

**Attachment A - Proposal Cover Sheet**  
Proposer Information

Organization Name: Crown Correctional Telephone, Inc.

Primary Contact Person: Ryan Bartula Title: President

Address: 305 W. 3<sup>rd</sup> Street

City, State, Zip: Clifton, TX 76634

Telephone: 254-708-0087 Fax: 888-559-0769 Federal Tax ID# 80-0274164

E-mail Address: [ryan@crowntelephone.com](mailto:ryan@crowntelephone.com)

Name and title of the person(s) authorized to represent the Proposer in any negotiations and sign any Purchase Orders that may result:

Name: Ryan Bartula Title: President

**Minimum Proposal Requirements:** This Proposal:

- Meets all Minimum Proposal Requirements described in Section 2.3;
- Addresses all Proposal Requirements described in Section 2 and Section 1.5, Scope of Work; and

**Regarding Section 4.3, References, provide at least three (3) references with telephone numbers** (please verify numbers) **for the organization.** References shall be able to describe and verify the quality of your equipment and customer service.

Name	Business	Phone Number
Sheriff Bill Carr	Ford County Sheriff's Office	620-227-4501
Detention Chief Sean Wheeler	Gilpin County Sheriff's Office	303-582-1060
Lt. Robert Green	Kendall County Sheriff's Office	830-249-4989

**Representations, Attestations, and Certifications:** The undersigned further acknowledges, attests and certifies individually and on behalf of the Proposer that:

1. No attempt has been made or shall be made by the Proposer to induce any other person or organization to submit or not submit a proposal.
2. Information included in this proposal shall remain valid for sixty (60) days after the proposal due date or until a Contract is approved, whichever comes first.
3. The undersigned recognizes that this is a public document and open to public inspection.
4. The Proposer acknowledges receipt of all Addenda issued under the RFP.
5. Proposer does not discriminate in its employment practices with regard to race, creed, age, religious affiliation, sex, disability, sexual orientation or national origin, nor has Proposer or will Proposer discriminate against a subcontractor in the awarding of a subcontract because the subcontractor is a minority, women or emerging small business enterprise certified under ORS 200.055.

6. The Proposer, acting through its authorized representative, has read and understands all RFP instructions, specifications, and terms and conditions contained within the RFP and all Addenda, if any;
7. The Proposer agrees to and shall comply with, all requirements, specifications and terms and conditions contained within the RFP, including all Addenda, if any;
8. The proposal submitted is in response to the specific language contained in the RFP, and Proposer has made no assumptions based upon either (a) verbal or written statements not contained in the RFP, or (b) any previously-issued RFP, if any.
9. The Proposer agrees that if awarded the Contract, Proposer shall be authorized to do business in the State of Oregon at the time of the award;
10. County shall not be liable for any claims or be subject to any defenses asserted by Proposer based upon, resulting from, or related to, Proposer's failure to comprehend all requirements of the RFP.
11. The County shall not be liable for any expenses incurred by Proposer in either preparing and/or submitting its proposal, or in participating in the proposal evaluation/selection or Contract negotiation process, if any.
12. The signatory of this Proposal Cover Sheet is a duly authorized representative of the Proposer, has been authorized by Proposer to make all representations, attestations, and certifications contained in this proposal document and all Addenda, if any, issued, and to execute this proposal document on behalf of Proposer.
13. By signature below, the undersigned Authorized Representative hereby certifies on behalf of Proposer that all contents of this Proposal Cover Sheet and the submitted proposal are truthful, complete and accurate. Failure to provide information required by the RFP may ultimately result in rejection of the proposal.

PROPOSER SHALL PROVIDE A FEDERAL EMPLOYEE IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WITH THE OFFER SUBMISSION (PROPOSAL).

SIGNATURE OF PROPOSER'S DULY AUTHORIZED REPRESENTATIVE FOR ALL SECTIONS:



Authorized Signature: \_\_\_\_\_

Print Name: Ryan Bartula Title: President

FEIN ID# or SSN# (required): 80-0274164

Contact Person (Type or Print): Ryan Bartula

Telephone Number: (254) 708-0087

Fax Number: (888) 559-0759

305 W. 3rd Street • Clifton, Texas 76634 • [ryan@crowntelephoneservice.com](mailto:ryan@crowntelephoneservice.com) •  
Phone 1-888-639-6789 • Fax 1-888-557-0769

**REQUEST FOR PROPOSALS  
CORRECTIONS COMMUNICATION SERVICE**

**TO:  
Klamath County Sheriff's Office  
305 Main Street, Suite 216  
Klamath Falls, OR 97601**

**Due: February 16, 2020  
TIME: 2:00 PM,**

**ORIGINAL**

Klamath County Sheriff's Office

Crown Correctional Telephone, Inc. (Crown) is pleased to have this opportunity to submit our proposal for Inmate Communications Services to Klamath County. We are confident that our products and services will be extremely beneficial for Klamath County and its constituents. Crown Correctional Telephone, Inc. has read the County's Request for Proposal and accepts the terms and conditions outlined within.

Our Inmate Communications System along with the supporting experience, expertise and service Crown offers will meet or exceed the County's needs and expectations. Our experience in the inmate communications industry spans more than ten years, covering County jails, Police Departments, juvenile and re-entry facilities. A key point in providing our communications service to our customers is understanding the Facility's needs – Crown will look forward to accommodating Klamath County's specific needs detailed during our Facility visit.

The comprehensive package of Inmate Communications Service we are proposing, provides inmate connectivity in multiple facilities and countries. The proposed Inmate Call Engine ('ICE') platform was the first-ever VoIP Inmate Telephone System and has set the standard on cutting-edge technology for the corrections industry. It was also the first to integrate cloud-based call recording for maximum security and tamper-proofing of call recordings which can be stored for up to seven years *after* any expiration of the Agreement. The call platform is centrally located in Longview, Texas in a highly available data center with completely redundant back-up platform located in downtown Dallas, Texas. A tertiary level of backup is provided by Amazon's GovCloud services, which are designed to host the most sensitive data, and address the most stringent US government security and compliance requirements.

This proposal is a turn-key, no-cost inmate communications solution to Klamath County Sheriff's Office and the offer will remain in effect for at least the next 180 days, if not longer. As you review our proposal, you will note that Crown is proposing a compensation offer that is far superior to what is currently in place, while also providing much lower calling rates and eliminating the inflated "First Minute" calling rate structure that has been eroding call completion and revenue at the County. **As noted within our proposal, Crown is proposing to decrease the cost of a 1-Minute Local call from \$2.49 to only \$0.20 and would reduce the cost of a 15-Minute Local call from \$9.35 to only \$3.00.** This significant decrease in calling rates will increase calling activity considerably, which means a higher monthly return to Klamath County, based on the \$0.05/Minute 'adder.' Crown will be relying on the fact that we generate considerably more completed calls and minutes of use than *all* of our industry competitors, including the incumbent provider at Klamath County – this is how Crown will ensure that our revenue-share is the most advantageous to the County.

