	Mandatory Pre-Proposal Conference Location: Anoka County Jail 325 Jackson St; Anoka, MN 55303	March 25, 2020 at 10:00 AM CST
	Vendor Questions Due	March 30, 2020 at 3:00 PM CST
	Response (Addenda) Issued	April 3, 2020 at 3:00 PM CST
	Submissions Due Location: Anoka County Government Center Attn: Carrie Johnson – RFP Jail Inmate Phone and Video Visitation Services 2100 3 <sup>rd</sup> Ave; Ste. 300 Anoka, MN 55303	April 9, 2020 at 3:00 PM CST
<b>Evaluation</b>		
	Finalists Notified	April 21, 2020 (tentative)
	Demonstrations (if necessary)	April 28- May 1 (tentative week)
	Notification to Successful Respondent	May 2020 (tentative)
<b>Negotiation</b>		
	Final Contract Negotiations Complete	May 2020 (tentative)
<b>Award</b>		
	Committee/Board Dates or Notice to Proceed	June 2020 (tentative)
<b>Implementation</b>		
		July 2020 (tentative)

*\*Minn. Stat. Sec. 13.591 provides that all data, other than the identity of the respondents, is private until completion of the evaluation process which constitutes completion of the negotiated contract with the selected Respondent. Respondent acknowledges that if selected to consider negotiations of the contract, Respondent will be identified as the successful Responder. All other proposal data will remain private until the contract has been fully negotiated.*

#### **Details of Timeline**

**ISSUANCE OF DOCUMENTS:** Public Purchase is the County designated free site to obtain documents and addendums relating to this RFP. This single location is provided to allow all interested parties to participate and receive current and accurate information for the project. All respondents MUST receive their updates and documents from this site only.



The County does not guarantee the accuracy of information from any other site. The site can be accessed at the following link:

<http://www.PublicPurchase.com>

To be able to access and download documents on this site, you must follow a two-step process to register for a free Public Purchase account and choose Anoka County as an agency to follow. You will then be able to logon to the site and download documents which you will take steps to become a Plan Holder for the project. The County will be monitoring the site for Plan Holders to aid in communications. When addendums are posted notifications will be sent to all Plan Holders. If you have questions on the site, you may contact Public Purchase for help navigating, otherwise all other communications should go to the Authorized representative listed on the cover page of this RFP.

**PRE-PROPOSAL CONFERENCE:** A pre-proposal conference will be held on the date stated in the Timeline above. Vendors should RSVP to the conference by sending an email to the Authorized County Representative. This meeting is a **mandatory** meeting and respondents must attend in order for their proposal to be accepted. This meeting is to outline the request for proposal and expectations of the process. It also provides an opportunity to ask questions and gain clarification regarding the request. As part of the pre-proposal meeting, we will tour the jail facility so respondents understand the physical layout as it applies to installing the vending machines, available storage space, etc.

**QUESTION & RESPONSE PERIOD:** There is one acceptable method for submitting questions regarding this RFP. All questions must be submitted in writing via email to the above Authorized County Representative [Carrie.Johnson@co.anoka.mn.us](mailto:Carrie.Johnson@co.anoka.mn.us) by the date and time stated in the Timeline above.

All responses, revisions or modifications to the RFP shall be made by addendum and posted on the Public Purchase site on or before the date and time state in the Timeline above. All addenda must be acknowledged on the Proposal form including documents Anoka County uploads for the pre-proposal meeting. Responders should regularly check the Public Purchase site for updates.

**VENDOR INTERVIEWS:** As part of the vendor selection process, Anoka County may invite selected vendors to clarify and answer questions regarding their proposal. Based on the current project schedule, we expect that these interviews will be held within the date range stated in the Timeline above. Vendors, if selected as a finalist, will be required to make themselves available onsite at Anoka County for these interviews.

**PROPOSAL SELECTION COMMUNICATION:** Based on the current project schedule, the County expects that the final proposal selection, contract negotiation, statement of work



drafting and contract execution will be completed on or about the dates stated in the Timeline above. Fluctuations may occur as this process is complex. If you are selected to begin negotiations, the County will contact you via email. All other vendors will not be notified until a contract has been fully executed. Respondents may inquire the status of the project via email to the Authorized County representative, however until a contract is executed, the status remains in the evaluation stage.

**2. Statement of Purpose**

The purpose of this RFP is to assist the Anoka County Sheriff's Office (hereinafter, "ACSO") in selecting a Vendor who will provide a full range of inmate phone and video visitation services for the jail. The services, systems, software and hardware provided by the Vendor shall be installed, maintained and updated at no cost to the ACSO.

**3. Background Information**

The Anoka County Jail is operated by the Anoka County Sheriff's Office. It is a 238-bed facility capable of holding 212 men and 26 women. The jail facility houses primarily non-sentenced inmates in Anoka, MN. The facility also houses federal prisoners for the US Marshal Service as well as a limited number of local sentenced offenders for Anoka County Community Corrections. In 2019, the average daily population was 211.

The current inmate phone and video visitation systems were installed by ICSolutions. The telephone system was installed in 2015. It consists of 35 inmate telephones and 2 enrollment telephones. The video visitation system was installed in 2016 and consists of 8 fixed inmate stations, 3 mobile inmate stations, 6 public stations (with expansion room for 6 additional stations) and one public enrollment station. (see chart below for locations)

Location	TELEPHONE INFORMATION		VIDEO VISITATION INFORMATION			
	Inmate Phones	Inmate Enrollment Phones	Inmate Video Visitation Stations	Inmate Mobile Video Visitation Stations	Public Video Visitation Stations	Public Video Visitation Enrollment Station
Unit 1	6		2			
Unit 2	6		2			
Unit 3	6			1		
Unit 4	1			1		
Unit 5	6		2			
Unit 6	6		2			
Booking	2	2				
Special Management	1			1		
Medical	1			1		
Lobby Public Video Visiting					6	1
	35	2	8	4	6	1



Currently, telephone support systems are located in an electrical room on the fourth floor of the jail. Servers and network equipment for the phone and video visitation systems are located in a server room in the basement of the jail. A workspace for the on-site technical support person from ICSolutions is located in an office in basement of the jail.

#### **4. Facility Information**

The Jail has four levels. Inmates are housed on the first, second, third and fourth floors. It has a state-rated capacity of 238 inmates and an average daily population of 217 for 2018. There are 10 total housing units. MDS = Modified Direct Supervision. IS = Indirect Supervision.

- Unit 1 – MDS – Minimum security 60 bed unit for males
- Unit 2 – MDS – Medium security 60 bed unit for males
- Unit 3 (One unit that can be operated as three separate units.)
  - IS - 264 – Mixed security 8 bed unit for females
  - IS - 265 – Mixed security 4 bed unit for females
  - IS - 266 – Mixed security 14 bed unit for females
- Unit 4 – IS – Mixed use 8 bed disciplinary unit for males
- Unit 5 – MDS – Maximum security 24 bed unit for males
- Unit 6 – MDS – Medium security 60 bed unit for males
- Protective Custody (PC) – IS – Mixed security protective custody unit for males
- Medical – IS – Mixed security 3 bed unit for either males or females





## SECTION II: SCOPE OF SERVICES

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### **TECHNICAL SPECIFICATIONS AND REQUIREMENTS**

#### ***Inmate Telephone System***

##### **Overview**

The Vendor shall install a turnkey Inmate Telephone System (ITS) to be used by the inmates in the Anoka County Jail. The ITS shall provide automated operator, collect call and pre-paid call capabilities. The ITS solution shall include all necessary telephone platforms, telephone instruments and all other equipment necessary to perform the functions and services described herein.

Proposed calling rates shall be in compliance with all applicable Federal and State regulations. This includes but is not limited to the Federal Communications Commission.

If a simplified per minute calling rate structure is proposed, provide a detailed explanation as to how this proposed rate structure will meet or exceed FCC standards and what is included in the per minute fee structure. All additional fees, surcharges and taxes chargeable to the consumer must be disclosed.

The Vendor must propose the number of telephones for the facility. Vendor will provide telephones that are to be located in the common dayroom areas of each housing unit, medical unit, booking holding cells and the “free” phone in the booking common area. Please note – the “free” booking phone is used by incarcerated individuals to make free calls at the time of booking in compliance with Minnesota Statutes and Jail Standards. Calls on this phone should be recorded. The Vendor may propose other areas within the Jail for additional telephones.

NOTE: There are currently 33 inmate telephones and 2 enrollment telephones at the Anoka County Jail.

The Vendor shall be required to plan, finance and implement a phased integration and testing of all required equipment and software relative to the ITS solution without impacting the normal daily operation of the existing ITS or Jail operations.

The Vendor will provide all materials, hardware, software, interfaces, cabling, switching equipment, internet connection, labor, license, etc. to set up and operate all systems requested. The Vendor will repair, replace, and update equipment and software during the course of the contract to maintain efficient operation of all systems at no cost to the County.

The Vendor shall also provide services including: hardware repair and maintenance on all equipment for the life of the contract, software upgrades, System Administrator consoles and equipment, System Administrator and User training, access to on-line account and call



management, 24/7 Technical support, management of payment services for telephone accounts, a customer service portal.

The Vendor will be responsible for the installation, configuration and testing of all hardware, software and cabling. All installations shall be done in a professional workman like manner. All trash and debris will be removed by the contractor at the end of each day. Vendor workspaces will be left in a clean, organized condition at the end of each workday.

The Vendor will be responsible for all software integration with the County's Police Central Jail Management System, Keefe Commissary System Group, and any other system for which an interface is required by the County. The system administration/management application shall be a centralized, Web-Browser-based application, which is available securely from anywhere at any time through an encrypted, password protected and auditable interface.

The Vendor shall describe in detail the approach to the project and why Vendor proposes the specific ITS solution. The response should address the following areas:

1. Hardware (To include Dimensions/Warranty Information)
2. Software
3. Security Features
4. Data Storage Capability (Minimum 60 Days)
5. Report and Data Compilation Capability
6. Call Monitoring and Recording Capability
7. Service and Maintenance Plan
8. Installation/Cut Over/Transition

#### **Telephone System General System Requirements**

1. The system shall allow only outgoing calls. No incoming calls are permitted.
2. The system must use automated operators. No live operators are allowed.
3. The system must be able to:
  - a) Place calls to cell phones and landlines.
  - b) Place collect calls, debit calls, toll-free calls, prepaid card or equivalent calls.
  - c) Place calls within the continental United States, Alaska and Hawaii.
  - d) Place international calls. (Please describe your process.)
  - e) Require active acceptance by the called party.
  - f) Ensure that billing does not begin until the call has been accepted.
  - g) Inform the called party of the cost of the call prior to accepting the call on all collect calls.
  - h) brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility, and pre-recorded name of the inmate initiating the call.
4. The system must be programmable so it will automatically turn telephones on and off at specified times.



5. The systems automated instructions shall be available in English and Spanish. Please identify any other languages available for your system.
6. The proposed system shall allow the facility to restrict inmate calls to a fixed length of time. This length of time shall be customizable to meet the changing needs of detention facilities staff. Note: Phone calls are currently restricted to 15 minutes.
7. The users of the phone system - inmates and called parties - shall be notified at least 60 seconds prior to the termination of the call.
8. The system shall not allow inmate to hear or communicate with the called party until the call has been accepted. After dialing the sequence, the inmate shall be put on hold. The inmate shall not be permitted to monitor call progress and shall not be allowed to communicate with the called party until the call is positively accepted.
9. The facility is interested in a System which allows inmates to receive short-duration messages (voice mail) from calling parties. All messages are to be recorded and stored for investigative purposes within the call processing system. The calling party may be charged a reasonable fee for each message.

#### **Software**

Include all software necessary to allow facility personnel to query, display and print inmate telephone activity. Include all software upgrades automatically as new version are released at no cost to the Anoka County Detention Facilities, throughout the entire contract period. Must be compatible with Anoka County IT requirements. These systems will be standalone, i.e. not part of the County network.

#### **Data Ownership**

All information entered into the vendor's software during the extent of the contract is the property of the ACSO. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the ACSO approval, all inmate and Facility information.

#### **Cabling**

All cabling must be concealed and installed in keeping with the appropriate codes. All ports, terminal blocks, etc. shall be clearly labeled. Wiring shall be color coded and labeled using shrink wrap tubing as necessary. Existing cabling used by the current inmate telephone system may be reused by the contractor in as-is condition. Any new cable installations must comply with Anoka County Cabling Standards. Any new cabling installed by the contractor will be considered a building fixture and will be transferred in useable condition to the County upon termination of the contract. As built drawings shall be provided to Anoka County.

The jail has created a new server room. The vendor's hardware, servers and related equipment shall be located in this room. Depending upon the solution proposed, it may be necessary for the vendor to run a new 50 or 100 pair backbone phone cable on 66-blocks ran from the existing electrical room on the 4<sup>th</sup> floor of the jail to the new server room. Please note: the vendor may also recommend alternative wiring or cabling options as



necessary to support the equipment they plan on using in the facility. Once installed, the wiring on any phone blocks become the property of Anoka County.

### **Hardware**

Please note the following minimum specifications related to the ITS solution:

1. All equipment and telephones for the ITS will be new, state of the art, resistant to physical abuse, waterproof, and considered user friendly.
2. It is preferred that all inmate telephones are indestructible type telephones suitable for use in a jail, tamperproof, with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The handset cord shall be armored with a stainless-steel lanyard. Cords shall be short enough to prevent hanging. (12")
3. All equipment installed must be secure using correctional grade construction techniques. Security fasteners should match those currently in-use at the facility.
4. Phones must be equipped with a "calling instruction plate" informing the inmate that law enforcement personnel may monitor or record their non-privileged calls. The instruction plate shall be written in both English and Spanish.
5. Recordings must be backed up and archived. Please describe the system utilized. A RAID or BLADE system with automatic fail-over capability is preferable.
6. Surge protection & uninterruptable power supplies shall be included to prevent potential connectivity and system problems caused by power surges and power outages. Vendors should list in detail the time frame that the system can remain operable in the event of a loss of commercial power.

### **Pin Numbers**

1. The system must be capable of identifying each inmate caller using a unique PIN. This PIN must consist of the Jacket Number used by the Jail Management System. (JMS). Note: Our jacket numbers range from one to nine digits in length. The proposed system must handle all jacket numbers in this range.
2. Inmate PINS must be reactivated along with all call detail records and inmate recordings if the inmate returns to the facility.
3. Anoka County prefers that the vendors system automatically create an inmate's account at the time they are booked into the facility. If the system requires voice registry by the inmate, the inmate's account should be activated upon completion of the registry process. Note: Each booked inmate should be allowed one free call from the booking area upon registry.
4. The proposed system must not allow duplicate PIN's.
5. Provide a detailed description of the method your system uses to guard against fraudulent PIN usage. i.e. voice verification, passwords, etc.
6. County Systems Administrators must have the ability to reset the inmate's PIN.



### **Call Security**

1. The proposed system shall utilize a voice identification or voice biometric feature to assist in authenticating an individual's identity.
2. The system shall detect notify, and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers. Additionally, the system shall permit officers to engage or disengage three-way prevention capabilities to a specific PIN or telephone number for investigative purposes. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best three-way detection solution.
3. The system will prevent "Hook-switch dialing," and other fraudulent activities. Please describe.
4. The system shall prevent the inmate from obtaining a second dial tone, "chain-dialing", calling 411 information services, 900 numbers and toll-free numbers (unless specifically authorized.)
5. The system shall prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.
6. System voice prompts
  - a) The system shall identify the name of the facility and the inmate placing the call to the called party.
  - b) The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.
7. The proposed system must be capable of recording and storing and inmate's name to be provided during the pre-recorded announcement to called parties. Administrators must be capable of reviewing and deleting or rerecording this name.

### **Booking Calls**

Inmates are currently permitted to make a local or collect long-distance telephone call to a family member or significant other during the admission process. This is required by Minnesota Rule 2911.3400. These calls are currently placed on a phone that is not a part of the inmate phone system. Therefore, the calls are neither monitored or recorded. We would like the vendor to propose an alternative system that meets the requirements of MN Rule 2911.3400.

### **Call blocking**

1. There shall be no restrictions on the number of telephone numbers the system can block.
2. The system must be able to automatically block telephone numbers that are dialed repeatedly by inmates within a specific period of time. These include call attempts, calls answer/not accepted and may include calls answered and accepted.
3. The system shall allow call blocking of specific numbers for the entire agency and is configurable by each site.
4. The system shall provide ability to approve and disapprove specific phone numbers by telephone.



5. The system shall allow the called party to block any future calls from a specific inmate or facility as an option during active call from inmate. This process should not involve any manual intervention during or after the request for block.
6. The system shall have the capability to suspend an inmate's privilege from placing a call and set a beginning and end date without the need to manually re-enable privileges.
7. The System shall deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers.

#### **Toll-Free Calls**

1. The vendor shall provide free local calling services to phone numbers identified by the County. These may include calls to the public defender, private attorney, "Crime Tips" line, and other phone numbers as deemed necessary by the County.
2. Provide a telephone line at no cost to the County dedicated for the PREA calls to which the calls will be routed as free.

#### **Customer Service and Payment Options**

1. The Vendor must provide live customer service representatives (CSR) 24 hours a day/7 days a week/365 days a year to resolve inmate and Friend & Family issues without participation of correctional staff. Fully automated services may supplement but not replace live service representatives.
2. The Vendor must have bi-lingual operators capable of speaking English and Spanish. Please list any other languages available. The system will allow calls to be funded by the inmate, family or friends.
3. The vendor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two methods the County would like to see offered include:
  - a) A system that will allow an inmate's family and friends to set-up an account directly with the vendor.
  - b) An advance payment system. The system should allow customers to prepay for calls from the facility. The vendor will need to have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.
4. For call recipients who have not set up a prepaid account, the ITS must offer one of the following options:
  - a) The option of accepting and paying for a single call via credit/debit card, without the need to set up a prepaid account. The per-minute rate, commission rate, and any associated fees for this call type must be disclosed on the Commission Offer Form under the heading "Single-Pay Calls."
  - b) a single free one-minute call to numbers without collect calling capabilities or that do not have an existing prepaid account



5. Note: it is the County's preference that the Vendor have options available to the inmate, family or friends allowing the refund of funds if the inmate is released from custody. Please describe how your system will handle this requirement.
6. Please list all fees applied to inmate telephone service. This would include but not be limited to:
  - a) Call Center service fees
  - b) On-line fees
  - c) Refund fees, and
  - d) Check processing fees
7. Anoka County reserves the right to audit usage, revenue, commission and repair data/records of any or all inmate telephones.
8. The vendor shall maintain financial records and other records as may be required by all applicable federal and state laws, rules and regulations.

#### **Billing Options**

1. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.
2. The vendor shall be responsible for any and all billing disputes, claims or liabilities that may arise with regards to its provisions of this contract.
3. Vendor billing to called parties must include the vendor information and a toll-free telephone number for resolving billing disputes. Billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up.
4. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

#### **Call Monitoring & Recording**

1. The ITS shall record and store all inmate telephone calls that do not fall into the privileged category.
2. The ITS shall provide the ability for inmates to contact their attorney without call recording. Calls to the attorney shall be at no charge to the attorney and shall include local and long distance calling. Free attorney calls shall not be subject to time limit criteria.
3. The ITS shall allow the simultaneous playback of recorded calls while recording the live conversations. (Other than privileged recordings)
4. The recording system must be capable of storing all inmate telephone calls for immediate retrieval. There shall be no charge for storage, playback or retrieval. It is preferred that the vendor use Storage Area Network (SAN) or similar technology.
5. The ITS must be capable of automatically turning off recording and monitoring for calls to privileged numbers and at specific inmate phones. This feature should be configurable by County users.
6. The recording system shall provide for automated backups so that no recording is lost. Authorized users should be able to transfer recorded calls from online storage to other



more portable and readily accessible media (i.e. optical discs, USB flash drives, etc.) for use by the facility or other investigators. This information must be in a non-proprietary format for ease of use by investigative agencies.

7. At the County's request, successful vendor must be able to provide and certify phone records as authentic, as needed for court and/or legal purposes.
8. County ITS Administrators should not have the capability to edit or delete call records or recordings.
9. County Administrators should have the ability to mark specific inmates with a celebrity status. Marking them with this status would prevent non-authorized staff from viewing phone records, listening to calls, and/or downloading data.
10. Please identify in detail the type of data storage used by your system. Cloud or hard drive is preferred. Note: A tape system is not considered an acceptable means of data storage. Regardless of the means of storage, the County should be provided immediate access through the vendor's inmate software platform to recorded data. The vendor should store a minimum of 365 days of recorded calls as well as the supporting data and call history reports. Facility personnel must be able to search call recordings by dialed number, date, time, inmate name, PIN, or site name.

#### **Patent & Copyrights**

The Vendor asserts that the equipment and software proposed does not infringe on any U.S. patent or copyright. The vendor shall include in the proposal, and description of all Patents that the vendor holds or has developed, including but not limited to, patent information for proposed equipment or software, where applicable to the inmate telephone system.

The vendor shall pay all license fees and royalties and assume all costs incident to the use in the performance of the project or the incorporation in the project of any invention, design, process, product or device which is the subject of pattern rights or copyrights held by others. The vendor shall indemnify and hold harmless the County, its officers, Commissioners and employees against all claims, costs, including attorney's fees, losses and damages arising out of or resulting from any infringement or patent rights or copyrights incident to the use in the performance of the project or resulting from the incorporation in the project or any invention, design, process, product or device not specified in the contract documents.

#### **System Reports**

1. The reports to the County will be fully integrated into the platform, be fully customizable, and contain a variety of call information to suit the County's needs.
2. The County will have real-time access to historical reports which include but are not limited to:
  - a) Basic reports
    - i. Traffic reports shall include: phone Location Originating call, time of call, telephone number called, duration of call and pin # and other voices present in the call.





- ii. More detailed traffic reports should include a detailed breakdown of the traffic for all collect, debit and prepaid calls for each housing location at the Facilities.
- b) Investigative reports
  - i. Frequently Dialed Number Reports
  - ii. 3-Way Call Attempt Report
  - iii. Dialed Number by More Than One Inmate Report
  - iv. Call Volume by Phone Report
  - v. Call acceptance
  - vi. Numbers called from a specific telephone
  - vii. Numbers called by a specific inmate
- c) Facility maintenance reports
  - i. Facility service and repair requests from any location at any time
  - ii. Service Ticket Report
  - iii. Commission Reports
  - iv. The name of the housing location and the commission generated from Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/interstate and International calls.

#### **Service, Maintenance and Repairs**

1. The system must be operational 24 hours per day, 365 days a year without facility personnel intervention.
2. Technical service representatives must be available 24 hours a day/7days a week/365 days a year (24/7/365) via a toll-free number to resolve service issues. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.
3. The Vendor shall provide all service and maintenance and shall be responsible for all repair and replacement costs throughout the term of the contract.
4. The vendor must be responsive to the site for regular repairs and maintenance and must keep the system in good working order.
5. System shall provide automatic problem reporting capabilities and automatic notification to Vendor (7x24) on when any segment of the system is out of service. The recording system shall provide continuous online self-test diagnostics. Any recording drive failure must immediately notify the Vendor/Anoka County with some type of alarm. This includes hard drive failures.
6. The Vendor shall provide 72-hour advance notice prior to shutting the system down for scheduled service.
7. The Vendor shall provide 24-hour advance notice prior to modifying or patching system software.
8. Describe ongoing support services for the maintenance of the software and hardware. Identify your procedures for the handling of critical failures and software issues. Describe



the types of support options available (e.g., on-site, web-based, telephone, and remote access), hours of availability, description of customer escalation process, and guaranteed response and problem resolution times. Note: Continual failure to meet obligations for repair and maintenance may be cause for the County to exit or terminate the contract.

9. The vendor will be responsible for answering all inmate grievances related to all provided services.
10. Describe the maintenance and quality assurance programs for telephones to be installed.
11. Provide a contact person who will be responsible for ongoing account management and support.

### **Investigations**

1. The inmate calling system shall have the ability to interface with the County's network allowing access to all features and tools from existing desktops. The system will also need to allow for immediate, real-time live monitoring of calls in process via workstations or desktops throughout the County, including but not limited to Sheriff's Office sub-stations, City Police Departments, Federal Law Enforcement and other locations as determined by the County.
2. The system must allow protection of a recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.
3. The system must allow recordings to be downloaded in the recording's native format as well as Wave•Audio (.wav), MP3, MP4 and other common formats.
4. The system must provide an option for downloading phone calls to external media (USB, DVD, and CD) but it must not be the only means of downloading and sharing data.
5. It is desired that all calls in progress are viewable on a map with the ability to view call detail associated with those calls on the same screen.
6. The system must allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts shall include, but not be limited to, the following features:
  - a) Alert to an investigators cell phone or any direct dialed number.
  - b) Real time listening of conversations in progress.
  - c) Ability to disconnect the call in progress.
  - d) Allow investigators to assign and enter a PIN when an alert call is received.
  - e) Ability to hide the alert from other authorized users that have access to the system.
  - f) Allow investigators to enter optional e-mail addresses or telephone numbers for SMS messages to receive notification of calls by inmates and to dialed numbers that are under surveillance



#### 7. Investigative tools

- a) The Inmate Telephone System must contain a sophisticated investigative platform with advanced data mining capabilities.
  - b) The program must be able to make logical connections within the software itself without manual intervention and intuition from the operator
  - c) In addition to making logical connections, the investigator platform should be able to identify possible investigative connections from the provided data.
  - d) The system should also provide electronic data mining of inmate telephone calls and inmate emails based on keywords and slang, without interruption to service and without manual intervention.
  - e) The system should include Reverse Lookup technology for called numbers that is fully integrated with the Inmate Phone System at no cost to the County. Information available should include the end-user name and address associated with either cell phone and/or land-line telephone numbers.
  - f) The system should be able to email alerts to administrators when certain numbers are called, phrases are spoken, etc. i. The system should be able to take you directly to the point in a conversation where a certain topic or key-work was discussed.
  - g) The system shall allow investigators to share case notes about a call or keep them private if they choose to do so.
  - h) Case notes should be searchable.
8. The County is interested in an internal automated voicemail messaging option that allows inmates to submit PREA or crime tips, file grievances, request medical/dental, or file telephone complaints. The internal voicemail feature should allow Facility staff to voicemail a message to an inmate, a group of inmates, or the whole facility.

#### ***Mobile Phone Application***

1. It is preferred that the vendor provide a mobile phone application that:
  - a) Allow live monitoring of on-going calls via cell phone
  - b) Alerts the smart phone user of flagged inmate phone calls being made.
  - c) Includes the name of the inmate placing the call and the phone number that is being called.
  - d) Employs the necessary security measures to ensure the calls being shared through the smart phone apps are not compromised.
  - e) The mobile phone application should be Web browser based for use on Android, iOS, Blackberry and Windows Phone devices.

#### **Interfaces**

1. Describe in detail all software interfaces your company/products require to allow full interfacing capability with products/services you bring to the table as well as services Anoka County already uses. Describe any custom software that you have already
2. developed to interface with Police Central's Jail Management System and the Keefe Inmate Account system.



3. The County requires the vendors system to import data from Police Central such as inmate name, Jacket number, booking number and location within the facility.
4. The County requires the vendors system to exchange data with the Keefe Commissary system such as inmate name, Jacket number, booking number account transactions.

### **Commission Structure**

The commission rate shall be based on Gross Revenue. Gross revenues shall be defined as total billable minutes without any allowances or deduction for bad debt, fraud, line charges, and equipment charges, other collectible or uncollectible charges. The Vendor shall state their proposed percentage of commission rate which will be payable to the County. Such commission rate shall remain fixed during the contract term, unless the County and the Contractor mutually agree to modify the commission rate, at any time during the contract terms.

### **Training**

The vendor must provide training manuals, training aids, and training on all new systems. The training will be instructor led, hands-on training conducted on premises. Updated training must be provided for all major software changes and upgrades. Please provide examples of training manuals, course outlines, etc.

### **Facility Security**

To maintain security, the County reserves the right to observe Vendor's operations and inspect their worksite at any and all times. The vendor agrees to abide by any and all of the Detention Facilities rules and regulations, procedures and general orders.

All of Vendor's employees, agents, and subcontractors working at the Anoka County Jail must pass and maintain, a background check performed by the Minnesota Bureau of Criminal Apprehension (BCA). The Sheriff's Office shall have the sole right, at any time, to reject any of the vendor's employees who, in their judgment, pose a risk or potential risk to the security or operations of the Detention Facilities. Persons not previously screened for admittance shall not be admitted to the Detention Facilities without proper notification to the County and authorization from the Sheriff or their designee.

The Vendor's supervisors shall report any unusual occurrences immediately to the Sheriff or their designee. The Vendor shall review the Detention Facilities contraband policies and inmate staff relations policy and inmate handbook. All of Vendor's employees are to be familiar with prohibited items.

### **Subcontractor Management**

The vendor shall identify all subcontractors to be utilized in the performance of this contract, including the type/amount of work/services they will be providing. If Subcontractors are used, Anoka County will consider the proposing vendor to be the Prime Contractor and to be solely



responsible in all contractual matters, including payment of any and all charges resulting from such sub-Contractor arrangements.

The Prime Contractor will be fully responsible for the acts, errors, and omissions of the Sub-Contractor. The successful respondent shall cause appropriate provision of its proposal to be inserted in all subcontracts ensuing to assure fulfillment of all contractual provisions by subcontractors.

The vendor shall be responsible for the management of all subcontracted personnel. The vendor shall provide the County with its policies and procedures for subcontractor management including the following:

1. Vendor's level of experience with the subcontractor(s)
2. Quality control measures
3. Replacement policies

### ***Video Visitation System***

#### **General Information**

The Vendor shall provide Anoka County with a proposal for an inmate video visitation system (VVS) for the Jail Facility, to include all necessary labor, equipment, materials, software, installation, configuration (hardware, software, and networking), documentation, testing, and training services. Note: The Jail does not currently have video visitation equipment.

The VVS will allow the public to visit inmates from their home (remote video visitation), as well as from visitation kiosks located within the public area of the Jail facility.

The VVS provided shall be fully compliant with all applicable state and federal standards relating to inmate telephone service in correctional facilities.

The Vendor must propose the number of stations for the facility. Vendor will provide fixed stations that are to be located in the common dayroom areas of each housing unit and may propose other areas within the Jail for additional telephones. A portable unit shall be made available for areas such as the medical unit, wet cells, etc.

Currently, the jail has the following number of video visitation stations:

- Unit 1 – 2 stations
- Unit 2 – 2 stations
- Unit 3 – 1 portable station
- Unit 4 – 1 portable station
- Unit 5 – 2 stations
- Unit 6 – 2 stations
- Protective Custody – 1 portable station
- Public visiting space – 6 stations



The Vendor shall be required to plan, finance and implement phased integration and testing of all required equipment and software relative to the VVS solution without impacting the normal daily operation of the Jail.

The Vendor will provide all materials, hardware, software, wiring, switching equipment, internet connection, labor, license, etc. to set up and operate all systems requested and will repair, replace, and update equipment and software during the course of the contract to maintain efficient operation of all systems at no cost to the County. These systems will be standalone, i.e. not part of the County network.

### **General System Requirements**

1. VVS visits shall be up to 20 minutes in length and must have a “prompt” at the beginning which notes the visit is recorded and may be monitored.
  - a) A per-minute visiting option would also be an option. If available, please describe how this option would work.
2. It is preferred that the proposed system shall utilize a voice identification or voice biometric feature to assist in authenticating an individual’s identity.
3. It is preferred that the proposed system utilize a background filter or max to hide or distort the background behind the inmate on the video visit.
4. It is preferred that the video visitation system be able to support the following video visitation hours:
  - a) VVS hours for general population inmates shall occur daily:
    - i. 8 a.m. - 2 p.m.
    - ii. 4 p.m. - 9 p.m.
  - b) VVS hours for maximum security inmates shall occur daily:
    - i. Cells 405 – 416
      - 1) 7:30 a.m. – 9:30 a.m.
      - 2) 12:30 p.m. – 1:30 p.m.
      - 3) 5:30 p.m. – 7:30 p.m.
    - ii. Cells 505 – 516
      - 1) 9:30 a.m. – 11:30 a.m.
      - 2) 1:30 p.m. – 2:30 p.m.
      - 3) 7:30 p.m. – 9:30 p.m.
5. The VVS shall be capable of limiting the length of a visit, providing service at certain times of the day/week/month and allowing a maximum number of internet visits per inmate per week or month.
6. The VVS must be able to shut down quickly and selectively.
7. The VVS shall be capable of taking an individual video visitation station out of service without affecting other video visitation stations.



### **Software**

Include all software upgrades automatically as new version are released at no cost to the Anoka County Detention Facilities, throughout the entire contract period. Must be compatible with Anoka County IT requirements. These systems will be standalone, i.e. not part of the County network. Any PC's that have access to the Internet will be provided with anti-virus/malware protection software and that they vendor is supplying regular service package updates to those applications.

### **Cabling**

Please note the following minimum specifications for inmate and visitor terminals:

1. Cable installations must comply with Anoka County Cabling Standards. Any new cabling installed by the contractor will be considered a building fixture and will be transferred in useable condition to the County upon termination of the contract.
2. The visitation stations shall utilize CAT5E or CAT6 cabling for connection to the visitation network. Local 120 or 240 VAC 50/60HZ power shall be required at each station location.

### **Data Ownership**

All information entered into the vendor's software during the extent of the contract is the property of the ACSO. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the ACSO approval, all inmate and Facility information.

### **Hardware**

Please note the following minimum specifications for inmate and visitor terminals:

1. A detention grade hardened steel enclosure, non-removable detention grade hardware, fasteners and water-resistant casings.
2. A 15" or larger shatter-resistant touch screen LCD/LED Backlight monitor enabled for touch screen, (if recommended for other applications).
3. No open or exposed wiring.
4. 110 VAC power.
5. A high definition IP color camera is preferred.
6. One detention grade audio handset per terminal for inmate locations, and one or two detention grade audio handsets per visitor terminal. (12" length)
7. Assembled from non-proprietary, off-the-shelf computer components. If any proprietary components are proposed, they must be described in detail.

### **Video Visiting**

1. Describe in detail how your system handles on-site and remote visitation with emphasis on how visitation is managed, monitored, recorded, stored and provided.
2. Describe the equipment needed for the County, how big the on-site footprint will be and any space requirements for your server.
3. Remote visitation options will be considered by the County. Describe the technologies/capabilities required on the public side of a remote visitation session.
  - a) Provide a list of equipment you would providing the County to manage, maintain and operate this function.



- b) Describe how the equipment will be maintained and the ownership of that equipment.
  - c) Provide an example of visitation policy being used to manage this task by other clients who have implemented remote visitation.
4. The County will require full monitoring capability of both on-site and remote visitations to include video and audio.
  5. Vendor must provide a scrolling or stationary message at the bottom of the screen stating "This is an inmate visitation from the Anoka County Jail" with a date and time stamp of the recording.
  6. The ability to display other messages on the screen during a live visitation would also be a beneficial means of communication. Please describe your systems ability to this during closure dates, holidays, maintenance down time, etc.).

#### ***Remote Video Visiting***

1. Remote visitation must function on computers running both Microsoft Windows and Apple OSX, without additional software.
2. Remote visitation must work using the latest two versions of the following Web browsers: Internet Explorer, Firefox, Safari, and Chrome.

Please identify if your system works on Android or Apple tablet devices.

#### **Inmate Visitation Scheduling**

The video visitation software must be web-based and allow for Anoka County to administer visitation sessions and visitation operations based on Anoka County policies.

The system should have an on-site terminal for scheduling as well as on-line scheduling options.

The video visitation solution shall include the following scheduling, automation, policy management, and usability functionality:

1. System must assign a unique identification number to each inmate and user
2. Multi-lingual inmate interface (English and Spanish at a minimum)
3. A single system that must be able to support multiple housing units
4. Web-based visitation scheduling for authorized users (Corrections Services staff, attorneys, the public) utilizing any standard web browser
5. Inmate terminal must display pending visits
6. Web-based scheduling system must allow users to easily and simply schedule a visitation session
7. Web-based scheduling system must require visitors to provide photo ID for a visitation session
8. Web-based scheduling system must only display timeslots that meet Anoka County Jail's policies





9. Web-based scheduling system must conduct all conflict checking and only display times that are available
10. Web-based scheduling system must allow users to easily change their personal information (password, address, phone number, etc.)
11. It is preferred that the system automatically cancel a visit if the inmate is released or moved to a location where visitation is not possible
12. Web-based scheduling system must send an email to the visitor when a visit is scheduled, modified, or cancelled
13. If a scheduled visit is cancelled, the timeslot should become available for scheduling
14. Web-based scheduling system must assign a unique visitation identification number for every visit for reporting and tracking
15. The visitation management system must allow authorized Facility staff to schedule visits, as well as modify existing visits. The system shall require the staff to enter notes as to the reason for the modification of visits
16. System must use a set duration of 20 minutes for each visit and can be adjusted by the staff as well
17. The system should track the following inmate and visitor information:
  - a) Inmate PIN;
  - b) Inmate name;
  - c) Inmate Housing location
  - d) Visitor name;
  - e) Relationship to the inmate;
  - f) Date, start and end time of visits; and
  - g) Inmate video visitation station.
  - h) The system will provide an audit trail of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.)
18. The system will provide for an Exclusion or Blocked Visitor List which allows the County to set visitor exclusions (i.e., visitors should be able to be excluded from visiting certain or all inmates and inmates should be excluded from visiting certain public visitors). This should allow exclusion time periods to be set as well. (Example: Excluding public visitation for a visitor for 10 days due to an infraction).
19. The system shall provide a visual warning message to inform the visitor that the visit will be ending in "5" minutes.

### **System Reports**

Reports must be available to the County regarding daily, weekly and monthly visitation statistics as well as be searchable by both visitor and inmate information specifically and historically. Customizable reports are preferred.



### **System Administration**

The system shall provide different levels of functionality to users based on their user type. For example:

1. Administrators: create/manage/edit – users, schedules, etc.
2. Users: create/manage/edit their own schedules
3. Read-only user: can only view scheduled visits
4. Each user will require a unique username and password that will dictate their level of functionality.
5. Provides an audit trail of all system activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).
6. The system shall allow for integration with the Anoka County JMS. a. The VVS shall use the same inmate PIN utilized by ITS to identify the inmate on the video visitation system.

### **Video Visit Monitoring and Recording**

1. Please identify in detail the type of data storage used by your system. Cloud or hard drive is preferred.
2. Video Visitation Recording: The VVS must automatically record all visits, except for those visits with visitors who have been approved for unrecorded visits.
  - a) Recordings will be retained for a minimum 60 days. The Vendor may make alternative recommendations if this is not advisable and should indicate the cost or potential impact to Commissions based on this policy.
    - i. Authorized staff shall have the ability to keep the recordings beyond the default period in the contract.
  - b) It is preferred that the recordings be available in MP3 or MP4 format.
  - c) The video visitation system shall have a report showing all users who have accessed and / or downloaded the recordings, with the date and time recorded.
3. The County must be able to lock certain recordings (as needed based on investigative purposes) to ensure they are not purged as part of the standard retention period.
4. The County should have the ability to mark specific inmates with a celebrity or high-profile status. Marking them with this status would prevent non-authorized staff from viewing video visits, monitoring visits, and/or downloading data.
5. Authorized staff must have the ability to send messages to the inmate and visitor during the live visit.
  - a) The VVS must offer the option for the staff messages to be pre-designated messages by authorized staff supervisors or written ad hoc by the monitoring staff.
6. Authorized staff must have the ability to instantly disconnect a visit. The VVS shall require the staff to enter a reason for the disconnection.
7. Vendor must provide License-Free software for recorded video visitation play back on Microsoft Windows or Apple based operating systems without need of third party applications. Please specify the type of file formats the proposed system is capable of providing output to.



8. Attorneys and other such individuals who require private access to inmates will be able to do so through remote video visitation without being monitored or recorded.

### **Patent & Copyrights**

The Vendor asserts that the equipment and software proposed does not infringe on any U.S. patent or copyright. The vendor shall include in the proposal, and description of all Patents that the vendor holds or has developed, including but not limited to, patent information for proposed equipment or software, where applicable to the inmate telephone system.

The vendor shall pay all license fees and royalties and assume all costs incident to the use in the performance of the project or the incorporation in the project of any invention, design, process, product or device which is the subject of pattern rights or copyrights held by others. The vendor shall indemnify and hold harmless the County, its officers, Commissioners and employees against all claims, costs, including attorney's fees, losses and damages arising out of or resulting from any infringement or patent rights or copyrights incident to the use in the performance of the project or resulting from the incorporation in the project or any invention, design, process, product or device not specified in the contract documents.

### **Service, Maintenance and Repairs**

1. The system must be operational 24 hours per day, 365 days a year without facility personnel intervention.
2. Technical service representatives must be available 24 hours a day/7days a week/365 days a year (24/7/365) via a toll-free number to resolve service issues. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.
3. The Vendor shall provide all service and maintenance and shall be responsible for all repair and replacement costs throughout the term of the contract.
4. The vendor must be responsive to the site for regular repairs and maintenance and must keep the system in good working order.
5. System shall provide automatic problem reporting capabilities and automatic notification to Contractor (7x24) on when any segment of the system is out of service. The recording system shall provide continuous on line self-test diagnostics. Any recording drive failure must immediately notify the Contractor/Anoka County with some type of alarm. This includes hard drive failures.
6. Vendor shall provide 72-hour advance notice prior to shutting the system down for scheduled service.
7. Vendor shall provide 24-hour advance notice prior to modifying or patching system software.
8. Describe ongoing support services for the maintenance of the software and hardware. Identify your procedures for the handling of critical failures and software issues. Describe the types of support options available (e.g., on-site, web-based, telephone, and remote access), hours of availability, description of customer escalation process, and guaranteed



response and problem resolution times. Note: Continual failure to meet obligations for repair and maintenance may be cause for the County to exit or terminate the contract.

9. The vendor will be responsible for answering all inmate grievances related to all provided services.
10. Describe the maintenance and quality assurance programs for telephones to be installed.
11. Provide a contact person who will be responsible for ongoing account management and support.

### **Investigative Tools**

1. The Inmate Telephone System must contain a sophisticated investigative platform with advanced data mining capabilities. If the investigative package is from a third-party vendor, please describe in detail your relationship to that vendor regarding system upgrades and updates, repair/maintenance of the system, and the ability of their system to meet the standards set forth in this RFP.
2. The Video Visitation System shall provide for real-time viewing and interrupt of the visitations from device (computer, mobile phone, Android or Apple tablet) using Flash or HTML on the network as long as the user has authority.
3. Authorized users shall be able to search for specific visitation sessions by Inmate, Visitor (or both) and time.
4. Authorized users shall be able to stream the video visitation session of their choice to their desktop for viewing/listening. The contractor shall coordinate with the owner for which locations will have this feature.
5. Authorized users shall also be capable of burning a DVD/CD of the recorded visitation session.
6. The system shall incorporate an audit trail to track who has viewed and or burned a copy.
7. Provide an audit trail of all activity for a specific visit (i.e. who scheduled, added visitor, modified or cancelled).

### **Interfaces**

Describe in detail all software interfaces your company/products require to allow full interfacing capability with products/services you bring to the table as well as services

1. Anoka County already uses. Describe any custom software that you have already developed to interface with Police Central's Jail Management System and the Keefe Inmate Account system.
2. The County requires the vendors system to import data from Police Central such as inmate name, Jacket number, booking number and location within the facility.
3. The County requires the vendors system to exchange data with the Keefe Commissary system such as inmate name, Jacket number, booking number account transactions.

### **Commission Structure**

Identify the proposed commission rate for video visitation services.



### **Technology Usage Agreement**

Through the review and assessment of the County's Systems, the Vendor may be exposed to County data and/or data on individuals or organization which are confidential in nature. In addition, the Vendor may be exposed to confidential information relating to the County's computers, network, and programs. Hereinafter, this data and information is collectively referred to as "County Information." In recognition of the need to protect the County Information, the Vendor covenants and agrees that it shall regard and treat each item of County Information as a trade secret and/or confidential information and that it will not, without the express written consent of the County or except as required by law, redistribute, market, publish, disclose or divulge to any other person, firm, or entity, or use or modify for use, directly or indirectly, in any way, for any person or entity, any of the County Information. Accordingly, all employees of the vendor that shall have access to County Information shall be required to execute the County's Technology Usage Agreement as set forth in Exhibit E. At the termination of this Agreement, the successful vendor shall return to the County all County Information. Unauthorized use of the County's data may be a criminal offense and violators will be prosecuted.

### ***Alternate Option***

#### **Part-time, On site Administrator**

Please provide in your response an alternative that includes a part-time, on-site administrator who was responsible for items such as downloading and burning data for law enforcement personnel, providing court testimony as needed, blocking calls, responding to inmate grievances, providing minor system repairs, etc.

Currently this is a 20-hour a week position.



### **SECTION III: ELIGIBLE RESPONDENTS**

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Eligible respondents must include, at a minimum, three references of similar sized facilities where the Vendor provides the same or similar service as required by this RFP. Included should be the name of the facility, a short description of the contracted services, and the name, address, and telephone number of the contact person for that reference.

Respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.



## SECTION IV: PERFORMANCE EXPECTATIONS

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### 1. Performance Expectations – Minimum Service Requirements

- Inmate Phone and Video Visitation Services must be efficient and done in an effective manner to ensure the security of the Jail is maintained.
- The Vendor shall provide an Inmate Phone and Video Visitation Service that is networked, PC or cloud-based system.
- The Vendor's Inmate Phone and Video Visitation Services must fully comply with Minnesota Data Privacy Statutes.
- It is preferred that the Inmate Telephone system be currently operating in at least three (3) facilities of similar size or larger for a minimum of three (3) years.
- It is preferred that the Inmate Video Visitation system be currently operating in at least three (3) facilities of similar size or larger for a minimum of three (3) years.
- The Vendor shall provide the computer hardware and software necessary for Inmate Phone and Video Visitation Services by Vendor's on-site personnel.
- Computers, computer software, inmate phones, registration phones, inmate video visitation stations, public video visitation stations, registration stations, printers, scanners, kiosks, web internet programs, etc. are to be provided, installed and functional within 3 months of contract agreement.
- All financial transactions for the Inmate Phone and Video Visitation Services shall interface with the jail's existing commissary system. These transactions shall be seamless, transparent, and auditable.
- The Vendor shall provide the County with the ability to run reports for the purpose of monitoring inmate calls, video visits, financial transactions and trends.



## SECTION V: CONTRACT DEVELOPMENT & TERM

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### 1. Contract Development & Term

The County reserves the right to negotiate further with one or more Vendors. The content of the RFP and the successful Vendor's proposal(s) will become an integral part of the contract but may be modified by the provisions of the contract. By submission of proposals pursuant to this RFP, Vendors acknowledge that they are amenable to the inclusion in a contract of any information provided either in response to this RFP or subsequently during the selection process.

A proposal in response to an RFP is an offer to contract with the County based upon the terms, conditions, scope of work and specifications contained in the County's RFP. If the selected Vendor fails to sign and return the Contract Documents within 15 days following the receipt thereof, the County may cancel the award. Upon cancellation of the award, the County may then award the contract to a different Vendor. The County retains the right not to make any subsequent award.

Further, all Vendors, by submitting proposals, agree that they have read, are familiar with all the terms and conditions of the different documents making up the Contract Documents, and will abide by the terms and conditions thereof.

The County has the right to use, as the County determines to be appropriate and necessary, any information, documents, and anything else developed pursuant to the RFP, the proposal and the contract.

The successful proposal shall be incorporated into the resulting contract and shall be a matter of public record subject to the provisions of Minnesota law.<sup>12</sup>

**The initial contract will be for a three-year period with an option to renew for an additional three-year period. The County shall have the right to use all system ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.**

### 2. Performance Bond

The successful bidder shall furnish a performance bond for the full value of the annual contract, including costs of products, services and commissions together with the executed contract. Such bond shall be issued from a reliable surety company licensed to do business in Minnesota and must be issued from a list of surety companies listed on Treasury Department circular 570. The bond shall remain in effect for the duration of the contract.

The bond is to insure to the County that all services have been performed according to the specifications of the proposal documents.





Attorneys-in-fact who sign performance bonds must file with each bond a certified and effective date of their power of attorney.



## SECTION VI: SUBMISSION REQUIREMENTS

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### 1. General Submission Information

***Submissions must be submitted by no later than 3:00 PM CST on Thursday, April 9, 2020. Proposals must be submitted to the Authorized County representative found on the front page.***

Mailed Proposal: all proposal envelopes must be sealed and bear the project name found on the front page together with the name and address of the respondent. The proposal envelopes shall be addressed to the County's authorized representative found on the front page.

Emailed Proposal: Please email your proposal to the County's authorized representative with the Project Name listed in the subject line. If unable to email, please contact the authorized representative to make other arrangements. [Carrie.Johnson@co.anoka.mn.us](mailto:Carrie.Johnson@co.anoka.mn.us)

To be considered, respondents must submit a proposal along with other supporting documentation in accordance with the instructions in this RFP. When evaluating a proposal, the County will consider how well the respondent has complied with these instructions and provided the required information.

Respondents may contact only the Authorized County Representative by email at [Carrie.Johnson@co.anoka.mn.us](mailto:Carrie.Johnson@co.anoka.mn.us) during the Q&A period to request clarification that may be needed to comply with these instructions. Questions are considered public information and will be posted in their entirety on the Anoka County [www.PublicPurchase.com](http://www.PublicPurchase.com) website with answers within three to five (3-5) working days of submission or according to the solicitation timeline. Questions will be accepted by email only and will be responded to by addenda which is posted on the Anoka County Website.

Responses to this RFP should be economically prepared, with emphasis on completeness and clarity of content. The proposal, as well as any reference materials presented, must be typed in English in at least 12-point font and must be on standard 8 ½" by 11" paper with no less than one inch margins. Foldouts containing charts, spreadsheets, and oversize exhibits are permissible.

Respondents may find instances where they must take exception with certain requirements or specifications of the RFP. All exceptions shall be clearly identified in a separate Exceptions section of your proposal and written explanations shall include the scope of the exceptions, the ramifications of the exceptions for the County, and a description of the advantage to be gained or disadvantages to be incurred by the County as a result of these exceptions. Suggested language is permissible.

All information deemed proprietary or confidential shall be clearly identified in a separate Confidential section of your proposal with written explanations provided as to how it is deemed proprietary or confidential as defined in the Minnesota Government Data Practices Act,



Minnesota Statutes Section 13.37. For further detail, refer the General Contract Terms & Conditions section of this RFP.

## **2. Proposal Checklist**

All proposals must contain the following documents:

- Cover Page (1 Page)
- Table of Contents (1 Page)
- Executive Summary (no longer than one page)
- Proposal Narrative – includes personnel helping with project (no longer than 15 pages)
  - Describe your proposed Phone/Video Visitation Solution – include if they are separate units or combined and any specific requirements such as, but not limited to, electrical, cabling, etc. to run the proposed solution.
  - Include your proposed Maintenance and Service/Support Model
- Alternate Option – Part-time, on site Administrator.
- Provide Commission Structure
- Provide Sample Reports
- References from similar projects in scope and size
- Exceptions (clearly identified)
- Confidential or Proprietary Information per Minnesota Law (identified separately)



## **SECTION VII: PROPOSAL EVALUATION & SELECTION PROCESS**

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### **1. Evaluation & Selection Process**

The County has developed a subcommittee whose members include individuals from the County and will be responsible for reviewing proposals. This committee will be comprised of individuals who have no fiduciary interest in bidding for funding under this RFP. Documents may be examined by other agencies and consultants of Anoka County. Any response that takes exception to any mandatory items in this Proposal Process may be rejected and not considered. Subcommittee members will review and score proposals according to the criteria specified in this RFP. Final award decisions will be made by the County.

#### **Criterion and Point Value (100 total)**

- Knowledge and experience (15 points) – specific experience with operations similar in size, scope, and complexity to the County.
- Overall quality of the technical proposal (30 points), including:
  - Maintenance and support functions for the services, software and hardware provided.
  - Meet established standards for ITS and Video Visitation technologies.
- Corporate resources and local operating plan (10 points) – including key personnel to be involved in implementation.
- Financial (10 points) – pricing and commissions,
- Reasonableness and competitiveness of business proposal (5 points)
- Planned Project Schedule (20 points)
- Alternate for part-time onsite administrator (5 points)
- References (5 points)

Respondents may be required to deliver a presentation to the RFP review committee and/or to the Committee of Jurisdiction or County Board.



## SECTION VIII: GENERAL TERMS AND CONDITIONS

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### 1. Proposal Terms and Conditions

1. All proposals shall be submitted on the proper proposal forms. All blank spaces on the proposal must be filled in, in ink or typewritten, and the proposal form must be fully completed and signed when submitted. All proposals by corporations shall bear the official seal of the corporation, if applicable, along with the signature of a duly authorized officer of the corporation.
2. Anoka County is not responsible for any costs incurred by the vendor to prepare or submit a proposal, participate in the pre-proposal conference, vendor interview, or for any other cost to the vendor associated with responding to this RFP.
3. All proposals submitted on time become the property of Anoka County upon submission and the proposals will not be returned to the vendors. By submitting a proposal, the vendor agrees that Anoka County may copy the proposal for purposes of facilitating the evaluation or to respond to requests for public records. The vendor consents to such copying by submitting a proposal and warrants that such copying will not violate the rights of any third party, including copyrights.
4. Pursuant to the Minnesota Government Data Practices Act, Minnesota Statutes Section 13.591, the names of all entities that submit a timely proposal to Anoka County will be public once the proposals are opened. All other information contained in the proposals remains private until the County has completed negotiating a contract with the selected vendor. After a contract has been negotiated, all information in all proposals received is public information except "trade secret" information as defined in Minnesota Statutes Section 13.37.

Requests by the public for the release of information held by Anoka County are subject to the provisions of the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. Vendors are encouraged to familiarize themselves with these provisions prior to submitting a proposal. All information submitted by a vendor may be treated as public information by Anoka County unless the vendor properly requests that information be treated as confidential/trade secret data at the time of submitting the proposal.

The request must also include the name, address, and telephone number of the person authorized by the Vendor to answer any inquiries by Anoka County concerning the request for confidentiality. The County reserves the right to make the final determination of whether data identified as confidential by a Vendor falls within the public disclosure exemptions in the Minnesota Government Data Practices Act.



The Vendor's failure to request confidential treatment of information pursuant to this subsection will be deemed by Anoka County as a waiver by the vendor of any confidential treatment of the information in the proposal.

5. All alterations or erasures must be crossed out and the corrections thereof printed in ink or typewritten adjacent thereto. The corrections must be initialed in ink by each person signing the proposal form.
6. All proposals must comply with and not deviate from the provisions of the specifications and other proposal documents.
7. Revisions or interpretations made by the County shall be by addendum in writing issued prior to the due date set for proposals. Any explanation desired by respondents must be requested from the County's authorized representative in writing. If explanation is necessary, a reply will be made in the form of an addendum. Information obtained from an unauthorized officer, agent, or employee of the County shall not affect the obligations assumed by the respondent nor relieve the respondent from fulfilling any of the conditions herein.
8. Any modification, insertion, deletion, or change, except as caused by a County addendum, shall be cause for the rejection of the proposal. Should any respondent wish to submit amplifying data with respondent's proposal, the respondent should make a statement on the bottom of the proposal that such amplifying material is a part of the proposal and attach said material to the proposal form.
9. The respondent shall not be allowed to take advantage of any errors or omissions in the specifications. Where errors or omissions appear in the specifications, the respondent shall promptly notify the County of such error or omission. Inconsistencies in the specifications are to be reported before proposals are received, wherever found.
10. Proposals received prior to the time of opening will be kept secure and unopened. The official whose duty it is to open proposals shall determine when the specified time has arrived. No proposal received thereafter will be considered and will be returned to the respondent unopened.
11. The County shall not physically release or return to the respondent any proposal for the purpose of modification, withdrawal, or any other purpose whatsoever, until after the proposals are officially opened and acknowledged.
12. No responsibility will attach to the County for the premature opening of a proposal not properly addressed and identified.
13. After proposals have been officially opened, no proposal may be withdrawn for a period of 60 days, and then only by written notification to the Director of Risk Management and Purchasing.



14. All proposals shall be held firm until the award has been made.
15. Prior to the award of the Contract, the apparent successful respondent, if requested by the County, shall furnish current information and data regarding the respondent's financial resources and organization, within five (5) working days. The County shall have the right to take such steps as it deems necessary to determine the ability of the respondent to perform the work, and the respondent shall furnish the County all such information and data for this purpose as the County may request. The right is reserved to reject the proposal where the available evidence or information does not satisfy the County that the respondent is qualified to carry out properly the terms of the contract. The expertise of the respondent in the particular field of endeavor must be demonstrated and documented to the full satisfaction of the County, upon request, or the proposal may be rejected by the County.
16. The successful respondent, by entering into a contract with the County, warrants and represents that it will perform all duties set forth and conform to all of the specifications contained or referred to herein, and further guarantees its performance which may be rejected by the County.

The County may make such investigations as it deems necessary to determine the ability of the respondent to perform the work specified in these documents, and the respondent shall furnish to the County all such information and data for this purpose as the County may request. The County reserves the right to reject any proposal if the evidence submitted by, or investigation of, such respondent fails to satisfy the County that such respondent is properly qualified to carry out the obligations of the Contract. The respondent must be prepared to demonstrate that their performance is in conformance with RFP specifications, on request by the County, after the opening of the proposals.

17. By submitting a proposal, the respondent certifies that it is the only party interested in its proposal, and that its proposal is made and submitted without fraud or collusion with any other person, firm, or corporation whatsoever.

The County reserves the right to disqualify any proposal, before or after opening, upon evidence of collusion with intent to defraud, or other illegal practices upon the part of the respondent, or for noncompliance with the requirements of these documents.

18. This solicitation is not meant to favor any vendor. It is designed to meet the needs of the County. The evaluation panel will weigh the proposals based on the following but not limited to: the vendor's experience, installation, cost, references, and the overall proposed system.

An interview or demonstration may be necessary as part of evaluation.

Award shall be made to the responsible and responsive vendor whose proposal is determined to be the most advantageous to Anoka County taking into consideration of the County. A



valid and enforceable contract exists when an agreement is fully executed between the parties.

The County shall notify the successful respondent upon determination of final selection or upon awarding the project as appropriate for this procurement method. Once any negotiations are finalized, an award will be made by the Anoka County board.

19. Pursuant to requirements of Minn. Stat. §16B.06, subd. 4, the vendor agrees that its books, records, documents, and accounting procedures and practices relevant to this proposal are subject to examination by the County, and either the legislative auditor or the State Auditor as appropriate.
20. Anoka County reserves the right to:
  - a. Waive any informalities and to reject any or all parts of a proposal;
  - b. Reject the proposal where the available evidence or information does not satisfy the County that the vendor is qualified to properly carry out the terms of the contract.
  - c. Advertise for new proposals where the acceptance, rejection, waiving or advertising of such would be in the best interests of the County;
  - d. Schedule an additional pre-proposal meeting in the case where only one or two respondents attend the initial scheduled meeting. Any respondent who attends the original meeting will be notified of additional meetings and may or may not be required to attend a second meeting.
  - e. Request demonstration and/or documentation to prove expertise of the vendor in the particular field of endeavor to the full satisfaction of the County. If unable to provide sufficient demonstration or documentation, the proposal may be rejected by the County.
  - f. Award to multiple vendors in whole or in part, by item, group of items, or by section where such action serves the County's best interests of the County.
  - g. Negotiate with any respondent after proposals are reviewed, if such action is deemed to be in the best interest of the ACWDB.
  - h. Request the apparent successful vendor to supply the names and addresses of suppliers and subcontractors when required to do so by the County.





21. The Anoka County Bid Protest policy can be found in the Anoka County Financial Policies located at <http://www.anokacounty.us/bids> under Information for Vendors.

All questions regarding the protest should be directed to:

Lindsey Felgate, Purchasing Manager  
763-324-1735  
[Lindsey.Felgate@co.anoka.mn.us](mailto:Lindsey.Felgate@co.anoka.mn.us)

Hereinafter, the successful Responder shall be referred to as "Contractor."

## **2. Contract Terms and Conditions**

For all detailed General Terms and Conditions, refer to Appendix B - Sample Contract.

The contractor agrees to obtain and to maintain current insurance as required, refer to Appendix A - Insurance Requirements.



## APPENDICES

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Appendix A – Insurance Requirements

Appendix B – Sample Agreement

Appendix C – Proposal Form

Appendix D – Technology Usage Agreement (TUA)

Appendix E – Technology Questionnaire

Appendix F – Change Order Form

Appendix G – Background Check Procedure

**APPENDIX A**  
**INSURANCE REQUIREMENTS (with auto)**  
**Professional Services**

All Vendors (hereinafter referred to as the “Contractor”) will procure and maintain for the duration of this Agreement/Contract (hereinafter referred to as the “Contract”), insurance coverage for injuries to persons or damages to property that may arise from or in connection with the performance of the work herein by the contractor, its agents, representatives, employees or subcontractors. **ANOKA COUNTY**  
**CONTRACT NUMBER:** \_\_\_\_\_.

1.1 **Commercial General Liability.** Contractors will maintain Commercial General Liability (CGL) and, if necessary, commercial umbrella insurance with a combined limit of not less than \$1,500,000 each occurrence.

1.1.1 CGL Insurance will be written on ISO occurrence form CG 00 01 96 (or a substitute form providing equivalent coverage), and will cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract including the tort liability of another assumed in a business contract.

1.1.2 **Anoka County**, including all its elected and appointed officials, all its employees and volunteers, all its boards, commissions and/or authorities and their board members, employees, and volunteers, and all its officers, agents, and consultants, are named as Additional Insured under the CGL, using ISO additional insured endorsement CG 20 10 10 01 and CG 20 37 10 01 or substitute providing equivalent coverage, and under the commercial umbrella, if any with respect to liability arising out of the contractor’s work and services performed for the County. This coverage shall be primary to the Additional Insured.

1.1.3 The County’s insurance will be excess of the contractor’s insurance and will not contribute to it. The contractor’s coverage will contain no special limitations on the scope of protection afforded to the County, its agents, officers, directors, and employees.

1.1.4 **Waiver of Subrogation.** Contractor waives all rights against Anoka County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Commercial General Liability or commercial umbrella liability insurance obtained by Contractor pursuant to Paragraph 1.1.

1.2 **Professional Liability (errors & omissions) and Umbrella Liability Insurance.** Contractor will maintain Professional Liability (errors & omissions) insurance appropriate for the profession that they are engaged in, with a limit not less than \$1,500,000 per loss. Coverage under such a policy may not be subject to a deductible, not to exceed \$25,000 per occurrence.

Contractor must agree to:

1.2.1 Not make or accept any changes to such a policy maintain all claims-made form policy for at least two years following the completion of work.

1.2.2 All sub-consultants to the Contractor providing professional services under this contract will also provide evidence of professional liability insurance to Anoka County at the limits specified in paragraph 1.2.

1.3 **Automobile Liability and Umbrella Liability Insurance.** Contractor will maintain automobile liability and, if necessary, commercial umbrella insurance with a limit of not less than \$1,500,000 each accident.

1.3.1 Automobile insurance will cover liability arising out of any auto (including owned, hired and non-owned autos). If the Contractor does not own any vehicles, Anoka County will accept hired and non-owned autos with a letter from the Contractor stating that it does not own any autos.

- 1.3.2 Coverage as required in paragraph in 1.3 above will be written on ISO form CA 00 01, or substitute form providing equivalent liability coverage. If necessary, the policy will be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later edition of CA 00 01.
  - 1.3.3 **Waiver of Subrogation.** Contractor waives all rights against Anoka County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the business auto liability or commercial umbrella liability insurance obtained by Contractor pursuant to Paragraph 1.3.
- 1.4 **Workers' Compensation Insurance.** Contractor will maintain Workers' Compensation Insurance as required by the State of Minnesota and Employers Liability Insurance with a limits not less than \$100,000 Bodily Injury By Accident for each accident, not less than \$100,000 Bodily Injury By Disease each employee and not less than \$500,000 Bodily Injury By Disease policy limit.
- 1.4.1 If Contractor is not required by Statute to carry Workers' Compensation insurance, Contractor must provide a letter on their letterhead which includes:
    - 1.4.1.1 Provide evidence why the contractor is not required to obtain Workers' Compensation Insurance.
    - 1.4.1.2 A statement in writing which agrees to provide notice to Anoka County of any change in Contractor's exception status under the Minnesota State Statutes 176.041; and
    - 1.4.1.3 A statement which agrees to hold Anoka County harmless and indemnify the County from and against any and all claims and losses brought by Contractor or any subcontractor or other persons claiming injury or illness resulting from performance of work this contract.
  - 1.4.2 Waiver of Subrogation. Lessee waives all rights against Anoka County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the workers compensation and employer's liability or commercial umbrella liability insurance obtained by Lessee pursuant to Paragraph 1.4 of this Exhibit. Lessee will obtain an endorsement equivalent to WC 00 03 13 to affect this waiver.
- 1.5 **Other Insurance Provisions**
- 1.5.1 **Prior to the start of this Contract,** Contractor will furnish Anoka County with completed copies of their certificate(s) of insurance, copies of the additional insured endorsement(s), waivers of subrogation, and any other request documents, dated within two weeks of awarding of the contract, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above.
  - 1.5.2 Cancellation and Material Change Endorsement shall be included on all insurance policies required by the County. Thirty (30) days Advance Written Notice of Cancellation, Non-Renewal, Reduction in insurance coverage and/or limits and ten (10) days written notice of non-payment of premium shall be sent to the County at the office and attention of the Certificate Holder. This endorsement supersedes the Standard Cancellation Statement on Certifications of Insurance to which this endorsement is attached.

- 1.5.3 **No Representation of Coverage Adequacy.** By requiring insurance herein, Anoka County does not represent that coverage and limits will necessarily be adequate to protect the Contractor and such coverage and limits shall not be deemed as a limitation on Contractor's liability under the indemnities granted to Anoka County in this Contract.
- 1.5.4 Failure of Anoka County to demand such certification or other evidence of full compliance with these insurance requirements or failure of Anoka County to identify deficiency from evidence that is provided will not be construed as a waiver of Contractor's obligation to maintain such insurance.
- 1.5.5 Failure to maintain the required insurance may result in termination of this Contract at Anoka County option.
- 1.5.6 Contractor will provide certified copies of all insurance policies required herein within 10 days if requested in writing by Anoka County.
- 1.5.7 Cross-Liability coverage. If Contractor's liability does not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.
- 1.5.8 Any policy written on a claims-made basis, the Contractor warrants that any retroactive date applicable to coverage under the policy proceeds the effective dates of this contract; and that continuous coverage will be maintained or extended discovery period of 2 years beginning from the time that work under the contract is completed.
- 1.5.9 Acceptability of Insurer(s). Anoka County reserves the right to reject any insurance carriers that are rated less than: A.M. Best rating of A: IV.

**APPENDIX B**

**SAMPLE CONTRACT**

THIS AGREEMENT is made and entered into between the County of Anoka, a political subdivision of the State of Minnesota, 2100 Third Avenue, Anoka, Minnesota 55303, hereinafter referred to as the “County,” and \_\_\_\_\_, hereinafter referred to as the “Contractor.”

**WITNESSETH:**

WHEREAS, the County seeks to replace the \_\_\_\_\_ system used by the County; and

WHEREAS, the Contractor represents that the Contractor is qualified and willing to furnish these services; and

WHEREAS, the County wishes to purchase these services from the Contractor.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, it is agreed and understood as follows:

**1. TERM**

This Agreement shall commence on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, and terminate on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_. This Agreement shall commence upon the signing of this Agreement and shall continue in effect through the satisfactory completion of the services to be provided herein.

**2. SERVICES**

The County agrees to purchase and the Contractor agrees to furnish the services set forth in the attached Statement of Work (Exhibit A). The Contractor agrees to provide those services in accordance with the schedule set forth in Exhibit A (Statement of Work) and Exhibit B (Milestone Payment Schedule).

**3. COMPENSATION**

**3.01. Milestone Payment Schedule.** County shall pay the Contractor the total sum of \_\_\_\_\_ as provided by the Milestone Payment Schedule attached as Exhibit B. County will make the payments described in Exhibit B as each deliverable is completed to County’s satisfaction, subject to a 10% holdback. County will release the holdback amounts \_\_\_\_\_ days from the date on which County certifies final acceptance of a given deliverable provided County does not experience any issues with that deliverable. Should County notify Contractor of any issue with a delivered item, Contractor agrees to correct that issue in accordance with the terms of Section 4 of this contract. In the event County notifies Contractor of an issue with a given deliverable,

County will release the holdback amount \_\_\_\_ days after Contractor has corrected the issue to County's satisfaction. Contractor agrees that County will have no obligation to make any payment until a representative of County has confirmed in writing that the milestone associated with each payment has been accepted by County.

**3.02. Change Orders.** The Milestone Payment Schedule and Statement of Work contain the scope of services and related costs required for the project. Any changes to the scope of services and related costs must be approved in writing by both parties prior to investigation, implementation, or performance of any service by Contractor. Contractor's Project Manager will prepare change orders and/or amendments to the Agreement and then present them to County for approval in the form attached hereto as Exhibit C. The price quotes in any addendum or proposed change order will be valid for thirty (30) days.

#### **4. WARRANTY**

**4.01. Contractor Warranty.** Contractor agrees to perform the services in a professional, workmanlike manner, consistent with industry standards. Contractor warrants and represents that all work and services provided under this Agreement shall conform to (a) the terms of this Agreement, (b) the County's Request for Proposal, (c) Contractor's Response to Proposal, and (d) shall meet professional standards for work and services of this type. In the event Contractor provides services that do not conform to this warranty, Contractor will re-perform such services at no additional cost to County.

For a period of \_\_\_\_ years following the completion of the last deliverable described in the attached Statement of Work, Contractor warrants that all hardware, equipment, and licensed software (including third-party software installed or recommended by Contractor or its subcontractors) shall perform at a minimum in all material respects within the specifications and functional requirements defined by the Scope of Work. The foregoing representations and warranties shall be in force as to each version or release of software, system, components, networks, and equipment. During the warranty period, Contractor shall replace all materials, equipment, software, or services that may be rejected by County due to defective materials or workmanship. Failure or neglect of County to require compliance with any term or condition of the contract specifications shall not be deemed a waiver of such term or condition.

Should the manufacturer discontinue this product or cease to do business, Contractor agrees to stock an adequate supply of components to maintain the system for a minimum of five (5) years.

**4.02. Warranty on Turnkey Basis.** Contractor shall provide software and server maintenance on a turnkey basis during the warranty period and any subsequent maintenance term. Contractor shall be responsible for operating system and database tuning, patches, hardware and software diagnosis, recovery, and version upgrades as needed. Contractor shall manage backups of data, application, operating system, and database management system as required to provide for full recovery in the event of a disaster or hardware failure. Contractor shall coordinate and work with the server hardware maintenance provider in the diagnosis and repair of the server hardware. Contractor shall perform restores and recovery without County's assistance. Contractor shall work closely with County IT personnel to ensure County standards are met.

**4.03. Manufacturer Warranty.** Contractor further agrees to assign or pass through to County or otherwise make available for the benefit of County any manufacturer's or supplier's warranties applicable to any third-party software, hardware, or equipment provided by Contractor or its subcontractors.

**4.04. Maintenance Agreement.** The parties have entered into a separate Maintenance Agreement, attached to this contract as Exhibit \_\_\_\_\_. The parties agree that the term of the Maintenance Agreement shall commence upon the expiration of the warranty period described in this paragraph.

## **5. BILLING AND PAYMENT**

**5.01. Acceptance Document.** As each deliverable is completed, Contractor will submit for review by County the deliverable as defined in Exhibit A. Contractor will submit an acceptance document, in the form set forth in Exhibit \_\_\_\_, for review and approval by the County. Review shall proceed according to the timetable set forth in the Statement of Work. Once the review process is complete, and if no open issues exist or no changes are required, the County will provide written notice of its acceptance. Acceptance shall not be unreasonably withheld. If requested by County, Contractor will appear before the approving County authority to discuss the deliverable, as part of the services provided for in Exhibit A. If changes are required, Contractor will make all mutually agreed upon changes according to the schedule in the Statement of Work, and the acceptance document will be resubmitted.

**5.02. Payment of Undisputed Amounts.** County shall pay any undisputed amounts of Contractor's itemized statement of work performed within 30 days of receipt. If County believes any delivered service does not conform to the warranties in this Agreement, County will provide Contractor with written notice within thirty (30) days of County's receipt of the applicable invoice. County will work with Contractor in good faith to resolve any dispute, but will not pay any disputed amounts.

## **6. OWNERSHIP OF WORK PRODUCT**

Any work product, including but not limited to software programs, documentation, memoranda, correspondence, and/or files generated by the Contractor in the course of this work for the County is the sole property of the County. All work product must be surrendered to the County at the completion of the Contract. All copyright and patent rights to all papers, reports, forms, materials, creations, or inventions created or developed in the performance of this contract shall become the sole property of the County. Upon request, the Contractor shall promptly provide an acknowledgment or assignment in a tangible form satisfactory to the County to evidence the County's sole ownership of specifically identified intellectual property created or developed in the performance of the contract. This excludes ownership of proprietary software belonging to the Contractor or belonging to a third-party manufacturer for whom the Contractor is a licensed reseller, except software developed specifically for the County for which the County pays. Contractor grants County a fully-paid, perpetual license to use any software necessary to operate the system installed by Contractor, to the extent that Contractor does not transfer title of the



software to County.

## **7. AUDIT DISCLOSURE AND RETENTION OF RECORDS**

The Contractor agrees to make available to duly authorized representatives of the County and of the State of Minnesota, for the purpose of audit examination pursuant to Minn. Stat. § 16C.05, any books, documents, papers, and records of the Contractor that are pertinent to the Contractor's provision of services hereunder. The Contractor further agrees to maintain all such required records for six (6) years after receipt of final payment and the closing of all other related matters.

## **8. INDEMNIFICATION**

The Contractor shall, to the greatest extent permitted by law, hold harmless, indemnify, and defend the County, its commissioners, officers, agents, and employees against any and all claims, expenses (including attorneys' fees), losses, damages, or lawsuits for damages arising from or related to the services to be provided under this Agreement, including but not limited to the negligence of the Contractor or any entity or person for which the Contractor is legally responsible and any claims by third parties related to the equipment or services supplied by Contractor.

## **9. INSURANCE**

The Contractor shall procure and maintain in full force and effect during the term of this Agreement insurance coverage for injuries to persons or damages to property which may arise from or in connection with the performance of the work hereunder by the Contractor, its agents, representatives, employees or subcontractors. The insurance coverage shall satisfy the requirements set forth in Exhibit \_\_\_\_, which is attached hereto and incorporated herein.

## **10. SERVICES NOT PROVIDED FOR**

No claim for services furnished by Contractor not specifically provided for in the Statement of Work shall be honored by County, unless County and Contractor mutually execute a change order that encompasses the specific work. A copy of the change order form that must be submitted by Contractor is attached as Exhibit \_\_\_\_.

## **11. INDEPENDENT CONTRACTOR**

It is agreed by the parties that at all times and for all purposes hereunder the relationship of the Contractor to the County is that of an independent contractor and not an employee or agent of the County.

## **12. REMOTE ACCESS TO COUNTY SYSTEM**

**12.01. Prohibited Conduct.** Vendor personnel, without written approval through the County IT Help Desk or contract provisions/statement of work, shall not:

- a. Connect to the County network
- b. Load software onto any County computer
- c. Install or use any type of encryption device or software on any County hardware
- d. Attach any device to the County non-public network
- e. Remove or delete any computer software
- f. Remove any County computer hardware from a County building
- g. Attach any network or phone cables to any County device
- h. Intercept or monitor network traffic by any means, including the use of network sniffers

**12.02. Technology Usage Agreement.** Through the review and assessment of the County's Systems, the Contractor may be exposed to County data and/or data on individuals or organizations which are confidential in nature. In addition, the Contractor may be exposed to confidential information relating to the County's computers, network, and programs. Hereinafter, this data and information is collectively referred to as "County Information." **IN RECOGNITION OF THE NEED TO PROTECT THE COUNTY INFORMATION, THE CONTRACTOR COVENANTS AND AGREES THAT IT SHALL REGARD AND TREAT EACH ITEM OF COUNTY INFORMATION AS A TRADE SECRET AND/OR CONFIDENTIAL INFORMATION AND THAT IT WILL NOT, WITHOUT THE EXPRESS WRITTEN CONSENT OF THE COUNTY OR EXCEPT AS REQUIRED BY LAW, REDISTRIBUTE, MARKET, PUBLISH, DISCLOSE OR DIVULGE TO ANY OTHER PERSON, FIRM, OR ENTITY, OR USE OR MODIFY FOR USE, DIRECTLY OR INDIRECTLY, IN ANY WAY, FOR ANY PERSON OR ENTITY, ANY OF THE COUNTY INFORMATION. ACCORDINGLY, THE CONTRACTOR SHALL BE REQUIRED TO EXECUTE THE COUNTY'S INFORMATION TECHNOLOGY USAGE AGREEMENT AS SET FORTH IN EXHIBIT \_\_\_\_\_, WHICH IS ATTACHED HERETO AND INCORPORATED HEREIN. ALL PERSONS WORKING WITHIN COUNTY FACILITIES ALSO AGREE TO BE FINGERPRINTED, PASS A SHORT ONLINE SECURITY TRAINING SESSION, AND PASS A BACKGROUND CHECK. At the termination of this Agreement, the successful proposer shall return to the County all County Information. UNAUTHORIZED USE OF THE COUNTY'S DATA MAY BE A CRIMINAL OFFENSE AND VIOLATORS WILL BE PROSECUTED.**

## **13. STATE TAX LAWS**

The County shall not make final payment until the Contractor has made satisfactory showing that it has complied with the provisions of Minn. Stat. § 290.92 requiring the withholding of state income tax from wages paid to the Contractor's employees and to employees of any subcontractors hired by the Contractor for work performed under this Agreement. The Contractor will provide the County with a letter stating the requirements have been met.

#### **14. SUBCONTRACTORS**

Contractor shall not enter into any subcontract for performance of any of the services contemplated under this Agreement, nor assign any interest in the Agreement without the prior written approval of the County and subject to such conditions and provisions as the County may deem necessary. The Contractor shall be responsible for the performance of all subcontractors as though those subcontractors were the Contractor's own employees. If a subcontractor is retained, Contractor will obtain written assurances, in a format acceptable to County, that such subcontractor waives any and all rights it may have under Minn. Stat. § 574.29 to obtain payment for materials or labor from County. Contractor shall also comply with the provisions of Minn. Stat. § 471.425, subd. 4a, relating to prompt payment to subcontractors. The Contractor shall pay any subcontractor within ten (10) days of Contractor's receipt of payment from the County for undisputed services provided by the subcontractor. The Contractor shall pay interest of 1½% per month or any part of a month to the subcontractor on any undisputed amount not paid on time to the subcontractor. The minimum monthly interest penalty payment for unpaid balance of \$100 or more is \$10. For unpaid balance of less than \$100, the Contractor shall pay the actual penalty due to the subcontractor. Any subcontractor who prevails in a civil action to collect interest penalties from the Contractor shall be awarded its costs and disbursements, including attorney's fees, incurred in bringing the action.

#### **15. CONFLICT OF TERMS AND CONDITIONS**

If there is a conflict in the terms and conditions contained in this Agreement and the proposal submitted by the Contractor, the terms and conditions contained in this Agreement shall take precedence over those in the Contractor's proposal.

#### **16. MODIFICATIONS**

Any material alterations, modifications, or variations of the terms of this Agreement shall be valid and enforceable only when they have been reduced to writing as an amendment and signed by the parties.

#### **17. AFFIRMATIVE ACTION**

In accordance with Anoka County's Affirmative Action Policy and the County Commissioners' policies against discrimination, no person shall illegally be excluded from full-time employment rights in, be denied the benefits of, or be otherwise subjected to discrimination in the program which is the subject of this Agreement on the basis of race, creed, color, sex, sexual orientation, marital status, public assistance status, age, disability, or national origin.

#### **18. DATA PRIVACY**

In collecting, storing, using, and disseminating data on individuals in the course of

providing services hereunder, the Contractor agrees to abide by all pertinent state and federal statutes, rules and regulations covering data privacy, including, but not limited to, the Minnesota Data Practices Act and all rules promulgated pursuant thereto by the Commissioner of the Department of Administration.

All data created, collected, received, stored, used, maintained, or disseminated by the Contractor in performing this Agreement is also subject to the provisions of Minn. Stat. § 13.01 et. seq. (the Minnesota Government Data Practices Act) and, pursuant to that statute, the Contractor must comply with the requirements of that statute as if it were a government entity. All remedies set forth in Minn. Stat. § 13.08 shall also apply to the Contractor. The Contractor is not required to provide public data to the public if that same data is available from the County, unless stated otherwise in this Agreement. If Contractor supplies a formula, pattern, compilation, program, device, method, technique or process (1) that it has used reasonable methods to prevent disclosure prior to this Agreement and (2) which has independent economic value, actual or potential, from not being generally known to, or not readily ascertainable by proper means by others who can obtain economic value from its disclosure or use, then County will treat such data supplied by Contractor as Trade Secret data, pursuant to Minn. Stat. § 13.37.

## **19. PERFORMANCE AND PAYMENT BONDS**

Contractor shall furnish performance and labor and material payment bonds in the full amount of the contract. Such bonds shall be issued from a reliable surety company licensed to do business in Minnesota and acceptable to the County. These bonds shall remain in effect for the duration of the contract. The bonds are to insure that all work has been done according to the specifications set forth in the Statement of Work.

## **20. COMPLIANCE WITH LAWS**

Contractor shall abide by all statutes, ordinances, rules, and regulations pertaining to or regulating the provision of such services, including those now in effect and hereafter adopted. Any violation of said statutes, ordinances, rules, or regulations shall constitute a material breach of this Agreement and shall entitle the County to terminate this Agreement.

## **21. TERMINATION**

This Agreement may be terminated by the County at any time, with or without cause, upon fourteen (14) days' written notice delivered by mail or in person. Notice to Contractor shall be delivered to Contractor at the address first written above. If notices are delivered by mail, they shall be effective two days after mailing.

Upon early termination by the County, the Contractor shall only be entitled to payment for services satisfactorily performed through the date of termination and shall not be entitled to any other payment and/or damages.

## **22. DEFAULT AND REMEDY**

Failure of the Contractor (including the failure of any employee or agent of the Contractor) to abide by any of the terms, conditions, or requirements expressed in this Agreement shall constitute a default if not properly corrected by the Contractor within thirty (30) days of receipt of a notice of deficiency and a request for compliance from the County. In the event of a default by the Contractor, the County may recover from the Contractor any damages sustained by the County which may directly, indirectly, incidentally, or consequently arise out of the breach of this Agreement by the Contractor. Without limiting the generality of the foregoing, upon breach by Contractor, the County may procure, upon such terms and in such manner as the County may deem appropriate, services similar to those so terminated, and the Contractor shall be liable to the County for any excess costs for such similar goods or services.

### **23. SALES TAX**

Contractor shall be responsible for any and all sales taxes, which are due and payable to any governmental entity as a result of work performed under this Agreement. It is understood that sales tax amounts, if any, are included within the total price to be paid by the County for the goods and services to be provided. The County shall provide a certificate of sales tax exemption for the State of Minnesota.

### **24. ENTIRE AGREEMENT**

The parties' contract shall consist of this writing, including all exhibits attached hereto. For purposes of interpretation, the priority of documents shall be as follows:

- a. This written Agreement (with exhibits);
- b. The County's Request for Proposals; and
- c. Contractor's response to the County's Request for Proposals.

If there is a direct conflict in the terms contained in any of the documents, this Agreement shall control. This Agreement (with exhibits) constitutes the entire fully-integrated agreement between the parties and supersedes any prior agreements, understandings, and representations, whether written, oral, expressed, implied, or statutory. This Agreement may only be modified by a written amendment signed by an authorized representative of each party.

### **25. CONFIDENTIALITY**

Both parties recognize that their respective employees and agents, in the course of performing this Agreement, may be exposed to confidential information and that disclosure of such information could violate rights to private individuals and entities, including the parties. In addition, Contractor may be exposed to confidential information relating to the County's computers, network, and programs. In addition to the requirements of the Technology Usage Agreement as indicated above, the provisions of this paragraph apply. Confidential information is nonpublic information that a reasonable person would believe to be confidential and includes, without limitation, personal identifying information (*e.g.*, social security numbers) and trade secrets, each as defined by applicable state law. Each party agrees that it will not disclose any

confidential information of the other party and further agrees to take all reasonable and appropriate action to prevent such disclosure by its employees or agents. The confidentiality covenants contained herein will survive the termination or cancellation of this Agreement. This obligation of confidentiality will not apply to information that:

- (a) is in the public domain, either at the time of disclosure or afterwards, except by breach of this Agreement by a party or its employees or agents;
- (b) a party can establish by reasonable proof was in that party's possession at the time of initial disclosure;
- (c) a party receives from a third party who has a right to disclose it to the receiving party; or
- (d) is the subject of a legitimate disclosure request under the open records laws or similar applicable public disclosure laws governing this Agreement; provided, however, that in the event Contractor receives an open records or other similar applicable request, Contractor will give the County prompt notice and otherwise perform the functions required by applicable law.

## **26. CONTROLLING LAW**

This Agreement shall be governed by and construed in accordance with the substantive and procedural laws of the State of Minnesota, without giving effect to the principles of conflict of laws. Venue in any action to enforce or interpret the parties' final agreement, or to resolve a dispute arising under or related to that agreement, shall be in the Tenth Judicial District-Anoka County District Court. The parties hereby consent to the exclusive jurisdiction of the Tenth Judicial District-Anoka County District Court.

## **27. PERSONNEL ASSIGNED BY CONTRACTOR.**

The Personnel designated in Contractor's response to County's RFP shall be the personnel assigned to this project. Contractor shall appoint a single project manager who shall be the main point of contact regarding the project. The project manager is responsible for the following:

- i. In conjunction with the County's Project Manager, develop a project schedule, using Project Management Institute (PMI) best practices, that identifies in detail the exact tasks and timelines that the County and/or Contractor must perform and/or be responsible for in order to accomplish the delivery, installation, and cutover of the system;
- ii. Guaranteeing the work and performance of all employees and subcontractors who have been hired by the Contractor;
- iii. Coordination of all sub-contractor work and schedules;
- iv. Completing and submitting all required documentation;
- v. Participating in project meetings as requested by the County's Project Manager throughout the duration of the project;

vi. Informing the County of all unexpected conditions and problems that may result in delay or expense. The Contractor must report issues immediately upon discovery and must provide the County with the option(s) for resolving them;

vii. Detailed scheduling and coordination of all system and sub-system cutovers; and

viii. Coordinate with the County's Project Manager to schedule all training sessions.

Contractor shall not change personnel assigned to this project without County's written consent, which shall not be unreasonably withheld. County reserves the right to request a new project manager during the course of the project if the original project manager does not perform to County's satisfaction.

## **28. TITLE TO SOFTWARE AND SOURCE CODE**

**28.01. License to County.** Contractor represents and warrants that it is the sole owner of the software or, if not the sole owner, that it has received all legally required authorizations from the owner to license the software to County. Contractor hereby grants County a perpetual, irrevocable, royalty-free, fully paid up, personal, non-exclusive, and non-transferable license to operate the software, consistent with this agreement. County reserves the right to terminate the license at any time, although the mere expiration or termination of this contract shall not be construed as intent to terminate the license. All acquired licenses shall be for use at any computing facilities, on any equipment, by any number of users, and for any purposes for which it is procured. County further reserves the right to transfer all rights under the license to another entity to which some or all of its functions are transferred. Contractor agrees to provide County with access to a copy of the source code for all software applications, either directly or via a source code escrow agreement to be negotiated between Contractor and a reputable escrow agent.

**28.02. Third Party Acquisition of Software.** Contractor shall notify County in writing should the intellectual property, associated business, or all of its assets be acquired by a third party. Contractor further agrees that this agreement's terms and conditions, including any and all license rights and related services, shall not be affected by the acquisition. Prior to completion of the acquisition, Contractor shall obtain for County's benefit and deliver thereto the assignee's agreement to fully honor the terms of this contract.

## **29. LIQUIDATED DAMAGES**

Contractor agrees to meet all deadlines mutually established in the Statement of Work. Should Contractor fail to meet those deadlines, Contractor agrees that County will suffer damages in an amount that is difficult or impossible to determine in advance. Contractor agrees that the liquidated damages provision set forth in this section is a reasonable forecast of the actual damages that County will suffer should Contractor fail to meet the deadlines established in the Statement of Work. Contractor agrees that these damages are liquidated damages, and not a penalty. Contractor waives its right to challenge the reasonableness of the liquidated damages to be assessed under this Section.

**30. PHASE II CONTRACT**

At the conclusion of Phase I of the project, County and Contractor shall discuss the terms of a potential Phase II. Nothing in this agreement shall obligate County or Contractor to proceed with Phase II. The parties further agree that nothing in this agreement shall require County to retain Contractor to proceed with Phase II. County reserves the right to use a different vendor for Phase II of its project. Should County and Contractor agree that Contractor shall work on Phase II of the project, the parties will negotiate a separate agreement, which will incorporate the terms of the instant agreement as well as address additional areas.

**IN WITNESS WHEREOF**, the parties hereto have hereunto set their hands.

**COUNTY OF ANOKA**

By: \_\_\_\_\_  
Jerry Soma  
County Administrator

By: \_\_\_\_\_  
Its: \_\_\_\_\_

Dated: \_\_\_\_\_

Dated: \_\_\_\_\_

**APPROVED AS TO FORM**

By: \_\_\_\_\_  
Assistant County Attorney

Dated: \_\_\_\_\_



**Appendix C – Vendor Proposal Form**

TO:  
Anoka County Purchasing Office  
Government Center Suite 300  
2100 3<sup>rd</sup> Avenue  
Anoka, MN 55303

FROM: \_\_\_\_\_  
FIRM: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_  
TELEPHONE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

PROJECT: Jail Inmate Phone and Video Visitation Services for the Anoka County Sheriff's Office

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1. The following Proposal is in accordance with the requirements and terms as provided in the RFP, Appendices, other documents and addendums distributed with this proposal form on file in the office of the County Administrator of Anoka County.
2. The Proposer certifies that this Proposal has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this Proposal with any other Responder or with any competitor.
3. Responder hereby agrees to execute a contract incorporating the Request for Proposal documents and this Proposal and commence work upon the specified date or after a reasonable time to execute the contract, whichever is later and to fully perform as provided.
4. The Proposer acknowledges receipt of Addendum Number(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_
5. Proposer hereby declares that they fully intend to comply with the standards of Affirmative Action and Equal Opportunity Employment and Anti-Discrimination as cited in the Civil Rights Act of 1964 as amended in 1972 by the Equal Employment Opportunity Act, if selected as the successful Responder.
6. By submitting this proposal, it is assumed the Proposer has agreed to the terms and conditions contained in the sample contract unless the Proposer takes specific exception to one or more terms and conditions in the sample contract
7. The following is my/our Affirmative Action Information:
  - a. The number of employees in Proposer's firm: \_\_\_\_\_.
  - b. Proposer's firm has filed an Equal Employment Opportunity Information Report EEO-1 for the period ending December 31, 2018, or most current.  
\_\_\_\_\_ YES    \_\_\_\_\_ NO
  - c. Proposer's firm has adopted a written Affirmative Action Program:  
\_\_\_\_\_ YES    \_\_\_\_\_ NO
  - d. Proposer's Affirmative Action Program (if any) has been subject to federal equal opportunity review: \_\_\_\_\_ YES    \_\_\_\_\_ NO

8. Proposer understands that because of the nature of the Proposer duties, the selection process is necessarily subjective and the County may select the Proposer who, in their best judgement is most suitable to perform the contract.

9. Proposer has completed all proposal forms included in this RFP.

10. Designated person to be contacted in the event of an award:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

11. Proposer is strongly encouraged to discuss/share the County's insurance requirements with their insurance agent early to ensure they have proper coverage at time of proposal submission and is able to provide the necessary required forms and documents. I have read and can meet the insurance requirements. \_\_\_\_\_ Y \_\_\_\_\_ N

12. Proposer's corporate tax identification number: TIN/EIN: \_\_\_\_\_

13. Number of years operating under the current name: \_\_\_\_\_

14. Indicate the date available to start this project: \_\_\_\_\_

15. RESPONDER QUALIFICATION STATEMENT AND REFERENCES

**This form must be submitted with your response to this solicitation.** If the solicitation response is received without the qualification form the response may be rejected.

Each Responder must answer all of the questions and provide all requested information contained herein. Because answering all of the questions and providing all of the requested information is a requirement, any Respondent failing to meet this requirement may be deemed to be non-responsive at the sole discretion of the County. If a responder is deemed to be non-responsive, their response may be rejected.

Before an award is made, the County reserves the right to clarify/verify qualification by obtaining information to determine that all qualifications listed below have been met.

If the qualification requirements listed below are not met, either on the face of the submitted information or after such clarification/verification as the County may request, then the Responder's response may be rejected.

Answer the following questions by checking "yes" or "no."

- i. **Requirement:** The Responder has been in business under the current name providing products and/or services required by the RFP for a minimum of three (3) years.

\_\_\_\_\_ YES      \_\_\_\_\_ NO

- ii. **Requirement:** The Responder shall disclose the extent to which they are relying on subcontractors and third parties to deliver the equipment and services contained within their proposal. Responders shall provide information of all subcontractors who will work on the project including names, addresses, telephone numbers, and will indicate what improvements the subcontractor will be performing.

\_\_\_\_\_ YES      \_\_\_\_\_ NO

*List here the subcontractor information listed above:*

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- iii. **Requirement:** The Responder has no legal action pending preventing them from being awarded a contract under State of MN or federal law. \_\_\_\_\_ TRUE      \_\_\_\_\_ FALSE

References (other than Anoka County): The Responder shall provide a minimum of three (3) references of similar size and scope within the last two years with the following information for which its company has provided the products and/or services requested in this RFP. Please list at least one reference from Minnesota if applicable.