We believe this proposal provides a great solution for the Klamath County Sheriff's Office and Jail, as well as the County's constituents – inmates and their friends and families. Please review the enclosed proposal and contact me for any questions or clarifications.

Sincerely,

A handwritten signature in black ink, appearing to read "Ryan Bartula".

Ryan Bartula, President



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**1. INTRODUCTION**

**1.1. OVERVIEW, OBJECTIVES, AND BACKGROUND**

**Overview.** The Klamath County Sheriff’s Office seeks proposals from qualified experienced Vendors who can provide a comprehensive, reliable Corrections Communications Solution (CCS) including Adult in Custody (AIC) telephone, video visitation and optional correctional grade tablet services to the Klamath County Jail. For the purpose of this RFP, the term “Vendor” refers to the provider of equipment and services. The word “County” will refer to Klamath County. The “System” will be referred to as the AIC telephone and/or video visitation system. The purpose of this document is to define the processes and procedures to be followed by the selected Vendor.

**Background.** The maximum population of the Klamath County Jail is 152 AIC’s. Securus is currently providing Corrections Communications Service to the County. Facility information and equipment currently utilized below:

Klamath County Jail  
 3201 Vandenberg Rd Klamath Falls, OR 97603 Avg Daily Population: 126

Total AIC Phones:	15
Telephone cord length:	18”
Portable/Cordless Phones:	00
Tablets:	00
Kiosks:	00
Jail Management System:	Executive Information Services (EIS)
Commissary:	Trinity Services
Current Provider:	Securus Technologies
Visitation rooms:	08

**Objective.**

The County intends to enter into an agreement with a Vendor who can provide a total CCS solution, and address the specific functionality described in this RFP. The CCS must minimally have the capabilities and functionality as listed in the Scope of Work. The Corrections Communication Services platform services must include:

- Software;
  - IP-based & Mobile-friendly (Android and Apple)
- Applications of AIC Telephone Service, Video Visitation and correctional grade tablet services Automated Information Services
  - AIC Electronic Mail
  - Commissary
  - Ordering application
  - Custom web-based application(s)
  - AIC Forms & Grievance application
  - Law Library
  - MP4 video application Video Relay System WIFI
- Hardware, as described herein

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**Crown is extremely well-positioned to meet or exceed the requirements of Klamath County; we have assembled a proposal which we feel brings the perfect balance of functionality and profitability for the County.**

1.1.1. This Request for Proposal (“RFP”) is being issued by the Klamath County Sheriff’s Office. Proposals must be submitted to Leslie Barlow-Hunter, Contracting and Risk Manager, 305 Main Street Suite 216, Klamath Falls, OR 97601, no later than 2:00 p.m., February 15, 2020.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

1.1.2. The objective of the RFP is to identify a qualified vendor that can offer the highest quality service in as efficient and timely manner possible at the best value to Klamath County.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

1.1.3. In order to ensure consideration, proper identification and handling, the proposal must be clearly marked:

**Corrections Communication Service**

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.



1.1.4. Klamath County will not be responsible for identifying and handling any proposal that is not submitted this way. Failure to label may result in disqualification of your proposal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**1.2. PURPOSE**

- 1.2.1. The Klamath County Sheriff’s Office invites written sealed proposals to enter into contract with the County for the Jail Communications Services outlined in these Sections.
- 1.2.2. All qualified Proposers are invited to respond to this RFP by submitting a proposal consistent with the terms, conditions, and specifications stated herein.

**1.3. SCHEDULE**

Event	Due Date
Date of Issuance	January 14, 2021
<small> <b>RESPONSE:</b> HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.</small>	
Optional site Evaluation	February 1, 2021
Written Questions	February 7, 2021
RFP Closing	February 15, 2021 @ 2:00pm
Proposal Opening	February 15, 2021
Review and scoring (approx.)	February 22, 2021
Issuance of Notice of Intent to Award (approx.)	March 1, 2021
Award Protests (approx.)	March 2, 2021
Contract Award (approx.)	March 9, 2021
<small> <b>RESPONSE:</b> HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.</small>	

**1.4. Optional Site Evaluation**

- 1.4.1 The Vendors may attend the site evaluation on the date and time specified in the Schedule of Events at the location provided in the RFP document.
- 1.4.2. To attend the site evaluation, the Vendor must email the RFP contact specified on the front page of this RFP document and [lbarlow-hunter@co.klamath.or.us](mailto:lbarlow-hunter@co.klamath.or.us). This email must be received on or before the date specified in the Schedule of Events. The email must list each attendee. Each Vendor will be limited to 2 representatives at the site evaluation. This will be the only time available for Vendors to visit the Facilities during the RFP process.
- 1.4.3 Oral responses to questions during the site evaluation shall be considered nonbinding on the County. Vendor’s questions regarding the site evaluation and/or this RFP must be submitted by the Vendor in writing as specified in the schedule of events.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**Crown was represented at the Optional Site Evaluation by Ms. Maggie Leach.**

**1.5. DEFINITIONS**

- 1.5.1. For general definitions, see OAR 125-246-0110, which are incorporated by reference herein.
  - 1.5.1.1. “County” means Klamath County.
  - 1.5.1.2. “RFP” means this Request for Proposals.
  - 1.5.1.3. “Scope of Work” means the general character of the Supplies and Services, the work’s purpose and objectives, and County’s expectations. Examples of expectations include, if applicable, a description of the purchase, specifications, tasks (obligations), deliverables, delivery or performance schedule, and acceptance requirements. The Scope of Work helps the prospective Proposers develop the proposals.
  - 1.5.1.4. “Statement of Work” means the specific provision in the final Contract that sets forth and defines in detail the agreed-upon objectives, expectations, performance standards, and other obligations.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**1.6. SCOPE OF WORK /STATEMENT OF WORK**

- 1.6.1. **Issuing Office.** This Request for Proposal (“RFP”) is being issued by the Klamath Sheriff’s Office.
- 1.6.2. **Objective.**
- 1.6.3. **Scope of Work.**

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

## SECTION A VENDOR QUALIFICATIONS AND EXPERIENCE, FINANCIAL STABILITY, AND COMMITMENT TO NEW TECHNOLOGY

### A1. Experience

1. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least five years of experience providing Corrections Communication Services to counties of similar size.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown Correctional Telephone, Inc was established in 2007 and provides reliable service to Community, City and County Corrections. With 21 years' experience, President Ryan Bartula brings value and honesty to a dynamic market and recently finished his two-year term on the Texas Jail Association Board of Directors. In the last thirteen years, Crown has seamlessly installed inmate telephone platforms in 200 facilities while providing quality customer service. In addition, Crown has installed approximately 650-plus coin operated telephones in 35 states at substance abuse treatment centers and halfway houses.**