Government Reference No. 1	
Entity	
Name of person to be contacted	
Telephone number & email	
Type of service provided	
Dollar amount of said service	
Start date	
Completion date	
Notes	

Reference No. 2	
Entity	
Name of person to be contacted	
Telephone number & email	
Type of service provided	
Dollar amount of said service	
Start date	
Completion date	
Notes	

Reference No. 3	
Entity	
Name of person to be contacted	
Telephone number & email	
Type of service provided	
Dollar amount of said service	
Start date	
Completion date	
Notes	

*\*Please add any additional references to a second page.*

**CERTIFICATION:**

**Jail Inmate Phone and Video Visitation Services for the Anoka County Sheriff's Office**

By signing this statement, I certify that the information provided above is accurate and will not change during the course of the contract without prior written approval from Anoka County.

PROPOSAL SUBMITTED BY    Signatures of Partners: (If Applicable)

Name of Firm:	
Address:	
City:	State:
State of Incorporation: (If applicable)	
Name of person signing:	Title:
Signature:	Date:
Corporate seal affixed	
Proposer's corporation does not employ a seal:	

## Anoka County Information Technology Usage Agreement (TUA)

**All employees, volunteers, and agents of vendors and contractors who will access Anoka County Electronic Information Assets (EIA) in the course of their work for Anoka County (the County) are required to read and sign this document before accessing any computer system attached to the County network or attaching any computer equipment to the County network. Vendor personnel that have access to Protected Health Information (PHI) will need to complete an addendum for HIPAA Business Associate Requirements. These agreements expire upon the completion of work.**

**For more information, contact the Anoka County IT Help Desk: 763-323-5959 or [Helpdesk@co.anoka.mn.us](mailto:Helpdesk@co.anoka.mn.us)**

1. Vendor or volunteer certifies that they have read and will comply with the [Anoka County Technology Security Policy](#).
2. Vendor may utilize assistance from 3rd parties when necessary, which may include access to EIA, in that event, vendor is responsible for and shall monitor all 3rd party activities
3. Vendor personnel or volunteer has no expectation of privacy in any electronic communications, use of County property, or Internet access. The County reserves the right to review, audit, or monitor any EIA used by vendor personnel.
4. All vendor personnel or volunteer shall only use accounts authorized by the County IT staff. All authority to access EIA shall terminate immediately upon completion of work.
5. Vendor personnel or volunteer may access only EIA resources for which they are specifically authorized.
6. Vendor personnel or volunteer is personally responsible for safeguarding their account and log-on information. Passwords shall adhere to the following:
  - a. Passwords shall remain confidential
  - b. Passwords shall never be displayed, printed, or otherwise recorded in an unsecured manner
  - c. Vendors shall not script their user IDs and passwords for log-on access
7. Vendor personnel or volunteer is prohibited from sharing log-on credentials, personal account or password information.
8. Vendor personnel, or volunteer without written approval through the County IT Help Desk or contract provisions/statement of work, shall not:
  - a. Connect to the County network
  - b. Load software onto any County computer
  - c. Install or use any type of encryption device or software on any County hardware
  - d. Attach any device to the County non-public network
  - e. Remove or delete any computer software
  - f. Remove any County computer hardware from a County building
  - g. Attach any network or phone cables to any County device
  - h. Intercept or monitor network traffic by any means, including the use of network sniffers
  - i. Install any device or software to enable remote access to any part of the Anoka County Network. Remote access will only be granted via the County's official two-factor remote access solution.
9. Vendor personnel or volunteer shall only execute applications that pertain to their specific contract work.
10. Vendor personnel or volunteer shall immediately report to the County IT Helpdesk:
  - a. Log-on issues or any other computer errors
  - b. Reason to suspect a breach of security or potential breach of security
  - c. Anything deemed to be a security loophole or weakness in the computer network to the County
11. Vendor personnel or volunteer shall not:
  - a. Delete, disable, or bypass any authorized encryption device, or anti-virus or other software program, installed on County hardware.
  - b. Copy or remove any data and/or software from any County EIA for non-authorized business use.
  - c. Disclose any County EIA. Exception: As authorized in #2 or other vendor personnel needing access who have signed a current TUA.
  - d. Distribute system user passwords
  - e. Distribute door pass codes or security access cards for secured rooms at any County facility.
12. The County is not responsible for any damages to vendor computer equipment that may occur while installing or using software or hardware to connect to County EIAs.
13. Vendor personnel or volunteer may not utilize County EIAs for any of the following reasons:
  - a. Game playing;
  - b. Internet surfing not required for their work activity;
  - c. Non-related work activity;
  - d. Violate any federal, state or local laws
  - e. Interfere with County business;
  - f. Create or distribute intimidating, sexually oriented, obscene, offensive, or abusive material, pictures and/or language.
14. All County EIA not residing on County Equipment, shall be erased or destroyed upon completion of work.
15. All equipment issued to vendor personnel will be returned in good condition to County upon completion of work.
16. Use by vendor personnel or volunteer of any County EIA will acknowledge acceptance of the above-referenced policies. Any vendor employee or volunteer who violates any of these policies may be removed from the County project as well as being subject to criminal liability. Vendor will remain fully civilly liable for all actions and conduct of its personnel.
17. Violation of agreement may result in immediate suspension of Vendor Personnel's or volunteer's account.

Company Name	Vendor Representative Name, printed	Vendor Representative Signature	Date
--------------	-------------------------------------	---------------------------------	------

Vendor or Volunteer Personnel's name, printed	Vendor or Volunteer Personnel's Signature	Date
---	---	------

Vendor Personnel's E-mail:	Vendor Personnel's Phone #:
----------------------------	-----------------------------

**APPENDIX E - Anoka County Technology Questionnaire**

01/25/2019

Line Number	Category	Topic	Proposer Response	Additional documentation required
1	Application Server	Does your application fully support currently patched Windows Server 2019 or 2016?		
2	Application Server	We require database and application code to be on separate servers. Will this be an issue for your organization?		
3	Application Server	Describe a typical production installation of your application. How many servers? What type of services (IIS, SQL, Apache/Tomcat, etc.). Please provide an architectural diagram with this information.		YES
4	Application Server	Please describe the anticipated storage requirements for your application.		
5	Application Server	The expectation is that your application will run in our VMWare environment. Please specify if this will be an issue and why.		
6	Application Server	Given that we will be running your application as a virtual server, please specify the virtual memory and CPU requirements for all application servers for an installation appropriate for our size.		
7	Application Server	We apply Microsoft recommended security patches on a monthly basis. Does this pose any issues for your application?		
8	Application Server	We utilize anti-malware protection for all County servers. An agent will be installed on your application servers. Will this cause any issues?		
9	Application Server	Does your application require specific folder/file exclusions for anti-malware scanning?		
10	Application Server	What is your remediation plan when a zero day threat is published.		
11	Application Server	We utilize an enterprise back up system for backing up data on all County servers. An agent will be installed on your application servers. Will this cause any issues?		
12	Application Server	Do you use any scheduled jobs/tasks or Windows Services? Please specify.		

Line Number	Category	Topic	Proposer Response	Additional documentation required
13	Browser Based Apps	The current Anoka County Web Browser standard is IE11, soon to be MS-Edge. Additional supported Browsers include Google Chrome and Firefox. -Describe the preferred browsers your application is developed for and any concerns you may have if the Anoka standard is not your base browser.		
14	Browser Based Apps	The Anoka County Application Standard is for all applications to utilize current Internet best practices in line with HTML5. Do you adhere to this standard?		
15	Browser Based Apps	Does any part of your application require the use of special add-ons, plug-ins (e.g., JAVA, SilverLight, Flash, etc.)? Please note any specific add-ins and list these dependencies and roadmaps to HTML5.		
16	Change Control	The county standard for application installation, upgrade and applying of patches requires a standard delivery strategy that includes release notes, installation documentation and packaged software components used to perform the update.  Does your solution support this standard?		
17	Change Control	Describe your process for upgrades.		
18	Change Control	How do you perform testing for your upgrades?		
19	Change Control	Is a dedicated test environment for the County included in your proposal?		
20	Change Control	What steps do you take to ensure that the Test environment matches Production?		
21	Change Control	How would the County test any interfaces that connect to our internal applications?		
22	CJIS	Document the network, server, storage, and workstation architecture for CJIS security policy compliance (if applicable).		YES
23	Database	Does your application fully support SQL Server 2016 Enterprise and/or SQL Server 2017 Enterprise? Specify if your application requires a specific Compatibility Level?		
24	Database	How do you manage your database growth in terms of capacity planning?		



Line Number	Category	Topic	Proposer Response	Additional documentation required
25	Database	How do you manage your database growth in terms of initial sizing?		
26	Database	Our general practice is not to give vendors Database Server System Admin privileges. Which database role membership does your application require? (i.e. DBOwner)		
27	Database	The County's standard is to utilize Active Directory for authentication. Does your application comply?		
28	Database	Typically we will run databases in a shared SQL environment. Is this acceptable or does your application require a dedicated SQL Server?		
29	Database	Do you require any specific SQL Server maintenance plans (i.e. Does your application do its' own index Reorg/Rebuild, Update Statistics, etc. or can we include those in our Maintenance Plans)?		
30	Database	Given that we will be running your SQL Database server as a virtual server, please specify the virtual memory and CPU requirements for your database server for an installation of our size.		
31	Database	Does your application have history purging/archiving capabilities to prevent performance issues as data grows?		
32	Database	Do you require any additional SQL Advanced Features (SSAS, SSIS, SSRS, etc.)? If applicable, list additional services required. By default, we do not install these.		
33	Desktop	Anoka county continually keeps pace with Microsoft Desktop Operating Systems versions and ensures they are actively supported by Microsoft. The current OS standard is Windows 10, 64-bit version.		
34	Desktop	What measures are taken to ensure the application remains compatible with future versions of Windows 10?		
35	Desktop	The current Anoka County Desktop Standard is Windows 10, 16 GB RAM, 256 GB SDD with Dedicated Graphics. If you require additional resources, please specify.		

Line Number	Category	Topic	Proposer Response	Additional documentation required
36	Desktop	Describe any special requirements your application may need to run across non-wired connections (WiFi, MiFi, etc.)?		
37	Desktop	The current Anoka County Desktop Standard is for users to access their desktop system as a least privileged (i.e. standard) user. Describe how the application addresses Microsoft Best Practices regarding User Account Control (UAC) and Least Privileged user (Standard user).		
38	Desktop	The current Anoka County Microsoft Office Standard is 365 Pro Plus. List any concerns your application may have regarding expected interoperability with locally installed Microsoft Office365 Pro Plus.		
39	Desktop	What measures are taken to ensure the application remains compatible with future releases of Microsoft Office regarding their evergreen strategy?		
40	Desktop	Anoka County utilizes locally installed anti-malware and antivirus solutions. List any concerns your application may have regarding expected interoperability with locally installed versions of these products.		
41	Desktop	The current Anoka County software deployment mechanism and methodology utilizes Microsoft's System Center Configuration Manager to install an .msi package. Describe how your application is best deployed to Microsoft Windows Desktop systems.		
42	Desktop	Provide a list of .msi switches/parameters that can be used to install your application.		
43	Desktop	The current Anoka County Operating System Standard is Windows 10 v1703, that utilizes .Net Framework 4.7.1 and above If applicable, describe the versions and how your application works with Anoka County's .Net Standard.		
44	Desktop	What measures are taken to ensure the application remains compatible with future versions of Microsoft's .NET Framework?		

Line Number	Category	Topic	Proposer Response	Additional documentation required
45	Desktop	The current Anoka County Desktop Security Standard is for all users to have standard user privileges (i.e. non-local administrator). Describe how this affects the installation and day-to-day use of your product.		
46	Desktop	The Anoka County Application Update Standard is for all applications to have a documented update process; with preference for a built-in auto update feature. Describe how the update process is managed and frequency of your application updates.		
47	Desktop	Confirm that your application's installation mechanism DOES NOT rely on running the setup file(s) from a local or network directory.		
48	Development	Please specify the integration options for your application: SDK's, data exchanges.		
49	Development	Do you provide your data model for integration purposes?		YES
50	Development	Describe your ability to integrate with an external system. Describe if it is an API, file, or web service.		
51	Mobile	The current Anoka County mobile operating system standards are iOS and Android. Describe how your application is best deployed to devices running these OS's		
52	Mobile	Do you provide a mobile application available in the Apple or Google Play Store?		
53	Mobile	What measures are taken to ensure the application remains compatible with future versions of IOS and Android?		
54	Network	If vendor requires remote access into their application or County resources, they will be required to use the County's vendor remote access solution which requires each individual to have a unique user name/password and multi-factor authentication at a cost of \$145/technician. The County does not authorize any other remote access solutions. Will this be an issue?		

Line Number	Category	Topic	Proposer Response	Additional documentation required
55	Network	If the application will be public-facing, please specify the DMZ architecture. Include if a tiered architecture will be used to define security boundaries between the Internet, DMZ, and internal networks. Please provide a diagram if applicable.		YES
56	Network	The County's standard for network equipment (switches, routers, etc.) is Cisco. Any network purchases should follow these standards and should be discussed with the County IT Staff PRIOR to submitting a proposal. Do you anticipate problems complying with this standard?		
57	Network	Will your application require inbound and/or outbound access to the Internet? Please describe specific requirements and provide a diagram.		YES
58	Network	If your installation will require cabling needs, these should be discussed with the County IT staff PRIOR to submitting a proposal and conform to Anoka County Cabling Standards. Do you anticipate problems complying with this standard?		
59	Network	Please specify compatibility with Application Delivery Controllers.		
60	PCI	Document the network, server, storage, workstation, and merchant terminal architecture for PCI compliance (if applicable).		YES
61	SAAS Environments	Please specify the datacenter tier rating for all datacenters.		
62	SAAS Environments	Please provide SOC/SSAE16 report for your data center.		YES
63	SAAS Environments	Please specify the RTO and RPO objectives for hosted systems.		
64	SAAS Environments	Describe the redundancy you have built into your SaaS environment?		
65	SAAS Environments	Do you have multiple Data Centers servicing your customers?		
66	SAAS Environments	How is data replicated between data centers and on what time schedule?		

Line Number	Category	Topic	Proposer Response	Additional documentation required
67	SAAS Environments	Describe your process for backing up the data and storing it off site. Describe your process of securing the backup data that is in transit to off site location.		
68	SAAS Environments	Do you have your own Data Center facility or are you using a co-location service? What is the name of the co-location company?		
69	SAAS Environments	Is the Anoka County data located on its own dedicated servers or are we sharing space with other entities?		
70	SAAS Environments	If sharing space with other entities, describe the process that is used to isolate our data from the rest of your customers.		
71	SAAS Environments	What is the process for the County can access data on your servers (ie. Database level, application level, etc).		
72	SAAS Environments	Are the County Servers and Data guranteed to be located within the Continental United States?		
73	SAAS Environments	Is your environment GDPR compliant?		
74	SAAS Environments	The County standard for single-sign on is Microsoft's ADFS, a SAML compliant solution. Have you integrated your product with ADFS for other organizations?		
75	SAAS Environments	If you have not integrated with ADFS before, are you willing to work with the County on integrating with our implementation of ADFS?		
76	SAAS Environments	If you are not willing to work with the County on ADFS, how will users connect to your solution and what authentication method will be utilized?		
77	SAAS Environments	Does your application natively support MFA? If yes, which MFA solution(s) are supported?		
78	SAAS Environments	Is your application able to be configured to only allow access from Anoka County's network either via VPN or restricted to a specific range of Anoka County IP addresses? The intent of this question is to prevent access from non-Anoka County devices/networks if needed for additional security.		
79	SAAS Environments	Describe your process to apply OS security patches in the SaaS environment		
80	SAAS Environments	Describe the database platform in the SAAS environment.		

Line Number	Category	Topic	Proposer Response	Additional documentation required
81	SAAS Environments	We require 99.99% availability of your application (excluding maintenance windows). Does your application meet this requirement? If not, please specify your SLA you currently provide.		
82	SAAS Environments	Describe your process and frequency of maintenance windows.		
83	SAAS Environments	What measures are taken to provide protection from viruses, malware, ransomware, etc. in the SAAS environment?		
84	SAAS Environments	Describe your Intrusion detection/monitoring systems.		
85	SAAS Environments	Do you contract with an external firm to run security scans on your environment? How often are they performed?		
86	SAAS Environments	How often are the externally administered security audits performed?		
87	Security	Does your solution comply with the Anoka County 'Technology Security Policy' (available at <a href="http://www.anokacounty.us">www.anokacounty.us</a> )? Describe any deviations from the policy.		
88	Support	Do you provide a user-searchable knowledgebase?		
89	Support	Please describe your available technical support. Specify your available support hours in Central Time.		
90	Support	Specify how often you release new versions, and the number of previous application versions that are supported.		

# WORK / CHANGE ORDER FORM

Request Number:	Date Submitted:
Request Title:	

County Contact \_\_\_\_\_

Vendor Contact \_\_\_\_\_

Project Phase Impacted:

Priority:  Low  Medium  High

Description of Change/Deliverables:

Milestone Impact:

Estimated Completion Date: \_\_\_\_\_

Estimated Hours: \_\_\_\_\_

Cost: \_\_\_\_\_

---

Request Status:	Approved <input type="checkbox"/> (sign-off required)	Denied <input type="checkbox"/>	Hold <input type="checkbox"/>
Date:			

Request Approval Sign-off

Approved for Implementation:

\_\_\_\_\_  
County Sponsor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Project Manager Signature

\_\_\_\_\_  
Date

## **Appendix G Criminal Background Check**

Due to the sensitive nature of the location of these projects, Anoka County requires that all employees of the successful bidders pass a criminal background check prior to working at any of the County facilities. Prior to commencing any work, each successful bidder shall submit to the County's Admin Operations Coordinator a list of all employees it proposes to use in providing the services under the contract. In addition, each successful bidder shall provide the County's Admin Operations Coordinator with a criminal background check of all said named employees. Anoka County reserves the right to approve/disapprove of any of the proposed successful bidder's employees. No employee of a successful bidder shall work at any County facility until such time as the successful bidder has submitted the name and a criminal background check to the County and the County has approved the employee.

All security/criminal background check related questions should be directed to the Anoka County's Admin Operations Coordinator: Kimberly Morris 763.324.1905  
[kimberly.morris@co.anoka.mn.us](mailto:kimberly.morris@co.anoka.mn.us)

General background checks or what the BCA calls a name check can be accomplished by the vendor without any intervention on the part of the County. There is a form on-line at the BCA website that vendors/contractors can fill out. Their staff would go to the BCA and have this check run. The results would then be returned to the County for review and approval. There is a fee for this service and the vendor/contractor would be responsible for paying the fee directly to the BCA. <https://dps.mn.gov/divisions/bca/Pages/background-checks.aspx>



ICSolutions PRESENTS THIS PROPOSAL TO:

**Anoka County, Minnesota**

**RFP FOR JAIL INMATE PHONE &  
VIDEO VISITATION SERVICES  
FOR THE ANOKA COUNTY  
SHERIFF'S OFFICE**

**DUE: AUGUST 3, 2020 @ 3:00 PM**

**MIKE KENNEDY**

**VICE PRESIDENT SALES & MARKETING**

**RFP@ICSOLUTIONS.COM**



# Copyright & Trademark Notices

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

ICSolutions®	The ENFORCER®
The Attendant <sup>SM</sup>	The Communicator <sup>SM</sup>
Word Detector <sup>SM</sup>	Message of the Day <sup>SM</sup>
Access Corrections™	The Visitor™
QuickCall®	

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



*This Document is printed on recycled paper.*



# Section 1

Letter of Transmittal

July 31, 2020

Anoka County Government Center  
ATTN: Carrie Johnson  
2100 3rd Ave, Suite 300  
Anoka, MN 55303

RE: RFP for *Inmate Phone & Video Visitation Services for the Anoka County Sheriff's Office*

Dear Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Anoka County's inmate telecommunications needs. ICSolutions, *your Inmate Telephone & Video Visitation Services provider since 2010*, has considered the County's requirements, and the enclosed proposal will meet or exceed your specifications in all respects.

ICSolutions certifies that we have reviewed all RFP sections that did not require a direct response in this proposal, including the Introduction and the General Terms & Conditions; and we agree to all terms except as may be noted in **SECTION 12: EXCEPTIONS**.

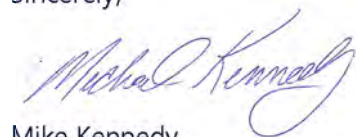
ICSolutions further certifies that the following company officer is ICSolutions' primary contact for this offer, is authorized to participate in contract negotiations on behalf of ICSolutions, and has signature authority to commit ICSolutions to a legally binding contract:

Mr. Mike Kennedy  
ICSolutions Vice President Sales & Marketing  
2200 Danbury Street, San Antonio, TX 78217  
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

Please feel free to contact ICSolutions with any questions regarding our proposal, or to set up a live demonstration of any of the new technology proposed herein.

Thank you for taking the time to review our proposal. We are committed to keeping the business and complete satisfaction of Anoka County, the Anoka County Jail staff, and your inmate telecommunications customers.

Sincerely,



Mike Kennedy  
Vice President Sales & Marketing



# Section 2

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# SECTION 2

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# Section 3

## Executive Summary

## SECTION 3

### Executive Summary

ICSolutions appreciates the opportunity to submit this Proposal to continue to provide Inmate Phone & Video Visitation Services for Anoka County, Minnesota. ICSolutions has delivered innovative, cutting-edge communications technology to correctional facilities since 2002 and to Anoka County since 2010! As such, ICSolutions guarantees we have the experience and local resources necessary to satisfy Anoka County's requirements.

**With our inmate phone and video visitation system in place, software already configured and interfaced with the County's other jail systems, and experienced Site Administrator,** ICSolutions can easily guarantee its ability to fulfill all requirements of this RFP and any ensuing contract.

### Benefits of Keeping ICSolutions as Your Provider

Keeping your existing ENFORCER® inmate telephone / video visitation platform in place offers several benefits to Anoka County, including:

- Continued online access to all of the existing call recordings, data, and biometric voice prints that have been saved since the initial implementation of ICSolutions' technology
- No costly or disruptive system installations
- No expense of staff man hours that would be necessary to learn to manage unfamiliar telephone and video visitation systems
- Inmates, staff, call recipients, and visitors can continue to use their existing PINs, logins, and prepaid accounts without interruption
- Continued support from your dedicated account team, including Mr. Roger Goman, your Site Administrator, or another County-approved individual
- As your current provider, ***ICSolutions is the only vendor that can implement new financial terms immediately upon contract execution!***

While other providers will have a significant transition period, ICSolutions can simply deploy any new features and onsite equipment while keeping your ENFORCER® system completely operational. By continuing to work with ICSolutions, the County will experience no disruption to your services or to your inmates' ongoing communication tools!



## Summary of Technical Proposal

A summary of our complete technical solution proposed for Anoka County is outlined below:

### The ENFORCER® Inmate Telecommunications Platform

- ✓ Our centralized ENFORCER® inmate calling platform – housed in our Atlanta data center and backed up at our headquarters in San Antonio, TX
  - Continued & uninterrupted access to all historical call detail records, call recordings, and biometric voice prints created since 2010
  - Continued & uninterrupted access to all historical investigative results & associated case notes created since 2010
- ✓ 35 stainless steel inmate phones
- ✓ 1 booking phone to offer free calling in accordance with MN Rule 2911.3400 – connected to The ENFORCER® for monitoring & recording
- ✓ 2 enrollment phones
- ✓ TDD and/or VRS devices, as needed, for hearing impaired inmates
- ✓ 8 wall-mounted + 3 portable inmate video visitation kiosks, enabled to support:
  - Inmate phone calling
  - Onsite video visitation
  - Remote video visitation, with required bandwidth provided by ICSolutions
  - Resident Portal inmate visitation viewing & management
  - Commissary ordering + account balance checking
  - Document viewing – inmate rules, handbook, PREA information, etc.
  - Optional 2-way inmate email messaging
- ✓ 6 visitor video visitation kiosks (*already installed*) + installation of up to 6 new visitor kiosks
  - **Number of inmate & visitor kiosks is negotiable**
- ✓ 1 master control / monitoring workstation with printer
- ✓ 1 visitor registration / scheduling workstation
- ✓ Consolidated user management of phone and video services via a single interface (*staff use a single login to access all services*)
- ✓ Universal public Web portal to support Family First Prepaid Account funding and visitation scheduling
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS, commissary, and/or banking platforms – *already in place!*
  - Automated inmate ID / PIN updates
  - DirectLink Trust Cardless Debit Calling – *available only from ICSolutions / Keefe!*
  - Electronic commissary ordering + account balance checking
- ✓ Inmate voicemail messaging
- ✓ Online storage of all historical and future call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ 24 x 7 x 365 live, U.S.-based service for called parties and Facility staff
- ✓ New/refresher training on the phone system for all Facility users

### The Visitor™ Visitation Management Module

- ✓ Scheduling & management of all types of visits, including across-the-glass & remote visitation
- ✓ Web-based visitor registration

### The ENFORCER® Investigative Suite

- ✓ The Word Detector keyword search tools
- ✓ The Analyzer link analysis / data mining tools

### The ENFORCER® IVR Suite

- ✓ The Informer<sup>SM</sup> PREA module
- ✓ The Communicator<sup>SM</sup> paperless inmate communications portal
- ✓ The Attendant<sup>SM</sup> automated information line

### Premium Voice Biometric Suite

- ✓ Investigator PRO (IPRO) continuous voice biometrics by JLG – *already in place!*
  - FREE upgrade to the latest version
  - No need to enroll inmate population in a new system
  - Continued & uninterrupted access to all historical voice biometric data created since 2010
  - IPRO has an M.S.R.P. of 2¢ per analyzed minute of calling but will be provided to Anoka County at **absolutely no cost**
- ✓ Optional use of The ENFORCER's additional, built-in voice biometric products
  - The Verifier pre-call inmate voice verification
  - The Imposter in-call continuous voice biometrics

### Onsite Service

- If you select the option that includes a part-time Site Administrator, the County will continue to be serviced by **your current Site Admin / Technician, Mr. Roger Goman**, or by a similarly trained, County-approved individual
  - Certified in the maintenance and repair of all ICSolutions products
- Additional certified local technicians will provide emergency backup service & maintenance

ICSolutions can also offer additional, value-added technology, such as cell phone detection and cell phone data / extraction tools. ICSolutions would be happy to provide pricing for any such optional products upon request.

## An All-in-One Solution for Anoka County

ICSolutions provides Anoka County with a completely integrated solution that hosts all inmate calling and video visitation services in one system, The ENFORCER®! Benefits of this all-in-one solution include:

- Facility staff use **one set of login credentials** to access all inmate calling, voicemail, and video visitation information
- Investigative tools – such as The Analyzer link analysis – apply to all inmate calling, voicemail, and video visitation sessions
- Inmates use a **single inmate ID/PIN** to access inmate calling, voicemail, and video visitation services, as well as self-service kiosk functions such as commissary ordering and visitation management
- Public users fund a **single Family First prepaid account** to pay for any combination of inmate calling, voicemail, and remote video visitation – minimizing funding fees and providing the simplest possible user experience

Our all-in-one solution ensures that all voice and video communications are simple, easy, and affordable for inmates and their loved ones; and it provides the most secure, user-friendly, and data-rich toolset for facility staff and investigators.

## Experience in Anoka County and Across the U.S.

ICSolutions has provided Anoka County's inmate telecommunications services since 2010 and is also a member of the Keefe Group of companies that provides your commissary and banking services. Keefe Group has served the corrections industry for over 40 years; ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients.

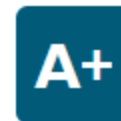
Throughout our time providing inmate communications technology for Anoka County, ICSolutions has remained committed to improving our services and expanding our technology offering, such as by deploying our Visitor™ video visitation system as a fully integrated component of The ENFORCER® calling platform.

Our commitment to providing state-of-the-art technology for Anoka County, and for all of our clients, is also demonstrated by our *ongoing and free system upgrades*, released approximately every quarter and deployed remotely (so there is no need for any onsite disruption).

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

Like all Keefe companies, ICSolutions is a business that operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. As such, we are proud to note that we have earned an A+ rating with the Better Business Bureau. Unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, and fines by regulatory agencies.

BBB Rating



ICSolutions will continue to provide the highest service standards to Anoka County, its constituents, and all users of ICSolutions' services.

### ICSolutions-Keefe Integrations

As a member of the Keefe Group of companies, ICSolutions has already built a unique integration between your ENFORCER® inmate phone / video visitation system and your Keefe commissary and KeepTrak™ banking systems to provide for several automated services:

- ✓ DirectLink Trust Cardless Debit Calling
- ✓ Electronic Commissary Ordering
- ✓ Electronic Balance Inquiry
- ✓ Automated Funding Alerts

These services are described in greater detail below, as well as in the attached proposal.

Because we are a member of the Keefe Group of companies, ICSolutions provides you with a uniquely integrated solution encompassing your commissary / banking systems and inmate phone / video visitation system. When ICSolutions and Keefe are both in place, the correctional facility often experiences **increased revenues** (due to our integrated solutions) and **improved service** (as a result of the oversight of account personnel from both product groups).

Working in tandem from our shared regional office, KCN and ICSolutions provide the most efficient, affordable, and data-rich solution available for Anoka County!

### DirectLink Trust Cardless Debit Calling

DirectLink Trust Cardless Debit is a superior inmate calling product that enables inmates to pay the exact cost for each Debit call at the time the call is completed, using funds in their Trust Account. There is never a need to open a separate phone account or transfer funds back and forth between accounts. There is also no delay in accessing inmate funds for calling; as soon as the funds are available in the inmate's Trust Account, they can be used to place Debit phone calls. This instant access generates higher call volumes and significantly more revenue – a

benefit for both Anoka County its inmates. Furthermore, there is no need to manage a separate refund process upon release.

### **Commissary Ordering**

The ICSolutions / KCN interface enables inmates to place commissary orders using any standard inmate telephone or video kiosk. This allows inmates to place commissary orders more often.

### **Balance Inquiry**

Using any standard inmate telephone or video kiosk, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

### **Automated Funding Alerts**

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

### **Nationwide Experience & Organic Growth**

Outside of our direct experience with Anoka County, ICSolutions provides our ENFORCER<sup>®</sup> calling system and outstanding customer service to more than 400 individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about 300,000 inmates. Across the U.S., agencies using The ENFORCER<sup>®</sup> range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates.

Our clients of every size rely on our proprietary ENFORCER<sup>®</sup> calling system to process calls; The ENFORCER<sup>®</sup> is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, The ENFORCER<sup>®</sup> provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

Unlike several of our competitors, our growth has occurred because of our technology, service, and transparency. Our largest competitors may brag about their long client lists and decades of experience, but in reality, their histories are riddled with confusing and disruptive acquisitions of different businesses



#### **ICSolutions By The Numbers The ENFORCER<sup>®</sup>**

- 400+ Correctional Facilities Served**
- 12,500+ Inmate Telephones Deployed**
- 300,000 Inmates Served**
- 45+ Customers with 1,000+ Inmates**

using different technologies. In contrast, ICSolutions is proud to point out that we have operated under the same name for 18 years, steadily growing our client list over those years to become the third-largest ITS vendor in the world by focusing on **providing both new and long-time clients – like Anoka County – with high-quality technology and excellent service.**

We are proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options.

### **Proactive Crisis Response**

ICSolutions has long been a proponent of promoting communication between inmates and their loved ones through the use of affordable rates. We are especially proud of our response to the recent COVID-19 crisis. From the moment the crisis began, we have assisted our clients with providing free communications services when onsite visits could not be accommodated.

Our response to the crisis was swift and uncomplicated; unlike our competitors, we acted quickly to guarantee ongoing communication between inmates and their loved ones, and we did so without requiring any contract changes.

For the Anoka County Jail, we assisted with managing your social distancing requirements by enabling free calling and by allowing visitors to conduct free remote (off-site) visitation sessions. As of July 20, that has amounted to **4,972 free calls and 2,748 free remote visits, with a total value of \$27,480.00** – all provided at absolutely no cost to inmates, their loved ones, or Anoka County.

### **Complete Financial Transparency**

A cornerstone of our successful service history – both in Anoka County and across the U.S. – is our record of pricing and revenue transparency. The ENFORCER® platform enables authorized facility staff to view the price charged for each call, **including a breakdown of every applicable tax.** Authorized staff can also view reports showing Family First Prepaid account deposits and any applied fee; ICSolutions never charges hidden fees. And the County can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services.

ICSolutions maintains complete transparency regarding pricing and revenue, because we have nothing to hide.

As you will see in **SECTION 5: FINANCIAL OFFER**, ICSolutions proposes fair and affordable service rates to inmates and their friends and families – including **an option to reduce calling rates by 24%.** ICSolutions has long been a proponent of fair and affordable calling rates, recognizing and promoting the benefit of the increased inmate communication that results in a strengthened inmate/family bond.

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With our ENFORCER® Inmate Telephone & Video Visitation System already in place, only ICSolutions can deploy new financial terms immediately upon contract signing!

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Some of our competitors increase their own revenue by promoting their more expensive single-pay calling as the first and most convenient option to call recipients; sometimes consumers are not even aware that other options exist! ICSolutions, conversely, is proud to automatically offer **live customer service agents to assist first-time call recipients** with establishing affordable Family First Prepaid Accounts, and to offer DirectLink Trust Debit Calling as a simple no-fee option for inmates to connect with loved ones.

## Thank You

Thank you for taking the time to review our Proposal for Anoka County. We have created an offer that we believe meets your unique needs; please don't hesitate to contact us with any questions, or to request a live demonstration of any of the new technology described herein.



An aerial photograph of a busy city street, showing a dense crowd of people walking. The image is overlaid with a semi-transparent dark blue filter. A white rectangular box is positioned in the upper right quadrant, containing the text 'Section 4' and 'Proposal Narrative'.

# Section 4

**Proposal Narrative**



# SECTION 4

## Proposal Narrative

### TECHNICAL SPECIFICATIONS AND REQUIREMENTS

#### *Inmate Telephone System*

##### **Overview**

The Vendor shall install a turnkey Inmate Telephone System (ITS) to be used by the inmates in the Anoka County Jail. The ITS shall provide automated operator, collect call and pre-paid call capabilities. The ITS solution shall include all necessary telephone platforms, telephone instruments and all other equipment necessary to perform the functions and services described herein.

Proposed calling rates shall be in compliance with all applicable Federal and State regulations. This includes but is not limited to the Federal Communications Commission.

If a simplified per minute calling rate structure is proposed, provide a detailed explanation as to how this proposed rate structure will meet or exceed FCC standards and what is included in the per minute fee structure. All additional fees, surcharges and taxes chargeable to the consumer must be disclosed.

The Vendor must propose the number of telephones for the facility. Vendor will provide telephones that are to be located in the common dayroom areas of each housing unit, medical unit, booking holding cells and the “free” phone in the booking common area. Please note – the “free” booking phone is used by incarcerated individuals to make free calls at the time of booking in compliance with Minnesota Statutes and Jail Standards. Calls on this phone should be recorded. The Vendor may propose other areas within the Jail for additional telephones.

NOTE: There are currently 33 inmate telephones and 2 enrollment telephones at the Anoka County Jail.

The Vendor shall be required to plan, finance and implement a phased integration and testing of all required equipment and software relative to the ITS solution without impacting the normal daily operation of the existing ITS or Jail operations.

The Vendor will provide all materials, hardware, software, interfaces, cabling, switching equipment, internet connection, labor, license, etc. to set up and operate all systems requested. The Vendor will repair, replace, and update equipment and software during the course of the contract to maintain efficient operation of all systems at no cost to the County.

The Vendor shall also provide services including: hardware repair and maintenance on all equipment for the life of the contract, software upgrades, System Administrator consoles and equipment, System Administrator and User training, access to on-line account and call

management, 24/7 Technical support, management of payment services for telephone accounts, a customer service portal.

The Vendor will be responsible for the installation, configuration and testing of all hardware, software and cabling. All installations shall be done in a professional workman like manner. All trash and debris will be removed by the contractor at the end of each day. Vendor workspaces will be left in a clean, organized condition at the end of each workday.

The Vendor will be responsible for all software integration with the County's Police Central Jail Management System, Keefe Commissary System Group, and any other system for which an interface is required by the County. The system administration/management application shall be a centralized, Web-Browser-based application, which is available securely from anywhere at any time through an encrypted, password protected and auditable interface.

The Vendor shall describe in detail the approach to the project and why Vendor proposes the specific ITS solution. The response should address the following areas:

1. Hardware (To include Dimensions/Warranty Information)
2. Software
3. Security Features
4. Data Storage Capability (Minimum 60 Days)
5. Report and Data Compilation Capability
6. Call Monitoring and Recording Capability
7. Service and Maintenance Plan
8. Installation/Cut Over/Transition

**ICSolutions Response:**

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

ICSolutions is proud to present our solution to continue providing Inmate Telephone Services at Anoka County. At the highest level, our solution provides a comprehensive, fully integrated, and reliable inmate calling solution for Anoka County.

As part of our turnkey proposal, ICSolutions provides all materials, hardware, software, interfaces, cabling, switching equipment, internet connection, labor, license, etc. to set up and operate all systems requested and will repair, replace, and update equipment and software during the course of the contract to maintain efficient operation of all systems **at no cost to the County**. This includes hardware repair and maintenance on all equipment for the life of the contract, software upgrades, System Administrator consoles and equipment, System Administrator and User training, access to on-line account and call management, 24/7 Technical support, management of payment services for telephone accounts, a customer service portal.

ICSolutions' offer for the County includes all of the following features and services, at no cost to the County:

- A single, unified inmate telecommunications platform hosting inmate calling, video visitation, and all investigative tools and information
- Custom integrations with the County's JMS and Commissary systems to automate the exchange of data between systems and offer seamless services, such as **DirectLink Cardless Debit Calling** which is already in place
- Booking phone to facilitate calling in compliance with MN Rule 2911.3400
- Automated IVR to answer public and inmate inquiries – providing inmate lookup and jail information over the phone via an automated operator
- Investigator PRO voice biometrics from JLG – already in place today
- The Word Detector keyword search tools
- The Analyzer link analysis / data mining tools – already in place today
- The Informer<sup>SM</sup> PREA module
- The Communicator<sup>SM</sup> paperless inmate communications portal
- The Attendant<sup>SM</sup> automated information line
- Crime tip / PREA lines
- Officer check-in
- Remote call forwarding, barge-in, and disconnect capabilities
- TDD/TTY unit and/or VRS units, as needed, for hearing impaired inmates
- 24 x 7 x 365 live, U.S.-based service for Facility staff & called parties
- Redundant online storage of all call recordings and data for **entire contract duration**
- Consolidated user management of phone and video visitation services via a single GUI (*single login*)
- Universal public Web portal to support Prepaid Account funding and visitation scheduling
- Unlimited Reverse Lookup of dialed numbers
- Inmate voicemail messaging – generating additional revenue for the facility!
- “Find Me, Follow Me” calling alerts to multiple investigator phone numbers
- Funding alerts
- Secure remote access
- Standard and ad-hoc reporting capabilities
- Records Seal, High-Profile Inmate, Hide Recording, Share CDR, highly configurable User Roles, User Access Logs, and other features to finely control and monitor who has access to sensitive information
- Initial and ongoing training for all Facility users
- Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- All-inclusive warranty, support, and repair/replace maintenance package

ICSolutions' proposed rates will be in compliance with all applicable Federal and State regulations. ICSolutions has fully described our rates and fees in **SECTION 5: FINANCIAL OFFER** of this proposal.

## On-Site Equipment

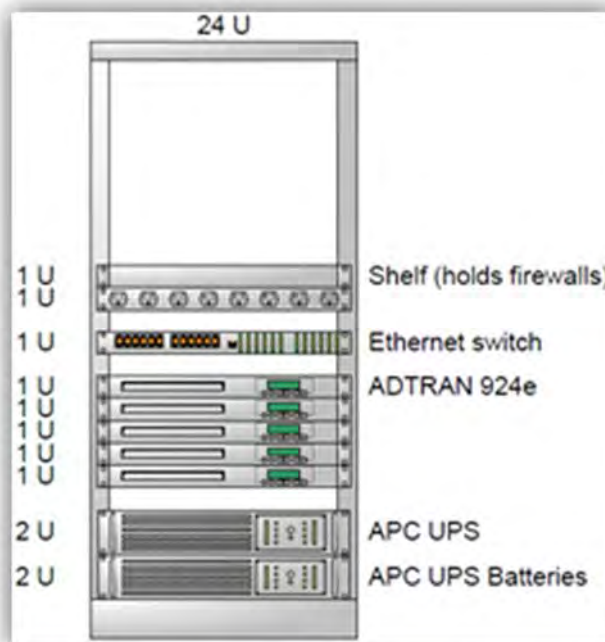
ICSolutions proposes to service the County using our centralized ENFORCER® platform, installed at the primary data center in Atlanta. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at our secondary data center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

The onsite phone room equipment will consist of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power.



Equipment

Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 35-110 degrees Fahrenheit. The rack configuration of the onsite equipment is provided below.



Onsite Equipment in a Rack

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

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

The manufacturer's specification sheets are provided in [EXHIBIT B: EQUIPMENT SPEC SHEETS](#) of this proposal.

## Inmate Phones

ICSolutions will continue to provide inmate phones from Wintel, or a functional equivalent. 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. We will provide the required number of phones.



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

These phones have internally adjustable background noise-suppression switches that are 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 Phones

### Ultratec Minicom TDD/TTY

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

The Ultratec logo consists of three horizontal blue bars of varying lengths to the left of the word "Ultratec" in a bold, black, sans-serif font.



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

## Video Relay Service through Purple Communications

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

The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. Video Phones are equipped with a 21-inch monitor and can operate on a PC or Android tablet that is connected to the internet.





### Purple Video Phone

For more detail on the proposed VRS Video Phone, please see the manufacturer's specification sheet provided in [EXHIBIT B](#).

### 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 are installed at each control center or as specified by the facility. Typical product dimensions are as follows:

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

### Uninterruptible Power Source (UPS)

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

## ADTRAN IP Gateways



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

These devices connect to the analog inmate phones and convert the calls to VoIP before routing over the ICSolutions' secure, private network. The ADTRAN Gateway is designed to excel at supporting legacy analog devices like copper phone lines and fax machines. This minimizes the amount of onsite re-wiring and, as a result, speeds up the installation process, reducing disruption to County staff. It also allows ICSolutions to offer the convenience of VoIP calling while retaining the voice quality of traditional copper phone lines. This product measures 10.5" x 17.2' x 1.7" and will sit in the 19" Equipment Rack. Please see the manufacturer's specification sheet provided in [EXHIBIT B](#).

## 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

If dedicated onsite workstations are provided by ICSolutions, each workstation is equipped with a CDR-W drive or DVD+R drive, color monitor, high-speed printer, keyboard, mouse and UPS power and surge protection. The size of the CPU will vary based on the model.

## The ENFORCER<sup>®</sup> Platform

ICSolutions proposes to continue providing our secure, battle-tested ENFORCER<sup>®</sup> call processing platform, housed in redundant data centers located in Atlanta and San Antonio. All inmate telephones at the County are connected to this platform via the network to this data center. Failover call processing occurs at our San Antonio data center – providing geographically separate call processing that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.



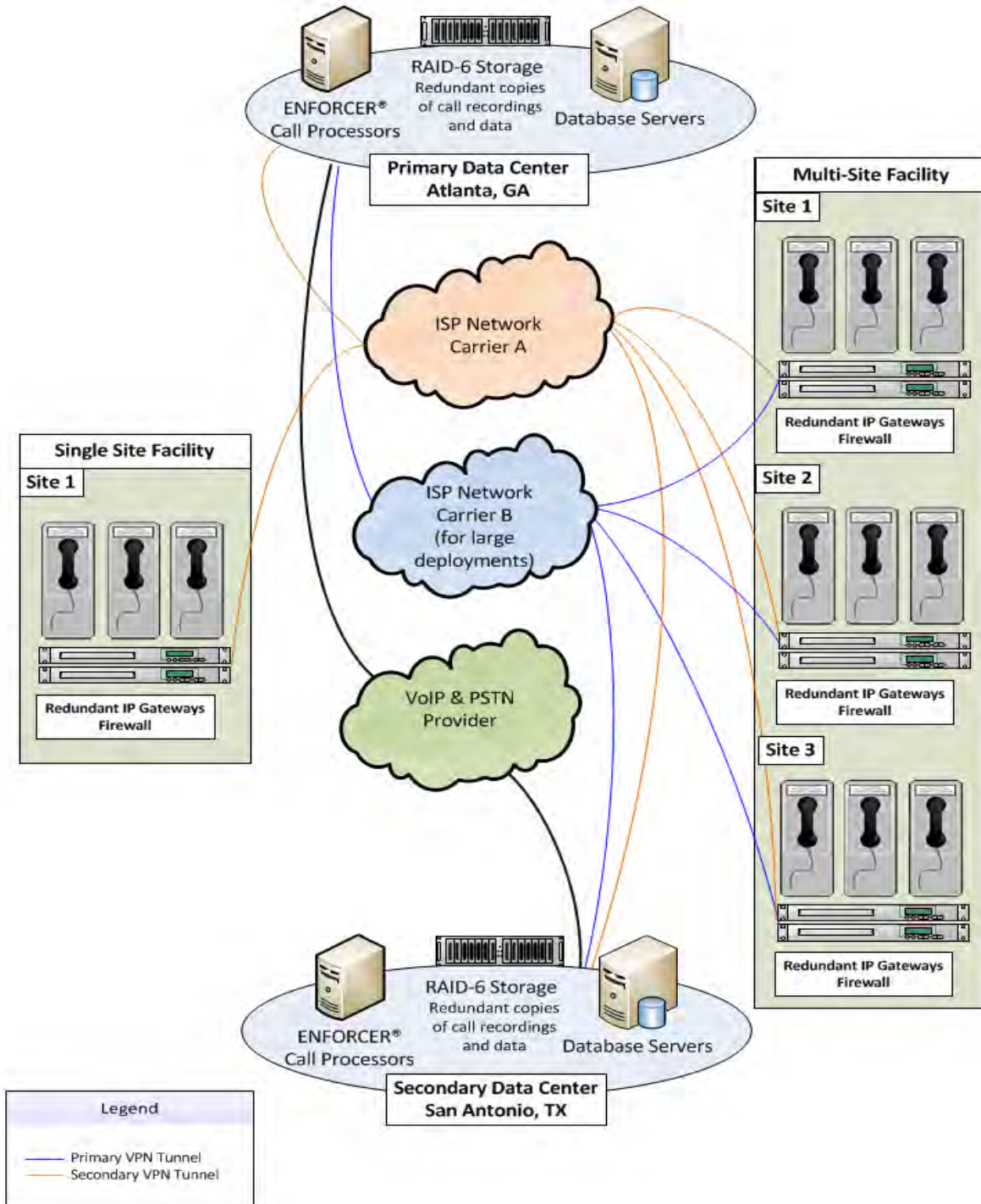
Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If our primary site in the Atlanta data center experiences a catastrophic event, all call processing would seamlessly transfer to our San Antonio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

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

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

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

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



Sample System Architecture

## Standard Features of The ENFORCER®

The centralized ENFORCER® comes with an array of standard features that promote security and efficiency at our clients' facilities:

System Features	
<b>Remote Access</b>	The ENFORCER® is operated through a browser-based GUI (Graphical User Interface). Anyone with a login and password provided by County administrators can securely access the system from any computer with internet access and a modern browser as if they were opening a website.
<b>Easy-to-Use Web Interface</b>	The ENFORCER®'s web interface is intuitive, easy to use and functions like any other website.
<b>Centralized Call Processing</b>	<p>Call processing occurs on servers running in our secure data centers – leaving a much smaller footprint for equipment installed and maintained at your facilities. In addition to guaranteeing always-up service and high-quality calls, centralized call processing provides several benefits to the County, including:</p> <ul style="list-style-type: none"> <li>✓ Less equipment at your facilities</li> <li>✓ Reduced energy consumption</li> <li>✓ Less onsite installation and maintenance work</li> </ul> <p>As a result, you will enjoy better performance, more space, cost savings, less onsite disruption, and higher facility security.</p>
<b>Unparalleled Redundancy</b>	<p>No other vendor provides as much redundancy for both system operations and data storage.</p> <p>Network Redundancy: ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.</p> <p>Call Processing Redundancy: While the primary call processor is housed at the primary data center in Atlanta, we also install a fully functional, always-on backup call processor nearly 1,000 miles away in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.</p> <p>Storage Redundancy: Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio).</p>

	<p>This storage redundancy ensures that, even if a disaster were to completely destroy one data center, one additional copy of all data and call recordings would still be available for disaster recovery purposes.</p>
<p><b>Lifetime Online Storage of Call Data &amp; Recordings</b></p>	<p>ICSolutions securely stores all call data and recordings in fully redundant, geographically separate data centers to protect the County from any potential data loss. Call data and recordings are available online for the life of the contract!</p>
<p><b>Unlimited Expansion Capabilities</b></p>	<p>The ENFORCER® has unlimited expansion capabilities and will be able to accommodate any new construction or future growth of your facility, at no cost the County! ICSolutions can add storage and phones at any time without affecting the operations of the existing system. Additional network capacity requires 30 days’ notice for the LEC to hang new lines and does not require any system downtime.</p>
<p><b>Onsite Reporting Capabilities</b></p>	<p>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. 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.</p>
<p><b>Hardened Corrections-Suitable Equipment</b></p>	<p>ICSolutions has been providing correctional facilities with inmate telephone systems for more than 18 years. All onsite equipment is hardened and tested for use in correctional facilities.</p>
<p><b>TDD Equipment Compatibility with Transcription Service</b></p>	<p>ICSolutions provides our facilities with the Supercom Minicom TDD/TTY unit. The unit itself is compact, lightweight, portable and easy to use. Further, 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.</p>
<p><b>Remote Information Sharing</b></p>	<p>If the County desires, ICSolutions can provide the County with an easy way to share information with other law enforcement and corrections agencies. Because THE ENFORCER® provides flexible and convenient remote access for investigators, multiple investigators can access the system at the same time without impacting ongoing system operations or</p>

	performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.
<b>Service Features</b>	
<b>Lifetime Repair and Replacement Warranty on All Equipment</b>	ICSolutions’ warranty ensures that any and all defective components will be replaced at no cost to the County throughout the life of the contract.
<b>24/7/365 Technical Service</b>	ICSolutions’ Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031), you will be connected with a live, U.S.-based Level 1 TSC technician.
<b>24/7/365 Customer Service</b>	ICSolutions’ live customer service is available 24 hours a day, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments and more. Our customer service representatives can offer multi-lingual assistance including both English and Spanish. All of our customer service representatives are U.S.- based.
<b>Ongoing Staff Training &amp; Online System Documentation</b>	ICSolutions provides a customized hands-on training curriculum for each facility that we serve. Initial classes are conducted onsite for multiple user groups. We also provide ongoing refresher and new employee training throughout the life of the contract. Follow-up training is typically delivered once per quarter (but can be customized to meet the Facility’s needs), and can be delivered live or over the web. Additionally, all system documentation, including User Manuals, Quick Reference Guides, etc., are provided online as part of The ENFORCER® system.
<b>Inmate and Called Party Instruction</b>	ICSolutions provides informational pamphlets to the inmates and called parties, which explain how calls are placed and how to open accounts. These pamphlets will be provided to the County as requested, at no cost. The most detailed instructions describing the use and functions of the inmate telephones are provided to County inmates via the phones themselves, using the customizable automated operator prompts. ICSolutions also typically provides bilingual (English/Spanish) written instructions in a vandal-resistant display area on the face of each telephone instrument, and we can provide bilingual instructional posters upon request. Called parties can also contact our Customer Service Department or log onto our website at any time to learn how calls are placed and paid for, and how to open accounts.



<p><b>Free Software Upgrades</b></p>	<p>Free, regular software updates are provided at no cost throughout the life of the contract. 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. 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. Typically, large upgrades are released quarterly.</p>
<p><b>The Communicator<sup>SM</sup> 100% Paperless Inmate Communications Portal</b></p>	<p>The Communicator<sup>SM</sup> 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 are automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into the ENFORCER®, and the response is delivered to a secure voice mailbox for inmate retrieval.</p>
<p><b>The Attendant<sup>SM</sup> Automated Information Line</b></p>	<p>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, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available if the County's JMS supports the data exchange necessary.</p>
<p><b>Message of the Day<sup>SM</sup></b></p>	<p>Using the same messaging service developed for The Communicator<sup>SM</sup>, 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.</p> <p>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</p>

	<p>no longer played to inmates, with no further action necessary from Facility staff.</p> <p>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.</p>
<b>Calling Services</b>	
<p><b>Collect, Prepaid &amp; Debit Calling Options</b></p>	<p>ICSolutions offers our Family First Prepaid, Call Center Debit, and Integrated Cardless Debit (Inmate Prepaid). These programs allow payment alternatives, call expense budgeting, and more ways for inmates to get in touch with loved ones. More information about these calling options is provided below:</p> <ul style="list-style-type: none"> <li>• Family First Prepaid – Family First Prepaid allows friends and family of inmates with numbers that are traditionally blocked from receiving collect calls (cell phones, business lines, etc.) to set up an account and prepay for inmate calls. 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.</li> <li>• Call Center Debit – Call Center Debit 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.</li> <li>• 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</li> </ul>

	<p>commissary software package to share information between systems and automate the process. If an integration is not possible or if the County prefers, ICSolutions can also provide the County Facilities with physical debit cards sold through the commissary.</p> <ul style="list-style-type: none"> <li>• Keefe-Integrated DirectLink Trust Cardless Debit – When Keefe’s KeepTrak banking system is in place, we can offer our unique DirectLink Trust Cardless Debit program. This service integrates the ENFORCER® with the Keefe KeepTrak banking system, enabling inmates to place calls using funds <i>directly</i> from their trust accounts. There is no need to open or fund a separate debit calling account; to transfer funds between two different accounts; or to manage a separate refund process for calling accounts.</li> </ul>
<p><b>Funding Announcements</b></p>	<p>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.</p>
<p><b>Inmate PINs with Optional Automatic Enrollment</b></p>	<p>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 is customizable 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.</p>
<p><b>Inmate PANs (personal allowed number lists) with Self-Learning Capability and Paper-Free Change Request Options</b></p>	<p>The ENFORCER® system may be configured to require a list of PERSONAL ALLOWED NUMBERS (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Each time the County activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate’s list. If you leave the field blank, the default value is 20, but there is no practical limit to the number of PANs that may be assigned.</p>



	<p><b>Self-Learning Mode:</b> 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 first telephone numbers to which calls are completed are added to the inmate’s PAN list, until the maximum number of PAN entries is made. To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, 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.</p>
<p><b>Automated Operator Service in Multiple Languages</b></p>	<p>The proposed ENFORCER® provides fully automated direct-billed collect calling and prepaid, as well as 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.</p>
<p><b>Custom Call Prompts and Voice Overlays</b></p>	<p>All call prompts can be customized at no cost to meet the County’s exact specifications. Also, the system is configurable to play random voice overlay announcements to notify the called party of the call’s origin. The announcement content is programmable along with the announcement volume and frequency.</p>
<p><b>Inmate Name Recording</b></p>	<p>When each inmate places the first phone call using their assigned ID/PIN, the system will ask the inmate to record his/her name. This recording is stored within The ENFORCER® system and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from “passing messages” and ensures that the called party is provided with the inmate’s name during the call greeting. If desired, inmate names may be recorded by authorized personnel at the time each inmate is booked. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may reset the name recording function for that particular inmate using any ENFORCER® workstation.</p>

<p><b>Inmate Voice Messaging</b></p>	<p>Using the same messaging service developed for The Communicator<sup>SM</sup>, ICSolutions can provide inbound inmate voicemail. 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<sup>®</sup>, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.</p>
<p style="text-align: center;"><b>Administrative Controls</b></p>	
<p><b>Multi-Site Networking and Reporting</b></p>	<p>The ENFORCER<sup>®</sup> 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. Depending upon the user's privileges, they are able to pull reports either for their specific facility or for all facilities in a network of jails.</p>
<p><b>Report Scheduler</b></p>	<p>The ENFORCER<sup>®</sup> allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.</p>
<p><b>Password-Controlled Access</b></p>	<p>The ENFORCER<sup>®</sup> 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.</p>
<p><b>User Permissions – Editable Per User or Group</b></p>	<p>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</p>

	new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).
<b>User Access Log</b>	The ENFORCER® offers an extensive list of standard and query-based reporting options to fit every administrative and investigative need. A <b>USER ACCESS LOG REPORT</b> details system access by user and lists changes made during a defined date range. The high-level report shows 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 are customizable to meet the County’s needs.
<b>Court-Sealed Records</b>	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 Agency.
<b>Fraud Controls</b>	
<b>Three-Way Call Detection</b>	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: <ul style="list-style-type: none"> <li>• flag the call for investigation;</li> <li>• flag the call for investigation, and play a warning message to the inmate and called party; OR</li> <li>• flag the call for investigation, play a notification to the inmate and called party, and terminate the call</li> </ul>
<b>Hook Switch and Secondary Dial Tone Prevention</b>	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.
<b>Extra Dialed Digit Prevention</b>	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.

<p><b>Chain Dialing Prevention</b></p>	<p>The ENFORCER® counteracts fraud by preventing chain dialing, allowing completion of only one dialed number per individual attempt. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.</p>
<p><b>No Incoming Calls</b></p>	<p>No incoming calls are ever allowed with the ENFORCER call processing system. The ENFORCER system is hosted at a primary and secondary data center. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the onsite 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.</p>
<p><b>Real-Time Call Validation</b></p>	<p>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.</p>
<p><b>Continuous System Monitoring</b></p>	<p>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.</p>
<p><b>Custom Call Restrictions</b></p>	<p>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. Inmates can also be restricted to calling only within a certain facility, or even within a designated area within a facility (such as in his or her housing area only).</p>
<p style="text-align: center;"><b>Call Controls</b></p>	
<p><b>Blocked Number Tables</b></p>	<p>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:</p>

	<ul style="list-style-type: none"> <li>• Block groups of numbers, such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc.</li> <li>• Block individual numbers – unlimited quantity</li> <li>• Existing blocks are imported during installation</li> <li>• Soft Block resulting from multiple refused calls</li> <li>• Real-Time block activation</li> <li>• Simple workstation block entry</li> <li>• Blocked number report</li> </ul> <p>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.</p>
<p><b>Configurable Call Duration and Velocity Limits</b></p>	<p>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.</p>
<p><b>Inmate Call Suspension and Automatic Reinstatement</b></p>	<p>The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e., 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system. There are two categories of Suspension. Full means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. Standard is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers.</p>
<p><b>Phone Shutdown</b></p>	<p>The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system.</p> <p>Electronic Phone Shutdown: A single station, multiple stations or individual calls may be quickly switched on/off through the workstation. All administrative changes made in The ENFORCER® system occur instantaneously in real time, so the time required for this action depends only upon the speed of the operator. Taking a station offline can easily be accomplished in less than one minute. Once the operator clicks CUTOFF AND DISABLE, the station is immediately taken offline and any call in progress is</p>

	<p>terminated. To allow calls in progress to complete, the operator can instead click <b>DISABLE</b>; this action will allow any call in progress to complete before disabling the phone station from making further calls.</p> <p>Mechanical Phone Shutdown: 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 are installed at each control center or as specified by the facility.</p>
<p><b>Customized Call Branding</b></p>	<p>The ENFORCER® is programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with <i>“Hello, this is a call from [inmate name], an inmate at the (FACILITY NAME) Detention Center.”</i></p>
<p><b>Phone Scheduler</b></p>	<p>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:</p> <ul style="list-style-type: none"> <li>• By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)</li> <li>• For all phones in the facility</li> <li>• Unique hours for defined holidays</li> <li>• Unique hours by day of week</li> <li>• Unique hours for specified called numbers</li> </ul>
<p><b>Positive Acceptance</b></p>	<p>The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system “listens” for either the appropriate DTMF or the correct count of rotary dial pulses.</p>
<p><b>Answer Detection</b></p>	<p>The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.</p>

Investigative Tools	
<p><b>100% Monitoring and Recording of Non-Confidential Calls</b></p>	<p>Real-Time Monitoring:  Call monitoring is accessed through the MONITOR tab of The ENFORCER’s GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the 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.</p> <p>Critical Call Monitoring Functions include:</p> <ul style="list-style-type: none"> <li>• Silent, undetectable monitoring</li> <li>• Allows multiple simultaneous monitoring sessions</li> <li>• Search function to isolate calls of interest</li> <li>• Monitoring has no impact to recording function</li> <li>• Ability to monitor from a remote workstation or PC via LAN, WAN or Internet</li> <li>• Protection of privileged calls from monitoring</li> <li>• Ability to disconnect call in progress while monitoring</li> <li>• Ability to “barge in” to calls in progress and speak to both parties</li> </ul> <p>Recording and Playback:  The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. Call recordings are digitally stored online and available to the facility for immediate access throughout the contract duration.</p> <p>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.</p>
<p><b>Verifiable Security Encryption on Call Recordings – Supported by Free Expert Testimony</b></p>	<p>The ENFORCER® system utilizes its Pikamux call processing program to generate the call recording in a raw proprietary format. The system then utilizes its AU comp program to decode the Pikamux raw file and convert the recording into a Speex compressed format which supports playback utilizing various utilities. The AU comp program also creates an MD5 checksum of the Speex file. MD5 Sum is an open source program which will create a MD5 checksum of any file.</p>



	<p>The process that has been implemented to confirm authenticity mandates that the MD5 checksum created by the AU comp program be recorded in a secure location. At the time of the authenticity test, the "expert" can use the MD5 Sum program on the recording and compare the resulting checksum to the checksum retrieved from the secure location. If the checksum comparisons are equal, this will confirm that the recording has not been tampered and is therefore authentic.</p> <p>ICSolutions will also volunteer an expert to testify in any court proceedings regarding the security and verity of our call recordings.</p>
<p><b>Crime Tip and PREA Lines</b></p>	<p>THE ENFORCER<sup>®</sup> system can be configured to support as many tip lines and voice message lines as each facility requests. If an external tip line exists that the County prefers to retain, ICSolutions will simply program that number in for free calling and speed dial access (it can also be set as a privileged if the County would like only those staff members with access to the destination voicemails to be able to hear inmates leave messages). Otherwise, any and all message lines the County would like to create will simply be voicemail boxes on THE ENFORCER<sup>®</sup> itself. Each will have a speed dial code clearly posted for the inmates and will be free (and privileged if the County so requests).</p> <p>Each voicemail's number (#123 for instance) can also have an alert set on it so that a designated facility investigator or administrator is notified immediately whenever an inmate dials the line. At the County's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA—Prison Rape Enforcement Act, for instance).</p>
<p><b>The Analyzer link analysis</b></p>	<p>ICSolutions offers <i>The Analyzer link analysis</i>, our data mining solution specifically designed with the investigative needs of the corrections market in mind. Using The Analyzer, authorized facility staff can search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER<sup>®</sup> system, or when multiple end users interact with the same inmate(s).</p>



<p><b>Officer Check-In (Optional)</b></p>	<p>ICSolutions is proud to offer the County IC<i>Stracking</i><sup>SM</sup>, our Officer Check-In service. While many inmate telephone service providers are now offering similar services, ICSolutions was actually the first in the industry to provide Officer Check-In services to our clients!</p> <p>IC<i>Stracking</i><sup>SM</sup> was launched in the summer of 2007. It offers the ability to capture and record corrections officers' location via the inmate telephones using an ID/PIN assigned to the officer. Each officer can use a nearby inmate telephone to log in to the system and verify that they are working in that part of the facility. The check-in event is logged by the system as a call record and can be reviewed, reported, or generate an alert just like any other inmate phone call. There are no charges associated with this feature.</p> <p>As an optional, added security feature, if your facility is utilizing The VERIFIER VOICE BIOMETRIC feature, the system verifies the officer's voice against the voice print stored within the system associated with the Officer's ID/PIN. This ensures that another officer or inmate is not attempting to check in on his/her behalf.</p>
<p><b>Call Alerts (Hot numbers, hot PINs)</b></p>	<p>The ENFORCER<sup>®</sup> provides an ALERT feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER<sup>®</sup> alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:</p> <ul style="list-style-type: none"> <li>• Monitoring Alerts – The ENFORCER<sup>®</sup> can call an investigator on his or her telephone (or cell phone) and, once provided with an approved pass code, can immediately patch the investigator into a The ENFORCER<sup>®</sup> monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party</li> <li>• Email/SMS Alerts – The ENFORCER<sup>®</sup> can send email or SMS message to an administrative workstation or any public email address when an alert is triggered</li> <li>• Paging Alerts – The ENFORCER<sup>®</sup> can issue numeric messages to paging services to alert an investigator</li> </ul>

<p><b>Funding Alerts</b></p>	<p>Our system allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier’s check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.</p>
<p><b>“Find Me, Follow Me”</b></p>	<p>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.</p>
<p><b>Gang Management</b></p>	<p>Reports on numbers dialed by multiple inmates or by multiple inmates out of a predefined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER®’s GANG AFFILIATION tracking tools. The ENFORCER® can also provide a GANG CALL ANALYSIS function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.</p>
<p><b>Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call</b></p>	<p>When a NUMBER or PIN alert has been set, The ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.</p>
<p><b>Searchable Call Notes</b></p>	<p>Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date &amp; Time, or by any text entered into the note.</p>

	<p>The ENFORCER® is configured to automatically add notes to a NUMBER DETAIL RECORD when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the NUMBER DETAIL RECORD, and appear at the bottom of the record.</p>
<p><b>Unlimited Reverse Directory with Satellite Mapping</b></p>	<p>ICSolutions provides our clients with UNLIMITED REVERSE LOOKUP capability. This provides the facilities 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 County.</p>
<p><b>Frequent Calling Reports</b></p>	<p>The ENFORCER® comes programmed with a HIGH VOLUME USERS REPORT and a FREQUENTLY CALLED NUMBERS REPORT. The HIGH VOLUME USERS REPORT shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The FREQUENTLY CALLED NUMBERS REPORT shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.</p>

More detail about Hardware, Software, Security Features, Data Storage, Reports, Call Monitoring and Recording, and Service and Maintenance are provided in response to the requirements this SECTION 4. In addition, we have provided details of our transition plan in SECTION 4.A: IMPLEMENTATION PLAN.

**Telephone System General System Requirements**

1. The system shall allow only outgoing calls. No incoming calls are permitted.

**ICSolutions Response:**

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

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

2. The system must use automated operators. No live operators are allowed.

**ICSolutions Response:**

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

The ENFORCER® provides fully automated collect, prepaid and optional debit calling. Access to live operators is neither required nor permitted at any time.

3. The system must be able to:
  - a) Place calls to cell phones and landlines.
  - b) Place collect calls, debit calls, toll-free calls, prepaid card or equivalent calls.
  - c) Place calls within the continental United States, Alaska and Hawaii.
  - d) Place international calls. (Please describe your process.)
  - e) Require active acceptance by the called party.
  - f) Ensure that billing does not begin until the call has been accepted.
  - g) Inform the called party of the cost of the call prior to accepting the call on all collect calls.
  - h) Brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility, and pre-recorded name of the inmate initiating the call.

**ICSolutions Response:**

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

ICSolutions offers inmates more ways to stay in touch with their friends and family during their incarceration. Our easy-to-use prepaid calling options provide more ways to pay for inmate calling and simplified account management – resulting in maximized inmate calling and more revenue generated for the County!

## ICSolutions Calling Options

Calling options for Anoka County include Family First Prepaid, Call Center Debit, Integrated Cardless Debit (Inmate Prepaid), QwikCall®, Direct Billing, and DirectLink Cardless Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. More information about these calling options is provided below:

### ❖ **Family First Prepaid**

ICSolutions' Family First Prepaid 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, Family First 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. **Family First Prepaid 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 24x7x365. 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 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



### Multiple Account Funding Options

- **Inmate trust account funding**
- **24/7 live, toll-free customer service**
- **Automated called party IVR**
- **Online payment processing & account management**
- **Credit Card, Debit Card, Money Order, Western Union**

funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions call center.

❖ **QwikCall®**

ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customers, ICSolutions offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard IVR funding fee. The County will receive a commission percentage on the minute-based revenue, just as you do for all other types of calls.

❖ **Direct Billing**

ICSolutions offers a direct billing option for select facilities, law offices and bail bonds companies. In order to set up a direct billing account, the party can contact our customer service representatives at (800) 464-8957 or email us at [icsdirectbilling@icsolutions.com](mailto:icsdirectbilling@icsolutions.com). This service is not available to the general public and is only intended for law offices, bail bonds companies, and other ICSolutions-approved businesses.

❖ **DirectLink Trust Cardless Debit**

ICSolutions is a Keefe company; therefore, because your commissary provider is Keefe, ICSolutions provides a *unique integration between your inmate phones and commissary / banking systems*. THE ENFORCER® is equipped with a web-service interface to the Keefe (KCN) commissary / banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to pay for individual Debit calls.

Once the inmate passes the PIN verification step, THE ENFORCER® will offer the inmate the option to place a Collect Call or Debit call. If the inmate selects a Debit call, THE ENFORCER® will calculate the maximum cost of this call, and if the inmate has sufficient funds to allow this call, the system will place a temporary lien on these funds. Once the call is complete, THE ENFORCER® will compute the actual cost of the call and the KCN system will deduct funds from the inmate trust account and remove the lien.

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

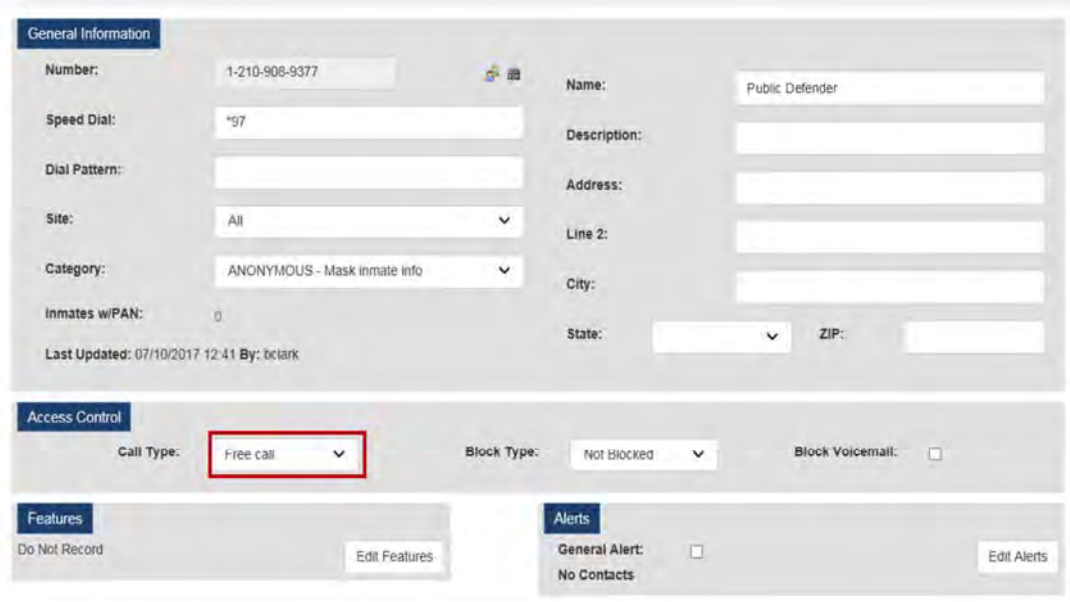


## Toll-Free Calls

The ENFORCER® can be configured to accommodate free calls to specific phone numbers, inmates, and phones. Free calls can be entered in the system database during installation or by a System Administrator. Before a call is connected, The ENFORCER® validates all call restrictions and configurations automatically. Free calls can be controlled in one of several ways:

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

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

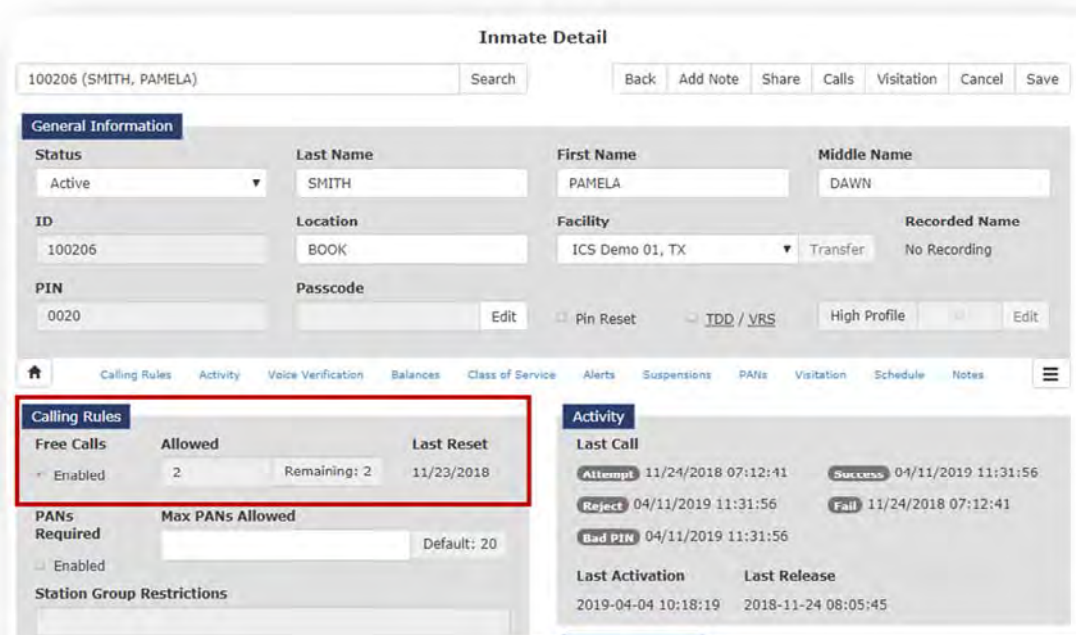


The screenshot displays the 'Global Number Edit' interface. It is divided into three main sections: 'General Information', 'Access Control', and 'Features/Alerts'.  
- **General Information:** Fields include Number (1-210-908-9377), Speed Dial (\*97), Dial Pattern, Site (All), Category (ANONYMOUS - Mask inmate info), Inmates w/PAN (0), Name (Public Defender), Description, Address, Line 2, City, State, and ZIP. A 'Last Updated' timestamp is also present.  
- **Access Control:** The 'Call Type' dropdown is highlighted with a red box and set to 'Free call'. Other options include 'Block Type' (NOT BLOCKED) and 'Block Voicemail' (checkbox).  
- **Features/Alerts:** Includes 'Do Not Record' (checkbox), 'Edit Features' button, 'General Alert' (checkbox), and 'No Contacts' (checkbox) with an 'Edit Alerts' button.

Global Number Edit screen – “Free call” Call Type

## Free Calls for Individual Inmates

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



Inmate Account screen – Setting Free Calls

## International Calls

The ENFORCER® provides international calling to **more than 145 countries** using our debit calling option. International calls are processed through an automated operator in the same manner as domestic calls, with no access to a live operator allowed. These calls are processed with all call controls in place. After the inmate selects a language and enters their PIN, the inmate selects the debit calling option. With International Debit calling, an inmate can call virtually any facility-approved international number, using funds from his or her inmate trust account. The inmate will pay one low price for any international call, regardless of the destination country. This price is controlled by ICSolutions and will never change expect under the direction and approval of the County.

## Active Acceptance & Billing

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. THE ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to



accept or reject the call, the system “listens” for the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

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

The ENFORCER® is 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 (facility name).”* During the call setup process, the called party is given the option to hear the cost of the call prior to acceptance.

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

- *“To accept this call, press or say 5”*
- *“To refuse this call, hang up now”*
- *“To block this call and future calls from this facility, press or say 9”*
- ***“To hear the charges for this call, press or say 2”***
- *“This call will be recorded and is subject to monitoring at any time.”*
- *“Thank you for using I C Solutions. You may begin speaking now.”*

4. The system must be programmable so it will automatically turn telephones on and off at specified times.

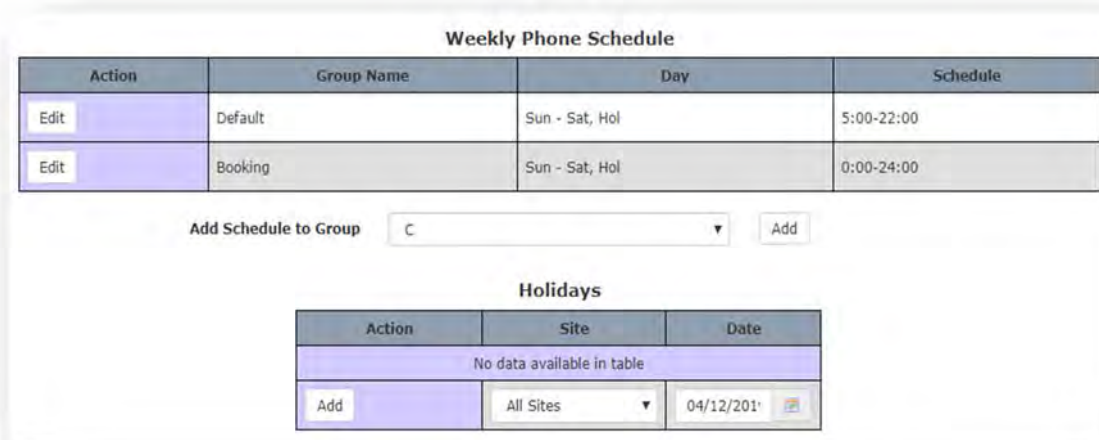
**ICSolutions Response:**

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

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

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

The PHONE SCHEDULE option is accessed through the SITE ADMIN tab on THE ENFORCER’s control bar. From the PHONE SCHEDULE menu, authorized System Administrators may add or modify a SCHEDULE GROUP.



**Weekly Phone Schedule - Add or Edit Groups**

Any authorized user may select the EDIT button next to any of the respective group names they wish to alter. By selecting EDIT, the WEEKLY PHONE SCHEDULE for that specific phone group is displayed. This screen enables users to select what day and time this specific phone group will have service. Users may select ON ALL DAY or OFF ALL DAY to toggle operation on a daily basis, or set specific on/off times for a specific day,



**Weekly Phone Schedule screen**

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



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

5. The systems automated instructions shall be available in English and Spanish. Please identify any other languages available for your system.

**ICSolutions Response:**

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

The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. *“For English, press or say 1; for Spanish, press or say 2.”* 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, Hmong, Cantonese and Vietnamese.

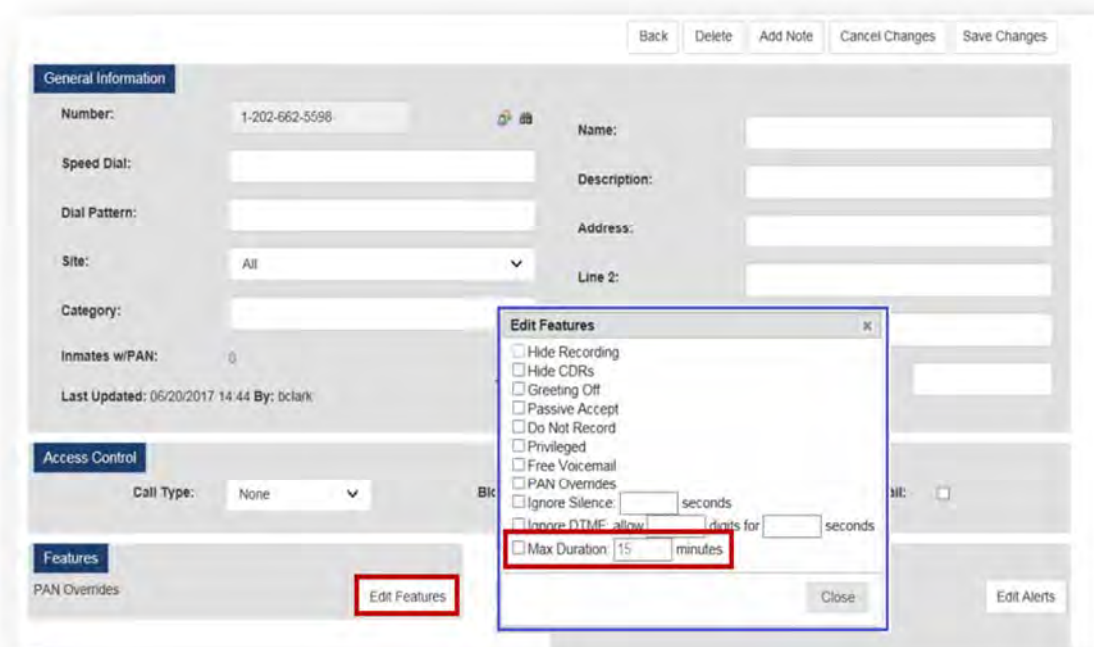
Anytime throughout the contract term, the County can call our VP of Sales and Marketing and your primary contact Mike Kennedy or contact our 24/7/365 Technical Assistance Hotline to make a request for additional languages. ICSolutions can add one of our currently deployed languages to the County’s system with very little notice. If the County requests a language outside of those currently deployed, ICSolutions will work with our language center in Lubbock, Texas to determine the scope and cost of adding an additional language. The timeframe for deploying a new language will depend upon the complexity of the language itself.

- The proposed system shall allow the facility to restrict inmate calls to a fixed length of time. This length of time shall be customizable to meet the changing needs of detention facilities staff. Note: Phone calls are currently restricted to 15 minutes.

**ICSolutions Response:**

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

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



**Global Number Edit - Override Global Duration Limit for Specific Number**

- The users of the phone system - inmates and called parties - shall be notified at least 60 seconds prior to the termination of the call.

**ICSolutions Response:**

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

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 one-minute warning prompt can be custom-configured to play additional warning prompts, such as two-minute and thirty-second warning prompts, prior to disconnecting the call.

8. The system shall not allow inmate to hear or communicate with the called party until the call has been accepted. After dialing the sequence, the inmate shall be put on hold. The inmate shall not be permitted to monitor call progress and shall not be allowed to communicate with the called party until the call is positively accepted.

**ICSolutions Response:**

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

Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. The ENFORCER<sup>®</sup> 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.”*

9. The facility is interested in a System which allows inmates to receive short-duration messages (voice mail) from calling parties. All messages are to be recorded and stored for investigative purposes within the call processing system. The calling party may be charged a reasonable fee for each message.

**ICSolutions Response:**

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

ICSolutions offers inbound inmate voicemail, whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by Facility personnel for security purposes. The voicemail system requires the outside party to have an established prepaid 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 is prompted to enter their prepaid account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or 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 can record a 30-second message.

### **Software**

Include all software necessary to allow facility personnel to query, display and print inmate telephone activity. Include all software upgrades automatically as new version are released at no cost to the Anoka County Detention Facilities, throughout the entire contract period. Must be compatible with Anoka County IT requirements. These systems will be standalone, i.e. not part of the County network.

### **ICSolutions Response:**

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

ICSolutions provides all software and equipment necessary for the operation and administration of the inmate telephone system at no cost to the County. The ENFORCER® is entirely web-based, so authorized users can access, query, display and print call activity from any computer with Internet access, whether on-site or from a remote location. ICSolutions deploys a private, dedicated network that is totally isolated from and will never traverse the County's network.

## **Upgrades**

ICSolutions is recognized as a leader in technology innovation. System feature upgrades are released monthly to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

Whenever an upgrade or enhancement to THE ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

Documentation is accessible online within THE ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time THE ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.





### Upgrades Dashboard

Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to the ENFORCER® include:

**The Visitor™ Video Visitation & Visitation Management System** – The Visitor™ is a completely TCP/IP-based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER® for ultimate convenience. This multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including the County’s traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. ICSolutions also updates The Visitor on a quarterly basis.

**Report Scheduler** – THE ENFORCER® now allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.

**Message of the Day Administration** – Users with System Administrator access can now dynamically create “Message of The Day” announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.

**Email Call Recordings** – This new feature allows users to email recordings directly from the Call Detail Results screen. After the user clicks the Send button, the selected call recordings are emailed to the recipient in .mp3 format. The list of files that are requested will be sent in multiple emails, with each attachment totaling no more than the user-defined maximum attachment size.

**Firecracker Investigative Tool** – Firecracker streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker enables the user to burn a higher volume of recordings on DVDs, perform burns to multiple discs, retry downloads on a per-file basis, and view user access of call recordings.

**Word Detector** – The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.

**Listening to Call Recordings** – Users can now add selected call recordings to a Listen Queue for listening at a later time. After the user adds call recordings, the selected call recordings appear under the Listen Queue option. After the user listens to each call, he/she can click the Remove button next to the call details to delete the recording from the queue list.

**“The Communicator” Paperless Inmate Communication portal** – This feature enables inmates to place a call to THE ENFORCER® IVR using any standard inmate phone, and then leave a voice message to submit a request for review and approval by an administrative resource at the facility. The Communicator can be used by the inmate to request medical/dental appointments or facility-related information such as an inmate’s scheduled court date. Inmates can file grievances related to the Jail or the phone system. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into the ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites. Additionally, The Communicator can accommodate future categories to meet specific client requirements.

**Inmate Voice Messaging** – The Inmate Voice Messaging feature has been incorporated in THE ENFORCER® platform to allow Called Party Voice Messaging by those with Prepaid accounts, Inmate Voice Messaging to broadcast notification messages to one or more inmates at a facility. Authorized users can view a detailed historical record and listen to all voice mail messages left for an inmate. When the user creates a message using Inmate Voice Messaging, THE ENFORCER® utilizes a special text-to-speech conversion process that converts the entered text into a synthesized voice message. This message is then posted to the voice mailbox for all inmates who have been specified to receive the message.



THE ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's eighteen-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.

#### **Data Ownership**

All information entered into the vendor's software during the extent of the contract is the property of the ACSO. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the ACSO approval, all inmate and Facility information.

#### **ICSolutions Response:**

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

#### **Cabling**

All cabling must be concealed and installed in keeping with the appropriate codes. All ports, terminal blocks, etc. shall be clearly labeled. Wiring shall be color coded and labeled using shrink wrap tubing as necessary. Existing cabling used by the current inmate telephone system may be reused by the contractor in as-is condition. Any new cable installations must comply with Anoka County Cabling Standards. Any new cabling installed by the contractor will be considered a building fixture and will be transferred in useable condition to the County upon termination of the contract. As built drawings shall be provided to Anoka County.

The jail has created a new server room. The vendor's hardware, servers and related equipment shall be located in this room. Depending upon the solution proposed, it may be necessary for the vendor to run a new 50 or 100 pair backbone phone cable on 66-blocks ran from the existing electrical room on the 4th floor of the jail to the new server room. Please note: the vendor may also recommend alternative wiring or cabling options as necessary to support the equipment they plan on using in the facility. Once installed, the wiring on any phone blocks become the property of Anoka County.

#### **ICSolutions Response:**

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

#### **Hardware**

Please note the following minimum specifications related to the ITS solution:

1. All equipment and telephones for the ITS will be new, state of the art, resistant to physical abuse, waterproof, and considered user friendly.

#### **ICSolutions Response:**

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

All equipment and telephones for the ITS is designed for and in use at correctional facilities across the United States. This equipment will be new, state-of-the-art, resistant to physical abuse, waterproof, and user friendly.

2. It is preferred that all inmate telephones are indestructible type telephones suitable for use in a jail, tamperproof, with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The handset cord shall be armored with a stainless-steel lanyard. Cords shall be short enough to prevent hanging. (12")

**ICSolutions Response:**

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

ICSolutions will continue to provide inmate phones from Wintel, or a functional equivalent. The phones are constructed of heavy gauge steel, with shockproof keypads, a shatterproof Lexan handset, and no removable parts. All handset cords are armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws are used on all telephones to guard against potential vandalism.



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

These phones have internally adjustable background noise-suppression switches that is 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. For specifications of the inmate phones, please refer to **EXHIBIT B: EQUIPMENT SPEC SHEETS**.

3. All equipment installed must be secure using correctional grade construction techniques. Security fasteners should match those currently in-use at the facility.

**ICSolutions Response:**

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

4. Phones must be equipped with a "calling instruction plate" informing the inmate that law enforcement personnel may monitor or record their non-privileged calls. The instruction plate shall be written in both English and Spanish.

**ICSolutions Response:**

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

Dialing instructions are mounted on all inmate telephones in both English and Spanish. Below is an example of the standard instruction plate included on each inmate telephone. The label is printed and mounted in a vandal-resistant display area behind a shatterproof plastic shield above the keypad. Dialing instructions can be customized according to County specifications upon request.



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

5. Recordings must be backed up and archived. Please describe the system utilized. A RAID or BLADE system with automatic fail-over capability is preferable.

**ICSolutions Response:**

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

ICSolutions will maintain the centralized ENFORCER®, with all data sessions hosted and records and recordings stored in the primary data center in Atlanta. A backup call processor is housed at our secondary data center at our headquarters in San Antonio for immediate failover in the event of a disaster at the primary data center. Copies of all call detail and call recordings are stored in these two separate geographical locations for backup and disaster recovery.

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

Storing your call recordings – as well as the call data – online for the life of the contract ensures that you will always have quick access to all of your call recordings and data. You will never need to archive calls or data, nor will you have to rummage through archives to find the investigative information you need. And, ICSolutions will securely store all call data and recordings in fully redundant, geographically separate data centers to protect the County from any potential data loss.

If you select ICSolutions to continue providing your inmate telephone services, ICSolutions will retain all *existing* call recordings and call data in our centralized platform to ensure **continued and uninterrupted access to all data and recordings made since 2010!**

6. Surge protection & uninterruptible power supplies shall be included to prevent potential connectivity and system problems caused by power surges and power outages. Vendors should list in detail the time frame that the system can remain operable in the event of a loss of commercial power.

**ICSolutions Response:**

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

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

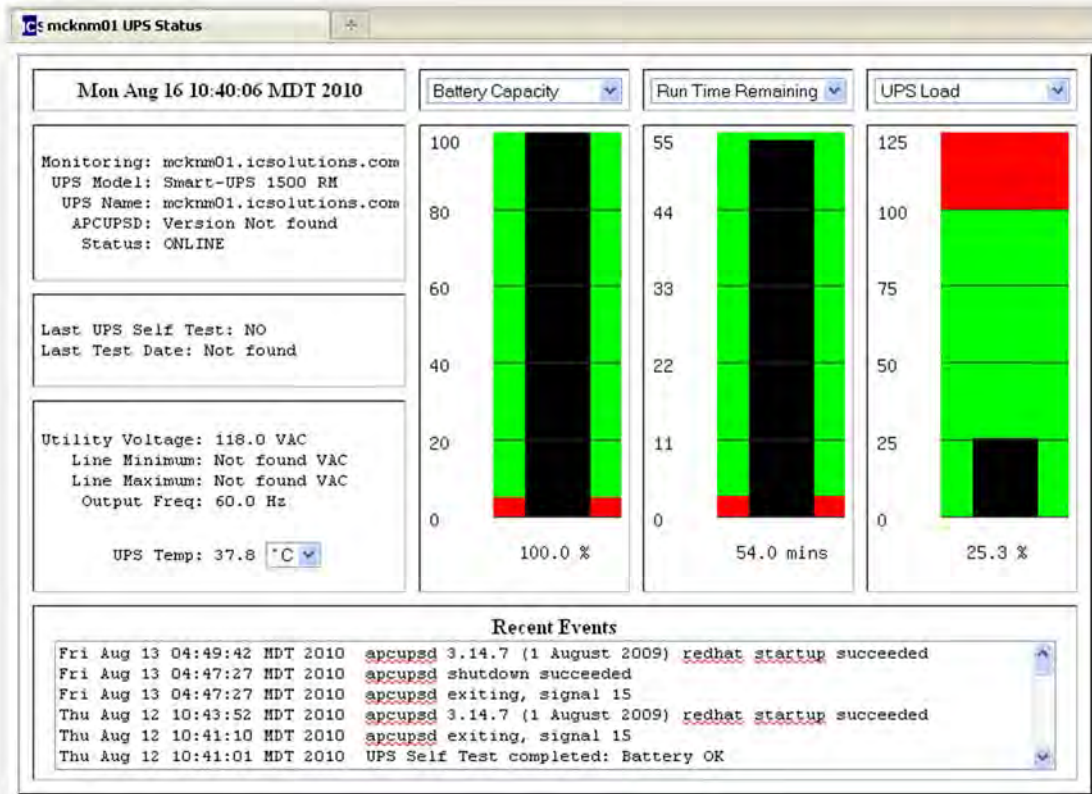
ICSolutions’ network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and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

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

APCUPSD UPS Network Monitor								
Mon Aug 16 15:52:39 CDT 2010								
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
<a href="#">ada01</a>	Smart-UPS 2200 RM	ONLINE	100.0 %	118.0 VAC	22.7 %	24.2° C	36.0 min.	<a href="#">All data</a>
<a href="#">adnco04</a>	Smart-UPS 2200 RM	ONLINE	100.0 %	115.2 VAC	40.9 %	17.1° C	23.0 min.	<a href="#">All data</a>
<a href="#">ankmn91</a>	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	<a href="#">All data</a>

**UPSMON - All Systems Status**

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



### UPS Mon Detail - View System Details

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

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



### Pin Numbers

1. The system must be capable of identifying each inmate caller using a unique PIN. This PIN must consist of the Jacket Number used by the Jail Management System. (JMS). Note: Our jacket numbers range from one to nine digits in length. The proposed system must handle all jacket numbers in this range.

### **ICSolutions Response:**

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

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

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

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

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

When the INMATE PIN feature is used, a PIN is 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 displays the 'Inmate Detail' page for inmate 100206 (SMITH, PAMELA). The 'General Information' section contains several fields: Status (Active), Last Name (SMITH), First Name (PAMELA), Middle Name (DAWN), ID (100206), Location (BOOK), Facility (ICS Demo 01, TX), Recorded Name (No Recording), PIN (0020), and Passcode (with an 'Edit' button). The ID, PIN, and Passcode fields are highlighted with red boxes. Below this section are tabs for Calling Rules, Activity, Voice Verification, Balances, Class of Service, Alerts, Suspensions, PANs, Visitation, Schedule, and Notes. The 'Calling Rules' section shows 'Free Calls' (Enabled, Allowed: 2, Last Reset: 11/23/2018) and 'PANS Required' (Enabled, Max PANS Allowed: Default: 20). The 'Activity' section shows 'Last Call' (Attempt: 11/24/2018 07:12:41, Success: 04/11/2019 11:31:56, Reject: 04/11/2019 11:31:56, Fail: 11/24/2018 07:12:41, Bad PIN: 04/11/2019 11:31:56) and 'Last Activation' (2019-04-04 10:18:19) and 'Last Release' (2018-11-24 08:05:45). The 'Voice Verification' section shows 'The Verifier' (Enabled) and 'Status' (Not Enrolled). The 'Alerts' section shows 'General Alert' and 'Attach Recordings' options.