2. The Vendor should provide an overview of their firm, including years and nature of experience in AIC communication business.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown's experience in the inmate communications industry spans more than ten years, covering County jails, Police Departments, juvenile and re-entry facilities. A key point in providing our communications service to our customers is understanding the Facility's needs – Crown will look forward to accommodating Klamath County's specific needs detailed during our Facility walkthrough such as the various portable kiosks, inmate in-pod kiosks, deposit kiosks, TTY equipment and much more.**

3. The Vendor shall provide information describing its client base and the proposed system's position in the counties of Oregon.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**While Crown's footprint in the state of Oregon is not vast, our services are provided to a large number of correctional institutions across the United States. Crown's facility customers range in size from 5 beds to 750 beds. We currently serve a police department phone system in Lebanon, Oregon which was installed in 2014.**

4. The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown will provide technology upgrades for Klamath County as soon as they become available, and at no cost. Crown continues to reinvest in new products and technologies to ensure we can continue providing leading correctional communication technologies to all of our customers.**

### A2. Financial Stability

Vendor shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Please reference Crown's Financial Statements in the Proprietary and Confidential separately sealed envelope.**

**A3. References**

The Vendor will provide three customer references of accounts similar in size and scope to Klamath County.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

<b>Customer Name:</b>	Ford County Sheriff's Office
<b>Contact Person and Title:</b>	Sheriff Bill Carr
<b>Telephone Number(s):</b>	620-227-4501
<b>Email Address:</b>	bcarr@fordcounty.net
<b>City, State:</b>	Dodge City, KS
<b>Agreement Effective Date:</b>	July 3, 2020
<b>Technologies Provided:</b>	Inmate Telephones and Messaging/Video Visitation

<b>Customer Name:</b>	Gilpin County Sheriff's Office
<b>Contact Person and Title:</b>	Detention Chief Sean Wheeler
<b>Telephone Number(s):</b>	303-582-1060
<b>Email Address:</b>	swheeler@gilpincounty.org
<b>City, State:</b>	Black Hawk, CO
<b>Agreement Effective Date:</b>	November 1, 2013
<b>Technologies Provided:</b>	Inmate Telephones and Messaging/Video Visitation

<b>Customer Name:</b>	Kendall County Sheriff's Office
<b>Contact Person and Title:</b>	Lt. Robert Green – Jail Administrator
<b>Telephone Number(s):</b>	830-249-4989
<b>Email Address:</b>	<a href="mailto:robert.green@co.kendall.tx.us">robert.green@co.kendall.tx.us</a>
<b>City, State:</b>	Boerne, TX
<b>Agreement Effective Date:</b>	October 27, 2008
<b>Technologies Provided:</b>	Inmate Telephones and Messaging/Video Visitation

**A4. New Technology**

New technology is important to Klamath County. The system the Vendor is proposing for the County must include frequent technology upgrades.

1. The Vendor will identify the number of currently held patents.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown has entered mutual patent sharing and licensing agreements with multiple service providers covering over 230 technology patents specific to the corrections industry. Crown's technology partner, NCIC Inmate Communications has also filed Patent Application Number 13/037,865 which "Allows for monitoring of inmate call recordings for silence recognition to detect and disconnect unauthorized third-party call connections" and Patent Application Number 13/211,719 which "uses Voice Biometrics Software to analyze inmate telephone calls to detect multiple speakers on a call" or identify theft of inmate phone accounts.

2. The Vendor further asserts that to the Vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown agrees to indemnify and hold harmless the County, its officers and employees against any patent or copyright claims of other potential vendors. The proposed platform does not infringe on any US patent or copyright.**

3. The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

4. The Vendor will demonstrate technology leadership in the industry. State the amount of money reinvested each year in developing and deploying new technology.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**All upgrades will be promptly provided at no cost so that Klamath County has the latest in technology. Major releases are scheduled every quarter (at least), as we add new products and features to the platforms. Crown reinvests approximately 20% of our annual revenues to new product development. It is worth noting that Crown was the first ITS provider to offer a centralized VoIP-based platform, which allowed us to offer inmate phone services at a lower cost to the inmates and be able to offer a higher revenue share to the facilities.**



## SECTION B

### TECHNICAL REQUIREMENTS: CORRECTIONS COMMUNICATIONS SERVICE

#### B1. General Requirements

1. The system shall be a hosted and Internet based application that is securely accessible anywhere at any time, including from mobile devices such as mobile phones and tablets.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system's user interface was written using the newest technology in web tools and is compatible with any Windows-based computer and various web browsers including Internet Explorer, Chrome (recommended), Safari and Firefox. All functions of the system are accessible 24/7/365 via any internet-enabled computer, tablet or smart-phone allowing authorized users access throughout the platform based on their level of access authorization.

2. The system shall allow outgoing calls only.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system allows one-way, out-going service only, preventing any inmate telephone from receiving incoming calls. The centralized call switching uses a VoIP network connection to the inmate phones and not the public switched telephone network (PSTN).

3. The system shall allow user to buy minutes in one-minute increments.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown takes pride in the fact that we have never been a party to legal proceedings for overcharging inmates (or their friends and families) on calling rates and fees. Crown always charges for inmate phone calls in a truly per-minute fashion; we never apply surcharges, connection fees or inflated 'First Minute' rates. This maximizes call completion, gross revenue, and commission paid.

4. The system shall limit AIC calls to configurable minute increments. Configurations can apply to call duration, location, AIC Account, PIN, or by telephones.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides the ability to configure all inmates to particular calling patterns, call duration/time limits, warning announcement for remaining time, and time of day/on-off. Configurations are established during installation and can be adjusted based on the needs of Klamath County as needed, at no cost.

5. The system will notify the AIC and called party of any limits in advance of the system terminating the call.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides a notification to both the inmate and the called party at the one-minute remaining mark. This notification/warning is configurable based on the need of Klamath County.

6. The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system provides English and Spanish, at a minimum. Multiple other language capabilities are available upon Klamath County's request. Any additional languages

required will be provided promptly, and at no cost to Klamath County.

7. The system must have the ability to integrate with third party Vendors to provide the ability to automate the commissary ordering process via kiosk.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system currently has multiple interfaces developed with major commissary providers, allowing inmate information to be imported on a real-time basis and funds to be moved back and forth from the trust account to the inmate phone account, which provides commissary ordering. Crown has vast experience in interfacing with third-party providers to ensure that information is seamlessly passed around disparate facility systems as needed, to ensure the smooth operations with facilities. Any required interface work will be completed at no cost to Klamath County. Additionally, the proposed ITS can include a Speed Dial connection out to the Commissary provider, in order to streamline the commissary ordering process – this can also be achieved through Crown’s multi-functional inmate kiosks.

8. The system must provide active acceptance by the called party.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system requires positive acceptance by the called party before a call is allowed to connect. The inmate and the called party cannot communicate until the call is positively and actively accepted. The inmate is placed on hold while the system confirms that someone has answered and accepted the call prior to connecting the two parties. Billing for the call will not commence until positive acceptance is achieved.

9. The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The called party can immediately connect to a live bi-lingual customer service representative while the inmate is on hold waiting to be connected. Upon the called party accepting the charge, if the call is not able to be billed as a traditional collect call, the platform informs the called party the number is not billable as a collect call and to ‘press 1’ to set up a prepaid account through a live representative. Our unique use of a *live* representative for every initial call received, versus the cumbersome, awkward IVRs preferred by other providers, results in a higher ratio of successful account set-ups, and consequently, more completed calls and commissionable revenue.

10. The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides details during the initial call prompts, regarding the prepaid balance, upon every call attempt. If the pre-paid balance is insufficient to complete a one-minute call, then the called party is automatically transferred to a live agent to arrange billing. If a collect caller is within 75% of their collect call threshold, they are transferred to a live operator to arrange billing before the call is connected. This proactive outreach has been well received by consumers and ensures that if a call cannot be completed because of threshold or payment issues, the called party promptly speaks with an operator.

11. The system shall provide capability for Collect, Prepaid, and Debit calls.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system offers automated collect, pre-paid collect, and debit calls. The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment. The proposed system is the only one in the industry that allows traditional collect calling to these countries.



12. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County’s authorized personnel requests them to be downloaded.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system uses multiple, geographically separate storage sites, as well as the Cloud for tertiary backup, to provide the utmost redundancy and security in call recording and call detail storage. The system utilizes Amazon’s S3 (Simple Storage Solution) storage services where call recordings are stored in a minimum of 3 separate locations and encrypted in AWS’ proprietary encryption code. All call records and system data are backed up in real-time and available through any Internet enabled device. All call recordings and call detail records are immediately copied to Amazon Cloud for maximum off-site redundancy.

13. All call recordings shall be stored online and available through the online user interface for 1 year.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All recordings are stored for the life of the contract (including any extensions) and are available online for downloading at any time. Retention of call recordings is completely configurable, based on the needs of Klamath County. Call recordings and associated Call Detail Records (CDRs) will remain available for the duration of the Agreement, including any extension / renewal periods. At the culmination of the Agreement, Crown will work with the County in good faith to ensure that all call recordings and CDRs produced throughout the course of the Agreement shall either be made available or remain available to County indefinitely. Options include providing all applicable material available to County on suitable removable media (such as external hard drive), or simply continuing County’s access to the proposed ICE system’s web user interface, to enable County personnel to access the pertinent data and recordings on an as-needed basis.

14. The Vendor shall provide non-coin, AIC telephones composed of durable equipment suitable for jail environments.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The Crown phone employs a heavy-duty armored handset that is hearing aid compatible and has an anti-static receiver. The phone’s housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment – there are no exterior removable parts and hardware is in full compliance with ADA requirements. Our proposed phones offer volume control and have a rubber seal to prevent moisture from entering through the back of the phone. Our phones include buttons that are 100% larger than standard inmate phones, allowing visually impaired inmates to more easily see the numbers and letters on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers

and letters are over 100% larger than traditional phone keypads. Shown below are several variations/examples of our standard ITS hardware.



15. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All features and functionality of the proposed system are accessible via any Internet enabled computer, tablet or smart phone allowing authorized administrators' access throughout the platform based on their level of password security. By use of HTML5, our interface and call monitoring application is accessible without downloading any foreign software and can be easily accessed through a variety of devices. Our interface also works on all available browsers: Chrome (preferred), Internet Explorer, Safari and Firefox. Current internet-accessible PCs can be fully utilized.

16. All Vendor equipment shall comply with FCC regulations.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All equipment meets or exceeds applicable FCC licensing, rules and certification regulations. FCC FRN# and other certification-related documents are available upon request.

17. The proposed equipment and system shall be scalable to meet the County's growing needs.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Our scalable platform can easily be upgraded to accommodate increased call traffic and recordings by simply adding equipment. Any equipment additions will be provided at no cost to Klamath County for the duration of the Agreement, including any extensions or renewals.

18. The system shall allow free calls to attorneys, public defenders and others deemed appropriate by the County.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Free call configurations available within the proposed system are extremely granular and customizable, and can be based on individual inmate telephones, specific destination phone numbers, specific inmate PIN, and can further be controlled by time-of-day allowances. Free call allowances are based on the requirements / preferences of the

County. All free calls (aside from authorized non-recorded) are recorded and stored.


19. The system must have the capability to provide a Video Relay Service and other telephone devices for the deaf. The system must comply with the Americans with Disabilities Act (ADA) requirements.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All proposed telephones are ADA-compliant and are hearing-aid compatible. If required, Crown will provide the County with the required TDD/TTY equipment needed (and maintain that equipment for the course of the Contract). Additionally, Crown will provide telephones which are accessible to wheelchair-bound users in designated areas of the Facilities.

**Ultratec 4425**

- Built-in 24-character printer
- Three selectable print sizes
- 32 K memory
- Memos you can name for easy recall and sending
- Keyboard and memory dialing
- Call progress (display shows whether line is ringing or busy in direct connect)
- Tone-and-pulse dial (including \*, # and hook flash)
- Auto-answer (direct connect)
- Remote message retrieval
- Auto ID
- Time and date
- TTY voice announcer
- User-programmable relay voice announcer
- 20-character vacuum fluorescent display
- Rechargeable batteries
- Optional ASCII code
- Optional large visual display port (includes ASCII)



In addition to providing TDD/TTY devices as needed by the County, Crown offers cutting-edge Video Relay Service (VRS) which is quickly becoming the preference for deaf/hearing-impaired inmates. VRS acts as a video visitation service for deaf/hearing-impaired inmates allowing for face-to-face interactions between these inmates and the outside party. Crown can provide VRS at no cost to the County. Following is a screenshot depicting VRS functionality:

Screenshot – VRS Application in Use





20. Vendor must submit a monthly report to the County containing the following information for the previous month:
- a. All revenue earned;
  - b. Any fees charged;
  - c. Any moneys paid to the correctional facility, city or county;
  - d. The number of completed calls;
  - e. The number of dropped calls; and
  - f. The number of complaints concerning call quality.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

Monthly reports provided are detailed, yet easy to understand. A monthly Revenue/Commission report will be provided that clearly breaks down the total amount of revenue generated, split out by Call Type (Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/Interstate, International) and Bill Type (Collect, Pre-Paid Collect, Debit, Pre-Paid Cards (if applicable)). All Revenue/Commission reporting is able to be verified and validated through the monthly Call Detail Records (CDRs) which are able to be easily exported directly from the web-based platform at any time and can also be scheduled to be sent at pre-configured intervals (such as at the beginning of each month, for the prior traffic month).