### 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.

2. Inmate PINS must be reactivated along with all call detail records and inmate recordings if the inmate returns to the facility.

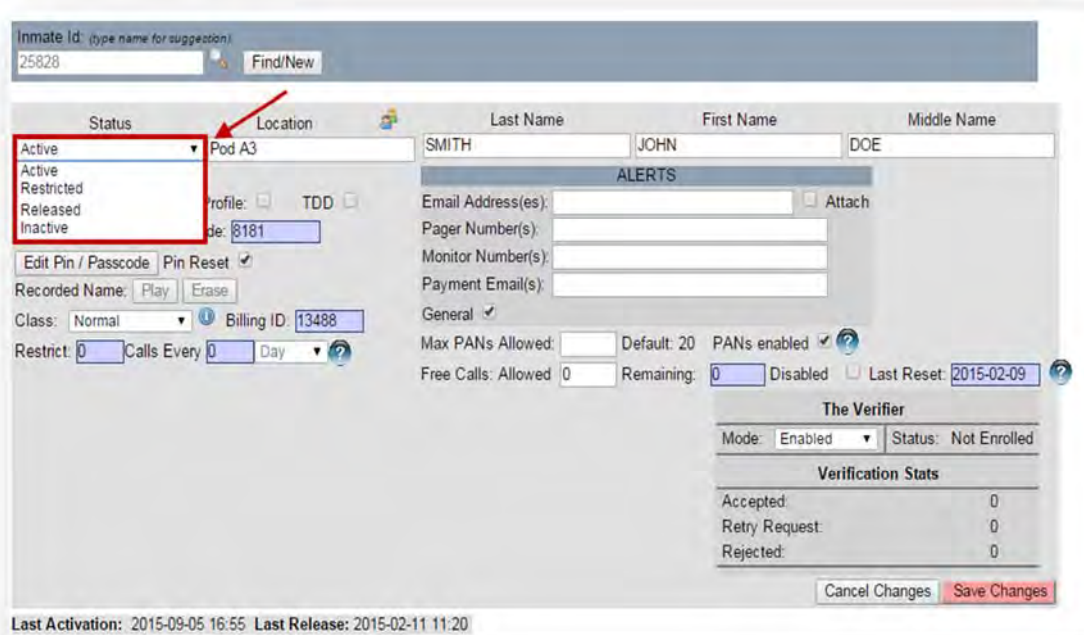
#### **ICSolutions Response:**

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



With a JMS integration, the inmate’s status is updated automatically whenever the inmate’s status changes in the JMS, such as when the inmate is released. Any information entered in the JMS is shared with the phone system automatically, and no additional entry is required. Inmate PIN status – whether released, active, inactive – is updated automatically in real time.

Should a released inmate be re-booked, THE ENFORCER® will automatically receive the information through the JMS interface and update the status in the system. 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.



### Inmate Status in the Inmate Profile screen

- Anoka County prefers that the vendors system automatically create an inmate’s account at the time they are booked into the facility. If the system requires voice registry by the inmate, the inmate’s account should be activated upon completion of the registry process. Note: Each booked inmate should be allowed one free call from the booking area upon registry.

#### **ICSolutions Response:**

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

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

automatically in real time. With ICSolutions, no new voice enrollment will be necessary for existing inmates because we already have existing voice models in our system of your existing inmate population.

4. The proposed system must not allow duplicate PIN's.

**ICSolutions Response:**

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

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

5. Provide a detailed description of the method your system uses to guard against fraudulent PIN usage. i.e. voice verification, passwords, etc.

**ICSolutions Response:**

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

To ensure PIN security and guard against fraudulent PIN usage, THE ENFORCER® provides multiple fail-safes:

- Supports automated generation of inmate PINs through system integration
- Documents all modifications to PINs and identifies the user who made the modification
- Prevents duplicate PIN entries
- Provides PIN Fraud Reporting
- Requires a voice-print for each inmate through Voice Biometrics

THE ENFORCER® can create PINs based on inmate IDs or a separate unique identifier, which may or may not require the inmate to enter an additional passcode. This is customized based on the facility's preference and with the goal of minimizing facility personnel time **while maintaining the highest level of security.**

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

THE ENFORCER® is designed to prevent duplicate PINs. If an inmate already has a PIN/ID linked to another system (such as JMS or Commissary), ICSolutions will simply port over that structure and continue using the PIN/ID system already in place. This ensures continuity across all platforms. Then THE ENFORCER® calling platform quickly checks itself upon assignment of a new PIN in order to confirm that particular PIN is not in use by another inmate. If it senses that the PIN is currently in use, it will simply re-generate a new PIN, or request the user to enter a new PIN.

ICSolutions' reporting feature includes a standard report that tracks user access and PIN fraud. The ENFORCER® logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized system administrators may also run reports to view user activity, including a playback history of every user that has listened to a recorded call, PIN changes, additions, etc. A **USER ACCESS LOG REPORT** details system access by user and lists changes made during a defined date range.

The **PIN FRAUD** report 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.

ICSolutions will continue to provide Investigator PRO (IPRO) continuous voice identification by JLG Technologies. With IPRO in place, the inmate voice is verified before the call is connected, and any and all inmate voices on the call are continuously identified throughout each call, thereby generating valuable investigative intelligence when the inmate who placed the call enabled/allowed another inmate to take over the call. With ICSolutions, **no new voice enrollment will be necessary** because we already have **existing voice models** in our system of your current inmate population.

6. County Systems Administrators must have the ability to reset the inmate's PIN.

**ICSolutions Response:**

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

Authorized County users can edit the inmate's PIN and other information in the **INMATE PROFILE** at any time.

### Call Security

1. The proposed system shall utilize a voice identification or voice biometric feature to assist in authenticating an individual's identity.

### **ICSolutions Response:**

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

## Investigator PRO

ICSolutions will continue to provide Investigator PRO (IPRO) voice biometrics from JLG Technologies, just as the County uses today, upgraded to the latest version. The voice biometric identification capabilities in IPRO will give the Facility a well-integrated and focused tool to uncover and identify inmate attempts to hide their identities.

The following overview of features is included here to describe the capabilities of IPRO and how they benefit investigators.

- **Far More than Just a Voice Biometric Technology:** Investigator Pro is not just a voice biometric tool, it's a thoroughly laid out set of comprehensive investigative tools that give investigators insight into what is really going on during calls. It provides actionable leads using our patented capability of identifying each inmate's voice by name.
- **A Well-Established and Accepted Product Country-Wide:** IPRO has more than a decade of experience providing pinpoint voice accuracy capability. It is currently installed at more than 525 agencies across the country, including several state departments of corrections.
- **Continuous Voice Identification:** Throughout the call, IPRO identifies all the speakers on the inmate side of the call by name, throughout the entire call, no matter how many there are, which one started the call, or whose PIN was used to start the call.
- **Continuous Call Monitoring – No Gaps at Any Point in Coverage:** 100% coverage of not only each and every call, but also 100% coverage of every second of every call for both the inmate and the called party, without gaps in the conversation and without tipping off the inmate or called party.
- **Automated Voice Scoring Provides Both Speed and Accuracy in Investigations:** Accurate call scoring of each inmate's voice on the call for identification of all inmates on all calls by name, whether or not the inmate initiated the call. IPRO's scoring shows investigators the probability of an inmate's voice is the voice heard on a call, e.g. 85%, 95%, 100%, to assist investigators in determining the priority of calls to listen to.

- **Automatic Voice Learning and Improvement:** IPRO continuously learns from inmate calls, supervised enrollment audios, and voice verification information that users have added to calls in order to improve its accuracy in identifying voices.
- **Automated Identification of Each and Every Call Where an Inmate's or Called Party's Voice Appears:** Ability for investigators to submit a sample of an inmate's voice into the entire call database to find every call on which the inmate's voice appears, whether or not he initiated the call. Investigators can also search on a called party's voice and identify the calls on which that voice appears. This feature enables the investigator to search for calls to released inmates.
- **A full Screen Call Player that Pictorially Displays Details of Every Call Along with Live Action Buttons:** Investigators can view every second of every call from start to finish with the ability to scan and replay call segments, separate, graphically view, and independently listen to either/both the inmate side and called party side without the need for additional switching and listening equipment. They can vary call replay speed and easily make notes related to each call or call segment. If there is a need to forward an entire call or call segment, there is no need to burn to CD as IPRO enables capturing and forwarding calls and call segments via secure email, saving considerable time and handling.
- **Investigative Reports:** IPRO allows facility personnel and investigators to generate reports to pinpoint unusual called party activity and PIN abuse. Authorized users can easily run Pre-call PIN check results, PIN abuse, called telephone numbers, and voice learning reports for one or multiple agency sites.
- **Choice of Inmate Enrollment Methods:** Enrollment creates a voice-ID/PIN pair for each inmate. Investigator Pro offers agencies a choice of inmate enrollment methods: supervised or covert. It also gives them the option of switching from one method to another at any time if they want to do so.
  - An agency can also use a mixed enrollment model where existing inmates go through supervised enrollment and new ones are enrolled covertly.
  - Supervised inmate enrollment is IPRO's traditional method and is the default enrollment mode for new agencies. Supervised enrollment is required for any agency that wants to use IPRO's pre-call PIN check feature.
  - Covert enrollment is a process in which IPRO learns a voice and associates it with an inmate ID/PIN. No human intervention is required and inmates are not asked to record their voices.
- **Managing IPRO Use within the Department – a Valuable Option:** As with any well-developed and mature investigative tool, IPRO offers a host of internally-managed tracking tools which can be used by department management to monitor how efficiently IPRO is being used by department staff. This feature has proved valuable for larger administrations where internal operations monitoring or auditing is employed.

### **Investigator PRO Highlights – Powerful, Investigator-Requested Tools**

- QuickFind™ lets the investigator search on an inmate name or ID and see "Fast Facts" such as the total number of calls made with this inmate's PIN, the number of calls made by other inmates using this inmate's PIN, the number of calls to other inmates (ICER events), the number of inmates who called the same phone numbers as this inmate, and more.
- Full-featured CallPlayer makes listening to calls quick and easy, with the ability to control the playback speed, skip over silent portions of the call, mute either side of the call, create audio selections and loop playback, see voice identification information about the voices on the call, and make notes.
- VoiceSearch™ finds and ranks any inmate's voice on all calls, placed with or without his PIN. Investigators can also search on a called party's voice and identify the calls on which that voice appears.
- CallFinder™ puts call criteria at your fingertips to find the calls you need for your cases.
- MyCallReview™ lets you find, filter, manage and return to calls you've listened to.
- Suspicious CallFinder™ helps you uncover PIN abuse by naming the likely imposters on suspicious calls.
- NoteManager™ lets you organize, view and report on notes across calls.
- ReportMaker™ effortlessly runs reports to uncover patterns of telephone system use that may indicate illicit activities.
- High Interest Group Labels flags and tracks inmates and phone numbers in high interest groups such as gangs, high profile inmates, institution drug dealers, escape risks and contraband risks. You can create custom high interest groups for your agency.

I PRO has an M.S.R.P. of 2¢ per analyzed minute of calling but will be provided to Anoka County at **absolutely no cost**.

2. The system shall detect notify, and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers. Additionally, the system shall permit officers to engage or disengage three-way prevention capabilities to a specific PIN or telephone number for investigative purposes. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best three-way detection solution.

#### **ICSolutions Response:**

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



### Three-Way Call Detection

The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. Utilizing the Global Number module, the user can modify (engage/disengage) the detection parameters for three-way calling. The authorized user can also modify the action that is taken when a 3-way call is detected. When a three-way call attempt is detected, the system can either

- A) flag the call for investigation;
- B) flag the call for investigation, and play a warning message to the inmate and called party;

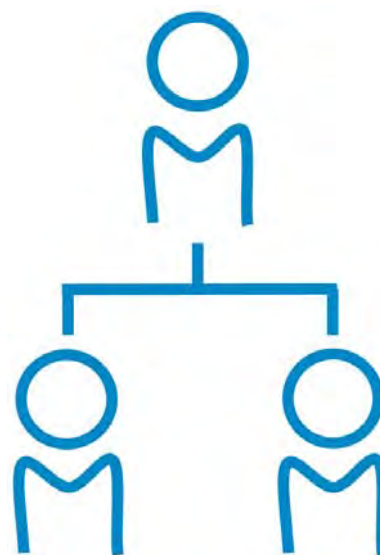
or

- C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

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

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



Three-Way Call Detection

Many correctional facilities with full-channel recording have found that a Three-Way Call Deterrent Policy is much more effective. In such a policy, the deterrent to making three-way calls is the inability for inmates to make future calls. Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until they succeeded. The Three-Way Call Deterrent

Policy provides for proactive measures that, over time, dramatically reduces the incidence of three-way calling.



When the inmate places a telephone call, a recording is transmitted over the connection notifying the inmate of the three-way call deterrence policy, whereby, if a three-way call is detected, all future calls placed by the inmate to the called party will result in blockage of the called party number and phone privileges may be suspended.

Standard three-way activity reports from The ENFORCER® system can facilitate investigations into suspected three-way call attempts. The 3-WAY ATTEMPTS report lists all three-way call attempts detected, along with all associated call detail information. The TOP 25 3-WAY DESTINATION NUMBERS shows the top 25 called numbers that triggered three-way call detection.

3. The system will prevent "Hook-switch dialing," and other fraudulent activities. Please describe.

**ICSolutions Response:**

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

THE ENFORCER® is 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 indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.
- **Real-Time Call Validation:** ICSolutions’ call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists. Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.
- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to “chain dial” at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** THE ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
  - flag the call for investigation;
  - flag the call for investigation, and play a warning message to the inmate and called party; or
  - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

THE ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.

4. The system shall prevent the inmate from obtaining a second dial tone, "chain-dialing", calling 411 information services, 900 numbers and toll-free numbers (unless specifically authorized.)

**ICSolutions Response:**

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

THE ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.

THE ENFORCER® offers extensive blocking capabilities as a standard feature. 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.

5. The system shall prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.

**ICSolutions Response:**

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

The system continuously monitors each call connection for any inmate attempts to bypass the system controls. THE ENFORCER® is configured to disable the inmate phone keypad once the call is connected to the destination number. The system does not enable the inmate or the called party to dial extra digits after the call has been accepted. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.

Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. THE ENFORCER® is configured to only accept a specific number of digits based on the options selected during the call prompt process. If an inmate selects the option to make a domestic call, the system allows the inmate to dial only 10 digits. After 10 digits are dialed, the keypad is disabled. The system does not enable the inmate or the called party from dialing extra digits after the call has been accepted.

The system administrator can program THE ENFORCER® to allow up to 4 extra dialed digits for specific phone numbers – such as an attorney’s number, where dialing an extension may be necessary.

6. System voice prompts
  - a) The system shall identify the name of the facility and the inmate placing the call to the called party.
  - b) The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.

**ICSolutions Response:**

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

The ENFORCER® is 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 Anoka County Jail.”*

## **Voice Overlays**

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

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

7. The proposed system must be capable of recording and storing and inmate's name to be provided during the pre-recorded announcement to called parties. Administrators must be capable of reviewing and deleting or rerecording this name.

**ICSolutions Response:**

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

THE ENFORCER® calling platform can be configured to require each inmate to record his/her name when the inmate places the first phone call using their assigned ID/PIN. This recording is stored within THE ENFORCER® system and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from “passing messages” and ensures that the called party is provided with the inmate’s name during the call greeting.

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

#### Inmate Account Detail - Assign/Edit PIN and Call Limits

ICSolutions will continue to provide Investigator PRO (IPRO) continuous voice identification by JLG Technologies. With IPRO already in place, the inmate voice is verified before the call is connected, and any and all inmate voices on the call are continuously identified throughout each call, thereby generating valuable investigative intelligence when the inmate who placed the call enabled/allowed another inmate to take over the call. This feature is built into The ENFORCER® calling system, and it is designed specifically to assist the facility in the secure management of the Inmate Phone System.

#### Booking Calls

Inmates are currently permitted to make a local or collect long-distance telephone call to a family member or significant other during the admission process. This is required by Minnesota Rule 2911.3400. These calls are currently placed on a phone that is not a part of the inmate phone system. Therefore, the calls are neither monitored nor recorded. We would like the vendor to propose an alternative system that meets the requirements of MN Rule 2911.3400.

#### **ICSolutions Response:**

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

ICSolutions' offer includes one Booking area phone to facilitate calling in compliance with MN Rule 2911.3400. This phone will be tied into The ENFORCER® to allow recording and monitoring of non-privileged calls. This phone allows for unlimited free domestic calling to any number in the United States.

### Call blocking

1. There shall be no restrictions on the number of telephone numbers the system can block.

#### **ICSolutions Response:**

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

THE ENFORCER®'s blocking capabilities allow for an unlimited quantity of telephone numbers.

2. The system must be able to automatically block telephone numbers that are dialed repeatedly by inmates within a specific period of time. These include call attempts, calls answer/not accepted and may include calls answered and accepted.

#### **ICSolutions Response:**

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

ICSolutions' offers an automatic blocking feature through THE ENFORCER®. When a called party refuses a phone call from the same inmate or same facility a set number of times, THE ENFORCER® automatically places a block on that specific phone number in the Global Number table. After the called party fails to accept a call the set number of times, the phone number is automatically blocked from calling by that specific inmate for a specified period of time. Each variable is adjustable by an authorized System Administrator with the appropriate level of access, including the number of refusals required for the number to be blocked and the time period that the number is blocked. The block can be inmate-specific or set by facility.

3. The system shall allow call blocking of specific numbers for the entire agency and is configurable by each site.

#### **ICSolutions Response:**

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

THE ENFORCER® offers extensive blocking capabilities as a standard feature. Blocking can be performed on multiple levels, in various scenarios, including:

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

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

Important Block Features include:

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

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

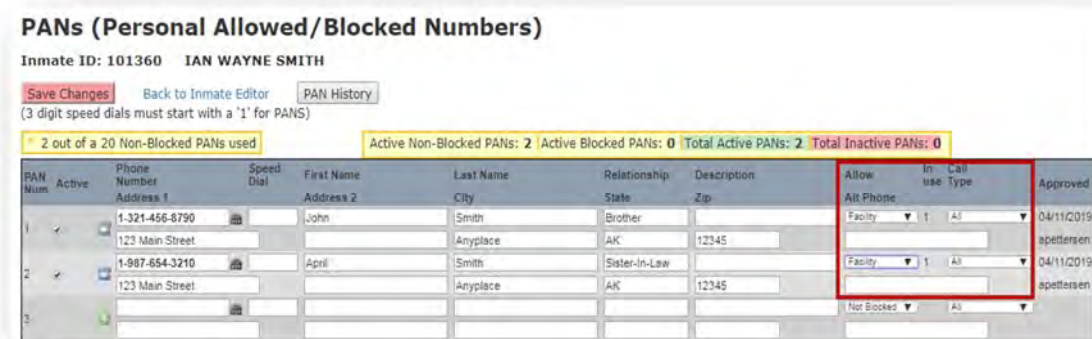
The screenshot displays the 'Global Number Edit' interface. At the top right, there are buttons for 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'. The main form is divided into sections: 'General Information', 'Access Control', and 'Features'.  
- **General Information:** Includes fields for 'Number' (1-202-321-0221), 'Name' (Bailey, Roscoe), 'Description' (ICS Block), 'Address', 'Line 2', 'City', 'State', and 'ZIP'. It also shows 'Inmates w/PAN' (0) and 'Last Updated' (07/11/2017 13:33 By: bclark).  
- **Access Control:** Features a 'Call Type' dropdown (All), a 'Block Type' dropdown (Not Blocked), and a 'Block Voicemail' checkbox.  
- **Features:** Shows 'None' with an 'Edit Features' button and 'Edit Alerts' button.  
A red box highlights the 'Block Type' dropdown menu, which is open and lists the following options: Not Blocked, Facility, Security, Agent, Keypad, Soft Bk, One Call, Accounting, OMS Block, and ICS Block.

**Global Number Edit - Add blocked Number**

Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators.

### Inmate-Specific Blocked Numbers

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



### Edit PAN - Add Inmate-Specific Call Block

- The system shall provide ability to approve and disapprove specific phone numbers by telephone.

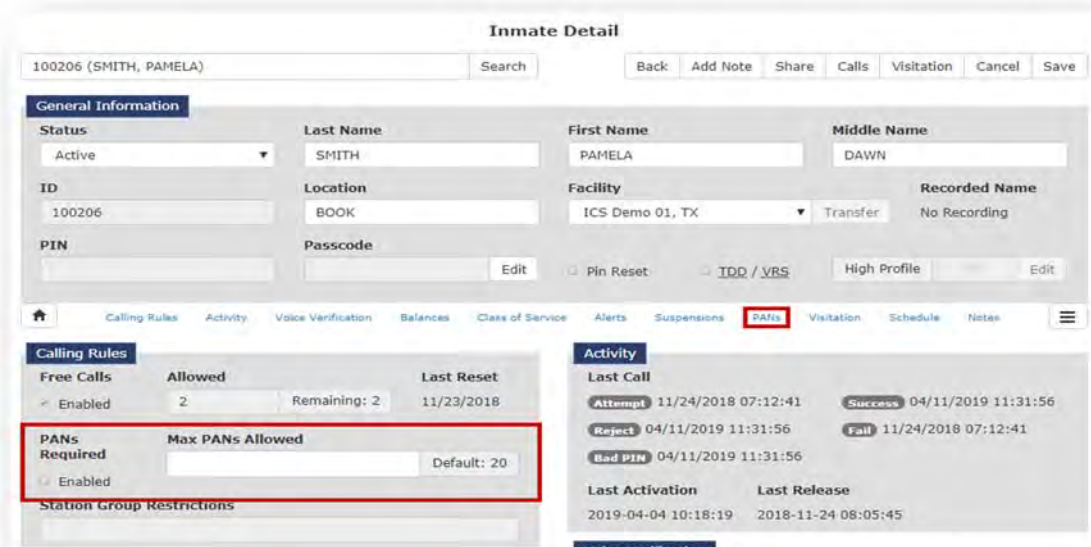
### ICSolutions Response:

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



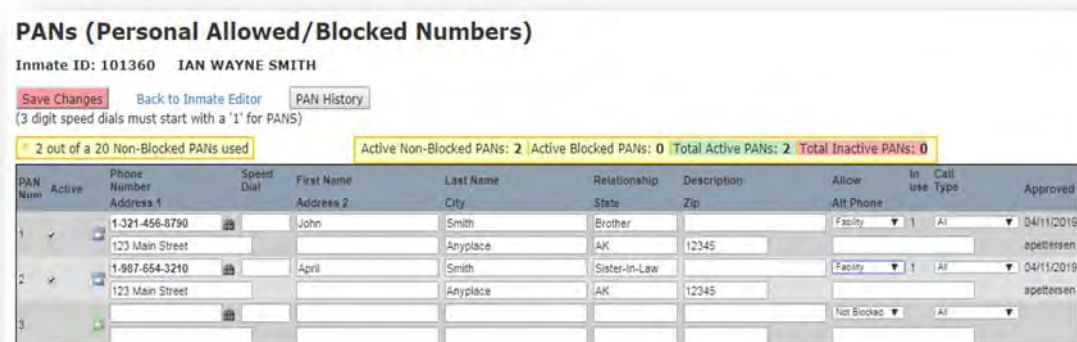
## Personal Allowed Number (PAN) List

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



### Inmate Profile – PANs Allowed

An inmate’s PAN list can be accessed by clicking on the PAN quick link at the bottom of an INMATE PROFILE screen. As shown on the following page, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate’s calling history for PAN numbers. Additionally, a PAN list can be used as an inmate-specific override to a phone number that has been blocked globally (i.e., for all other inmates).



### Personal Allowed Number List



THE ENFORCER® documents updates to PAN entries with a date/time stamp. As shown in the screen below, the PAN history can be accessed simply by clicking the PAN HISTORY button. The history displays when a PAN was created, updated or deleted.

PAN History								
Inmate ID: 101360, IAN WAYNE SMITH								
Phone	Date Altered	User	Action	Speed Dial	Name	Relationship	Address	Block
19876543210	04/11/2019 17:45:11	apettersen	UPDATE		Smith	Sister-In-Law	123 Main Street Anyplace, AK 12345	Facility
13214568790	04/11/2019 17:45:11	apettersen	UPDATE		Smith	Brother	123 Main Street Anyplace, AK 12345	Facility
19876543210	04/11/2019 17:42:15	apettersen	INSERT		Smith	Sister-In-Law	123 Main Street Anyplace, AK 12345	Not Blocked
13214568790	04/11/2019 17:40:29	apettersen	INSERT		Smith	Brother	123 Main Street Anyplace, AK 12345	Not Blocked

### PAN History

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.

Inmate PAN Lists								
Facility: ICS Enforcer Demo								
site = All; inmate id = ALL; pan status = Active Only; inmate status = Active Inmates; first name = ALL; middle name = ALL; last name = ALL; cp name = ALL; cp phone = ALL; block = Blocked								
Site	Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Actv	Description
ICS Demo 01, TX	10690	ETHEREDGE, LYDON	RONALD	1-256-620-2709		YES	YES	
<b>Subtotal</b>		1						
Site	Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Actv	Description
ICS Demo 01, TX	1576	LITTLE, BENJAMIN JABRON		1-813-469-9060		NO	YES	
ICS Demo 01, TX				1-318-230-0400		NO	YES	
<b>Subtotal</b>		2						

### Sample PAN List Report

### Self-Learning Mode

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

5. The system shall allow the called party to block any future calls from a specific inmate or facility as an option during active call from inmate. This process should not involve any manual intervention during or after the request for block.

### **ICSolutions Response:**

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

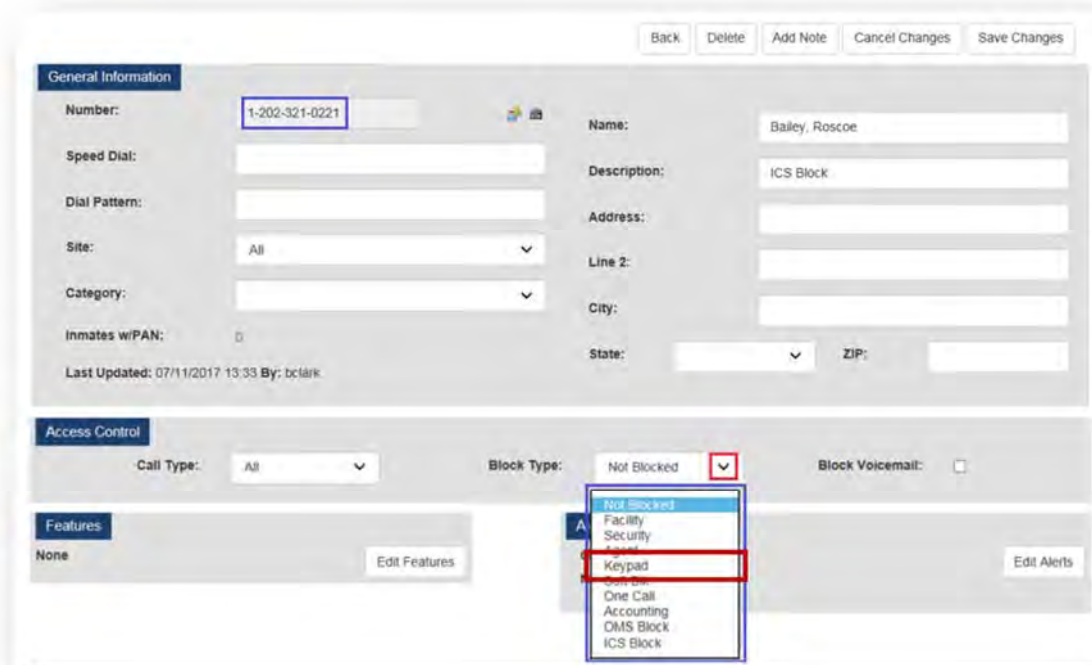
### Called Party Block

During the call setup process, the called party is given the option to block all calls from the facility. A called party block completely overrides any PAN entries on individual inmates' Authorized Telephone Number List. The called party simply enters the appropriate digit on the keypad, and the block will go into effect globally.

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

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

When the called party places the block, the call detail record will reflect that the call was blocked by the called party. The block will remain in effect until a facility user removes the block or requests the block to be removed, or until the called party requests the block be removed via our Customer Service department.



### Global Number Edit – Keypad Block

6. The system shall have the capability to suspend an inmate's privilege from placing a call and set a beginning and end date without the need to manually re-enable privileges.

#### **ICSolutions Response:**

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

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

Inmate suspensions are defined in the INMATE PROFILE screen. At the bottom of this screen is the INMATE SUSPENSION section highlighted by a red box.

Del	User	Created	Start	End	Duration	Type	Notes
	apettersen	05/16/2019 11:45:44	05/16/2019 11:45:45	06/16/2019 11:45:45	31 days	Full Phone call	Suspension Note: behavior

Previous suspensions: 0 History Add Suspension

### Inmate Profile – Inmate Suspension

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

**Suspend Inmate**

Start Date: ASAP

Duration: 1 month

End Date: 1 month

Suspension Type: Phone call

No Face to Face:

Full Suspension:  Privileged calls will not be allowed

Reason for Suspension: Add note here

Save Cancel

### Suspension of Calling Privileges

Suspension History

Inmate ID: 100206, PAMELA DAWN SMITH

[Back](#)

User	Created	Start	End	Duration	Type	Disabled	Notes
apettersen	05/16/2019 11:45:44	05/16/2019 11:45:45	06/16/2019 11:45:45	31 days	Full Phone call		Suspension Note: behavior

### Suspension History

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

Authorized users can select the appropriate START DATE for the suspension (either immediately or in the future), and then select either the END DATE or the DURATION (in hours, days, weeks, or months). Lastly, notes must be added into the NOTES/COMMENTS field to add any further required information. Authorized personnel may disable a suspension manually at any time.

7. The System shall deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers.

**ICSolutions Response:**

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

THE ENFORCER® offers extensive blocking capabilities as a standard feature. Blocks can be added for groups of numbers such as: 800, 888, 866, 877, 911, 1411, 555-1212, 1010XXX, etc.

**Toll-Free Calls**

1. The vendor shall provide free local calling services to phone numbers identified by the County. These may include calls to the public defender, private attorney, "Crime Tips" line, and other phone numbers as deemed necessary by the County.

**ICSolutions Response:**

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

## Free Calls

THE ENFORCER® can be configured to accommodate free calls to specific phone numbers, inmates, and phones. Free calls are entered in the system database during installation or by a System Administrator. Before a call is connected, THE ENFORCER® validates all call restrictions and configurations automatically. Free calls can be controlled in one of several ways:

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

A global free calling status is set by selecting the FREE CALL call type on the GLOBAL NUMBER TABLE entry for the number in THE ENFORCER®. This ensures *all* calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility personnel intervention required.

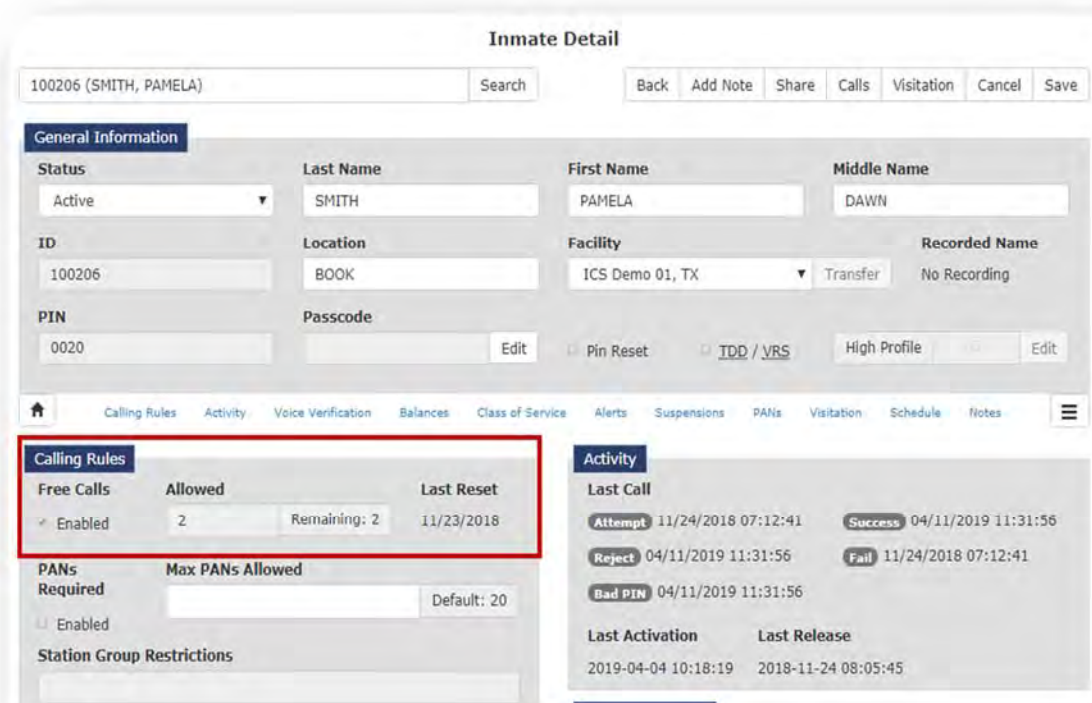
The screenshot displays the 'Global Number Edit' interface. It is divided into several sections: 'General Information' with fields for Number (1-210-908-9377), Name (Public Defender), Speed Dial (\*97), Dial Pattern, Site (All), Category (ANONYMOUS - Mask inmate info), Inmates w/PAN (0), and Last Updated (07/10/2017 12:41 By: bclark); 'Access Control' with Call Type (Free call), Block Type (Not Blocked), and Block Voicemail (unchecked); 'Features' with Do Not Record (checked) and an Edit Features button; and 'Alerts' with General Alert (unchecked), No Contacts (checked), and an Edit Alerts button.

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 'Inmate Detail' interface for inmate 100206 (SMITH, PAMELA). The 'Calling Rules' section is highlighted with a red box and contains the following information:

Free Calls	Allowed	Last Reset
<input checked="" type="checkbox"/> Enabled	2	11/23/2018

Below this, there are sections for 'PANs Required' (with a 'Max PANs Allowed' field set to 'Default: 20') and 'Station Group Restrictions'.

**Inmate Account screen – Setting Free Calls**

2. Provide a telephone line at no cost to the County dedicated for the PREA calls to which the calls will be routed as free.

### **ICSolutions Response:**

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

### **Tip Lines – The Informer**

THE ENFORCER® system offers THE INFORMER, a messaging system that allows inmates to report illegal activity through the inmate phones. THE INFORMER can be configured to allow inmates to leave a voicemail message for facility staff or allow calls to be placed directly to an investigational entity, such as an Attorney General’s office or a Crisis Reporting Hotline.

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



### Customized Prompts in The Informer Admin screen

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

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

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

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

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

**Improved security** – For quick, effective investigations, thanks to anonymous inmate tips about crimes in the jail(s)

**Compliance with Federal PREA standards** – For the anonymous reporting required to host federal inmates or receive certain grants. At the County's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA, for instance)



**Totally eliminates the need for paper kites or complaint forms** – Complaint lines can be set up for inmates to replace any paper kites or service forms that County officers now have to distribute and collect by hand. For instance, one internal voicemail box can be set up for inmates to report issues with the inmate phone services. ICSolutions will set an alert on this line to forward these messages to our local technician, so that when they arrive to service each facility or housing unit they know what situation to address, what parts to bring, and when each phone needs cleaning or maintenance – all with no need for facility staff to take complaints or make notes for them

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

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

#### Customer Service and Payment Options

1. The Vendor must provide live customer service representatives (CSR) 24 hours a day/7 days a week/365 days a year to resolve inmate and Friend & Family issues without participation of correctional staff. Fully automated services may supplement but not replace live service representatives.

#### **ICSolutions Response:**

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

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

- Toll-free at (888-506-8407) 24 Hours a Day
- User-Friendly Website [www.icsolutions.com](http://www.icsolutions.com)



**Called-party & community support at 888-506-8407 or online at [www.icsolutions.com](http://www.icsolutions.com)**

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

Called parties have the option to speak to a live representative or use our automated IVR to check balances and make payments to their prepaid accounts 24/7/365.

2. The Vendor must have bi-lingual operators capable of speaking English and Spanish. Please list any other languages available. The system will allow calls to be funded by the inmate, family or friends.

**ICSolutions Response:**

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

Our customer service representatives can offer multilingual assistance, including both English and Spanish.

Because we are integrated with Keefe's KeepTrak banking system, inmates' trust account will be debited automatically whenever an inmate places a call. This interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, if the inmate initiates a Debit call, the system will then prompt him/her to enter the destination number. If this destination number is allowed to be called by the inmate, THE ENFORCER<sup>®</sup> will calculate the maximum cost of this call and immediately query the KCN banking system to determine if the inmate has sufficient funds to complete the call. If the inmate has sufficient funds to allow the call (minimum of 1 minute). The system will then place a temporary lien on these funds and, once the call is complete, the ENFORCER<sup>®</sup> will compute the actual cost of the call and communicate this cost to the KCN banking system. The KCN system will decrement the inmate trust account, release the lien, and confirm the financial transaction to THE ENFORCER<sup>®</sup> platform.

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

ICSolutions is a Keefe company; therefore, ICSolutions can guarantee this unique integration between our inmate phones and Keefe's commissary systems. We can offer this service because we have equipped THE ENFORCER<sup>®</sup> with a web services interface to the Keefe (KCN) commissary banking system for real-time secure access to the inmate trust funds. **No other Inmate Phone Service vendor can offer this level of integration, and *this interface is already in place and working successfully at the Anoka County Jail.***

3. The vendor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two methods the County would like to see offered include:
  - a) A system that will allow an inmate's family and friends to set-up an account directly with the vendor.
  - b) An advance payment system. The system should allow customers to prepay for calls from the facility. The vendor will need to have a program that will proactively attempt to set-up an account for individuals who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe your program.

**ICSolutions Response:**

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

Our Family First Prepaid program allows family and friends to set up a calling account directly with ICSolutions. Using their Family First Prepaid Account, family/friends can pay for any combination of inmate calling, remote video visitation, and/or inmate voicemail (if deployed).

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Offering a single Prepaid Account is a unique feature of ICSolutions' system that minimizes funding fees and guarantees the simplest possible user experience!

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### **Family First Prepaid**

ICSolutions' Family First Prepaid 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, Family First 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. **Family First Prepaid 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 24x7x365. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

4. For call recipients who have not set up a prepaid account, the ITS must offer one of the following options:
  - a) The option of accepting and paying for a single call via credit/debit card, without the need to set up a prepaid account. The per-minute rate, commission rate, and any associated fees for this call type must be disclosed on the Commission Offer Form under the heading "Single-Pay Calls."
  - b) A single free one-minute call to numbers without collect calling capabilities or that do not have an existing prepaid account

**ICSolutions Response:**

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

**QwikCall®**

ICSolutions' QwikCall® calling option gives friends and family the ability to accept inmate calls prior to setting up a prepaid account. ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customer groups, ICSolutions offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard IVR funding fee.

QwikCall increases satisfaction with the inmate communications system by providing a greater number of ways for your constituents to pay for inmate calling! QwikCall® is made available on The ENFORCER® at no cost to the County. For commission information, please refer to [SECTION 5: FINANCIAL OFFER](#).

**Complimentary Call**

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

5. Note: it is the County's preference that the Vendor have options available to the inmate, family or friends allowing the refund of funds if the inmate is released from custody. Please describe how your system will handle this requirement.

**ICSolutions Response:**

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

Customers may contact our Customer Service Center toll free number 24/7365 to request a refund. A live, bilingual operator will be available to assist with prepaid account issues any time of day. The customer service agent processes the refund in real time, and if the original payment was made via debit or credit card, the refund will be applied back to that customer's credit or debit card in real time.

ICSolutions routinely processes refunds to the account for remaining prepaid account balances and/or debit account balances at the time of account closure. Prepaid collect account balances expire after a period of 6 months with no activity of any kind. Following the termination of the Agreement, ICSolutions will refund the entire remaining balance of any prepaid collect accounts to the account holder. Remaining debit account balances for which ICSolutions has been paid will also be refunded in full upon termination of the agreement.

Refunds for inmates are processed in real time as soon as the inmate is released. When a separate debit calling account is used (whereby inmates purchase calling time through the commissary), any remaining funds are returned in real time to the trust account that was used to make the commissary purchase. This funds transfer is made possible by the same interface that allows for debit time purchase.

6. Please list all fees applied to inmate telephone service. This would include but not be limited to:
  - a) Call Center service fees
  - b) On-line fees
  - c) Refund fees, and
  - d) Check processing fees

**ICSolutions Response:**

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

For a list of all applicable fees, please refer to [SECTION 5: FINANCIAL OFFER](#).

7. Anoka County reserves the right to audit usage, revenue, commission and repair data/records of any or all inmate telephones.

**ICSolutions Response:**

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

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

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

03/01/2018 05:44 - Page 1

INMATE CALLING ICSolutions		Revenue by Account Type Facility: ICS Enforcer Demo Site = ICS Enforcer Demo; Start = 2018-02-01; End = 2018-03-01 00:00:00							
Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
<b>Subtotal</b>		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
<b>Subtotal</b>		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
<b>Grand Total</b>		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

### Revenue Report Sample

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

8. The vendor shall maintain financial records and other records as may be required by all applicable federal and state laws, rules and regulations.

**ICSolutions Response:**

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

ICSolutions maintains all books, records, and documents in accordance with generally accepted accounting practices and applicable laws. The County, or your designated representative, will have access to examine all books, documents, papers, and records as it relates to ICSolutions’ contract with the County.



### Billing Options

1. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

#### **ICSolutions Response:**

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

ICSolutions calculates commissions by multiplying the stated commission percentage by the Gross Revenue generated from all completed calls of every kind. No deductions of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

2. The vendor shall be responsible for any and all billing disputes, claims or liabilities that may arise with regards to its provisions of this contract.

#### **ICSolutions Response:**

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

3. Vendor billing to called parties must include the vendor information and a toll-free telephone number for resolving billing disputes. Billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up.

#### **ICSolutions Response:**

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

Bills to called parties clearly display vendor information and a toll-free telephone number that called parties may call to resolve billing disputes.

Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party “You may begin speaking now”.

4. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

#### **ICSolutions Response:**

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

No charges are assessed for incomplete calls, network intercept recordings, refused calls, no answer, busy, answering machines, faxes, or pagers.

### Call Monitoring & Recording

1. The ITS shall record and store all inmate telephone calls that do not fall into the privileged category.

### **ICSolutions Response:**

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

## Call Recording and Playback

The ENFORCER® system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations are connected to THE ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility. Specific phone numbers can be set as “privileged” or “do not record” so that calls to these phone numbers are never recorded.

Call recordings are digitally stored on an array of secure hard disks and 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 username 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.



**Call Recordings**

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following parameters and more:

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

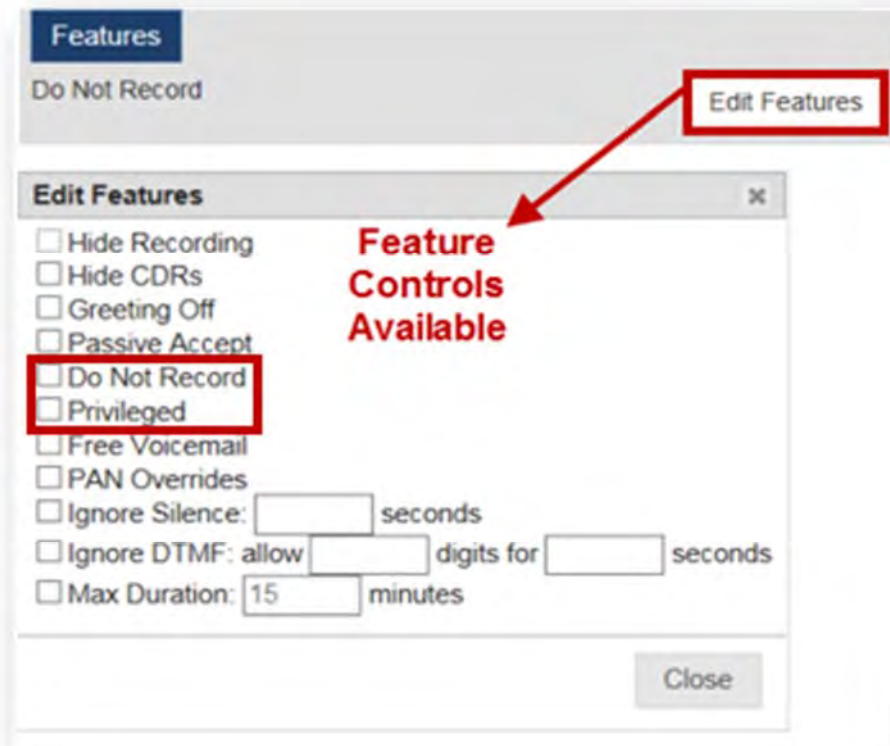


- The ITS shall provide the ability for inmates to contact their attorney without call recording. Calls to the attorney shall be at no charge to the attorney and shall include local and long distance calling. Free attorney calls shall not be subject to time limit criteria.

**ICSolutions Response:**

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

The ENFORCER® offers the ability to record and monitor all calls from any of the inmate phones with the facility, with the exception of privileged calls, such as calls to an attorney or medical provider. Specific phone numbers can be set as “privileged” or “do not record” so that calls to these phone numbers are never recorded.



A list of current attorney/privileged telephone numbers is established in the system during implementation. Once in the system with the “do not record” status, calls to those numbers are exempt from recording and monitoring. Additional attorney numbers may be added at any time.

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

Should a call be made to an attorney with a new or unknown number, the system will notify the parties that the call is being recorded or monitored. This feature will enable attorneys to be sure to notify the facility of their new number.

### Attorney Registration

If desired, ICSolutions offers an ATTORNEY REGISTRATION feature which permits inmates to “enter” new attorney telephone numbers via the inmate telephone. Those numbers will be added to a list that authorized facility or ICSolutions personnel must approve before they become active. The screen below shows the optional ATTORNEY REGISTRATION approval function.



Phone	First Request	Status	Last Update	Note	Inmates Requesting	Resolution
1-210-756-3218	07/11/2017	Pending Approval	07/11/2017	Show Add	Show	Approve Reject
1-615-496-5400	07/11/2017	Pending Approval	07/11/2017	Show Add	Show	Approve Reject

Phone	First Request	Status	Last Update	Note	Inmates Requesting	Resolution
1-210-756-3218	07/11/2017	Pending Approval	07/11/2017	Show Add	Show	Approve Reject
1-615-496-5400	07/11/2017	Approved	07/11/2017	Show Add	Show	Approve Reject

### Attorney Registration

- 3. The ITS shall allow the simultaneous playback of recorded calls while recording the live conversations. (Other than privileged recordings)


**ICSolutions Response:**

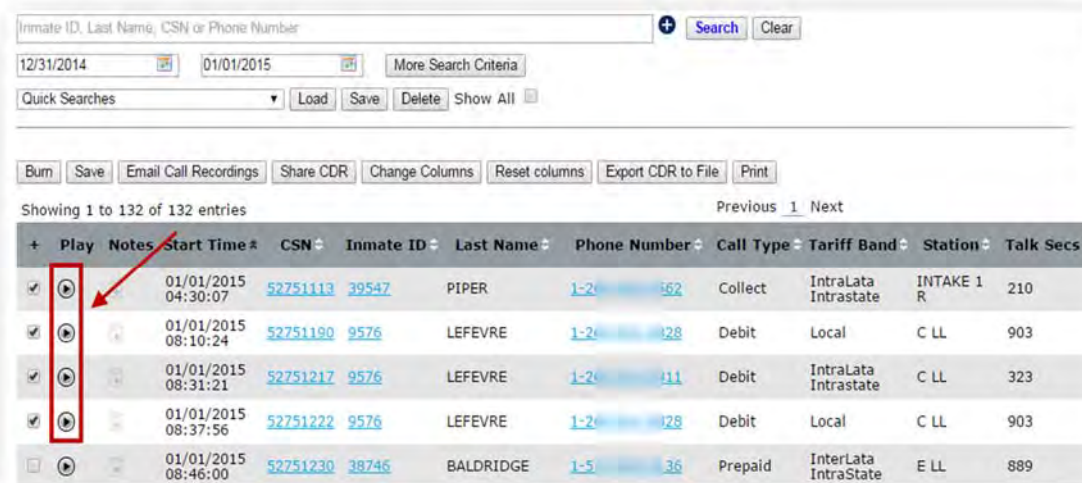
ICSolutions has read, agrees, and will comply with the requirements as stated.






Playback has no impact on the on-going recording of all calls. Multiple playback events can occur simultaneously as well as multiple monitoring sessions – and continuous recording of all input channels for all conversations.

**Playback Recordings**

Recordings may be played back directly from the Call Detail screen or downloaded to the investigator’s hard drive or other external media for review at a later time. In either case, the investigator may slow down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

All this can be accomplished via the ICSPayer. The user simply selects the call from the call detail screen or clicks the PLAY  icon to the left of the call detail record and the ICSPayer will appear.

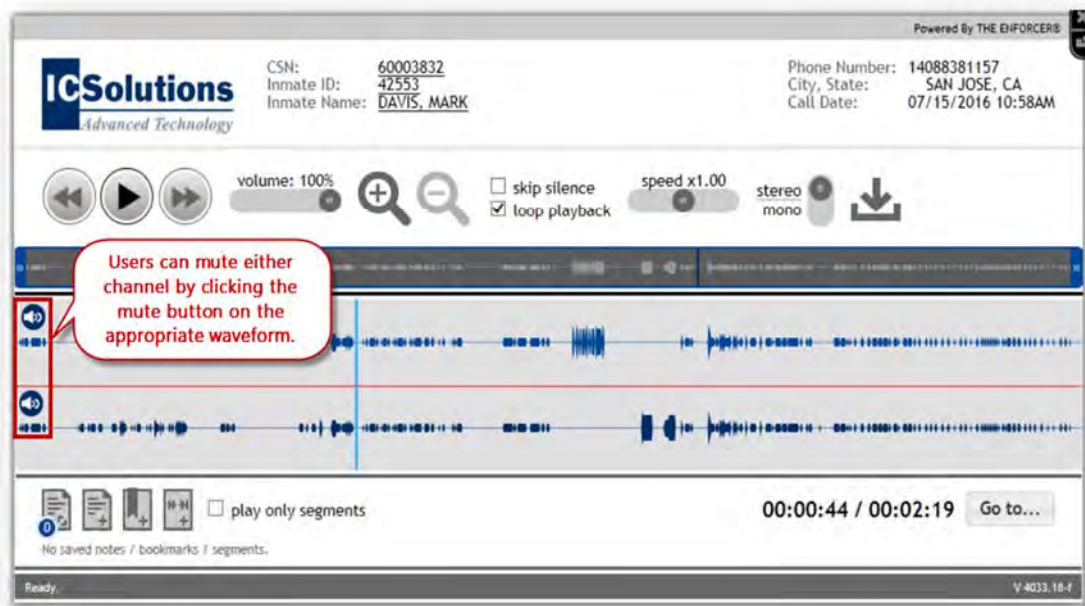


	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	52751113	39547	PIPER	1-202-362	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	52751190	9576	LEFEVRE	1-202-328	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	52751217	9576	LEFEVRE	1-202-311	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	52751222	9576	LEFEVRE	1-202-328	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	52751230	38746	BALDRIDGE	1-503-336	Prepaid	InterLata IntraState	E LL	889

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

The ICS Player, shown below, provides several advanced listening features, including:

- “Bookmarking” a time point in a call recording with a name or comment
- Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback
- Saving bookmarks for future use when you or other users access the call recording
- Adding locally saved recordings to the playlist for playback (for comparison purposes)
- Slowing down or speeding up the playback of a recording
- Muting the playback of either party on the call



### ICS Web Player

4. The recording system must be capable of storing all inmate telephone calls for immediate retrieval. There shall be no charge for storage, playback or retrieval. It is preferred that the vendor use Storage Area Network (SAN) or similar technology.

### **ICSolutions Response:**

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

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

Storing your call recordings – as well as the call data – online for the life of the contract ensures that you will always have quick access to all of your call recordings and data. You will never need to archive calls or data, nor will you have to rummage through archives to find the investigative information you need. And, ICSolutions will securely store all call data and recordings in fully redundant, geographically separate data centers to protect the County from any potential data loss.

If you select ICSolutions to continue providing your inmate telephone services, ICSolutions will retain all **existing** call recordings and call data in our centralized platform to ensure **continued and uninterrupted access to all data and recordings made since 2010!**

5. The ITS must be capable of automatically turning off recording and monitoring for calls to privileged numbers and at specific inmate phones. This feature should be configurable by County users.

**ICSolutions Response:**

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

The ENFORCER<sup>®</sup> offers the ability to record and monitor all calls from any of the inmate phones with the facility, with the exception of privileged calls, such as calls to an attorney or medical provider. Specific phone numbers can be set as “privileged” or “do not record” so that calls to these phone numbers are automatically not recorded or available for monitoring. Additional attorney numbers may be added by authorized County users at any time.

6. The recording system shall provide for automated backups so that no recording is lost. Authorized users should be able to transfer recorded calls from online storage to other more portable and readily accessible media (i.e. optical discs, USB flash drives, etc.) for use by the facility or other investigators. This information must be in a non-proprietary format for ease of use by investigative agencies.

**ICSolutions Response:**

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

Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices. The data is **backed up in real-time** and call processing would automatically transfer to the secondary data center if some type of disaster were to affect our primary data center. ICSolutions provides unparalleled redundancy, and we have never lost a call recording or call record.



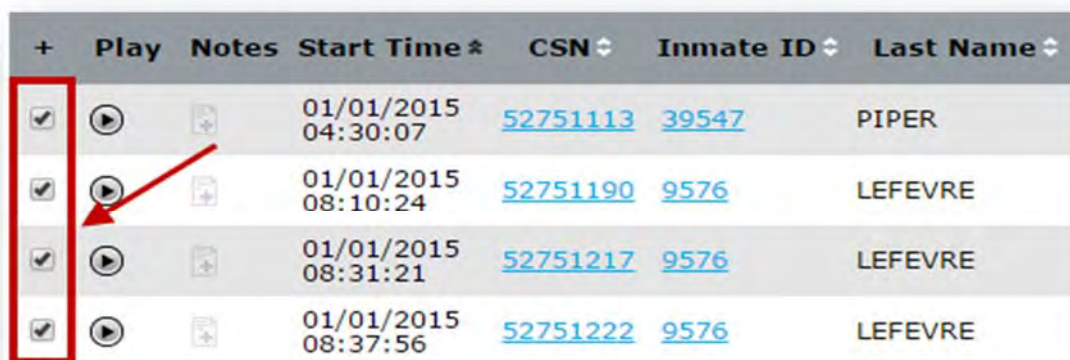
The ENFORCER® enables immediate, online retrieval of any recording at any time with no change of storage media. The ENFORCER® includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical 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.

Call recordings are stored in a non-proprietary format and can be easily and securely exported to external media devices or shared with outside investigative agencies who may have limited access to call records.

### Exporting Call Detail and Recordings

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**. CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The Call Detail results screen has a column at the left in which you can select any recording or group of recordings, and options at the top to **BURN**, **SAVE** (use this select a drive with a USB or zip drive or your PC), and **EXPORT CDR TO FILE**. The last option lets you choose a particular audio file type (WAV, MP3, or Speex) in which to save the recordings.



+	Play	Notes	Start Time *	CSN ↕	Inmate ID ↕	Last Name ↕
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	<a href="#">52751113</a>	<a href="#">39547</a>	PIPER
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	<a href="#">52751190</a>	<a href="#">9576</a>	LEFEVRE
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	<a href="#">52751217</a>	<a href="#">9576</a>	LEFEVRE
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	<a href="#">52751222</a>	<a href="#">9576</a>	LEFEVRE

Select Call Records to Export

Inmate ID, Last Name, CSN or Phone Number

12/31/2014  01/01/2015

Quick Searches

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### Export Options – Burn, Save, and Export Calls

The Firecracker feature within THE ENFORCER® optimizes the process of burning and saving call recordings. Personnel have the option to download files in either the default speex (.spx) or MP3 format, move the recordings to different discs, and perform multiple burns.

From the Call Detail page, authorized personnel need only select BURN or SAVE.

Inmate ID, Last Name, CSN or Phone Number

12/31/2014  01/01/2015

Quick Searches

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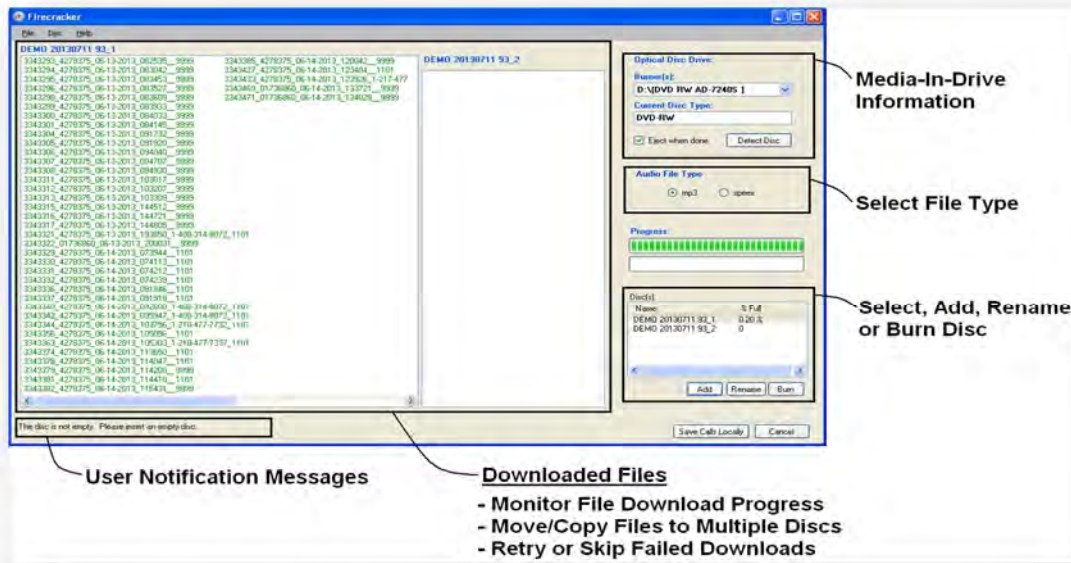
Showing 1 to 132 of 132 entries Previous 1 Next

	Play	Notes	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	<a href="#">52751113</a>	<a href="#">39547</a>	PIPER	<a href="#">1-202-462-162</a>	Collect	IntraLata Intrastate	INTAKE 1 R	210
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	<a href="#">52751190</a>	<a href="#">9576</a>	LEFEVRE	<a href="#">1-202-462-128</a>	Debit	Local	C LL	903
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	<a href="#">52751217</a>	<a href="#">9576</a>	LEFEVRE	<a href="#">1-202-462-111</a>	Debit	IntraLata Intrastate	C LL	323
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	<a href="#">52751222</a>	<a href="#">9576</a>	LEFEVRE	<a href="#">1-202-462-128</a>	Debit	Local	C LL	903
<input type="checkbox"/>			01/01/2015 08:46:00	<a href="#">52751230</a>	<a href="#">38746</a>	BALDRIDGE	<a href="#">1-508-261-126</a>	Prepaid	InterLata IntraState	E LL	889

### Exporting Multiple Calls to MP3 Format from the Call Detail results screen

Once selected, THE ENFORCER® opens the Firecracker application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either MP3 or Speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save MP3 or Speex files to your local computer



**Firecracker Application Window**

Regardless of which method you use to save call recordings (burn or save locally), Firecracker creates an index.html file in the destination folder or on the disc.



**Index File Saved with Call Recordings**



This index provides the call detail records associated with the recordings. Recordings can be identified by their file name, which uses the name convention ‘CSN\_InmateID\_Date\_File-ID\_Called Party Number.file type.’ When the index file is opened, the call detail appears, as shown below.

**ICS Player Control**

Recording Index

CSN	Billing ID	Site	Site Name	Off Hook	End Type	Inmate ID	PIN	Lastname	Firstname	Sup type	Phone number	Card Number	Bill Start Time	Call Type	Bill Secs	Billed Time	Surcharge	Station ID	Station Name
3343471	0	2851	Demo County	2013-06-14 13:40:28	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:40:28	37	0	2.25	9999	TEST STATION	0
3343469	0	2851	Demo County	2013-06-14 13:37:21	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:37:21	37	0	2.25	9999	TEST STATION	0
3343433	0	2851	Demo County	2013-06-14 12:39:26	Call Disconnected	4278375	1234	TEST	ICS	1	+2174777327		2013-06-14 12:39:41	3	0	3.95	1101	DORM 103 RIGHT	9900101
3343427	0	2851	Demo County	2013-06-14 12:34:04	Preanswer Hangup	4278375	1234	TEST	ICS	1			2013-06-14 12:34:04	36	0	0.00	1101	DORM 103 RIGHT	0
3343385	0	2851	Demo County	2013-06-14 12:00:42	Normal	4278375		TEST	ICS	0	1-210-477-7399		2013-06-14 12:00:42	37	0	2.25	9999	TEST STATION	0

**Call Detail Accessed Through the Index File**

ICSolutions would like to point out that call recordings do not require archiving 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.

**Share Call Records/Recordings**

System administrators have the ability to share call records and recordings with remote users who may have limited access to call records. The Share CDR feature allows a user to share selected CDRs with an outside user, who can log into THE ENFORCER® remotely to access the same CDRs. This feature eliminates the need to burn CDRs or call recordings to a CD in order to share them with an outside investigator.



**Share CDR Feature in the Call Detail screen**

7. At the County's request, successful vendor must be able to provide and certify phone records as authentic, as needed for court and/or legal purposes.

**ICSolutions Response:**

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

To ensure the authenticity of call recordings, the ENFORCER® uses AU Comp (Audio Unit Compression) to create an MD5 checksum of the audio file for every recording. The MD5 checksum is stored in the database's log file for that recording. Every recording and checksum is time-stamped and date-stamped as it is written, and is protected thereafter.

To test the integrity and authenticity of any recording, anyone can download the open-source MD5 Sum software, run a recording through it, and then compare that checksum value with the checksum value retrieved from the database. If the checksum values are equal, this will confirm that the recording has not been tampered with and is therefore authentic. This technique has been widely accepted by courts and experts across the country.

As another level of protection, access to or manipulation of the source recording is never allowed. No individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid username with sufficient privileges and a valid password. At any time, System Administrators may run a Recording Access report to view a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.

8. County ITS Administrators should not have the capability to edit or delete call records or recordings.

**ICSolutions Response:**

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

Access to edit or delete a call recording is never allowed. No individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process.

9. County Administrators should have the ability to mark specific inmates with a celebrity status. Marking them with this status would prevent non-authorized staff from viewing phone records, listening to calls, and/or downloading data.

**ICSolutions Response:**

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

10. Please identify in detail the type of data storage used by your system. Cloud or hard drive is preferred. Note: A tape system is not considered an acceptable means of data storage. Regardless of the means of storage, the County should be provided immediate access through the vendor's inmate software platform to recorded data. The vendor should store a minimum of 365 days of recorded calls as well as the supporting data and call history reports. Facility personnel must be able to search call recordings by dialed number, date, time, inmate name, PIN, or site name.

**ICSolutions Response:**

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

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

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 on onsite workstation. Authorized facility users may search call data and recordings by any parameter in the call detail record, including but not limited to dialed number, date, time, inmate name, PIN, or site name. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

If you select ICSolutions to continue providing your inmate telephone services, ICSolutions will retain all existing call recordings and call data in our centralized platform to ensure **continued and uninterrupted access to all data and recordings made since 2010!**

**Patent & Copyrights**

The Vendor asserts that the equipment and software proposed does not infringe on any U.S. patent or copyright. The vendor shall include in the proposal, and description of all Patents that the vendor holds or has developed, including but not limited to, patent information for proposed equipment or software, where applicable to the inmate telephone system.

The vendor shall pay all license fees and royalties and assume all costs incident to the use in the performance of the project or the incorporation in the project of any invention, design, process, product or device which is the subject of pattern rights or copyrights held by others. The vendor shall indemnify and hold harmless the County, its officers, Commissioners and employees against all claims, costs, including attorney's fees, losses and damages arising out of or resulting from any infringement or patent rights or copyrights incident to the use in the performance of the project or resulting from the incorporation in the project or any invention, design, process, product or device not specified in the contract documents.

**ICSolutions Response:**

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

The equipment and software proposed does not infringe on any U.S. patent or copyright. ICSolutions does not hold any patents.

**System Reports**

1. The reports to the County will be fully integrated into the platform, be fully customizable, and contain a variety of call information to suit the County's needs.

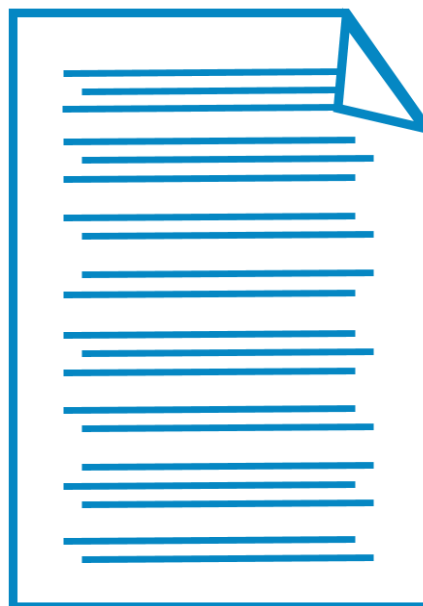
**ICSolutions Response:**

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

The ENFORCER® system provides fully integrated, fully customizable centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.



**Reporting**

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

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

The ENFORCER® has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in [SECTION 4.C: ENFORCER® SYSTEM REPORT SAMPLES](#) of this proposal.



**Call Detail – Search Call Records**

Numerous additional fields are stored within each call record, and can be used to further customize reports and recording searches.

**Call Details**

Formular ID Last Name: CSN or Phone Number

11/26/2014  12/02/2014

Quick Searches

Showing 1 to 309 of 2,512 entries

Play	Notes	Start Time	CSN	Inmate ID	Last	3way	Card #	Inmate Seq	Phone Number	Sup Type	Alert
<input type="checkbox"/>		11/26/2014 08:22:12	52580671	30637	MCH	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Normal 0
<input type="checkbox"/>		11/26/2014 08:33:57	52580671	31027	ROCH HUER	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Normal 0
<input type="checkbox"/>		11/26/2014 08:35:54	52580670	34265	MANE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Normal 0
<input type="checkbox"/>		11/26/2014 08:47:06	52580223	18663	LUNT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Normal 0
<input type="checkbox"/>		11/26/2014 08:47:29	52580232	5980	KIRKI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Normal 0
<input type="checkbox"/>		11/26/2014 08:54:13	52580252	34627	MCKE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Time limit 0
<input type="checkbox"/>		11/26/2014 08:57:44	52580908	4590	FRED	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Time limit 0
<input type="checkbox"/>		11/26/2014 09:01:14	52580908	411	ROBE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Normal 0
<input type="checkbox"/>		11/26/2014 09:14:46	52581053	4146	MO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OK: call allowed Normal 0
<input type="checkbox"/>		11/26/2014 09:16:19	52581058	34627	MCH	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OK: call allowed Time limit 0
<input type="checkbox"/>		11/26/2014 09:18:45	52581072	4146	MO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OK: call allowed Time limit 0
<input type="checkbox"/>		11/26/2014 09:22:13	52581085	32221	LJU	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OK: call allowed Normal 0
<input type="checkbox"/>		11/26/2014 09:28:23	52581116	12724	BRC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OK: call allowed Normal 0
<input type="checkbox"/>		11/26/2014 09:29:14	52581120	34922	MCC	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	OK: call allowed Normal 0

**Call Detail – Search Results – Select Change Columns to View More Parameters**



The screen above shows the basic search fields **date and time, Inmate PIN/ID, Called Number, Inmate Name, etc.** By clicking **CHANGE COLUMNS** in the results screen or **MORE SEARCH CRITERIA** in the search screen, the user is provided with an extended list of call recording search options as shown below. Selecting **MORE SEARCH CRITERIA** will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.

The screenshot displays the 'Call Details' search interface. At the top, there is a search bar for 'Inmate ID, Last Name, CSN or Phone Number' with 'Search' and 'Clear' buttons. Below it are date pickers for '09/01/2015' and '09/08/2015', and a 'More Search Criteria' button. A 'Quick Searches' dropdown and 'Load', 'Save', 'Delete', 'Show All' buttons are also present. A 'More Search Criteria' dialog box is open, showing various search parameters categorized into General, Call Origin, Validation, Billing, and Called Party. A callout box points to the 'More Search Criteria' button with the text: 'Users can add additional parameters to a call detail query under **More Search Criteria** to display a pull-down list or dialog box to define a value or range for the parameter.'

Below the dialog box, the 'Call Details' search interface is shown again, but with a custom query configuration. A red box highlights the following parameters:

- Call Type: [Dropdown]
- Duration: [Min] [Max]
- Response Digits: [Dropdown]
- CSN Range: [Min] [Max]
- End Type: [Dropdown]
- Cost Range: [Min] [Max]

At the bottom of the interface, there are buttons for 'Burn', 'Save', 'Email Call Recordings', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', and 'Print'.

**Call Detail Report – Select Criteria for Custom Query**

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

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

Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CSN	Start Time
<input type="checkbox"/>		48929	MINERT	1-928-372-4517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31759	06/23/2014 09:20:15
<input type="checkbox"/>		273194	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	31768	06/23/2014 09:26:43
<input type="checkbox"/>		366344	FARMER	1-928-372-4809	Prepaid	Local	K-1	0	9:00	\$0.00	OK: call allowed	Max ring time	0	0	31758	06/23/2014 09:27:24
<input type="checkbox"/>		273191	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	31760	06/23/2014 09:27:13
<input type="checkbox"/>		273191	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	31723	06/23/2014 09:28:27
<input type="checkbox"/>		273191	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31722	06/23/2014 09:23:49
<input type="checkbox"/>		3166723	FULKERSON	1-928-520-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	31768	06/23/2014 09:23:35
<input type="checkbox"/>		298824	HAKES	1-928-706-3531	Prepaid	IntraLata IntraState	K-3	401	9:00	\$3.07	OK: call allowed	Normal	0	0	31756	06/23/2014 09:21:46
<input type="checkbox"/>		366702	FARMER	1-928-372-4809	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31751	06/23/2014 09:19:46
<input type="checkbox"/>		266744	FULKERSON	1-928-520-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31751	06/23/2014 09:18:43
<input type="checkbox"/>		10116	FASSLER	1-928-772-1070	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31728	06/23/2014 09:06:18
<input type="checkbox"/>		10116	FASSLER	1-928-772-1020	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	31721	06/23/2014 09:05:12

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

Call Detail – Search Calls – Standard Results



2. The County will have real-time access to historical reports which include but are not limited to:
  - a) Basic reports
    - i. Traffic reports shall include: phone Location Originating call, time of call, telephone number called, duration of call and pin # and other voices present in the call.
    - ii. More detailed traffic reports should include a detailed breakdown of the traffic for all collect, debit and prepaid calls for each housing location at the Facilities.
  - b) Investigative reports
    - i. Frequently Dialed Number Reports
    - ii. 3-Way Call Attempt Report
    - iii. Dialed Number by More Than One Inmate Report
    - iv. Call Volume by Phone Report
    - v. Call acceptance
    - vi. Numbers called from a specific telephone
    - vii. Numbers called by a specific inmate
  - c) Facility maintenance reports
    - i. Facility service and repair requests from any location at any time
    - ii. Service Ticket Report
    - iii. Commission Reports
    - iv. The name of the housing location and the commission generated from Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/interstate and International calls.

**ICSolutions Response:**

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

The ENFORCER® has extensive reporting capabilities to meet the requirements stated.

The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Users may access these reports on-demand or schedule the reports to be automatically generated on a pre-defined schedule.

Additionally, a facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it’s easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

The following is a list of the standard reports available on The ENFORCER®. Samples reports can be found in [SECTION 4.C: ENFORCER® SYSTEM REPORT SAMPLES](#).

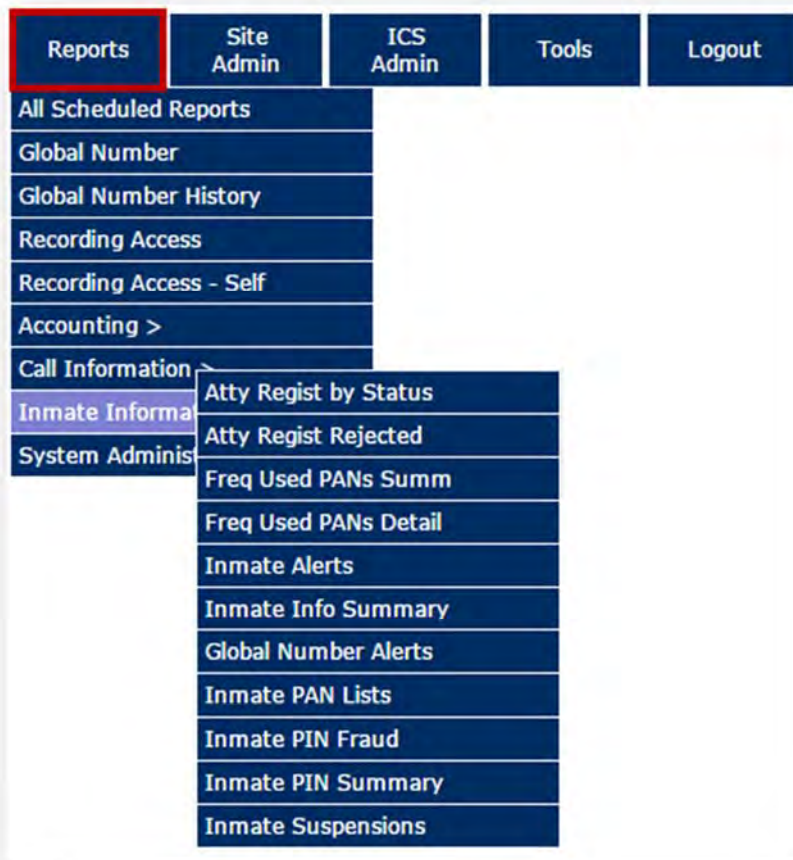
Report Name	Description
<b>Admin Setup Only</b>	Provides a listing by inmate name of all “admin setup only” (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
<b>Attorney Registration Status</b>	Provides counts for attorney phone numbers in The ENFORCER® global number list. For attorneys who 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.
<b>Attorney Registration Rejects</b>	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.
<b>Call Detail</b>	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.
<b>Call Record Statistics</b>	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.
<b>Debit Balance</b>	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.
<b>Debit Statement</b>	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.

Report Name	Description
<b>Debit Activity</b>	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates .
<b>Debit Transaction</b>	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range.
<b>Frequently Used PANs Summary</b>	Lists, by called number, all numbers that reside in an inmate Personal Allowed Number (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.
<b>Frequently Used PANs Detail</b>	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.
<b>Frequently Called Numbers</b>	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.
<b>Global Number</b>	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 (e.g., attorney) numbers, all notes, random note text searches, and all alerts.
<b>Global Number History</b>	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes.
<b>Inmate Alerts</b>	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.
<b>Inmate PANs</b>	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.

Report Name	Description
<b>Inmate Status</b>	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.
<b>Number Alerts</b>	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.
<b>PIN Fraud</b>	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.
<b>Prepaid Balance Summary</b>	Provides account numbers (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.
<b>Recording Access</b>	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.
<b>Revenue</b>	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.
<b>Revenue Summary</b>	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.
<b>Station Activity</b>	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.

Report Name	Description
<b>Station Group Privileges</b>	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.
<b>Inmate Suspensions</b>	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).
<b>Trunk Usage</b>	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.
<b>Three-Way Calling Activity</b>	Standard three-way activity reports from The ENFORCER® system can facilitate investigations into suspected three-way call attempts. The 3-Way Attempts report lists all three-way call attempts detected, along with all associated call detail information. The Top 25 3-Way Destination Numbers shows the top 25 called numbers that triggered three-way call detection.
<b>Volume Users</b>	Provides a summary of high- volume telephone usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

By clicking the Reports tab, users can view standard pre-configured reports which are grouped into multiple categories, such as Accounting, Call Information, Inmate Information, etc.



### Reports – Select the Desired Report to Display

## Service Ticket Reports

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

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract.



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



Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show when a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

The screenshot shows the Mantis issue tracking interface. At the top, there are navigation links: Main | My View | View Issues | Report Issue | Change Log | Boardmap | My Account | Logout. Below this is a search bar with an 'Issue #' field and a 'Jump' button. The main area contains a grid of filter options for various fields like Reporter, Monitored By, Assigned To, Category, Severity, Resolution, Profile, Status, Hide Status, Priority, Target Version, Show, View Status, Show Sticky Issues, Changed (hrs), Use Date Filters, Relationships, Platform, OS, OS Version, Tags, Groups, and RTI. At the bottom of the filter section, there is a search bar, an 'Apply Filter' button, and options for 'Advanced Filters' and 'Create Permalink'. Below the filters is a table titled 'Viewing Issues (1 - 6 / 6)' with columns for P, ID, #, Category, Severity, Status, Updated, and Summary. The table contains six rows of issue data.

P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	0022647	7	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0019096	17	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (nhouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

## Commission Reports

ICSolutions provides the data necessary to verify the accuracy of commission calculations at all times, **allowing complete transparency of collected revenue.** Commission and revenue data can be accessed at any time by authorized County personnel by logging on to the ENFORCER® system via a County workstation or remotely. ICSolutions also provides monthly commission statements with each commission payment that can be verified against the data through THE ENFORCER®. The following is a sample ICSolutions' Commission Report:





**Monthly Commission Report**  
January 2018  
Settlement Date: 2/25/2018

Client ID: 9999 - XYZ Department of Corrections  
Facility: XYZ Main Jail  
123 Any Street  
Anytown, FL 99999  
Attn: Accounting Department

Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	2,825	17,163	\$ 3,604.23	55.1%	\$ 1,985.93
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	3,958	21,453	\$ 4,505.13	55.1%	\$ 2,482.33
<b>Total Local</b>		<b>6,783</b>	<b>38,616</b>	<b>\$ 8,109.36</b>		<b>\$ 4,468.26</b>
Intra Cell	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	387	3,301	\$ 693.21	55.1%	\$ 381.96
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	386	2,061	\$ 432.81	55.1%	\$ 238.48
<b>Total Local</b>		<b>773</b>	<b>5,362</b>	<b>\$ 1,126.02</b>		<b>\$ 620.44</b>
IntraLATA	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	867	6,223	\$ 1,306.83	55.1%	\$ 720.06
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	1,265	9,216	\$ 1,935.36	55.1%	\$ 1,066.38
<b>Total IntraLATA</b>		<b>2,132</b>	<b>15,439</b>	<b>\$ 3,242.19</b>		<b>\$ 1,786.45</b>
Intrastate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	1,922	17,353	\$ 3,644.13	55.1%	\$ 2,007.92
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	2,797	22,238	\$ 4,669.98	55.1%	\$ 2,573.16
<b>Total Intrastate</b>		<b>4,719</b>	<b>39,591</b>	<b>\$ 8,314.11</b>		<b>\$ 4,581.07</b>
Interstate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	377	2,280	\$ 478.80	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.78	55.1%	\$ 372.35
<b>Total Interstate</b>		<b>847</b>	<b>5,498</b>	<b>\$ 1,154.58</b>		<b>\$ 636.17</b>
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
<b>Total International</b>		<b>75</b>	<b>532</b>	<b>\$ 356.44</b>		<b>\$ 196.40</b>
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
<b>Total Canadian</b>		<b>-</b>	<b>-</b>	<b>\$ -</b>		<b>\$ -</b>
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
<b>Total Caribbean</b>		<b>-</b>	<b>-</b>	<b>\$ -</b>		<b>\$ -</b>
Total Collect		-	-	\$ -	55.1%	\$ -
Total PrePaid		6,378	46,320	\$ 9,727.20	55.1%	\$ 5,359.69
Total Debit Card		-	-	\$ -	55.1%	\$ -
Total Debit		8,951	58,718	\$ 12,575.50	55.1%	\$ 6,929.10
<b>Commission Earned</b>		<b>15,329</b>	<b>105,038</b>	<b>\$ 22,302.70</b>		<b>\$ 12,288.79</b>
Shortfall						\$ -
<b>Guaranteed Monthly Commission</b>						<b>\$ 10,000.00</b>
Voicemail Commission		50		\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
<b>Net Commission Due</b>						<b>\$ 13,232.84</b>

**Service, Maintenance and Repairs**

1. The system must be operational 24 hours per day, 365 days a year without facility personnel intervention.

**ICSolutions Response:**

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

The ENFORCER® is fully and independently operational 24 hours a day, 365 days a year with no intervention from facility personnel required.

2. Technical service representatives must be available 24 hours a day/7days a week/365 days a year (24/7/365) via a toll-free number to resolve service issues. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.

**ICSolutions Response:**

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

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Our Technical Services Center is located at our Headquarters in San Antonio. All ICSolutions personnel, including all customer service and technical support centers, are located within the United States. ICSolutions does not outsource any of our services to international call centers or other offshore personnel.

3. The Vendor shall provide all service and maintenance and shall be responsible for all repair and replacement costs throughout the term of the contract.

**ICSolutions Response:**

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

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

4. The vendor must be responsive to the site for regular repairs and maintenance and must keep the system in good working order.

**ICSolutions Response:**

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

ICSolutions is offering, as an option, a part-time Site Administrator. Should the County select this option, you will continue to be serviced by your current Site Administrator / Technician, Mr. Roger Goman. In the event that he retires, we will hire a County-approved, certified individual. Additional certified local technicians will provide emergency and backup as needed.

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

5. System shall provide automatic problem reporting capabilities and automatic notification to Vendor (7x24) on when any segment of the system is out of service. The recording system shall provide continuous online self-test diagnostics. Any recording drive failure must immediately notify the Vendor/Anoka County with some type of alarm. This includes hard drive failures.

**ICSolutions Response:**

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

The ENFORCER® is monitored by a custom application that offers automatic self-reporting for all system operations, which provides our Technical Services personnel with immediate visual and audible alerts in the event of any recording system failure.

When any system issues occur, an email is automatically sent to our Technical Services Center (TSC), where a TSC representative will open a ticket and begin remote diagnostics immediately. Authorized County personnel may view all tickets through our web-based Mantis trouble ticketing system to track repair status. If the problem cannot be resolved remotely, a technician will be dispatched to the facility for repair.

To ensure complete system redundancy and no loss of recordings and data in the event of a system failure, all call recordings and call data are stored at an offsite data center in Atlanta, and continuously backed up at our secondary data center in San Antonio. In addition, all network elements are continuously monitored 24/7/365 via our Nagios network application.

**System Performance Monitoring**

The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

1. **Call Volume Activity** – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
2. **Network Availability** – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status, and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
3. **Variances** – Daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.
4. **System Monitoring** – System monitoring is part of the fundamental design of all components of The ENFORCER® system. Key applications send heartbeat messages to ICSolutions' central monitoring system **ERTS (ENFORCER® Real Time Status)**. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed “not normal” can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called “**The Patrol**”, which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

6. The Vendor shall provide 72-hour advance notice prior to shutting the system down for scheduled service.

**ICSolutions Response:**

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

ICSolutions typically does not require a system-wide shut down to maintain the inmate telephone system. However, in unlikely the event that a scheduled system-wide shut down is required, ICSolutions will provide 72-hours advance notice to the County.

7. The Vendor shall provide 24-hour advance notice prior to modifying or patching system software.

**ICSolutions Response:**

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

Whenever an upgrade or enhancement to THE ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

8. Describe ongoing support services for the maintenance of the software and hardware. Identify your procedures for the handling of critical failures and software issues. Describe the types of support options available (e.g., on-site, web-based, telephone, and remote access), hours of availability, description of customer escalation process, and guaranteed response and problem resolution times. Note: Continual failure to meet obligations for repair and maintenance may be cause for the County to exit or terminate the contract.

**ICSolutions Response:**

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



The County will continue to receive the same responsive technical support you receive today. ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company’s mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**



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

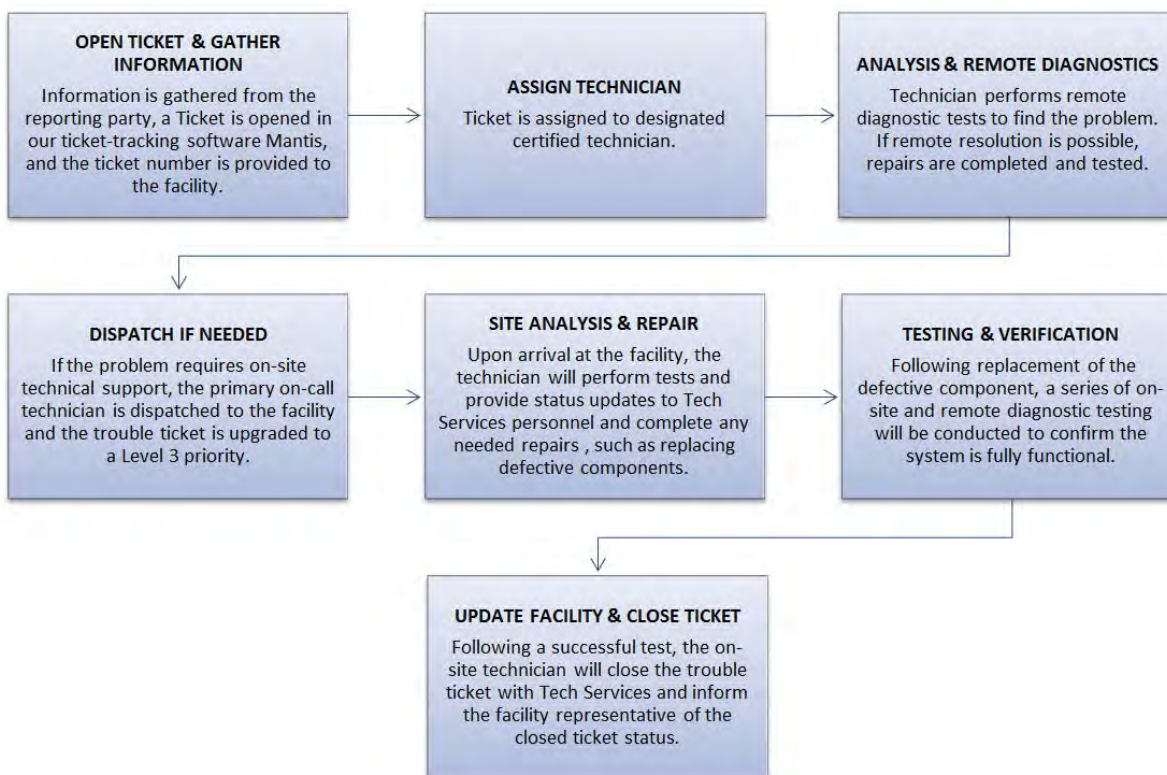
ICSolutions’ proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your THE ENFORCER® telephone system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our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

### Technical Services Center (TSC)

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



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



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

## Mantis Trouble Ticketing

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



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

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract.

Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show when a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

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

	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	0022647	7	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank.
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0018096	12	Network	major	assigned (glangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (nhouston)	2011-12-06	Change File destination from FORNAX to Enforcer server: Strange file format

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



## Priority Schedule

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

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

### Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



**Always-on  
Remote Monitoring,  
Diagnosis & Repair**

## Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
<b>Initial Report</b>	<b>Help Desk Technician</b> Open Ticket & Gather Information Toll free: 866-228-4031 Email: <a href="mailto:icssupport@icsolutions.com">icssupport@icsolutions.com</a>	None
<b>Level One</b>	<b>Latoya Coleman</b> Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: <a href="mailto:lcoleman@icsolutions.com">lcoleman@icsolutions.com</a>	None
<b>Level Two</b>	<b>Brian Dietert</b> Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: <a href="mailto:bdietert@icsolutions.com">bdietert@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>
<b>Level Three</b>	<b>Brendan Philbin</b> Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: <a href="mailto:bphilbin@icsolutions.com">bphilbin@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>
<b>Level Four</b>	<b>Tim McAteer</b> President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: <a href="mailto:tmcateer@icsolutions.com">tmcateer@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.

3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

### Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Facility will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. If the County selects the option that includes a part-time Site Administrator, you will continue to be serviced by your current Site Administrator / Technician, Mr. Roger Goman. In the event that he retires, we will hire a County-approved, certified individual.

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



**LOCAL Repair  
Technicians + Spare  
Parts Storage =  
FAST RESPONSE**

### Regular Account Reviews

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

- 9. The vendor will be responsible for answering all inmate grievances related to all provided services.

**ICSolutions Response:**

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

The ENFORCER® is equipped with a feature that allows inmates to file grievances through the inmate telephones.

**The Communicator Paperless Inmate Communications Portal**

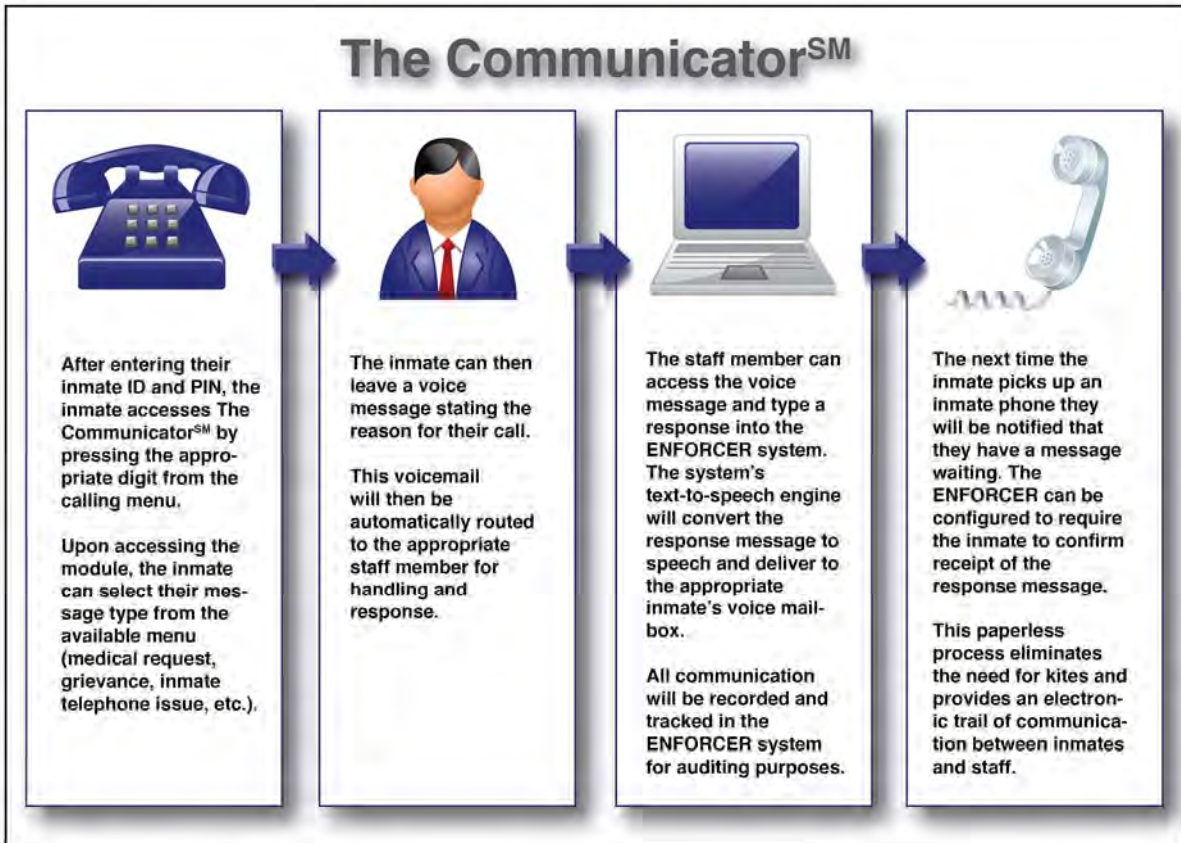
The Communicator completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure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

Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Retrieved
	<a href="#">1604430</a>	Information Request [inactive]	<a href="#">67301</a>	<a href="#">COPELAND, CAMERON</a>	01/30/2018 11:52		
	<a href="#">1525796</a>	PREA [inactive]		Anonymous Message	01/29/2018 05:14		
	<a href="#">1593780</a>	TIP		Anonymous Message	01/28/2018 20:19		
	<a href="#">1550412</a>	Doctor request [inactive]	<a href="#">92946</a>	<a href="#">SMILEY, WILLIAM</a>	01/27/2018 05:49		
	<a href="#">1530946</a>	TIP		Anonymous Message	01/20/2018 05:40		
	<a href="#">1426236</a>	Grievance [inactive]	<a href="#">67301</a>	<a href="#">COPELAND, CAMERON</a>	01/04/2018 16:29		
	<a href="#">1545906</a>	TIP		Anonymous Message	01/22/2018 10:15		
	<a href="#">1545798</a>	TIP		Anonymous Message	01/22/2018 09:52		
	<a href="#">1538318</a>	TIP		Anonymous Message	01/21/2018 08:10		
	<a href="#">1537380</a>	TIP		Anonymous Message	01/20/2018 20:35		
	<a href="#">1532742</a>	TIP		Anonymous Message	01/20/2018 12:34		

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff is automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER®, and the response is 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.



10. Describe the maintenance and quality assurance programs for telephones to be installed.

**ICSolutions Response:**

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

ICSolutions will maintain the ENFORCER® inmate calling system – along with all telephones and ancillary hardware and software – for the life of the contract and at no cost to the County. ICSolutions is committed to keeping your inmate phone system in top working order to ensure continuous availability of calling services to inmates, and reliable revenue generation for our clients.

To ensure optimal performance of the phone system, ICSolutions invests extensively in appropriate preventive maintenance:

- Efficient remote diagnostics
- Certified local technicians
- Local storage of spare parts and a “crash kit” of critical system components,
- A 24/7/365 professional Technical Services call center that will connect you to a **live technician**
- A thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve

Again, all service, warranty, and ongoing maintenance – in addition to all equipment and software – are provided for the life of the contract, and at no cost to the County.