Shown below is a sample Commission Report as provided by Crown. Note that these reports can be further customized based on the specific requirements of Klamath County, and these are designed to supplement the raw Call Detail Records (CDRs) which the appropriate County personnel will always have access to, from directly within the proposed web-based Inmate Call Engine ('ICE') platform.

**COMMISSION SUMMARY - 01/01/20 TO 01/31/20**

**Account(s):** ABC Detention Center

**Report Date:** 02/04/20 02:25:14pm

ANI	Location	Calls	Duration	Total Charges	Net Charges	Surcharges	Gross Commission	Net Payment
9728250076	ABC Detention Center	1,216	7,469	\$2,992.25	\$2,992.25	\$0.00	\$1,496.12	\$1,496.12
9728250078	ABC Detention Center	853	3,751	\$1,393.50	\$1,393.50	\$0.00	\$696.75	\$696.75
9728250080	ABC Detention Center	1,182	5,483	\$1,698.50	\$1,698.50	\$0.00	\$849.25	\$849.25
9728250082	ABC Detention Center	401	2,298	\$936.00	\$936.00	\$0.00	\$468.00	\$468.00
9728250084	ABC Detention Center	1,527	8,281	\$2,784.00	\$2,784.00	\$0.00	\$1,392.00	\$1,392.00
9728250086	ABC Detention Center	507	2,014	\$709.25	\$709.25	\$0.00	\$354.62	\$354.62
9728250089	ABC Detention Center	514	2,425	\$665.00	\$665.00	\$0.00	\$332.50	\$332.50
9728250090	ABC Detention Center	883	2,830	\$1,132.00	\$1,132.00	\$0.00	\$566.00	\$566.00
9728250097	ABC Detention Center	33	152	\$72.50	\$72.50	\$0.00	\$36.25	\$36.25
9728250100	ABC Detention Center	75	249	\$93.50	\$93.50	\$0.00	\$46.75	\$46.75
9728250101	ABC Detention Center	1,398	6,816	\$1,916.50	\$1,916.50	\$0.00	\$958.25	\$958.25
9728250103	ABC Detention Center	110	453	\$204.00	\$204.00	\$0.00	\$102.00	\$102.00
9728250104	ABC Detention Center	299	1,502	\$510.25	\$510.25	\$0.00	\$255.12	\$255.12
<b>TOTALS:</b>		<b>37,421</b>	<b>161,832</b>	<b>\$ 56,342.00</b>	<b>\$ 56,342.00</b>	<b>\$0.00</b>	<b>\$ 28,171.00</b>	<b>\$ 28,171.00</b>

**SUMMARY:**

Jurisdiction	Calls	Duration	Gross Charges	Surcharges	Gross Commission	Net Payment
International	135	247	\$0.00	\$0.00	\$0.00	\$0.00
Interstate	10,068	53,074	\$11,418.50	\$0.00	\$5,709.25	\$5,709.25
Intl Collect	2	6	\$0.00	\$0.00	\$3.00	\$3.00
IntraLATA	17,512	68,082	\$29,125.50	\$0.00	\$14,562.75	\$14,562.75
IntraState	2,446	12,870	\$5,918.50	\$0.00	\$2,959.25	\$2,959.25
Local	7,258	27,559	\$9,879.50	\$0.00	\$4,939.75	\$4,939.75
<b>TOTALS:</b>	<b>37,421</b>	<b>161,832</b>	<b>\$56,342.00</b>	<b>\$0.00</b>	<b>\$ 28,171.00</b>	<b>\$ 28,171.00</b>





**XYZ COUNTY, FLORIDA**  
**NCIC COMMISSION SUMMARY - 03/01/2020 - 03/31/2020**  
 Account: 12345  
 Report Date: 04/17/20 02:56:17pm

ANI	Location	Calls	Duration	Total Charges	Net Charges	Gross Commission	Net Payment
8509370001	Phone 1	1,593	8,009	\$1,561.40	\$1,561.40	\$858.77	\$858.77
8509370002	Phone 2	1,272	6,278	\$1,155.60	\$1,155.60	\$635.58	\$635.58
8509370003	Phone 3	1,435	7,175	\$1,339.40	\$1,339.40	\$736.67	\$736.67
8509370004	Phone 4	1,054	5,265	\$978.80	\$978.80	\$538.34	\$538.34
8509370005	Phone 5	1,188	5,991	\$1,120.80	\$1,120.80	\$616.44	\$616.44
8509370006	Phone 6	1,540	7,044	\$1,287.00	\$1,287.00	\$707.85	\$707.85
8509370007	Phone 7	1,143	5,204	\$946.00	\$946.00	\$520.30	\$520.30
8509370008	Phone 8	1,561	8,582	\$1,627.60	\$1,627.60	\$895.18	\$895.18
8509370009	Phone 9	4	30	\$6.00	\$6.00	\$3.30	\$3.30
8509370013	Phone 13	246	981	\$183.60	\$183.60	\$100.98	\$100.98
8509370014	Phone 14	418	2,260	\$426.20	\$426.20	\$234.41	\$234.41
8509370015	Phone 15	47	260	\$43.60	\$43.60	\$23.98	\$23.98
8509370018	Phone 18	605	2,304	\$414.20	\$414.20	\$227.81	\$227.81
8509370019	Phone 19	884	4,362	\$818.60	\$818.60	\$450.23	\$450.23
8509370020	Phone 20	343	1,551	\$274.20	\$274.20	\$150.81	\$150.81
<b>TOTALS:</b>		<b>13,333</b>	<b>65,296</b>	<b>\$12,183.00</b>	<b>\$12,183.00</b>	<b>\$6,700.65</b>	<b>\$6,700.65</b>