All equipment is shipped from ICSolutions’ San Antonio manufacturing facility following a **rigorous testing procedure and approval by Quality Assurance personnel**. ICSolutions adheres to a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. In addition, ICSolutions takes a number of proactive steps to manage system performance, including:

1. ICSolutions uses the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.
2. In addition, diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical support team for further investigation and resolution.
3. Lastly, daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

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



11. Provide a contact person who will be responsible for ongoing account management and support.

**ICSolutions Response:**

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

Mr. Mike Kenney will be responsible for ongoing account management and support.

**Mike Kennedy**  
**Vice President of Sales & Marketing**

Toll-free: 866-228-4040  
Fax: 210-693-1016  
[mkenedy@icsolutions.com](mailto:mkenedy@icsolutions.com)

***Responsibilities***

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

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

***Qualifications***

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



## Investigations

1. The inmate calling system shall have the ability to interface with the County's network allowing access to all features and tools from existing desktops. The system will also need to allow for immediate, real-time live monitoring of calls in process via workstations or desktops throughout the County, including but not limited to Sheriff's Office sub-stations, City Police Departments, Federal Law Enforcement and other locations as determined by the County.

### **ICSolutions Response:**

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

The ENFORCER® is accessible from any computer with internet access, whether a facility workstation or remote computer.

The ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to The ENFORCER® any time from any location. Our remote access allows users to perform the same functions they can onsite, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more – on **any internet-enabled device**, including computers, smart phones, and tablets. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.



**Remote Access**

The ENFORCER® system is a centralized call processing platform deployed in a Tier 4 data center and the system is accessible from any internet-connected device. To ensure the utmost security, the system is deployed behind an enterprise-grade perimeter firewall operating a rigid security policy. The County domain is registered on this perimeter firewall thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

Remote users that are outside of the County domain and originate the browser connection from an IP address that is not registered on the perimeter firewall are redirected to a secure server where they are required to enter their user credentials to authenticate themselves. The ENFORCER® is configured to require two-factor authentication, whereby the system will send a temporary access code to either the email address or the wireless number that is registered for the username. Upon receipt of the temporary access code, the user must provide this code plus their username and password to be granted access to the system. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are

redirected to the web-based inmate calling system, where they can perform all system administrative functions utilizing their SSL-enabled browser.

The perimeter firewall manager automatically logs all connection requests. These logs are accessible to network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

The ENFORCER® provides flexible and convenient remote access for investigators. The ENFORCER® infrastructure is configured to support a virtually unlimited number of remote users without any degradation of service. **Multiple investigators can access the system remotely at the same time without impacting going system operations or performance.** While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This facilitates cooperative investigations with external law enforcement agencies.

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

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

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

2. The system must allow protection of a recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.

**ICSolutions Response:**

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

ICSolutions would like to point out that call recordings are never purged 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 length of time designated by the County.**

Storing your call recordings – as well as the call data – online 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.

3. The system must allow recordings to be downloaded in the recording's native format as well as Wave•Audio (.wav), MP3, MP4 and other common formats.

**ICSolutions Response:**

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

Authorized users may play a call directly from the Call Detail Report results screen by clicking the PLAY icon. Multiple calls may be copied into a folder by clicking the checkbox in the Select column of the calls you wish to download; the calls can be downloaded to a folder by clicking the SAVE CALLS LOCALLY button.

From any Call Detail Report, selected calls may be quickly and easily exported or downloaded in MP3, WAV, Speex or other audio formats. These records can be exported to CD, DVD, USB, local files, ZIP files and email in the native format.

4. The system must provide an option for downloading phone calls to external media (USB, DVD, and CD) but it must not be the only means of downloading and sharing data.

**ICSolutions Response:**

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

**Exporting Call Detail and Recordings**

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in **CSV, PDF, and Excel file formats**. Call recordings may be exported to **MP3, WAV, or Speex formats**. CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The Call Detail results screen has a column at the left in which you can select any recording or group of recordings, and options at the top to BURN, SAVE (use this select a drive with a USB or zip drive or your PC), and EXPORT CDR TO FILE. The last option lets you choose a particular audio file type (WAV, MP3, or Speex) in which to save the recordings.

+	Play	Notes	Start Time *	CSN	Inmate ID	Last Name
<input checked="" type="checkbox"/>			01/01/2015 04:30:07	<a href="#">52751113</a>	<a href="#">39547</a>	PIPER
<input checked="" type="checkbox"/>			01/01/2015 08:10:24	<a href="#">52751190</a>	<a href="#">9576</a>	LEFEVRE
<input checked="" type="checkbox"/>			01/01/2015 08:31:21	<a href="#">52751217</a>	<a href="#">9576</a>	LEFEVRE
<input checked="" type="checkbox"/>			01/01/2015 08:37:56	<a href="#">52751222</a>	<a href="#">9576</a>	LEFEVRE

### Select Call Records to Export

Inmate ID, Last Name, CSN or Phone Number

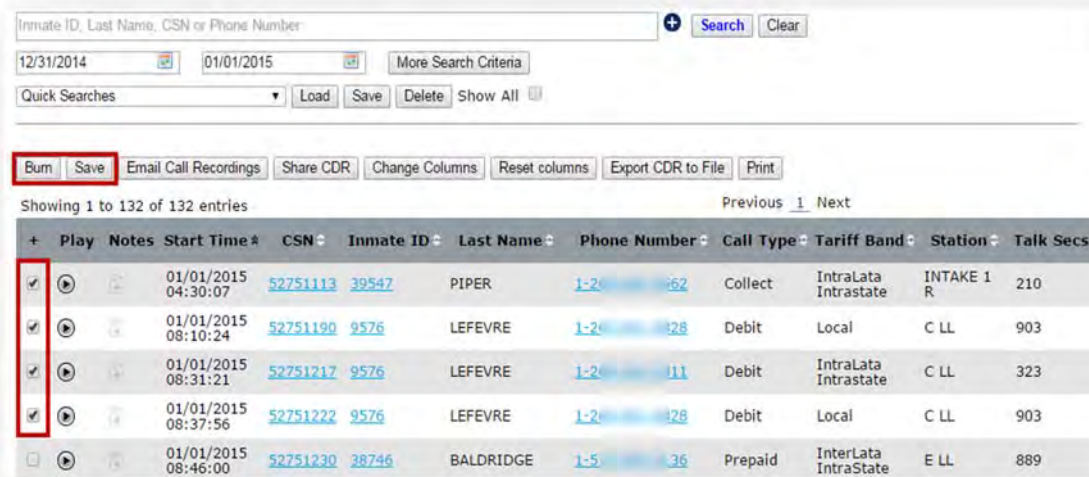
12/31/2014  01/01/2015

Quick Searches

### Export Options – Burn, Save, and Export Calls

The Firecracker feature within THE ENFORCER® optimizes the process of burning and saving call recordings. Personnel have the option to download files in either the default speex (.spx) or MP3 format, move the recordings to different discs, and perform multiple burns.

From the Call Detail page, authorized personnel need only select BURN or SAVE.

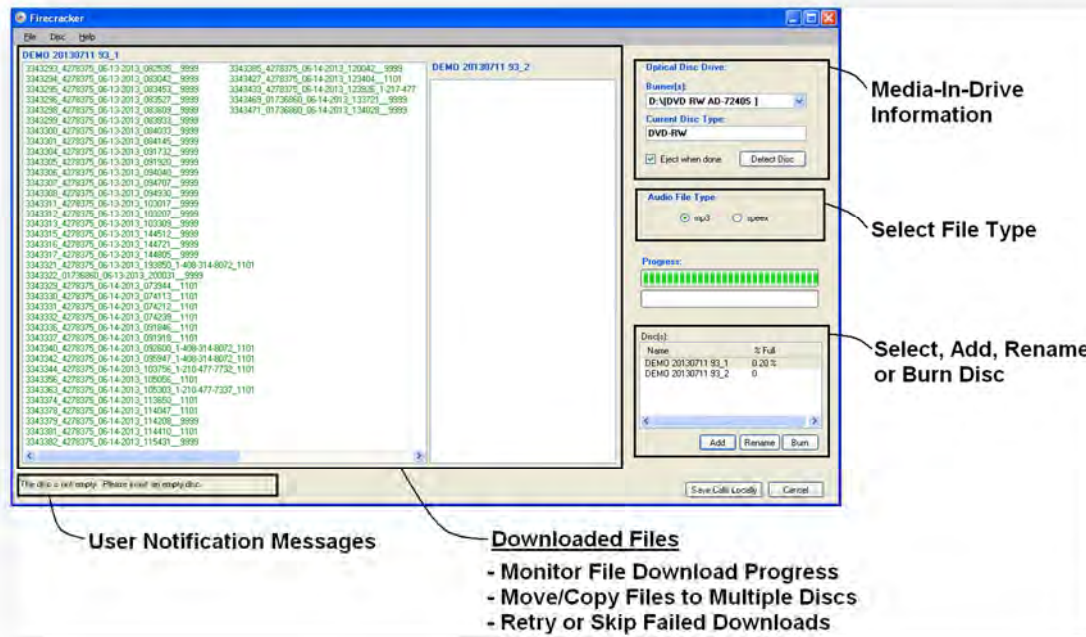


### Exporting Multiple Calls to MP3 Format from the Call Detail results screen



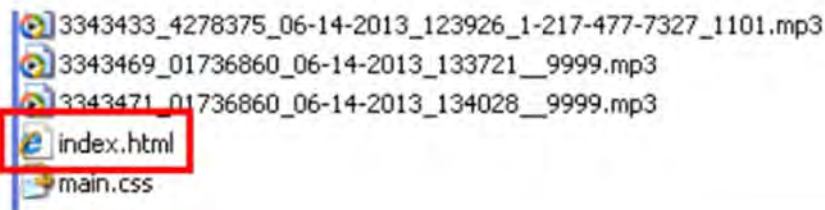
Once selected, THE ENFORCER® opens the Firecracker application window. From the application window, personnel have the option to:

- Burn recordings to CDs or DVDs, which provide much larger storage capacity
- Download files in either MP3 or Speex (.spx) format, and then move selected files to different discs to perform multiple burns
- Receive notification of any download errors, and then retry the files with errors
- Save MP3 or Speex files to your local computer



**Firecracker Application Window**

Regardless of which method you use to save call recordings (burn or save locally), Firecracker creates an index.html file in the destination folder or on the disc.



**Index File Saved with Call Recordings**

This index provides the call detail records associated with the recordings. Recordings can be identified by their file name, which uses the name convention 'CSN\_InmateID\_Date\_File-ID\_Called Party Number.file type.' When the index file is opened, the call detail appears, as shown below.

**ICS Player Control**

Recording Index

CSN	Billing ID	Site	Site Name	Off Hook	End Type	Inmate ID	PIN	Lastname	Firstname	Sup type	Phone number	Card Number	Bill Start Time	Call Type	Secs	Billed Time	Surcharge	Station ID	Station Name
3343471	0	2851	Demo County	2013-06-14 13:40:28	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:40:28	37	0	2.25	9999	TEST STATION	0
3343469	0	2851	Demo County	2013-06-14 13:37:21	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:37:21	37	0	2.25	9999	TEST STATION	0
3343433	0	2851	Demo County	2013-06-14 12:39:26	Call Disconnected	4278375	1234	TEST	ICS	1	+2174777327		2013-06-14 12:39:41	3	0	3.95	1101	DORM 103 RIGHT	9900101
3343427	0	2851	Demo County	2013-06-14 12:34:04	Preamble Hangup	4278375	1234	TEST	ICS	1			2013-06-14 12:34:04	36	0	0.00	1101	DORM 103 RIGHT	0
3343385	0	2851	Demo County	2013-06-14 12:00:42	Normal	4278375		TEST	ICS	0	1-210-477-7399		2013-06-14 12:00:42	37	0	2.25	9999	TEST STATION	0

**Call Detail Accessed Through the Index File**

ICSolutions would like to point out that call recordings do not require archiving 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.

**Share Call Records/Recordings**

System administrators have the ability to share call records and recordings with remote users who may have limited access to call records. The Share CDR feature allows a user to share selected CDRs with an outside user, who can log into THE ENFORCER® remotely to access the same CDRs. This feature eliminates the need to burn CDRs or call recordings to a CD in order to share them with an outside investigator.



**Share CDR Feature in the Call Detail screen**

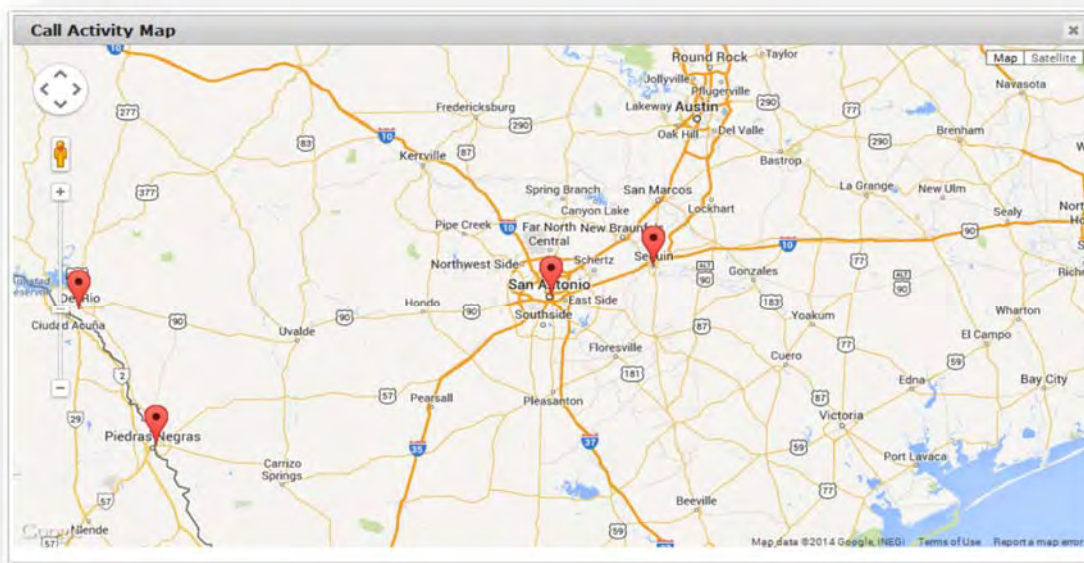


5. It is desired that all calls in progress are viewable on a map with the ability to view call detail associated with those calls on the same screen.

**ICSolutions Response:**

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

When an investigator presses the SHOW MAP button, The Observer displays a map that shows the location of the site/facility as well as the destination of all calls (both in-progress and completed calls). Users can limit the calls displayed by selecting the call type from the drop-down menu (Active, Inactive, Alerts, Visitation, etc.).



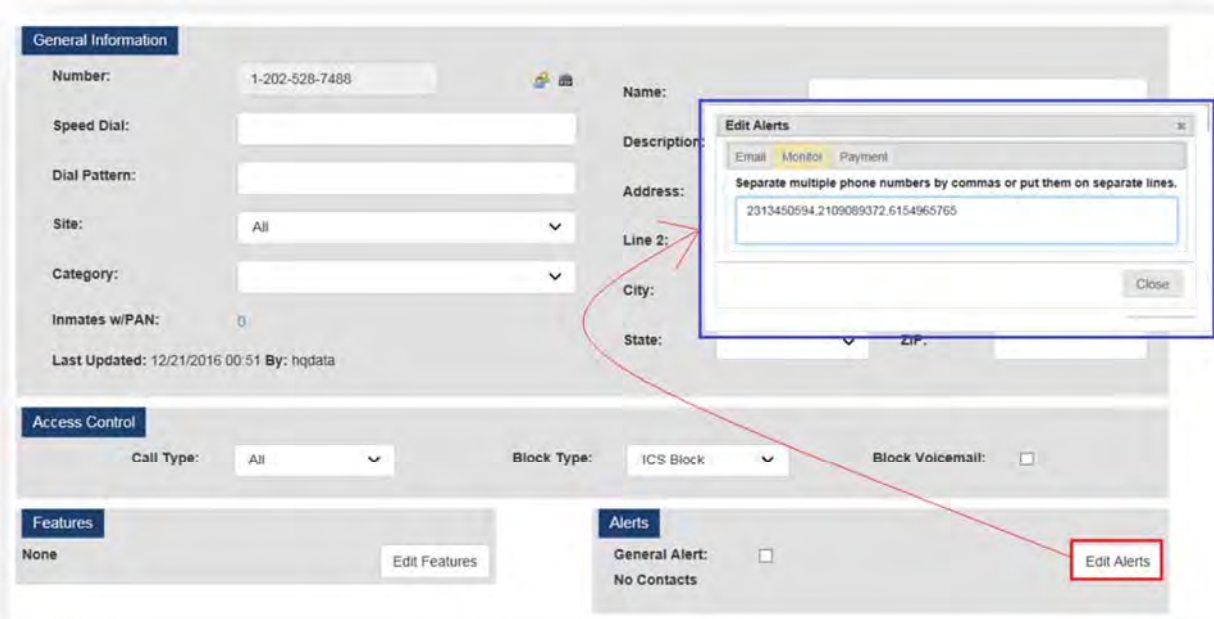
**Live Monitoring Call Activity Map**

6. The system must allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts shall include, but not be limited to, the following features:
  - a) Alert to an investigators cell phone or any direct dialed number.
  - b) Real time listening of conversations in progress.
  - c) Ability to disconnect the call in progress.
  - d) Allow investigators to assign and enter a PIN when an alert call is received.
  - e) Ability to hide the alert from other authorized users that have access to the system.
  - f) Allow investigators to enter optional e-mail addresses or telephone numbers for SMS messages to receive notification of calls by inmates and to dialed numbers that are under surveillance

**ICSolutions Response:**

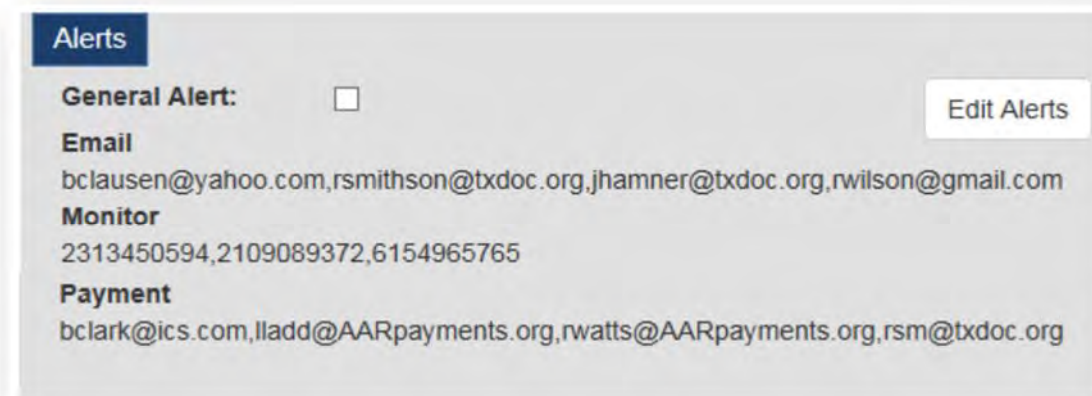
**ICSolutions has read, agrees, and will comply with the requirements as stated.**

The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on **specific Inmate PINs or specific destination numbers** to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.



**Edit Alerts for a Specific Phone Number**

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number. The alerts available with The ENFORCER® are described in detail below.



The image shows a software dialog box titled "Alerts". It contains several sections: "General Alert:" with an unchecked checkbox and an "Edit Alerts" button; "Email" with a list of email addresses; "Monitor" with a list of phone numbers; and "Payment" with a list of email addresses.

Section	Content
General Alert:	<input type="checkbox"/> <span>Edit Alerts</span>
Email	bclausen@yahoo.com, rsmithson@txdoc.org, jhamner@txdoc.org, rwilson@gmail.com
Monitor	2313450594, 2109089372, 6154965765
Payment	bclark@ics.com, lladd@AARpayments.org, rwatts@AARpayments.org, rsm@txdoc.org

Alerts dialog box

### Monitoring Alerts

The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

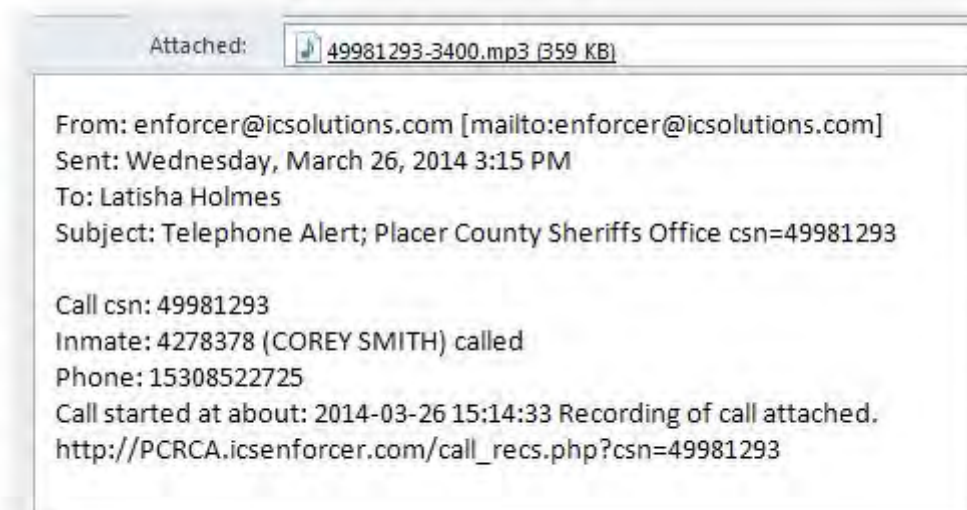


Monitoring Alerts

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, “barge in,” or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad. Only users who are authorized to access the alert function are able to view alerts.

### Email/SMS Alerts

The ENFORCER® can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



### Information Contained in an Email Alert

### Pager Alerts

The ENFORCER® can issue numeric messages to paging services to alert an investigator that a call is in progress.

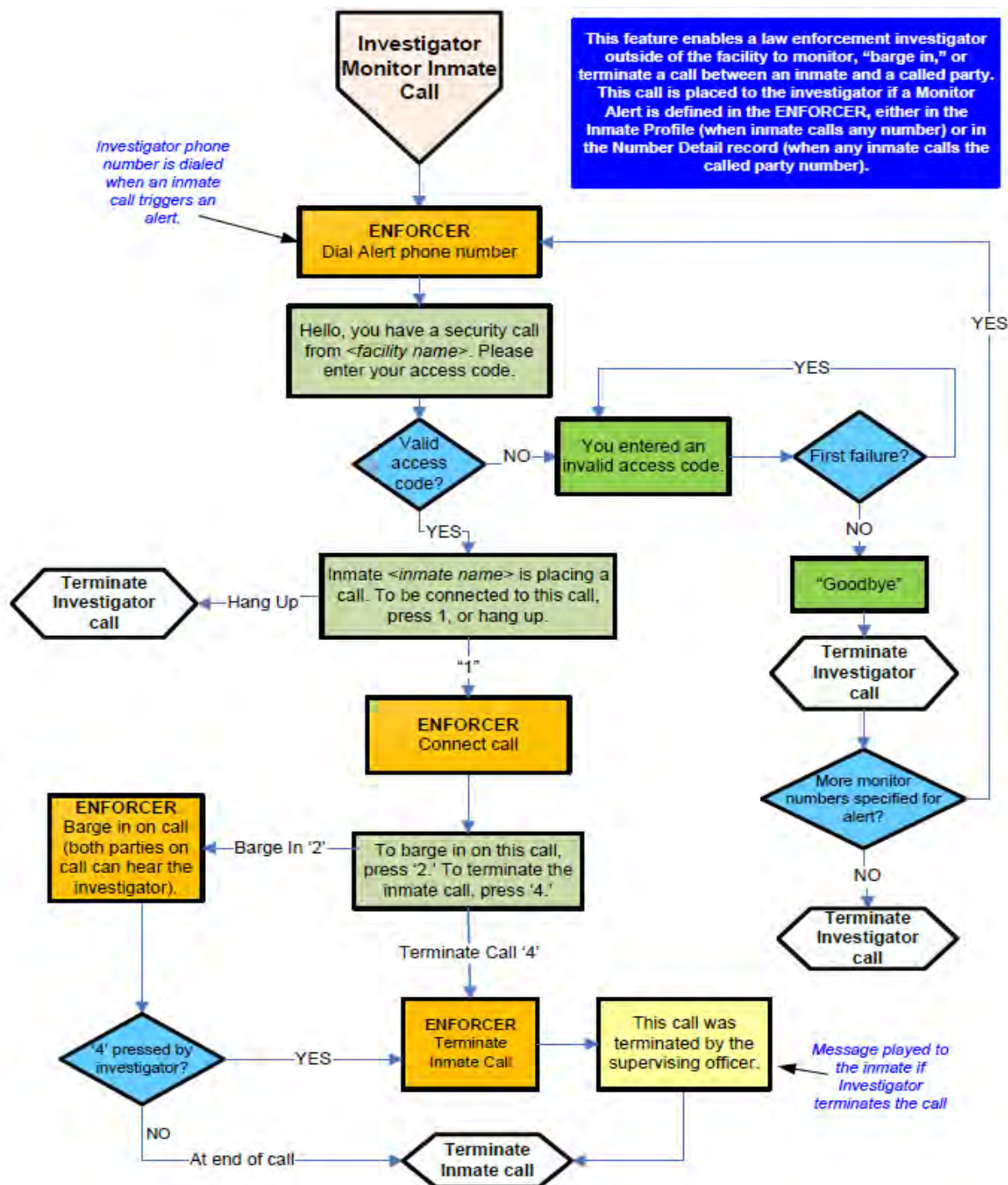
### Funding Alerts

The ENFORCER® allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier’s check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.



## Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, “barge in,” or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.



7. Investigative tools
  - a) The Inmate Telephone System must contain a sophisticated investigative platform with advanced data mining capabilities.
  - b) The program must be able to make logical connections within the software itself without manual intervention and intuition from the operator
  - c) In addition to making logical connections, the investigator platform should be able to identify possible investigative connections from the provided data.
  - d) The system should also provide electronic data mining of inmate telephone calls and inmate emails based on keywords and slang, without interruption to service and without manual intervention.
  - e) The system should include Reverse Lookup technology for called numbers that is fully integrated with the Inmate Phone System at no cost to the County. Information available should include the end-user name and address associated with either cell phone and/or land-line telephone numbers.
  - f) The system should be able to email alerts to administrators when certain numbers are called, phrases are spoken, etc. i. The system should be able to take you directly to the point in a conversation where a certain topic or key-work was discussed.
  - g) The system shall allow investigators to share case notes about a call or keep them private if they choose to do so.
  - h) Case notes should be searchable.

**ICSolutions Response:**

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

The centralized ENFORCER® is equipped with some of the most advanced investigative tools available that offer data mining, call pattern analysis, keyword search, reverse lookup, and more.

**Analyzer Link Analysis Tools**

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers THE ANALYZER link analysis, our data mining solution specifically developed for our services. The Analyzer is already in place for Anoka County today.

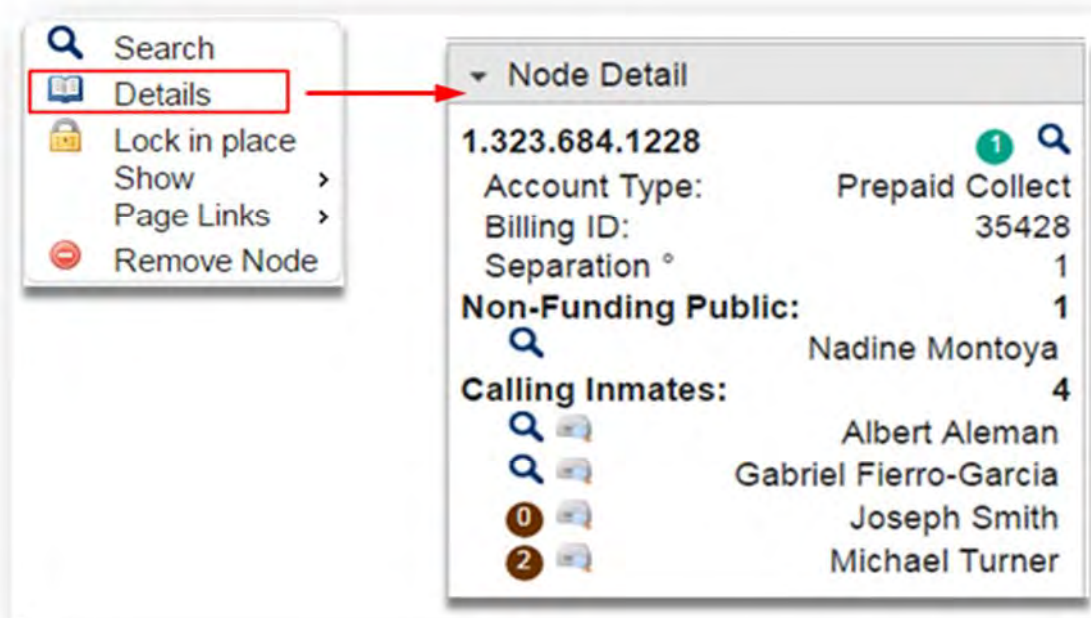
THE ANALYZER<sup>SM</sup> module is a powerful data mapping tool that enables you to graph complex data relationships based on ***inmate calling activity*** and ***account funding activity*** in THE ENFORCER®, as well as visitation activity in THE VISITOR™. The information displayed using THE ANALYZER<sup>SM</sup> can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through THE ENFORCER®, conducting visitation through THE VISITOR™, and funding events through ICSolutions® Point of Sale system as well as third-party Point of Sale systems.

Using THE ANALYZER, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through THE ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- Receiving phone calls
- Scheduling or conducting video visitations (onsite or remote)
- Depositing funds into an inmate’s account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or traditional onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

THE ANALYZER<sup>SM</sup> builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions® prepaid collect account, Direct Billed account or a Payment account through a third party
- The name of a public user (called party) outside of the correctional facility who funded an inmate’s debit account or an ICSolutions® prepaid collect account



The Analyzer – Displaying Detail for a Specific Record



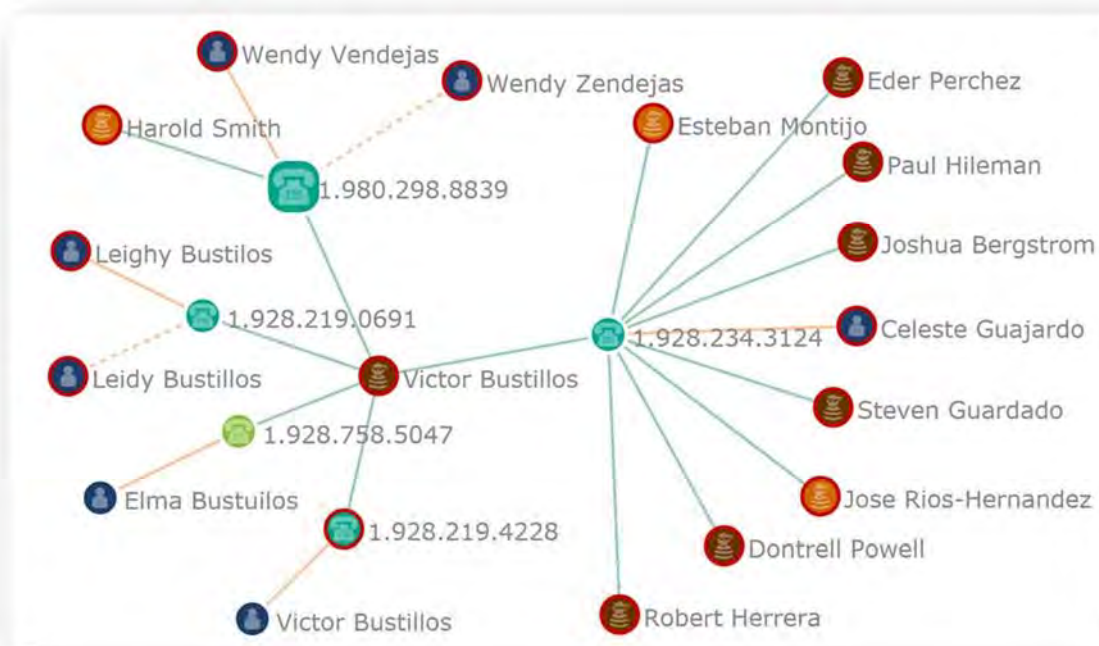
### Key Features of The Analyzer

- Facility staff can explore important data using a dynamic visual map
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Since The Analyzer is a module that is fully integrated with The ENFORCER®, The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations

This tool will automatically be applied to all calling, video visitation, and payment information. The County will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

### The Analyzer Map

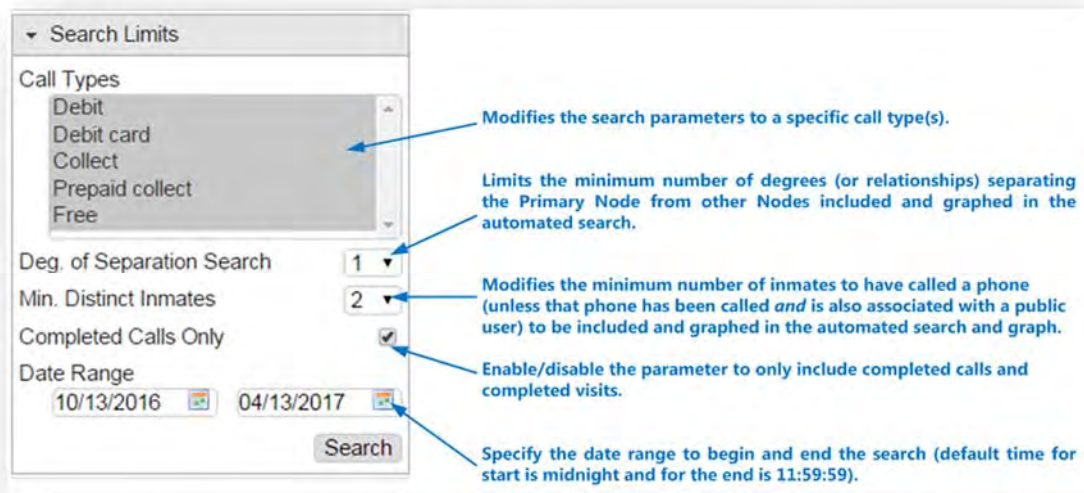
The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

THE ANALYZER<sup>SM</sup> builds and displays detailed “force graphs” based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among Nodes. Investigators may manipulate the data in THE ANALYZER MAP by specifying any combination of search parameters:

- **Degree of Separation** – Decreasing the value will help reduce the levels the search will execute automatically.
- **Minimum Distinct Inmates** – Increasing the value will have a moderate to significant effect on the size of the graph. The smaller this number is, the more phones would be allowed into the graph in addition to phones having a large number of inmates
- **Completed Calls Only** – Enabling this feature will have a moderate to significant effect on the size of the graph
- **Call Types** – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph, depending on which Call Types are specified
- **Date Range** – Decreasing the range to be searched will have a significant effect on the size of the graph, based on the interactions which occurred within a shorter time span



### Sample Search Criteria

#### Group/Gang Affiliations in The Analyzer

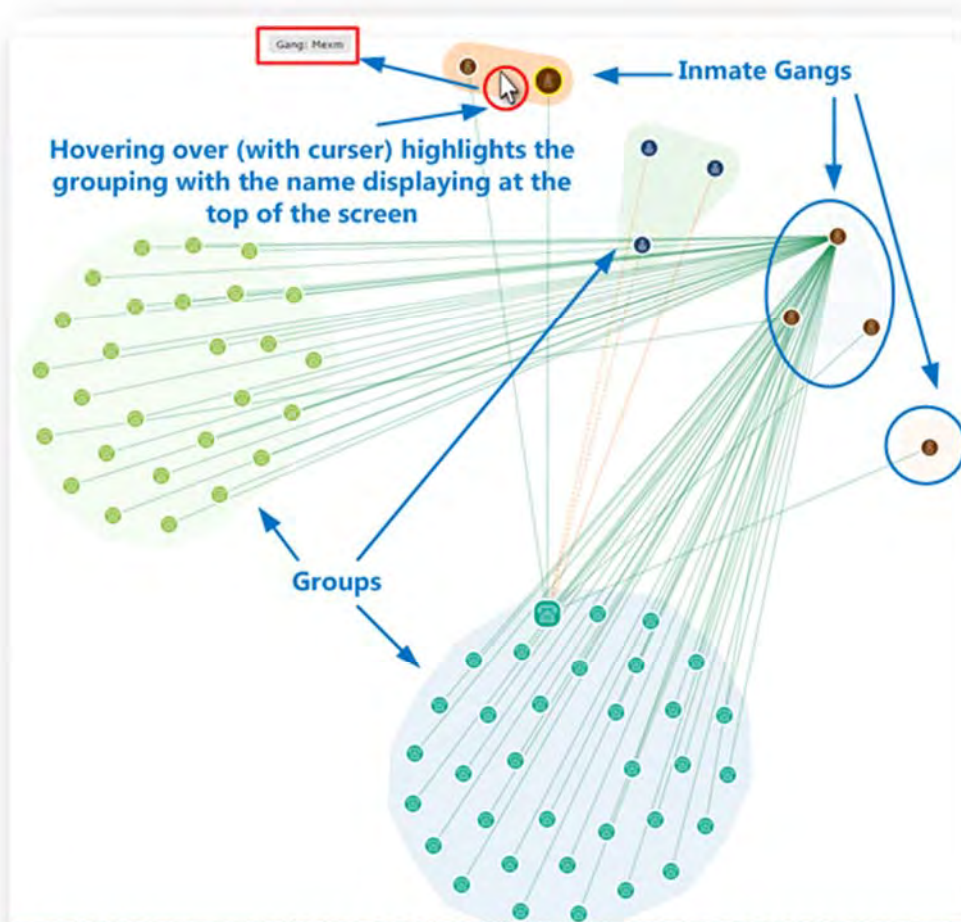
Using THE ANALYZER Link Analysis tool, authorized users may search by Gang if THE ENFORCER<sup>®</sup> is integrated with a Jail Management System (JMS) feed that provides gang information. When the ENABLE GROUPING/GANGS check box has been selected, THE ANALYZER<sup>SM</sup> graph will automatically rearrange the Nodes into groups/gangs, if this information is available.



### Enable Group/Gangs Checkbox

The following example illustrates how THE ANALYZER<sup>SM</sup> adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Graph with Grouping/Gangs Feature Enabled

## Call Analysis

THE ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. Call Analysis has been available on THE ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: <input type="text" value="0"/>		Completed Only: <input type="checkbox"/>	Call Type: <input type="text" value="Any"/>

**Calling Matrix**

Click this icon to open The Analyzer.

Click here to view Call Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMSON	1-202-...-3	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-248-...-3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL DAMSON	1-248-...-9	No	0	1		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-4	No	0	5		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-7	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-9	No	0	2	8 inmates	Show CDRs

Click this number to view other inmates who have called the same number.

### Inmate Calling Analysis feature

The search results display the inmate’s name, all phone numbers called (including attempted and completed calls), and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

- Search by a specific inmate (by first name, last name or ID)
- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called
- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the **SHOW CDRs** button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

## Reporting

With THE ENFORCER’s reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just two clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table below). And, although it’s easy to define your own report parameters in THE ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

Report Name	Description
<b>Call Detail</b>	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.
<b>Call Record Statistics</b>	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.



Report Name	Description
<b>Frequently Used PANs Summary</b>	Lists, by called number, all numbers that reside in an inmate Personal Allowed Number (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.
<b>Frequently Used PANs Detail</b>	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.
<b>Frequently Called Numbers</b>	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.
<b>Volume Users</b>	Provides a summary of high- volume telephone usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

## The Word Detector

### Keyword Search Powered by Nexidia

With our Word Detector keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on THE ENFORCER® in 2012, and it is currently in use at **nearly three dozen facilities**.



#### ICSolutions Client Testimonial

#### Powerful Investigative Tool

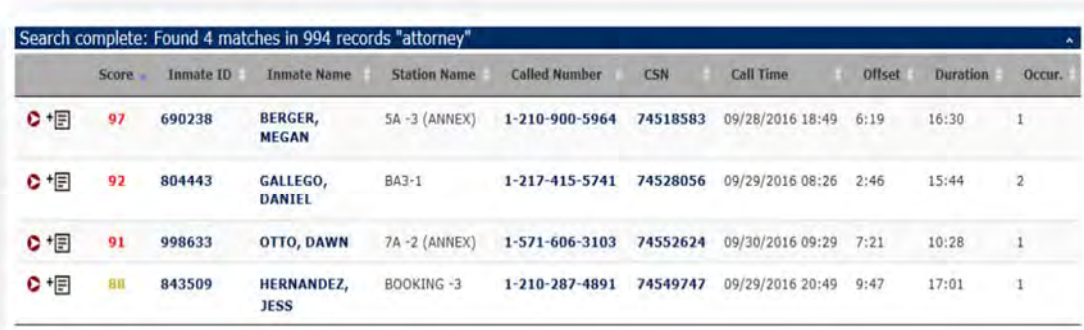
“Using the [Word Detector] function of The ENFORCER® system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate’s girlfriend, who was dropping off the contraband at one of the work detail sites.”

**Warden Carl Humphrey, SCCI – Spalding County, GA**

## Keyword Search – Expanded Capabilities

The Word Detector can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic “Association Table” that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers The Word Detector, Nexidia, has always had the ability to use an Association Table; we have re-designed and expanded The Word Detector user interface in order to offer this feature through the ENFORCER®’s GUI.



Search complete: Found 4 matches in 994 records "attorney"

Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.
97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

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

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

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

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



### Thesaurus

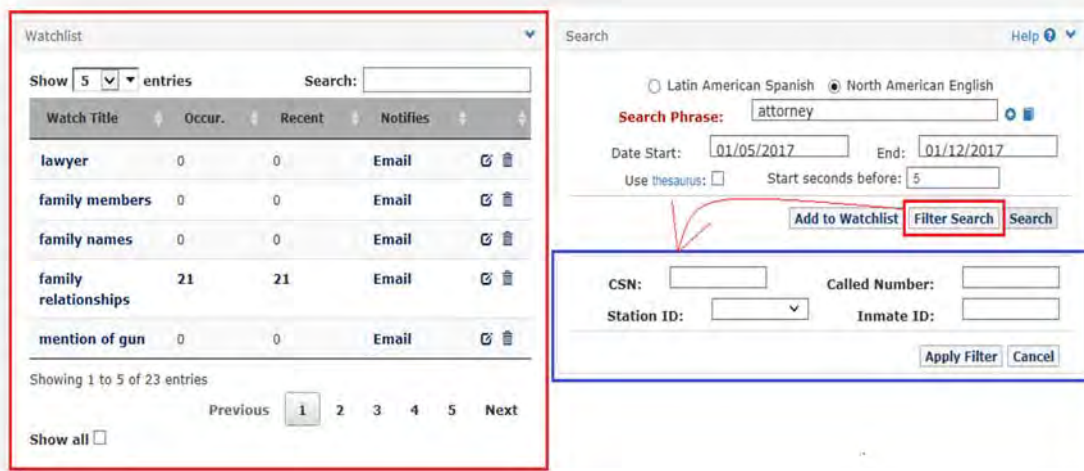
The Word Detector enables the user to include defined synonyms for a word in the requested search. By clicking THESAURUS as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.



### Thesaurus Access – Add or Delete Synonyms

### Watchlists

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



### Searching Watchlists in The Word Detector

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

## Adding Notes

Users may add notes or comments to a freeform field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers, investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note.

### Inmate Notes

The ENFORCER® is configured to automatically add notes to an Inmate Profile when certain actions occur, such as a user modifying an inmate PIN/passcode or changing an inmate status. These notes provide a historical record of user actions, and become a permanent part of the Inmate Profile.

In this section, authorized personnel can easily add pertinent notes to an inmate's profile by simply typing in the note in the free-standing field and then clicking the ADD NOTE button. Notes could include any details that may be helpful for another ENFORCER® user who may access the Inmate Profile at a later date. These may include:

- Reason for an inmate's transfer to a different site
- Details about an inmate investigation
- Reason for placing a calling restriction on the inmate

Notes will then be displayed in a cascading form underneath this section, as shown in the screen below:

Author	Created	Type	Reference	Note
bclark0	02/04/2019	Suspension		added per officer K. Smithers
otser	12/18/2018	Inmate	76363774	Inmate revised passcode

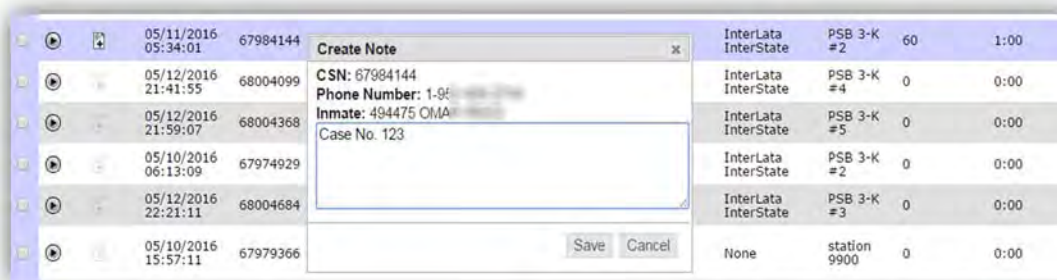
Showing 1 to 2 of 2 entries Show 10 entries

Notes displayed in the Inmate Profile

In addition, THE ENFORCER® is an ultra-intelligent call processing unit which is also configured to automatically add notes to an Inmate Profile when certain actions occur, such as a user modifying an inmate passcode or changing an inmate status. These notes provide a historical record of user actions, and become a permanent part of the Inmate Profile.

### Call Notes

Notes can also be attached to specific call records and recordings. After a user locates the call recordings in the Call Detail screen, the user can click the NOTE icon next to that record to open a dialog box that lets the user add a note to the call detail record.



Create Note in Call Detail screen

This will display a notes section where users can type in information that is attached to that call recording. All notes are then searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note.

After the user enters a note and clicks SAVE, an additional black NOTE icon appears to indicate that a note has been added to the CDR. By adding a call note, the user can “bookmark” selected CDRs for future reference, as well as provide information that may be helpful to another user who access the CDR later.

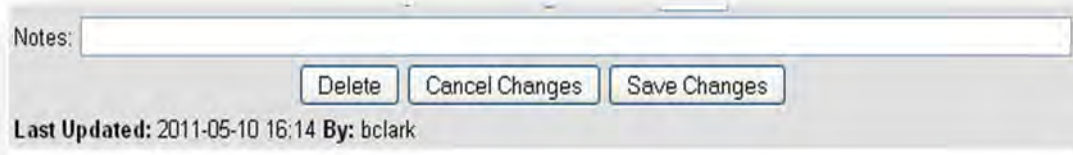
### Number Detail Record Notes

THE ENFORCER® is configured to automatically add notes to a Number Detail Record when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the Number Detail Record, and appear at the bottom of the record:

Notes				
User	Date / Time	Inmate	CSN	Notes
bclark	05/04/11 10:10:05			All Sites: changed to privileged and free call
jcarradine	10/19/10 07:25:06			All Sites: unblocked btn
cp	10/13/10 13:49:30	006703	6285006	called party block

Notes Added to a Number Detail Record in the Global Number Table

The user can also manually add notes to a Number Detail Record:



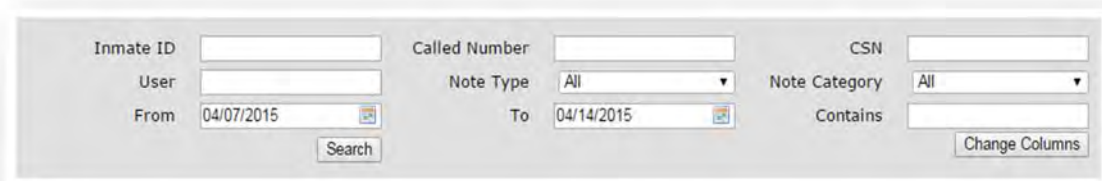
A screenshot of a software interface for adding notes. It features a text input field labeled "Notes:" at the top. Below the field are three buttons: "Delete", "Cancel Changes", and "Save Changes". At the bottom left, it displays "Last Updated: 2011-05-10 16:14 By: bclark".

### Adding Notes Manually to the Number Detail Record

## Notes Query

The user can perform a search for any type of note using a wide range of search parameters in the Notes tab. The NOTES QUERY function lets you search for notes based on the origin or content of the note, including:

- Inmate notes that were entered manually on the Inmate Profile by a user
- Inmate notes that were generated automatically by the system based on a user action (such as transferring an inmate to a different physical site within the correctional facility, changing an inmate PIN/passcode, merging an inmate record, or copying an inmate record)
- Call notes generated automatically by the system based on events during a call (such as a called party refusal to accept a call)
- Call notes entered manually for a specific CDR
- Notes (manual and automatic) associated with a specific called party number (displayed in a Number Detail Record in the Global Number table)
- Call notes generated automatically when a user performs an action while monitoring a live call
- Account-related notes entered manually by a user (for collect or direct bill accounts only)



A screenshot of a search query interface. It contains several input fields and dropdown menus: "Inmate ID", "User", "From" (with a date "04/07/2015" and a calendar icon), "Called Number", "Note Type" (dropdown menu with "All" selected), "To" (with a date "04/14/2015" and a calendar icon), "CSN", "Note Category" (dropdown menu with "All" selected), and "Contains". There are "Search" and "Change Columns" buttons at the bottom.

### Notes Search Parameters



When the user clicks SEARCH, the search results appear:

Action	Note	CSN	Phone	Inmate	Type	Created	Author
	This call was made by Flowers, T	59545137	1-201-321-45218	IBRAH	Monitor	02/24/2015	dtendziegl
	Sounds like Qahta	59546245	1-201-321-45218	IBRAH	Monitor	02/24/2015	dtendziegl
	This call was made by Flowers, T	59546322	1-201-321-45218	IBRAH	Monitor	02/24/2015	dtendziegl
	This call was made by Flowers, T	59546327	1-201-321-9597	CHRIST	Monitor	02/24/2015	dtendziegl
	This call was made by Flowers, T	59546530	1-201-321-9597	CHRIST	Monitor	02/24/2015	dtendziegl
	This call was made by Flowers, T	59547663	1-201-321-9597	CHRIST	Monitor	02/24/2015	dtendziegl
	called party block	59513238	1-201-14-25913	TALICI	Inmate Clone	02/16/2015	cp
	called party block	59425917	1-201-16-5028	ANTHO	Inmate Clone	01/25/2015	cp
	All Sites: Blocked per customer reqt INV 21111		1-201-14-		Global Number	01/26/2015	sboston
	called party block	59560524	1-201-17-3244	DARRO	Inmate Clone	02/27/2015	cp

### Notes Search Results

- The County is interested in an internal automated voicemail messaging option that allows inmates to submit PREA or crime tips, file grievances, request medical/dental, or file telephone complaints. The internal voicemail feature should allow Facility staff to voicemail a message to an inmate, a group of inmates, or the whole facility.

### ICSolutions Response:

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

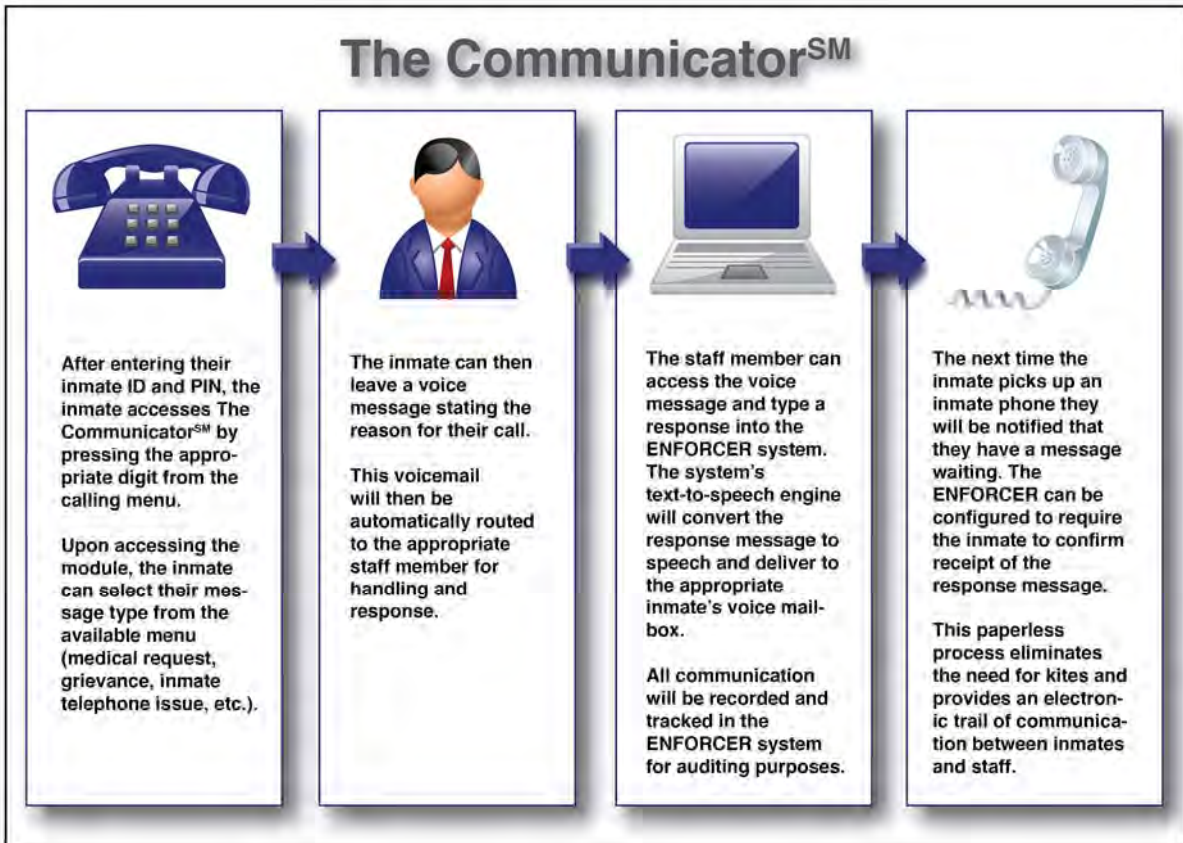
The Communicator completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure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

Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded
	1604430	Information Request [inactive]	67301	COPELAND, CAMERON	01/30/2018 11:52		
	1565286	PREA [inactive]		Anonymous Message	01/29/2018 05:14		
	1583780	TIP		Anonymous Message	01/26/2018 20:19		
	1560412	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2016 05:49		
	1530946	TIP		Anonymous Message	01/20/2018 05:40		
	1420236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2018 19:29		
	1545806	TIP		Anonymous Message	01/22/2018 10:15		
	1545788	TIP		Anonymous Message	01/22/2018 09:52		
	1538316	TIP		Anonymous Message	01/21/2018 08:10		
	1537380	TIP		Anonymous Message	01/20/2018 20:35		
	1532742	TIP		Anonymous Message	01/20/2018 12:34		

### The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff is automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER<sup>®</sup>, and the response is delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of The ENFORCER<sup>®</sup> calling system and is provided at no cost to the County, and with no impact on our financial offer.



**Mobile Phone Application**

1. It is preferred that the vendor provide a mobile phone application that:
  - a) Allow live monitoring of on-going calls via cell phone
  - b) Alerts the smart phone user of flagged inmate phone calls being made.
  - c) Includes the name of the inmate placing the call and the phone number that is being called.
  - d) Employs the necessary security measures to ensure the calls being shared through the smart phone apps are not compromised.
  - e) The mobile phone application should be Web browser based for use on Android, iOS, Blackberry and Windows Phone devices.

**ICSolutions Response:**

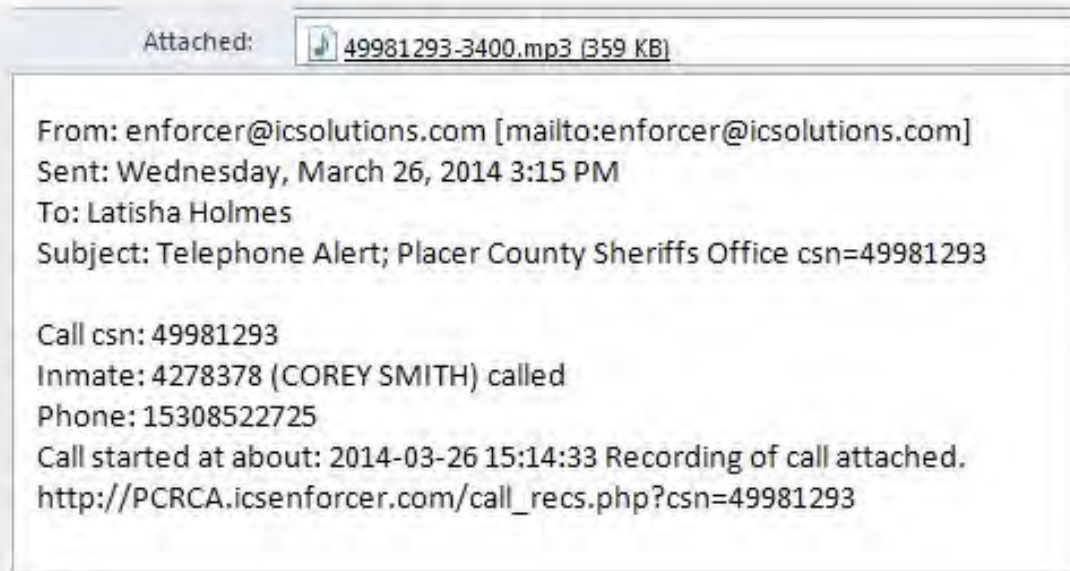
**ICSolutions has read, agrees, and will comply with the requirements as stated.**

The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation.

Users may perform administrative functions, view live calls in progress, run reports and analyze call data on a smart phone or tablet, as well as computer. In addition, live calls in progress may be monitored remotely from any phone, including Android and iOS smartphones, by placing an alert on the phone number they wish to monitor. The call is then forwarded to that phone number for remote monitoring while the call is in progress. Alerts may be sent to cell phones, emails, and/or pagers, allowing the investigator to listen to calls remotely as they occur via phone, mobile device or laptop.

The ENFORCER® can send email or SMS messages to an administrative workstation, cell phone or tablet, or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.





#### Information Contained in an Email Alert

The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by facility administrators can access the system from any device running a modern browser, as if they were opening a website. 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.

## Interfaces

1. Describe in detail all software interfaces your company/products require to allow full interfacing capability with products/services you bring to the table as well as services Anoka County already uses. Describe any custom software that you have already
2. Developed to interface with Police Central's Jail Management System and the Keefe Inmate Account system.

### **ICSolutions Response:**

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

As your current provider, ICSolutions already has established interfaces with Police Central and Keefe to provide an array of enhanced integration services.

### **ICSolutions Integrated Services Offer:**

- PIN-sharing with the JMS automates inmate enrollment in the phone system
- An IVR for inmates to check court dates, fines and more from the JMS through the phones saves staff time
- Debit calling sold through the commissary improves morale and increases revenues
- Commissary Ordering by Phone eliminate bubble sheets
- PIN-linked cardless Debit through inmate Banking/Trust accounts improves security
- Debit Release cards offer on-the-spot Refund & Release for the Trust & Phone accounts
- Importing victims' numbers from VINE to block calls to victims improves security

## Police Central

ICSolutions already has an established interface with Police Central to automate PIN generation and administration.

### **The Attendant IVR**

ICSolutions can implement our Interactive Voice Response (IVR) system, The Attendant<sup>SM</sup>, to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, optional **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature is available if the County JMS will support the data exchange necessary. The Attendant<sup>SM</sup> is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touchtone phone. Freed from the task of answering multiple phone inquiries, Jail staff can be more productive. Inmates will also have access to the system by dialing a speed dial.



**ICSolutions Client  
Testimonial**

**“... Increased Efficiency and Reduced Labor ...”**

“The Attendant has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

**Captain Shane Barker – Summit County, Ohio**

Call prompts are **fully customizable** according to County requirements. Call prompt options and associated text provided by the County will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- Inmate Information such as Court Dates, Release Dates, etc.
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Medication/Prescription Information

Public and inmate access will be available through a single phone number provided by the facility. After The Attendant<sup>SM</sup> dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable inmate and facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

## Keefe Integrations

Because **ICSolutions is a Keefe company**, we provide a unique integration between the inmate phone system, KCN commissary and banking, and Access Corrections' kiosks. We have extensive experience integrating with Keefe at numerous locations throughout the country to provide Integrated Cardless Debit. And, as a Keefe company, we have an intimate relationship and uninhibited access to Keefe personnel to complete integrations and resolve any potential integration issues quickly and effectively.

**In fact, we are already integrated with Keefe at Anoka County.** Below are just a few of the dozens of other locations where we have integrated with Keefe:

- MTC – Giles Dalby (TX)
- MTC – Otero County (NM)
- Hunt, TX
- Las Vegas, NV
- Grafton Sheriff's Department, NH
- Lenoir Sheriff's Department, NC
- Boone Sheriff's Department, IN
- City of Petersburg, VA
- Osceola County Corrections Department, FL
- Ramsey Sheriff's Department, MN
- Jackson, TX
- Franklin Sheriff's Department, OH
- Leon Sheriff's Department, FL
- Jackson Sheriff's Department, MO
- Livingston Sheriff's Department, MI
- Santa Cruz Sheriff's Department, CA
- GEO San Diego, CA

The interface between our inmate phones and Keefe commissary/banking systems can provide for several automated services:

- ✓ DirectLink Cardless Debit Calling
- ✓ Electronic Commissary Ordering
- ✓ Electronic Balance Inquiry
- ✓ Automated Funding Alerts

#### **DirectLink Cardless Debit calling**

This card-free Debit calling solution allows inmates to place calls using funds *directly* from their inmate trust account, without having to open a separate Debit phone account or transfer funds back and forth between accounts.

ICSolutions is a Keefe company; therefore, because your commissary provider is Keefe, ICSolutions already provides this unique integration between your inmate phones and commissary systems. We are able to provide this service because we have equipped The ENFORCER<sup>®</sup> with a web services interface to the Keefe (KCN) commissary banking system for real-time secure access to the inmate trust funds. **No other Inmate Phone Service vendor can offer this level of integration.**

This interface allows the inmate to **directly access funds in their trust account** to place Debit calls. Once the inmate passes the PIN verification step, if the inmate initiates a Debit call, the system will then prompt him/her to enter the destination number. If this destination number is allowed to be called by the inmate, The ENFORCER<sup>®</sup> will calculate the maximum cost of this call and immediately query the KCN banking system to determine if the inmate has sufficient funds to complete the call. If the inmate has sufficient funds to allow the call (minimum of 1 minute). The system will then place a temporary lien on these funds and, once the call is complete, the ENFORCER<sup>®</sup> will compute the actual cost of the call and communicate this cost to the KCN banking system. The KCN system will decrement the inmate trust account, release the lien, and confirm the financial transaction to The ENFORCER<sup>®</sup> platform.

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

### **Commissary Ordering**

The ICSolutions / KCN interface enables inmates to place commissary orders using any standard inmate telephone or video kiosk. This allows inmates to place commissary orders more often.

### **Balance Inquiry**

Using any standard inmate telephone or video kiosk, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility.

### **Automated Funding Alerts**

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

3. The County requires the vendors system to import data from Police Central such as inmate name, Jacket number, booking number and location within the facility.

#### **ICSolutions Response:**

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

ICSolutions will continue to import data from Police Central such as inmate name, Jacket number, booking number and location to provide enhanced integrated services, such as PIN automation.

4. The County requires the vendors system to exchange data with the Keefe Commissary system such as inmate name, Jacket number, booking number account transactions.

#### **ICSolutions Response:**

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

ICSolutions will continue to exchange data with Keefe Commissary such as inmate name, Jacket number, booking number and location to provide enhanced integrated services such as Commissary Ordering, DirectLink Cardless Debit and more!

### Commission Structure

The commission rate shall be based on Gross Revenue. Gross revenues shall be defined as total billable minutes without any allowances or deduction for bad debt, fraud, line charges, and equipment charges, other collectible or uncollectible charges. The Vendor shall state their proposed percentage of commission rate which will be payable to the County. Such commission rate shall remain fixed during the contract term, unless the County and the Contractor mutually agree to modify the commission rate, at any time during the contract terms.

### **ICSolutions Response:**

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

ICSolutions calculates the commissions as the stated percentage of Gross Revenue – regardless of whether that revenue is ever collected. To calculate the Gross Revenue generated by each call, we multiply the per-minute rate by the number of minutes used, and then add the per-call connect fee. To this total, we multiply the stated commission rate to calculate your commission dollars – it’s that simple. We apply this equation to each and every completed call, and we never make any deductions for unbillable calls, uncollectible revenue, line costs, or any other cost of providing inmate telephone services.

At ICSolutions, we offer honest, competitive commissions **paid on gross revenue for all call types and with real-time accountability**. In addition, ICSolutions always provides its clients with the tools to accurately verify commissions. At any time, Anoka County can print a revenue report that exhibits all call types, and how they are rated. ICSolutions believes in servicing the County to the highest possible standard; this is why we are upfront with our policies and procedures, and avoid using misleading terminology or revenue reporting tactics.

ICSolutions has described our proposed commission offer in **SECTION 5: FINANCIAL OFFER**.

### Training

The vendor must provide training manuals, training aids, and training on all new systems. The training will be instructor led, hands-on training conducted on premises. Updated training must be provided for all major software changes and upgrades. Please provide examples of training manuals, course outlines, etc.

### **ICSolutions Response:**

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

ICSolutions provides initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract.

With ICSolutions, staff training will be simplified, as Facility personnel are already familiar with The ENFORCER® system and its The Visitor™ module. ICSolutions will provide refresher training to existing personnel, as well as familiarize any new personnel with daily system functions, such as blocks, reports, investigative tools as well as emergency system shut down. Our goal is to ensure that Facility staff are taking full advantage of the system’s investigative and administrative capabilities.

Likewise, inmates and public users will require little to no training. Existing inmate information, calling blocks, PINs, visitation policies, and Prepaid Collect and Debit accounts will continue to exist, and account funds can be accessed just as they always have. Nothing will change about the way inmates or the public use their calling and visitation services or access customer support.

In cases where new rates are implemented, ICSolutions can provide materials or create an instructional message with our Message of the Day feature notifying all inmates of the new rates and transition date. Any and all signage and brochures will be approved by the Facility before distribution.

## Training Curriculum

Training is customized to fit each installation based on the facility’s needs. The following is a standard training curriculum:

<p><b>Day-to-Day System Administration</b></p>	<ul style="list-style-type: none"><li>● Logging In, locally, remotely, to one site, multiple sites, etc.</li><li>● User Access Control Settings: Roles, permissions etc.</li><li>● Call Process Flow &amp; Control settings</li><li>● Call Record Search</li><li>● Blocked Number Administration</li><li>● Inmate Account Editor<ul style="list-style-type: none"><li>○ Create a new account</li><li>○ ANI Advanced Privileges and Inmate-specific controls</li><li>○ Entering PANs, Inmate-specific blocks &amp; exceptions</li><li>○ Alerts on Inmate Accounts</li><li>○ Disable Account</li><li>○ Search for Inmate Account</li><li>○ Print Account Information</li><li>○ Account suspension/reinstatement</li></ul></li><li>● Debit Account Administration</li><li>● Interface functionality (if applicable)</li></ul>
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<p><b>Investigative Functions</b></p>	<ul style="list-style-type: none"> <li>• Live Call Monitoring/Scanning</li> <li>• Call Disrupt Function</li> <li>• Recording</li> <li>• Recording Exempt Numbers</li> <li>• Setting Alerts (email, pager and phone)</li> <li>• Recordings – Search, Retrieval &amp; Reporting</li> <li>• Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc.</li> <li>• Running Ad-Hoc Call/Record/Recording Reports</li> </ul>
<p><b>Automated Calling Process Overview</b></p>	<ul style="list-style-type: none"> <li>• Placing a Call</li> <li>• Debit Call Process</li> <li>• PrePaid Collect Process</li> </ul>
<p><b>Service &amp; Maintenance</b></p>	<ul style="list-style-type: none"> <li>• Initiating Trouble Reports &amp; Scheduling automatic progress notifications</li> <li>• Information Gathering &amp; Preliminary Trouble-shooting</li> <li>• Trouble Reporting and escalation</li> <li>• Viewing and reporting on trouble ticket histories</li> </ul>
<p><b>Training and User Reference Tools</b></p>	<ul style="list-style-type: none"> <li>• Quick Reference Guide</li> <li>• User Guide</li> <li>• Report Synopsis</li> <li>• Inmate Information Pamphlet in English &amp; Spanish</li> <li>• Support Center</li> <li>• ICSolutions’ and Support Team Contact Information</li> </ul>

**Facility Security**

To maintain security, the County reserves the right to observe Vendor’s operations and inspect their worksite at any and all times. The vendor agrees to abide by any and all of the Detention Facilities rules and regulations, procedures and general orders.

All of Vendor’s employees, agents, and subcontractors working at the Anoka County Jail must pass and maintain, a background check performed by the Minnesota Bureau of Criminal Apprehension (BCA). The Sheriff’s Office shall have the sole right, at any time, to reject any of the vendor’s employees who, in their judgment, pose a risk or potential risk to the security or operations of the Detention Facilities. Persons not previously screened for admittance shall not be admitted to the Detention Facilities without proper notification to the County and authorization from the Sheriff or their designee.

The Vendor’s supervisors shall report any unusual occurrences immediately to the Sheriff or their designee. The Vendor shall review the Detention Facilities contraband policies and inmate staff relations policy and inmate handbook. All of Vendor’s employees are to be familiar with prohibited items.

**ICSolutions Response:**

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

As your incumbent provider, ICSolutions is thoroughly familiar with the County's operating and security policies and will continue to cooperate fully with these policies throughout the life of the contract.

**Subcontractor Management**

The vendor shall identify all subcontractors to be utilized in the performance of this contract, including the type/amount of work/services they will be providing. If Subcontractors are used, Anoka County will consider the proposing vendor to be the Prime Contractor and to be solely responsible in all contractual matters, including payment of any and all charges resulting from such sub-Contractor arrangements.

The Prime Contractor will be fully responsible for the acts, errors, and omissions of the Sub-Contractor. The successful respondent shall cause appropriate provision of its proposal to be inserted in all subcontracts ensuing to assure fulfillment of all contractual provisions by subcontractors.

The vendor shall be responsible for the management of all subcontracted personnel. The vendor shall provide the County with its policies and procedures for subcontractor management including the following:

1. Vendor's level of experience with the subcontractor(s)
2. Quality control measures
3. Replacement policies

**ICSolutions Response:**

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

ICSolutions does not propose to use subcontractors, as ICSolutions has the necessary personnel and capability to perform all functions of this contract. Should the use of subcontractors ever become necessary, the County will be informed of this decision in advance. Regardless of whether or not subcontractors are ever used, ICSolutions accepts full responsibility for all functions performed under this contract if awarded, whether provided direct or through the use of carefully selected subcontractors.

## Video Visitation System

### General Information

The Vendor shall provide Anoka County with a proposal for an inmate video visitation system (VVS) for the Jail Facility, to include all necessary labor, equipment, materials, software, installation, configuration (hardware, software, and networking), documentation, testing, and training services. Note: The Jail does not currently have video visitation equipment.

### **ICSolutions Response:**

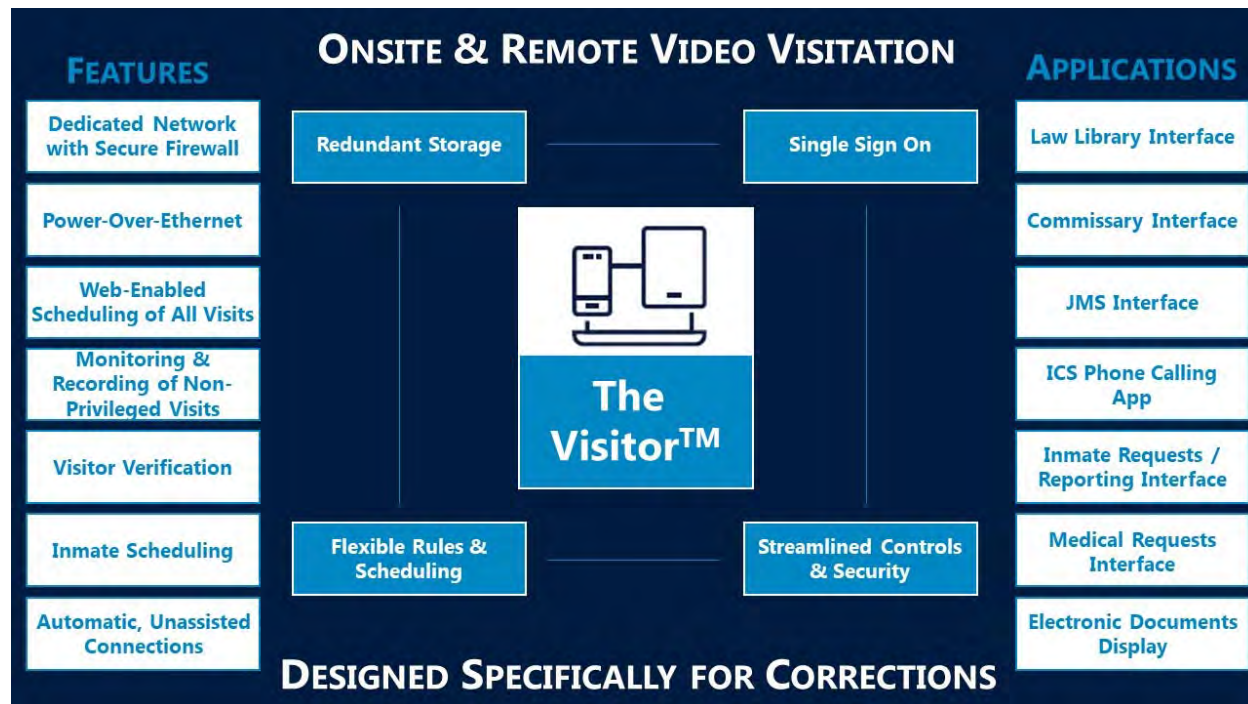
**ICSolutions has read, agrees, and will comply with the requirements as stated.**

ICSolutions is pleased to offer The Visitor™, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience. The proposed solution is **completely turn-key**, and as such, ICSolutions provides all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with The Visitor™ video visitation system (VVS).

The Visitor™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, The Visitor™ can interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it meets or exceeds the facility's needs.



**Video Visitation**



## System Architecture

The Visitor™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into The ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to The ENFORCER® for ultimate convenience.

Video processing and recording is handled on enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment includes the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

## Multi-Functional Video Processing & Recording Servers

The Visitor™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording is handled on the enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver **99.999% system uptime**.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant enterprise-grade servers. These same servers that process the video visitation sessions also stores the video recordings. Once the inmate and the visitor log in, the visitation processing server verifies a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server connects the visit at the scheduled start time.

For the onsite video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

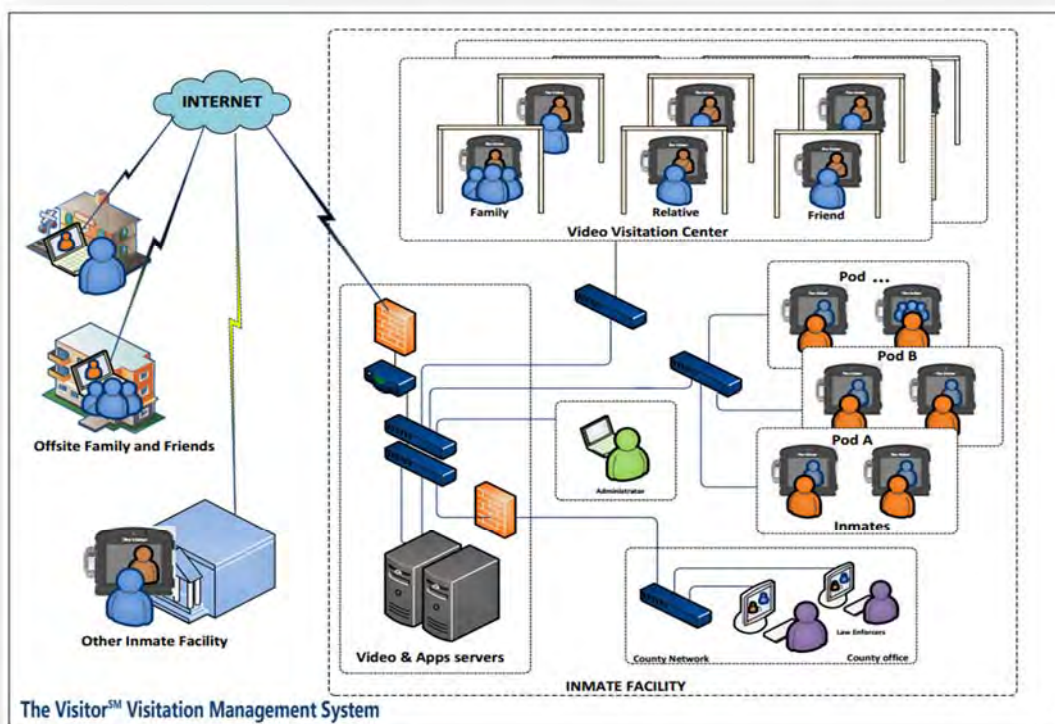
## Firewall

ICSolutions provides the Juniper Networks NetScreen-5GT firewall onsite for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.



## Network Architecture

The Visitor™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience. ICSolutions deploys a private, dedicated network that is totally isolated from and will never traverse the County's network. Because The Visitor™ is a module embedded in The ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting The Visitor™ Video Visitation System is pictured below.



### Sample Network Architecture

The VVS will allow the public to visit inmates from their home (remote video visitation), as well as from visitation kiosks located within the public area of the Jail facility.

#### **ICSolutions Response:**

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

ICSolutions' The Visitor™ video visitation system facilitates both onsite and remote video visitation. The visitor may decide to travel to the jail and visit from one of the visitor video stations furnished and installed at the Jail, or they may choose to visit from a home or office computer, from any location, if the County desires this feature.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with The Visitor™ iOS or Android app installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions provides **a free downloadable application** to facilitate the connection between the visitor's computer and the jail.

The Visitor™ Video Visitation provides an additional revenue generation opportunity with remote video visitation. For details of the proposed revenue share offer, please refer to **SECTION 5: FINANCIAL OFFER**.

The VVS provided shall be fully compliant with all applicable state and federal standards relating to inmate telephone service in correctional facilities.

**ICSolutions Response:**

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

The Vendor must propose the number of stations for the facility. Vendor will provide fixed stations that are to be located in the common dayroom areas of each housing unit and may propose other areas within the Jail for additional telephones. A portable unit shall be made available for areas such as the medical unit, wet cells, etc.

**ICSolutions Response:**

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

ICSolutions' offer includes the current number of video visitation stations plus installation of up to 6 additional visitor kiosks; or, if the County would prefer a different number of inmate and/or visitor kiosks, ICSolutions would be happy to negotiate a different quantity. Any new kiosks installed will be our latest model 17" vPhone.

**The vPhone: A Multi-Functional Touchscreen Video Visitation Station**

The vPhone serves as an all-in-one video visitation station that can both inmate calling and video visitation on one wall-mounted device. The vPhone runs The Visitor video visitation and visitation management module, as well as allowing inmate calls through The ENFORCER®.

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





**V17 – 17” Color Monitor**

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive emails
- Power-over-Ethernet
- Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24” cord and the visitor station with a 36” cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

Currently, the jail has the following number of video visitation stations:

- Unit 1 – 2 stations
- Unit 2 – 2 stations
- Unit 3 – 1 portable station
- Unit 4 – 1 portable station
- Unit 5 – 2 stations
- Unit 6 – 2 stations
- Protective Custody – 1 portable station
- Public visiting space – 6 stations

**ICSolutions Response:**

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

The Vendor shall be required to plan, finance and implement phased integration and testing of all required equipment and software relative to the VVS solution without impacting the normal daily operation of the Jail.

**ICSolutions Response:**

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

ICSolutions' turnkey proposal includes any planning, financing and implementation, integration and testing of all required equipment and software necessary for the VVS solution. Because our centralized ENFORCER® and Visitor™ are already in place, the transition to the new contract will require no downtime.

The Vendor will provide all materials, hardware, software, wiring, switching equipment, internet connection, labor, license, etc. to set up and operate all systems requested and will repair, replace, and update equipment and software during the course of the contract to maintain efficient operation of all systems at no cost to the County. These systems will be standalone, i.e. not part of the County network.

**ICSolutions Response:**

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

ICSolutions' proposal includes all materials, hardware, software, wiring, switching equipment, internet connection, labor, license, etc., as well as ongoing maintenance, support and upgrades, necessary to operate and maintain the video visitation system.

**General System Requirements**

1. VVS visits shall be up to 20 minutes in length and must have a "prompt" at the beginning which notes the visit is recorded and may be monitored.
  - a) A per-minute visiting option would also be an option. If available, please describe how this option would work.

**ICSolutions Response:**

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

The visitation duration and prompts are customizable to meet the County's policies. Our visitation rates are based on a per-minute rate; however, we charge the visits for the full allowed duration. If required by the County, ICSolutions can develop the means to charge per minute for only the allotted time used.

2. It is preferred that the proposed system shall utilize a voice identification or voice biometric feature to assist in authenticating an individual's identity.

**ICSolutions Response:**

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

Anoka County will retain your existing IPRO identification software, meaning that you will also benefit from maintaining all of your existing voice prints from inmate calling, as well as the important investigative data associated with such voice prints. ICSolutions can also upload the audio from the Visitor™ video visits into IPRO for analysis, providing the County with more investigative data points and greater authentication on who inmates are communicating with across all of our services.

3. It is preferred that the proposed system utilize a background filter or max to hide or distort the background behind the inmate on the video visit.

**ICSolutions Response:**

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

When the inmate logs into the video visitation session and comes into view of the camera, the camera will focus on the inmate's face and simultaneously mask the rest of the area in the camera's field of view from being transmitted. This means that, although the whole image that captured by the camera – including background elements such as inmates and/or housing areas – will be recorded and stored in its entirety, **only the inmate's face will be transmitted to the visitor**. Background elements will not be visible to the visiting party. This feature is in development and will be available in a future software release.

4. It is preferred that the video visitation system be able to support the following video visitation hours:
  - a) VVS hours for general population inmates shall occur daily:
    - i. 8 a.m. - 2 p.m.
    - ii. 4 p.m. - 9 p.m.
  - b) VVS hours for maximum security inmates shall occur daily:
    - i. Cells 405 – 416
      - 1) 7:30 a.m. – 9:30 a.m.
      - 2) 12:30 p.m. – 1:30 p.m.
      - 3) 5:30 p.m. – 7:30 p.m.
    - ii. Cells 505 – 516
      - 1) 9:30 a.m. – 11:30 a.m.
      - 2) 1:30 p.m. – 2:30 p.m.
      - 3) 7:30 p.m. – 9:30 p.m.

**ICSolutions Response:**

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

The hours of availability are configurable based on the County’s visitation policy. The Visitor™ has a highly flexible visitation schedule that will accommodate complex visitation rules and policies that vary based on multiple criteria, such as visitation type, visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, location and other policies and rules.

**Visit Location Schedule**

Save Changes Cancel Changes New Group
Facility: Video

Refresh Unassigned Station Groups
Search:

Unassigned Inmate Locations

Showing 1 to 1 of 1 entries Previous 1 Next

Location Group Name	Inmate Location RegEx	Station Group	Schedule	Remove
Block 3 C	^.*\$	Default Inmate		

**Edit Schedule: Block 3 C**

Schedule Settings

Start: 07:00 Hrs Stop: 21:00 Hrs

Effective from: 01/01/2016 To: Forever

Set an effective end date:

Schedule Priority: Normal

Apply these settings to the following days:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save Close

Showing 1 to 1 of 1 entries Previous 1 Next

**Visit Location Schedule**

- The VVS shall be capable of limiting the length of a visit, providing service at certain times of the day/week/month and allowing a maximum number of internet visits per inmate per week or month.

**ICSolutions Response:**

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

The visitation duration, schedules and quotas are customizable to meet the County’s policies. The Visitor™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules.

Visitation duration settings are configurable in one-minute increments. ICSolutions recommends a length of 30 minutes for visitation sessions to avoid scheduling issues and allow sufficient visitation time. Authorized users can always override the system settings for situations that require different durations.

- 6. The VVS must be able to shut down quickly and selectively.

**ICSolutions Response:**

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

The Facility has ultimate control over the operation of the video visitation stations with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility’s visitation policy and authorized schedule.

**1-Click Instant Disconnection of Non-Compliant Visits**

If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations supplied by ICSolutions.



**Disconnect from Live Monitoring Screen**



After canceling the visit from the live monitoring screen, the user is required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer can temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

### Scheduled Shutdowns

Authorized users can schedule when the video visitation stations operate through The Visitor™. Visits will only be available for scheduling when the stations are scheduled to be on.

### Visit Location Schedule

- The VVS shall be capable of taking an individual video visitation station out of service without affecting other video visitation stations.

### ICSolutions Response:

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

Disconnecting an individual video visitation station does not affect the other units.

### Software

Include all software upgrades automatically as new version are released at no cost to the Anoka County Detention Facilities, throughout the entire contract period. Must be compatible with Anoka County IT requirements. These systems will be standalone, i.e. not part of the County network.

Any PC's that have access to the Internet will be provided with anti-virus/malware protection software and that they vendor is supplying regular service package updates to those applications.

### **ICSolutions Response:**

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

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

Enhancements and upgrades to The Visitor™ are predominantly driven by market demand, including specific suggestions and requests from our clients. Typically, large upgrades are released quarterly.

Examples of recent enhancements to The Visitor™ include:

- **Inmate Outreach** – Using the Inmate Outreach feature, inmates can send a scheduling request to approved visitors, or inmates can schedule and pay for (if necessary) visits themselves. These inmate self-service options save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.
- **QuickConnect Manual Visitation Connections** – The QuickConnect function enables quick, manual connection of visitation sessions between visitors and inmates. The QuickConnect function accommodates any facility which has opted to *not* utilize full visitor registration, session scheduling, participant tracking, or the participant validation processes available in The Visitor™. Facilities using QuickConnect can quickly schedule and connect ad hoc visits for walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- **Inmate Notifications for Scheduled Visitations** – The Visitor™ can deliver **automatic voicemail notification** to inmates when a visitor schedules a visitation session with him/her. Facilities have the option to enable or disable these voicemail notifications for scheduled visitation sessions. When enabled, The Visitor™ creates and posts a notification message to the inmate's voicemail inbox (through The ENFORCER® Inmate Messaging feature). The message includes the visitor name, date/time, and inmate station for the scheduled visit.



- **Report Scheduler** – The Visitor™ allows authorized users to run reports on a pre-defined schedule that are **emailed automatically** to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.

### Cabling

Please note the following minimum specifications for inmate and visitor terminals:

1. Cable installations must comply with Anoka County Cabling Standards. Any new cabling installed by the contractor will be considered a building fixture and will be transferred in useable condition to the County upon termination of the contract.
2. The visitation stations shall utilize CAT5E or CAT6 cabling for connection to the visitation network. Local 120 or 240 VAC 50/60HZ power shall be required at each station location.

### **ICSolutions Response:**

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

### Data Ownership

All information entered into the vendor's software during the extent of the contract is the property of the ACSO. Upon completion of the commissary contract, the vendor will provide, in comma delimited format and at the ACSO approval, all inmate and Facility information.

### **ICSolutions Response:**

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

### Hardware

Please note the following minimum specifications for inmate and visitor terminals:

1. A detention grade hardened steel enclosure, non-removable detention grade hardware, fasteners and water-resistant casings.
2. A 15" or larger shatter-resistant touch screen LCD/LED Backlight monitor enabled for touch screen, (if recommended for other applications).
3. No open or exposed wiring.
4. 110 VAC power.
5. A high definition IP color camera is preferred.
6. One detention grade audio handset per terminal for inmate locations, and one or two detention grade audio handsets per visitor terminal. (12" length)
7. Assembled from non-proprietary, off-the-shelf computer components. If any proprietary components are proposed, they must be described in detail.

### **ICSolutions Response:**

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

The terminals are wall-mounted and enclosed in detention-grade, high-impact armored housing, with no removable parts and a sealed housing to protect against water, flame and

shock. All inmate and visitor terminals comply with the above requirements. Any new terminals installed will be our latest model 17" vPhone. For manufacturer specifications of the hardware, please refer to [EXHIBIT B: EQUIPMENT SPEC SHEETS](#).

### Video Visiting

1. Describe in detail how your system handles on-site and remote visitation with emphasis on how visitation is managed, monitored, recorded, stored and provided.

### **ICSolutions Response:**

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

The Visitor™ system provides the Facility with a comprehensive visitation management tool, offering the ability to automate controls and to streamline those controls across all types of visitations, such as contact, non-contact, and video visits.

### **Remote Visitor Visitation with Revenue Generation Capability**

The Visitor™ Video Visitation provides an additional revenue generation opportunity with remote video visitation. For details of the proposed financial offer, please refer to [SECTION 5: FINANCIAL OFFER](#).

With The Visitor's remote visitation capability, the visitor is not geographically limited. The visitor may decide to travel to the jail and visit from one of the visitor video stations furnished and installed at the Jail, or they may choose to visit from a home or office computer, from any location, if the County desires this feature.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with The Visitor™ iOS or Android app installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions provides **a free downloadable application** to facilitate the connection between the visitor's computer and the jail.

### **Initiating the Visit**

At the time of the scheduled visitation, visitors and inmates log in. Inmates can use any of the video visitation kiosks accessible to them that are available. Visitors can use any available onsite visitor kiosk or, for remote visits, any internet-connected Windows or iOS desktop or laptop, **iOS mobile device** or **Android mobile device** using the free ICSolutions App.

The Visitor™ automatically connects the visit at the scheduled start time after both the inmate and visitor have logged in. Because The Visitor™ continuously checks the scheduled visitations for compliance with the rules in the system, the visitation will only commence so long as the visit is still in compliance with the Facility's visitation policies. If the Facility has opted to require

Visitor Verification for some or all visits, the visit will connect after the Monitoring Officer has verified the visitor.

## Video Visitation Management & Investigative Tools

The Visitor™ video visitation comes extensive tools to manage, control, monitor, recording and store video visitation, including, but not limited to:

Standard System Features	
<b>Staff Scheduling</b>	<p>The system allows authorized users to schedule new visits from the Schedule New Visit screen. To schedule a visit, the user must supply:</p> <p><b>Inmate name</b>  <b>Visitor</b> – Populated automatically with the visitors registered with that inmate  <b>Group</b> – Type of visit, such as onsite (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. Populated with only types of visits available for that visitor and inmate  <b>Day of visit</b> – Populated with only dates available in compliance with Facility’s policies. However, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule  <b>Time of visit</b> – Populated with only times available in compliance with Facility’s policies. However, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule</p>
<b>Visitor Account Management</b>	<p>The Visitor Accounts screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts. The Visitor™ will indicate if any visitors are Pending Approval. Users can also add and view notes, set suspensions and require visitors to reset their passwords.</p>
<b>Visitor Suspensions</b>	<p>From the individual Visitor Detail, accessible from the Visitor Accounts screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only onsite video visitation or only remote visitor video visitations. In addition, the suspension can be for specific inmate(s) or all inmates.</p>
<b>Inmate Suspensions</b>	<p>From the Inmate Profile screen, authorized users can suspend visitations by type and allow only certain types of visitors</p>

	(such as privileged visitors) or prohibit all visitations for the duration of the suspension.
<b>Visitor Blacklist</b>	<p>The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether they have visitor accounts.</p> <p>The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and/or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.</p> <p>When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.</p>
<b>Visitor Profile</b>	From the Visitor Profile, authorized users can view a visitor’s visitation status, staff notes, recording settings, and a list of recent visits.
<b>Visitor Account Class</b>	Each visitor is assigned a visitor account class, which will determine various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as “DNR” or unrecorded visitation, requires approval by authorized staff.
<b>Upcoming Visits Schedule</b>	<b>Inmates</b> – Inmates have three ways to receive notification of upcoming visits:

	<p><b>Upcoming Schedule for the Entire Housing Unit on Inmate Stations Not in Use</b> – On the 10” vPhones, the next twelve visits are shown as a default.</p> <p><b>Voicemail Notification</b> – The Visitor™ will send a voicemail to inmates notifying them that visitations have been scheduled or canceled. Inmates can access the voicemail from any phone using their PIN.</p> <p><b>Logging into the Resident Portal</b> – Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference.</p> <p><b>Visitors</b> – Visitors can view the upcoming visits from the home page of their customer account, as well as expand the view to see their visitation history and other visitation account information.</p> <p><b>Facility Staff</b> – Authorized facility staff can view the visitation schedule at any time and identify an inmate’s upcoming visitors. To help ensure compliance with the Facility policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, The Visitor™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no video stations are available. The Visitor™ will <b>automatically send an email notification</b> of the cancellation to the visitor.</p>
<p><b>Staff Ability to Modify Visits</b></p>	<p>Authorized facility staff can modify the visitation schedule at any time through the Visitation Schedule. To help ensure compliance with the Facility’s policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can easily cancel pending or in-progress visits with the click of a button. Staff will be required to enter a note to explain the cancellation. The Visitor™ will <b>automatically send an email notification</b> of the cancellation to the visitor.</p>
<p><b>Alerts</b></p>	<p>The alerts function links to the scheduling module and provides alerts for when: a particular visitor has scheduled a visit; a particular inmate has a scheduled visit; a particular visit has connected; a particular inmate visit has connected. The alerts are provided by email. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.</p>
<p><b>Adding Notes</b></p>	<p>Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account.</p>

<p><b>Flexible and Customized Visitation Rules</b></p>	<p>The Visitor™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules. Only the times available according to the system settings, as well as the times with available resources (e.g., video station, inmate availability), are available for visitors to schedule visitations.</p>
<p><b>Keep Separates</b></p>	<p>If the Facility has two or more inmates that cannot be in the same room, The Visitor’s “Keep Separate” feature will accommodate such restrictions to ensure that those inmates do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, The Visitor™ is capable of keeping two specific visitors from visiting at the same time. When this feature is used, the schedule automatically makes the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules.</p>
<p><b>Visitor Verification</b></p>	<p>The Visitor™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor. All visits that are denied due to Visitor Verification are designated as such in the Visitation Schedule.</p>
<p><b>Live Monitoring</b></p>	<p>The Visitor™ is delivered with a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen, with a default of up to twenty visits viewed simultaneously. The monitoring screen is accessible by authorized users through the Monitoring Workstation provided, as well as any other internet-connected computer with the monitoring supplement downloaded.</p> <p>All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.</p>

	<p>The Monitor module enables real-time monitoring of visitation sessions, allowing users to:</p> <ul style="list-style-type: none"> <li>Observe all active visitation sessions for the entire facility</li> <li>Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor</li> <li>Monitor video and audio for a specific visitation session</li> <li>Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature</li> <li>Transmit customized warning message(s) to display on participant’s screens and become part of the recording</li> <li>Terminate (cut off) a session due to inappropriate conversation or activity</li> </ul>
<p><b>1-Click Instant Disconnect</b></p>	<p>If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen. After canceling the visit from the live monitoring screen, the authorized user must provide a reason for the disconnection and, with the appropriate access, the Monitoring Officer can even temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.</p>
<p><b>Confidential Visits</b></p>	<p>Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit. The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number and wait for approval prior to scheduling privileged visits.</p>
<p><b>Officer Messaging</b></p>	<p>The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish, and can provide warnings for behavior</p>



	<p>in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link.</p>
<p><b>Scheduled Station Shutdown</b></p>	<p>The Facility has ultimate control over the operation of the video visitation stations, with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility’s visitation policy and authorized schedule. Authorized users can schedule when the video visitation stations operate through The Visitor™. Visits will only be available for scheduling when the stations are scheduled to be on.</p>
<p><b>Video Visitation Recording</b></p>	<p>The Visitor™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server, authorized users can access recorded visits onsite or remotely via secure web connection. The Visitor™ will record all video visitations with visitors who are not marked as “DNR” (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen.</p> <p>The recording setting is automatically applied to the visitor’s visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.</p>
<p><b>Do Not Record Options</b></p>	<p>The traditional <i>Do Not Record</i> option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the <i>Visitation List</i> will include this visit in red letters, but live monitoring or playback will not be available. If the Audio Not Recorded option is selected as the facility’s global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording.</p> <p><i>Audio not recorded</i> visits will be included in the <i>Visitation List</i>, and will be selectable to view the <i>video only</i>. These visits will be marked to identify the audio is not recorded with a red band and “<i>Audio not recorded.</i>”</p>

<p><b>Search &amp; Download Recordings</b></p>	<p>Authorized users will be able to search visitation data and download and export recorded files in .mp4 format from the Visitation Records screen.</p> <p>Visitation records are searchable by any factor of the visit, such as:</p> <table border="0"> <tr> <td>Inmate ID</td> <td>• Privileged settings</td> </tr> <tr> <td>Inmate or Visitor Last Name</td> <td>• High Profile settings</td> </tr> <tr> <td>Visitor ID</td> <td>• Duration</td> </tr> <tr> <td>Visitor’s Email</td> <td>• Visitation location</td> </tr> <tr> <td>Date ranges</td> <td>• Visit Type</td> </tr> <tr> <td>End Status</td> <td>• Station Group</td> </tr> <tr> <td>End Type</td> <td>• Station Name</td> </tr> <tr> <td>DNR settings</td> <td>• Visitor Location</td> </tr> </table>	Inmate ID	• Privileged settings	Inmate or Visitor Last Name	• High Profile settings	Visitor ID	• Duration	Visitor’s Email	• Visitation location	Date ranges	• Visit Type	End Status	• Station Group	End Type	• Station Name	DNR settings	• Visitor Location
Inmate ID	• Privileged settings																
Inmate or Visitor Last Name	• High Profile settings																
Visitor ID	• Duration																
Visitor’s Email	• Visitation location																
Date ranges	• Visit Type																
End Status	• Station Group																
End Type	• Station Name																
DNR settings	• Visitor Location																
<p><b>Exporting Recordings</b></p>	<p>Video recordings can be saved to the hard drive or to an external device, such as a flash drive or DVD. Any workstations provided by ICSolutions will have the ability to burn recordings to DVD.</p>																
<p><b>Recording Storage</b></p>	<p>Video recordings are stored on fault-tolerant, enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.</p> <p><b>Keeping Recordings</b> – All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the “Keep Video” function, authorized Facility users can also choose to retain some visitor’s visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.</p>																

<b>Reporting Capabilities</b>	The Visitor™ provides centralized reporting capabilities. Authorized users are easily able to perform detailed searches and run reports immediately and in real time. While our existing search and reporting features are robust, <b><u>we will be happy to create any reports the Facility needs.</u></b> Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file.
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2. Describe the equipment needed for the County, how big the on-site footprint will be and any space requirements for your server.

**ICSolutions Response:**

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

The Visitor™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into The ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to The ENFORCER® for ultimate convenience.

Video processing and recording is handled on enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment includes the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

## Multi-Functional Video Processing & Recording Servers

The Visitor™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording is handled on the enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver **99.999% system uptime**.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant enterprise-grade servers. These same servers that process the video visitation sessions also stores the video recordings.

For the onsite video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

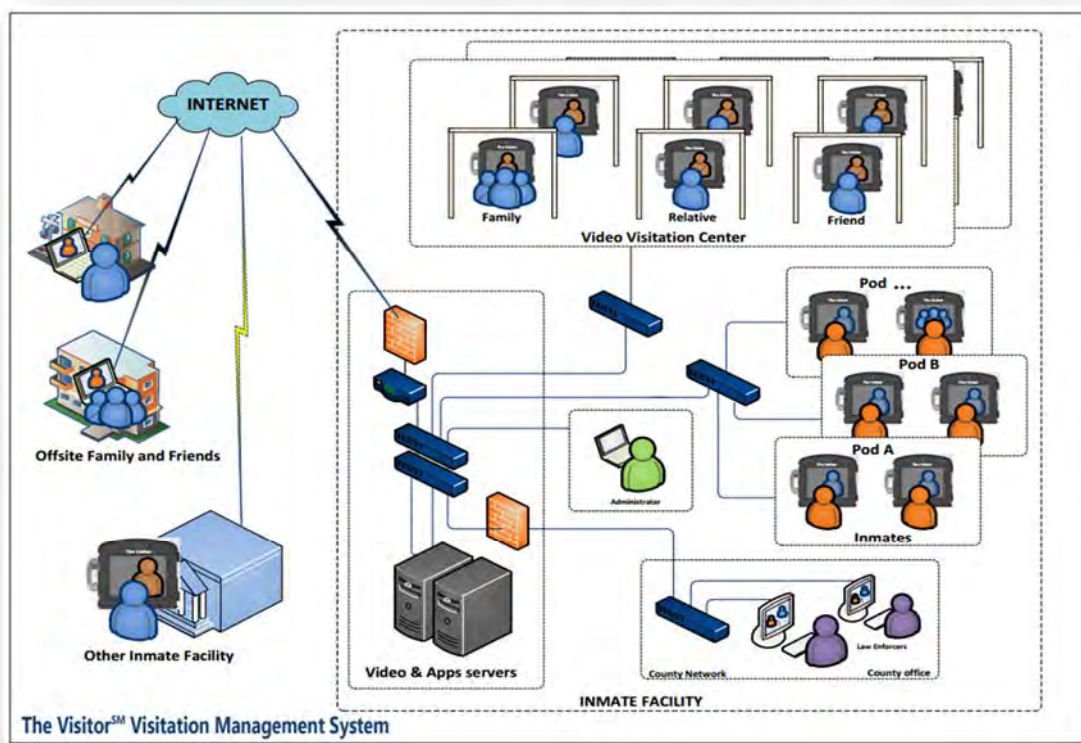
The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

## Firewall

ICSolutions provides the Juniper Networks NetScreen-5GT firewall onsite for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.

## Network Architecture

The Visitor™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience. ICSolutions deploys a private, dedicated network that is totally isolated from and will never traverse the County's network. Because The Visitor™ is a module embedded in The ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting The Visitor™ Video Visitation System is pictured below.



### Sample Network Architecture

## State-of-the-Art IP-Based Video Visitation Stations

Any new kiosks installed will be our latest model 17" vPhone. The vPhone serves as an all-in-one video visitation station that can both inmate calling and video visitation on one wall-mounted device. The vPhone runs The Visitor video visitation and visitation management module, as well as allowing inmate calls through The ENFORCER®.

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



**V17 – 17" Color Monitor**

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive emails
- Power-over-Ethernet
- Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

### **Size & Environmental Conditions**

The Visitor™ operates in standard, environmentally-controlled detention areas. The onsite VVS equipment is housed in a standard 19" Equipment Rack or 4-foot tall Equipment Cabinet, depending on the storage space configuration. The equipment is designed to operate in environments of normal indoor humidity, dust, and temperature. The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%. ICSolutions prefers to use a dedicated 20-amp circuit for the VVS equipment. The Visitor™ video codec records at 30 frames per second, and the average size of a 30-minute video visitation session is approximately 200 megabytes.



## Visitor Registration & Scheduling Terminals

The Visitor™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the lobby. This terminal enables visitors to register and schedule visits onsite. In addition, customers wanting to register or schedule visits can do so offsite from **any web-enabled device**, such as a home computer, tablet, smart phone, etc.

## Workstations

### Monitoring Workstation

Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

### Administrative Functions: Control Workstation or Remote Access

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

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





### The Visitor™ Administrative Functions

3. Remote visitation options will be considered by the County. Describe the technologies/capabilities required on the public side of a remote visitation session.

**ICSolutions Response:**

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

For remote visitation, the public user will need a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with The Visitor™ iOS or Android app installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions provides a free downloadable application to facilitate the connection between the visitor's computer and the jail.

- a) Provide a list of equipment you would providing the County to manage, maintain and operate this function.

**ICSolutions Response:**

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

The video visitation equipment includes the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

- b) Describe how the equipment will be maintained and the ownership of that equipment.

**ICSolutions Response:**

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

ICSolutions owns and maintains all equipment, including all service, warranty and ongoing maintenance, for the life of the contract at no cost to the County. We have described our maintenance and support procedures in [SECTION 4B: MAINTENANCE & SUPPORT PLAN](#).

- c) Provide an example of visitation policy being used to manage this task by other clients who have implemented remote visitation.

**ICSolutions Response:**

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

Below is a sample Video Visitation Policy which is customizable to meet the individual needs of each facility:

**Please read all of the rules completely prior to moving forward.**

Not knowing the rules will not be accepted as an excuse for not following them. Violating any rule may result in you being banned from visiting detainees or criminal charges being pursued when applicable.

- All visits are subject to monitoring and recording.
- All visits must be scheduled at least 24 hours prior to the appointment or up to 1 weeks in advance.
- Inmates are allowed 3 onsite visits per week and 3 offsite visits per week.
- Visitors should arrive for onsite visits at least 20 minutes prior to the scheduled time.
- Additional visitors must be listed and accompanied by primary visitor.
- All children must be accompanied by a parent or legal guardian
- A maximum of 2 adults and 2 children under the age of 18 years are allowed per onsite visit.
- Please be advised if an inmate is in ANY program (at court, on trustee assignments, attorney visits, Bible studies, Chemical Dependency etc.), they are NOT eligible to receive the visit at that time. Please schedule your visits around the inmate's program schedule.
- You will not be allowed to visit under the influence of alcohol/drugs.

- PROPER ATTIRE REQUIRED: Clothing cannot be see through. No skin tight clothes or tank tops allowed. All visitors must wear undergarments at all times. No gang-related symbols, themes or colors. Skirts or dresses must be below the knee. Shorts at mid-thigh or below.
- Staff can deny, change, or cancel a visit at any time.
- The cost of an offsite / remote visit is \$10.00 for 20 minutes.
- If a visitor does not show up for a scheduled video visitation session, no refund will be issued.
- If a visitor loses internet connection during an offsite video visitation session, the visitor will not be allowed to reconnect and no refund will be issued. The Sheriff's Office has no control over the visitor's internet connection.

Clicking the "Agree" button below you are stating that you have read the above rules, or had them explained to you, and understand them.

4. The County will require full monitoring capability of both on-site and remote visitations to include video and audio.

**ICSolutions Response:**

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

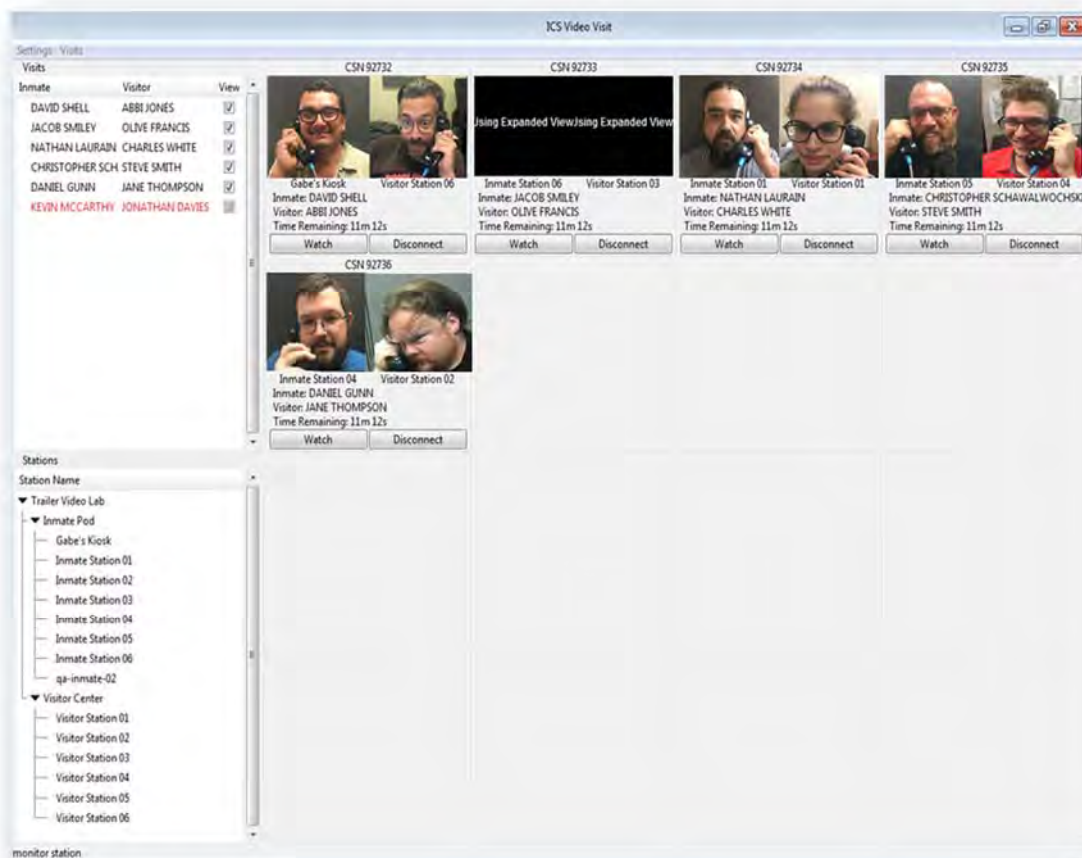
## Live Monitoring Video Visits

The Visitor™ includes a live monitoring feature. ICSolutions' proposal includes a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen in The Visitor™, with a default of up to twenty visits viewed simultaneously.

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.



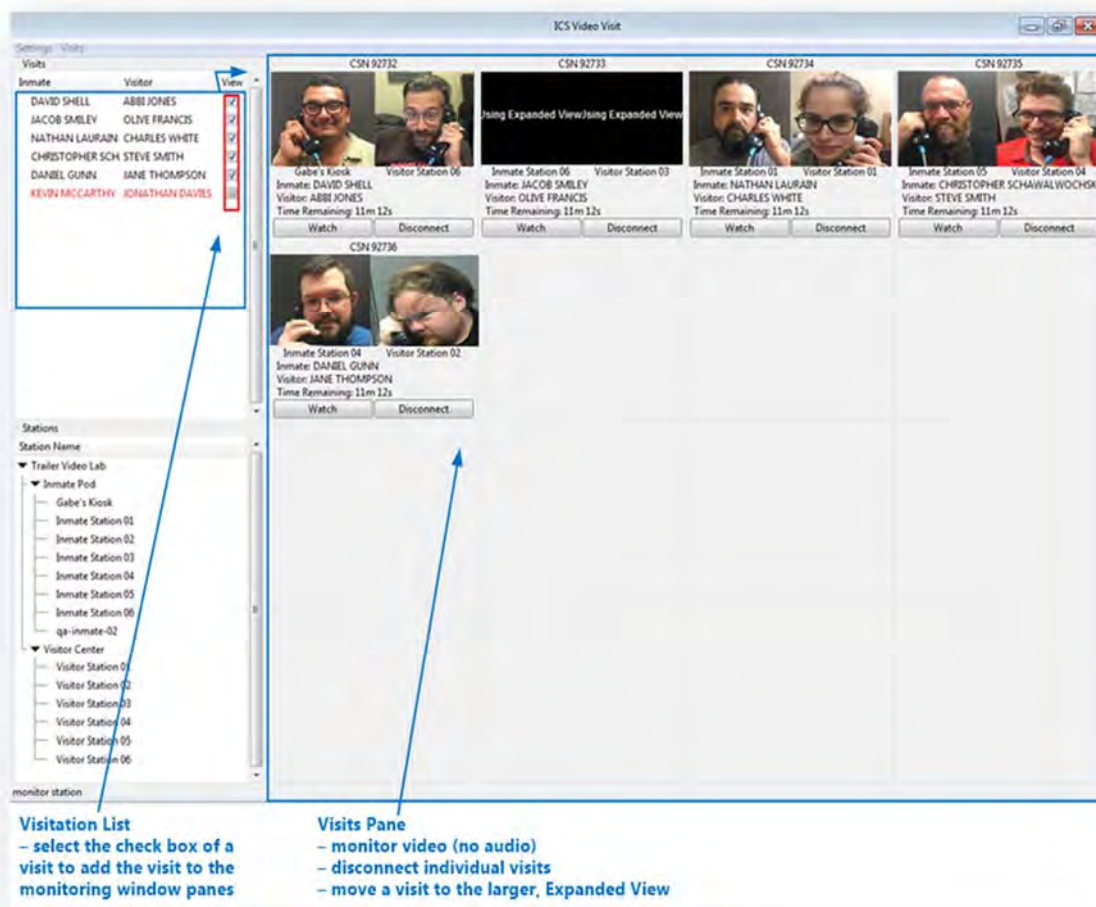
Live Monitoring of Visits



Live Monitoring of Video Visitation Sessions

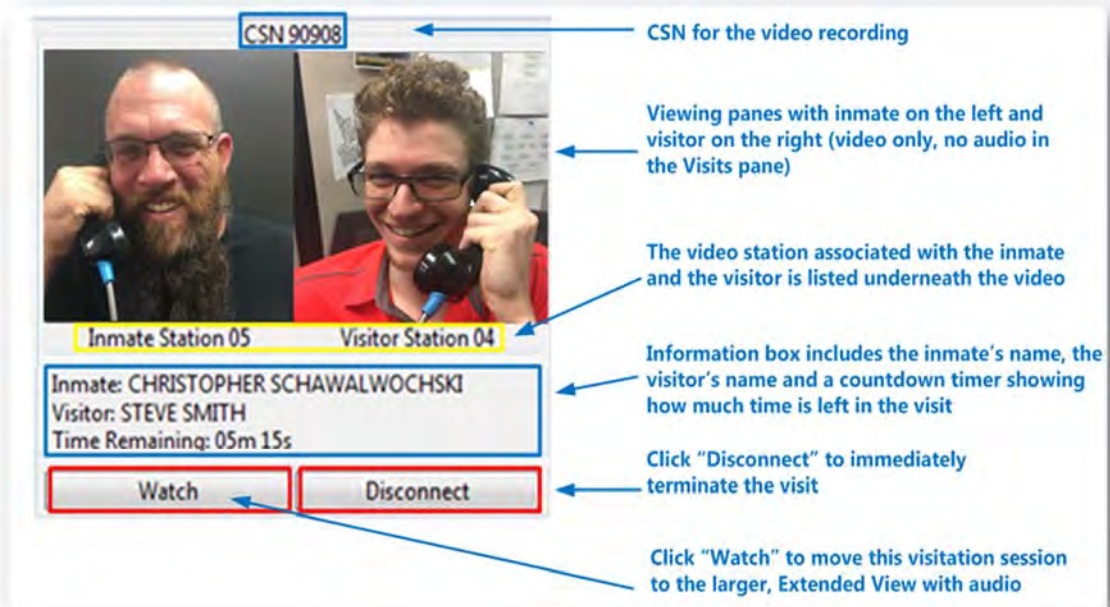
The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded. The Monitor visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- Observe all active visitation sessions for the entire facility
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature
- Transmit customized warning message(s) to display on participant's screens and that become part of the recording
- Terminate (cut off) a session due to inappropriate conversation or activity



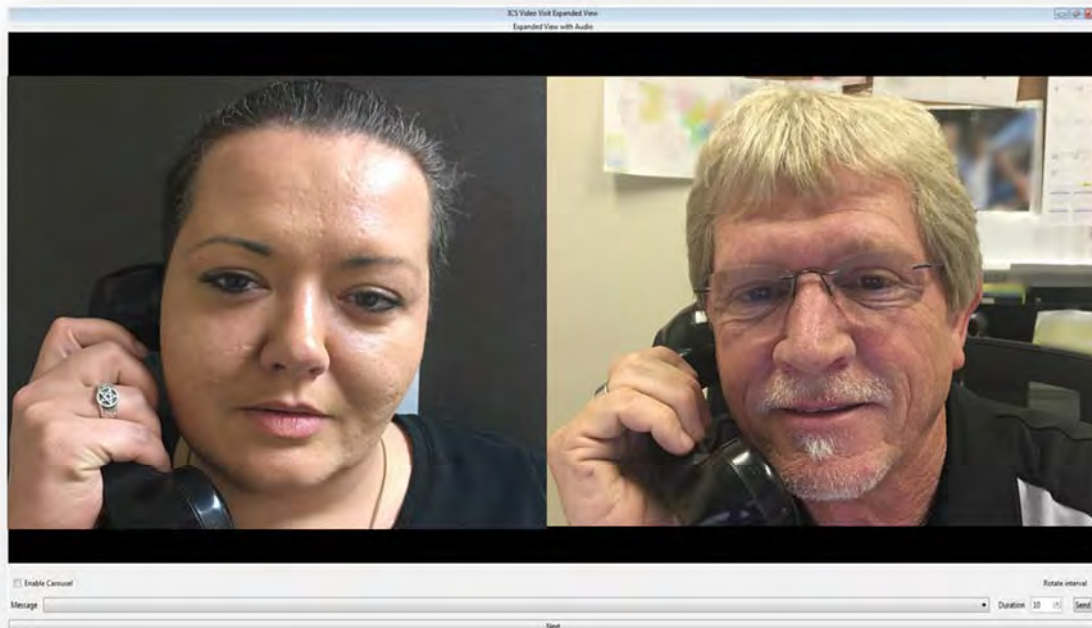
Monitoring Screen





### Visits Pane – Individual Visit with Details

When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 10 seconds.



### Monitoring Screen – Carousel Settings

## 1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations supplied by ICSolutions.



### Disconnect from Live Monitoring Screen

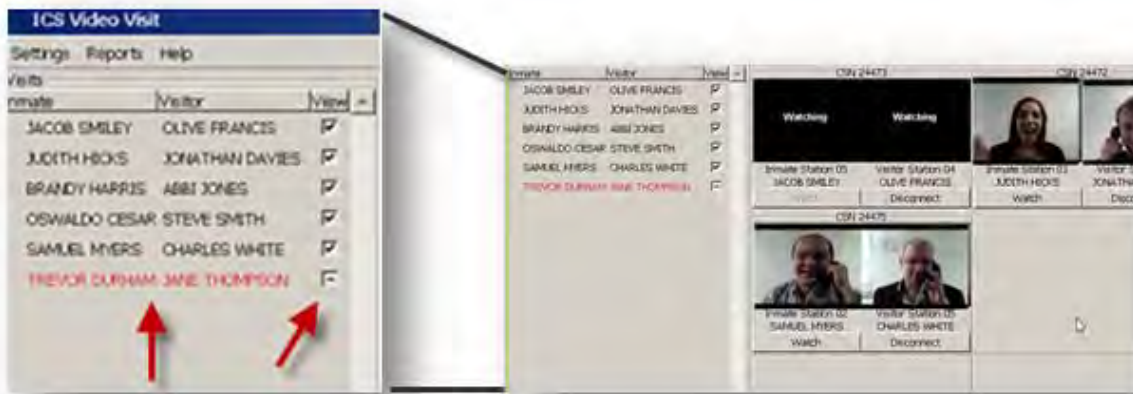
After canceling the visit from the live monitoring screen, the user is required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer can temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

## Confidential Visits

### Monitoring & Recording Options

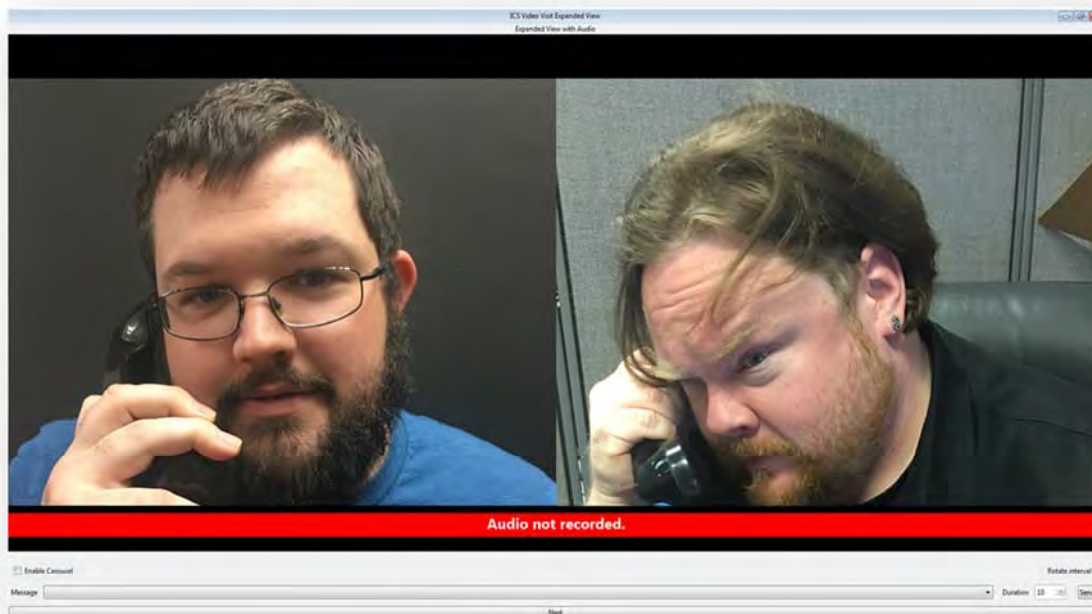
Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit.





### Monitoring Screen

The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number, and wait for approval prior to scheduling privileged visits.



### Visitor Pane View – Audio Not Recorded

## Officer Messaging During Video Visitation Sessions

The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users can push messages visible to both the inmate and the visitor that cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording.

**THE ENFORCER®**  
User: caumiller (v 8.0.66-f)  
Copyright 2005-2019

Live Monitor Warning Messages

New Message

Save Changes

ID	Message Text	Remove
13013	Harassment and Sexual Harassment are not allowed	
13012	Inmate - Inappropriate dress (coveralls / uniform to be work correctly)	
13008	No phone use is allowed during visitation	
12002	Profanity is not acceptable and continued use will result in visit termination	
13009	Sexually related activities are prohibited.	
13011	Visitor - Inappropriate dress	
12003	Visitor should remain seated at all times	
12004	Warning, inappropriate behavior will cause your visit to be terminated	
13010	Warning, use of any item in an unsafe or unauthorized manner will result in your	
12005	Warning: Will terminate on next infraction	

- Users
- Roles
- Phone Schedule
- Commissary Schedule
- Phone Shutdown
- Phone Disable
- Station Edit
- Change Inmate ID
- Merge Inmate Records
- Enrollment Admin
- MOTD Admin
- The Communicator Admin
- The Informer Ad
- The Visitor™ Ad
- Visitor Account Classes
- Relationship Types
- Video Stations
- Visitation Station Groups
- Visitation Locations
- Visitation Location Schedule
- Visitor Registration Fields
- Live Monitor Warning Messages
- Visitation Blackout

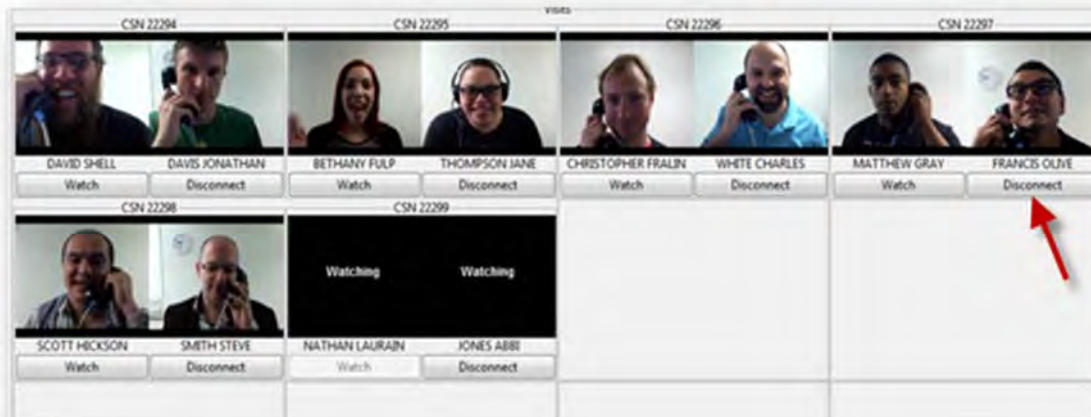
Message Feature – Administrator’s Screen



### Message Feature – Live Monitoring Screen

## 1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations supplied by ICSolutions.



### Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the user is be required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer can temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

5. Vendor must provide a scrolling or stationary message at the bottom of the screen stating "This is an inmate visitation from the Anoka County Jail" with a date and time stamp of the recording.

**ICSolutions Response:**

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

After logging in and prior to the visitation start time, inmates and visitors are presented with a message displayed on the video visitation unit. These messages can be customized to the Facility's specifications.

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



End User License Agreement

## Test County Jail

### Video Visitation Rules

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

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

End User – Facility's Visitation Rules

6. The ability to display other messages on the screen during a live visitation would also be a beneficial means of communication. Please describe your systems ability to this during closure dates, holidays, maintenance down time, etc.).

**ICSolutions Response:**

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

The Visitor™ has the ability to deliver a message to both the inmate and visitor simultaneously if there is a policy violation during the active session. When the video visitation stations are not in use for visitations, they can display other information, such as County policies, schedules, closure dates, holidays, maintenance down time, etc.

### Officer Messaging During Video Visitation Sessions

The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users are able to push messages visible to both the inmate and the visitor that cover the screen, effectively warning the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording.



**Message Feature – Live Monitoring Screen**

## Optional Features Available with The Visitor™

The video visitation station can serve as an inmate kiosk when not in use for visitations, which can save valuable facility staff time and streamlining processes such as commissary ordering and grievance filing. The Visitor™ is a module of The ENFORCER®, which features an Open Standards architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

Below are just a few of the interfaces that we are commonly requested to provide. Other interfaces are available and can be **created at no cost to the County**. For example, if the County subscribes to inmate services, such as employment search software, ICSolutions will be happy to develop an interface to enable inmates to use the application on the inmate's multi-functional video visitation stations.

- **Inmate Phone Calling App** – Because The Visitor™ is a module of The ENFORCER®, the inmate video visitation stations allows inmates to place calls via a touchscreen on the kiosk. Calls placed through the inmate video visitation stations have the same call control, investigative, administrative, reporting, recording, monitoring, and restriction settings that are applied to calls placed over the inmate phones.
- **Resident Portal with Data from JMS Integration** – Through the integration with the JMS – already in place for Anoka County – we update the video visitation database to have a current and the most up-to-date list of all inmates, their location within the facility, their current visitation privilege status, any restrictions the inmate may have, and any visitors that are not allowed to visit with that inmate. This interface also enables inmates to use the video visitation station as a **Resident Portal**, whereby they can view general facility information, such as handbooks, as well as inmate-specific information, such as scheduled visitations, court dates, and release dates.
- **Commissary Ordering through Interface with Commissary** – The inmate's multi-functional video visitation stations are capable of interacting and sharing data with commissary applications to allow inmates to log in to his account, check the inmate information provided by the County or available within The ENFORCER® (such as call data, account balances, etc.), as well as check the status of that account and place an order for any commissary product or service provided by the current or any future commissary service provider. This eliminates the need for the facility to provide additional specific-use inmate/commissary kiosks separate from the video visitation stations.



- **Law Library Research Service** – The Visitor™ and its video visitation station is capable of interfacing with a law library research system to give inmates the option to research the law from the inmate video visitation stations, eliminating the need to transport an inmate to a dedicated terminal in order to search the database. As an optional service, ICSolutions can offer the Casemaker®, law library research system, accessible by inmates through the inmate kiosks. Casemaker® provides access to the most up-to-date cases and statutes available anywhere, utilizing a Google-like search engine. More than 200,000 attorneys use Casemaker’s simple, high-definition search on a daily basis to find relevant cases, codes, statutes and more, fast.

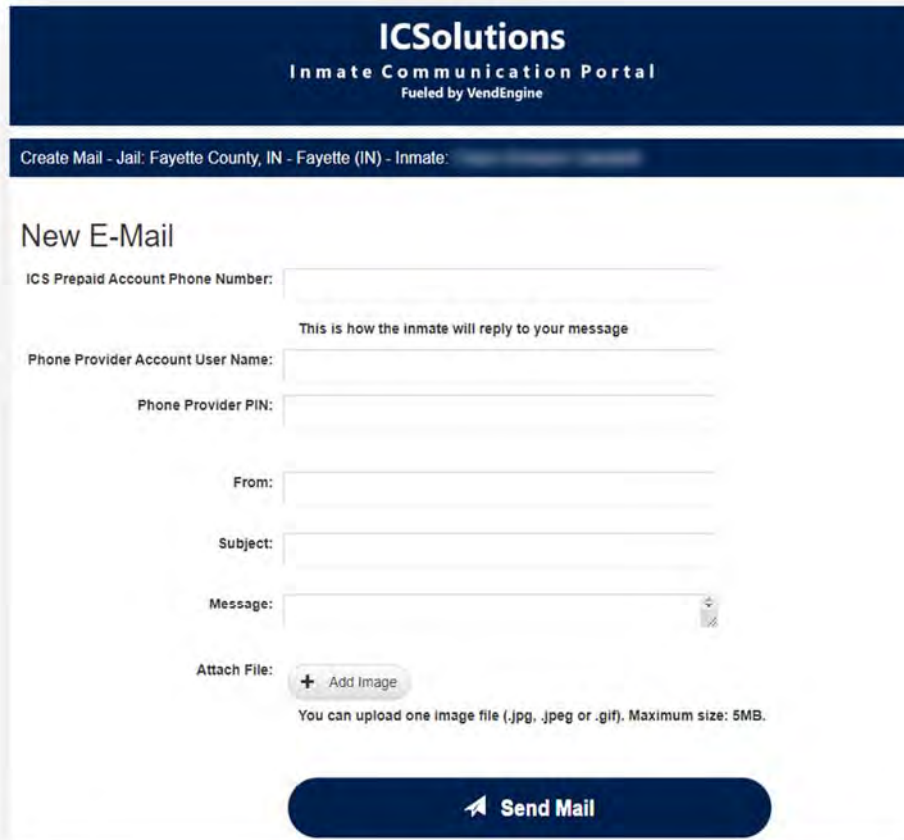
## Inmate Email Messaging

ICSolutions can offer secure, two-way email messaging between inmates and their loved ones, along with optional photo sharing. This program features an easy-to-use public website and app, which an inmate’s friends and family can use to create and send messages and photos to an inmate, and to receive email messages from an inmate.

Email conversations must be initiated by the friend or family member, who can send as many email messages as they wish at no cost; they will only be charged if the inmate elects to respond to the message. Friends and family pay for the inmate reply messages using their existing Family First Prepaid Account, thereby eliminating the need for a separate messaging account or any separate funding fees.

**Inmates are never charged for reading or replying to any email they receive.**

If photo sharing is enabled by the facility, friends and family will have the option to attach one photo to each message at no cost. Photos can be attached in .jpg, .jpeg, or .gif file format and can be up to 5 MB in size. The sender simply clicks the **ADD IMAGE** button to attach a photo to a message.



The screenshot shows the 'New E-Mail' form in the ICSolutions Inmate Communication Portal. The header includes the ICSolutions logo and 'Fueled by VendEngine'. Below the header, it says 'Create Mail - Jail: Fayette County, IN - Fayette (IN) - Inmate: [redacted]'. The form fields are: 'ICS Prepaid Account Phone Number:' (text input), 'Phone Provider Account User Name:' (text input), 'Phone Provider PIN:' (text input), 'From:' (text input), 'Subject:' (text input), 'Message:' (text area with a small icon on the right), and 'Attach File:' (button with a plus sign and 'Add Image' text). Below the attach file button, it says 'You can upload one image file (.jpg, .jpeg or .gif). Maximum size: 5MB.' At the bottom of the form is a large blue button with a white envelope icon and the text 'Send Mail'.

### Friends/Family Messaging Website

When a message has a photo attached, it is automatically routed to the approval queue for facility review. Authorized facility staff can either 1) approve the message and photo for delivery, 2) approve the message but reject (remove and delete) the photo, or 3) reject both the message and the photo. If it is later determined that a photo was deleted in error, it can be restored by authorized facility staff.

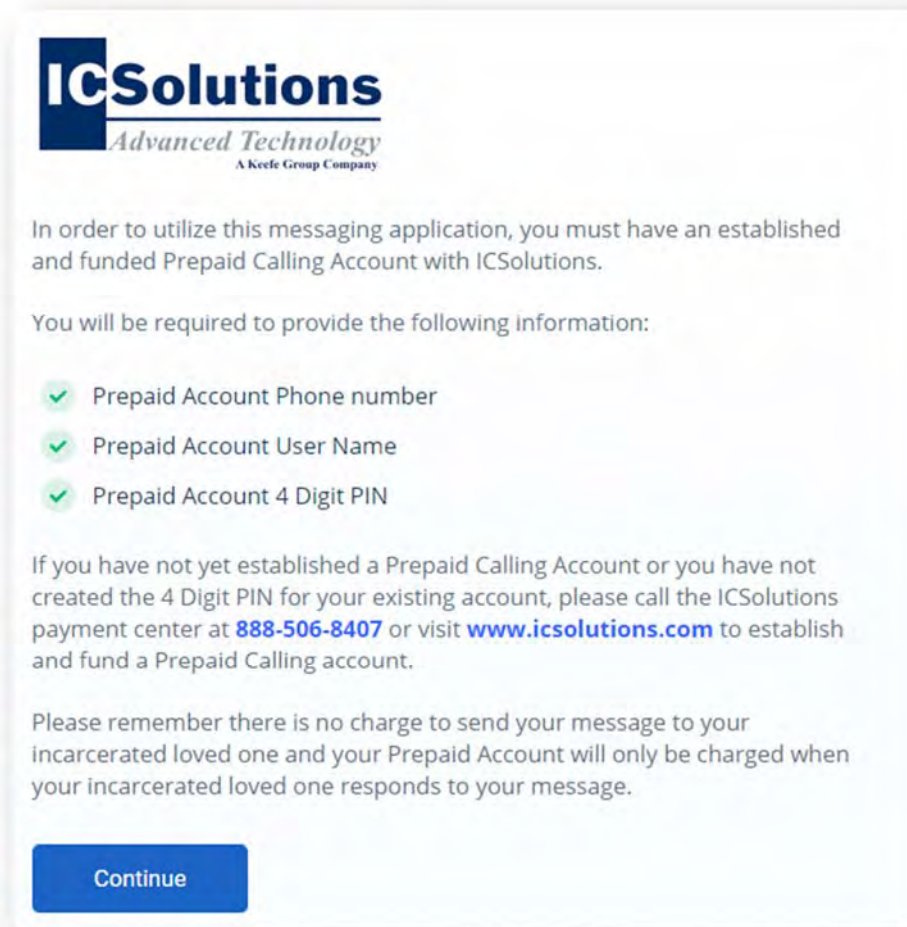
Inmates manage their emails using a touchscreen ICSolutions video visitation kiosk. Upon deployment of the email messaging product, ICSolutions can create a Message of the Day announcement on the inmate phones that advises inmates to log in to a video kiosk to check for, read, and respond to emails.

All messages and photos are stored for the length of the contract. Each message can contain up to 3,000 characters.

## Inmate Outreach

ICSolutions can implement an Inmate Outreach program, whereby each inmate can send a pre-written message to up to ten friends/family members to notify them that the inmate email messaging service is available. The inmate must enter a phone number or email address for each recipient, who will be sent a link via text message or email that enables him or her to view the pre-written message using the messaging website or app.

The pre-written message contains instructions for accessing the email messaging system using their Family First Prepaid Account – similar to the instructions that appear on the messaging website and app:



**ICSolutions**  
Advanced Technology  
A Keefe Group Company

In order to utilize this messaging application, you must have an established and funded Prepaid Calling Account with ICSolutions.

You will be required to provide the following information:

- ✓ Prepaid Account Phone number
- ✓ Prepaid Account User Name
- ✓ Prepaid Account 4 Digit PIN

If you have not yet established a Prepaid Calling Account or you have not created the 4 Digit PIN for your existing account, please call the ICSolutions payment center at **888-506-8407** or visit [www.icsolutions.com](http://www.icsolutions.com) to establish and fund a Prepaid Calling account.

Please remember there is no charge to send your message to your incarcerated loved one and your Prepaid Account will only be charged when your incarcerated loved one responds to your message.

**Continue**

### Friends/Family Messaging Instructions

## Security Features

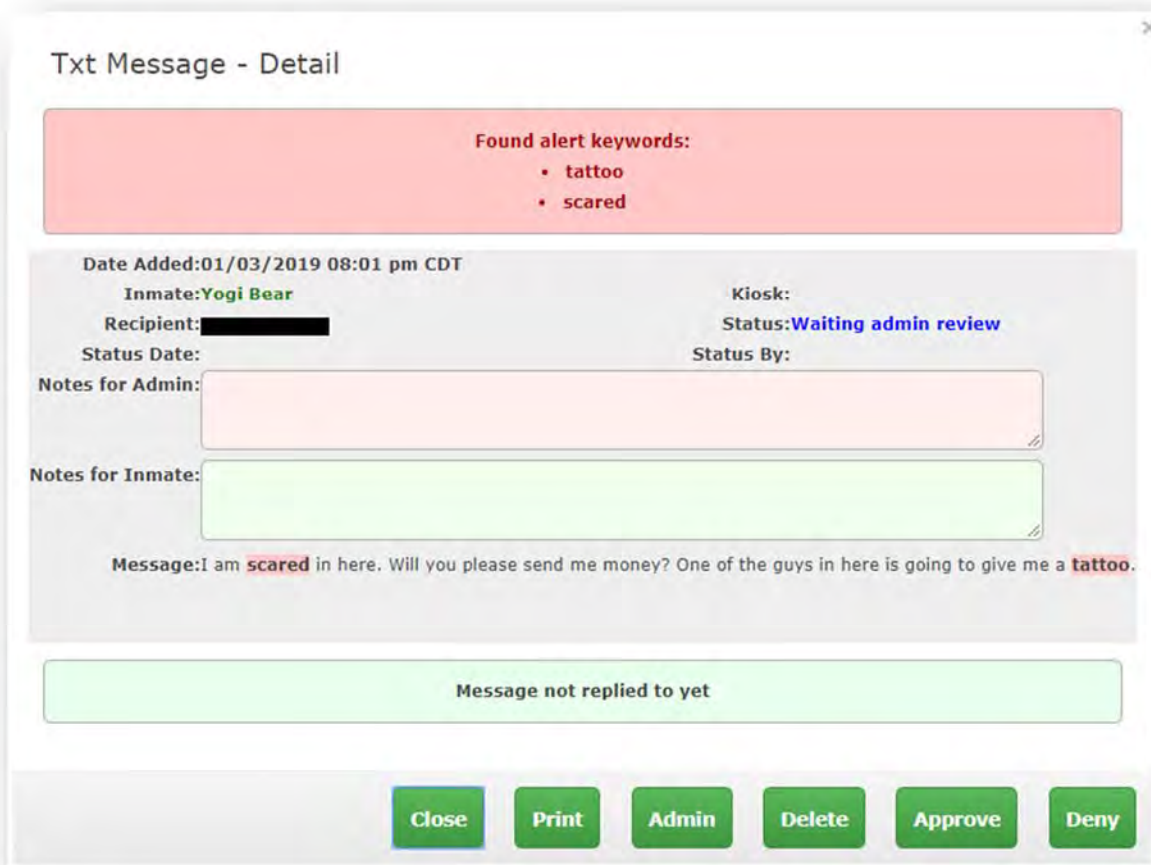
The messaging platform allows for communication between an inmate and end-user via a secure email server. Additional security features apply to the service, including facility blocking, housing area restrictions, and alert words.

## Housing Area Restrictions

The system restricts kiosk usage by inmate housing location, which prevents inmate PIN abuse across housing units – ultimately providing an additional layer of security.

## Alert Words

The messaging platform is configurable to allow authorized staff to input alert words. When an alert word is triggered in an incoming or outgoing email message, the message is flagged for administrative approval. Flagged alert words are highlighted in red for ease of reviewing.



The screenshot shows a web interface window titled "Txt Message - Detail". At the top, a red box contains the text "Found alert keywords:" followed by a bulleted list: "tattoo" and "scared". Below this, the message details are shown: "Date Added: 01/03/2019 08:01 pm CDT", "Inmate: Yogi Bear", "Recipient: [redacted]", "Kiosk:", "Status: Waiting admin review", "Status Date:", and "Status By:". There are two text input fields: "Notes for Admin:" (pink background) and "Notes for Inmate:" (green background). The message text is: "Message: I am **scared** in here. Will you please send me money? One of the guys in here is going to give me a **tattoo**." Below the message is a green box with the text "Message not replied to yet". At the bottom, there are six buttons: "Close", "Print", "Admin", "Delete", "Approve", and "Deny".

Alert Keywords in Message

In addition, incoming and outgoing email messages can be queried by alert word through the reporting function in the Inmates Email/Text History report.

**Report - Inmates Email/Text History**

Date From	12/3/2018	
Date To	1/3/2019	
Jail	Test Facility, TN	X
Warehouse	All Warehouses	▼
Inmate ID		
Inmate First Name		
Inmate Middle Name		
Inmate Last Name		
Contact Email / Phone		
Keyword Search	Gun	←
Select User	None Selected	X
Summary Only:	<input checked="" type="checkbox"/>	
Show Full Text of Messages	<input type="checkbox"/>	
Refund Status:	All	▼
Show Income Per Kiosk:	<input type="checkbox"/>	

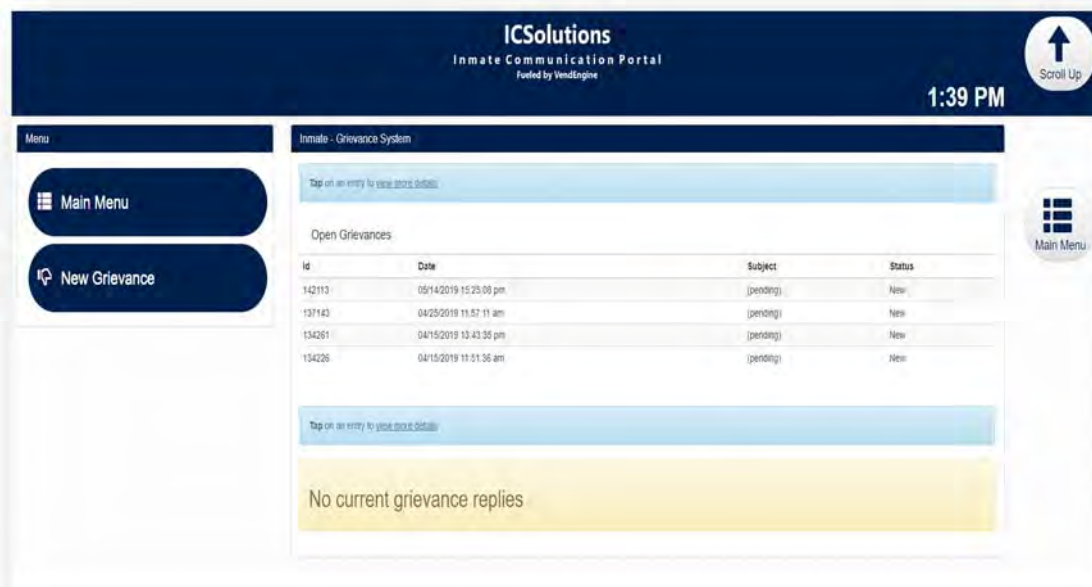
Submit    Print    Hide Filters    Print with Attachments

**Inmate Email/Text History Report**

## Grievance & Request System

Available at no cost when our email solution is deployed, the Grievance & Request System allows inmates to file grievances and requests electronically and enables facility officers to respond and use a higher-tier appeal process. The system can be customized to fit your facility's needs, such as when filing is available, how inmates can file, how many grievances an inmate can file during a given month, and much more!

To submit a request or grievance, the inmate logs in to the Inmate Communication Portal via video visitation kiosk, selects either the Grievance System or Request System and then clicks 'New Grievance' or 'New Request' as applicable, fills out the form and submits.

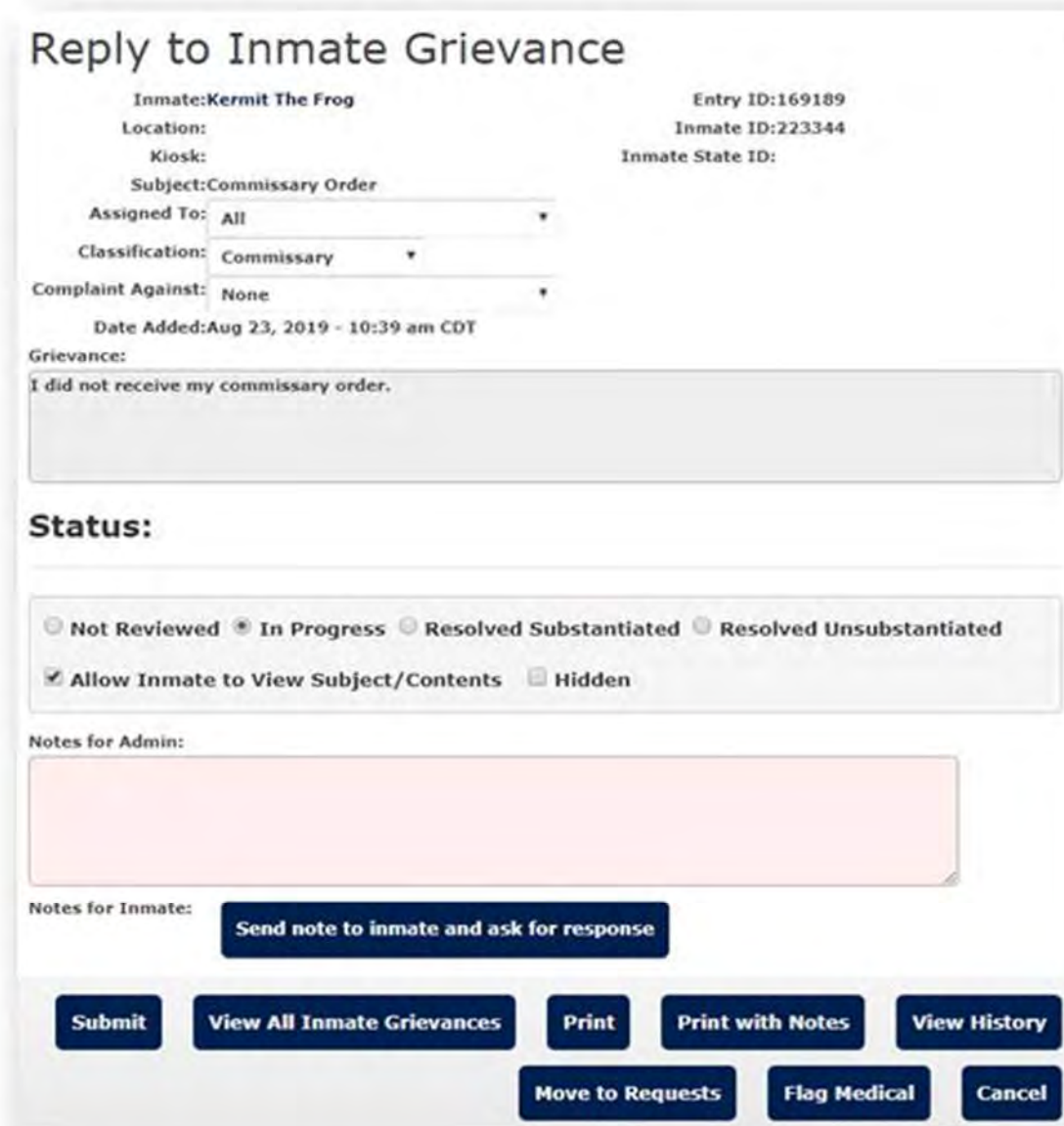


### Open Grievances



Authorized staff will be able to manage and respond to requests or grievances via a secure login to the system. Once logged in, staff can view requests and grievances, assign to appropriate facility users or category, add notes, update the status, request additional information from the inmate, reassign to a different category, print with or without notes, view the history, and more.

The software is configurable to allow for specific grievance users, categories, schedules and appeals. The number of open requests can be limited by month or a specific number of days.



**Reply to Inmate Grievance**

Inmate: Kermit The Frog      Entry ID: 169189  
Location:      Inmate ID: 223344  
Kiosk:      Inmate State ID:  
Subject: Commissary Order

Assigned To: All ▼  
Classification: Commissary ▼  
Complaint Against: None ▼  
Date Added: Aug 23, 2019 - 10:39 am CDT

Grievance:  
I did not receive my commissary order.

**Status:**

Not Reviewed    In Progress    Resolved Substantiated    Resolved Unsubstantiated  
 Allow Inmate to View Subject/Contents    Hidden

Notes for Admin:

Notes for Inmate:  

Send note to inmate and ask for response

**Submit**   **View All Inmate Grievances**   **Print**   **Print with Notes**   **View History**  
**Move to Requests**   **Flag Medical**   **Cancel**

The Grievance and Request Platforms are configurable to deliver automated email and/or fax notifications to designated users when a new Grievance or Request is submitted. In addition, all Grievances and Requests can be viewed in the Grievance and Request queue. Grievances and Requests are broken out in the following categories:

- New Grievances/Requests
- Open/Viewed Grievances/Requests
- Pending Grievances/Requests



The screenshot shows the 'New Grievances' interface. It includes a header with 'Assigned: Select All' and 'Category: Select All'. Below this is a 'Show 10 entries' dropdown and a search box. The table has columns for 'Inmate', 'Assigned To', 'Subject', 'Category', and 'Date Added'. One entry is visible: 'Kermit The Frog' assigned to 'Commissary Order' with subject 'Inmate Location' and category 'Commissary', dated 'Aug 23, 2019'. The footer shows 'Showing 1 to 1 of 1 entries' and navigation buttons for 'Previous' and 'Next'.



The screenshot shows the 'Open / Viewed Grievances' interface. It has the same header and search controls as the first screenshot. The table columns are 'Inmate', 'Assigned To', 'Subject', 'Category', and 'Date Added'. The table is empty, with the text 'No data available in table' centered. The footer shows 'Showing 0 to 0 of 0 entries' and navigation buttons for 'Previous' and 'Next'.



The screenshot shows the 'Grievances Pending Review' interface. It has the same header and search controls. The table columns are 'Inmate', 'Assigned To', 'Subject', 'Category', and 'Date Added'. The table is empty, with the text 'No data available in table' centered. The footer shows 'Showing 0 to 0 of 0 entries' and navigation buttons for 'Previous' and 'Next'.

All Grievances and Requests are also separated in the designated categories for First, Second and Third Appeals. The Grievance and Requests Platforms allow for up to three appeals.

Grievances and Requests are assignable based upon facility specifications and may be configured to assign to specific individuals or a group of individuals. Any Grievance and/or Request can be reassigned to any individual with Grievance and/or Request Assignable access.

The system allows for resolution utilizing the following statuses: In Progress, Resolved Unsubstantiated, and Resolved Substantiated.

If a Grievance or Request has not been viewed or responded to within 72 hours, the system highlights the specific Grievance or Request in red within the queue. An email is generated to the designated individual(s) assigned by the facility for escalation.

## Mail Scanning

**Available at no cost when our email solution is deployed,** we can provide an on-site mail screening solution, enabling facility staff to process and scan incoming postal mail into the mail system to be assigned directly to the inmate. Once assigned to the inmate, the scanned mail is viewable on the inmate video visitation kiosk. The mail scanning solution, including hardware, software, and support, is provided at no cost to the facility in conjunction when our Electronic Messaging is utilized.

ICSolutions provides a high-tech scanner, such as the one depicted below, by which all physical mail delivered to the facility will be scanned in and uploaded to the inmate kiosks. We also provide installation of the Mail Scanning software on a designated computer at the facility and training for facility staff on how to scan mail.

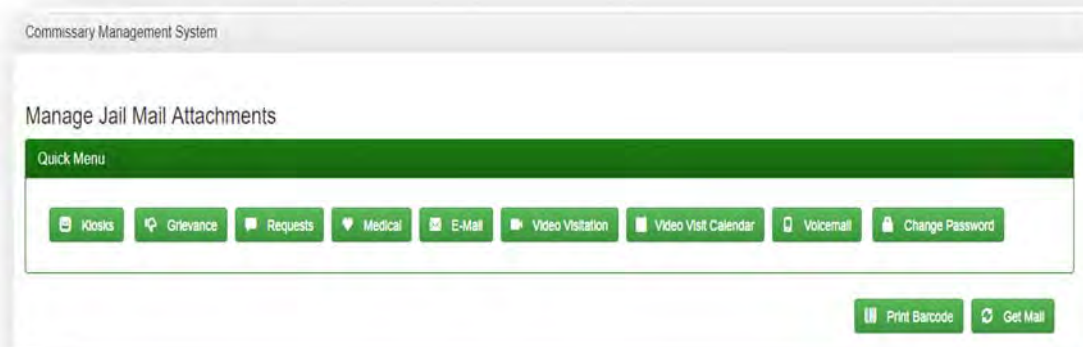


**Brother ADS2700W**

Each facility is designated with a specific facility ID and barcode, which can be printed from the within the software. The barcode will be scanned first, followed by the envelope and the mail correspondence.



'Get Mail' from the Email module. All scanned mail appear on the screen, and the user assigns each scanned document to the appropriate inmate/resident.



### MailRoom Attachments

#### *Remote Video Visiting*

1. Remote visitation must function on computers running both Microsoft Windows and Apple OSX, without additional software.

#### **ICSolutions Response:**

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

While visitors can register and schedule visits from virtually any web browser on any internet-connected device, for security purposes, visitors must download a free Windows-based application, or our mobile application for Apple or Android devices, to visit remotely. This free application creates the VPN tunnel enabling the security of the visitation session.

2. Remote visitation must work using the latest two versions of the following Web browsers: Internet Explorer, Firefox, Safari, and Chrome.

#### **ICSolutions Response:**

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

Please identify if your system works on Android or Apple tablet devices.

#### **ICSolutions Response:**

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

The Visitor™ functions on Android and Apple mobile devices and tablets. Visitors can visit remotely using an offsite desktop or mobile device through our **free Windows, Android, or iOS app**. The Visitor™ app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits.



**The Visitor™ App – Login Screen**

#### **Inmate Visitation Scheduling**

The video visitation software must be web-based and allow for Anoka County to administer visitation sessions and visitation operations based on Anoka County policies.

#### **ICSolutions Response:**

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

Visitation session and visitation operations are tailored to meet Anoka County policies.

The system should have an on-site terminal for scheduling as well as on-line scheduling options.

#### **ICSolutions Response:**

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

The Visitor™ offers easy web-based scheduling through the onsite terminal or online.

## Easy 3-Step Visitation Registration & Session Scheduling

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

Persons wanting to visit inmates must register only once, and can do so remotely at [www.icsolutions.com](http://www.icsolutions.com) or via the **Visitor Registration & Scheduling Terminal** provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate's facility at [www.icsolutions.com](http://www.icsolutions.com), which contains step-by-step instructions on how to register for visits.

The Visitor™ uses a very simple process for both registration and scheduling, which consists of:

1. Choosing the desired action under “What would you like to do?” after logging in
2. Reading and agreeing to the Facility's Visitation Rules
3. Filling in all the required fields, such as the visitor's date of birth, ID information, and any other information required by the facility

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

If the County opts to require visitor approval of personal visitors, registrants must wait for approval prior to scheduling a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

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

### Email Notifications to Visitors

Once a session is scheduled, The Visitor **automatically emails** the scheduled visitation details to the email address provided by the scheduling visitor at the time of registration. In addition, the system's Visitation Schedule lists all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser from any internet-connected device so long as the user has a valid username and password for The ENFORCER®.



Hello JAMIE HARDTNER,

**Your onsite visitation has been scheduled with an inmate at CTL Enforcer Demo**

You will be required to enter your confirmation number into the visitation station to connect your visit.

**RESERVATION DETAILS**

<b>Participant:</b>	JAMIE HARDTNER	<b>Confirmation:</b>	131823004001168
<b>Agency:</b>	CTL Enforcer Demo	<b>Inmate:</b>	JUSTIN WISE
<b>Location:</b>	Onsite at Jail Lobby @ CTL Demo 01	<b>Date/Time:</b>	04/06/2018 at 10:30am
<b>Status:</b>	Scheduled		

**Agreed to Visitation Rules: YES**

If you did not schedule this onsite visitation, or would like to make any changes to your scheduled visit, please contact customer service or login to your account at [ICSolutions.com](http://ICSolutions.com)

**Visitation Confirmation Email**

Should a scheduled session be cancelled for any reason, The Visitor™ **automatically emails** the visitor notifying him/her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session. An email is sent to the visitor automatically when a visit is scheduled or canceled.

Hello JAMIE HARDTNER,

**Your scheduled video visitation session with an inmate at CTL Enforcer Demo has been cancelled for the following reason:**

Visit cancellation requested by Visitor

**RESERVATION DETAILS**

<b>Participant:</b>	JAMIE HARDTNER	<b>Confirmation:</b>	131823004001168
<b>Agency:</b>	CTL Enforcer Demo	<b>Inmate:</b>	JUSTIN WISE
<b>Location:</b>	Onsite at Jail Lobby	<b>Date/Time:</b>	04/06/2018 at 10:30am
<b>Status:</b>	Cancelled		

**Agreed to Visitation Rules: YES**

Please login to your account at [ICSolutions.com](http://ICSolutions.com) to schedule another video visitation session.

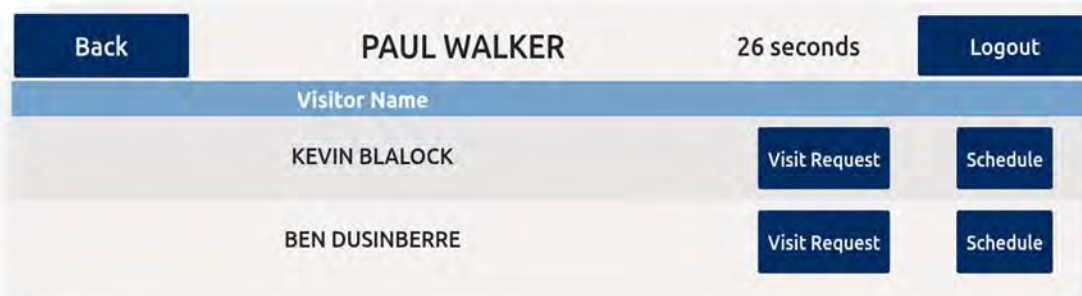
**Visit Cancellation Message**



### Inmate Outreach Visit Requests & Inmate-Scheduled Visits

Using The Visitor’s INMATE OUTREACH feature, inmates can send a scheduling request to approved visitors, or inmates can schedule and pay for (if necessary) visits themselves. These inmate self-service options save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.

From the INMATE OUTREACH screen, an inmate can choose to send a visitation request or schedule a visit with any approved visitor:



#### Inmate Outreach – Request or Schedule a Visit

#### Inmate-Initiated Visitation Request

Using the VISIT REQUEST option, an inmate can request that an approved visitor schedule a visit. The Visitor™ emails the request to the visitor with a link for them to schedule the visit. If the visitor schedules a remote video visit with the inmate, the visitor will pay for the visit at the time of scheduling using funds in their Prepaid Account.

Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility’s cancellation policies and procedures, the visitor will receive a refund of any remote visitation cost to their Prepaid Account.

#### Inmate-Scheduled Visit

The SCHEDULE option allows the inmate to select the date and time for a visit and, if the visit will be remote, to pay for the visit from his or her Debit calling account. Based on the visitation options available at a specific facility, the inmate first selects the type of visit they want to schedule – Onsite Video, Contact, or Offsite Video (remote).

The screenshot shows a user interface for scheduling a visit. At the top, there are three buttons: "Back" on the left, "PAUL WALKER" in the center, and "23 seconds" on the right. Further right is a "Logout" button. The main content area contains the text "Scheduling a visit with BEN DUSINBERRE" and "Please select location". Below this text are three buttons: "Onsite Video", "Contact", and "Offsite Video".

**Inmate Scheduling for Contact & Video Visits**

The inmate then selects a date and time and confirms the visit to be scheduled.

The screenshot shows the next step in the scheduling process. At the top, there are three buttons: "Back" on the left, "PAUL WALKER" in the center, and "21 seconds" on the right. Further right is a "Logout" button. The main content area contains the text "Scheduling a Onsite Video visit with BEN DUSINBERRE" and "Please select day". Below this text are six buttons arranged in two rows: "Tomorrow 03/06", "Saturday 03/07", "Sunday 03/08" in the first row; and "Monday 03/09", "Tuesday 03/10", "Wednesday 03/11" in the second row.

**Schedule Visit – Date Selection**

Back PAUL WALKER 24 seconds Logout

Scheduling a Onsite Video visit with BEN DUSINBERRE on 03/06  
Please select a time

02:30 PM	03:00 PM	03:30 PM	04:00 PM	04:30 PM
05:00 PM	05:30 PM	06:00 PM	06:30 PM	07:00 PM
		07:30 PM		

Schedule Visit – Time Selection

Back PAUL WALKER 24 seconds Logout

Scheduling a Onsite Video visit with BEN DUSINBERRE on 03/06 at 17:30  
This visit will be free

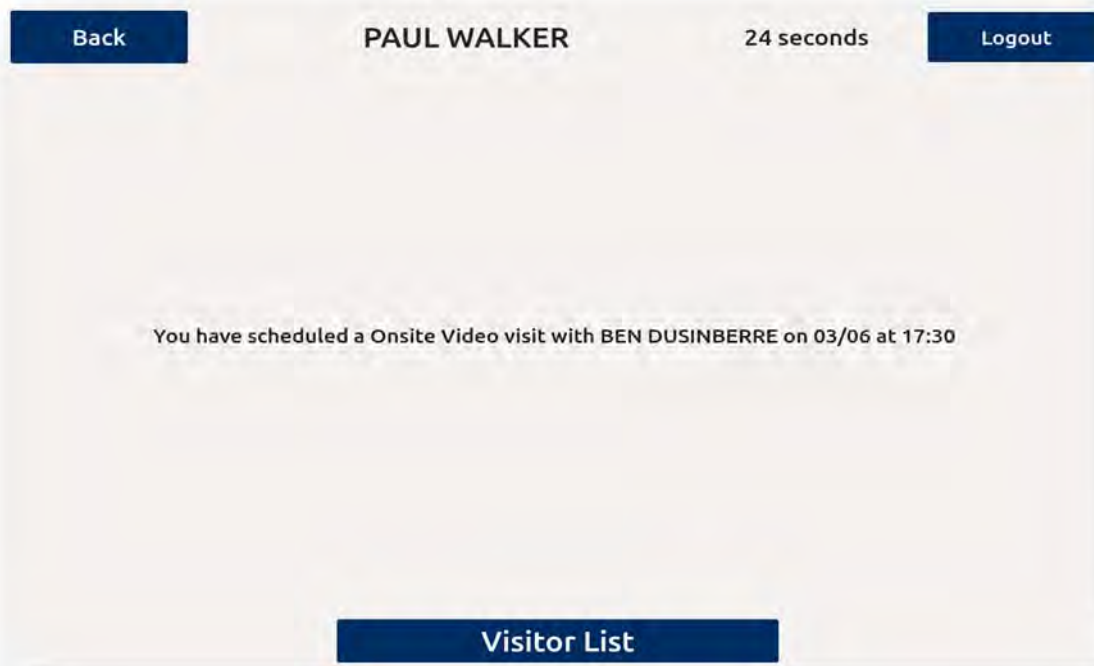
Yes, schedule visit Do not schedule

Schedule Visit – Confirm

For free visits – **ONSITE VIDEO** and **CONTACT** visit types – the inmate confirms they wish to schedule the visit, and then The Visitor™ instantly analyzes the visit request against its rules set to ensure adherence to all facility rules and policies. If the visit cannot be completed due to noncompliance with the rules, the inmate will be notified of the reason.

If the inmate is scheduling an **OFFSITE VIDEO** visit, the cost of the visit is displayed before the confirmation step, and the inmate is asked to acknowledge this cost before confirming the visit. Once the inmate confirms that he or she wishes to utilize their Debit Account funds to schedule the visit, the required funds are reserved in the inmate’s Debit Account. Then The Visitor™ analyzes the visit request against its rules set. If the paid **OFFSITE VIDEO** visit cannot be completed due to noncompliance with the rules, the inmate is notified of the reason, and the reserved Debit Account funds are immediately released.

If the visit is allowed, the inmate will see a message confirming the scheduled date, time, visitor, and visitation location/type:



### Visit Scheduled

The Visitor™ emails the visitor with information about the scheduled visit, along with a link in case the visitor needs to cancel. Prior to the scheduled visitation time, if either the visitor or the inmate cancels the visit in accordance with the facility’s cancellation policies and procedures, the inmate will receive a refund of any remote visitation cost to their Debit Account.



The video visitation solution shall include the following scheduling, automation, policy management, and usability functionality:

1. System must assign a unique identification number to each inmate and user

**ICSolutions Response:**

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

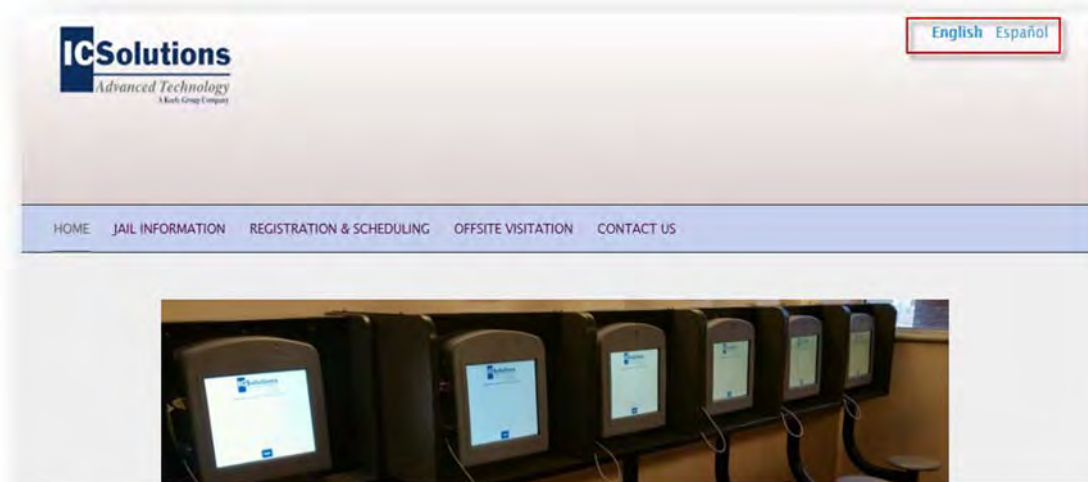
2. Multi-lingual inmate interface (English and Spanish at a minimum)

**ICSolutions Response:**

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

**Languages**

The public can select English or Spanish via the Facility's dedicated Registration & Scheduling website, which provides the public with the policies and procedures for video visitation, as well as links available to the Facility's visitation information website.



**The Visitor™ Registration & Scheduling Website for the Public – Languages**

3. A single system that must be able to support multiple housing units

**ICSolutions Response:**

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



THE VISITOR™ can support multiple facilities in multiple locations with multiple housing units. Because THE VISITOR™ is highly configurable, it can even accommodate different visitation policies based on visitation type, inmate restrictions, inmate allowances and quotas, housing unit, or even different locations. Only the times available according to the system settings, as well as the times with available resources (e.g., video station, inmate availability), will be available for visitors to schedule visitations.

4. Web-based visitation scheduling for authorized users (Corrections Services staff, attorneys, the public) utilizing any standard web browser

**ICSolutions Response:**

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

**Easy 3-Step Visitation Registration & Session Scheduling**

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

Persons wanting to visit inmates must register only once, and can do so remotely at [www.icsolutions.com](http://www.icsolutions.com) or via the **Visitor Registration & Scheduling Terminal** provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate's facility at [www.icsolutions.com](http://www.icsolutions.com), which contains step-by-step instructions on how to register for visits.

The Visitor™ uses a very simple process for both registration and scheduling, which consists of:

1. Choosing the desired action under "What would you like to do?" after logging in
2. Reading and agreeing to the Facility's Visitation Rules
3. Filling in all the required fields, such as the visitor's date of birth, ID information, and any other information required by the facility

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

If the County opts to require visitor approval of personal visitors, registrants must wait for approval prior to scheduling a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

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

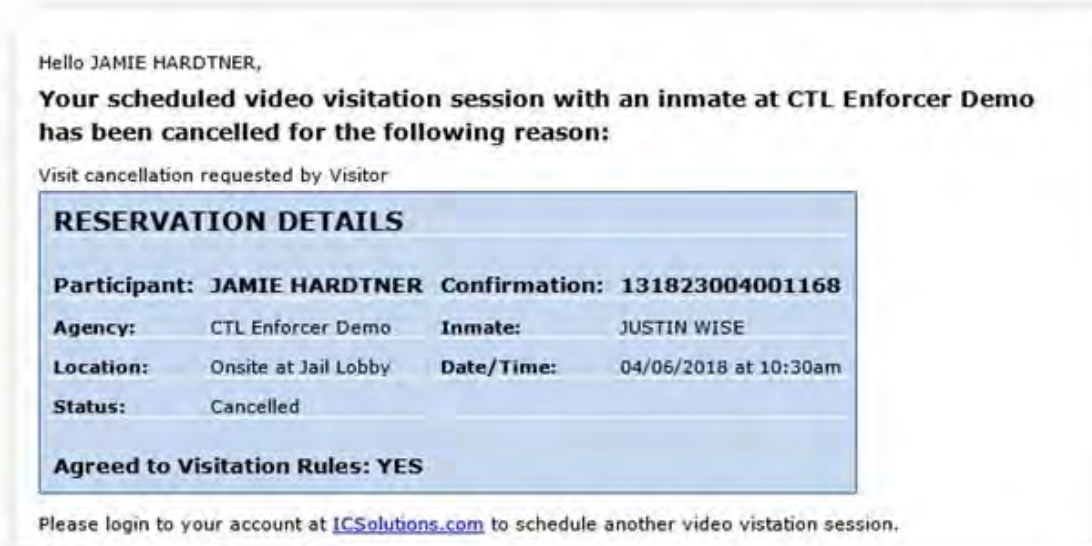
### Email Notifications to Visitors

Once a session is scheduled, The Visitor **automatically emails** the scheduled visitation details to the email address provided by the scheduling visitor at the time of registration. In addition, the system's Visitation Schedule lists all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation provided by ICSolutions or remotely via a browser from any internet-connected device so long as the user has a valid username and password for The ENFORCER®.



### Visitation Confirmation Email

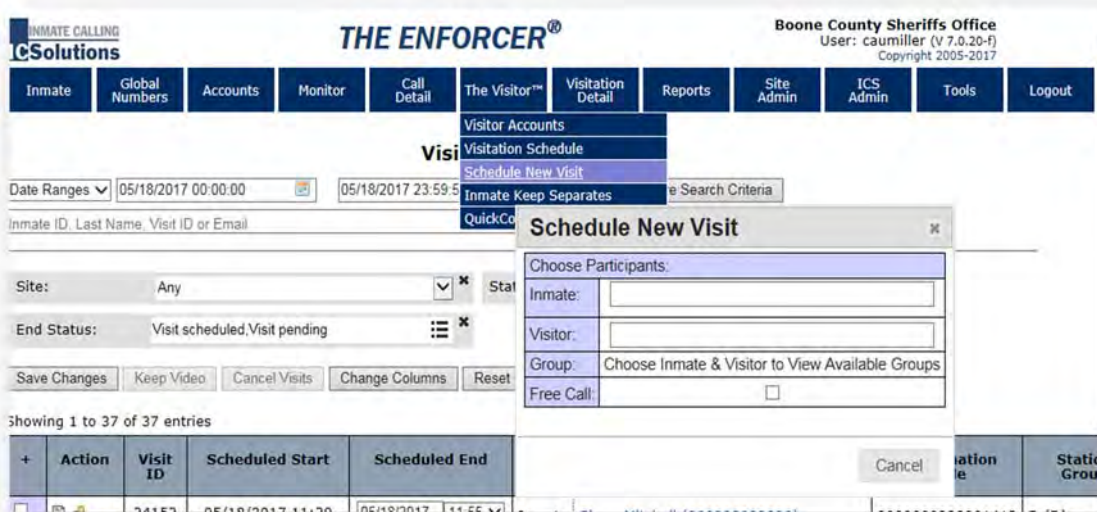
Should a scheduled session be cancelled for any reason, The Visitor™ **automatically emails** the visitor notifying him/her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session. An email is sent to the visitor automatically when a visit is scheduled or canceled.



**Visit Cancellation Message**

**Authorized Staff: Schedule New Visit**

Authorized users can schedule new visits by going to the SCHEDULE NEW VISIT screen:



**Schedule New Visit**

A NEW VISIT pop-up box will automatically appear once the SCHEDULE NEW VISIT screen is selected. Authorized staff need to complete the following fields to schedule a new visit:

- Inmate
- Visitor – populated automatically with the visitors registered with that inmate
- Group – type of visit, such as on-site (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. – populated with only types of visits available for that visitor and inmate
- Day of visit – populated with only dates available in compliance with Facility’s policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
- Time of visit – populated with only times available in compliance with Facility’s policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule

Choose Participants:	
Inmate:	7202 7202 Dent, Harvey
Visitor:	icsqa@icsolutions.com HATZ, JOSH
Group:	Please select a group QA LS Visitor Contact (Contact Visit) Offsite from Home (Video Visit) QA LS Visitor Non-Contact (Non Contact Visit) QA LN Visitor Contact (Contact Visit) QA Visitor Lobby North (Video Visit) QA LN Visitor Non-Contact (Non Contact Visit)
Free Call:	Please select a group

### Staff-Scheduled Visits

## Ad Hoc Visits: QuickConnect Feature

In addition to scheduling new visits, authorized staff can use the QuickConnect function enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

The QuickConnect function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in THE VISITOR™ module.
- The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.

The screenshot shows the QuickConnect interface with the following fields and options:

- Inmate Section:**
  - Use fake inmate:
  - Auto connect:
  - Inmate ID:
  - Station: Inmate Station 01 (dropdown)
- Visitor Section:**
  - Use fake visitor:
  - Auto connect:
  - Visitor Email:
  - Station: Visitor Station 01 (dropdown)
- Connect Section:**
  - Visit Length: 25 minutes
  - Start Time: [Date] [Time]
  - Connect Now button

### QuickConnect Screen

When creating a visitation session from the QuickConnect screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.



- 5. Inmate terminal must display pending visits

**ICSolutions Response:**

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

THE VISITOR™ displays pending visits to inmates, friends and family, and correctional facility staff, as described below.

**Inmate Notification of Visitation Schedule**

THE VISITOR™ sends a voicemail to inmates notifying them that visitations have been scheduled. Inmates can access the voicemail from any phone using their PIN.

Additionally, when the inmates have access to THE VISITOR™’s video visitation terminals, and when the kiosks are not being used, the inmate terminals will display upcoming visits for the inmate group associated with that terminal, such as the inmates in a housing unit where the terminal is located. The number of upcoming visits displayed is configurable. For the 17” screen, THE VISITOR™ shows the next twelve visits as a default:

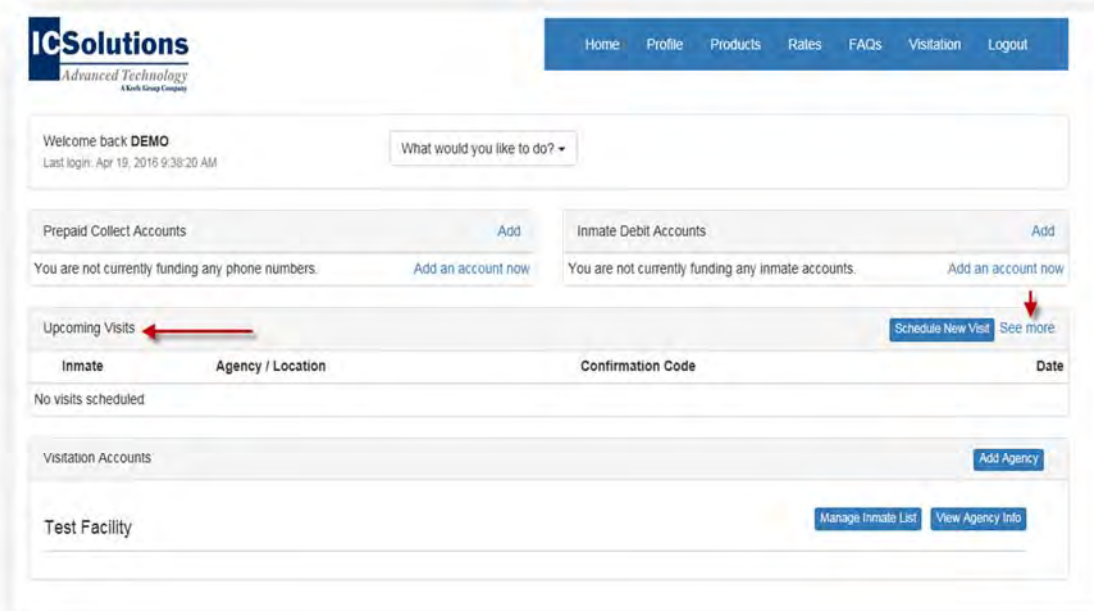


Schedule of Upcoming Visits – Terminal View

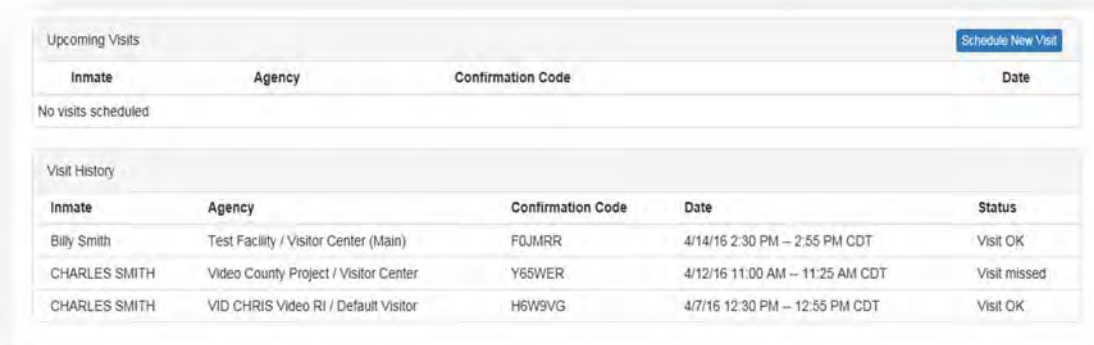


## Visitor View of Schedule

Visitors can view the upcoming visits from the home page of their customer account. They can click on “See more” to view their visitation history and other visitation account information.



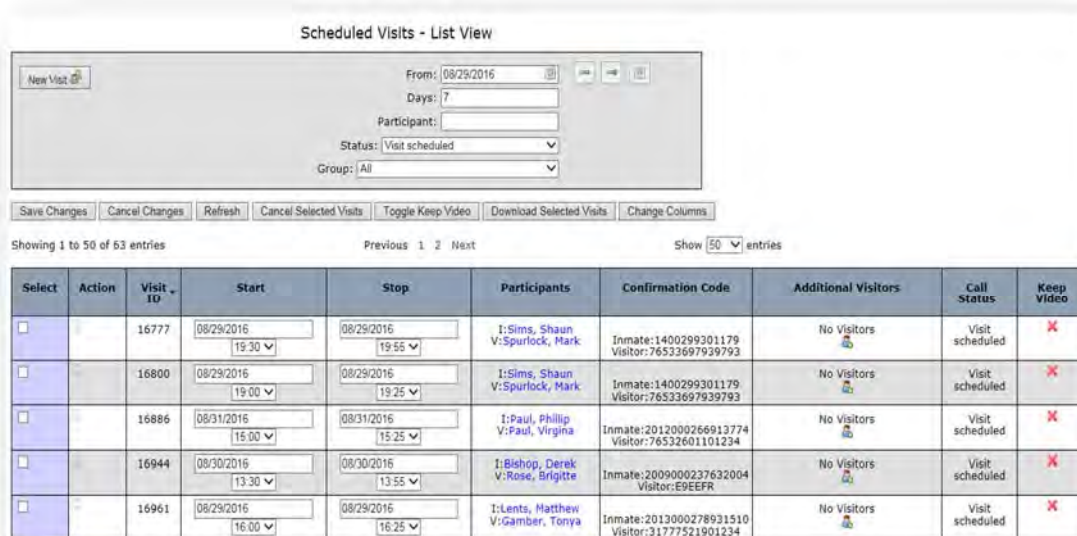
### Upcoming Visits – Customer Account Home Page



### Upcoming Visits & Visitation History – Customer Account Details

## Authorized Staff: Viewing Scheduled Visitations & Canceling Visits

Authorized facility staff can view the visitation schedule at any time and identify an inmate’s upcoming visitors. To help ensure compliance with the County policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, THE VISITOR™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no units are available. THE VISITOR™ automatically notifies the visitor by email when a visit is canceled.



### Scheduled Visitations

6. Web-based scheduling system must allow users to easily and simply schedule a visitation session

#### ICSolutions Response:

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

Our web-based scheduling system is intuitive and easy to use. The Visitor™ uses a very simple process for both registration and scheduling, which consists of:

1. Choosing the desired action under “What would you like to do?” after logging in
2. Reading and agreeing to the Facility’s Visitation Rules
3. Filling in all the required fields, such as the visitor’s date of birth, ID information, and any other information required by the facility

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

If the County opts to require visitor approval of personal visitors, registrants must wait for approval prior to scheduling a visit. Any registrant seeking to register as a privileged visitor must have their credentials (such as bar number) verified and approved prior to the visitor being allowed to have privileged, unrecorded visits.

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

7. Web-based scheduling system must require visitors to provide photo ID for a visitation session

**ICSolutions Response:**

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

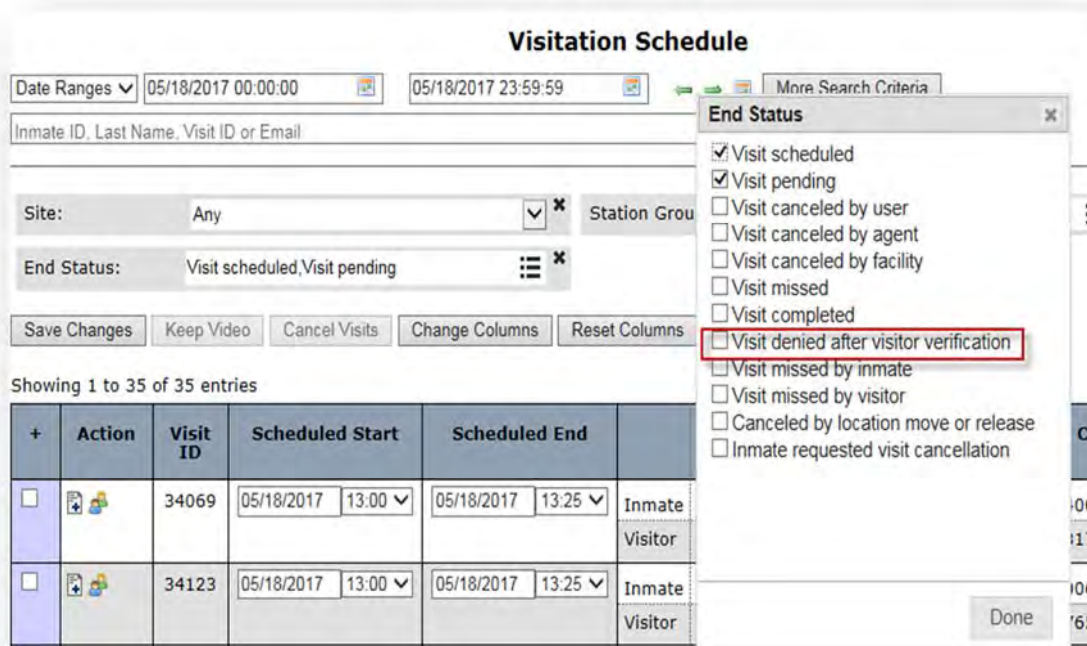
**Visitor Verification of Video Visitors**

The Visitor™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor.



**Visitor Verification – Monitoring Officer View**

When an officer denies a visitor for failing Visitor Verification, the visitation is cancelled. All visits that are denied after Visitor Verification are designated as such in the Visitation Schedule.



### Visitation Schedule

Additionally, although not currently deployed with a MAG stripe reader, The Visitor™ Registration & Scheduling Terminal is equipped with a USB port that could accommodate the deployment of a driver’s license swipe reader that could capture and populate a visitor’s name and address during Visitor Registration, if required by the County.

8. Web-based scheduling system must only display timeslots that meet Anoka County Jail’s policies

**ICSolutions Response:**

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

The Visitor™ automatically displays only available timeslots based on type of visit (onsite, remote, or face-to-face), consistent with Anoka County’s visitation policies, including but not limited to any time restrictions based on type of visit and housing location of the inmate, as well as the availability of visitation rooms and equipment.

9. Web-based scheduling system must conduct all conflict checking and only display times that are available

**ICSolutions Response:**

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

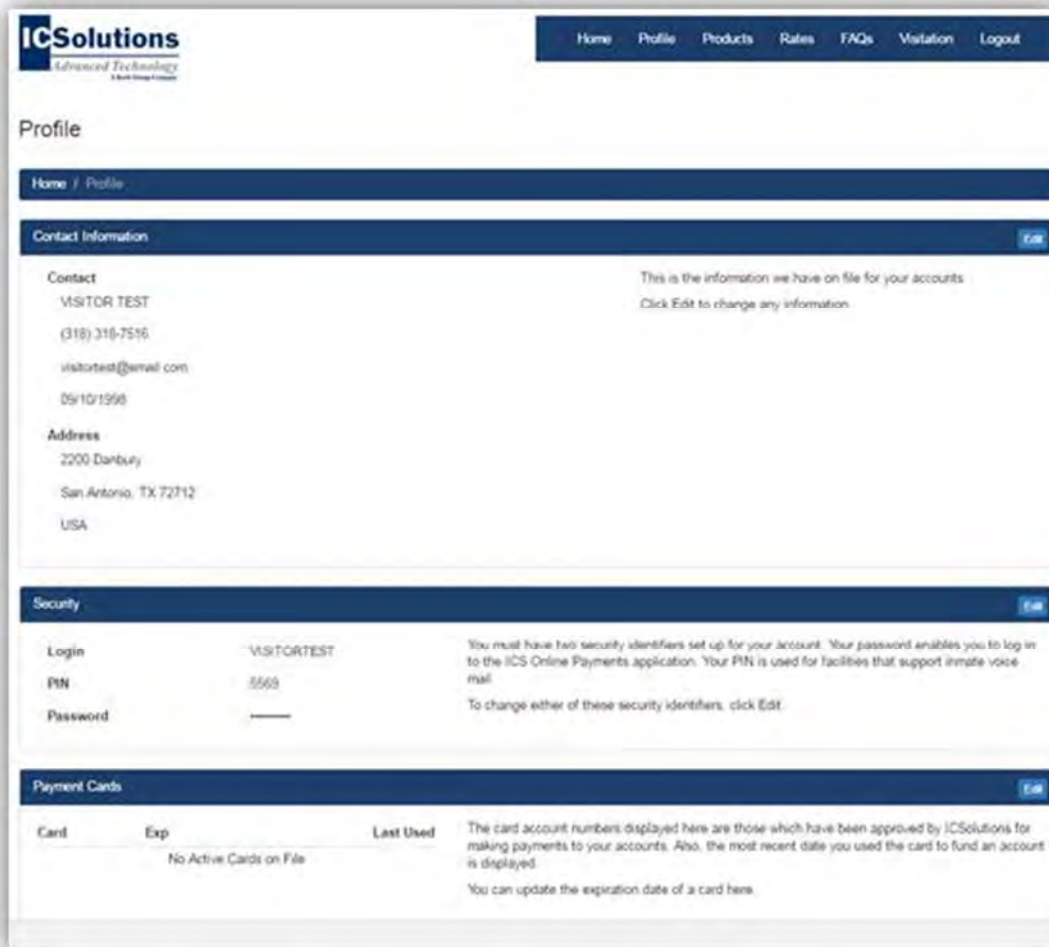
THE VISITOR™ automatically displays only those available timeslots based on type of visit (onsite, remote, or face-to-face), consistent with the County’s visitation policies, including but not limited to any time restrictions based on type of visit and housing location of the inmate, as well as the availability of visitation rooms and equipment.

- 10. Web-based scheduling system must allow users to easily change their personal information (password, address, phone number, etc.)