**INMATE TELEPHONES - SUMMARY:**

Call Type	Bill Type	Calls	Duration	Total Charges	Gross Commission	Net Payment
Interstate	Prepaid Collect	843	5594	\$1,118.80	\$615.34	\$615.34
Interstate	Free Calls	942	1,081	\$0.00	\$0.00	\$0.00
Interstate	Inmate Debit	840	5,314	\$1,062.80	\$584.54	\$584.54
Interstate	Prepaid Voicemail	6	6	\$9.00	\$4.95	\$4.95
<b>SubTotals:</b>		<b>2,631</b>	<b>11,995</b>	<b>\$2,190.60</b>	<b>\$1,204.83</b>	<b>\$1,204.83</b>
IntraLATA	Prepaid Collect	252	1375	\$275.00	\$151.25	\$151.25
IntraLATA	Free Calls	182	249	\$0.00	\$0.00	\$0.00
IntraLATA	Inmate Debit	246	1,437	\$287.40	\$158.07	\$158.07
IntraLATA	Prepaid Voicemail	38	38	\$57.00	\$31.35	\$31.35
<b>SubTotals:</b>		<b>718</b>	<b>3,099</b>	<b>\$619.40</b>	<b>\$340.67</b>	<b>\$340.67</b>
IntraState	Prepaid Collect	125	623	\$124.60	\$68.53	\$68.53
IntraState	Free Calls	118	170	\$0.00	\$0.00	\$0.00
IntraState	Inmate Debit	110	630	\$126.00	\$69.30	\$69.30
<b>SubTotals:</b>		<b>353</b>	<b>1,423</b>	<b>\$250.60</b>	<b>\$137.83</b>	<b>\$137.83</b>
Local	Prepaid Collect	2391	17902	\$3,580.40	\$1,969.22	\$1,969.22
Local	Free Calls	2,747	3,136	\$0.00	\$0.00	\$0.00
Local	Inmate Debit	4,493	27,710	\$5,542.00	\$3,048.10	\$3,048.10
<b>SubTotals:</b>		<b>9,631</b>	<b>48,748</b>	<b>\$9,122.40</b>	<b>\$5,017.32</b>	<b>\$5,017.32</b>
<b>TOTALS:</b>		<b>13,333</b>	<b>65,265</b>	<b>\$12,183.00</b>	<b>\$6,700.65</b>	<b>\$6,700.65</b>

**VIDEO VISITATION - SUMMARY:**

Visitation Type	Sessions	Minutes	Revenue	Commission %	Gross Commission	Net Payment
<b>On-Site Video Visitation</b>	1,422	27,958	\$0.00	0%	\$0.00	\$0.00
<b>Remote Video Visitation</b>	2,987	19,874	\$7,552.12	20%	\$1,510.42	<b>\$1,510.42</b>

*(Sample Report is not indicative of Crown's proposed revenue-share to Klamath County)*

21. Vendor must comply with ORS 169.681 and ORS 169.683.

**CROWN RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Rules and regulations in Oregon around Inmate Calling Service benefits Crown and our Facility partners, because of the per-minute 'adder' favors providers that generate more Minutes of Use (MoU). Because Crown completes more phone calls and generates more MoU, the per-minute 'adder' as allowed in Oregon results in a larger effective revenue-share for the County.

22. The potential Vendor shall detail its Back-Up or Redundancy Plan, as well as its Disaster Recovery Plan and provide its processes, policies, and procedures relating to the preparation of recovery or continuation of the requirements in the RFP preceding and/or following a natural or human-induced disaster. Contractor's would have to understand that jail operations could impact their movement and time spent in the facility in the event unexpected events take place.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All information and recordings are stored in geographically separate redundant backup locations to ensure 100% reliability. The primary data center is located in Longview, TX and backed up at our "mirror location" in downtown Dallas, TX. As a tertiary level of protection, all recordings and call detail are stored with Amazon's Web Services S3 Cloud. The proposed system was the first inmate telephone service to use the Cloud to provide the utmost redundancy and security in call recording and call detail storage. It utilizes Amazon's GovCloud services, which are designed to host the most sensitive data, and address the most stringent US government security and compliance requirements. Inmate call recordings are stored in a minimum of 3 separate locations and encrypted in AWS' proprietary encryption code. All call records and system data are backed up in real-time. The call recordings and call detail are immediately copied to Amazon's GovCloud for off-site redundancy. Access to AWS GovCloud services is limited to vetted account holders that must be held by US citizens.

Please reference Exhibit B - Disaster Recovery Plan.

**B2. Personal Identification Number (PIN)**

1. The system will utilize PINs. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system offers an optional, easy to use PIN feature that can be interfaced with most JMS/Booking systems via a simple XML interface. PIN codes can be turned on/off for the entire facility, a group of phones or a specific phone, based on the needs of Klamath County. For example: PIN numbers can be turned on in general population but turned off in booking and juvenile. The site administrator can easily deactivate PIN numbers via the system application. The system has the capability to provide collect, debit, pre-paid, pre-paid card, free and speed dial calling utilizing a secure PIN. The inmate utilizes the same PIN number for all call types.

PIN codes are normally used to restrict any and all inmates to particular calling patterns. Following is a partial list of PIN restrictions: restrict an inmate’s calling to certain days of the week, times of day for each of those days, specific phones or sets of phones, specific destination numbers, a limit on allowable numbers and call time limits. Each PIN can be tied to an “allowed” calling list or on the general allowed call list. The system administrator at Klamath County or our customer service can set the limit of destination numbers an inmate is allowed with the default limit up to 9,999 different allowed destination numbers in order to prevent random or harassing calls to unknown numbers. This list can automatically be generated by maintaining the list of destinations the inmate has called and is easily customizable based on Klamath County’s request.

As an added disciplinary feature, inmate phone privileges can be either deactivated indefinitely or for a specific amount of time, based on the inmate’s PIN. During the time that an inmate’s privileges have been suspended, they can still be allowed access to attorney and counseling calls, if that is the preference of facility administration. Once the period of restriction has passed, the inmate will automatically have access to use the phone.

The PIN system is fully configurable with the following features:

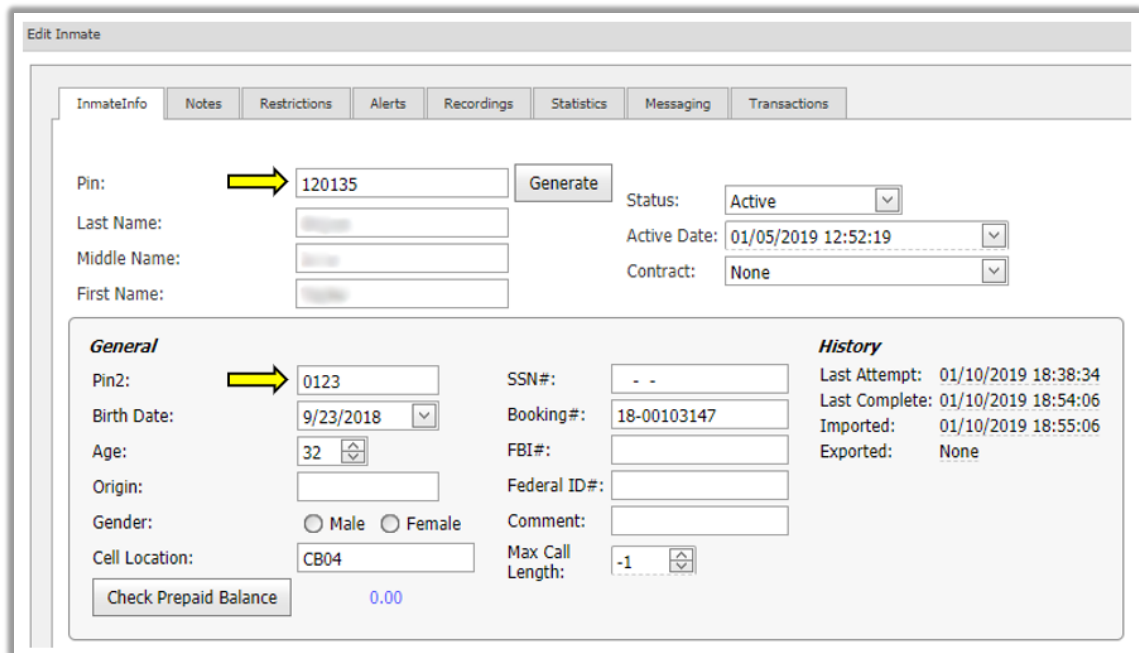
PIN Features and Applications	
Inmate call restrictions based on PIN	PIN system shows first and most recent attempted/completed call date.
Restrictions by time of day, day of week, allowed calling lists, allowed phones/locations, limitation of free calls, limitation of commissary calls.	PIN system allows a quick view of all allowed / blocked destination numbers.
PINs can be changed manually or via JMS for automatic importing.	All calls can be monitored, and call activity viewed real time via the inmate’s PIN.
PINs can be deactivated via web-interface or set for delayed activation.	All reports by PIN are generated in real-time and accessible via any internet- enabled computer, and.
PIN system allows detainees to receive voicemail messages from family members	Call Detail Records (“CDRs”) store all relevant call information and calls can be sorted in a

on the Personal Allowed Number (PAN) list (if approved by the County).	myriad of ways, such as by date, PIN, inmate name, destination number, phone, duration and call disposition.
PINs can be set to have delays between calls to allow other detainees the opportunity to place calls.	Certain phones can be set to not require PINs (e.g. Booking).
Broadcast messages can be sent by facility staff to individual inmates, groups of inmates or the whole population.	PIN system can import up to 30 data points in inmate database, such as name, birthdate, age, gender, social security number, federal ID, origin, contract status, active/inactive, race, etc.

- The system will have the capability to automatically create PINs.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides for inmate records and associated details to be automatically loaded when interfaced with most JMS/Booking systems via a simple XML interface. Once the file is imported (default import frequency is 15 minutes, but can be more frequent if required), and upon the first call attempt, the system prompts the inmate to enter a secure 4-digit PIN2 (commonly referred to as “Passcode,”) to supplement their PIN number. This eliminates the burden of manual entry by staff.



- The system will prevent assigning duplicate PINs and not allow a PIN to be used by two AICs at the same time.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system does not allow duplicate PIN numbers to exist, or for the same PIN to be used by multiple inmates concurrently.

- The system will allow for PIN digits to be at least 4 and not greater than 16.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

PIN codes can be set from a minimum of 4 digits up to 20 digits, depending on the

requirements of the interface and the needs of Klamath County. The PIN length is configured during installation and implementation of the system.

5. Vendor must Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

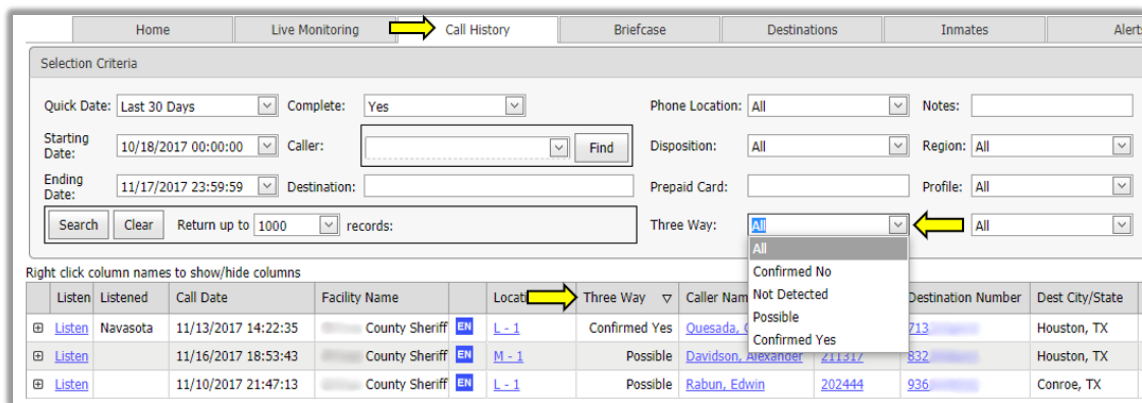
**Most major JMS and Commissary providers allow inmate funds to be moved back and forth from the trust account to the inmate phone account. Crown ensures a level of overall integration that will allow for optimal performance and utilization of the proposed ITS. Crown always recommends an integrated, cardless Inmate Debit program in order to maximize call completion and remove administrative burden from Facility staff.**

### B3. Fraud Management

- The system shall be to able detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Our patented **Three-Way Call Detection** system listens for silence detection on a near-real time basis using various algorithms developed based on research on thousands of three-way call attempts. When the system determines that a three-way or call forward has been attempted, a warning message is played to the parties on the call, and the call record is permanently marked as a three-way attempt (providing administrators an easy way to go back and listen to the call). If required by Klamath County, the system can be configured to terminate any detected three-way calls. However, we typically find that correctional agencies prefer to allow them to continue, to help gather valuable investigative data.



Our three-way call detection offers varying levels of confidence on detected calls with an option to block, flag and alert users in the case of suspected or confirmed three-way call attempts and is the first in the industry to offer DTMF digit collection on the called party end, which results in significantly less “false positives,” as it does not only rely on silence detection like most systems.

- The system shall prevent the AIC from obtaining a second dial tone, or "chain-dialing."

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system prevents chain dialing and secondary dial-tone; inmates cannot make a second call until the first call is completed. The centralized call switching uses a VOIP network connection to the inmate phones and not the public switched telephone network (PSTN).

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

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system will not allow secondary dial-tone as it provides a synthesized dial tone and controls all interaction with the phone network, forcing inmates to hang up the existing call before they begin the next call, ignoring any keypad input.