**ICSolutions Response:**

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

Users can easily update their personal information via the Customer Account Portal, as shown below:



Customer Account Portal at www.icsolutions.com – Profile



11. It is preferred that the system the system automatically cancel a visit if the inmate is released or moved to a location where visitation is not possible

**ICSolutions Response:**

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

THE VISITOR™ automatically cancels visits if the inmate is released or if the inmate is moved to a location where no units are available.

### **Interface with the County's Jail Management System**

THE VISITOR™ video visitation system interfaces with the County's Management System (JMS) at no cost to the County! Leveraging this interface, we retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate. Depending on the information stored within the JMS, THE VISITOR™ can automatically:

- Utilize the same inmate identification number assigned by the JMS
- **Update the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Import inmate and visitor information maintained in the JMS, such as:
  - Approved visitors
  - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
  - Events that may affect inmate availability, such as medical appointments or court dates
  - Visitation rules or policies maintained, such as visitation times by housing unit
- **Cancel a visit if the inmate's visitation privilege status changes or if they are released**
- Reschedule visits for moved inmates, so long as there is an available video station at the time scheduled
- Notify visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

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

12. Web-based scheduling system must send an email to the visitor when a visit is scheduled, modified, or cancelled

**ICSolutions Response:**

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



The Visitor™ automatically emails the visitor with all newly scheduled visitations and modifications to existing visits. In addition, should a scheduled session be cancelled for any reason, The Visitor™ **automatically emails** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.



### Visitation Confirmation Email

13. If a scheduled visit is cancelled, the timeslot should become available for scheduling

#### **ICSolutions Response:**

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

If a scheduled visit is cancelled, the timeslot becomes available for scheduling. Additionally, should a scheduled session be cancelled for any reason, The Visitor™ automatically emails the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

14. Web-based scheduling system must assign a unique visitation identification number for every visit for reporting and tracking

#### **ICSolutions Response:**

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

Just as THE ENFORCER® assigns a Call Sequence Number (CSN) to each call, THE VISITOR™ assigns a unique visitation number to each visit that is preserved from its creation and that can be utilized for reporting and tracking purposes.

- The visitation management system must allow authorized Facility staff to schedule visits, as well as modify existing visits. The system shall require the staff to enter notes as to the reason for the modification of visits

**ICSolutions Response:**

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

## Authorized Staff

### Schedule New Visit

Authorized users can schedule new visits by going to the Schedule New Visit screen:



### Schedule New Visit

A “New Visit” pop-up box will automatically appear once the Schedule New Visit screen is selected. Authorized staff need to complete the following fields to schedule a new visit:

- Inmate name
- Visitor – Populated automatically with the visitors registered with that inmate
- Group – Type of visit, such as face-to-face, across-the-glass, etc. Populated with only types of visits available for that visitor and inmate
- Day of visit – Populated with only dates available in compliance with Facility’s policies; however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
- Time of visit – Populated with only times available in compliance with Facility’s policies; however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule

### Staff-Scheduled Visits

### Modifying Visits

Authorized facility staff can modify the visitation schedule at any time through the Visitation Schedule. To help ensure compliance with the Facility’s policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can also modify the scheduled start time up and end time through the Visitation Schedule:

+	Action	Visit ID	Scheduled Start	Scheduled End	Participants	Confirmation Code	Station Group	Additional Visitors	Visitation Type	End Status
<input type="checkbox"/>		81946	04/02/2019 15:30	04/02/2019 15:55	Inmate: JAMES, MEGAN (68922) Visitor: THURSBY, KAYLA (08/25/1986)	689227184 125670874390710	D Block Onsite at Jail Lobby		Video Visit	Visit Scheduled

### Visitation Schedule – Modifying Scheduled Visits

## Cancel Visits

Authorized staff can easily cancel pending or in progress visits with the click of a button. Staff will be required to enter a note to explain the cancellation. The Visitor™ **automatically sends an email notification of the cancellation** to the visitor.

**Visitation Schedule**

Date Ranges: Start Date Range: End Date Range: More Search Criteria

Include: visit:81946 Search Clear

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

Showing 1 to 1 of 1 entries

+	Action	Visit ID	Scheduled Start	Scheduled End	Participants	Confirmation Code	Station Group	Additional Visitors	Visitation Type	End Status
<input checked="" type="checkbox"/>		81946	04/02/2019 15:30	04/02/2019 15:55	Inmate: JAMES, MEGAN (68922) Visitor: THURSBY, KAYLA (08/25/1986)	689227184 125670874390710	D Block Onsite at Jail Lobby		Video Visit	Visit Scheduled

Showing 1 to 1 of 1 entries

**Cancel Visits**

**WARNING:** You are about to cancel visits.  
A note is required for this action and will be sent to the visitors.

Yes: Cancel No: Do Not Cancel

Visitation Schedule – Cancel Visits

## Adding Notes

Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account.

**THE ENFORCER®**

ICSMATE CALLING ICSolutions ICS Enforcer Demo User: caumiller (v 8.0.58-f) Copyright 2005-2018

Inmate Global Numbers Accounts Monitor Call Detail The Visitor™ Visitation Detail Reports Site Admin Tools Logout

**Visitor Accounts**

Last name, first name, phone or email Search Clear More Search Criteria

Account Status: Approved, Pending Approval

Change Columns Reset Columns Export Print Register A Visitor

Showing 1 to 50 of 4,165 entries Previous 1 2 3 4 5 ... 84 Next

Action	Name	DOB	Number	Email	DNR	Privileged	Created	Status
	A, A	01/01/1999 (19)	1-234-567-8900	testing@icsolutions.com			09/11/2018 13:05:45	Approved
<input checked="" type="checkbox"/>	AARON, BEN	12/17/1978 (39)	1-256-531-3971	eliteproperties98@gmail.com			04/18/2017 13:40:23	Approved
	AARON, JALYNDA	11/25/1993 (25)	1-205-587-3638	bravenmarche15@gmail.com			03/02/2018 21:36:27	Approved
	AARON, SAM	06/19/1963 (55)	1-256-347-4082	sams7734@gmail.com			01/08/2018 18:07:33	Approved

Visitor Accounts



- System must use a set duration of 20 minutes for each visit and can be adjusted by the staff as well

**ICSolutions Response:**

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

The visitation duration is customizable to meet the County’s policies. The Visitor™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules.

**Visit Location Schedule**

Save Changes | Cancel Changes | New Group | Facility: Video | Search: | Refresh | Unassigned Station Groups | Unassigned Inmate Locations

Showing 1 to 1 of 1 entries | Previous 1 Next

Location Group Name	Inmate Location RegEx	Station Group	Schedule	Remove
Block 3 C	^.*\$	Default Inmate	07:00 - 21:00hrs	

**Edit Schedule: Block 3 C**

**Schedule Settings**

Start: 07:00 Hrs | Stop: 21:00 Hrs  
 Effective from: 01/01/2016 | To: Forever  
 Set an effective end date:   
 Schedule Priority: Normal

Apply these settings to the following days:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Showing 1 to 1 of 1 entries | Previous 1 Next

**Visit Location Schedule**

Visitation duration settings are configurable in one-minute increments. ICSolutions recommends a length of 30 minutes for visitation sessions to avoid scheduling issues and allow sufficient visitation time. Authorized users can always override the system settings for situations that require different durations.

## QuickConnect

Additionally, authorized staff can use the QuickConnect function, which enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

The QuickConnect function accommodates any of the following circumstances:

- The facility has opted to not utilize the full registration process for visitors in The Visitor™ module.
- The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice.
- The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.
- The facility does not require the pre-session participant validation process.
- The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.

The screenshot shows the QuickConnect interface with the following fields and controls:

- Inmate Section:**
  - Use fake inmate:
  - Auto connect:
  - Inmate ID:
  - Station:
- Visitor Section:**
  - Use fake visitor:
  - Auto connect:
  - Visitor Email:
  - Station:
- Connect Section:**
  - Visit Length:  minutes
  - Start Time:  :
  - Connect Now:

### QuickConnect Screen

When creating a visitation session from the QuickConnect screen, users can include specific inmate and/or visitor information (inmate ID and/or visitor email address), which will become part of the visitation records. Alternatively, users can simply select the inmate and visitor stations, visit length, and an optional start time to connect the visitation session.



17. The system should track the following inmate and visitor information:
- a) Inmate PIN;
  - b) Inmate name;
  - c) Inmate Housing location
  - d) Visitor name;
  - e) Relationship to the inmate;
  - f) Date, start and end time of visits; and
  - g) Inmate video visitation station.
  - h) The system will provide an audit trail of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.)

**ICSolutions Response:**

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

Authorized users are able to track inmate visitations by any of the specifications required above. Authorized users are easily able to perform detailed searches and run reports. After logging into The ENFORCER®, an officer, administrator, or investigator can retrieve, review, and even print the video visitation history for any inmate or visitor. While our existing search and reporting features are robust, we will be happy to create any reports the County needs.

18. The system will provide for an Exclusion or Blocked Visitor List which allows the County to set visitor exclusions (i.e., visitors should be able to be excluded from visiting certain or all inmates and inmates should be excluded from visiting certain public visitors). This should allow exclusion time periods to be set as well. (Example: Excluding public visitation for a visitor for 10 days due to an infraction).

**ICSolutions Response:**

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

Inmates are not be able to visit with any visitor who is not approved. All approved visitors, as well as rejected visitors, visitors pending approval, and banned/suspended visitors are provided on THE VISITOR ACCOUNTS screen. This VISITOR ACCOUNTS screen is updated through the JMS interface. The JMS tells The Visitor™ if the visitor cannot visit with a specific inmate. The status of visitors is set for each visitor based upon the exclusion in the JMS or, when necessary, by manual changes directly to the Visitor Accounts screen by authorized users.

## Visitor Account Management Approval, Denial, Suspensions, & Blacklist

The Visitor Accounts Screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts.

The screenshot shows the 'Visitor Accounts' interface. At the top, there is a search bar with the placeholder text 'Last name, first name, phone or email' and buttons for 'Search', 'Clear', and 'More Search Criteria'. Below the search bar is a dropdown menu for 'Account Status' set to 'Approved, Pending Approval'. There are also buttons for 'Change Columns', 'Reset Columns', 'Export', 'Print', and 'Register A Visitor'. A pagination bar indicates 'Showing 1 to 100 of 2,882 entries' and includes 'Previous' and 'Next' buttons with page numbers 1 through 29. The main table has columns for Action, Name, DOB, Number, Email, DNR, Privileged, Created, and Status. A red arrow points to the 'More Search Criteria' button, which has opened a pop-up window. This window has sections for 'General', 'Relationship', and 'Address', each with a 'State' dropdown. The 'General' section includes 'Account Status' (Do Not Record), 'Privileged', and 'Imported'. The 'Relationship' section includes 'Relationship'. The 'Address' section includes 'State'. The table below the pop-up shows the first few rows of the visitor list.

Action	Name	DOB	Number	Email	DNR	Privileged	Created	Status
	Attorney, Test	09/15/1981 (36)	1-813-469-9060	lsteger@icsolutions.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	01/24/2017 14:29	Approved
	QUICKCONNECT, VISITOR			quickconnect@icsolutions.com		<input checked="" type="checkbox"/>	01/23/2017 12:33	Approved
	CRAWFORD, ASHLEY	10/21/1991 (26)	1-256-727-0014				01/24/2017 16:41	Approved
	QUICKCONNECT, VISITOR			quickconnect@icsolutions.com		<input checked="" type="checkbox"/>	01/23/2017 12:34	Approved
	HATZENBUEHLER, JOSHUA	10/27/1986 (31)	1-210-477-7325	ihatzenbuehler@icsolutions.com			01/23/2017 18:14	Approved

Visitor Accounts Screen

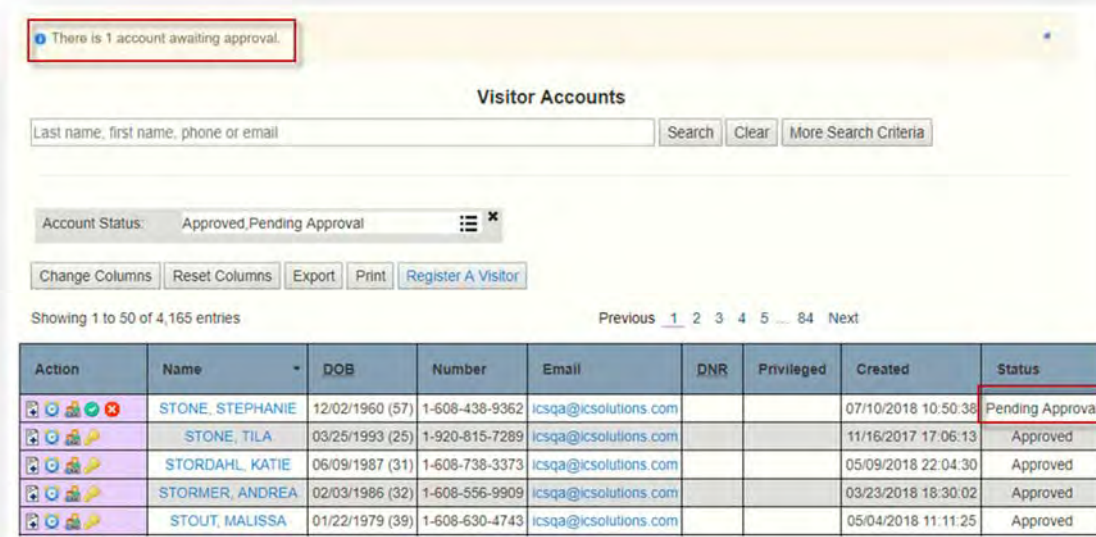
The view can be customized to the user's preferences:

This screenshot shows the 'Visitor Accounts' interface with the 'Change Columns' dialog box open. The dialog box has a grid of checkboxes for various columns: Visitor, Name, DOB, Number, Email, Description, Organization, Class, DNR, Privileged, Created, and Status. The 'Number', 'Email', 'Description', 'DNR', 'Privileged', 'Created', and 'Status' checkboxes are checked. The 'Organization' checkbox is unchecked. The 'Visitor' checkbox is also unchecked. To the right of the dialog box, a small table shows the first few rows of the visitor list, with the 'Privileged', 'Created', and 'Status' columns highlighted.

Privileged	Created	Status
<input checked="" type="checkbox"/>	01/23/2017 12:33	Approved

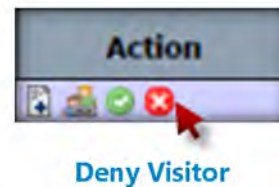
Visitor Accounts Screen – Change Columns

The Visitor™ provides a message when there are visitors who are pending approval. Visitors requiring approval displaying are easily identified with a “Pending Approval” status:

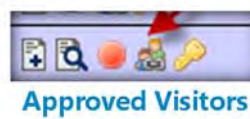
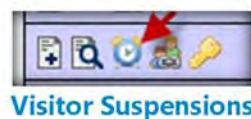
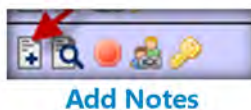


Visitor Accounts Screen – Accounts Pending Approval

Visitors are easily approved or denied with the click of a button:



Additional tasks on the Visitor Accounts screen include:



## Inmate & Visitor Suspensions

The Visitor™ allows inmates and visitors to be indefinitely or temporarily suspended from visitation privileges. Suspensions can be set for individual inmates or all inmates, for all visitation types or specific visitation types, such as only onsite video visitation or only remote visitor visitations. Authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension.

The screenshot shows a 'Suspend Visitor Account' dialog box overlaid on a 'Notes' table. The dialog box includes the following fields:

- Planned Start Date:** 11/26/2018 00:00:00
- Planned End Date:** 11/26/2018 23:59:59
- Lifetime Suspension:**
- Visit Type:** A dropdown menu with options: All, Video Visit, Offsite Video Visit.
- Inmate (optional):** A text input field.
- Reason for Suspension:** A text input field with the placeholder 'Add note here...'.

Buttons at the bottom of the dialog include 'Close', 'Save', and 'Spend'.

### Visitor Account – Suspensions

The screenshot shows the 'SUSPENSIONS' page for Inmate ID: 498, JOSHUA DWAYNE AKER. The page includes a navigation menu with options like 'Inmate', 'Global Numbers', 'Accounts', 'Monitor', 'Call Detail', 'The Visitor™', 'Visitation Detail', 'Reports', 'Site Admin', 'Tools', and 'Logout'. The main content area has the following elements:

- Start/End or Duration:** A section with 'Date: Asap' and 'End:' fields, and a 'Create' button.
- Duration:** A radio button option.
- Suspension Types:** Three dropdown menus for 'Phone Suspension', 'Video Visit Suspension', and 'Offsite Video Visit Suspension', all currently set to 'No Suspension'.
- Face to Face:** A 'No Face to Face' checkbox.
- Regular vs Full Suspension:** Text indicating 'Regular suspension: Privileged calls allowed.' and 'Full suspension: No calls allowed.'
- Note/Comment:** A text input field.

At the bottom, a message states: 'This inmate has never had a suspension.'

### Inmate Profile - Suspensions



## Visitor Blacklist

The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether he or she has a visitor account.

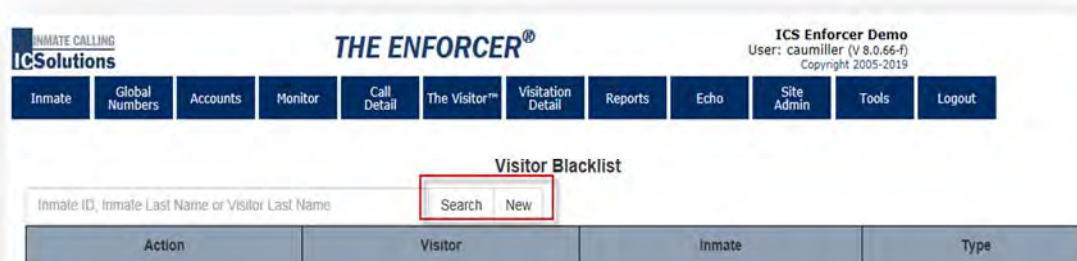
The screenshot shows the 'THE ENFORCER' software interface. At the top, there is a navigation menu with options: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Visitation Detail, Reports, The Investigator, Site Admin, Tools, and Logout. The 'The Visitor™' menu is open, showing options: Visitor Accounts, Visitation Schedule, Schedule New Visit, Inmate Keep Separates, QuickConnect, Approve Privileged Accounts, Visitor Blacklist (highlighted), and Location Schedule.

Below the menu, there is a search bar with the text 'Inmate ID, Inmate Last Name or Visitor Last Name:' and a search button. Below the search bar, it says 'Show 100 entries'.

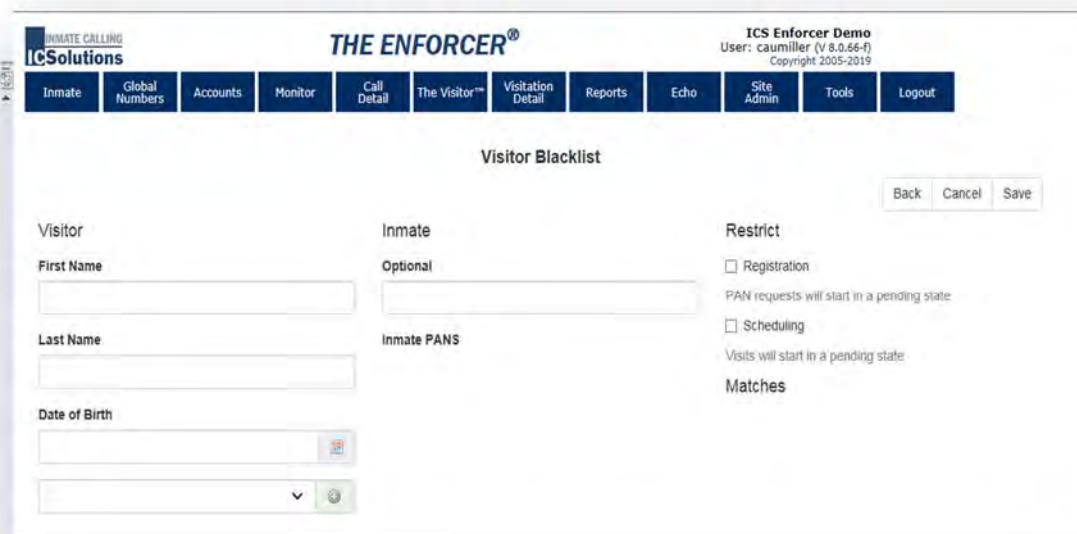
Action	Visitor		Type
		7302 Dent, Harvey	Registration, Scheduling
		7307 Potts, Virginia	Registration, Scheduling
		059358 WALL, KENDAL	Registration, Scheduling
		7305 Cobblepot, Oswald	Registration, Scheduling
		7303 Nygma, Edward	Registration, Scheduling
		7306 Blake, Zinda	Registration, Scheduling
		7308 Lagkowski, Walter	Registration, Scheduling
		7314 Darkholme, Raven	Scheduling
		7331 Hoshi, Kimiyo	Scheduling
		7310 Wilson, Wade	Scheduling

## Visitor Blacklist

The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and/or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.



Visitor Blacklist – Search or Add New



Visitor Blacklist – Add New Visitor Screen

When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.

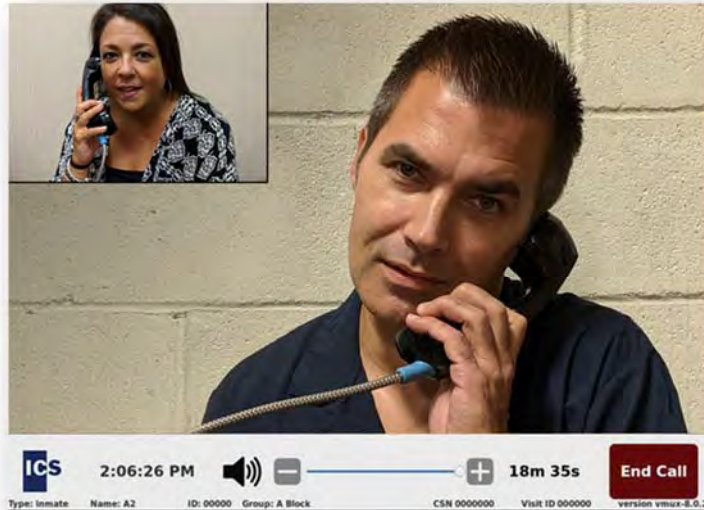


19. The system shall provide a visual warning message to inform the visitor that the visit will be ending in "5" minutes.

**ICSolutions Response:**

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

The system displays a countdown clock timer visible to the inmate and the visitor at all times.



**Live Video Visitation**

**System Reports**

Reports must be available to the County regarding daily, weekly and monthly visitation statistics as well as be searchable by both visitor and inmate information specifically and historically. Customizable reports are preferred.

**ICSolutions Response:**

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

## The Visitor™ Reporting Features

Authorized users are easily able to perform detailed searches and run reports. After logging into The ENFORCER®, an officer, administrator, or investigator can retrieve, review, and even print the video visitation history for any inmate or visitor. While our existing search and reporting features are robust, **we will be happy to create any reports the County needs.**

Authorized users may run reports immediately and in real time. Visitation Records reports can be accessed via The Visitor™ tab or Reports Tab in The ENFORCER®:

The screenshot displays the navigation interface of The ENFORCER®. At the top, there are two main menu structures. On the left, a 'Reports' menu is expanded to show options: All Scheduled Reports, Global Number, Global Number History, Recording Access, Accounting >, Call Information >, Inmate Information >, System Administration >, The Verifier Reports >, and The Visitor™ Reports >. The 'The Visitor™ Reports >' option is highlighted with a red box. A secondary menu for 'The Visitor™ Reports >' is shown to its right, listing: Visitor Accounts, Visitor Relationships, Visitation Schedule, Inmate Visitation Schedule, Visitation Incompletions and Cancellations, Visitation Records, and Visitation Statistics. On the right side, another 'Reports' menu is expanded, listing various report types such as Admin Setup Numbers, Collect Threshold, Inmate Debit Balances, Inmate Debit Statement, Inmate Monthly Balances, Inmate Usage Summary, Debit Calling Activity, Debit Transactions, Debit Trans by Site, Debit Trans by Funded Site, Debit Trans by Acct'ing Class, Debit Trans by Trans Type, Debit Comm. Transfers, Debit Comm. Transfer Summary, Debit Usage by Inmate, Prepaid Acct Summary, Prepaid Balance, Revenue by Acct Type, Revenue by Inmate Class, Revenue by Facility, Trust Debit Statement, Revenue Visitation Records, Visitation Transactions, and Visitation Revenue. The 'Revenue Visitation Records' and 'Visitation Transactions' options are highlighted with red boxes. At the bottom, the main application interface is visible, featuring a navigation bar with tabs: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor™, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, and Logout. The 'The Visitor™' tab is currently selected. The top right corner of the interface shows 'User: jhardtner (v 4070.231-f)' and 'Copyright 2009-2015'.

### The Visitor™ Reports

Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file. In addition to the standard reports available in the system with customizable parameters, ICSolutions is happy to assist by creating any new, customized reports that are desired. Below is a list of our standard reports and tables, each of which is customizable:

Report or Table Name	Description
<b>Inmate Visitation Schedule (All Scheduled Visits by Inmate)</b>	Shows site, visit (if more than one location at the facility), start date and time, visit ID, visit type, inmate ID, inmate name, inmate housing (location) and inmate station group This report does not contain any visitor information, so it can be posted in the inmate housing units.
<b>Visitation Schedule (All Scheduled Visits)</b>	Shows site, visit start date and time, visit ID, visit type, visitor name and date of birth, any additional visitors with their names and dates of birth, visitor location, inmate ID, inmate name, inmate housing (location), and inmate station group.
<b>Visitor Accounts</b>	Shows visitor name and date of birth, visitor username, visitor telephone number, visitor email, visitor status (rejected, approved, suspended), visitor classification (default privileged, unrecorded DNR visits, free), and visitor suspension end date (when applicable).
<b>Privileged Relationship Approval (Table)</b>	Table can be run for to show all rejected visitors, as well as all visitor registrations requesting unrecorded visits that are pending approval. The results have links to both the Visitor Account and the Inmate Profile screens.
<b>Visitor Relationships</b>	Shows visitor ID, visitor name and date of birth, visitor telephone number, inmate ID, inmate name, relationship, relationship status (approved, pending approval, rejected, blocked or invalid/not registered), and visitor suspension (when applicable).
<b>Visitation Incompletions &amp; Cancellations</b>	Shows site, visit start, visit ID, visit type, visitor name and date of birth, inmate ID, inmate name, reason code and note as to why the visit was incomplete or canceled, and the note explaining the reason the visit was incomplete or cancelled in more detail.
<b>Visitation Records</b>	Shows site, visit start time and date, CSN, visitor name and date of birth, any additional visitors with their names and dates of birth, visitor station, inmate ID, inmate name, inmate station, and duration.
<b>Visitation Statistics</b>	Shows site, date, visit type, visitor location, scheduled, user cancel, agent cancel, facility cancel, officer deny, missed, completed, and total visits.

Report or Table Name	Description
<p><b>Visitation Charges (Report)</b></p>	<p>Shows visit ID, start time, status (missed, completed), end type/reason (e.g., stopped by time limit, stopped by inmate, etc.), amount, charged, final cost, scheduled transaction date, and comments.</p>
<p><b>Notes (Table)</b></p>	<p>Shows the Note, CSN, phone, inmate, type (identifies why the note was created, such as from a video visit, global number, suspension, etc.), category, created date, author (user or process creating the note), bookmark, reference, visitor, visit ID. The results feature an icon that allows the user to add a new Note. The Notes Table is searchable by inmate ID, visitor ID, visit ID, called number, CSN, author, note type, note category, date (range or specific), site ID, site info code, and/or whether the note contains any specified terms.</p>
<p><b>Inmate Keep Separates (Table)</b></p>	<p>Shows all inmates who are designated to be separated from each other when conducting visitations.</p>
<p><b>Revenue Visitation Records</b></p>	<p>Shows site, visit start, CSN, visitor name and date of birth, visitor station, inmate ID, inmate name, inmate station, duration and final cost (for Admin users).</p>
<p><b>Visitation Transaction</b></p>	<p>Shows visitor's telephone number, visitors name, transaction date and time, transaction amount, and description (visit ID and date and time of visit are entered here as a default, or specifies if it is a refund along with the transaction number).</p>
<p><b>Visitation Revenue (Report)</b></p>	<p>Shows activity date, station location (pod, etc.), number of onsite visits, number of offsite (remote) visits, number of inter-site visits, and the total revenue for the station location by date.</p>

In addition to the above reports specific to The Visitor™ video visitation and visitation management systems, since The Visitor™ is a module of The ENFORCER®, authorized users can access audit reports, such as **Recording Access Reports**, which provides a listing of all call and video records that have been listened to during a user-specified date range. The report lists the user ID of the person who played the recording, the CSN, inmate ID, and name of the inmate who made the call/visit, and the date the user played the call recording.

### System Administration

The system shall provide different levels of functionality to users based on their user type. For example:

1. Administrators: create/manage/edit – users, schedules, etc.
2. Users: create/manage/edit their own schedules
3. Read-only user: can only view scheduled visits
4. Each user will require a unique username and password that will dictate their level of functionality.
5. Provides an audit trail of all system activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).
6. The system shall allow for integration with the Anoka County JMS. a. The VVS shall use the same inmate PIN utilized by ITS to identify the inmate on the video visitation system.

### **ICSolutions Response:**

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

With the single sign-on feature offered with THE ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through **one log in ID and password** being assigned a series of account privileges in THE ENFORCER® system, as well as THE VISITOR™ module. When the browser-based GUI is launched, the user must “login” (see following example) to the system with a valid username and password.



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



Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.

**Role / Access Definitions**

	Visitor Admin	Visitor Monitor	Visitor User	Visitor Invest.
video_call_search	Read/Write	Read/Write	Read/Write	Read/Write
video_messages	Read/Write	Read/Write	Read/Write	Read/Write
video_monitor	Read/Write	Read/Write	Read/Write	Read/Write
video_playback	Read/Write	Read/Write	Read/Write	Read/Write
video_stations	Read Only	Read/Write	Read/Write	Read/Write
video_verify_visitor	Read/Write	Read/Write	Read/Write	Read/Write
visit_cancel	Read Only	Read/Write	Read/Write	Read/Write
visit_location_schedule	Read Only	Read/Write	Read/Write	Read/Write
visitor_account	Read/Write	Read Only	Read/Write	Read/Write
visitor_account_class	Read Only	Read/Write	Read/Write	Read/Write
visitor_cos_admin	Read/Write	Read/Write	Read/Write	Read/Write
visitor_inmate_restrict	Read/Write	Read/Write	Read/Write	Read/Write
visitor_locations	Read/Write	Read/Write	Read/Write	Read/Write
visitor_merge	Read/Write	Read/Write	Read/Write	Read/Write
visitor_pans	Read/Write	Read Only	Read/Write	Read Only
visitor_password	Read/Write	Read/Write	Read/Write	Read/Write
visitor_register	Read/Write	Read/Write	Read/Write	Read/Write
visitor_relationships	Read/Write	Read Only	Read/Write	Read Only
visitor_scheduler	Read/Write	Read/Write	Read/Write	Read/Write
visitor_scheduler_force	Read/Write	Read/Write	Read/Write	Read/Write
visitor_scheduler_free	Read/Write	Read/Write	Read/Write	Read/Write
visit_station_groups	Read Only	Read/Write	Read/Write	Read/Write

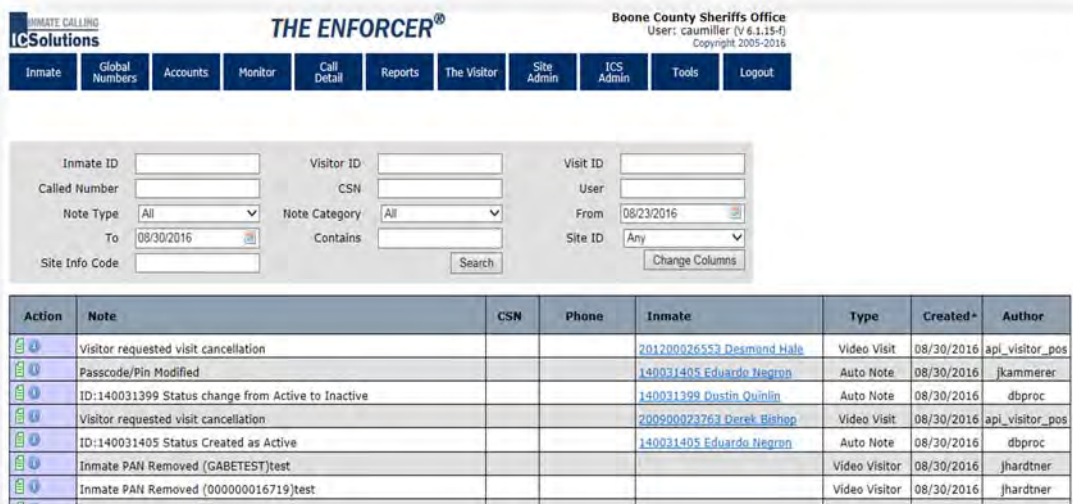
Disabled:     Read Only:     Read/Write:

**The Visitor™ Roles**

**Audit Trails**

ICSolutions provides customized audit trails based on the County’s needs. 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.). In addition, most user changes require notes to be entered. ICSolutions can create reports for the user logs, which can also be scheduled reports. Authorized users can also look up the Notes to identify the reasons for changes.





### User Changes – Notes Screen

## Interface with the County’s Jail Management System

ICSolutions is already integrated with the JMS for PIN administration. THE VISITOR™ video visitation system interfaces with the County’s Management System (JMS) at no cost to the County! Leveraging this interface, we retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate. Depending on the information stored within the JMS, THE VISITOR™ can automatically:

- Utilize the same inmate identification number assigned by the JMS
- **Update the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Import inmate and visitor information maintained in the JMS, such as:
  - Approved visitors
  - Inmate or visitor restrictions, such as “Keep Separates” or warrant check results
  - Events that may affect inmate availability, such as medical appointments or court dates
  - Visitation rules or policies maintained, such as visitation times by housing unit
- **Cancel a visit if the inmate’s visitation privilege status changes or if they are released**
- Reschedule visits for moved inmates, so long as there is an available video station at the time scheduled
- Notify visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

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

#### **Video Visit Monitoring and Recording**

1. Please identify in detail the type of data storage used by your system. Cloud or hard drive is preferred.

#### **ICSolutions Response:**

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

Video recordings are stored on fault-tolerant enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers comprise the same storage solution that provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

2. Video Visitation Recording: The VVS must automatically record all visits, except for those visits with visitors who have been approved for unrecorded visits.
  - a) Recordings will be retained for a minimum 60 days. The Vendor may make alternative recommendations if this is not advisable and should indicate the cost or potential impact to Commissions based on this policy.
    - i. Authorized staff shall have the ability to keep the recordings beyond the default period in the contract.
  - b) It is preferred that the recordings be available in MP3 or MP4 format.
  - c) The video visitation system shall have a report showing all users who have accessed and / or downloaded the recordings, with the date and time recorded.

#### **ICSolutions Response:**

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

## Video Visitation Recording

The Visitor™ includes a recording feature, allowing investigators to playback visitations after they occur. With the storage server provided in ICSolutions’ proposal, authorized users can access recorded visits onsite or remotely via secure web connection. ICSolutions’ proposal exceeds this requirement by providing long-term storage in excess of a 60 days (typically about 12 months), at no cost to the County and with no impact on the County’s commissions.

### Recording Settings

The Visitor™ records all video visitations with visitors who are not marked as “DNR” (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen. Both are easily identified by a green checkmark.

The screenshot shows the 'Visitor Accounts' screen in 'THE ENFORCER' system. The interface includes a navigation menu with 'The Visitor™' selected, a search bar, and a table of visitor accounts. The table has columns for Action, Name, DOB, Number, Email, DNR, Privileged, Created, and Status. Two entries are shown: Ballard, Rosetta and Brown, William. The 'DNR' and 'Privileged' columns for both entries contain green checkmarks.

Action	Name	DOB	Number	Email	DNR	Privileged	Created	Status
	BALLARD, ROSETTA	06/12/1992 (26)	1-246-410- 2234	icsqa@icsolutions.com			03/13/2017 22:05:40	Approved
	BROWN, WILLIAM	12/07/1985 (33)	1-360-230- 5831	icsqa@icsolutions.com	✓	✓	03/13/2017 22:06:25	Approved

Visitor Accounts Screen

The recording setting is automatically applied to the visitor’s visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.



### Visitor Detail – Visitor Class Information and Overrides Section

A checkmark in the “DNR” box indicates that the visitor’s visitations will go unrecorded for audio and, if the DNR for audio and video option is selected, video as well.

## Do Not Record Options

In addition to the traditional *Do Not Record* option, where neither the video nor audio is recorded, The Visitor™ Monitor offers facilities an additional option for handling the *Do Not Record* classification. The alternative available for privileged visitors with a *Do Not Record* classification is the *Audio not recorded* option, in which the video is recorded but the audio is not recorded.

## Do Not Record Audio or Video

The traditional *Do Not Record* option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the *Visitation List* will include this visit red, but live monitoring or playback will not be available.



The screenshot shows a window titled "Visits" containing a table with three columns: "Inmate", "Visitor", and "View". The table lists several visits. The row for "OSWALDO CESAR" and "JANE THOMPSON" is highlighted with a red border, and the "View" column for this row contains a grey square icon instead of a checkmark. All other rows have checkmarks in the "View" column.

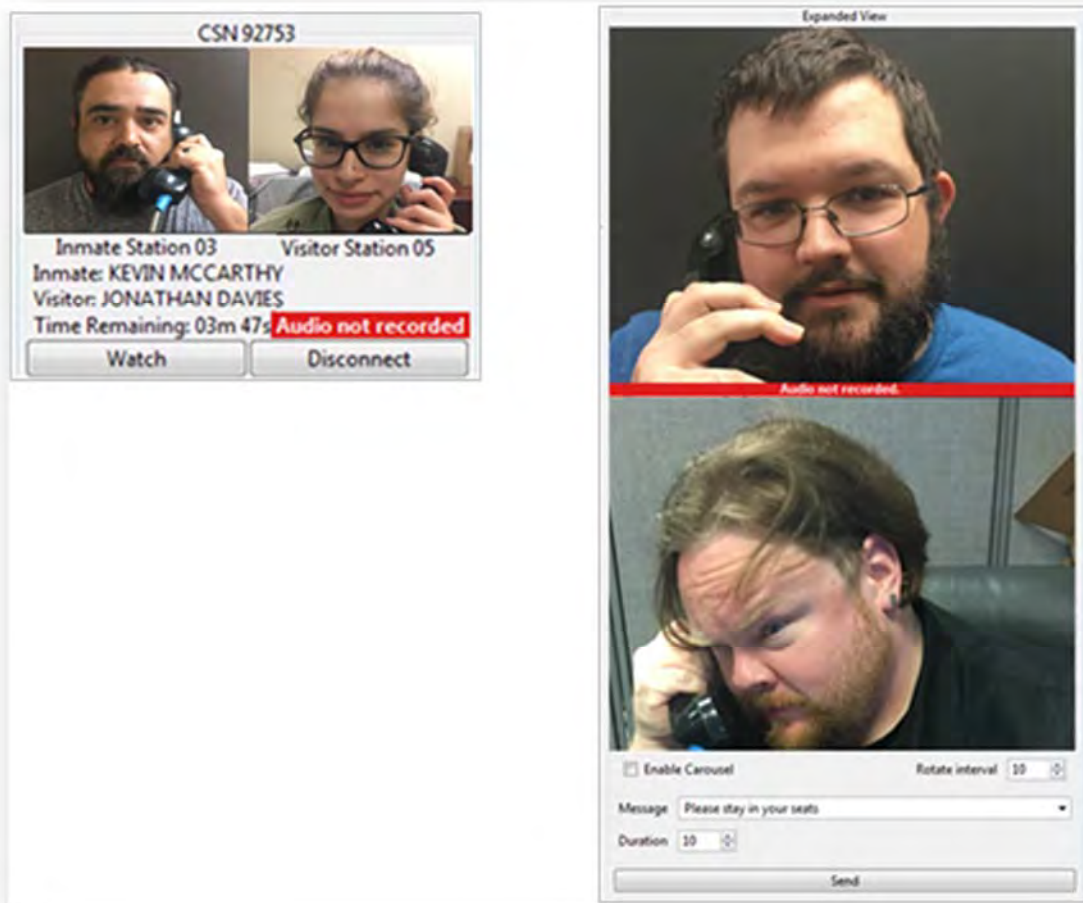
Inmate	Visitor	View
DENNIS JEFFREY	CHARLES WHITE	<input checked="" type="checkbox"/>
NATHAN LAURAIN	OLIVE FRANCIS	<input checked="" type="checkbox"/>
TREVOR DURHAM	ABBI JONES	<input checked="" type="checkbox"/>
OSWALDO CESAR	JANE THOMPSON	<input type="checkbox"/>
JUDITH HICKS	JONATHAN DAVIES	<input checked="" type="checkbox"/>
SHANA BROWN	STEVE SMITH	<input checked="" type="checkbox"/>

Monitoring Screen – Do Not Record Audio or Video

### Audio Not Recorded

If the *Audio Not Recorded* option is selected as the facility's global setting for privileged visits, all of these visits have only the video portion of the session recorded. There is no audio recording.

*Audio Not Recorded* visits are included in the *Visitation List*, and are selectable to view the video only. These visits are marked to identify the audio is not recorded with a red band and "Audio not recorded."



### Audio Not Recorded Option



### Visitor Requests for Confidential Visits

During the registration process, professional visitors can request to conduct legally privileged visits that will go unrecorded and remain confidential. The system requires the professional to enter their bar number with their request and to wait for Facility approval prior to scheduling a visit. After the visitor submits their registration, authorized users are able to approve or deny the request on the Visitor Accounts screen. The Visitor™ is configurable to require approval for all visitors, or only those who are requesting privileged status.

The screenshot shows a web form titled "Register to Agency" with a close button (X) in the top right corner. The form contains three dropdown menus: "Select an Agency" with the value "Rhode Island - Video County Project", "Select an Inmate" with the value "Test Inmate (999999)", and "Your relationship with inmate" with the value "Attorney". Below these fields is a light blue box containing a checkbox and the text: "Check this box if you wish to request a privileged account. This will require your account to be approved by the facility before visits can be scheduled." At the bottom right of the form are two buttons: "Register" and "Cancel".

### Attorney Registration

## Search & Download Recordings

Authorized users can search visitation data and download and export recorded files in .mp4 format from the *Visitation Records* screen.

The screenshot shows the 'Visitation Records' interface. At the top, there are navigation tabs: Inmate, Global Numbers, Accounts, Monitor, Call Detail, The Visitor, Visitation Detail, Reports, Site Admin, ICS Admin, Tools, and Logout. The main area has a search bar with 'Inmate ID, Last Name, Visit ID or Range' and a 'Search' button. Below the search bar are 'Date Ranges' (05/11/2017 00:00:00 to 05/19/2017 23:59:59) and 'More Search Criteria' which includes filters for End Status, End Type, CSN Range, Visit ID Range, DNR, Privileged, Duration, and High Profile only. A table below the search area shows visitation records with columns: Action, CSN, Visit ID, Scheduled Start, Actual Start, Duration, Scheduled End, Actual End, Visitor ID, Visitor, Visitor Station, Inmate ID, Inmate, Inmate Station, Additional Visitors, End Status, and Visitation End Type. The table contains 25 rows of data.

### Download Visit Recordings – Visitation Records Screen

## Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visitor ID
- Visitor’s Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

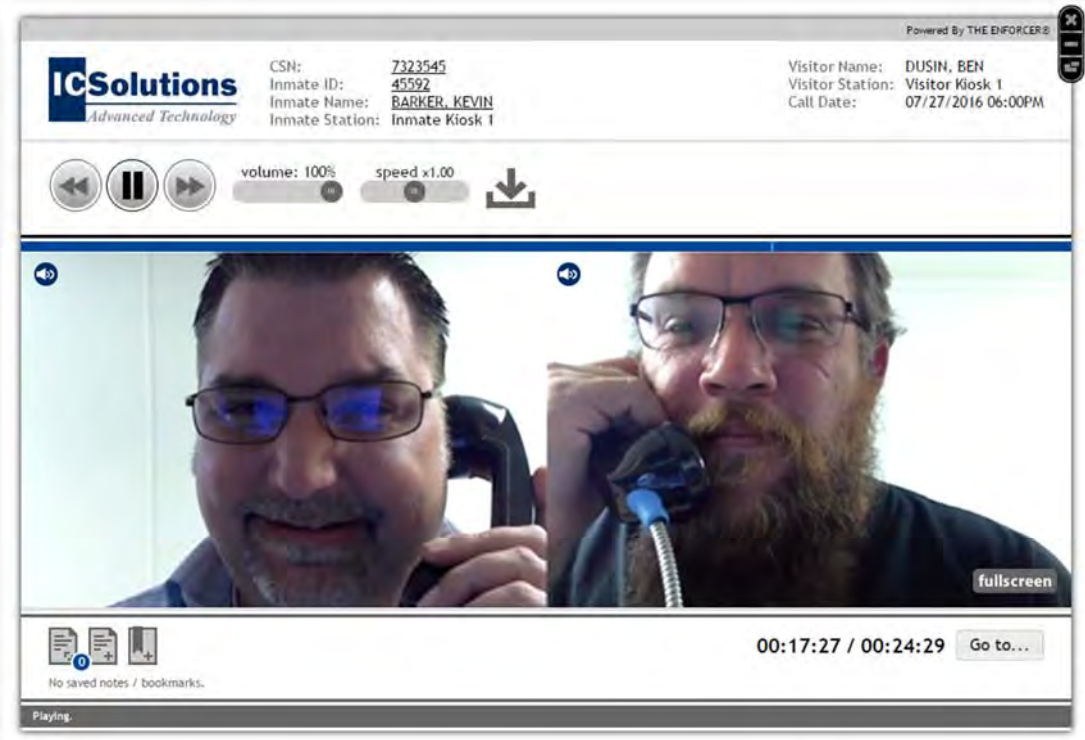
## Exporting Recordings

Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. Any workstations provided by ICSolutions will have the ability to burn recordings to DVD.



## Visitation Records – Download Recordings

The video can also be downloaded directly from the playback screen:



## Recorded Video Visitation - Playback

## Recording Storage

Video recordings are stored on fault-tolerant enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

The servers comprise the same storage solution that provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

3. The County must be able to lock certain recordings (as needed based on investigative purposes) to ensure they are not purged as part of the standard retention period.

### **ICSolutions Response:**

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

## Keeping Recordings

All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the “Keep Video” function, authorized Facility users can also choose to retain some visitor’s visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant are stored indefinitely.

The screenshot shows a web interface titled "Class Information and Overrides [-]". It contains several fields and checkboxes:

- Current Class:** Visitor
- Change class for this visitor:** (button)
- Keep Video:**  (highlighted with a red box)
- Privileged:**
- Do Not Record:**
- Charge Type:** Visitor-Paid Video Visit (dropdown menu)

**Visitor Account Detail – Keep Video by Visitor**



Inmate ID: (type name for suggestion)  
140031227 Find/New

Status	Location	Last Name	First Name	Middle Name
Active	R7	Abston	Donald	Edward

PIN:  High Profile:  TDD   
 ID: 140031227 Passcode:   
 Edit Pin / Passcode Pin Reset   
 Recorded Name:  Play Erase  
 Class: Normal Billing ID: 84425  
 Restrict: 0 Calls Every 0 Cycle  
**Always Keep Video:**

ALERTS  
 Email Address(es):  Attach   
 Pager Number(s):   
 Monitor Number(s):   
 Payment Email(s):   
 General   
 Max PANs Allowed:  Default: 20 PANs enabled   
 Free Calls: Allowed  Remaining:  Disabled  Last Reset: 2016-07-07

Cancel Changes Save Changes

Last Activation: 2016-07-07 08:48 Last Release:  
 Balances: Debit Acct: \$ 0.00

Click here to skip down to: [Notes](#) [Suspensions](#) [Station Groups](#) [PANs](#)  
 Other helpful links: (no cards) [Show Debit Acct](#) [Show Call Records](#)

Visitor Account Detail – Keep Video by Inmate

INMATE CALLING THE ENFORCER<sup>SM</sup> boone county sheriffs office  
 ICSolutions User: caumiller (V 7.0.20-f) Copyright 2005-2017

Inmate Global Numbers Accounts Monitor Call Detail The Visitor<sup>SM</sup> Visitation Detail Reports Site Admin ICS Admin Tools Logout

Visitation Records

Inmate ID, Last Name, Visit ID or Email  + OR  Search Clear  
 Date Ranges 05/11/2017 00:00:00 05/18/2017 23:59:59 More Search Criteria  
 Quick Searches Load Save Delete Show All

More Search Criteria

End Type: Visit stopped by time limit, Visit stopped by visitor

Save Changes Download **Keep Video** Change Columns Reset Columns

Showing 1 to 100 of 268 entries Previous 1 2

	Action	CSN	Visit ID	Scheduled Start	Actual Start	Duration							
<input checked="" type="checkbox"/>		614303275	34179	05/18/2017 10:30	05/18/2017 10:30	24:12							
<input type="checkbox"/>		614303276	34147	05/18/2017 10:30			05/18/2017 10:55	05/18/2017 10:55	11860	CLOUSER, CHAD		140031067	Rutherford, Brandon

Visitation Records Screen – Keep Video

4. The County should have the ability to mark specific inmates with a celebrity or high-profile status. Marking them with this status would prevent non-authorized staff from viewing video visits, monitoring visits, and/or downloading data.

**ICSolutions Response:**

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

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:

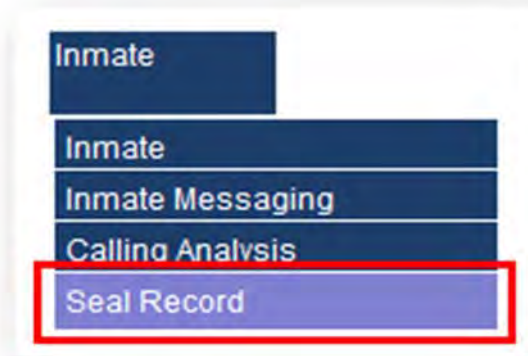
**Full Records Seal** – Seal all records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, visitation records and recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, every piece of inmate information in The ENFORCER® is sealed completely.

**Partial Records Seal** – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.

Authorization to request either type of record seal must be set up by The ENFORCER® Site Administrator for a designated user. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.



The Seal Record function is accessible by selecting the Seal Record quick link under the Inmate tab.



After locating the inmate, the ENFORCER® requests that the user provide details on the requested type of records seal.

A screenshot of a web form titled 'Seal Records'. At the top, it displays 'Inmate #46343287' and 'FRED SMITH'. Below this, there are radio buttons for 'Seal Type' with 'Full' selected and 'Partial' unselected. There are 'From:' and 'Until:' date input fields. A 'Reason:' text area contains the text: 'Per Cook County case #2011-043540 court order R32394 received at facility 10/23/2011'. At the bottom left, there is a 'Seal Records' button and a '\* Required Field' label.

Note: Completion of the Reason field is *required for both types of seal requests*, and should include the name of the court, the court case number, and any identifier (such as an order number) for the issued court order to seal the inmate records or call information.

The ENFORCER® displays a confirmation screen that enables the user to verify all details before submitting the request.

**Please confirm you wish to perform this seal**

Inmate #46343287  
FRED SMITH  
Performing A Full Seal  
Reason:  
Per Cook County case #2011-043540 court order R32394 received at facility 10/23/2011

### Full Seal Confirmation Request

A final confirmation message is displayed by The ENFORCER® to verify that the seal request has been accepted and completed.

**Seal Created**

Inmate #46343287 is now sealed as #F0000316762  
With a full seal

### Record Seal Created

5. Authorized staff must have the ability to send messages to the inmate and visitor during the live visit.
  - a) The VVS must offer the option for the staff messages to be pre-designated messages by authorized staff supervisors or written ad hoc by the monitoring staff.

### **ICSolutions Response:**

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

### **Officer Messaging During Video Visitation Sessions**

The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users are able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording.

**INMATE CALLING**  
**ICSolutions**

**THE ENFORCER<sup>®</sup>**

ICS Enforcer Demo  
User: caumiller (V 8.0.66-f)  
Copyright 2005-2019

Inmate | Global Numbers | Accounts | Monitor | Call Detail | The Visitor™ | Visitation Detail | Reports | Echo | Site Admin | Tools | Logout

Live Monitor Warning Messages

New Message

Save Changes

ID	Message Text	Remove
13013	Harassment and Sexual Harassment are not allowed	⊘
13012	Inmate - Inappropriate dress (coveralls / uniform to be work correctly)	⊘
13008	No phone use is allowed during visitation	⊘
12002	Profanity is not acceptable and continued use will result in visit termination	⊘
13009	Sexually related activities are prohibited.	⊘
13011	Visitor - Inappropriate dress	⊘
12003	Visitor should remain seated at all times	⊘
12004	Warning, inappropriate behavior will cause your visit to be terminated	⊘
13010	Warning, use of any item in an unsafe or unauthorized manner will result in your	⊘
12005	Warning: Will terminate on next infraction	⊘

- Users
- Roles
- Phone Schedule
- Commissary Schedule
- Phone Shutdown
- Phone Disable
- Station Edit
- Change Inmate ID
- Merge Inmate Records
- Enrollment Admin
- MOTD Admin
- The Communicator Admin
- The Informer Ad
- The Visitor™ Ad
- Visitor Account Classes
- Relationship Types
- Video Stations
- Visitation Station Groups
- Visitation Locations
- Visitation Location Schedule
- Visitor Registration Fields
- Live Monitor Warning Messages
- Visitation Blackout

Message Feature – Administrator’s Screen



Message Feature – Live Monitoring Screen

- Authorized staff must have the ability to instantly disconnect a visit. The VVS shall require the staff to enter a reason for the disconnection.

**ICSolutions Response:**

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

### 1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations supplied by ICSolutions.



#### Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the user is required to provide a **reason for the disconnection** and, if the Monitoring Officer has the appropriate access, the Monitoring Officer can temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

- Vendor must provide License-Free software for recorded video visitation play back on Microsoft Windows or Apple based operating systems without need of third party applications. Please specify the type of file formats the proposed system is capable of providing output to.

**ICSolutions Response:**

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

Authorized users can export recorded files in non-proprietary .mp4 format from the VISITATION RECORDS screen.

- Attorneys and other such individuals who require private access to inmates will be able to do so through remote video visitation without being monitored or recorded.

**ICSolutions Response:**

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

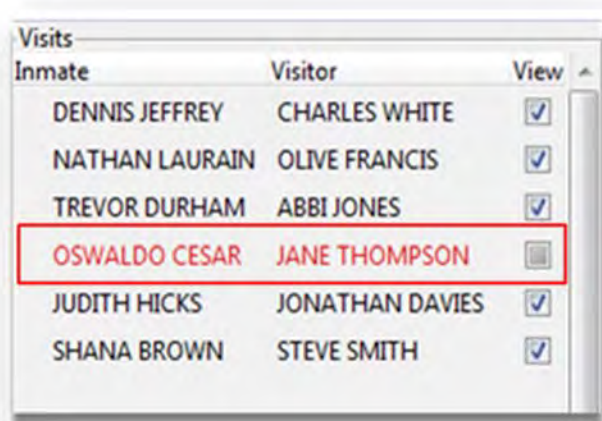
The Visitor™ provides unrecorded video visitation options for privileged visitors, such as attorneys. A checkmark in the “DNR” box indicates that the visitor’s visitations will go unrecorded for audio and, if the DNR for audio and video option is selected, video as well.

### Do Not Record Options

In addition to the traditional *Do Not Record* option, where neither the video nor audio is recorded, The Visitor™ Monitor offers facilities an additional option for handling the *Do Not Record* classification. The alternative available for privileged visitors with a *Do Not Record* classification is the *Audio not recorded* option, in which the video is recorded but the audio is not recorded.

### Do Not Record Audio or Video

The traditional *Do Not Record* option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the *Visitation List* will include this visit red, but live monitoring or playback will not be available.



Inmate	Visitor	View
DENNIS JEFFREY	CHARLES WHITE	<input checked="" type="checkbox"/>
NATHAN LAURAIN	OLIVE FRANCIS	<input checked="" type="checkbox"/>
TREVOR DURHAM	ABBI JONES	<input checked="" type="checkbox"/>
OSWALDO CESAR	JANE THOMPSON	<input type="checkbox"/>
JUDITH HICKS	JONATHAN DAVIES	<input checked="" type="checkbox"/>
SHANA BROWN	STEVE SMITH	<input checked="" type="checkbox"/>

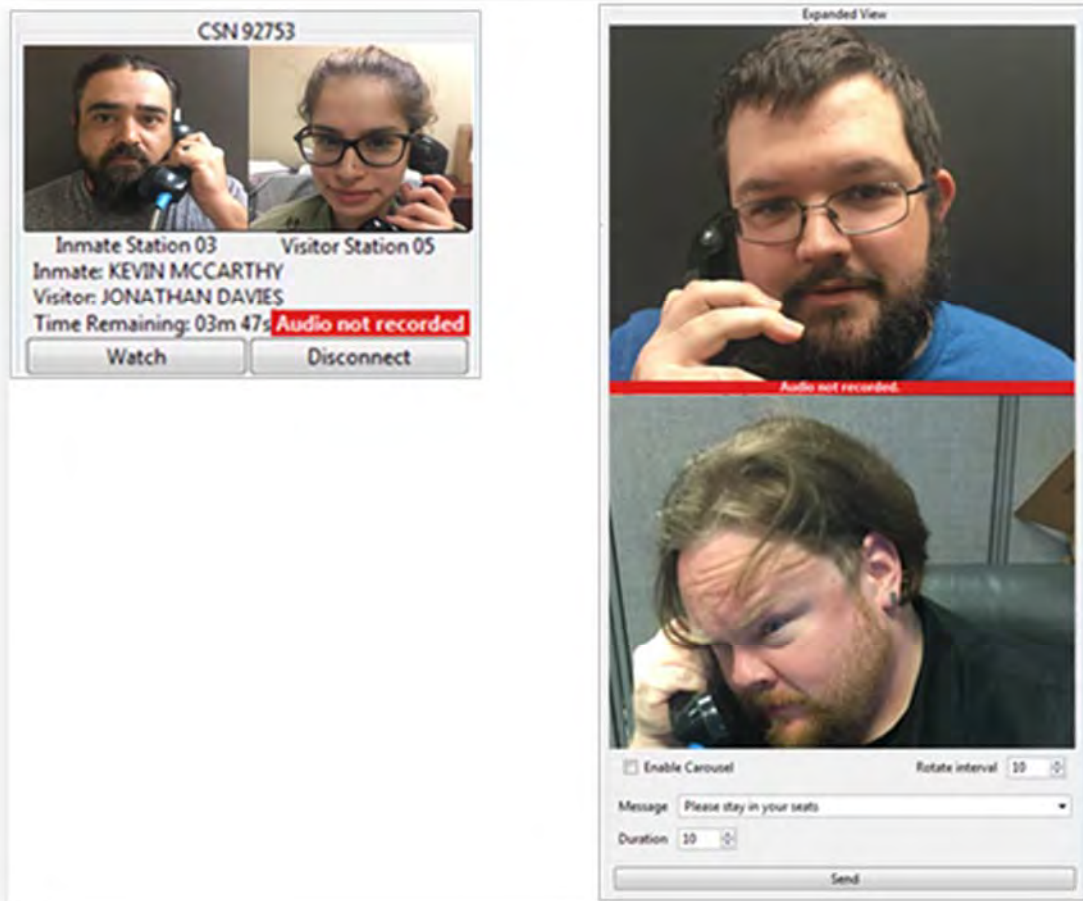
Monitoring Screen – Do Not Record Audio or Video



### Audio Not Recorded

If the *Audio Not Recorded* option is selected as the facility's global setting for privileged visits, all of these visits have only the video portion of the session recorded. There is no audio recording.

*Audio Not Recorded* visits are included in the *Visitation List*, and are selectable to view the video only. These visits are marked to identify the audio is not recorded with a red band and "Audio not recorded."



### Audio Not Recorded Option



### Visitor Requests for Confidential Visits

During the registration process, professional visitors can request to conduct legally privileged visits that will go unrecorded and remain confidential. The system requires the professional to enter their bar number with their request and to wait for Facility approval prior to scheduling a visit. After the visitor submits their registration, authorized users are able to approve or deny the request on the Visitor Accounts screen. The Visitor™ is configurable to require approval for all visitors, or only those who are requesting privileged status.

The screenshot shows a web form titled "Register to Agency" with a close button (X) in the top right corner. The form contains three dropdown menus: "Select an Agency" with the value "Rhode Island - Video County Project", "Select an Inmate" with the value "Test Inmate (999999)", and "Your relationship with inmate" with the value "Attorney". Below these fields is a light blue box containing a checkbox and the text: "Check this box if you wish to request a privileged account. This will require your account to be approved by the facility before visits can be scheduled." At the bottom right of the form are two buttons: "Register" and "Cancel".

### Attorney Registration

#### Patent & Copyrights

The Vendor asserts that the equipment and software proposed does not infringe on any U.S. patent or copyright. The vendor shall include in the proposal, and description of all Patents that the vendor holds or has developed, including but not limited to, patent information for proposed equipment or software, where applicable to the inmate telephone system.

The vendor shall pay all license fees and royalties and assume all costs incident to the use in the performance of the project or the incorporation in the project of any invention, design, process, product or device which is the subject of pattern rights or copyrights held by others. The vendor shall indemnify and hold harmless the County, its officers, Commissioners and employees against all claims, costs, including attorney's fees, losses and damages arising out of or resulting from any infringement or patent rights or copyrights incident to the use in the performance of the project or resulting from the incorporation in the project or any invention, design, process, product or device not specified in the contract documents.

**ICSolutions Response:**

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

**Service, Maintenance and Repairs**

1. The system must be operational 24 hours per day, 365 days a year without facility personnel intervention.

**ICSolutions Response:**

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

The Visitor™ is fully and independently operational 24 hours a day, 365 days a year with no intervention from facility personnel required.

2. Technical service representatives must be available 24 hours a day/7days a week/365 days a year (24/7/365) via a toll-free number to resolve service issues. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.

**ICSolutions Response:**

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

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When **calling our toll-free number (866-228-4031)** you will be connected with a **live** Level 1 TSC technician. Our Technical Services Center is located at our Headquarters in San Antonio. All ICSolutions personnel, including all customer service and technical support centers, are located within the United States. ICSolutions does not outsource any of our services to international call centers or other offshore personnel.

3. The Vendor shall provide all service and maintenance and shall be responsible for all repair and replacement costs throughout the term of the contract.

**ICSolutions Response:**

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

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your The Visitor™ video visitation system. Our commitment extends to all systems, video visitation kiosks, software, and peripheral hardware. This level of support is part of our turnkey proposal to each customer. As such, there is no cost whatsoever to the County for this service.

4. The vendor must be responsive to the site for regular repairs and maintenance and must keep the system in good working order.

**ICSolutions Response:**

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

ICSolutions is offering, as an option, a part-time Site Administrator. Should the County select this option, you will continue to be serviced by your current Site Administrator / Technician, Mr. Roger Goman. In the event that he chooses to retire, we will hire a County-approved, certified individual. Additional certified local technicians will provide emergency and backup as needed.

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

5. System shall provide automatic problem reporting capabilities and automatic notification to Contractor (7x24) on when any segment of the system is out of service. The recording system shall provide continuous on line self-test diagnostics. Any recording drive failure must immediately notify the Contractor/Anoka County with some type of alarm. This includes hard drive failures.

**ICSolutions Response:**

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

System monitoring is part of the fundamental design of all components of The ENFORCER® system and its The Visitor™ video visitation module. 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 a 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, then sent to ERTS for processing.

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.

6. Vendor shall provide 72-hour advance notice prior to shutting the system down for scheduled service.

**ICSolutions Response:**

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

ICSolutions typically does not require a system-wide shut down to maintain the inmate telephone system. However, in unlikely the event that a scheduled system-wide shut down is required, ICSolutions will provide 72-hours advance notice to the County.

7. Vendor shall provide 24-hour advance notice prior to modifying or patching system software.

**ICSolutions Response:**

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

Whenever an upgrade or enhancement to THE VISITOR™ finishes testing and is ready for wide release, the County is notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

8. Describe ongoing support services for the maintenance of the software and hardware. Identify your procedures for the handling of critical failures and software issues. Describe the types of support options available (e.g., on-site, web-based, telephone, and remote access), hours of availability, description of customer escalation process, and guaranteed response and problem resolution times. Note: Continual failure to meet obligations for repair and maintenance may be cause for the County to exit or terminate the contract.

**ICSolutions Response:**

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

The County will continue to receive the same responsive technical support you receive today. ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company’s mission, the support team is dedicated to customer satisfaction and our primary goal is to provide continuous, reliable system performance throughout the contract term.



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

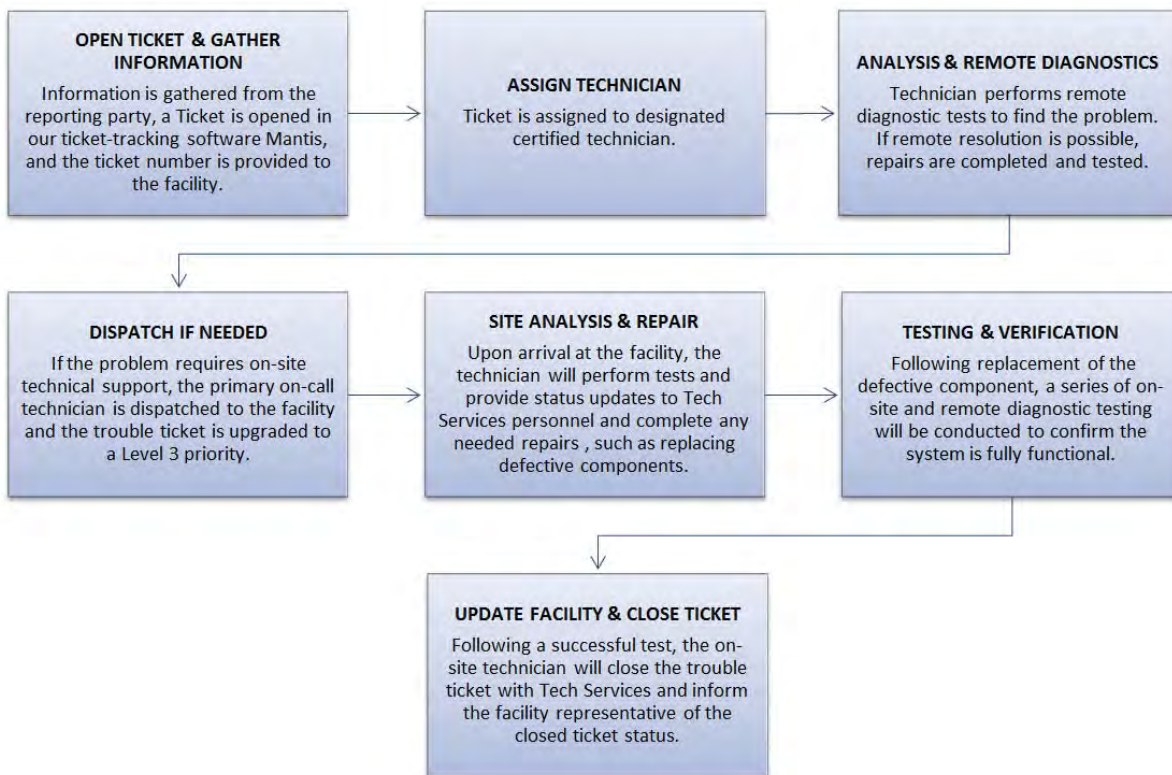
ICSolutions’ proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your THE VISITOR™ video visitation system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of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

### Technical Services Center (TSC)

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



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





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

## Mantis Trouble Ticketing

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



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

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract.

Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show when a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

The screenshot shows the Mantis web interface with a navigation bar at the top containing links like 'Main', 'My View', 'View Issues', 'Report Issue', 'Change Log', 'Roadmap', 'My Account', and 'Logout'. Below the navigation bar is a complex filter grid with various fields such as 'Reporter', 'Assigned To', 'Categories', 'Severity', 'Resolution', 'Profile', 'Status', 'Priority', 'Target Version', 'Show Sticky Issues', 'Changed (hrs)', 'Use Date Filters', 'Relationships', 'Platform', 'OS', 'OS Version', 'Tags', 'Groups', 'RTN', 'Consumer or Person Reporting Problem', 'Hold Expires', 'Investigation Number', 'Target Date', 'Vendor Ticket', and 'Note By'. At the bottom of the filter section are search and filter controls.

Below the filter section is a table titled 'Viewing Issues (1 - 6 / 6)'. The table has columns for 'P', 'ID', '#', 'Category', 'Severity', 'Status', 'Updated', and 'Summary'. The data rows are as follows:

P	ID	#	Category	Severity	Status	Updated	Summary
<input type="checkbox"/>	0020104	6	Enforcer	minor	assigned (scastillo)	2012-10-19	Setup Phone Complaint Line
<input type="checkbox"/>	0022647	7	ENF Interface	minor	assigned (jgoetsch)	2012-06-07	DLT issues on admco91, e: Auth Confirmation was returned blank,
<input type="checkbox"/>	0022510	10	Enforcer	minor	assigned (jgoetsch)	2012-06-05	Adams County: message is "please stand by" and never connects
<input type="checkbox"/>	0019096	17	Network	major	assigned (jlangdin)	2012-05-29	EOC message undelivered to otser
<input type="checkbox"/>	0020129	5	Enforcer	minor	assigned (jgoetsch)	2012-02-28	admco is occasionally losing EOC messages
<input type="checkbox"/>	0009853	6	Enforcer	minor	on hold (thouston)	2011-12-06	Change File destination from FORNAX to Enforcer server. Strange file format

At the bottom of the table is a 'Select All' checkbox and an 'OK' button.



## Priority Schedule

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

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

### Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



**Always-on  
Remote Monitoring,  
Diagnosis & Repair**

### Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
<b>Initial Report</b>	<b>Help Desk Technician</b> Open Ticket & Gather Information Toll free: 866-228-4031 Email: <a href="mailto:icssupport@icsolutions.com">icssupport@icsolutions.com</a>	None
<b>Level One</b>	<b>Latoya Coleman</b> Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: <a href="mailto:lcoleman@icsolutions.com">lcoleman@icsolutions.com</a>	None

<b>Level Two</b>	<b>Brian Dietert</b> Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: <a href="mailto:bdietert@icsolutions.com">bdietert@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>
<b>Level Three</b>	<b>Brendan Philbin</b> Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: <a href="mailto:bphilbin@icsolutions.com">bphilbin@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>
<b>Level Four</b>	<b>Tim McAteer</b> President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: <a href="mailto:tmcateer@icsolutions.com">tmcateer@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

### Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions’ video visitation technician is added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

## Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. If the County selects the option that includes a part-time Site Administrator, you will continue to be serviced by your current Site Administrator / Technician, Mr. Roger Goman. In the event that he chooses to retire, we will hire a County-approved, certified individual.

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



**LOCAL Repair Technicians + Spare Parts Storage = FAST RESPONSE**

## Regular Account Reviews

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

9. The vendor will be responsible for answering all inmate grievances related to all provided services.

### **ICSolutions Response:**

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

10. Describe the maintenance and quality assurance programs for telephones to be installed.

### **ICSolutions Response:**

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

ICSolutions will maintain the Visitor™ video visitation system – along with all telephones and ancillary hardware and software – for the life of the contract and at no cost to the County. ICSolutions is committed to keeping your inmate phone system in top working order to ensure continuous availability of visitation services to inmates, and reliable revenue generation for our clients.

## **Preventative Maintenance**

ICSolutions adheres to a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the County's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walk-through of the entire facility and perform the following preventative maintenance tasks:

### **Offsite Preparation**

1. Run and print station and activity reports and target zero usage stations and trunks for any priority repairs.
2. Call ICSolutions to acquire an inmate test ID and what enrollment code is in place.

### **Equipment Room**

1. Inspect 66 blocks for any blown fuses.
2. Inspect equipment ground.
3. Look for and note any signs of possible equipment movement or tampering since last visit.
4. Check for any kinks or stress on equipment cables and wires.
5. Inspect equipment for any problem indicator lights and LEDs.
6. If applicable, check trunk lines for static, humming or excessive noise.
7. Clean dust from all equipment filters.
8. Inspect and test all workstations.
9. Dust off all equipment, clean phone room, and remove any trash.

### **Video Visitation System Equipment Check**

1. Inspect all video stations onsite for serviceability.
2. Look for and note any signs of possible equipment movement or tampering since last visit.
3. Check for any kinks or stress on equipment cables and wires.
4. Inspect Equipment for any problem indicator lights and LEDs.
5. Inspect and test all workstations.
6. Clean dust from all equipment filters.
7. Dust off all equipment, clean phone room, and remove any trash.

## Spare Parts

ICSolutions maintains an inventory of spare parts either onsite or with the on-call local technician for each facility. ICSolutions also keeps a “crash kit” with each local technician. This kit will contain the necessary components for repair, such as spare screens, monitors, CPUs, and cameras – ensuring speedy repair and limited downtime in the event that components are damaged or malfunctioning.

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

**ICSInventory**

[ Search | [Add to Inventory](#) | Lookup Tables: [Add To/Modify](#) | [Duplicate Serial Numbers](#) | [Unlinked Table Entries](#) | [Usage History](#) | [Create User](#) | [Modify User](#) | Shipments: [Create/List](#) ]

Hello George! ([Options?](#) | [Logout?](#))

APC [SUA3000RM2U (Smart-UPS 3000VA Rack Mount)] [Part Type]

[Location] [Earmark] [OVERWATCH Location] [Server Tag]

[Vendor] [Testing Status] [Detail]

Serial Num: [ ] Invoice ID: [ ] Asset Tag: [ ]

Manufacturer [ ] Model [ ] Serial Number [ ] [No Sorting] [No Sorting] [Search] [Reset]

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

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

To update part history(s) *en masse*, click check boxes on rows above, select history details on combo boxes below, then click the submit button.

Location (No Change) [ ] Server Tag (No Change) [ ] Detail (No Change) [ ] Testing Status (No Change) [ ] Earmark (No Change) [ ]

OVERWATCH Location (No Change) [ ]

### Equipment Inventory Tracking on ICS Inventory

ICSolutions provides full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of The Visitor™ system. Our commitment extends to all systems, video visitation kiosks, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there is no cost whatsoever to the County for this service.

11. Provide a contact person who will be responsible for ongoing account management and support.

**ICSolutions Response:**

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

Mr. Mike Kenney is responsible for ongoing account management and support.

**Mike Kennedy**  
**Vice President of Sales & Marketing**

Toll-free: 866-228-4040  
Fax: 210-693-1016  
[mkenney@icsolutions.com](mailto:mkenney@icsolutions.com)

***Responsibilities***

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

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

***Qualifications***

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



### Investigative Tools

1. The Inmate Telephone System must contain a sophisticated investigative platform with advanced data mining capabilities. If the investigative package is from a third-party vendor, please describe in detail your relationship to that vendor regarding system upgrades and updates, repair/maintenance of the system, and the ability of their system to meet the standards set forth in this RFP.

### **ICSolutions Response:**

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

### **The Analyzer Link Analysis Tools**

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers THE ANALYZER link analysis, our data mining solution specifically developed for our services. **The Analyzer is not a third-party solution, and it is already in place for Anoka County today.**

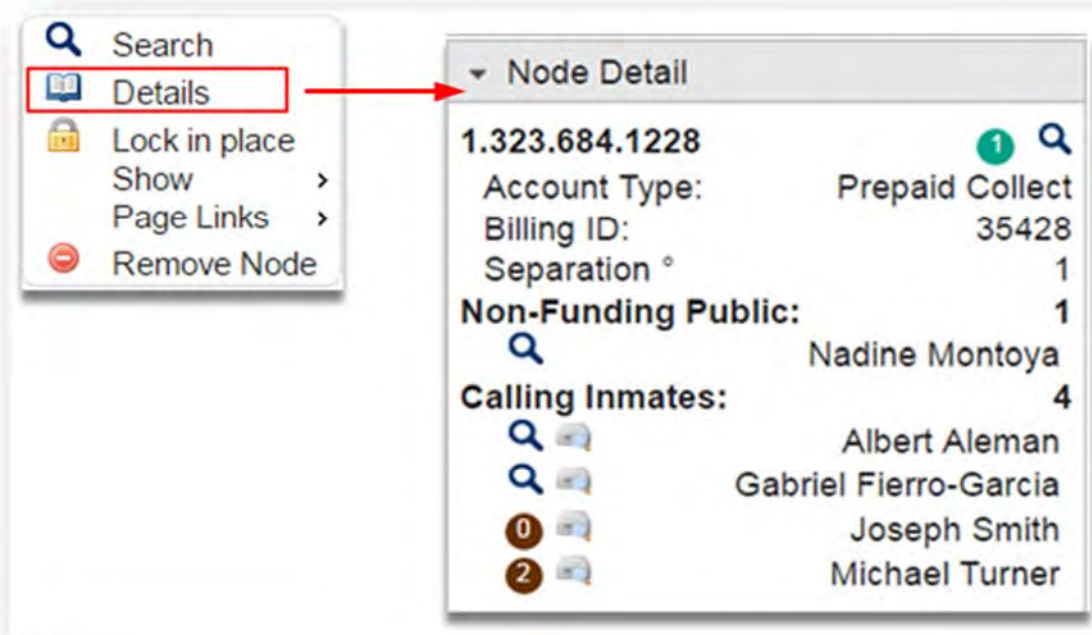
THE ANALYZER<sup>SM</sup> module is a powerful data mapping tool that enables you to graph complex data relationships based on ***inmate calling activity*** and ***account funding activity*** in THE ENFORCER<sup>®</sup>, as well as visitation activity in THE VISITOR<sup>™</sup>. The information displayed using THE ANALYZER<sup>SM</sup> can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through THE ENFORCER<sup>®</sup>, conducting visitation through THE VISITOR<sup>™</sup>, and funding events through ICSolutions<sup>®</sup> Point of Sale system as well as third-party Point of Sale systems.

Using THE ANALYZER, authorized facility staff are able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through THE ENFORCER<sup>®</sup> system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- Receiving phone calls
- Scheduling or conducting video visitations (onsite or remote)
- Depositing funds into an inmate’s account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or traditional onsite visitation (when visitation phones are connected to The ENFORCER<sup>®</sup> for monitoring/recording)

THE ANALYZER<sup>SM</sup> builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

- A specific inmate
- A phone number which could represent a called telephone number, a number associated with an ICSolutions<sup>®</sup> prepaid collect account, Direct Billed account or a Payment account through a third party
- The name of a public user (called party) outside of the correctional facility who funded an inmate's debit account or an ICSolutions<sup>®</sup> prepaid collect account



**The Analyzer – Displaying Detail for a Specific Record**

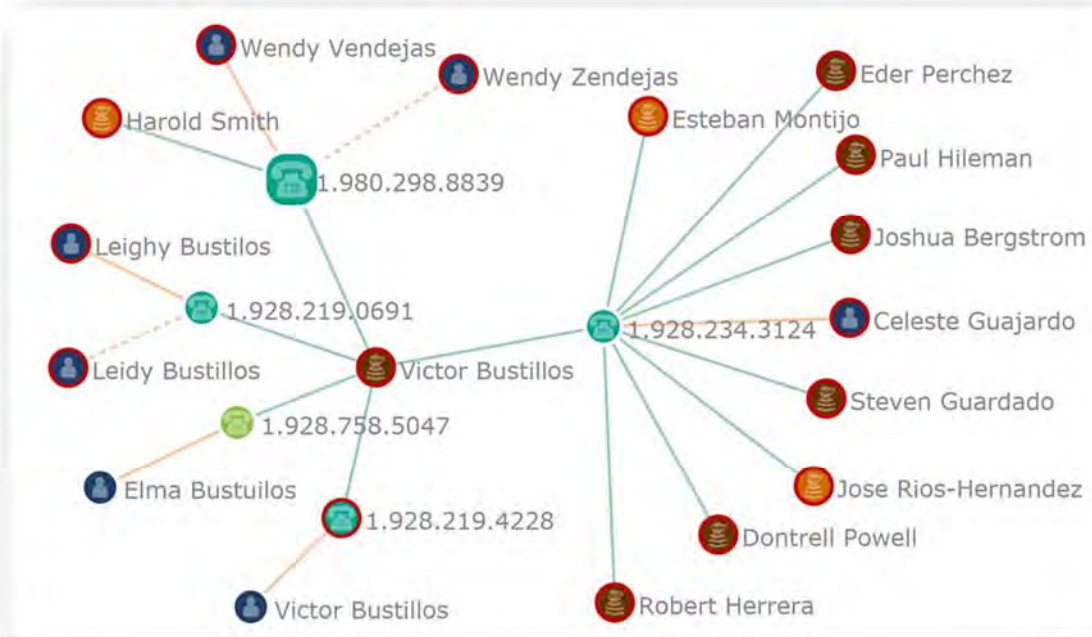
### Key Features of The Analyzer

- Facility staff can explore important data using a dynamic visual map
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Since The Analyzer is a module that is fully integrated with The ENFORCER<sup>®</sup>, The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations

This tool will automatically be applied to all calling, video visitation, and payment information. The County will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

### The Analyzer Map

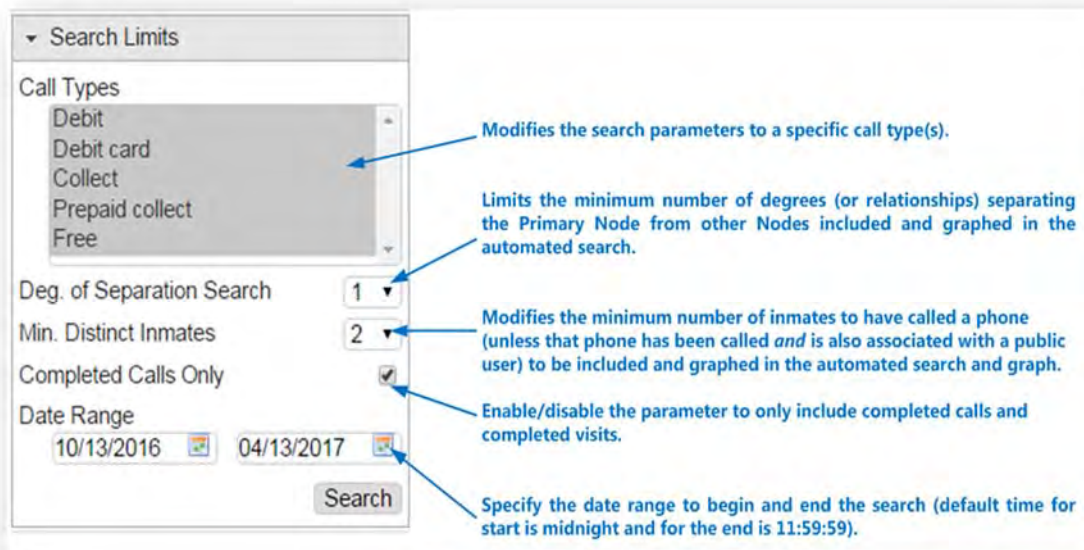
The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

THE ANALYZER<sup>SM</sup> builds and displays detailed “force graphs” based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among Nodes. Investigators may manipulate the data in THE ANALYZER MAP by specifying any combination of search parameters:

- **Degree of Separation** – Decreasing the value will help reduce the levels the search will execute automatically.
- **Minimum Distinct Inmates** – Increasing the value will have a moderate to significant effect on the size of the graph. The smaller this number is, the more phones would be allowed into the graph in addition to phones having a large number of inmates
- **Completed Calls Only** – Enabling this feature will have a moderate to significant effect on the size of the graph
- **Call Types** – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph, depending on which Call Types are specified
- **Date Range** – Decreasing the range to be searched will have a significant effect on the size of the graph, based on the interactions which occurred within a shorter time span



### Sample Search Criteria

#### Group/Gang Affiliations in The Analyzer

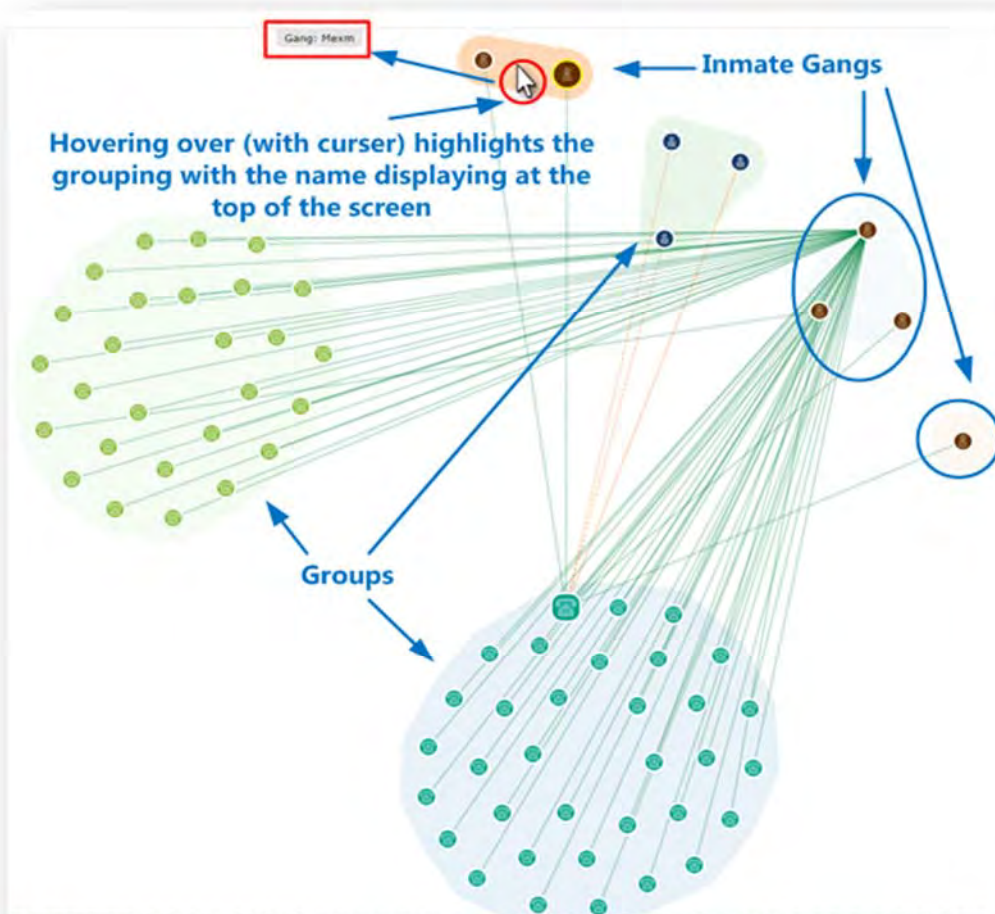
Using THE ANALYZER Link Analysis tool, authorized users may search by Gang if THE ENFORCER<sup>®</sup> is integrated with a Jail Management System (JMS) feed that provides gang information. When the ENABLE GROUPING/GANGS check box has been selected, THE ANALYZER<sup>SM</sup> graph will automatically rearrange the Nodes into groups/gangs, if this information is available.



### Enable Group/Gangs Checkbox

The following example illustrates how THE ANALYZER<sup>SM</sup> adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Graph with Grouping/Gangs Feature Enabled



## Call Analysis

The ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. Call Analysis has been available on The ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: <input type="text" value="0"/>		Completed Only: <input type="checkbox"/>	Call Type: <input type="text" value="Any"/>

**Calling Matrix**

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMSON	1-202-...-3	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-248-...-3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL DAMSON	1-248-...-9	No	0	1		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-4	No	0	5		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-7	No	1	6		Show CDRs
29463	EMMANUEL DAMSON	1-313-...-9	No	0	2	8 inmates	Show CDRs

*Click this icon to open The Analyzer.* (points to phone icon)

*Click here to view Call Detail and Recordings.* (points to Show Call Recs)

*Click this number to view other inmates who have called the same number.* (points to 8 inmates)

### Inmate Calling Analysis feature



The search results display the inmate's name, all phone numbers called (including attempted and completed calls), and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

- Search by a specific inmate (by first name, last name or ID)
- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called
- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the **SHOW CDRs** button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

2. The Video Visitation System shall provide for real-time viewing and interrupt of the visitations from device (computer, mobile phone, Android or Apple tablet) using Flash or HTML on the network as long as the user has authority.

**ICSolutions Response:**

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

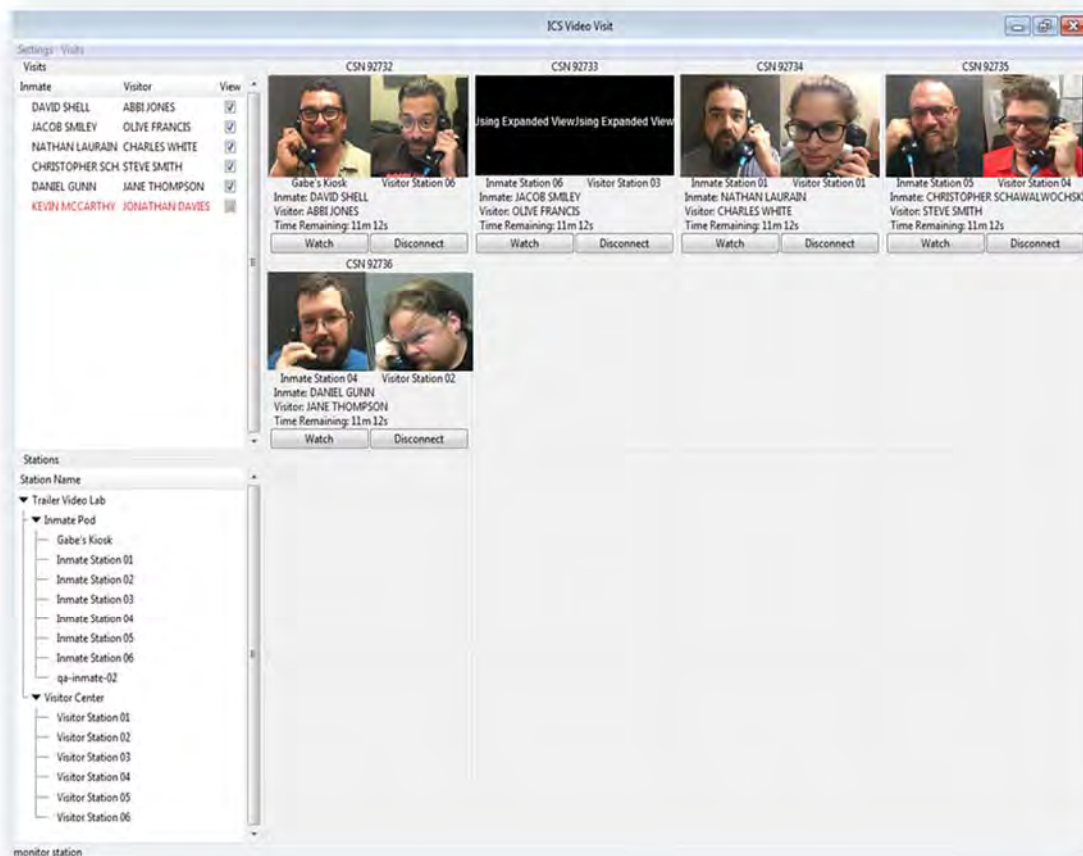
## Live Monitoring Video Visits

The Visitor™ includes a live monitoring feature. ICSolutions' proposal includes a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen in The Visitor™, with a default of up to twenty visits viewed simultaneously.

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.



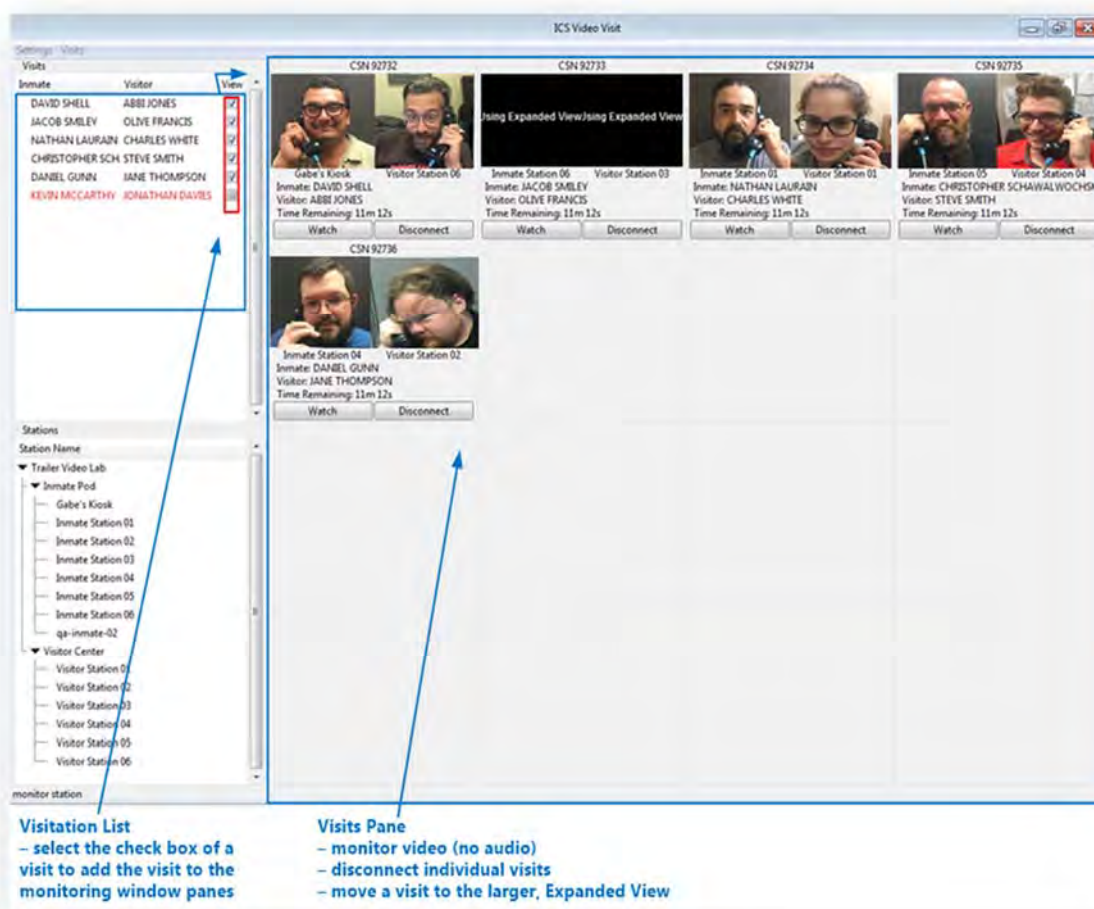
Live Monitoring of Visits



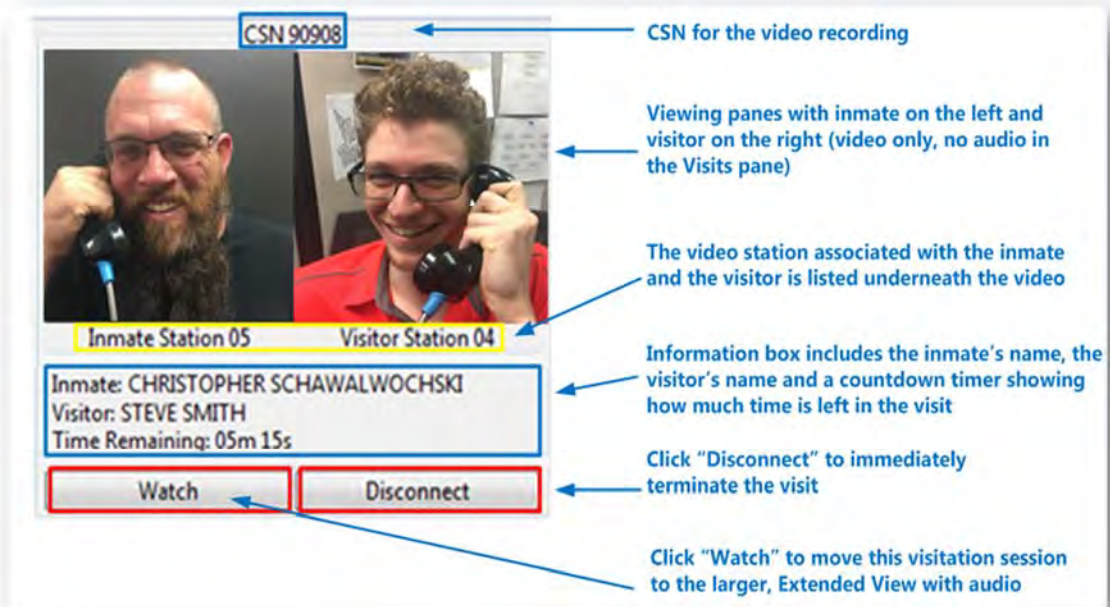
Live Monitoring of Video Visitation Sessions

The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded. The Monitor visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- Observe all active visitation sessions for the entire facility
- Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor
- Monitor video and audio for a specific visitation session
- Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature
- Transmit customized warning message(s) to display on participant's screens and that become part of the recording
- Terminate (cut off) a session due to inappropriate conversation or activity

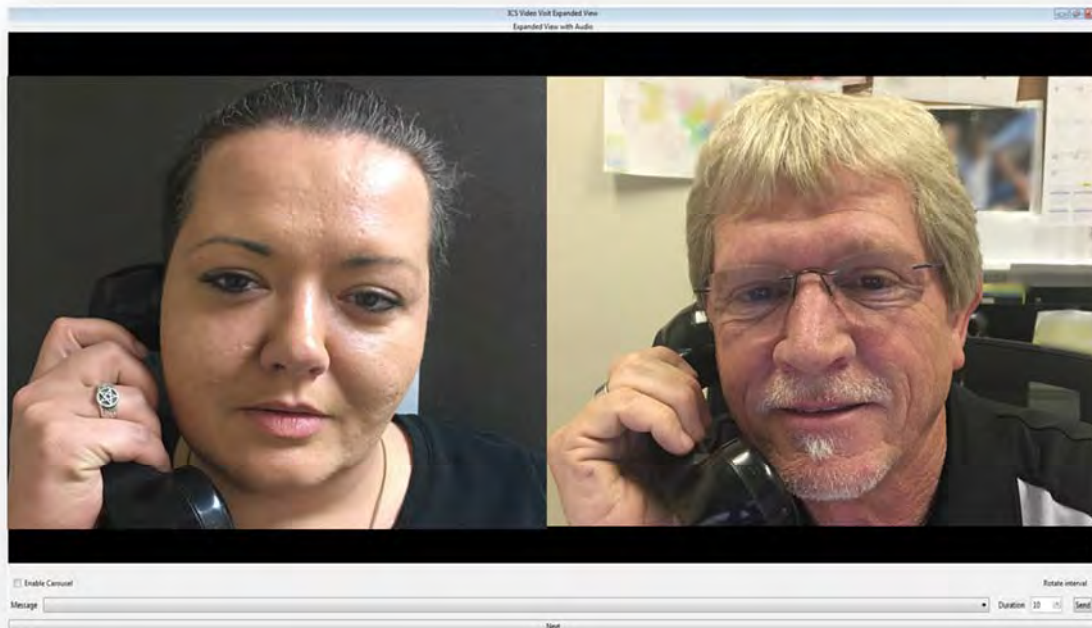


**Monitoring Screen**



### Visits Pane – Individual Visit with Details

When the carousel feature is enabled, the user can set the rotation interval in seconds. The default interval is 10 seconds.



### Monitoring Screen – Carousel Settings



## 1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations supplied by ICSolutions.



### Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the user is required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer can temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

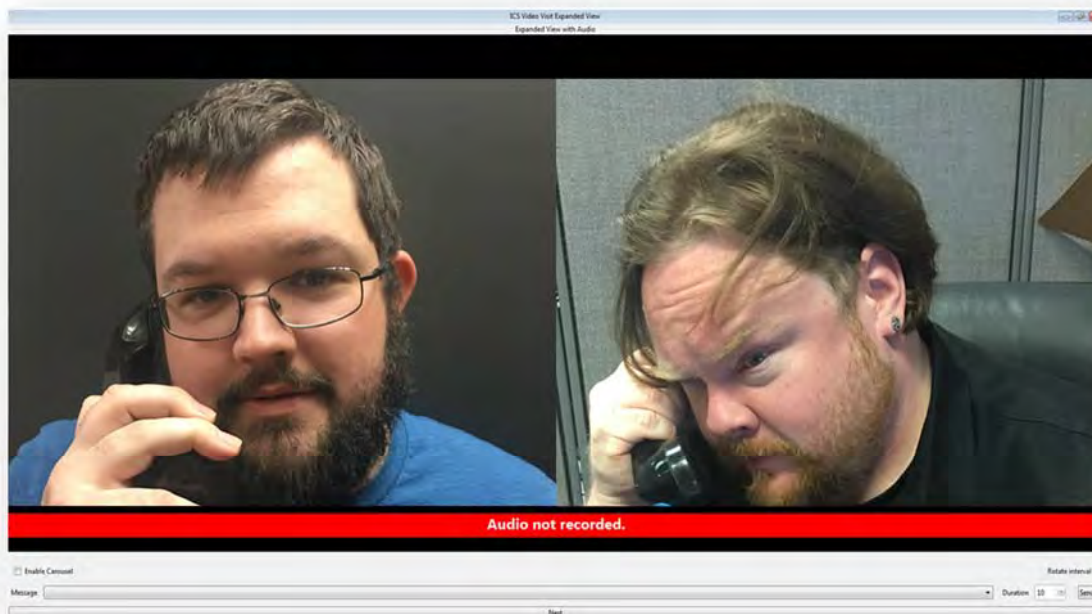
## Confidential Visits Monitoring & Recording Options

Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit.



Monitoring Screen

The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number, and wait for approval prior to scheduling privileged visits.



Visitor Pane View – Audio Not Recorded



## Officer Messaging During Video Visitation Sessions

The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users are able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording.

**THE ENFORCER®**  
ICS Enforcer Demo  
User: caumiller (v 8.0.66-f)  
Copyright 2005-2019

Live Monitor Warning Messages

New Message

Save Changes

ID	Message Text	Remove
13013	Harassment and Sexual Harassment are not allowed	
13012	Inmate - Inappropriate dress (coveralls / uniform to be work correctly)	
13008	No phone use is allowed during visitation	
12002	Profanity is not acceptable and continued use will result in visit termination	
13009	Sexually related activities are prohibited.	
13011	Visitor - Inappropriate dress	
12003	Visitor should remain seated at all times	
12004	Warning, inappropriate behavior will cause your visit to be terminated	
13010	Warning, use of any item in an unsafe or unauthorized manner will result in your	
12005	Warning: Will terminate on next infraction	

- Users
- Roles
- Phone Schedule
- Commissary Schedule
- Phone Shutdown
- Phone Disable
- Station Edit
- Change Inmate ID
- Merge Inmate Records
- Enrollment Admin
- MOTD Admin
- The Communicator Admin
- The Informer Ad
- The Visitor™ Ad
- Visitor Account Classes
- Relationship Types
- Video Stations
- Visitation Station Groups
- Visitation Locations
- Visitation Location Schedule
- Visitor Registration Fields
- Live Monitor Warning Messages
- Visitation Blackout

Message Feature – Administrator’s Screen



**Message Feature – Live Monitoring Screen**

## Video Visitation Station Shutdown

The Facility has ultimate control over the operation of the video visitation stations with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility’s visitation policy and authorized schedule.

### 1-Click Instant Disconnection of Non-Compliant Visits

If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen from the workstations supplied by ICSolutions.



### Disconnect from Live Monitoring Screen

After canceling the visit from the live monitoring screen, the user is required to provide a reason for the disconnection and, if the Monitoring Officer has the appropriate access, the Monitoring Officer can temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

### Scheduled Shutdowns

Authorized users can schedule when the video visitation stations operate through The Visitor™. Visits will only be available for scheduling when the stations are scheduled to be on.

Visit Location Schedule

Save Changes | Cancel Changes | New Group

Refresh | Unassigned Station Groups

Unassigned Inmate Locations

Facility: Video

Search:

Showing 1 to 1 of 1 entries Previous 1 Next

Location Group Name	Inmate Location RegEx	Station Group	Schedule	Remove
Block 3 C	^*\$	Default Inmate	07:00 - 21:00	

Edit Schedule: Block 3 C

Schedule Settings

Start: 07:00 Hrs | Stop: 21:00 Hrs

Effective from: 01/01/2016 | To: Forever

Set an effective end date:

Schedule Priority: Normal

Apply these settings to the following days:

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Week 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 3	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Week 4	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Save Close

Showing 1 to 1 of 1 entries Previous 1 Next

### Visit Location Schedule

3. Authorized users shall be able to search for specific visitation sessions by Inmate, Visitor (or both) and time.

**ICSolutions Response:**

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

Authorized users can search visitation records by any factor of the visit, such as:

- Inmate ID
- Inmate or Visitor Last Name
- Visitor ID
- Visitor's Email
- Date ranges
- End Status
- End Type
- DNR settings
- Privileged settings
- High Profile settings
- Duration
- Visitation location
- Visit Type
- Station Group
- Station Name
- Visitor Location

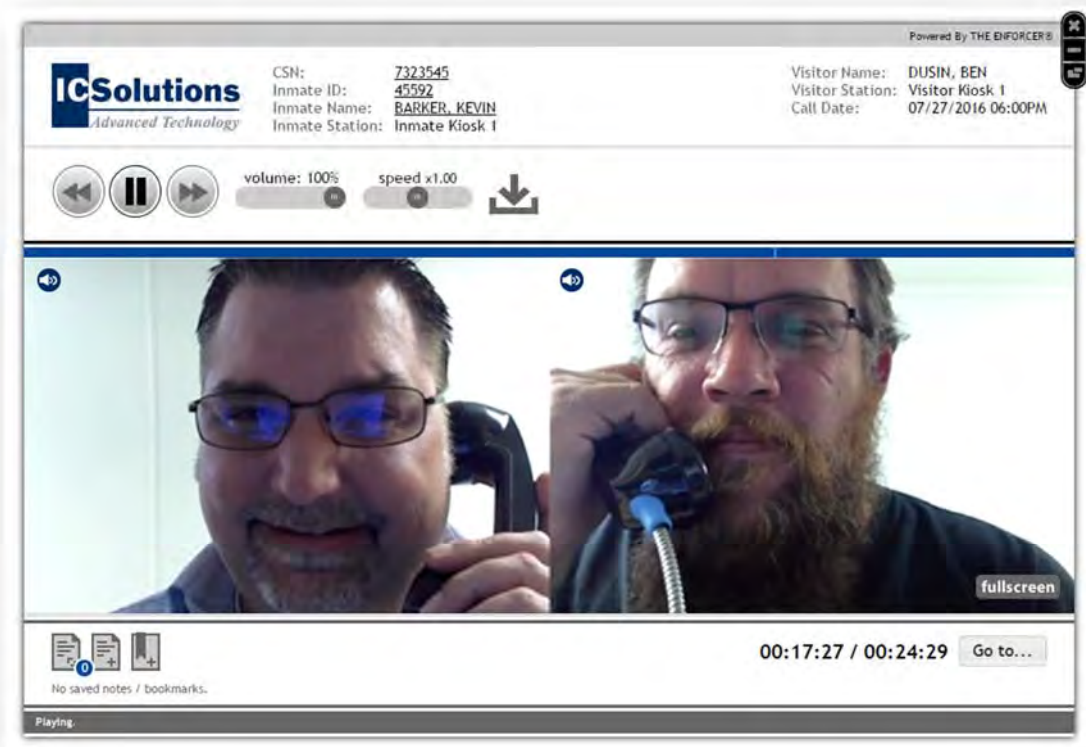


4. Authorized users shall be able to stream the video visitation session of their choice to their desktop for viewing/listening. The contractor shall coordinate with the owner for which locations will have this feature.

**ICSolutions Response:**

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

The Visitor™ includes a recording feature, allowing investigators to playback visitations after they occur. With the storage server provided in ICSolutions' proposal, authorized users can access recorded visits onsite or remotely via secure web connection.



**Recorded Video Visitation - Playback**



- Authorized users shall also be capable of burning a DVD/CD of the recorded visitation session.

**ICSolutions Response:**

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

Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. Any workstations provided by ICSolutions have the ability to burn recordings to DVD.



**Visitation Records – Download Recordings**

- The system shall incorporate an audit trail to track who has viewed and or burned a copy.

**ICSolutions Response:**

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

Authorized users can access audit reports, such as **Recording Access Reports**, which provides a listing of all call and video records that have been listened to during a user-specified date range. The report lists the user ID of the person who played the recording, the CSN, inmate ID, and name of the inmate who made the call/visit, and the date the user played the call recording.

ICSolutions provides customized audit trails based on the County's needs. 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.). In addition, most user changes require notes to be entered. ICSolutions can create reports for the user logs, which can also be scheduled reports. Authorized users can also look up the Notes to identify the reasons for changes.

7. Provide an audit trail of all activity for a specific visit (i.e. who scheduled, added visitor, modified or cancelled).

**ICSolutions Response:**

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

ICSolutions provides customized audit trails based on the County's needs. 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.). In addition, most user changes require notes to be entered. ICSolutions can create reports for the user logs, which can also be scheduled reports. Authorized users can also look up the Notes to identify the reasons for changes.

**Interfaces**

Describe in detail all software interfaces your company/products require to allow full interfacing capability with products/services you bring to the table as well as services

1. Anoka County already uses. Describe any custom software that you have already developed to interface with Police Central's Jail Management System and the Keefe Inmate Account system.

**ICSolutions Response:**

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

As your current provider, ICSolutions already has established interfaces with Police Central and Keefe to provide an array of enhanced integration services.

**ICSolutions Integrated Services Offer:**

- PIN-sharing with the JMS automates inmate enrollment in the phone and video visitation system
- Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves
- Importing inmate and visitor information maintained in the JMS, such as:
  - Approved visitors
  - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
  - Events that may affect inmate availability, such as medical appointments or court dates
  - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

## Police Central

ICSolutions already has an established interface with Police Central to automate PIN administration and update inmate information.

## Keefe Integrations

Because **ICSolutions is a Keefe company**, we provide a unique integration between the video visitation system, KCN commissary and banking, and Access Corrections' kiosks. We have extensive experience integrating with Keefe at numerous locations throughout the country. And, as a Keefe company, we have an intimate relationship and uninhibited access to Keefe personnel to complete integrations and resolve any potential integration issues quickly and effectively.

**In fact, we are already integrated with Keefe at Anoka County.** The interface between our inmate phones and Keefe commissary/banking systems can provide for several automated services:

- ✓ DirectLink Cardless Debit Calling
- ✓ Commissary Ordering via Phone or Kiosks
- ✓ Balance Inquiry via Phone or Kiosks
- ✓ Automated Funding Alerts

### DirectLink Cardless Debit calling

This card-free Debit calling solution allows inmates to place calls using funds *directly* from their inmate trust account, without having to open a separate Debit phone account or transfer funds back and forth between accounts.

ICSolutions is a Keefe company; therefore, because your commissary provider is Keefe, **ICSolutions already provides this unique integration between your inmate phones and commissary systems.** We are able to provide this service because we have equipped The ENFORCER<sup>®</sup> with a web services interface to the Keefe (KCN) commissary banking system for real-time secure access to the inmate trust funds. **No other Inmate Phone Service vendor can offer this level of integration.**

This interface allows the inmate to **directly access funds in their trust account** to place Debit calls. Once the inmate passes the PIN verification step, if the inmate initiates a Debit call, the system will then prompt him/her to enter the destination number. If this destination number is allowed to be called by the inmate, The ENFORCER<sup>®</sup> will calculate the maximum cost of this call and immediately query the KCN banking system to determine if the inmate has sufficient funds to complete the call. If the inmate has sufficient funds to allow the call (minimum of 1 minute). The system will then place a temporary lien on these funds and, once the call is complete, the ENFORCER<sup>®</sup> will compute the actual cost of the call and communicate this cost to the KCN

banking system. The KCN system will decrement the inmate trust account, release the lien, and confirm the financial transaction to The ENFORCER® platform.

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

### **Commissary Ordering**

From any standard inmate phone, inmates can enter their phone PIN and press a speed dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases. This service benefits the County by **reducing staff involvement** in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones. In addition, when video visitation is deployed, inmates can order commissary using any touchscreen vPhone kiosk.

### **Balance Inquiry**

Using any standard inmate telephone, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility. Like commissary, this service will also be available using our vPhone kiosks if video visitation is deployed.

### **Automated Funding Alerts**

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

2. The County requires the vendors system to import data from Police Central such as inmate name, Jacket number, booking number and location within the facility.

### **ICSolutions Response:**

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

ICSolutions will continue to import data from Police Central such as inmate name, Jacket number, booking number and location to provide enhanced integrated services, such as PIN automation.

3. The County requires the vendors system to exchange data with the Keefe Commissary system such as inmate name, Jacket number, booking number account transactions.

**ICSolutions Response:**

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

ICSolutions will continue to exchange data with Keefe Commissary such as inmate name, Jacket number, booking number and account transactions to provide enhanced integrated services such as Commissary Ordering, Balance Inquiry, DirectLink Cardless Debit and more!

**Commission Structure**

Identify the proposed commission rate for video visitation services.

**ICSolutions Response:**

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

For our proposed commission rate, please refer to [SECTION 5: FINANCIAL OFFER](#).

**Technology Usage Agreement**

Through the review and assessment of the County's Systems, the Vendor may be exposed to County data and/or data on individuals or organization which are confidential in nature. In addition, the Vendor may be exposed to confidential information relating to the County's computers, network, and programs. Hereinafter, this data and information is collectively referred to as "County Information." In recognition of the need to protect the County Information, the Vendor covenants and agrees that it shall regard and treat each item of County Information as a trade secret and/or confidential information and that it will not, without the express written consent of the County or except as required by law, redistribute, market, publish, disclose or divulge to any other person, firm, or entity, or use or modify for use, directly or indirectly, in any way, for any person or entity, any of the County Information. Accordingly, all employees of the vendor that shall have access to County Information shall be required to execute the County's Technology Usage Agreement as set forth in Exhibit E. At the termination of this Agreement, the successful vendor shall return to the County all County Information. Unauthorized use of the County's data may be a criminal offense and violators will be prosecuted.

**ICSolutions Response:**

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

ICSolutions agrees to comply with the County's Technology Usage Agreement as set forth in Exhibit E, as well as to return all County Information at the conclusion of the contract.

### *Alternate Option*

#### **Part-time, On site Administrator**

Please provide in your response an alternative that includes a part-time, on-site administrator who was responsible for items such as downloading and burning data for law enforcement personnel, providing court testimony as needed, blocking calls, responding to inmate grievances, providing minor system repairs, etc.

Currently this is a 20-hour a week position.

#### **ICSolutions Response:**

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

ICSolutions is offering, as an option, a part-time Site Administrator. Should the County select this option, you will continue to be serviced by your current Site Administrator / Technician, Mr. Roger Goman. In the event that he chooses to retire, we will hire a County-approved, certified individual.

All site administrators and field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes, but is not limited to, administrative interface, system software, preventative maintenance, wiring, and telephone installation. For complete details of our offer, please refer to [SECTION 5: FINANCIAL OFFER](#).

## **Additional Value-Added Options**

ICSolutions offers several product lines to **efficiently manage inmates from booking to release** – including ICSolutions’ Reverse Lookup, Inmate Voicemail, The Communicator Inmate Communications Portal, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork and other administrative duties that jail staff must perform to support inmate services.



**Value Added Products**

### **The Attendant IVR (Information Line) for Constituents**

**At no cost to the County**, ICSolutions can implement our Interactive Voice Response (IVR) system, The Attendant<sup>SM</sup>, to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, optional **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature is available if the County JMS will support the data exchange necessary. The Attendant<sup>SM</sup> is an in-house IVR solution,



developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touchtone phone. Freed from the task of answering multiple phone inquiries, Jail staff can be more productive. Inmates will also have access to the system by dialing a speed dial.



**ICSolutions Client  
Testimonial**

**“... Increased Efficiency and Reduced Labor ...”**

“The Attendant has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

**Captain Shane Barker – Summit County, Ohio**

Call prompts are **fully customizable** according to County requirements. Call prompt options and associated text provided by the County will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- Inmate Information such as Court Dates, Release Dates, etc.
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options
- Commissary Balances and Trust Account Deposit Methods
- Medication/Prescription Information

Public and inmate access will be available through a single phone number provided by the facility. After The Attendant<sup>SM</sup> dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable inmate and facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

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

### The Communicator Paperless Inmate Communications Portal

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



Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded
	<a href="#">1604430</a>	Information Request [inactive]	67301	COPELAND, CAMERON	01/30/2016 11:52		
	<a href="#">1585296</a>	PREA [inactive]	Anonymous Message		01/29/2016 05:14		
	<a href="#">1593780</a>	TIP	Anonymous Message		01/28/2016 20:19		
	<a href="#">1590412</a>	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2016 05:49		
	<a href="#">1530948</a>	TIP	Anonymous Message		01/20/2016 05:40		
	<a href="#">1426236</a>	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2016 19:29		
	<a href="#">1545906</a>	TIP	Anonymous Message		01/22/2016 10:15		
	<a href="#">1545796</a>	TIP	Anonymous Message		01/22/2016 09:52		
	<a href="#">1538318</a>	TIP	Anonymous Message		01/21/2016 08:10		
	<a href="#">1537380</a>	TIP	Anonymous Message		01/20/2016 20:35		
	<a href="#">1532742</a>	TIP	Anonymous Message		01/20/2016 12:34		

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER<sup>®</sup>, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of The ENFORCER<sup>®</sup> calling system and is provided **at no cost to the County**, and **with no impact on our financial offer**.

## **Inmate Voice Messaging**

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

## **Inmate Voicemail**

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

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

## **Message of the Day**

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

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

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

**Inmate Messaging**

Inmate ID, Last Name, or CSN  + OR  Search Clear

Date Ranges   More Search Criteria Create New Message

Click the bubble icon to view the message text. Message Type:

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	<a href="#">New</a>
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	<a href="#">New</a>
	Notification	88717	1661048	LUNA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	<a href="#">New</a>
	Notification	81372	1661552	COUCH, BRANDON	ICS			Message for inmate 4519		
	Notification	27766	1661434	LOYD, HENRY	ICS			Visitation hours will be extended to 8:00PM on Friday, March 10, 2017.		
	Notification	46102	1661196	WOOD, JAMIE	ICS					<a href="#">id</a>
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					<a href="#">id</a>
	Notification	24280	1660914	PANNELL, TYLER	ICS					<a href="#">id</a>
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					<a href="#">id</a>
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	<a href="#">New</a>

Click the Play button to listen to the recording.

**Inmate Messaging Screen – Message of the Day text**

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility’s permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

### Funding Announcements

The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Family First Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by The ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

## Reverse Lookup

ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet, and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms **at no cost to the facility**.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Action	Score	Phrase	Inmate ID	Inmate Name	Station Name	Called Number	GSN	Call Time	Offset	Duration
	55	attorney	55287	SCHWAN, SHERRY	D BLOCK 3	1-256-341-8304	399470	04/27/2017 19:35	23:53	24:37
	87	attorney	82653	COX, JACQUELYN	D BLOCK 2	1-404-510-8577	424198	05/03/2017 22:33	2:58	9:00

**General Information**

Number:

Speed Dial:

Dial Pattern:

Site:

Category:

Inmates w/PAN:

Last Updated: 06/08/2017 16:20 By: bduinberre

**Reverse Lookup information can be displayed in the Number Record by clicking the binoculars or from the Call Detail and PAN list by clicking the Called Number hyperlink.**

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

1595 Academy  
Morgan Hill, CA 95027

Directions Search nearby more

## Reverse Lookup



## Records Seal

ICSolutions has several methods for protecting sensitive inmate information from general access. These methods include finite control over user roles and access privileges; the ability for authorized users to “hide” one or more recordings from general access; and a “high-profile inmate” status – which restricts access to a particular high-profile inmate’s records to only selected users.

To these solutions, ICSolutions has also recently introduced our Records Seal function. In a court case related to a criminal charge against an incarcerated inmate, a court judge can order the non-availability or “sealing” of all inmate records or selected inmate call information. To enable a correctional facility to comply with such a court order, The ENFORCER® enables an *authorized user* to perform two different types of record sealing requests:

**Full Records Seal** – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in The ENFORCER® is sealed completely.

**Partial Records Seal** – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.

Authorization to request either type of record seal must be set up by The ENFORCER® System Administrator for a designated user. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.

### Real-Time ENFORCER® Voice Biometrics

As a supplement to Investigator PRO voice biometrics (already in place at the Anoka County Jail), ICSolution offers additional voice biometric technology that is built into The ENFORCER®. These products are available at no cost and cover all aspects of the call and enable investigator case management, including The Verifier<sup>SM</sup> pre-call biometric identity verification and Imposter real-time continuous voice detection and imposter identification during the call.



### The VerifierSM – Pre-Call

At the County’s option, ICSolutions can install The ENFORCER®’s VerifierSM real-time inmate voice verification module. The VerifierSM matches an inmate’s “voice print” created during the booking or intake process with his/her voice when initiating a phone call. The VerifierSM requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate’s spoken voice must match a “model” of a voice print stored in The ENFORCER®.



**Unique ICSolutions  
Feature!**

#### **Built-In Voice Biometrics with Self-Enrollment**

With ICSolutions, our voice biometric features are built directly into the ENFORCER®, AND we feature **self-enrollment of inmate voices** upon booking to cut down on staff administration time!


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

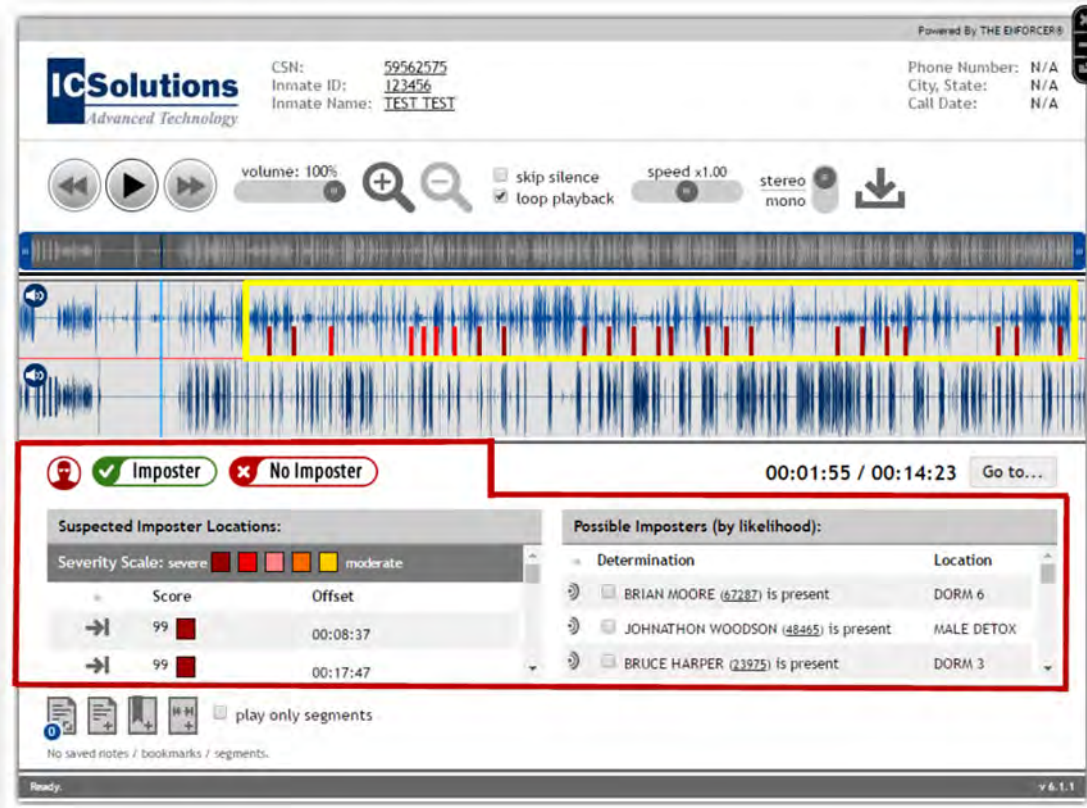
### The Imposter – In Call

*The Imposter* module in The ENFORCER® provides comprehensive, real-time continuous voice detection, imposter identification, and other analysis capabilities that enhances our voice biometrics capabilities. These features enable you to reduce and/or control fraudulent calling activity by inmates. For example, when an inmate places a call on behalf of another inmate and hands the phone off after the call has connected, *The Imposter* will identify and log the event for *real-time* and *future* use by an ENFORCER® user.

*The Imposter* leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use The ENFORCER® voice verification module, The Verifier. For all calls placed by inmates at the facility, *The Imposter* module compares stored inmate voice enrollment recordings to voices on live calls to detect any voice mismatch(es), identifying potential “imposters” on the call. And, because the detection occurs in real time, an alert can be sent to interested investigators while the call is still in progress.

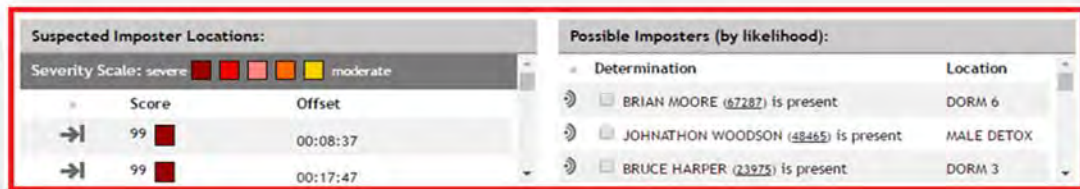
With the alert feature, the system can immediately patch the investigator into an ENFORCER® monitoring session once provided with an approved pass code, for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

When fraudulent activity is suspected on an inmate call, *The Imposter will display an icon*  for easy identification in The Observer live monitoring screen in *real time* and marked in the call record to view after the call is completed. When the user clicks this icon, the Web Player opens and displays detailed “suspected imposter” information for user retrieval and analysis.

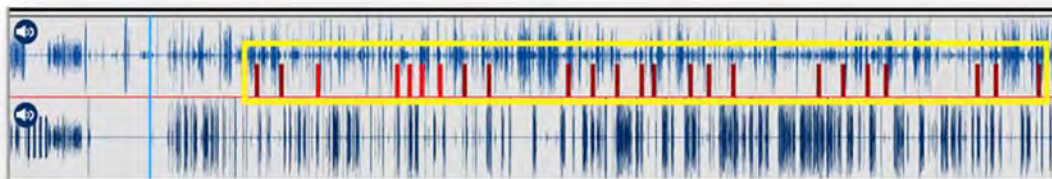


### Imposter Identification on the Web Player

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



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



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

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

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

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

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



### The ENFORCER® Voice Biometrics Reporting

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

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

More Search Criteria		
General		
Completions	CSN Range	DNR
Duration	End Type	Privileged
Show Alerts only	Show DTMF only	
Call Origin		
Site	Station Group	Station ID
Station Name	Trunk ID	
Validation		
Imposters only	Validation	
Billing		
Billing ID	Call Type	Card Number
Cost Range	LIDB Code	Tariff Band
Called Party		
Location	Response Digits	Show 3-Way only
State	Supervision Type	

### Search Criteria for Imposters detected and other Parameters Available for Customization

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

## The Word Detector

### Keyword Search Powered by Nexidia

With our Word Detector keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on The ENFORCER® in 2012, and it is currently in use at **nearly three dozen facilities.**





**ICSolutions Client  
Testimonial**

**Powerful Investigative Tool**

“Using the [Word Detector] function of The ENFORCER® system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate’s girlfriend, who was dropping off the contraband at one of the work detail sites.”

**Warden Carl Humphrey, SCCI – Spalding County, GA**

**Keyword Search – Expanded Capabilities**

The Word Detector can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic “Association Table” that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers The Word Detector, Nexidia, has always had the ability to use an Association Table; we have re-designed and expanded The Word Detector user interface in order to offer this feature through the ENFORCER®’s GUI.

Search complete: Found 4 matches in 994 records "attorney"

Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.
97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

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

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



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

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

### Thesaurus

The Word Detector enables the user to include defined synonyms for a word in the requested search. By clicking Thesaurus as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.

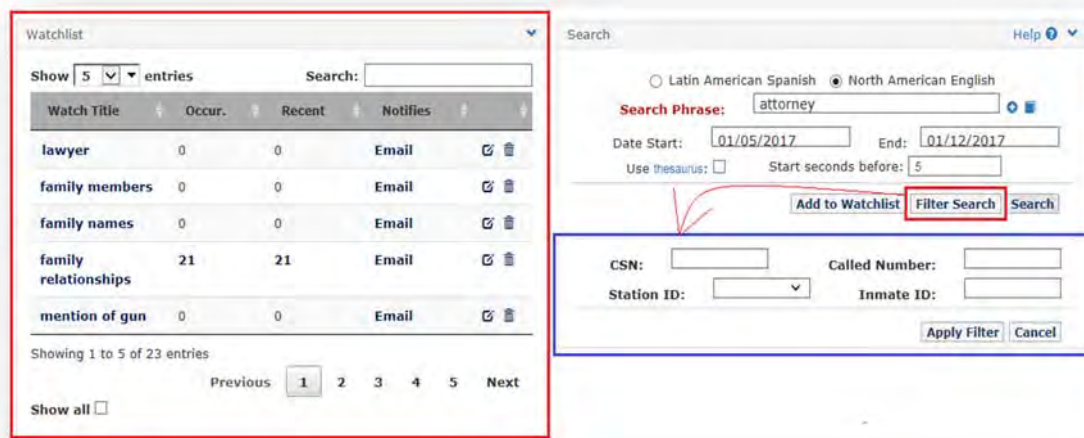
The screenshot shows a search interface with the following elements:

- Language selection:  Latin American Spanish,  North American English
- Search Phrase: attorney
- Date Start: 08/23/2016
- End: 09/30/2016
- Use thesaurus:  (The word 'thesaurus:' is highlighted with a red box)
- Start seconds before: 5
- Buttons: Add to Watchlist, Filter Search, Search

Thesaurus Access – Add or Delete Synonyms

## Watchlists

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



### Searching Watchlists in The Word Detector

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

## Argus Transcription & Translation

The optional Argus transcription tool allows transcription of selected recordings for investigative purposes. The Argus transcription engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users can easily select which calls to transcribe by selecting individual calls, or by having all calls that meet certain criteria tied to the voice biometric engine/keyword search engine. For example, a user could set up transcription for calls that meet the following criteria:

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

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

Reports > Results by Date > PIN Sharing - Grid

125 Result(s) Found Search:

	Print	Call Time	Duration	Phone	Result	
1	GERARDO GOMEZ-PACHECO	04-09-2019 07:04:00	00:01:52	(773) 678-0699	EDGAR CADENAS-ROJAS-126094772	
2	SEBASTIAN LUCAS-LUCAS	04-09-2019 07:04:05	00:03:10	(682) 582-5752	ALEXANDER MEDINA-BARRIOS-4934767	
3	WILLIAM BELLEW	04-09-2019 07:04:25	00:03:45	(256) 295-4332	JOHNNY SWANN-2569	
4	JORGE OROPEZA-SALAS	04-09-2019 08:04:34	00:02:02	(920) 681-1808	JUAN JUAREZ-ROSARIO-123160112	
5	THOMAS LONG	04-09-2019 08:04:57	00:14:28	(205) 913-2481	JEFFREY BRYAN-55055	
6	JULIO ROMERO-TIBURCIO	04-09-2019 09:04:54	00:02:34	(812) 987-8818	JOSE REYES-HERNANDEZ-120715463	
7	GERARDO GOMEZ-PACHECO	04-09-2019 09:04:57	00:02:45	(773) 678-0699	RYAN WHETHAM-10568444	
8	KIM CAMPBELL	04-09-2019 10:04:00	00:02:34	(615) 485-5932	CAROL BELLENFANT-49776	
9	LUCINDA ROBLERO-PEREZ	04-09-2019 10:04:00	00:02:52	(512) 532-5316	MARTHA HERRERA-GARCIA-125286184	
10	NATALHY ARMAS-	04-09-2019 10:04:11	00:02:27	(956) 289-3764	LENA GRAUS-RODRIGUEZ-126323124	

### Reports – Results by Date

To select a call for transcription, users click the TRANSCRIPTION icon. Calls that have previously been transcribed show a check mark over the TRANSCRIPTION icon. To play the audio of the call, users select the first icon from the left of the loudspeaker.

Workflow > Schedule

Task

Location:

By PIN Number:

Destination Number:

PIN Sharing:

By Inmate Voice:

Hotlist:   
  
(CTRL+Click for multiple selections)

Inmate to Inmate:

By Civilian Voice:

ID	Task Name	Creation Date	Group	User
1	testing	06/01/2015		Andy Horton
2	Inmate	05/26/2015		Andy Horton
3	#Test	05/26/2015		Robert Sterling

The transcription of the call shows each speaker in a different font color, so the user can easily evaluate the conversation. The transcription is downloadable in either PDF or Word files. For optimum accuracy, the system takes about one minute to transcribe every two minutes of speech.



### Sample Transcription

### Word Flow

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

## Cell Phone Control

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

### CEIA Magneto Static Detector (MSD)

The CEIA MSD is a highly portable cell phone, weapon, and contraband detector that can locate all cell phones and other contraband concealed on the person or in body cavities (including key fob cell phones), with or without batteries. Its multi-zone targeting indication identifies the location of contraband on the body, and it includes a Bluetooth headset for covert alarm signaling, whereby detection is silent to the inmate.

The CEIA MSD is fully weatherproof for use outdoors or inside, and provided for up to 26 hours of continuous use on the embedded battery. Best of all, the MSD's extremely durable design yet lightweight, one-piece design is portable and requires no assembly – allowing for setup within 10 seconds!

- Detection of all cell phones and other ferrous contraband concealed on the person or in body cavities (including key fob cell phones, smart phones, radio transceivers, etc.)
- Constant Sensitivity across the detection area in pass-through operations
- Multi-Zone targeting indication identifies location of contraband on the body
- Covert operation through use of Bluetooth wireless headset
- Fully weatherproof for outdoor use (IP65 certified)
- 26 hours continuous operation
- Unmatched detection in all environments without adjustment
- Extremely durable design
- No assembly required: Setup in less than 10 seconds

### Cellebrite's UFED Ultimate

ICSolutions can provide **Cellebrite's UFED Touch Ultimate** all-in-one mobile forensic solution. UFED Touch 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 Touch Ultimate will give you unparalleled access to investigative cellular data.





## celebrite



### UFED Touch Ultimate

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, while providing in-depth decoding, analysis and reporting methods. Users can generate reports, print them, and/or save them to their computer in PDF, HTML, XLS, and XML formats.

## Additional Options Available with The Visitor™

ICSolutions can also offer several optional features available with the Visitor™. These optional features have been further described in response to [REQUIREMENT 6](#) under the “Video Visiting” heading earlier in this section.

- **Law Library Research Service** – The Visitor™ and its video visitation station is capable of interfacing with a law library research system to give inmates the option to research the law from the inmate video visitation stations, eliminating the need to transport an inmate to a dedicated terminal in order to search the database. As an optional service, ICSolutions can offer the Casemaker®, law library research system, accessible by inmates through the inmate kiosks. Casemaker® provides access to the most up-to-date cases and statutes available anywhere, utilizing a Google-like search engine. More than 200,000 attorneys use Casemaker’s simple, high-definition search on a daily basis to find relevant cases, codes, statutes and more, fast.
- **Inmate Email Messaging** – ICSolutions can offer secure, two-way email messaging between inmates and their loved ones, along with optional photo sharing. This program features an easy-to-use public website and app, which an inmate’s friends and family can use to create and send messages and photos to an inmate, and to receive email messages from an inmate. Email conversations must be initiated by the friend or family member, who can send as many email messages as they wish at no cost; they will only be charged if the inmate elects to respond to the message. Friends and family pay for the inmate reply messages using their existing Family First Prepaid Account, thereby eliminating the need for a separate messaging account or any separate funding fees. **Inmates are never charged for reading or replying to any email they receive.**
- **Grievance & Request System** – Available at no cost when our email solution is deployed, the Grievance & Request System allows inmates to file grievances and requests electronically and enables facility officers to respond and use a higher-tier appeal process. The system can be customized to fit your facility’s needs, such as when filing is available, how inmates can file, how many grievances an inmate can file during a given month, and much more!
- **Mail Scanning** – Available at no cost when our email solution is deployed, we can provide an on-site mail screening solution, enabling facility staff to process and scan incoming inmate mail in to the mail system to be assigned directly to the inmate. Once assigned to the inmate, the scanned mail is viewable on the inmate video visitation kiosk. The mail scanning solution, including hardware, software, and support, is provided at no cost to the facility in conjunction when our Electronic Messaging is utilized.



# Section 4A

## Implementation Plan

# SECTION 4A

## Implementation Plan for Inmate Phones & Video Visitation

Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require significantly less time, because our centralized ENFORCER® and Visitor™ are already in place and we are already well acquainted with the County’s needs. Your implementation to the new contract will require **no downtime**.

The primary tasks will be to **refresh and/or replace telephones** and other onsite equipment as needed/required, install the additional visitor video visitation units, and to **deploy any new services**.

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Please note that our Implementation Plan does not include a project schedule because our Inmate Phone and Video Visitation Systems are already in place – there is no need for a new system installation!

In addition, because our systems are already in place, ICSolutions is the only vendor that can deploy any new financial terms immediately upon contract execution.

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### Benefits to the County

Choosing ICSolutions will benefit the County’s transition by:

<b>No Downtime</b>	We will ensure minimal impact on facility operations and <u>no ITS or VVS system downtime</u> .
<b>Familiar Project Team</b>	You will continue to work with our Project Team, many of whom have been supporting your current ENFORCER® system or were involved in the initial installation.
<b>Existing Settings &amp; Profiles</b>	We will maintain your current site profiles, facility layout, visitation rules, and structure that are already in place.
<b>No Configuration Time</b>	No configuration time is necessary for call processing or video visitation since the current system settings are already defined, in place, and up to date.

<p><b>Continuous Access to Investigative Data</b></p>	<p>Investigators will have continuous access to all the County’s call and visitation data, information, and call recordings since your initial transition to The ENFORCER®.</p>
<p><b>Familiar ITS System</b></p>	<p>Your personnel are already familiar with The ENFORCER® system and its The Visitor™ module.</p>
<p><b>Existing Debit &amp; Prepaid Accounts</b></p>	<p>Inmates and public users can continue using their existing debit and prepaid accounts.</p>
<p><b>Same Support Procedures &amp; Personnel</b></p>	<p>Your service, support, maintenance and escalation procedures remain the same.</p>
<p><b>No Equipment Removal / Pickup</b></p>	<p>There is no potential delay from coordinating equipment removal and pickup from another vendor.</p>
<p><b>System Testing Unnecessary</b></p>	<p>ITS and VVS system testing is unnecessary since you will use the same ENFORCER® and Visitor™ as you do today.</p>
<p><b>New Financial Terms Implemented Immediately</b></p>	<p>We will implement any new rates, fees, and/or facility compensation <i>immediately upon contract execution.</i></p>
<p><b>Seamless Transition</b></p>	<p>We commit to providing a seamless transition to a new contract with uninterrupted service from our centralized ENFORCER® and Visitor™ platform during the deployment of any additional features and continued exceptional support throughout the term of our agreement.</p>

The ICSolutions’ Operations Team will work together with our Vice President of Sales and Marketing Mike Kennedy (the County’s primary contact) to coordinate every aspect of transition to the new contract, including the training tailored for the Facility to ensure authorized users can make the most use of the robust tools available with The ENFORCER®, as well as implementation of any new features or services.

## Training Plan

With ICSolutions, staff training will be simplified, as Facility personnel are already familiar with The ENFORCER® system and its The Visitor™ module. ICSolutions will provide refresher training to existing personnel, as well as familiarize any new personnel with daily system functions, such as blocks, reports, investigative tools as well as emergency system shut down. Our goal is to ensure that Facility staff are taking full advantage of the system's investigative and administrative capabilities.

Likewise, inmates and public users will require little to no training. Existing inmate information, calling blocks, PINs, visitation policies, and Prepaid Collect and Debit accounts will continue to exist, and account funds can be accessed just as they always have. Nothing will change about the way inmates or the public use their calling and visitation services or access customer support.

In cases where new rates are implemented, ICSolutions can provide materials or create an instructional message with our Message of the Day feature notifying all inmates of the new rates and transition date. Any and all signage and brochures will be approved by the Facility before distribution.





# Section 4B

## Maintenance & Support Plan

## SECTION 4B

### Maintenance & Support Plan

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



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

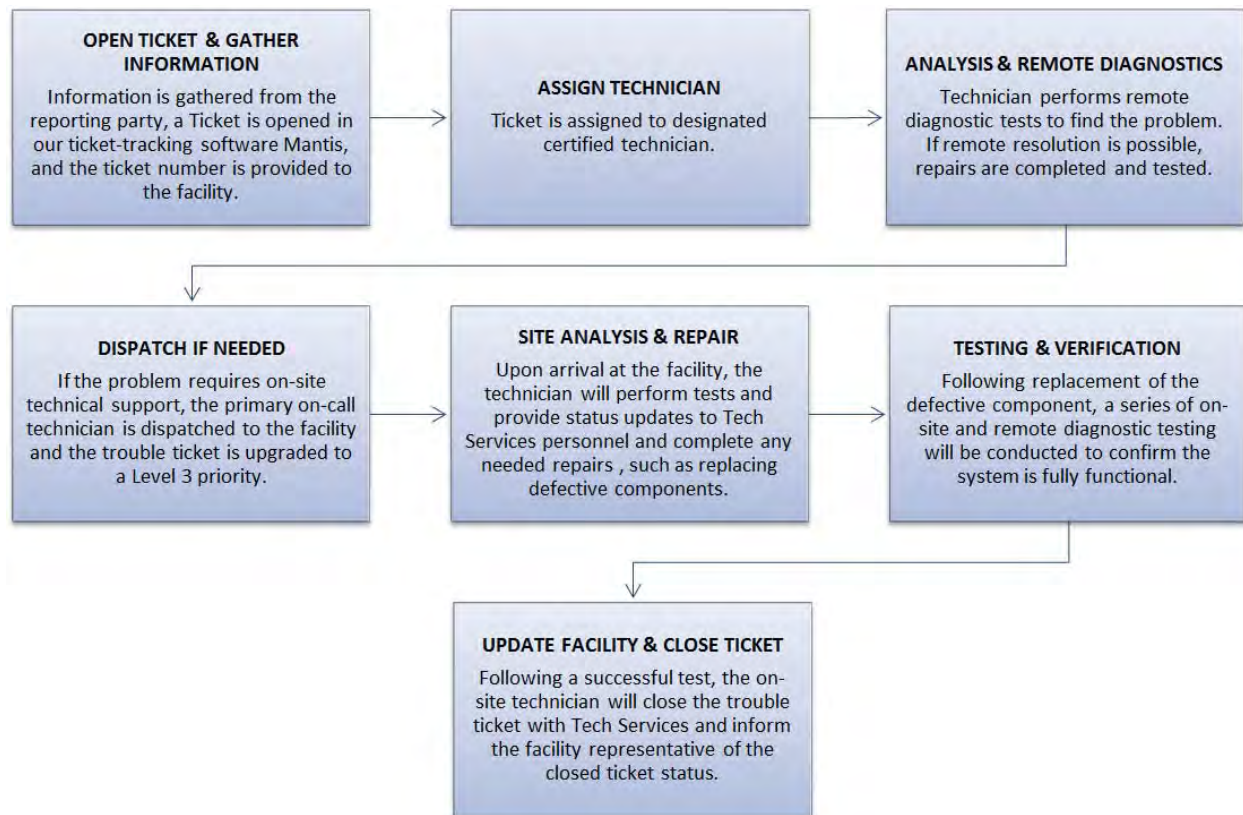
ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of The ENFORCER® telephone system and The Visitor™ video visitation system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This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

### Technical Services Center (TSC)

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



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



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

### Mantis Trouble Ticketing

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

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract.



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

Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show when a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.



### Priority Schedule

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

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

### Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of The ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.



**Always-on  
Remote Monitoring,  
Diagnosis & Repair**

### Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
<b>Initial Report</b>	<b>Help Desk Technician</b> Open Ticket & Gather Information Toll free: 866-228-4031 Email: <a href="mailto:icssupport@icsolutions.com">icssupport@icsolutions.com</a>	None
<b>Level One</b>	<b>Latoya Coleman</b> Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: <a href="mailto:lcoleman@icsolutions.com">lcoleman@icsolutions.com</a>	None
<b>Level Two</b>	<b>Brian Dietert</b> Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: <a href="mailto:bdietert@icsolutions.com">bdietert@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>
<b>Level Three</b>	<b>Brendan Philbin</b> Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: <a href="mailto:bphilbin@icsolutions.com">bphilbin@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>
<b>Level Four</b>	<b>Tim McAteer</b> President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: <a href="mailto:tmcateer@icsolutions.com">tmcateer@icsolutions.com</a>	<b>Mike Kennedy</b> VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 <a href="mailto:mkenedy@icsolutions.com">mkenedy@icsolutions.com</a>

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.



Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

## Video Visitation Escalations

When a video visitation system (VVS) is in place, ICSolutions' video visitation technician will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

## Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Facility will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. **Additionally, Mr. Roger Goman will continue to serve as your onsite administrator**, if you select the option that includes a Site Administrator. Since Mr. Goman is already familiar with your facility, processes, and procedures, this will ensure maximum continuity as we transition to the new contract.

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



**LOCAL Repair  
Technicians + Spare  
Parts Storage =  
FAST RESPONSE**

## Regular Account Reviews

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





# Section 4C

**Proposed Staffing Plan**

## SECTION 4C

### Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package will continue to offer the County our knowledgeable staff, whose expertise and existing knowledge with the County's facilities will ensure a seamless transition to the new contract; our 24 x 7 x 365 Technical Services Center, who will continue to assist you if you have a question or if an issue arises; and **your main point of contact Vice President of Sales & Marketing, Mike Kennedy**, who will work with you for the life of the contract to ensure that all of your needs are met. **Mr. Roger Goman will continue to serve as your onsite administrator**, if you select the proposal option that includes a Site Administrator.

In addition, ICSolutions has more than 100 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system and the Visitor™ video visitation system. The professional team involved in the aforementioned duties and ongoing management of service Anoka County will continue to comprise the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams. Full résumés for these key personnel have also been included **DIRECTLY FOLLOWING THIS SECTION**.

## Client Services

**Mike Kennedy**  
Vice President of Sales  
& Marketing

***Responsibilities***

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

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

***Qualifications***

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

**Sylvia Castillo**  
Client Services  
Manager

***Responsibilities***

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

***Qualifications***

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

**Latisha Steger**  
Director of Sales  
Engineering / Training  
Department

***Responsibilities***

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

***Qualifications***

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

**Don Newsome**  
Corporate Account  
Manager / Training  
Department

***Responsibilities***

Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

***Qualifications***

Mr. Newsome began working with ICSolutions in early 2017, and he has more than 30 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

## Installations & Operations (Technical Support)

**Brian Dietert**  
Director of Operations

***Responsibilities***

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

***Qualifications***

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

**Melissa Mitchell**  
Project Manager

***Responsibilities***

Melissa is responsible for managing the installation of any new services, including development of the Facility’s project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.

***Qualifications***

Ms. Mitchell has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

**Jamie Klingner**  
Project Manager, PMP

***Responsibilities***

Ms. Klingner is a subject matter expert on The ENFORCER® and The Visitor™ user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Ms. Klingner is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.

***Qualifications***

Ms. Klingner is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Ms. Klingner has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.



**Jim Chapman**  
**Regional Field Service**  
**Manager**

***Responsibilities***

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

***Qualifications***

Jim has more than 30 years' experience providing installation, maintenance, and repair of telecommunications equipment. Jim has worked for ICSolutions since 2008 and is highly knowledgeable about the equipment and solutions provided to our customers. Jim's many years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.

**Latoya Coleman**  
Technical Support  
Manager

***Responsibilities***

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

***Qualifications***

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

## Technology Development

**Brendan Philbin**  
Vice President of  
Product Development

***Responsibilities***

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

***Qualifications***

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

**Steve Shieldes**  
Director of  
Information  
Technology

***Responsibilities***

Mr. Shieldes is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

***Qualifications***

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

**George Langdin**  
Technical Services  
Manager (IT  
Engineering)

***Responsibilities***

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

***Qualifications***

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

## Executive Management Team

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

**Tim McAteer**, Company President has nearly 30 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

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

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

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

# Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

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## SUMMARY

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Accomplished business professional with extensive experience providing the leadership and support needed to drive the achievement of key organizational business goals and objectives. Skilled at coordinating the logistics needed to see project through from inception through to successful complete. Demonstrated strength building and maintaining strong, long-term relationships with strategic business partners and project stakeholders based on the effectiveness of the leadership provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments.

### Areas of Expertise

- Operational Improvements
- Stakeholder Communication
- Project Requirements Definition
- Team Leadership
- Training
- Process Management-Lean Six Sigma Yellow belt
- Risk Assessments & Mitigation
- Project Resource Allocation
- Business Process Improvement
- Strategy & Execution
- Budget Management
- Regulatory Compliance
- Business Relationships
- Project Management

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## PROFESSIONAL EXPERIENCE

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**Project Manager, Inmate Calling Solutions, LLC** 2020 - Present  
Responsible for managing the installation, including development of each facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

**Project Manager, GTL** 2019 - 2020  
Managed and coordinated up to 20 simultaneous project implementations nationwide for GTL's proprietary technology solutions. Monitored and identified proposed expenditures that could cause a project to fail to meet projected budgetary cost objectives. Benchmarked project progress throughout implementation to include milestones specific to task requirements, planning, installation, system settings, and testing. Managed project plans specifying deliverables, end goals, scheduling, identification of risk, and contingency plans. Coordinated day-to-day activities of project personnel to ensure each project moved forward on the published project schedule. Maintained project status updates to keep management, clients, and others informed of to date project status and related issues. Coordinated and responded to requests for changes from original specifications. Developed and maintained all project deliverable documentation. Managed relationships with County, State and/or Federal Correctional entities. Trained facility staff on technology products.

**Service Coordinator, Southwest Airlines** 2018 - 2019  
Managed the resolution of escalated calls in a timely, professional manner to maintain the customer's levels of satisfaction. Walked through call flows and scenarios to help representatives handle escalated calls. Provided comprehensive employee technical support, including training call center representatives to correct errors on company applications. Served as the designated individual to help customer service representatives with questions regarding company policies and procedures.

**Customer Service and Sales Agent, Southwest Airlines**

2016 - 2018

Delivered exceptional levels of service while helping customers with reservations, including itinerary modifications, cancellations, bookings, and accommodations to create increased satisfaction and loyalty. Worked to deliver results that met and exceeded target metrics in terms of call handling and sales. Notable achievements: Selected as a designated floor walker to help other employees with the new reservation system implementing in 2017.

**Director National Accounts, BSG Clearing Solutions**

2009 - 2016

Led in the comprehensive management of Telecom clients for both account and project management issues inclusive of sales, customer service, regulatory, contract negotiations, implementation, and problem resolution. Led customer projects from initiation to completion while documenting processes, communicating progress to clients, and working with internal customers as well as external vendors to meet deadlines. Responsible for successful initiation, planning, design, monitoring and execution of large multi-platform projects for large Telecom companies. Spearheaded enhanced relationships with both new and existing Telecom clients including contract negotiation and rates specific or customized to meet the needs of Fortune 500 clients including AT&T CenturyLink, Qwest TELUS and Verizon Business. Developed efficient procedures for projects that were delivered to client but dynamic enough to modify the plan according to changing circumstances. Coordinated day-to-day activities of project team to ensure each project proceeded according to the published project schedule. Responsible for communicating with both the internal team and the client on status of project as well as documenting all conference calls, onsite meetings and internal meetings. Analyzed and successfully addressed specific client needs with creative solutions and customization, including internal and external coordination. Continually reviewed sales, telemarketing, 3<sup>rd</sup> party scripts, and internet marketing to ensure regulatory compliance. Served as the primary contact for 450+ clients regarding customer service, projects, accounting, help desk, regulatory, and IT support and functionality. Notable achievements: Managed C-suite relationships for the top 40 highest revenue generating clients, producing a 15% increase in revenue annually with key accounts including AT&T, CenturyLink, Verizon Business, and Qwest.

**Director, Client Services, BSG Clearing Solutions**

2002-2009

Managed and worked to enhance relationships with a global client base, including total account management support for sales, service, regulatory, contract negotiations, implementation, project management and problem resolution. Led a team of Project Managers to ensure projects met published schedule and approved budget. Responsible for helping motivate the Project team to hit their goals. Led in the development of a high performing Account Management Team that included new streams of revenue on top of a \$150M revenue stream with a 97% client retention rate yearly and detailed account metrics. Served as the primary contact for 450+ telecom clients regarding all facets of customer service, regulatory, accounting, project management and IT support and functionality. Assumed a proactive approach to the training and support for account managers in terms of escalated issues. Notable achievements: Supported the creation, design, and implementation of a quality assurance program that supported all current and on-going Federal Trade Commission requirements, resulting in the development of a Company Best Practices Program while serving as the impetus for change within the industry.

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## EDUCATION & CERTIFICATIONS

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Studied Criminal Justice – University of Texas San Antonio/Texas Tech University

Lean Six Sigma Yellow Belt Certified



**Jamie Klingner, PMP**  
Project Manager, Inmate Calling Solutions, LLC

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**SUMMARY**

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Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. Proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Possesses excellent relationship building and communication skills.

**Core Competencies**

- Client & Account Management
- Project Management
- Contract Negotiation
- Relationship Development
- Financial Analysis
- Budgeting & Allocation
- Multi-Task 100+ Projects a Month
- Planning & Execution
- Event Planning

**Additional Proficiencies**

- Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, Publisher, Project and OneNote
- Basecamp by 37 Signals and Cosential for team collaboration and project and client management
- Business Development communications skills with ability to analyze client needs to meet expectations
- Marketing and business procurement and relationship development
- Effective team member, comfortable with leading or collaborating
- Quickbooks, Quickbooks Point of Sale
- Adobe Creative Suites, Corel 9, Wacom Tablet, Printing Press Pro Extreme

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**PROFESSIONAL EXPERIENCE**

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**Project Manager, PMP**, Inmate Calling Solutions 2016 - Present  
Subject Matter Expert of Enforcer and The Visitor user interface and VRS. Assists with onsite training for all. Collaborates with engineers to prioritize and manage product development for improved user experience. Creates custom websites for each deployment of The Visitor™ with Agency-specific information and helpful links. Produces product documentation for all module with functionality from the user perspective. Coordinates between Product Development and Documentation departments to assist with highly technical information needed for RFP responses. Conducts contract analysis for necessary development to meet contractual needs. Develops project plans in Microsoft Project Gantt charts. Manages project development of The Visitor™ and continued product improvement.

**National Accounts Manager**, Praeses 2014 - 2016  
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from \$7,000 and \$200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

**Account Executive**, Gremillion & Pou Integrated Marketing 2012 - 2013  
Led coordination, management and execution of day-to-day campaign and project responsibilities on behalf of clients, prioritizing and managing a high volume of detailed work and providing excellent client service. Provided strategic planning and execution of long and short term integrated marketing campaigns. Developed and presented marketing campaigns with annual budgets exceeding \$250,000. Developed online campaigns across search advertising, email, website promotions employment acquisitions and social networking platforms. Supervised 100+ projects monthly from conceptualization to creative production, traffic and research. Communicated daily with both clients and vendors to assure timely delivery of projects and client satisfaction. Maintained status reports on all open projects. Processed account-specific billing and maintained budgets.

**Project & Business Development Manager**, Slack Alost Development 2011 - 2012  
Evaluated risk and proposed mitigation to eliminate affect the project's budget or schedule. Scheduled project timing and budget to include land acquisition, financing, design, construction, finishing phases, and delivery to meet customer deadlines and company budget. Managed projects from planning phase through delivery to maintain project timing and budget. Trained project teams on communication skills and analysis required to effectively market services and meet client expectations. Spearheaded development of proposals and marketing materials distributed to potential sales leads. Led research of client project management systems and recommended chosen software for tracking clients and projects from lead to contract completion. Established and maintained Basecamp account for project team collaboration and file sharing. Conducted webinars and on-site training sessions on company software.

**Paralegal**, Capital Assistance Project of Louisiana 2009 - 2011  
Prepared legal documents and evidence for civil, criminal, and capital murder cases and file pleadings with court. Met with clients and other law professionals to discuss details of cases. Gathered and analyzed research data, such as statutes, decisions, legal articles, and codes.

**Owner / Founder / Manager**, Mint Julep Paperie 2003 - 2009  
Established custom stationery, announcement and gift retail store that grew from one to six employees and produced a profit in the first year with sales beating break-even projections by 12%. Created custom stationery, invitations and announcements using Adobe Illustrator, Corel 9, Wacom Tablet and Printing Press Pro Extreme. Attended national and regional markets to purchase and price merchandise. Designed retail space, company logo, website, and advertising material. Exceeded customer's expectations in offerings, product results, and production time. Developed business plan analyzing both retail and wholesale custom stationery and gift industry to determine potential profitability of each.

**Wholesale Stationery**, Deahlco Designs 1998 - 2003  
Sold stationery, invitations and holiday greetings locally through home shows which proved business potential. Created custom artwork and integrated custom designs into marketable products. Developed plan for national wholesale stationery business.

**Third-Grade Teacher**, Trinity Episcopal School, New Orleans, Louisiana 1994-1996  
Taught reading, math and science to third-grade students. Acquired skills in access needs the needs of individual students. Evaluated students and communicated results at parent teacher conferences.

**Sales Associate Manager**, James Avery Craftsman 1993-1994  
Trained new sales associates and coordinated their responsibilities while also serving customers. Balanced sales and prepared deposits for bank each evening. Responsible for safely storing jewelry valued in excess of \$750k and closing the store.

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## EDUCATION & CERTIFICATIONS

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### **PMP Certification**

**B.A. Communication**, Denison University, Granville, Ohio May 1993

**Completed coursework towards Masters in Education**, Tulane University, New Orleans, Louisiana, May 1996

# Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

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## SUMMARY

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

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## PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

**Purchasing Agent**, Keefe Group 1995 - 2001  
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Purchasing Agent, responsibilities included keeping facilities stocked with ample inventory levels to ensure the product needs of our correctional facility customers. This included analyzing inventory levels, placing product purchases, and sourcing new products and suppliers.

**Staff Accountant**, Keefe Group 1992 - 1994  
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Staff Accountant, responsibilities included financial reporting of the business and the Accounts Receivables and Payables departments.

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## EDUCATION

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Bachelor's of Science in Accounting, University of Missouri St. Louis 1992

# Michael Kennedy

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

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## PROFESSIONAL EXPERIENCE

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

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

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

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

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

**Account Manager**, National Data Corporation 1989 - 1992

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

**Field Service Technician**, PAR Microsystems 1988 - 1989

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

**Avionics Technician**, United States Marine Corps 1980 - 1988

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

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## EDUCATION

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

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## INTERESTS

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Technology, college athletics, furniture restoration.

## **Brendan Philbin**

Vice President of Product Development, Inmate Calling Solutions, LLC

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### **SUMMARY**

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

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### **PROFESSIONAL EXPERIENCE**

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

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

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

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### **EDUCATION**

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



## Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

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### SUMMARY

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

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### PROFESSIONAL EXPERIENCE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## Justin D. Naquin

Regional Field Service Manager, Inmate Calling Solutions, LLC

### PROFESSIONAL EXPERIENCE

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**Regional Field Service Manager**, Inmate Calling Solutions, LLC 2004 - Present  
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for IC Solutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

**Service Manager**, Infinity Communications, Southern Louisiana Communications 1993 - 2004

- Installation of all Jail Equipment
- Supervision of seven field technicians.
- Maintenance of communication and payphone systems.
- Administrative duties such as ordering and RMA
- Inventory management of assets within the shop.
- Training of technicians and preventive maintenance

**Correctional Coordinator** of Louisiana Operations, Tel-Link 1991 - 1993

- Installation of Jail Equipment
- Servicing and maintaining prison phone systems.
- Inventory control and daily production reporting.

**Service Technician/Manager** Coin Call Corporation 1986 - 1991

- General Maintenance of Payphones and equipment.
- Dispatching of Payphone Technicians and Inventory.

**Machine Shop Foreman**, Gemoco 1981 - 1986

- Supervise Machinist and Quality Control.

### EDUCATION

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Diploma, Thibodaux High School Thibodaux, LA

Omniphone Inc. Mobile, AL ~ Certificate of Completion 1998 - 1999

- Training on new equipment for prison phone systems.

**George W. Langdin**  
Technical Services Manager (IT Engineering)

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**PROFESSIONAL EXPERIENCE**

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

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

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

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

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

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

**Private consulting and tutoring**

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**SKILLS**

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

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**EDUCATION**

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

# Sylvia Castillo

Manager of Client Services, Inmate Calling Solutions, LLC

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## SUMMARY

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

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## PROFESSIONAL EXPERIENCE

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

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

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

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## EDUCATION

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

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

# Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

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## SUMMARY

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

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## PROFESSIONAL EXPERIENCE

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

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

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

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

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



**Account Support Manager, Pro Tech Monitoring, Inc.**

2006 - 2007

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

**Senior Representative, Verizon Wireless**

2000 - 2006

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

**EDUCATION**

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

2005 - 2007  
2003

# Don Newsome

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC

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## SUMMARY

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

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## PROFESSIONAL EXPERIENCE

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**Corporate Account Manager / Training Department**, Inmate Calling Solutions, LLC 2017 - Present  
Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

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

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

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

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

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

**Law Enforcement Instructor**, Madison County Community College, Madison, Florida 1995 - 1998

**Corrections Sergeant / Training / Accreditation Manager**, Florida DOC 1995 - 1998

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

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

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## EDUCATION

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A.A. Degree, Tallahassee Community College 1992

# Stephen L. Shields

Director of Information Technology, Inmate Calling Solutions, LLC

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## SUMMARY

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Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

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## PROFESSIONAL EXPERIENCE

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**Director Information Technology**, Inmate Calling Solutions, LLC 2013 - Present  
Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

**Manager Database Development**, Carnegie Technologies 2011 – 2013  
As manager of database development I report to the CIO and responsible for DB team of database developers/architects in the creation, maintenance and deployment of custom software and applications.

**Manager Database Operations**, Pocket Communications 2006 - 2011  
As manager of database operations I reported directly to the CIO and responsible for a DBA team that managed all data and databases at pocket communications (11 Oracle Instance, 31 MySQL servers, 10 MS SQL Servers). I designed and built the companies data warehouse on a MySQL Linux platform integrating data from multiple vendor data sources, and implemented SAP Business Objects suit of products for report and data delivery . Designed and built an ETL and report tracking system to monitor and report on 300+ daily ETL and Reporting jobs. Implemented Excelsious dashboard software to provide strategic, tactical and operational dashboards enterprise wide.

**Sr. Database Administrator**, Clear Channel World Wide 2000 – 2006  
As Director Web Services for 18 months, I was responsible for a team of 12 people, an operational budget of 2.5 million, and 3000+ Web Properties of Clear Channel Worldwide. Reduced the operational cost by 50% while increasing the performance, growth and reliability of the Clear Channel Web Farm. Once it was stable and efficient, it was turned over to Clear Channel Radio Interactive in Cincinnati OH. Lead DBA on the implementation of People Soft ERP solution which manages all of Clear Channel's Human Resources and Financials. Lead DBA on the migration of the People Soft ERP solution from ORACLE on HP/UX to MS SQL SERVER 2000. I was also responsible for all Oracle instances, and assist the administration of over 200 Microsoft SQL server instances.

**Sr. Database Administrator**, Billing Concepts 1998 – 2000  
At Billing Concepts, I managed a team of DBAs and System Administrators. Managed the development and database architecture for Aptis Software, which was a subsidiary of Billing Concepts that developed and sold billing software based on Oracle's database. Implemented Oracle Project and managed Oracle applications running on HP/UX and implemented and maintained a company run ISP.

**Database Administrator**, ILD Telecommunications 1997 – 1998  
I was responsible for (8) ORACLE 7.3 instances. The largest Oracle instances were 61 GB, running 24 X 7. Responsible for upgrading all of the instances from ORACLE 7.3.2 to ORACLE 7.3.4. Reorganized the datafiles of the 61 GB Oracle instance for superior disk access gaining a 25% improvement in performance. Responsible for the Migration the 61 GB ORACLE instance from DG/UX (SVR4) to Solaris 7.

**Lead Systems Programmer**, WorldCom. 1994 - 1997  
I was responsible for the development and maintenance of a telephone billing system that processed an average of 2 million records a day. The billing system was written using ORACLE (ver 7.3) with Proc\*C / C applications and written on a Data General Avion running DG/UX (SVR4).

**Programmer/Analyst**, Operational Technologies 1993 – 1994  
I was responsible for maintenance of all C / Pro\*C ORACLE applications, on a VAX/VMS System using ORACLE (ver 6). Developed a portable User Interface to port between VMS, MS-DOS and UNIX. The User Interface was accomplished in half of the time budgeted. Developed standard operating procedures for change requests. These standards decreased the time used in communication between Management and software developers by 50%.

**Journeyman Analyst**, Technology Systems 1992 - 1993  
I supervised and controlled the conversion of all development software to a Code Management System. Automated the code Management System with the development of MAKE type DCL programs on VMS. Supervised & Helped Maintain all C/ Pro\*C ORACLE applications on VAX/VMS system using ORACLE (ver 6).

**Programmer**, OAO Corporation 1990 - 1992  
I supervised and controlled the conversion of all developed software from ORACLE Ver. 5 to ORACLE Ver. 6 to include testing and documentation. Developed data validation software, in Pro\*C & SQL for analyzing and loading data into ORACLE database on a VAX/VMS system. Developed installation program for software distribution on the PC in C. Assisted in the design of a data validation program for the PC.

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## EDUCATION

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1989 Associate of Applied Science. Major: Computer Programming San Antonio College, San Antonio, Texas

1989 Associate of Applied Science. Major: Computer Applications Design San Antonio College, San Antonio, Texas

# Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

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## PROFESSIONAL EXPERIENCE

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**Technical Support Manager**, Inmate Calling Solutions 2015 - Present

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

**Systems Engineer**, Inmate Calling Solutions 2012 - 2015

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

**Tech Support Representative**, Inmate Calling Solutions 2009 - 2011

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

**Tier II Technical Support Representative**, Comcast 2008 - 2009

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

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

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

**Voluntary Internship**, CyberCrime Fusion Center of MS 2005 - 2006

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

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## EDUCATION

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



# Section 4D

**ENFORCER® System Report Samples**



# The ENFORCER<sup>®</sup> System Report Samples

## Admin Setup Only Report

02/02/2011 19:59 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Admin Setup Only Numbers**  
Site: Newport DOC  
Start Time = 01/28/2011 00:00 End Time = 02/02/2011 23:59

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

## Attorney Registration Status Report

02/03/2011 08:27 - Page 1

**INMATE CALLING**  
**IC Solutions**

**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
<b>Total</b>			<b>99</b>

# Attorney Registration Rejects Report

02/03/2011 08:58 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Attorney Registration Rejects**  
Site: Newport DOC  
Start\_Time = 11/29/2010 00:00 End\_Time = 02/03/2011 23:59

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

# Call Detail Report

02/02/2011 16:01 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Call Detail Report**  
Site: Newport DOC  
1296680502

Report Parameters

Phone_Number	ALL
Inmate_ID	ALL
Choose_Call_Connected	Connected Only
Choose_Completion_Code	All
Choose_Tariff_Type	All
Choose_3Way_Events	No Filter
Choose_Call_Type	All
Choose_Alerts	No Filter
Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2

**INMATE CALLING**  
**IC Solutions**

**Call Detail Report**  
Site: Newport DOC  
1296680502

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

# Call Record Statistics Report

02/02/2011 20:04 - Page 1

**INMATE CALLING**  
**ICSolutions**

**Call Record Statistics**  
Site: Newport DOC  
Start Time = 01/31/2011 00:00 End Time = 02/02/2011 23:59

Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

# Debit Balance Report

02/02/2011 20:24 - Page 1

**INMATE CALLING**  
**ICSolutions**

**Debit Balance**  
Site: Newport DOC  
Choose\_Status = All Inmates Choose\_Balances = All Choose\_Account Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00



# Debit Statement Report

02/02/2011 20:32 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Debit Statement**  
Site: Newport DOC  
Start\_Time = 12/27/2010 00:00 End\_Time = 02/02/2011 23:59 Inmate\_ID = [ ] Called\_Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call	Center	2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit		2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call	Center	PMT 3183225;						
	Debit	agent: credit_card	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

# Debit Activity Report

02/03/2011 09:23 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Debit Activity**  
Site: Newport DOC  
Inmate\_ID = ALL First\_Name = ALL Middle\_Name = ALL Last\_Name = ALL Start\_Time = 01/25/2011 00:00 End\_Time = 02/03/2011 23:59

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[ ]	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
<b>Subtotal</b>							12.10	21
[ ]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
<b>Subtotal</b>							0.00	1
[ ]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
<b>Subtotal</b>							19.95	26
[ ]	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
<b>Subtotal</b>							9.45	23
[ ]	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
<b>Subtotal</b>							22.95	23
[ ]	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
<b>Subtotal</b>							17.55	27

# Debit Transaction Report

02/03/2011 09:30 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Debit Transaction Report**  
Site: Newport DOC  
Start\_Time = 02/02/2011 00:00 End\_Time = 02/03/2011 23:59 Inmate\_ID = ALL

Inmate	Name	Date/Time	Amount	Trans. Type	User	Description
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811; online(TERM=72.71.240.143); credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837; online(TERM=72.70.125.87); credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570; online(TERM=72.70.125.87); credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535; online(TERM=75.69.212.58); credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085; online(TERM=98.229.239.119); credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939; online(TERM=75.68.120.115); credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070; online(TERM=96.61.88.138); credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646; online(TERM=69.147.174.2); credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713; online(TERM=71.232.225.124); credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524; online(TERM=71.181.30.162); credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842; online(TERM=24.91.79.127); credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450; online(TERM=75.194.12.156); credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103; online(TERM=75.194.98.98); credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=98.217.214.172); credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72); credit_card

# Frequently Used PANs Summary Report

02/02/2011 20:10 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Frequently Used Pans Summary**  
Site: Newport DOC  
Min\_PAN\_Count = ALL

Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

## Frequently Used PANs Detail Report

02/02/2011 20:16 - Page 1

**INMATE CALLING**  
**ICSolutions**

**Frequently Used Pans**  
Site: Newport DOC  
Min\_PAN\_Count = 10

Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHRON	
			BILODEAU, BRIAN	
			VALLEY, TED	
			KYER, JOSEPH	
			BROWN, RAYMOND	
			GILPATRICK, KELLY	
			WATSON, ANDRE	
			MOCCIA, ANTHONY	
			VENEY, BRUCE	
			PEREZ, MIGUEL	
			SMITH, TORREY	
			SILVENT, JOHN	
207-775-4321			BREHM, ROBERT	
			RICHARDSON, ANTHONY	
			SENER, SEAN	
			SMITH, DENNIS	
			RENAUD, KEITH	
			JONES, TREVIS	
			CONVERSE, TIMOTHY	
			RABIDOU, KEVIN	
			MONTALBAN, JUAN	
			BASSETT, GREGORY	
			DANSEREAU, MICHAEL	
			MILLER, DONALD	

## Frequently Called Numbers Report

02/02/2011 16:21 - Page 1

**INMATE CALLING**  
**ICSolutions** ALL

**Frequently Called Numbers Report**  
Site: Newport DOC  
Start\_Time = 01/02/2011 00:00 End\_Time = 02/02/2011 23:59 Choose\_Threshold\_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	



# Global Number Report

02/03/2011 09:55 - Page 1

**Global Number**  
Site: Newport DOC

Choose\_Privileged = All Choose\_Free\_Call = All Choose\_Passive\_Accept = All Choose\_Ignore\_Silence = All Choose\_Ignore\_DTMF = All Choose\_Any\_Alert = All  
Choose\_Search\_Type = Phone Number Search\_Text = ALL Choose\_Block = All Choose\_DNR = All  
= All Choose\_Email\_Alert = All Choose\_Pager\_Alert = All Choose\_Monitor\_Alert = All

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psv	Alrt	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	houston
0117-701-280-8888						All			60				10-08-11 05:23	icoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPHY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3039		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSELL, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAELL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

# Global Number History Report

02/02/2011 16:33 - Page 1

**Number History Report**  
Site: Newport DOC

Phone\_Number = ALL Start\_Time = 01/17/2011 00:00 End\_Time = 02/02/2011 23:59

Phone Number	Spd	Name	Blk	DNR	Prvt	Call Types	Pass Accept	Alert	Max Dur	Ign Dtmf	Ign Sil	Greet Off	Act.	TmStmp Updt	User Updt
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

# Inmate Alerts Report

02/02/2011 16:39 - Page 1

INMATE CALLING IC Solutions		Inmate Alerts Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		SESTER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mn
						603-225-5240 not allowed to call attn. mi-ke -she-ghan		
		SCHILLINGER	GREG	CARL	YES			
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

# Inmate PANs Report

02/02/2011 16:44 - Page 1

INMATE CALLING IC Solutions		Inmate Calling List Site: Newport DOC					
		Inmate_ID = ALL, Choose_Status = Active Inmates First_Name = ALL, Middle_Name = ALL, Last_Name = ALL, CP_Name = ALL, CP_Phone = ALL, Choose_Block = All					
Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Bick	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

# Inmate Status Report

02/02/2011 16:51 - Page 1

**INMATE CALLING**  
**IC Solutions** ID

Inmate Status Listing  
Site: Newport DOC  
Inmate\_ID = ALL First\_Name = ALL Middle\_Name = ALL Last\_Name = ALL Choose\_Status = All Inmates Choose\_Inmate\_Sort = Inmate

Inmate ID	Passcode	Name	Site	Location	Status	No. PANS	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
	3866	WENDELL, MARK		R and D 1 WEST 07 07B	Inactive	2	
	4008	NEWTON, JASON			Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	10	
	5883	GRAY, RICHARD			Inactive	4	
	1757	ISHIDA, DAVID			Inactive	2	
	2287	HODGES, JOYCE			Inactive	2	
	1166	MARTINA, ANTHONY			Inactive	4	
	6152	SIMONDS, STEVEN			Inactive	4	
	5156	PINARD, GEORGE			Inactive	2	
	9787	MAYOTTE, DARRYL			Inactive	6	
	2674	GOTO, KOJI			Inactive	7	
	9784	SAUVE, MICHAEL			Inactive	1	
	4422	MORSE, JASON			Inactive	3	
	6553	EVERY, RANDALL			Inactive	9	
	1088	KABOGO, VICTOR			Inactive	5	
	2182	HAMEL, ROBERT			Inactive	4	
	6586	CALL, DOMINIE			Inactive	3	
	8738	WASHINGTON, JASON			Inactive	4	
	3282	STEINBACH, NATHAN			Inactive	5	
	8724	WARRINER, PAUL			Inactive	4	
	5461	DANIELS, MICHAEL			Inactive	6	
	9910	PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

# Number Alerts Report

02/02/2011 17:05 - Page 1

**INMATE CALLING**  
**IC Solutions**

Phone Number Alerts  
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	60-3-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	OCONNELL, MEGAN	YES			nnsplit@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnsplit@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnsplit@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnsplit@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

# PIN Fraud Report

02/03/2011 09:46 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Pin Fraud**  
**Site: Newport DOC**  
Start Time = 11/29/2010 00:00 End Time = 02/03/2011 23:59

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-B-3	CIPRIANO, AARON		4200	80884220	80884	220

# Prepaid Summary Report

**Prepaid Summary**  
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number:  Numbers Only

Start Date:

End Date:

Output:   Show zero values

---

**IC Solutions** Advanced Technology **Inmate PAN List**  
**ICS Confidential**

[First Name] [Last Name]  
[Address]  
[City], [State] [Zip]  
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72



# Recording Access Report

02/02/2011 16:58 - Page 1



Recording Access  
 Site: Newport DOC  
 Pick\_User = All Start\_Time = 12/09/2010 00:00 End\_Time = 02/02/2011 23:59 Inmate\_ID = ALL Phone\_Number = ALL  
 ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

# Revenue Report

Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201101	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201012	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201011	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201010	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>
201009	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>	<a href="#">PDF</a> <a href="#">CSV</a>

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**INMATE CALLING**  
**IC Solutions**

**Revenue by Account Type**  
Facility: ICS Enforcer Demo  
Site = ICS Enforcer Demo; Start = 2018-02-01; End = 2018-03-01 00:00:00

Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
<b>Subtotal</b>		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
<b>Subtotal</b>		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
<b>Grand Total</b>		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0



## Revenue Summary Report

INMATE CALLING IC Solutions		Revenue Summary Site: Newport DOC					02/02/2011 18:09 - Page 1				
Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59											
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pet	MTD Rev	
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31	
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65	
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00	
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90	
<b>Total</b>	<b>31505</b>	<b>14403</b>	<b>156838</b>		<b>13212.30</b>	<b>181829</b>	<b>83587</b>	<b>901033</b>	<b>175</b>	<b>76570.86</b>	

## Station Activity Report

INMATE CALLING IC Solutions		Station Activity Site: Newport DOC					02/02/2011 17:38 - Page 1		
Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59									
Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt		
	6213	F-TIER-3	995	231	211	2235	371.45		
	6214	G-TIER-3	722	207	201	1174	211.45		
	6215	H-TIER-4	796	207	168	1576	264.90		
	6216	MSU-3	524	150	143	1703	285.85		
	6217	MSU-4	634	163	149	1387	240.00		
	6218	INFIRMARY	51	14	11	192	28.95		
	6219	G-TIER-1	476	167	161	1862	302.85		
	6220	B-TIER-3	2424	685	627	5617	960.30		
	6221	C-TIER-1	195	81	77	1122	183.30		
	6222	C-TIER-2	228	42	42	672	110.60		
	6223	G-TIER-5	180	23	23	397	63.55		
	6224	RECEPTION	446	121	93	810	140.30		
	6301	A-TIER-3	1866	523	471	4416	752.22		
	6302	A-TIER-2	0	0	0	0	0.00		
	6303	A-TIER-1	1586	453	406	4120	684.30		
	6304	B-TIER-4	1979	575	532	5330	895.40		
	6305	B-TIER-5	156	0	0	0	0.00		
	6306	B-TIER-6	2229	649	600	6273	1049.70		
	6307	C-TIER-4	535	177	166	1439	250.20		
	6308	C-TIER-5	494	138	129	1711	282.55		
	6309	C-TIER-6	994	350	318	3832	625.15		
	6310	D-TIER-3	1411	412	371	3368	575.75		
	6311	D-TIER-2	1827	478	429	4188	716.60		
	6312	D-TIER-1	918	243	233	2763	457.51		
	6313	E-TIER-3	164	14	12	112	18.85		

# Station Group Report

02/03/2011 10:12 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Inmate Station Group Privileges**  
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

# Inmate Suspensions Report

02/02/2011 18:23 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Inmate Suspensions**  
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	LOSS OF PHONES PER HEARINGS
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N.	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M Investigations

## Trunk Usage Report

02/02/2011 17:59 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Trunk Usage**  
Site: Newport DOC  
Start\_Time = 01/26/2011 00:00 End\_Time = 02/02/2011 23:59

Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

## Volume Users Report

02/02/2011 18:05 - Page 1

**INMATE CALLING**  
**IC Solutions** ALL

**High Volume Users**  
Site: Newport DOC  
Start\_Time = 02/02/2011 00:00 End\_Time = 02/02/2011 23:59 Choose\_Threshold\_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N.	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

# Payphone Sample Reports

## Payphone Call Detail Reports

Ani	Destination	Call Date	Duration	Price	Call Type
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.25	1
6032242248	18004199434	12/1/2013	11	0.00	104
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	9987416	12/1/2013	282	0.25	1
6032242346	8481868	12/1/2013	188	0.25	0
6032242346	7983208	12/1/2013	76	0.25	0
6032242346	8282545	12/1/2013	5	0.25	1
6032242346	4284400	12/1/2013	4	0.25	1

## Payphone Telephone Commission Summary

<b>Client County Client Address Client City, State Pay Telephone Commissions December 22, 2013 through January 21, 2014</b>	
<b>ANI</b>	<b>Amount</b>
6039299936	\$2.75
6039641440	\$6.20
6039299936	\$2.75
6039641371	\$6.20
<b>Phone Usage</b>	<b>\$17.90</b>
<b>Commission Due @ 20%</b>	<b>\$3.58</b>



## Payphone Telephone Revenue Detail

<b>Client County</b> <b>Client Address</b> <b>Client City, State</b> <b>Pay Telephone Commissions</b> <b>December 22, 2013 through January 21, 2014</b>				
Facility Name	Ani	Destination	Call Date	Price
Facility1	6039299936	19146101812	12/29/2013	\$0.25
Facility1	6039299936	18005696972	12/30/2013	\$0.00
Facility1	6039299936	4220858	12/31/2013	\$0.00
Facility1	6039299936	4220858	12/31/2013	\$0.25
Facility1	6039299936	15185229940	1/4/2014	\$0.25
Facility1	6039299936	12075966346	1/5/2014	\$0.25
Facility1	6039299936	16036178260	1/8/2014	\$0.25
Facility1	6039299936	16033568282	1/15/2014	\$0.25
Facility1	6039299936	16033568282	1/15/2014	\$0.00
Facility1	6039299936	18888638768	1/17/2014	\$0.00
<b>SubTotal</b>				<b>\$1.50</b>
Facility1	6039641447	16173256282	12/24/2013	\$0.45
Facility1	6039641447	19782581816	12/25/2013	\$0.00
Facility1	6039641447	19788071998	12/31/2013	\$0.25
Facility1	6039641447	19788071998	1/7/2014	\$0.25
Facility1	6039641447	19788071998	1/8/2014	\$0.25
Facility1	6039641447	19788071998	1/8/2014	\$0.00
Facility1	6039641447	19788071998	1/8/2014	\$0.25
Facility1	6039641447	0	1/11/2014	\$0.00
Facility1	6039641447	16178077021	1/11/2014	\$0.00
Facility1	6039641447	12072510066	1/13/2014	\$0.25
Facility1	6039641447	12072510066	1/13/2014	\$0.00
Facility1	6039641447	19788071998	1/14/2014	\$0.00
Facility1	6039641447	16036524522	1/14/2014	\$0.00
Facility1	6039641447	18662284031	1/14/2014	\$0.00
Facility1	6039641447	18662284031	1/14/2014	\$0.00
Facility1	6039641447	0	1/14/2014	\$0.00
Facility1	6039641447	16524522	1/14/2014	\$0.00
Facility1	6039641447	6524522	1/14/2014	\$0.00
Facility1	6039641447	9446755	1/16/2014	\$0.25
Facility1	6039641447	9446755	1/16/2014	\$0.25
Facility1	6039641447	9446755	1/16/2014	\$0.25
<b>SubTotal</b>				<b>\$2.45</b>
<b>Grand Total</b>				<b>\$3.95</b>



# Sample Video Visitation Reports

10/04/2016 09:48 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Inmate Visitation Schedule**  
Facility: Boone County Jail, IN  
site = Boone County Jail, IN; visit type = All; inmate housing = All; inmate station = All; inmate id = ALL; inmate  
firstname = ALL; inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	000000012844	Maxwell,Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	140031511	Deputy,Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	201200026770	Neese,Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	201200026691	Paul,Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	140030448	Farris,James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	140031347	Cottongim,Mackenzie	F11	F
Boone Cnty	10/04 15:30	19000	Video	201200026514	Mossburg,James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	201200026754	Ford,Nathan D	D01	D
Boone Cnty	10/04 16:00	19120	Video	000000007227	Mckinney,Dale A	A08	A
Boone Cnty	10/04 16:00	19286	Video	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 16:30	19288	Video	140031283	Musser,Ryan M	F15	F

## Inmate Visitation Schedule

10/04/2016 09:44 - Page 1

**INMATE CALLING**  
**IC Solutions**

**Visitation Schedule**  
Facility: Boone County Jail, IN  
site = Boone County Jail, IN; visit type = All; visitor location = All; inmate housing = All; inmate  
station = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate firstname = ALL;  
inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	VISITOR LOCATION	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	LINDLEY,RHONDA - 10/23/1959	Boone Cnty	000000012844	Maxwell,Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	DEPUTY,CHRISTINE - 09/16/1993	Boone Cnty	140031511	Deputy,Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	NEESE,MARIA - 04/04/1963	Boone Cnty	201200026770	Neese,Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	PAUL,VIRGINA - 02/19/1933	Boone Cnty	201200026691	Paul,Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	LANE,PATRICIA - 06/15/1981	Offsite	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	DALEY,ANNA - 05/21/1983	Boone Cnty	140030448	Farris,James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	THARP,JUSTIN - 05/17/1997	Boone Cnty	140031347	Cottongim,Mackenzie	F11	F
Boone Cnty	10/04 15:30	19000	Video	Mills,Myriah - 04/14/1996	Boone Cnty	201200026514	Mossburg,James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	COPELAND,AUTUMN - 04/10/1991	Boone Cnty	201200026754	Ford,Nathan D	D01	D
Boone Cnty	10/04 15:30	19290	Video	REYNOLDS, TIFFANY - 06/01/1993	Boone Cnty	201200026754	Ford,Nathan D	D01	D

## Visitation Schedule

10/04/2016 09:47 - Page 1

**INMATE CALLING**  
**IC Solutions**

**VISITOR ACCOUNTS**  
Facility: Boone County Sheriffs Office  
visitor lastname = ALL; visitor firstname = ALL; visitor username = ALL; visitor phone = ALL;  
visitor email = ALL; visitor class = All; visitor status = All; visitor suspended = All

VISITOR NAME/DOB	VISITOR USERNAME	VISITOR PHONE	VISITOR EMAIL	VISITOR CLASS	VISITOR STATUS	VISITOR SUSPENSION
ABBETT,ANTHONY 07/15/1964	ANTHONYABBETT	317-306-9384	anthony.abbett@yahoo.com	Default	Approved	No
ABSTON,DONALD 09/23/1994	DUIEDUCK94	765-894-2427	abstonduck72@gmail.com	Default	Approved	No
ACEVEDO,MELISSA 12/29/1982	LOVEHINNA10@AOL.COM	407-970-9877	lovehinna10@aol.com	Default	Approved	No
ADAMS,QUEST 10/16/1989	QADAMS17	317-654-2679	questadams@icloud.com	Default	Approved	No
AKAU-AKAMU,AMBER 03/13/1994	AMBER96792	317-667-4772	xkeh808@gmail.com	Default	Approved	No
AKIN,JEREMY 04/01/1993	JEREMY4193	765-894-7939	jeremyakin5555@gmail.com	Default	Approved	Lifetime
AKIN,JEREMY 04/01/1993	JEREMYAKINS5555@GMAIL.COM	765-894-7939	jeremyakin0612@gmail.com	Default	Approved	No
ALDRIDGE,TAWNIA 05/10/1984	TAWNIA ALDRIDGE	765-336-4643	tawnyamarie1892@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPER3III	561-215-9936	thomasarperalexander@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPERIII3	561-215-9936	harper3iii@hotmail.com	Default	Approved	Lifetime
ALLEN,JESSICA 08/19/1988	JL.ALLEN0327@GMAIL.COM	765-894-0223	jllallen0327@gmail.com	Default	Approved	No

## Visitor Accounts

**VISITOR RELATIONSHIPS**  
Facility: Boone County Sheriffs Office  
visitor lastname = ALL; visitor firstname = ALL; visitor phone = ALL; visitor suspended = All

VISITOR ID	VISITOR NAME/DOB	VISITOR PHONE	INMATE ID	INMATE NAME	RELATIONSHIP	RELATIONSHIP STATUS	VISITOR SUSPENSION
11464	ABBETT,ANTHONY 07/15/1964	317-306-9384	200900024045	Veach,Sean D	Father-In-Law	Approved	No
11551	ABSTON,DONALD 09/23/1994	765-894-2427	201100025547	Altie,Shannon D	Friend	Approved	No
11189	ADAMS,QUEST 10/16/1989	317-654-2679	140029347	Tate,Johnathan	Friend	Approved	No
11343	AKAU-AKAMU,AMBER 03/13/1994	317-667-4772	140031149	Cullen,Leo P	Fiance	Approved	No
11359	AKIN,JEREMY 04/01/1993	765-894-7939	140029866	Runion,Adria	Friend	Approved	Lifetime
			140030032	Trent,Aaron M	Friend	Approved	
			200900023890	Shue,Mitchell A	Friend	Approved	
			200900024045	Veach,Sean D	Cousin	Approved	
			201000025079	Bailey,Rachel B	Friend	Approved	
			201100025547	Altie,Shannon D	Friend	Approved	
11741	AKIN,JEREMY 04/01/1993	765-894-7939	201200026481	Conner,Brandon R	Friend	Approved	No
11470	ALDRIDGE,TAWNIA 05/10/1984	765-336-4643	000000013609	Bishop,Joshua L	Wife	Approved	No
			140029628	Martinez,John L	Friend	Approved	
			201200026553	Hale,Desmond R	Friend	Approved	
11680	ALEXANDER,THOMAS 08/29/1969	561-215-9936	201200026365	Cordes,Audrey R	Girlfriend	Approved	Lifetime

**Visitor Relationships**

**VISITATION INCOMPLETIONS AND CANCELLATIONS**  
Facility: Boone County Jail, IN  
site = Boone County Jail, IN; visit id = ALL; visit type = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate  
firstname = ALL; inmate lastname = ALL; cancel reason = All; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	INMATE ID	INMATE NAME	REASON	NOTE
Boone Cnty	10/04 18:30	19302	Video	RIGDON,DONAVAN - 01/13/1997	201200026553	Hale,Desmond R	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 19:00	19295	Video	FREDERICK,DAWNETTA - 01/26/1981	201100025845	Malone,Christopher	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 20:00	19284	Video	BIRGE,ASHLEY - 12/26/1984	200900023674	Henry,Steven C	canceled by facility	The inmate has gone inactive.

**Visitation Incompletions and Cancellations**

**VISITATION RECORDS**  
Facility: Southwest Virginia Regional Jail Authority  
site = All; start time = 12/01/2018 00:00:00; end time = 12/31/2018 23:59:59; csn = ALL; visitor lastname = ALL; visitor firstname = ALL; visitor  
station = ALL; inmate id = 10414826; inmate lastname = ALL; inmate firstname = ALL; inmate housing = ALL; visitation records sort = Default

SITE	VISIT START	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE ID	INMATE NAME	INMATE HOUSING	DURATION
ABGVA	12/01 10:00	86153954	FINCH,MAXIE 11/03/1954	AV09	10414826	Finch,Jamie L	ABG-5A	00:15:02
			Finch,William 12/22/1950					
			Finch,Brady 01/29/2004					

**Visitation Records**



REVENUE VISITATION RECORDS

Facility: Southwest Virginia Regional Jail Authority

site = All; start time = 12/01/2018 00:00:00; end time = 12/31/2018 23:59:59; csn = ALL; visitor  
lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = 10414826; inmate  
firstname = ALL; inmate lastname = ALL; inmate housing = ALL; revenue visitation records sort = Default

SITE	VISIT START	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE ID	INMATE NAME	INMATE HOUSING	DURATION	FINAL COST
3332	12/07 19:38	86334392	FINCH,MAXIE 11/03/1954	AV08	10414826	Finch,Jamie L.	Jail Lobby (ABG)	00:14:24	0.00
3331	12/14 17:59	86495968	FINCH,MAXIE 11/03/1954	AV08	10414826	Finch,Jamie L.	Jail Lobby	00:15:02	0.00

Revenue Visitation Records



VISITATION TRANSACTIONS

Facility: Southwest Virginia Regional Jail Authority

phone number = ALL; visitor lastname = ALL; visitor firstname = ALL; balances = All; start  
time = 12/01/2018 00:00:00; end time = 12/31/2018 23:59:59; visitation transactions sort = Default

PHONE NUMBER	LASTNAME	FIRSTNAME	TRANSACTION DAY/TIME	AMOUNT	DESCRIPTION
1-423-573-2514	YOUNG	SONYA	12/01 00:01	0.00	Visit ID#75306; 2018-12-02 16:00 - 16:15

Visitation Transactions



# Section 5

**Financial Offer**



# SECTION 5

## Financial Offer

In this Financial Offer, ICSolutions provides detailed information about all aspects of our proposed including service rates and County compensation. Highlights of our offer for Anoka County include:

- ✓ **Two Rate Plan Options**
- ✓ **No Hidden Fees**
- ✓ **Commissions Paid on All Inmate Calls**
- ✓ **Minimum Annual Guarantee - \$200,000.00 in Year One, with Potential to Increase!**
- ✓ **Additional Commissions Generated by Remote Visitation & Voicemail**

These highlights and more are explained in greater detail in the sections that follow.

## Calling Rates & Fees

ICSolutions proposes two calling rate plans from which the County may choose – Option 1 uses the same rates that are in place today, and Option 2 features reduced calling rates. Within each rate plan we offer the option of an ICSolutions-provided part-time Site Administrator. If the County chooses this option, this position will continue to be filled by your current part-time Site Administrator, Mr. Roger Goman.

In addition, all options include a Minimum Annual Guarantee (MAG) in yearly commission revenue. For the first year of the new contract, the MAG will be **\$200,000.00, paid in its entirety as soon as the contract is executed.**

The rate/compensation package options, summarized in the table below, will allow you to select the combination of rates, County compensation, and onsite support that will best meet your needs:

<b>Rate Plan</b>	<b>Calling Rate Calls to U.S. Numbers</b>	<b>Minimum Annual Guarantee</b>	<b>Commission with PT Site Admin</b>	<b>Commission no PT Site Admin</b>
<b>1 – Current Rates</b>	<b>21¢</b> per minute	<b>\$200,000.00</b>	<b>75%</b>	<b>85.7%</b>
<b>2 – Reduced Rates</b>	<b>16¢</b> per minute	<b>\$200,000.00</b>	<b>60%</b>	<b>74.1%</b>

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

With our ENFORCER® Inmate Telephone & Video Visitation System already in place, only ICSolutions can deploy new financial terms – including payment of your upfront \$200,000.00 MAG – immediately upon contract signing!

### Benefits of Reduced Rates

Should the County choose Option 2, inmates and their loved ones will enjoy a **24% decrease in the cost of calling**. Reduced calling rates can benefit your inmates, their loved ones, *and* Anoka County. Our experience has shown us over our 18 years in business that inmates and their loved ones will spend as much money *or more* when reduced calling rates provide them with a greater value. And with more affordable rates, inmates and their loved ones also benefit by enjoying more phone calls and more time to talk. On average across the country, **when ICSolutions implements lower calling rates**, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%**.

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

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

- Tyler Morning Telegraph, published July 20, 2017

### Prepaid Account Funding Fees

ICSolutions’ proposed account funding fees are noted below. These fees comply with all FCC regulations, and they help to recover the costs of processing credit/debit cards. In some cases, third party fees may apply, such as Western Union transaction fees, but these fees are charged directly to the customer by the third party, with no involvement by ICSolutions. Aside from federal- and state-mandated taxes and pass-through fees, **ICSolutions charges no fees to consumers other than the funding fees listed below!**

Funding Type	ICSolutions Fee Amount	Applies To
<b>Funding Fee – IVR or Website</b>	\$3.00 per transaction	Prepaid
<b>Funding Fee – Live Agent</b>	\$5.95 per transaction	Prepaid
<b>Mail-In Payment</b>	\$0.00 – ICS provides at No Charge!	Prepaid
<b>Payments by Western Union</b>	\$0.00 – ICS provides at No Charge!	Prepaid
<b>Inmate Purchase from Trust Account</b>	\$0.00 – ICS provides at No Charge!	Debit



Please note that ICSolutions minimizes funding fees by maintaining a single Family First Prepaid Account that can be used to pay for any combination of Inmate Calling, Remote Video Visitation, and Inmate Voicemail. Additionally, there is never a fee for inmates to pay for phone calls using DirectLink Trust Debit Calling.

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With our ENFORCER® Inmate Telephone & Video Visitation System already in place, inmates' family and friends can continue to use their existing Family First Prepaid Accounts, with no need to issue refunds or establish new accounts.

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## Inmate Telephone Commissions

Regardless which rate plan you choose, you will continue to receive commissions at the stated percentage of **Total Gross Revenue generated by all inmate calls**. Commissions are calculated monthly based on the gross revenue generated by all completed inmate calls of every kind, including in-state, interstate, and international calls. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

The County may choose whichever rate/commission option will best meet your needs, with no impact on the terms of our Minimum Annual Guarantee, fees, proposed technology, or any other aspect of our proposal.

## Minimum Annual Guarantee

Regardless which rate plan you choose, ICSolutions will provide the County with a Minimum Annual Guarantee (MAG) in yearly commission receipts, **paid at the beginning of each contract year**.

The initial MAG amount will be **\$200,000.00** for the first contract year, and this first \$200,000.00 MAG payment will be made to the County immediately upon execution of the new contract. Since our services are already in place, there will be no delay in receiving this income for service installation.

The MAG each additional year will be determined by 80% of the previous 12 months' annual commission revenue. ICSolutions is extremely confident in our ability to achieve the overall revenue need to grow this MAG amount in successive contract years.

Furthermore, the upfront payment is truly a guaranteed *minimum*; on each contract anniversary date, you will receive any *additional commission earnings*, based upon the proposed commission rate and actual call volumes for that year, in addition to the next year's MAG payment.

## Additional Revenue Sharing & Service Rates

### Single-Pay Calls

ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customers, ICSolutions offers our QwikCall® program, which allows the called party to pay for a call in real-time using a major credit/debit card. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus the standard \$3.00 IVR funding fee.

The County will receive the **same commission rate** for QwikCalls that you will receive for all other types of calling.

### Remote Video Visitation

ICSolutions already provides the Anoka County Jail with remote video visitation, whereby visitors can be located at any offsite location, such as their home or office. To facilitate more communication through this valuable non-contact option, ICSolutions proposes to reduce the price for remote video visitation by 50% to **25¢ per minute**, billed in 20-minute increments.

The County will continue to receive **50%** of each remote visitation fee as additional commission income.

### Inmate Voicemail

ICSolutions already provides our Inmate Voicemail solution at the Anoka County Jail. 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 continue to receive **50%** of each message fee as additional commission income.

### Inmate Email Messaging (Optional)

At the County's option, ICSolutions can deploy an inmate email messaging solution on the video visitation kiosks. Using this system, the public can send messages and photos to inmates at NO COST. Inmates can reply at the rate of **50¢ per message**.

The County will receive **25%** of each message fee as additional commission income.

## Included Products & Services

ICSolutions proposes to provide all of the following technology and services at **no cost to Anoka County**, and with no impact on our proposed commission rates:

## The ENFORCER® Inmate Telecommunications Platform

- ✓ Our centralized ENFORCER® inmate calling platform – housed in our Atlanta data center and backed up at our headquarters in San Antonio, TX
  - Continued & uninterrupted access to all historical call detail records, call recordings, and biometric voice prints created since 2010
  - Continued & uninterrupted access to all historical investigative results & associated case notes created since 2010
- ✓ 35 stainless steel inmate phones
- ✓ 1 booking phone to offer free calling in accordance with MN Rule 2911.3400 – connected to The ENFORCER® for monitoring & recording
- ✓ 2 enrollment phones
- ✓ TDD and/or VRS devices, as needed, for hearing impaired inmates
- ✓ 8 wall-mounted + 3 portable inmate video visitation kiosks, enabled to support:
  - Inmate phone calling
  - Onsite video visitation
  - Remote video visitation, with required bandwidth provided by ICSolutions
  - Resident Portal inmate visitation viewing & management
  - Commissary ordering + account balance checking
  - Document viewing – inmate rules, handbook, PREA information, etc.
  - Optional 2-way inmate email messaging
- ✓ 6 visitor video visitation kiosks (*already installed*) + installation of up to 6 new visitor kiosks
  - **Number of inmate & visitor kiosks is negotiable**
- ✓ 1 master control / monitoring workstation with printer
- ✓ 1 visitor registration / scheduling workstation
- ✓ Consolidated user management of phone and video services via a single interface (*staff use a single login to access all services*)
- ✓ Universal public Web portal to support Family First Prepaid Account funding and visitation scheduling
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS, commissary, and/or banking platforms – *already in place!*
  - Automated inmate ID / PIN updates
  - DirectLink Trust Cardless Debit Calling – *available only from ICSolutions / Keefe!*
  - Electronic commissary ordering + account balance checking
- ✓ Inmate voicemail messaging
- ✓ Online storage of all historical and future call recordings and call data for the entire contract duration, plus any required retention period thereafter
- ✓ 24 x 7 x 365 live, U.S.-based service for called parties and Facility staff
- ✓ New/refresher training on the phone system for all Facility users

### **The Visitor™ Visitation Management Module**

- ✓ Scheduling & management of all types of visits, including across-the-glass & remote visitation
- ✓ Web-based visitor registration

### **The ENFORCER® Investigative Suite**

- ✓ The Word Detector keyword search tools
- ✓ The Analyzer link analysis / data mining tools

### **The ENFORCER® IVR Suite**

- ✓ The Informer<sup>SM</sup> PREA module
- ✓ The Communicator<sup>SM</sup> paperless inmate communications portal
- ✓ The Attendant<sup>SM</sup> automated information line

### **Premium Voice Biometric Suite**

- ✓ Investigator PRO (IPRO) continuous voice biometrics by JLG – *already in place!*
  - FREE upgrade to the latest version
  - No need to enroll inmate population in a new system
  - Continued & uninterrupted access to all historical voice biometric data created since 2010
  - IPRO has an M.S.R.P. of 2¢ per analyzed minute of calling but will be provided to Anoka County at **absolutely no cost**
- ✓ Optional use of The ENFORCER's additional, built-in voice biometric products
  - The Verifier pre-call inmate voice verification
  - The Imposter in-call continuous voice biometrics

### **Onsite Service**

- If you select the option that includes a part-time Site Administrator, the County will continue to be serviced by **your current Site Admin / Technician, Mr. Roger Goman**
  - Certified in the maintenance and repair of all ICSolutions products
- Additional certified local technicians will provide emergency backup service & maintenance

### **Additional Technology Available**

ICSolutions can also offer additional, value-added technology, such as cell phone detection; cell phone data / extraction tools; and grievance reporting, scanned postal mail; and Casemaker law library service accessible via the inmate video kiosks. ICSolutions would be happy to provide pricing information for any such optional products upon request.

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy plaza. The image is dark and desaturated, with a blue tint. A white rectangular box is overlaid on the right side of the image, containing the text 'Section 6' and 'Eligible Respondents'.

# Section 6

**Eligible Respondents**

# SECTION 6

## Eligible Respondents

### SECTION III: ELIGIBLE RESPONDENTS

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Eligible respondents must include, at a minimum, three references of similar sized facilities where the Vendor provides the same or similar service as required by this RFP. Included should be the name of the facility, a short description of the contracted services, and the name, address, and telephone number of the contact person for that reference.

**ICSolutions Response:**

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

ICSolutions has provided our references, all of which utilize the same or similar services that we currently provide, and are offering to continue to provide, for Anoka County, in [SECTION 10: VENDOR PROPOSAL FORM](#).

Respondents must disclose and rectify any and all outstanding monitoring and/or audit concerns from any of the respondent's other contracts prior to receiving a contract resulting from this RFP. Additionally, respondents must disclose any legal judgments, claims, arbitration proceedings, lawsuits or other legal proceedings pending or outstanding (unresolved) against the organization, its owners, officers, or principals.

**ICSolutions Response:**

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

ICSolutions does not have any outstanding monitoring and/or audit concerns.

We currently have one open litigation matter, which we have described below.

- a. **Case No. 2016 CA 1638, Versiah Taylor v. Florida Department of Corrections, et al, filed in the 2nd District Court for Leon County in Florida** – An inmate sued the Florida Department of Corrections, Office of Chief Inspector General, Keefe Group, Advanced Technology Group and ICSolutions, alleging that these parties infringed on trade secrets, trademarks, tradenames and intellectual property. The inmate claims that he invented the inmate email system, phone system and digital media system, and these ideas were stolen from him and sold to the Florida Department of Corrections' vendors, the named defendant companies, without his consent and without payment or compensation. A motion to dismiss for ICSolutions will be filed in response to the Complaint. It is important to note that ICSolutions is not the Florida DOC's ITS provider.



Respondents are expected to have the technical competence, knowledge and expertise in management and administration, the professional staff, and the administrative and fiscal management systems to accomplish the scope of work and the goals and objectives stated in this RFP and must meet high standards of public service and fiduciary responsibility. Respondents are responsible for being knowledgeable of all laws, regulations, rules, and policies of the specific funding sources involved and applying them in developing the RFP response.

**ICSolutions Response:**

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

## Vendor Profile

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 strives to continuously meet or exceed the highest levels of public service and fiduciary responsibility, and are fully up-to-date on all applicable laws, regulations, rules, and policies that pertain to our services and industry.

ICSolutions has established a 99% contract renewal rate, and all of our clients are with us because they chose our technology and systems. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider (that is also currently serving Anoka County's commissary needs). Keefe Group has been **servicing the corrections industry for over 40 years**. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

## Client Base

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

In addition, ICSolutions has successfully installed 1,700 video visitation units at approximately 200 facilities serving roughly 50,000 inmates. ICSolutions designed and developed The Visitor™ Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

### **Proudly Serving Anoka County for 10+ Years!**

Additionally, ICSolutions has the most relevant experience of all: we have been providing Anoka County with inmate communication services for over 10 years! ICSolutions first proudly began serving Anoka County's inmate communication needs in June 2010. Therefore we can fully guarantee that we have the technical competence, knowledge and expertise, professional staff, and the administrative and fiscal management systems to continue to meet the County's needs and standards. With ICSolutions, installation time, facility disruption, and training requirements will all be minimized, while the County, your staff, your inmates, and your constituents will be able to seamlessly continue to take full advantage of our feature-rich and easy-to-use system.

### **Company Focus & Service Team**

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

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

We have included our Proposed Staffing Plan, along with full résumés for these key personnel, in **SECTION 4C**. Since we are currently providing service for Anoka County, the majority of these individuals are already familiar with the County's needs, processes, and procedures, and are thereby able to provide the highest level of continuity of service.



# Section 7

## Performance Expectations

# SECTION 7

## Performance Expectations

### 1. Performance Expectations – Minimum Service Requirements

- Inmate Phone and Video Visitation Services must be efficient and done in an effective manner to ensure the security of the Jail is maintained.

#### **ICSolutions Response:**

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

Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require less time, because our centralized ENFORCER® and Visitor™ are already in place and we are already well acquainted with the County's needs. Your implementation to the new contract will require **no downtime**.

The primary tasks will be to **refresh and/or replace telephones** and other onsite equipment as needed/required. Should the County wish to add additional video visitation kiosks, we will install new state-of-the-art 17" vPhone video visitation units. We have provided detailed information regarding our implementation schedule and milestones in **SECTION 4.A: IMPLEMENTATION PLAN**.

- The Vendor shall provide an Inmate Phone and Video Visitation Service that is networked, PC or cloud-based system.

#### **ICSolutions Response:**

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

## Inmate Telephone System Architecture

ICSolutions will provide a completely centralized solution, with all data sessions hosted and records and recordings stored in the primary data center in Atlanta. A backup call processor will be installed at our secondary data center at our headquarters in San Antonio for immediate failover in the event of a disaster at the primary data center. Copies of all call detail and call recordings will be stored in these two separate geographical locations for backup and disaster recovery.

The centralized network architecture requires considerably less hardware at the facility. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units.

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

## Video Visitation System Architecture

The Visitor™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into The ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to The ENFORCER® for ultimate convenience.

Video processing and recording is handled on enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

- The Vendor's Inmate Phone and Video Visitation Services must fully comply with Minnesota Data Privacy Statutes.

### **ICSolutions Response:**

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

- It is preferred that the Inmate Telephone system be currently operating in at least three (3) facilities of similar size or larger for a minimum of three (3) years.

### **ICSolutions Response:**

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

ICSolutions has delivered innovative, cutting-edge communications technology to correctional facilities since 2002 and to **Anoka County since 2010!** As such, ICSolutions guarantees we have the experience and local resources necessary to satisfy Anoka County's requirements. ICSolutions substantially exceeds this requirement; we currently operate in more than 100 agencies of similar size or larger than Anoka County where we have provided service for three or more years.

In fact, ICSolutions' ENFORCER® calling system is currently operating at more than 275 agencies across the United States and providing calling services to a total of about 300,000 inmates. Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

In Minnesota, ICSolutions provides inmate calling services to 5 correctional facilities as Prime Contractor, including Anoka County! The services we provide in Minnesota include The ENFORCER® inmate calling platform, deployed at all our sites; The Visitor™ video visitation system; voice biometrics; The Communicator paperless grievance reporting; The Attendant<sup>SM</sup> IVR; The Informer tip lines; and more.

- It is preferred that the Inmate Video Visitation system be currently operating in at least three (3) facilities of similar size or larger for a minimum of three (3) years.

**ICSolutions Response:**

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

ICSolutions is proud to note that we are a single source provider of the inmate telephone system and video visitation system. ICSolutions has successfully installed 1,700 video visitation units at approximately 200 facilities serving roughly 50,000 inmates. ICSolutions designed and developed THE VISITOR™ Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

- The Vendor shall provide the computer hardware and software necessary for Inmate Phone and Video Visitation Services by Vendor's on-site personnel.

**ICSolutions Response:**

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

- Computers, computer software, inmate phones, registration phones, inmate video visitation stations, public video visitation stations, registration stations, printers, scanners, kiosks, web internet programs, etc. are to be provided, installed and functional within 3 months of contract agreement.

**ICSolutions Response:**

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



Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require less time, because our centralized ENFORCER® and Visitor™ are already in place and we are already well acquainted with the County's needs. Your implementation to the new contract will require **no downtime**. Core hardware and software are already installed, and new hardware and software will easily be installed in less than three months from contract agreement.

The primary tasks will be to **refresh and/or replace telephones** and other onsite equipment as needed/required. For more information regarding our implementation schedule and milestones, please refer to **SECTION 4.A: IMPLEMENTATION PLAN**.

- All financial transactions for the Inmate Phone and Video Visitation Services shall interface with the jail's existing commissary system. These transactions shall be seamless, transparent, and auditable.

**ICSolutions Response:**

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

Because **ICSolutions is a Keefe company**, we provide a unique integration between the inmate phones, video visitation, KCN commissary and banking, and Access Corrections' kiosks. We have extensive experience integrating with Keefe at numerous locations throughout the country. And, as a Keefe company, we have an intimate relationship and uninhibited access to Keefe personnel to complete integrations and resolve any potential integration issues quickly and effectively.

**In fact, we are already integrated with Keefe at Anoka County.** The interface between our inmate phones and Keefe commissary/banking systems can provide for several automated services:

- ✓ DirectLink Cardless Debit Calling
- ✓ Commissary Ordering via Phone or Kiosks
- ✓ Balance Inquiry via Phone or Kiosks
- ✓ Automated Funding Alerts

**DirectLink Cardless Debit calling**

This card-free Debit calling solution – **already in place at the Anoka County Jail** – allows inmates to place calls using funds *directly* from their inmate trust account, without having to open a separate Debit phone account or transfer funds back and forth between accounts.

We are able to provide this service because we have equipped The ENFORCER® with a web services interface to the Keefe (KCN) commissary banking system for real-time secure access to the inmate trust funds. **No other Inmate Phone Service vendor can offer this level of integration.**

This interface allows the inmate to **directly access funds in their trust account** to place Debit calls. Once the inmate passes the PIN verification step, if the inmate initiates a Debit call, the system will then prompt him/her to enter the destination number. If this destination number is allowed to be called by the inmate, The ENFORCER® will calculate the maximum cost of this call and immediately query the KCN banking system to determine if the inmate has sufficient funds to complete the call. If the inmate has sufficient funds to allow the call (minimum of 1 minute). The system will then place a temporary lien on these funds and, once the call is complete, the ENFORCER® will compute the actual cost of the call and communicate this cost to the KCN banking system. The KCN system will decrement the inmate trust account, release the lien, and confirm the financial transaction to The ENFORCER® platform.

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

### **Commissary Ordering**

From any standard inmate phone, inmates can enter their phone PIN and press a speed dial digit to access the automated commissary ordering system. From here, inmates can follow the automated operator prompts to make commissary purchases. This service benefits the County by **reducing staff involvement** in processing commissary orders. And inmates can place commissary orders more often – any time they have access to the inmate phones. In addition, when video visitation is deployed, inmates can order commissary using any touchscreen vPhone kiosk.

### **Balance Inquiry**

Using any standard inmate telephone, inmates can also check their Trust Account balances. This automated technology can reduce inmate balance requests, which might otherwise have to be manually processed by the Facility. Like commissary, this service will also be available using our vPhone kiosks if video visitation is deployed.

### **Automated Funding Alerts**

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

- The Vendor shall provide the County with the ability to run reports for the purpose of monitoring inmate calls, video visits, financial transactions and trends.

**ICSolutions Response:**

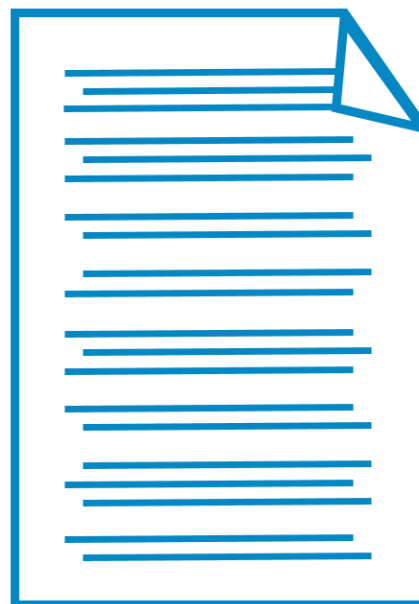
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions is proposing the same reporting system that the County is using today.

The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in **real-time, with no intervention necessary** from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

A facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing **instant access** to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

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



Reporting

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

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

The ENFORCER® has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in **Tab 4.D** of this proposal.



**Call Detail – Search Call Records**

Numerous additional fields are stored within each call record, and can be used to further customize reports and recording searches.

The screenshot displays the 'Call Details' application interface. At the top, there are search filters for 'Inmate ID', 'Last Name', and 'CSN @ Phone Number', along with 'Search' and 'Clear' buttons. Below this, there are date range filters for '11/26/2014' and '12/02/2014', and a 'More Search Criteria' link. A 'Quick Searches' dropdown menu is also present. The main area features a 'Change Columns' menu with a red box around it, listing various call parameters such as '3way', 'Card a', 'Inmate Seq', 'Phone Number', 'Sup Type', 'Accept type', 'DNR', 'LIDB', 'Priv', 'Sup Type Code', 'Alert', 'DTMF', 'Language', 'Rated Cost', 'Scarcharge', 'Audio chunk', 'End Type', 'Last Name', 'Response Digits', 'Talk Secs', 'Bill Secs', 'Fee', 'Location', 'Site', 'Tariff Band', 'Billed Time', 'Final Cost', 'Next :60', 'Source Device', 'Tax', 'Billing ID', 'First :60', 'Notes', 'Start Time', 'Trunk Device', 'CP Host', 'First Name', 'Off Hook Time', 'State', 'Trunk ID', 'CSN', 'Hostrname', 'PCV Result', 'Station', 'Validation', 'Call Type', 'Inmate ID', 'PIN', and 'Station ID'. Below the menu, a table shows 'Showing 1 to 300 of 2,512 entries' with columns for 'Play', 'Notes', 'Start Time', 'CSN', 'Inmate ID', and 'Last'. The table contains several rows of call records with detailed parameters.

Play	Notes	Start Time	CSN	Inmate ID	Last	Amount	Category	Subcategory	Rate	Time	Cost	Status	Alert		
		11/26/2014 08:22:12	32280871	49511	MCML	1.21	Debit	Intracell	ADSEG LL	161	3:00	\$2.93	OK: call allowed	Normal	0
		11/26/2014 08:33:57	32580871	21027	ROCH HUER	1.81	Debit	InterLata IntraState	G LL	903	15:00	\$6.13	OK: call allowed	Time limit	0
		11/26/2014 08:35:54	32580876	24285	MANS	1.41	Debit	InterLata IntraState	ADSEG LL	903	15:00	\$3.89	OK: call allowed	Time limit	0
		11/26/2014 08:47:36	32580923	18685	LUNY	1.61	Debit	IntraLata IntraState	B LL	633	11:00	\$5.06	OK: call allowed	Normal	0
		11/26/2014 08:47:29	32580922	5288	KIRKI	1.26	Debit	IntraLata IntraState	G MAX	190	4:00	\$3.00	OK: call allowed	Normal	0
		11/26/2014 08:54:13	32580952	34627	MCKE	1.91	Debit	InterLata IntraState	A LL	324	6:00	\$3.73	OK: call allowed	Normal	0
		11/26/2014 08:57:44	32580968	3470	FRED										
		11/26/2014 09:01:14	32580988	411	ROBE										
		11/26/2014 09:14:46	32581033	8148	MOE										
		11/26/2014 09:16:19	32581058	34627	MCH										
		11/26/2014 09:18:45	32581072	8145	MOE										
		11/26/2014 09:22:13	32581085	22391	LJU										
		11/26/2014 09:28:23	32581116	12734	BRC										
		11/26/2014 09:29:14	32581120	34933	MC										

Call Detail – Search Results – Select CHANGE COLUMNS to View More Parameters

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Inmate Name, etc. By clicking **CHANGE COLUMNS** in the results screen or **MORE SEARCH CRITERIA** in the search screen, the user is provided with an extended list of call recording search options as shown below. Selecting **MORE SEARCH CRITERIA** will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.

The screenshot displays the 'Call Details' search interface. At the top, there is a search bar for 'Inmate ID, Last Name, CSN or Phone Number' with 'Search' and 'Clear' buttons. Below it are date pickers for '09/01/2015' and '09/08/2015', and a 'More Search Criteria' button. A 'Quick Searches' dropdown is also present. A dialog box titled 'More Search Criteria' is open, showing various search parameters grouped into sections: General, Call Origin, Validation, Billing, and Called Party. Each parameter has a corresponding input field or button. A callout box points to the 'More Search Criteria' button with the text: 'Users can add additional parameters to a call detail query under **More Search Criteria** to display a pull-down list or dialog box to define a value or range for the parameter.'

Below the dialog box, the 'Call Details' search interface is shown again, but with a custom query configuration. A red box highlights the following parameters: 'Call Type', 'Duration' (with 'Min' and 'Max' range inputs), 'Response Digits', 'CSN Range' (with 'Min' and 'Max' range inputs), 'End Type', and 'Cost Range' (with 'Min' and 'Max' range inputs). At the bottom, there are buttons for 'Burn', 'Save', 'Email Call Recordings', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', and 'Print'.

**Call Detail Report – Select Criteria for Custom Query**



From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

Add Call Note View Call Notes Play Call Recording View Inmate Profile Sort Column

Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CDN	Start Time
<input type="checkbox"/>		49373	MIBERT	1-928-377-1517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01739	06/23/2014 09:20:15
<input type="checkbox"/>		271191	PERRAULT	1-928-846-8426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	01738	06/23/2014 09:28:43
<input type="checkbox"/>		366244	FARMER	1-928-377-9388	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01738	06/23/2014 09:27:24
<input type="checkbox"/>		271191	PERRAULT	1-928-846-8426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	01739	06/23/2014 09:27:13
<input type="checkbox"/>		271191	PERRAULT	1-928-846-8426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	01723	06/23/2014 09:25:27
<input type="checkbox"/>		329141	PERRAULT	1-928-846-8426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01721	06/23/2014 09:23:49
<input type="checkbox"/>		360723	FULKERSON	1-928-520-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	01708	06/23/2014 09:22:32
<input type="checkbox"/>		288924	HAKES	1-928-764-1531	Prepaid	IntraLata IntraState	K-1	491	0:00	\$2.07	OK: call allowed	Normal	0	0	01735	06/23/2014 09:21:46
<input type="checkbox"/>		360723	FARMER	1-928-377-9388	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01723	06/23/2014 09:19:46
<input type="checkbox"/>		360744	FULKERSON	1-928-520-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01721	06/23/2014 09:18:43
<input type="checkbox"/>		10118	FASSLER	1-928-379-1000	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01728	06/23/2014 09:06:18
<input type="checkbox"/>		10118	FASSLER	1-928-379-1000	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	01723	06/23/2014 09:05:12

Select Calls for Save, Copy, or Share

View List of Users Who Have Listened to Call

Look Up Called Party Name/Address

View Call Log

Call Detail – Search Calls – Standard Results



# Section 8

**Contract Development & Term**

# SECTION 8

## Contract Development & Term

### SECTION V: CONTRACT DEVELOPMENT & TERM

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#### 1. Contract Development & Term

The County reserves the right to negotiate further with one or more Vendors. The content of the RFP and the successful Vendor's proposal(s) will become an integral part of the contract but may be modified by the provisions of the contract. By submission of proposals pursuant to this RFP, Vendors acknowledge that they are amenable to the inclusion in a contract of any information provided either in response to this RFP or subsequently during the selection process.

A proposal in response to an RFP is an offer to contract with the County based upon the terms, conditions, scope of work and specifications contained in the County's RFP. If the selected Vendor fails to sign and return the Contract Documents within 15 days following the receipt thereof, the County may cancel the award. Upon cancellation of the award, the County may then award the contract to a different Vendor. The County retains the right not to make any subsequent award.

Further, all Vendors, by submitting proposals, agree that they have read, are familiar with all the terms and conditions of the different documents making up the Contract Documents, and will abide by the terms and conditions thereof.

The County has the right to use, as the County determines to be appropriate and necessary, any information, documents, and anything else developed pursuant to the RFP, the proposal and the contract.

The successful proposal shall be incorporated into the resulting contract and shall be a matter of public record subject to the provisions of Minnesota law.<sup>12</sup>

**The initial contract will be for a three-year period with an option to renew for an additional three-year period. The County shall have the right to use all system ideas, or adaptations of those ideas, contained in any proposal received in response to this RFP. Selection or rejection of the proposal shall not affect this right.**

#### **ICSolutions Response:**

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

2. Performance Bond

The successful bidder shall furnish a performance bond for the full value of the annual contract, including costs of products, services and commissions together with the executed contract.

Such bond shall be issued from a reliable surety company licensed to do business in Minnesota and must be issued from a list of surety companies listed on Treasury Department circular 570. The bond shall remain in effect for the duration of the contract.

The bond is to insure to the County that all services have been performed according to the specifications of the proposal documents.

**ICSolutions Response:**

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



# Section 9

## Proposal Checklist

# SECTION 9

## Proposal Checklist

### 2. Proposal Checklist

All proposals must contain the following documents:

- Cover Page (1 Page)
- Table of Contents (1 Page)
- Executive Summary (no longer than one page)
- Proposal Narrative – includes personnel helping with project (no longer than 15 pages)
  - Describe your proposed Phone/Video Visitation Solution – include if they are separate units or combined and any specific requirements such as, but not limited to, electrical, cabling, etc. to run the proposed solution.
  - Include your proposed Maintenance and Service/Support Model
- Alternate Option – Part-time, on site Administrator.
- Provide Commission Structure
- Provide Sample Reports
- References from similar projects in scope and size
- Exceptions (clearly identified)
- Confidential or Proprietary Information per Minnesota Law (identified separately)

### **ICSolutions Response:**

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

Per RFP Addendum #2 dated March 20, 2020, the County will accept proposals that are longer than the page limits specified above, and Appendix C and Appendix E are also to be included. All documents are included in our proposal as required, and we have expanded the Executive Summary so as to fully describe the benefits of our solution for Anoka County.

Our Proposed Staffing Plan (“personnel helping with the project” in the checklist above) is less than 15 pages as requested and can be found in **SECTION 4: PROPOSAL NARRATIVE. SECTION 4** also contains a complete description of our inmate phone and video visitation system; point-by-point responses to the RFP Scope of Services; and sample reports.

ICSolutions’ proposal does not contain any information that should be treated as confidential or proprietary under Minnesota law.





# Section 10

Vendor Proposal Form

**Appendix C – Vendor Proposal Form**

TO:	FROM: _____
Anoka County Purchasing Office	FIRM: _____
Government Center Suite 300	ADDRESS: _____
2100 3 <sup>rd</sup> Avenue	_____
Anoka, MN 55303	TELEPHONE: _____
	EMAIL: _____

PROJECT: Jail Inmate Phone and Video Visitation Services for the Anoka County Sheriff's Office

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1. The following Proposal is in accordance with the requirements and terms as provided in the RFP, Appendices, other documents and addendums distributed with this proposal form on file in the office of the County Administrator of Anoka County.
2. The Proposer certifies that this Proposal has been arrived at independently, without consultation, communication, or agreement as to any matter relating to this Proposal with any other Responder or with any competitor.
3. Responder hereby agrees to execute a contract incorporating the Request for Proposal documents and this Proposal and commence work upon the specified date or after a reasonable time to execute the contract, whichever is later and to fully perform as provided.
4. The Proposer acknowledges receipt of Addendum Number(s): \_\_\_\_\_, \_\_\_\_\_, \_\_\_\_\_
5. Proposer hereby declares that they fully intend to comply with the standards of Affirmative Action and Equal Opportunity Employment and Anti-Discrimination as cited in the Civil Rights Act of 1964 as amended in 1972 by the Equal Employment Opportunity Act, if selected as the successful Responder.
6. By submitting this proposal, it is assumed the Proposer has agreed to the terms and conditions contained in the sample contract unless the Proposer takes specific exception to one or more terms and conditions in the sample contract
7. The following is my/our Affirmative Action Information:
  - a. The number of employees in Proposer's firm: \_\_\_\_\_.
  - b. Proposer's firm has filed an Equal Employment Opportunity Information Report EEO-1 for the period ending December 31, 2018, or most current.  
\_\_\_\_\_ YES    \_\_\_\_\_ NO
  - c. Proposer's firm has adopted a written Affirmative Action Program:  
\_\_\_\_\_ YES    \_\_\_\_\_ NO
  - d. Proposer's Affirmative Action Program (if any) has been subject to federal equal opportunity review: \_\_\_\_\_ YES    \_\_\_\_\_ NO

8. Proposer understands that because of the nature of the Proposer duties, the selection process is necessarily subjective and the County may select the Proposer who, in their best judgement is most suitable to perform the contract.

9. Proposer has completed all proposal forms included in this RFP.

10. Designated person to be contacted in the event of an award:

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_

Email Address: \_\_\_\_\_

11. Proposer is strongly encouraged to discuss/share the County's insurance requirements with their insurance agent early to ensure they have proper coverage at time of proposal submission and is able to provide the necessary required forms and documents. I have read and can meet the insurance requirements. \_\_\_\_\_ Y \_\_\_\_\_ N

12. Proposer's corporate tax identification number: TIN/EIN: \_\_\_\_\_

13. Number of years operating under the current name: \_\_\_\_\_

14. Indicate the date available to start this project: \_\_\_\_\_

15. RESPONDER QUALIFICATION STATEMENT AND REFERENCES

**This form must be submitted with your response to this solicitation.** If the solicitation response is received without the qualification form the response may be rejected.

Each Responder must answer all of the questions and provide all requested information contained herein. Because answering all of the questions and providing all of the requested information is a requirement, any Respondent failing to meet this requirement may be deemed to be non-responsive at the sole discretion of the County. If a responder is deemed to be non-responsive, their response may be rejected.

Before an award is made, the County reserves the right to clarify/verify qualification by obtaining information to determine that all qualifications listed below have been met.

If the qualification requirements listed below are not met, either on the face of the submitted information or after such clarification/verification as the County may request, then the Responder's response may be rejected.

Answer the following questions by checking "yes" or "no."

- i. **Requirement:** The Responder has been in business under the current name providing products and/or services required by the RFP for a minimum of three (3) years.

\_\_\_\_\_ YES    \_\_\_\_\_ NO

- ii. **Requirement:** The Responder shall disclose the extent to which they are relying on subcontractors and third parties to deliver the equipment and services contained within their proposal. Responders shall provide information of all subcontractors who will work on the project including names, addresses, telephone numbers, and will indicate what improvements the subcontractor will be performing.

\_\_\_\_\_ YES    \_\_\_\_\_ NO

*List here the subcontractor information listed above:*

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- iii. **Requirement:** The Responder has no legal action pending preventing them from being awarded a contract under State of MN or federal law. \_\_\_\_\_ TRUE    \_\_\_\_\_ FALSE

References (other than Anoka County): The Responder shall provide a minimum of three (3) references of similar size and scope within the last two years with the following information for which its company has provided the products and/or services requested in this RFP. Please list at least one reference from Minnesota if applicable.

Government Reference No. 1	
Entity	
Name of person to be contacted	
Telephone number & email	
Type of service provided	
Dollar amount of said service	
Start date	
Completion date	
Notes	

Reference No. 2	
Entity	
Name of person to be contacted	
Telephone number & email	
Type of service provided	
Dollar amount of said service	
Start date	
Completion date	
Notes	

Reference No. 3	
Entity	
Name of person to be contacted	
Telephone number & email	
Type of service provided	
Dollar amount of said service	
Start date	
Completion date	
Notes	

*\*Please add any additional references to a second page.*

**CERTIFICATION:**

**Jail Inmate Phone and Video Visitation Services for the Anoka County Sheriff's Office**

By signing this statement, I certify that the information provided above is accurate and will not change during the course of the contract without prior written approval from Anoka County.

PROPOSAL SUBMITTED BY    Signatures of Partners: (If Applicable)

Name of Firm:	
Address:	
City:	State:
State of Incorporation: (If applicable)	
Name of person signing:	Title:
Signature: <i>Michael Kennedy</i>	Date:
Corporate seal affixed	
Proposer's corporation does not employ a seal:	





# Section 11

## Technology Questionnaire

**ICSolutions Response:**

**The requirements described below are specific to applications being deployed on the County’s infrastructure. The inmate telephone and video visitation systems run on ICSolutions’ dedicated, centralized infrastructure that operate on ICSolutions’ servers, independent of the County’s network. Therefore, these requirements do not apply, with the exception of Requirement No. 89.**

Line Number	Category	Topic	Proposer Response	Additional documentation required
1	Application Server	Does your application fully support currently patched Windows Server 2019 or 2016?		
2	Application Server	We require database and application code to be on separate servers. Will this be an issue for your organization?		
3	Application Server	Describe a typical production installation of your application. How many servers? What type of services (IIS, SQL, Apache/Tomcat, etc.). Please provide an architectural diagram with this information.		YES
4	Application Server	Please describe the anticipated storage requirements for your application.		
5	Application Server	The expectation is that your application will run in our VMWare environment. Please specify if this will be an issue and why.		
6	Application Server	Given that we will be running your application as a virtual server, please specify the virtual memory and CPU requirements for all application servers for an installation appropriate for our size.		
7	Application Server	We apply Microsoft recommended security patches on a monthly basis. Does this pose any issues for your application?		
8	Application Server	We utilize anti-malware protection for all County servers. An agent will be installed on your application servers. Will this cause any issues?		
9	Application Server	Does your application require specific folder/file exclusions for anti-malware scanning?		
10	Application Server	What is your remediation plan when a zero day threat is published.		
11	Application Server	We utilize an enterprise back up system for backing up data on all County servers. An agent will be installed on your application servers. Will this cause any issues?		
12	Application Server	Do you use any scheduled jobs/tasks or Windows Services? Please specify.		

Line Number	Category	Topic	Proposer Response	Additional documentation required
13	Browser Based Apps	The current Anoka County Web Browser standard is IE11, soon to be MS-Edge. Additional supported Browsers include Google Chrome and Firefox. -Describe the preferred browsers your application is developed for and any concerns you may have if the Anoka standard is not your base browser.		
14	Browser Based Apps	The Anoka County Application Standard is for all applications to utilize current Internet best practices in line with HTML5. Do you adhere to this standard?		
15	Browser Based Apps	Does any part of your application require the use of special add-ons, plug-ins (e.g., JAVA, SilverLight, Flash, etc.)? Please note any specific add-ins and list these dependencies and roadmaps to HTML5.		
16	Change Control	The county standard for application installation, upgrade and applying of patches requires a standard delivery strategy that includes release notes, installation documentation and packaged software components used to perform the update.  Does your solution support this standard?		
17	Change Control	Describe your process for upgrades.		
18	Change Control	How do you perform testing for your upgrades?		
19	Change Control	Is a dedicated test environment for the County included in your proposal?		
20	Change Control	What steps do you take to ensure that the Test environment matches Production?		
21	Change Control	How would the County test any interfaces that connect to our internal applications?		
22	CJIS	Document the network, server, storage, and workstation architecture for CJIS security policy compliance (if applicable).		YES
23	Database	Does your application fully support SQL Server 2016 Enterprise and/or SQL Server 2017 Enterprise? Specify if your application requires a specific Compatibility Level?		
24	Database	How do you manage your database growth in terms of capacity planning?		

Line Number	Category	Topic	Proposer Response	Additional documentation required
25	Database	How do you manage your database growth in terms of initial sizing?		
26	Database	Our general practice is not to give vendors Database Server System Admin privileges. Which database role membership does your application require? (i.e. DBOwner)		
27	Database	The County's standard is to utilize Active Directory for authentication. Does your application comply?		
28	Database	Typically we will run databases in a shared SQL environment. Is this acceptable or does your application require a dedicated SQL Server?		
29	Database	Do you require any specific SQL Server maintenance plans (i.e. Does your application do its' own index Reorg/Rebuild, Update Statistics, etc. or can we include those in our Maintenance Plans)?		
30	Database	Given that we will be running your SQL Database server as a virtual server, please specify the virtual memory and CPU requirements for your database server for an installation of our size.		
31	Database	Does your application have history purging/archiving capabilities to prevent performance issues as data grows?		
32	Database	Do you require any additional SQL Advanced Features (SSAS, SSIS, SSRS, etc.)? If applicable, list additional services required. By default, we do not install these.		
33	Desktop	Anoka county continually keeps pace with Microsoft Desktop Operating Systems versions and ensures they are actively supported by Microsoft. The current OS standard is Windows 10, 64-bit version.		
34	Desktop	What measures are taken to ensure the application remains compatible with future versions of Windows 10?		
35	Desktop	The current Anoka County Desktop Standard is Windows 10, 16 GB RAM, 256 GB SDD with Dedicated Graphics. If you require additional resources, please specify.		

Line Number	Category	Topic	Proposer Response	Additional documentation required
36	Desktop	Describe any special requirements your application may need to run across non-wired connections (WiFi, MiFi, etc.)?		
37	Desktop	The current Anoka County Desktop Standard is for users to access their desktop system as a least privileged (i.e. standard) user. Describe how the application addresses Microsoft Best Practices regarding User Account Control (UAC) and Least Privileged user (Standard user).		
38	Desktop	The current Anoka County Microsoft Office Standard is 365 Pro Plus. List any concerns your application may have regarding expected interoperability with locally installed Microsoft Office365 Pro Plus.		
39	Desktop	What measures are taken to ensure the application remains compatible with future releases of Microsoft Office regarding their evergreen strategy?		
40	Desktop	Anoka County utilizes locally installed anti-malware and antivirus solutions. List any concerns your application may have regarding expected interoperability with locally installed versions of these products.		
41	Desktop	The current Anoka County software deployment mechanism and methodology utilizes Microsoft's System Center Configuration Manager to install an .msi package. Describe how your application is best deployed to Microsoft Windows Desktop systems.		
42	Desktop	Provide a list of .msi switches/parameters that can be used to install your application.		
43	Desktop	The current Anoka County Operating System Standard is Windows 10 v1703, that utilizes .Net Framework 4.7.1 and above If applicable, describe the versions and how your application works with Anoka County's .Net Standard.		
44	Desktop	What measures are taken to ensure the application remains compatible with future versions of Microsoft's .NET Framework?		

Line Number	Category	Topic	Proposer Response	Additional documentation required
45	Desktop	The current Anoka County Desktop Security Standard is for all users to have standard user privileges (i.e. non-local administrator). Describe how this affects the installation and day-to-day use of your product.		
46	Desktop	The Anoka County Application Update Standard is for all applications to have a documented update process; with preference for a built-in auto update feature. Describe how the update process is managed and frequency of your application updates.		
47	Desktop	Confirm that your application's installation mechanism DOES NOT rely on running the setup file(s) from a local or network directory.		
48	Development	Please specify the integration options for your application: SDK's, data exchanges.		
49	Development	Do you provide your data model for integration purposes?		YES
50	Development	Describe your ability to integrate with an external system. Describe if it is an API, file, or web service.		
51	Mobile	The current Anoka County mobile operating system standards are iOS and Android. Describe how your application is best deployed to devices running these OS's		
52	Mobile	Do you provide a mobile application available in the Apple or Google Play Store?		
53	Mobile	What measures are taken to ensure the application remains compatible with future versions of IOS and Android?		
54	Network	If vendor requires remote access into their application or County resources, they will be required to use the County's vendor remote access solution which requires each individual to have a unique user name/password and multi-factor authentication at a cost of \$145/technician. The County does not authorize any other remote access solutions. Will this be an issue?		



Line Number	Category	Topic	Proposer Response	Additional documentation required
55	Network	If the application will be public-facing, please specify the DMZ architecture. Include if a tiered architecture will be used to define security boundaries between the Internet, DMZ, and internal networks. Please provide a diagram if applicable.		YES
56	Network	The County's standard for network equipment (switches, routers, etc.) is Cisco. Any network purchases should follow these standards and should be discussed with the County IT Staff PRIOR to submitting a proposal. Do you anticipate problems complying with this standard?		
57	Network	Will your application require inbound and/or outbound access to the Internet? Please describe specific requirements and provide a diagram.		YES
58	Network	If your installation will require cabling needs, these should be discussed with the County IT staff PRIOR to submitting a proposal and conform to Anoka County Cabling Standards. Do you anticipate problems complying with this standard?		
59	Network	Please specify compatibility with Application Delivery Controllers.		
60	PCI	Document the network, server, storage, workstation, and merchant terminal architecture for PCI compliance (if applicable).		YES
61	SAAS Environments	Please specify the datacenter tier rating for all datacenters.		
62	SAAS Environments	Please provide SOC/SSAE16 report for your data center.		YES
63	SAAS Environments	Please specify the RTO and RPO objectives for hosted systems.		
64	SAAS Environments	Describe the redundancy you have built into your SaaS environment?		
65	SAAS Environments	Do you have multiple Data Centers servicing your customers?		
66	SAAS Environments	How is data replicated between data centers and on what time schedule?		

Line Number	Category	Topic	Proposer Response	Additional documentation required
67	SAAS Environments	Describe your process for backing up the data and storing it off site. Describe your process of securing the backup data that is in transit to off site location.		
68	SAAS Environments	Do you have your own Data Center facility or are you using a co-location service? What is the name of the co-location company?		
69	SAAS Environments	Is the Anoka County data located on its own dedicated servers or are we sharing space with other entities?		
70	SAAS Environments	If sharing space with other entities, describe the process that is used to isolate our data from the rest of your customers.		
71	SAAS Environments	What is the process for the County can access data on your servers (ie. Database level, application level, etc).		
72	SAAS Environments	Are the County Servers and Data guaranteed to be located within the Continental United States?		
73	SAAS Environments	Is your environment GDPR compliant?		
74	SAAS Environments	The County standard for single-sign on is Microsoft's ADFS, a SAML compliant solution. Have you integrated your product with ADFS for other organizations?		
75	SAAS Environments	If you have not integrated with ADFS before, are you willing to work with the County on integrating with our implementation of ADFS?		
76	SAAS Environments	If you are not willing to work with the County on ADFS, how will users connect to your solution and what authentication method will be utilized?		
77	SAAS Environments	Does your application natively support MFA? If yes, which MFA solution(s) are supported?		
78	SAAS Environments	Is your application able to be configured to only allow access from Anoka County's network either via VPN or restricted to a specific range of Anoka County IP addresses? The intent of this question is to prevent access from non-Anoka County devices/networks if needed for additional security.		
79	SAAS Environments	Describe your process to apply OS security patches in the SaaS environment		
80	SAAS Environments	Describe the database platform in the SAAS environment.		

Line Number	Category	Topic	Proposer Response	Additional documentation required
81	SAAS Environments	We require 99.99% availability of your application (excluding maintenance windows). Does your application meet this requirement? If not, please specify your SLA you currently provide.		
82	SAAS Environments	Describe your process and frequency of maintenance windows.		
83	SAAS Environments	What measures are taken to provide protection from viruses, malware, ransomware, etc. in the SAAS environment?		
84	SAAS Environments	Describe your Intrusion detection/monitoring systems.		
85	SAAS Environments	Do you contract with an external firm to run security scans on your environment? How often are they performed?		
86	SAAS Environments	How often are the externally administered security audits performed?		
87	Security	Does your solution comply with the Anoka County 'Technology Security Policy' (available at <a href="http://www.anokacounty.us">www.anokacounty.us</a> )? Describe any deviations from the policy.		
88	Support	Do you provide a user-searchable knowledgebase?		
89	Support	Please describe your available technical support. Specify your available support hours in Central Time.	No support is required for the County relating to the County's infrastructure, since ICSolutions' ITS and VVS solutions are operated independent of the County's network. For assistance with The ENFORCER® and The Visitor™ applications and equipment, the County may contact the ICSolutions' Technical Services Center (TSC), which operates 24 hours a day, 365 days a year in support of our customer sites. When <b>calling our toll-free number (866-228-4031)</b> you will be connected with a <b>live</b> Level 1 TSC technician.	
90	Support	Specify how often you release new versions, and the number of previous application versions that are supported.		



# Section 12

## Exceptions

# SECTION 12

## Exceptions

ICSolutions has read and agrees to all terms and conditions in the RFP, with the following exception regarding the required insurance coverage:

- Section 1.5.2 requires an endorsement to provide notice for reduction in coverage. Our insurance carrier does not provide an endorsement on the policy for notification of a coverage reduction. However, TKC/ICSolutions will agree to provide the required notice in the unlikely event that there is a reduction in coverage that impacts this contract.

ICSolutions would like to point out that we are Anoka County's current provider for these services and, as such, we already maintain insurance coverage that has been approved by Anoka County.

An aerial, high-angle photograph of a busy pedestrian walkway, possibly in a transit station or airport. The walkway is marked with white vertical stripes. Numerous people are seen walking in various directions. A white rectangular box with a thin blue border is positioned in the upper right quadrant of the image, containing the text 'Exhibit A' and 'Letters of Reference'.

# Exhibit A

**Letters of Reference**





## CORRECTIONAL INSTITUTION

**Evan Joseph  
Warden**

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

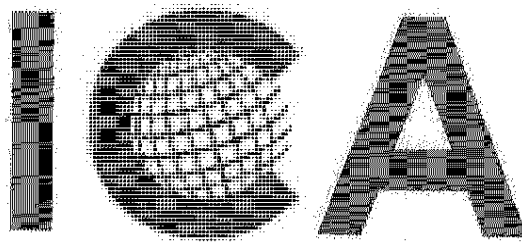
Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden

**Richmond County Correctional Institution**  
2314 Tobacco Road - Augusta, GA 30906  
(706) 798-5572 - FAX (706) 798-8110  
[www.augustaga.gov](http://www.augustaga.gov)



**IMMIGRATION CENTERS OF AMERICA**

508 Waterworks Road  
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

A handwritten signature in black ink, appearing to read 'Eric Rodriguez', written in a cursive style.

Eric Rodriguez  
IT Manager  
ICA-Farmville  
508 Waterworks Road  
Farmville, Virginia 23901

**WASHINGTON COUNTY SHERIFF'S OFFICE  
LARRY R. MINCKS, SR., SHERIFF**



Chief Deputy Mark A. Warden  
Major Brian Schuck – Administration  
Major Troy Hawkins – Operations Commander  
Major Greg Nohe – Jail Administrator  
Captain Brian Rhodes-Criminal Division Commander



October 11, 2019

**Letter of Recommendation for ICSolutions**

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in blue ink that reads "Major Greg Nohe".

Major Greg Nohe  
Jail Administrator  
Washington County Sheriff's Office



# CALDWELL COUNTY SHERIFF'S OFFICE

**\*\* SHERIFF ALAN C. JONES \*\***

2351 MORGANTON BLVD. SW \* LENOIR, NC 28645

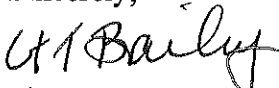
PHONE: 828-758-2324 \* FAX: 828-757-8685

October 7<sup>th</sup>, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't be fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,

  
Lieutenant T. Bailey





# JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

A handwritten signature in black ink, appearing to read "Johnny Weaver".

Johnny Weaver, Warden  
Jackson County Correctional Institution  
Jefferson, Georgia 30549



## HALL COUNTY CORRECTIONAL INSTITUTION

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Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department



**HUNTINGTON COUNTY SHERIFF'S DEPARTMENT**

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**CHRISTIAN E. NEWTON, SHERIFF**  
**CHAD HAMMEL, CHIEF DEPUTY**



**332 EAST STATE STREET**  
**HUNTINGTON, IN 46750**

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**ADMINISTRATIVE: 260-356-2520**  
**DISPATCH: 260-356-8316**  
**JAIL: 260-356-3110**  
**FAX: 260-358-4877**

**TO: JOHN GARNER**  
**FROM: CTP. JEFF KYLE**  
**DATE: FRIDAY, OCTOBER 4, 2019**  
**RE: ICS**

John,  
I wanted to let you know how much I appreciate the partnership between the Huntington County Sheriff's Department and Inmate Calling Solutions. We have partnered together for many years. When we started talking about adding new services to our facility, ICS offered us great ideas and now they are getting implemented. The one thing I truly appreciate is the customer service. If a glitch happens, a simple phone call takes care of the problem. Many companies try to sell themselves as being strong in customer service, ICS follows through.

Thank you for being a partner with us, and I look forward to many more years of working with ICS.

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

Cpt. Jeff Kyle  
Huntington County Jail Commander  
Huntington, IN



# **SHERIFF**

## **TUSCOLA COUNTY**

**SHERIFF GLEN SKRENT**

**UNDERSHERIFF ROBERT BAXTER**

420 COURT STREET, CARO, MI 48723  
Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

# Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175  
Tel: (630) 232-6840 • Fax: (630) 513-6984  
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.



**Lieutenant J. Hickey #709**

**Kane County Sheriff's Office**

**[hickeyjohn@co.kane.il.us](mailto:hickeyjohn@co.kane.il.us)**

**Office: 630-762-2725**



**STEBEN COUNTY  
SHERIFF'S OFFICE**

*Rodney L. Robinson, Sheriff*  
206 EAST GALE STREET • ANGOLA, INDIANA 46703  
(260) 668-1000 ext 5000 • Fax (260) 665-9476  
www.steubensheriff.com

**TO: John Gardner**

**FROM: Capt. Jason Hufnagle**

**DATE January 6, 2020**

**RE: ICSolutions**

John,

I would like to let you all know how pleased we are with the partnership between ICSolutions and the Steuben County Sheriff's Office. We are extremely pleased with the VizVox kiosk for video visitation, the Edovo tablets and the phone service ICSolutions supplies. If we have any technical issues it takes one phone call to fix it, or ICSolutions will have a technician on site normally within 24 hours.

Thank you for the services that you provide, and we look forward to working with ICSolutions for years to come.

**Capt Jason Hufnagle**



Susan Pamerleau  
Sheriff  
Bexar County, Texas

December 12, 2016

**Re: Letter of Reference for IC Solutions**

To whom it may concern:

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

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

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

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

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

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco", is written over a horizontal line.

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



# MOHAVE COUNTY

**Jim McCabe**  
SHERIFF



**Rodney Head**  
CHIEF DEPUTY

## SHERIFF'S OFFICE

---

November 3, 2016

### **To Whom It May Concern**

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

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

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

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

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

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

Director Don Bischoff, CCHP  
MCSO - Detention Division  
[don.bischoff@mohavecounty.us](mailto:don.bischoff@mohavecounty.us)

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





# GRAHAM COUNTY SHERIFF'S OFFICE

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

SHERIFF  
**PRESTON "PJ" ALLRED**

UNDERSHERIFF  
**C. JEFF McCORMIES**

October 31, 2016

RE: INMATE CALLING SOLUTIONS

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

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

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

Respectfully,

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

Sheriff Preston J. Allred



# SPALDING COUNTY

## CORRECTIONAL INSTITUTION

CARL HUMPHREY  
Warden

ANTHONY WASHINGTON  
Deputy Warden  
Security

BETH GRIFFIN  
Deputy Warden  
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

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

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

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

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





# MOHAVE COUNTY SHERIFF'S OFFICE



**JIM McCABE**  
SHERIFF

August 21, 2014

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

Dear Jim,

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

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

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

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

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

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

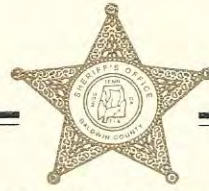
Cmdr. Don Bischoff  
Detention Division Director

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



# OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA  
SHERIFF HUEY HOSS MACK



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

June 25, 2014

**Re: Letter of Reference for ICSolutions**

To whom it may concern:

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

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

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

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

Sincerely,

Major Jimmy Milton,

Commander  
Baldwin County Sheriff's Office  
Corrections Command

Lt. Gregory Thicklin,

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



# JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

## TESTIMONIAL

March 21, 2014

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

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

Johnny Weaver, Warden  
Jackson County Correctional Institution

# ANTHONY M. WICKERSHAM

## OFFICE OF THE SHERIFF



Kent B. Lagerquist  
UNDERSHERIFF

March 5, 2014

### **RE: Letter of Reference for ICSolutions**

To Whom It May Concern:

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

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

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

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

Sincerely,

A handwritten signature in black ink, appearing to read "Michelle Sanborn".

Michelle Sanborn  
Jail Administrator





BOARD  
OF  
COUNTY  
COMMISSIONERS

*Corrections  
Department*

*Sherry Johnson,  
Chief*

*Nancy DeFerrari,  
Deputy Chief*

Osceola  
County

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

February 21, 2014

Ms. Latisha Holmes  
ICSolutions - Corporate Account Manager

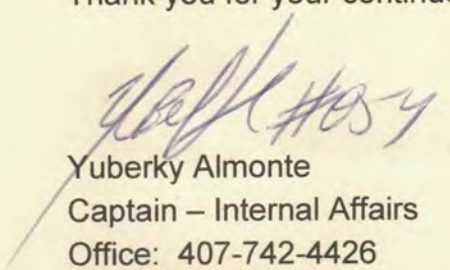
RE: ICSolutions Reference

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

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

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

  
Yuberky Almonte  
Captain – Internal Affairs

Office: 407-742-4426

Cell: 321-624-1867

Fax: 407-742-4517

E-Mail: [yalm@osceola.org](mailto:yalm@osceola.org)



# Exhibit B

Equipment Spec Sheets



# Mini Stainless Steel

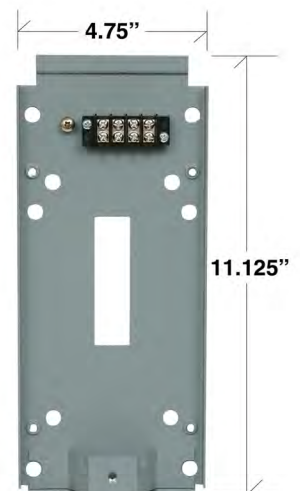
## 7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered  
US:1DATE05BITC-254, IC:3267A-ITC254.

### ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



# Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750  
407.834.1188 • Fax 407.830.1050 • 800.264.8889  
www.wintelphones.com

# *Wintel<sup>®</sup> Inmate Telephones*

Engineering staff with Experience in Telephony introduced DuraClear<sup>®</sup> Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel<sup>®</sup> phones or retrofitting DuraClear<sup>®</sup> Technology from Wintel<sup>®</sup> 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<sup>®</sup> handsets have shown below 7% replacement rates over the course of a year!

Wintel<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> 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<sup>®</sup> Handset  
DuraClear<sup>®</sup> is unaffected by moisture and humidity, unlike carbon transmitters  
DuraClear<sup>®</sup> is new and patented technology, found ONLY at Wintel<sup>®</sup>  
The sound is much Louder, Clearer and Crisper with DuraClear<sup>®</sup>.





# Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

**Impact Strength of Plastic Handle:** Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

**Pull Strength:** Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

**Cap Removal Torque:** Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

**Wire:** Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

**Electrical Connections:** AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

**Plastic:** A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

**Armored Cord:** Flexible interlocking stainless steel.

*The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.*

## Wintel®

A Division of Independent Technologies, Inc.  
1051 Bennett Drive, Suite 101 • Longwood, FL 32750  
407.834.1188 Fax 407.830.1050 • 800.264.8889  
[www.wintelphones.com](http://www.wintelphones.com)

## The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. 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.

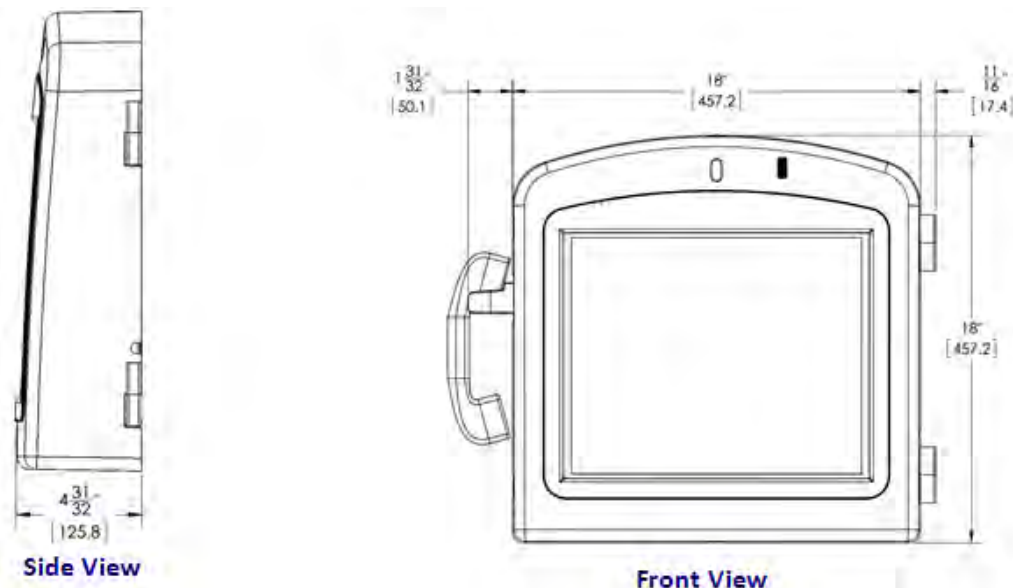


- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capability
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:





## P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection



Product: P3  
Platform: PC  
Version: 9.0  
Release Date: October 28, 2015  
Customer Support: For more information or support, please contact us at **877-885-3172**, email [salesengineer@purple.us](mailto:salesengineer@purple.us) or visit our website at [www.purplevrs.com/p3](http://www.purplevrs.com/p3).

## Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

## Package Includes

Simple Interface – easy-to-use  
Superior Video Quality  
Call Waiting – enables users to answer a call while on another call  
3-Way Calling – add a second caller to active call  
Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

## P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards  
Crystal-clear audio with acoustic echo canceler

## P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls  
Ability to send DTMF tones using the dial pad  
Services are strictly regulated by the FCC for confidentiality and data protection  
P3 can be mass-deployed using silent install  
Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

## PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher  
Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster  
Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster  
Memory and Disk: 2 GB of RAM and 250 MB of hard drive space  
Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended  
Administrator rights are required for installation and upgrades  
Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)  
DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

## Video Protocols

SIP, H.323  
H.263, H.264  
CIF (352 x 288)

## Audio Protocols

G.711  
G.722.1  
GSM  
iLBC  
Echo cancellation  
Automatic Gain Control and Denoise

## Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps  
Recommended bandwidth of 768 Kbps  
Adaptive low-latency packet-loss recovery  
Automatic bandwidth control, adapts to network conditions

## Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

*Note: If using a VPN, the VPN must be active before launching P3.*

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

*Note: Per FCC regulations, this program cannot be used behind a proxy.*

## P3 Firewall Configuration Requirements

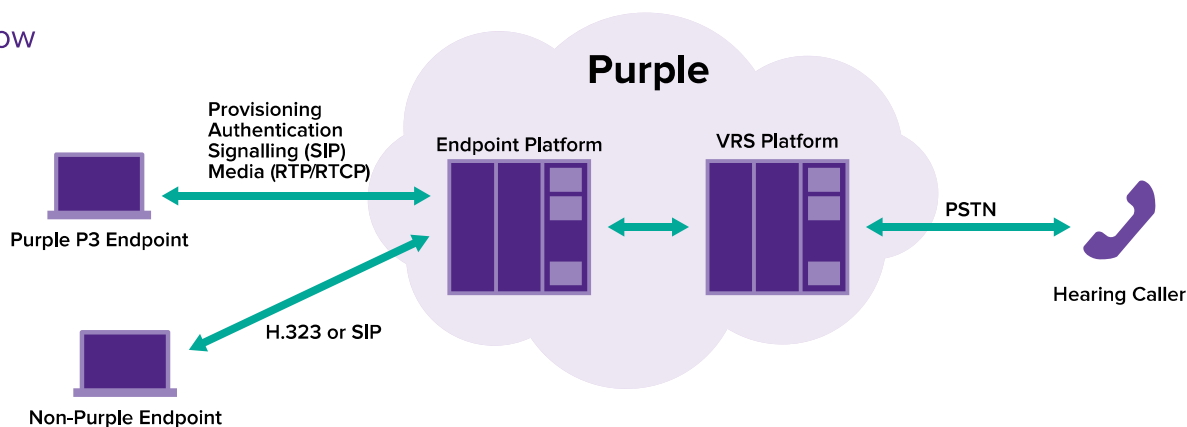
Protocol	Source Ports	Destination DNS	Destination IP Address <sup>1</sup>	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

<sup>1</sup>DNS names verified in October 2015; subject to change by Purple.

<sup>2</sup>Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.

**Web Filter Requirements:** Web Filter Requirements: HTTP/HTTPS lookups on \*.purple.us and \*.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.  
Current as of October 2015.

## Call Flow



## Support

Analyzing your network and provide recommendation for optimal experience.

Provide firewall instructions and support for deployment of our software.

Assist with mass deployment and provide training for IT staff for future upgrades.

Advise on how to integrate our systems with your existing ACD/Call Manager.

Provide support to transition from other VRS software to P3.

Excellent Purple Premier Support team available to answer your questions and provide support.

Visit [www.purplevrs.com/usernotice](http://www.purplevrs.com/usernotice) for important information concerning 10-digit numbering and E911 services for VRS.  
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THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS



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## Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

### Minicom IV

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

#### Products

CapTel  
Text Telephones  
Simplicity Signalers  
Amplified Phones

#### Company

Company Information  
Headlines  
Technology

#### Customer Support

Product Support  
Repairs  
FAQs  
Dealer Locator  
Request a Catalog  
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# Overview of the Minicom IV™

## Top view

Acoustic cups

On/Off switch

Display

Signal light

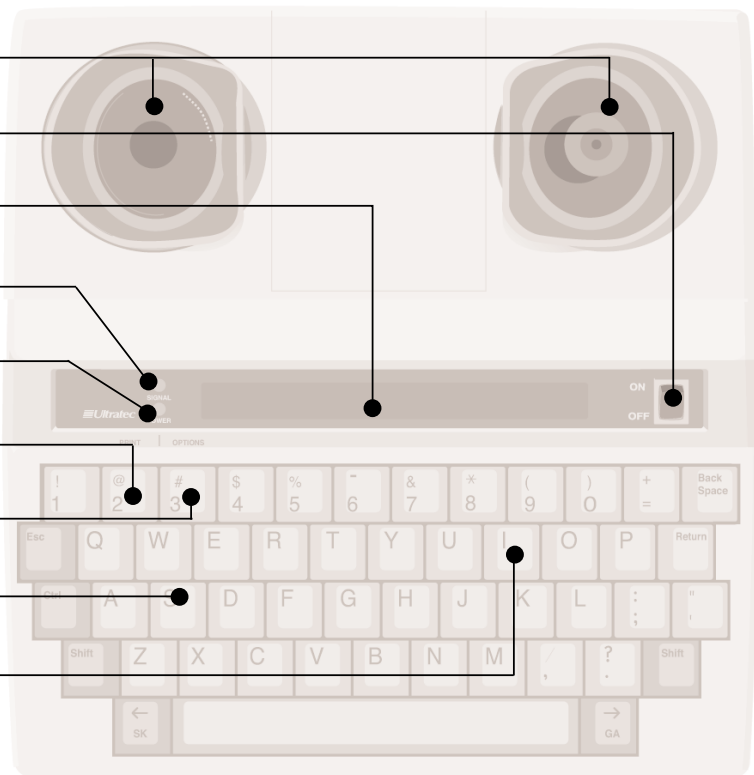
Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

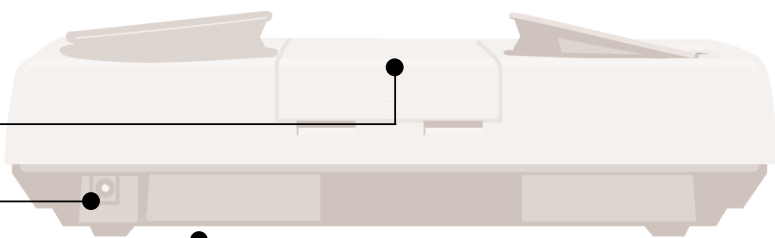


## Back view

External printer port  
(inside)

AC adapter jack

Battery compartment  
(underneath)



# SPECIFICATIONS

## Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

## Power

AC adapter-9VDC, 650 mA  
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

## Keyboard

50 ergonomic keys in 5 rows  
Control key plus 4 function keys  
Sticky Keys for single-handed typists  
Character set: A-Z, 0-9, Backspace,  
Return/LF, Space, +=-\$'O"/:;?.,\*# GA, SK.

## Display

Blue/green vacuum-fluorescent  
20 characters  
0.25" (6mm) character height

## Acoustic Coupler

Accepts both circular and square telephone handsets

## Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

*Baudot Code:*

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

*Turbo Code:*

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

## Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N



Total Access

# 900E Series

Market Leading IP Business Gateways



## Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

## Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

### VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

### Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

### Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



# TA 900E SERIES

## QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

## Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

## Product Specifications

### Physical Interfaces

#### T1

- Quad T1/FT1
- RJ-48C

#### Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
  - One Gigabit
  - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

#### USB 2.0

- One Interface

### Digital Voice

- PRI
- Feature Group D
- Signaling Methods:
  - E&M Wink
  - E&M Immediate
- T1 CAS Support
- RJ-48C

### Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
  - 600Ω
  - 600Ω +2.16μF
  - 900Ω
  - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
  - 600Ω
  - 600Ω+2.16μF
  - 900Ω
  - 900Ω+2.16μF
- Signaling Methods:
  - Loop Start

#### ■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω+2.16μF
- 900Ω
- 900Ω+2.16μF

#### ■ Integral FXO (900e Series)

#### ■ Signaling Methods:

- Loop Start
- Ground Start

#### ■ FXO 2-wire Impedances:

- 600Ω+2.16μF
- 900Ω+2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

#### ■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

### Craft

- DB-9

### Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

### VoIP

- SIP
- MGCP (FXS Interfaces Only)

### Packet-based Voice Resources

- CODECs
  - G.711-64k PCM
  - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

# Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

## Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

## NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

## Tone Services

- Local DTMF Detection
- Local Tone Generation:
  - Dialtone
  - Busy
  - Call Waiting
  - Alternate Call Waiting
  - Receiver Off Hook
- Ringing:
  - Distinctive Ring

## Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
  - Name and Number (MDMF, SDMF)
  - Call Waiting Caller ID
- Voice Mail:
  - Stutter dialtone
  - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
  - Busy Line
  - No Answer
- Call Transfer:
  - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

## Security

### Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

## NAT

- Basic NAT (1:1) and NAPT (Many:1)

## QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

## VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

## VPN

- IPsec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

## Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

## Routed Protocols

- IP

## DHCP

- Client
- Server
- Relay

## Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

## Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

## Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

# Product Specifications

## Physical and Power

### Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

### Dimensions

- **Total Access 908e:**  
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**  
1.75 in. x 17 in. x 10 in. (H x W x D)

### Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

### Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
  - Voice
  - Gig 1
  - T1 1 - 4
  - Status
  - USB
  - Ethernet 1 - 2

## Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

## Battery Backup Options

- Rackmount or Wallmount

## Warranty

- Five Years (North America)

# Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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# NetVanta 1531

## Layer 3 Lite Gigabit Ethernet Switch



### Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

**NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments.** With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

#### Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

#### Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

#### VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

#### Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

#### Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

#### iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

#### Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.







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TL19.1270



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# NetVanta 1531

## Layer 3 Lite Gigabit Ethernet Switch

### Product Specifications

#### Physical Interface

##### Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

##### Console Port

- DB-9, RS-232

#### Switching Performance

- Non-blocking Layer 2/3 Switching

#### Maximum Forwarding Bandwidth

- 24 Gbps

#### Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

#### Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

#### Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

#### Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

#### Port Statistics

- Number of TX/RX Frames, Collisions, Errors

#### Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

#### VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

#### Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command<sup>®</sup> support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

#### Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

#### Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

#### Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

#### Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

#### Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

### Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1



# Smart-UPS 120 V

Advanced line interactive power protection  
for servers and network equipment



## The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

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

- Reliable
- Intelligent
- Efficient
- Manageable



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

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



[ SMT1500RM1U ]



[ SMT1500RM2U ]



[ SMT1500RM2U ]



[ SMT750 ]



[ SMT750 ]

## Standard Features

### High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

### Emergency Power Off (EPO):

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

### Alphanumeric LCD Display:

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

### Battery Disconnect:

Convenient way to disconnect battery for transport

### Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

### Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

### Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date

# Smart-UPS Extended Run 750 – 3,000 VA

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



[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

## Additional Features

### Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

### High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

### Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

### Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

### Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

### Switched Outlet Groups:

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

# Smart-UPS Display

Intuitive, easy-to-use LCD interface

## Standard Features

### LCD Display Screen

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

### Power Status:

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

### Control:

UPS and outlet group settings

### Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

### Test and Diagnostics:

Initiate battery and runtime calibration tests

### Logs:

See explanation of last 10 transfers and faults

### About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

### About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

### Quick Status Indicators

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

### Escape:

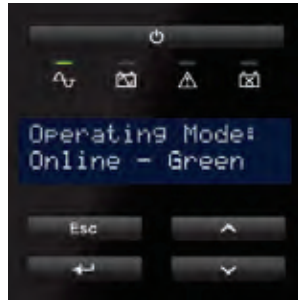
Exits to the previous menu or screen

### Return:

Used to enter or confirm settings

### Navigation Arrows:

Allow for quick adjustment of settings



## Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

### Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

### Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

### Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

### Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

# Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000	
<b>Output</b>						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA	
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R		
Switched outlet groups	-	1				
<b>Input</b>						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P	
<b>Batteries and runtime</b>						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	RBC48	RBC6	RBC7	RBC55		
<b>Runtime estimates</b>						
200 W	:22	:45	1:24	2:17	2:29	
500 W	:05	:10	:23	:51	:55	
700 W		:06	:12	:34	:37	
1,000 W			:07	:21	:23	
1,400 W				:13	:14	
1,600 W				:10	:12	
Full load	:05	:06	:07	:07	:06	
<b>Communication and management</b>						
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		
<b>Surge protection and filtering</b>						
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					
<b>Physical</b>						
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	
<b>Conformance</b>						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					



# Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
<b>Output</b>						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
<b>Input</b>						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
<b>Batteries and runtime</b>						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
<b>Runtime estimates</b>						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
<b>Communication and management</b>						
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	
<b>Surge protection and filtering</b>						
Surge energy rating	459 J	540 J	459 J	480 J		
Filtering meets	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
<b>Physical</b>						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
<b>Conformance</b>						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					



## Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
<b>Output</b>						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
<b>Input</b>						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
<b>Batteries and runtime</b>						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116	APCRBC115	APCRBC117			
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to <a href="http://www.apc.com">www.apc.com</a> for runtime charts					
<b>Communication and management</b>						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
<b>Surge protection</b>						
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					
<b>Physical</b>						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
<b>Conformance</b>						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

# Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
<b>Output</b>			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
<b>Input</b>			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
<b>Batteries and runtime</b>			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to <a href="http://www.apc.com">www.apc.com</a> for runtime charts		
<b>Communication and management</b>			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
<b>Surge protection</b>			
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		
<b>Physical</b>			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
<b>Conformance</b>			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		



# Exhibit C

**Insurance Certificate**



# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
03/13/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	<b>CONTACT NAME:</b> PHONE (A/C. No. Ext): (866) 283-7122      FAX (A/C. No.): (800) 363-0105		
	<b>E-MAIL ADDRESS:</b>		
<b>INSURED</b> Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A:</b> National Union Fire Ins Co of Pittsburgh		19445
	<b>INSURER B:</b>		
	<b>INSURER C:</b>		
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		
<b>INSURER F:</b>			

**COVERAGES**      **CERTIFICATE NUMBER:** 570080890734      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	
	<b>AUTOMOBILE LIABILITY</b>  <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY ( Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input type="checkbox"/> RETENTION						EACH OCCURRENCE AGGREGATE	
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y / <input type="checkbox"/> N	N/A				<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	
A	E&O-MPL-Primary			015923883 SIR applies per policy terms & conditions	07/15/2019	07/15/2020	Professional Liab SIR	\$2,000,000 \$250,000

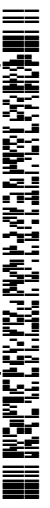
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

<b>CERTIFICATE HOLDER</b>  Anoka County 2100 3rd Avenue, Suite 300 Anoka MN 55303 USA	<b>CANCELLATION</b> SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE  

Holder Identifier :

570080890734

Certificate No :





# CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)  
03/13/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	<b>CONTACT NAME:</b> PHONE (A/C. No. Ext): (866) 283-7122      FAX (A/C. No.): (800) 363-0105		
	<b>E-MAIL ADDRESS:</b>		
<b>INSURED</b> Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	<b>INSURER(S) AFFORDING COVERAGE</b>		<b>NAIC #</b>
	<b>INSURER A:</b> LM Insurance Corporation		33600
	<b>INSURER B:</b> Liberty Mutual Fire Ins Co		23035
	<b>INSURER C:</b> Liberty Insurance Corporation		42404
	<b>INSURER D:</b>		
	<b>INSURER E:</b>		

**COVERAGES**      **CERTIFICATE NUMBER:** 570080890728      **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			EB2651291759069 SIR applies per policy terms & conditions	12/01/2019	12/01/2020	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$5,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$10,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY  <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-079	12/01/2019	12/01/2020	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
							Deductible	\$5,000
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$10,000			TH7651291759099	12/01/2019	12/01/2020	EACH OCCURRENCE	\$1,000,000
							AGGREGATE	\$1,000,000
A	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N	WC5651291759049	12/01/2019	12/01/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER	
							E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

**DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)**

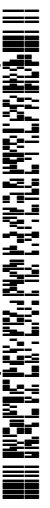
Anoka County, including all its elected and appointed officials, all its employees and volunteers, all its boards, commissions and/or authorities and their board members, employees and volunteers, and all its officers, agents and consultants are included as Additional Insured in accordance with the policy provisions of the General Liability policy. A waiver of subrogation is granted in favor of Certificate Holder in accordance with the policy provisions of the General Liability, Automobile Liability and Workers' Compensation policies.

<b>CERTIFICATE HOLDER</b>  Anoka County 2100 3rd Avenue, Suite 300 Anoka MN 55303 USA	<b>CANCELLATION</b>  SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	<b>AUTHORIZED REPRESENTATIVE</b>  

Holder Identifier :

570080890728

Certificate No :





# Exhibit D

**Business Licenses,  
PUC & FCC Documentation**



**Office of the Minnesota Secretary of State  
Certificate of Good Standing**

I, Steve Simon, Secretary of State of Minnesota, do certify that: The business entity listed below was filed pursuant to the Minnesota Chapter listed below with the Office of the Secretary of State on the date listed below and that this business entity is registered to do business and is in good standing at the time this certificate is issued.

Name: INMATE CALLING SOLUTIONS, LLC  
Date Filed: 07/07/2003  
File Number: 4860-LFC  
Minnesota Statutes, Chapter: 322C  
Home Jurisdiction: California

This certificate has been issued on: 07/21/2020



Steve Simon  
Secretary of State  
State of Minnesota

# State of Minnesota

## SECRETARY OF STATE

### Certificate of Authority to Transact Business

I, Mary Kiffmeyer, Secretary of State of Minnesota, do certify that: The following limited liability company has duly complied with the relevant provisions of Minnesota Statutes, Chapter 322B, and is authorized to do business in Minnesota on and after this date with all the powers, rights and privileges, and subject to the limitations, duties and restrictions, set forth in that chapter.

Name of Limited Liability Company in Minnesota:

INMATE CALLING SOLUTIONS, LLC

Name of Limited Liability Company in State of Organization:

INMATE CALLING SOLUTIONS, LLC

Charter Number: 4860-LFC

State of Organization: CA

Registered Office in Minnesota:

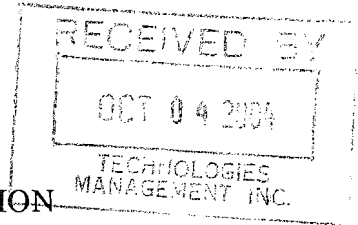
590 Park Str #6 Capitol Prof Bldg  
St Paul MN 55103-

Name of Registered Agent: National Registered Agents Inc

This certificate has been issued on 07/07/2003.



*Mary Kiffmeyer*  
Secretary of State.



BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

LeRoy Koppendraye  
Ken Nickolai  
Marshall Johnson  
Phyllis Reha  
Thomas Pugh

Chair  
Commissioner  
Commissioner  
Commissioner  
Commissioner

Robin Norton  
Technologies Management, Inc.  
210 North Park Avenue  
Winter Park, FL 32789

SERVICE DATE: OCT 1 2004

DOCKET NO. P-6395/NA-04-1404

In the Matter of the Application of Inmate Calling Solutions, LLC for a Certificate of Authority to Provide Interexchange Services

The above entitled matter has been considered by the Commission and the following disposition made:

**Approved the application for an operational certificate of authority to provide interexchange services on a statewide bases;**

**Approved the tariff modifications as filed.**

**This decision is issued by the Commission's consent calendar subcommittee, under a delegation of authority granted under Minn. Stat. § 216A.03, subd. 8 (a). Unless a party, a participant, or a Commissioner files an objection to this decision within ten days of receiving it, it will become the Order of the full Commission under Minn. Stat. § 216A.03, subd. 8 (b).**

The Commission agrees with and adopts the recommendations of the Department of Commerce and the Commission's Consumer Affairs Office which are attached and hereby incorporated in the Order.

BY ORDER OF THE COMMISSION

Burl W. Haar  
Executive Secretary

(S E A L)

This document can be made available in alternative formats (i.e., large print or audio tape) by calling (651) 297-4596 (voice) or 1-800-627-3529 (TTY relay service).



## Registration Detail

<b>FRN:</b>	0010682326
<b>Registration Date:</b>	04/02/2004 12:21:43 PM
<b>Last Updated:</b>	06/30/2014 09:19:00 AM
<b>Entity Name:</b>	Inmate Calling Solutions, LLC
<b>Entity Type:</b>	Private Sector , Limited Liability Corporation
<b>Contact Organization:</b>	
<b>Contact Position:</b>	Director
<b>Contact Name:</b>	Mr Ken R Dawson
<b>Contact Address:</b>	2200 Danbury San Antonio, TX 78217 United States
<b>Contact Email:</b>	kdawson@icsolutions.com
<b>ContactPhone:</b>	(210) 581-8104
<b>ContactFax:</b>	(210) 832-8915

**APPENDIX B**  
**INSURANCE REQUIREMENTS (with auto)**  
**Professional Services**

All Vendors (hereinafter referred to as the “Contractor”) will procure and maintain for the duration of this Agreement/Contract (hereinafter referred to as the “Contract”), insurance coverage for injuries to persons or damages to property that may arise from or in connection with the performance of the work herein by the contractor, its agents, representatives, employees or subcontractors. **ANOKA COUNTY CONTRACT NUMBER: C0008271.**

- 1.1 **Commercial General Liability.** Contractors will maintain Commercial General Liability (CGL) and, if necessary, commercial umbrella insurance with a combined limit of not less than \$1,500,000 each occurrence.
  - 1.1.1 CGL Insurance will be written on ISO occurrence form CG 00 01 96 (or a substitute form providing equivalent coverage), and will cover liability arising from premises, operations, independent contractors, products-completed operations, personal injury and advertising injury, and liability assumed under an insured contract including the tort liability of another assumed in a business contract.
  - 1.1.2 **Anoka County**, including all its elected and appointed officials, all its employees and volunteers, all its boards, commissions and/or authorities and their board members, employees, and volunteers, and all its officers, agents, and consultants, are named as Additional Insured under the CGL, using ISO additional insured endorsement CG 20 10 10 01 and CG 20 37 10 01 or substitute providing equivalent coverage, and under the commercial umbrella, if any with respect to liability arising out of the contractor’s work and services performed for the County. This coverage shall be primary to the Additional Insured.
  - 1.1.3 The County’s insurance will be excess of the contractor’s insurance and will not contribute to it. The contractor’s coverage will contain no special limitations on the scope of protection afforded to the County, its agents, officers, directors, and employees.
  - 1.1.4 **Waiver of Subrogation.** Contractor waives all rights against Anoka County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the Commercial General Liability or commercial umbrella liability insurance obtained by Contractor pursuant to Paragraph 1.1.
  
- 1.2 **Professional Liability (errors & omissions) and Umbrella Liability Insurance.** Contractor will maintain Professional Liability (errors & omissions) insurance appropriate for the profession that they are engaged in, with a limit not less than \$1,500,000 per loss. Coverage under such a policy may not be subject to a deductible, not to exceed \$25,000 per occurrence.

Contractor must agree to:

  - 1.2.1 Not make or accept any changes to such a policy maintain all claims-made form policy for at least two years following the completion of work.
  - 1.2.2 All sub-consultants to the Contractor providing professional services under this contract will also provide evidence of professional liability insurance to Anoka County at the limits specified in paragraph 1.2.
  
- 1.3 **Automobile Liability and Umbrella Liability Insurance.** Contractor will maintain automobile liability and, if necessary, commercial umbrella insurance with a limit of not less than \$1,500,000 each accident.
  - 1.3.1 Automobile insurance will cover liability arising out of any auto (including owned, hired and non-owned autos). If the Contractor does not own any vehicles, Anoka County will accept hired and non-owned autos with a letter from the Contractor stating that it does not own any autos.

- 1.3.2 Coverage as required in paragraph in 1.3 above will be written on ISO form CA 00 01, or substitute form providing equivalent liability coverage. If necessary, the policy will be endorsed to provide contractual liability coverage equivalent to that provided in the 1990 and later edition of CA 00 01.
  - 1.3.3 **Waiver of Subrogation.** Contractor waives all rights against Anoka County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the business auto liability or commercial umbrella liability insurance obtained by Contractor pursuant to Paragraph 1.3.
- 1.4 **Workers' Compensation Insurance.** Contractor will maintain Workers' Compensation Insurance as required by the State of Minnesota and Employers Liability Insurance with a limits not less than \$100,000 Bodily Injury By Accident for each accident, not less than \$100,000 Bodily Injury By Disease each employee and not less than \$500,000 Bodily Injury By Disease policy limit.
- 1.4.1 If Contractor is not required by Statute to carry Workers' Compensation insurance, Contractor must provide a letter on their letterhead which includes:
    - 1.4.1.1 Provide evidence why the contractor is not required to obtain Workers' Compensation Insurance.
    - 1.4.1.2 A statement in writing which agrees to provide notice to Anoka County of any change in Contractor's exception status under the Minnesota State Statutes 176.041; and
    - 1.4.1.3 A statement which agrees to hold Anoka County harmless and indemnify the County from and against any and all claims and losses brought by Contractor or any subcontractor or other persons claiming injury or illness resulting from performance of work this contract.
  - 1.4.2 Waiver of Subrogation. Lessee waives all rights against Anoka County and its agents, officers, directors and employees for recovery of damages to the extent these damages are covered by the workers compensation and employer's liability or commercial umbrella liability insurance obtained by Lessee pursuant to Paragraph 1.4 of this Exhibit. Lessee will obtain an endorsement equivalent to WC 00 03 13 to affect this waiver.
- 1.5 **Other Insurance Provisions**
- 1.5.1 **Prior to the start of this Contract,** Contractor will furnish Anoka County with completed copies of their certificate(s) of insurance, copies of the additional insured endorsement(s), waivers of subrogation, and any other request documents, dated within two weeks of awarding of the contract, executed by a duly authorized representative of each insurer, showing compliance with the insurance requirements set forth above.
  - 1.5.2 Cancellation and Material Change Endorsement shall be included on all insurance policies required by the County. Thirty (30) days Advance Written Notice of Cancellation, Non-Renewal, Reduction in insurance coverage and/or limits and ten (10) days written notice of non-payment of premium shall be sent to the County at the office and attention of the Certificate Holder. This endorsement supersedes the Standard Cancellation Statement on Certifications of Insurance to which this endorsement is attached.



- 1.5.3 **No Representation of Coverage Adequacy.** By requiring insurance herein, Anoka County does not represent that coverage and limits will necessarily be adequate to protect the Contractor and such coverage and limits shall not be deemed as a limitation on Contractor's liability under the indemnities granted to Anoka County in this Contract.
- 1.5.4 Failure of Anoka County to demand such certification or other evidence of full compliance with these insurance requirements or failure of Anoka County to identify deficiency from evidence that is provided will not be construed as a waiver of Contractor's obligation to maintain such insurance.
- 1.5.5 Failure to maintain the required insurance may result in termination of this Contract at Anoka County option.
- 1.5.6 Contractor will provide certified copies of all insurance policies required herein within 10 days if requested in writing by Anoka County.
- 1.5.7 Cross-Liability coverage. If Contractor's liability does not contain the standard ISO separation of insured provision, or a substantially similar clause, they shall be endorsed to provide cross-liability coverage.
- 1.5.8 Any policy written on a claims-made basis, the Contractor warrants that any retroactive date applicable to coverage under the policy proceeds the effective dates of this contract; and that continuous coverage will be maintained or extended discovery period of 2 years beginning from the time that work under the contract is completed.
- 1.5.9 Acceptability of Insurer(s). Anoka County reserves the right to reject any insurance carriers that are rated less than: A.M. Best rating of A: IV.