4. The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

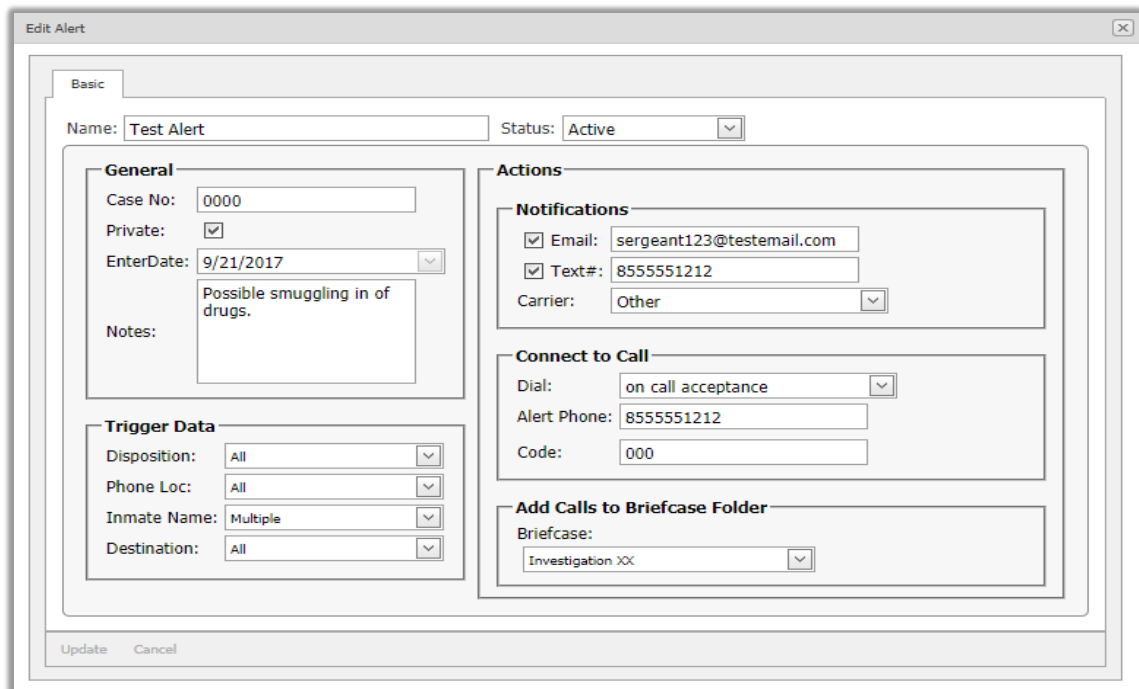
The proposed system can be configured to allow extra digits to specified dialed numbers as is the case with speed dials to specific numbers and designated voicemails for services such as PREA, Crime Tips, grievances, Public Defender, sexual assault/harassment, medical requests, etc. All such numbers will be configured at no cost to Klamath County.

5. The system shall be able to remotely monitor AIC calls and be able to transfer calls in progress to investigators.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed System features an Alert system (“Hot Number Alerts”) whereby alerts can be sent via email, text, or phone call, allowing investigators to receive real-time notifications and also covertly listen to calls of interest. The proposed System alerts investigators to calls of interest either prior to a call being connected or while a call is in progress (this is configurable based on the needs of the County) so that investigators can listen to and/or approve the call.








### Screenshot - Alert Configuration



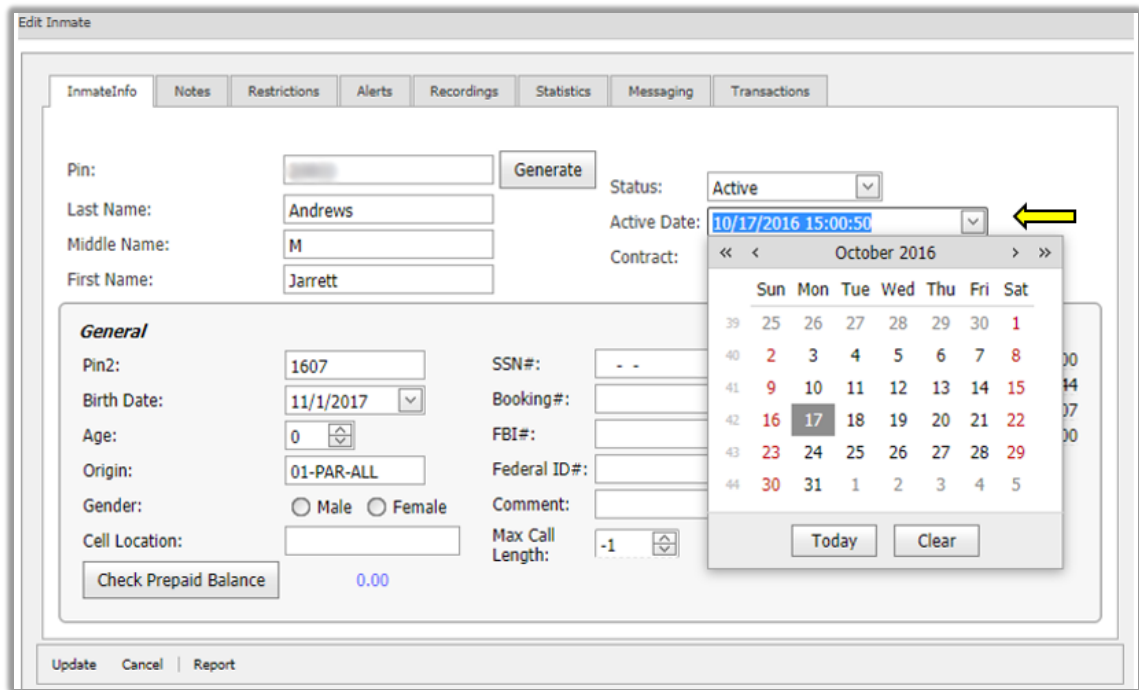
When an “alerted” call is detected, the alert is sent to the alert list via email, voice or text (depending on the alert configuration). The alert will allow the investigator to approve/deny the call and/or listen to the call in-progress. Investigators can hear the call at any internet-connected computer or via cell phone/landline. Monitoring can be performed by multiple investigators at once, without affecting the ability of the system to record calls. Covert monitoring is not detectable by either the Called Party or the Inmate.

Most commonly, investigators elect to simply receive email notification of calls of interest once the call has completed, with an email (including the call recording) being delivered to the investigator after the call is finished.



6. The system shall identify the name of the facility and the AIC placing the call to the called party.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed system brands and identifies each call with the facility name, type of call, and inmate (typically inmate's voice recording) placing the call to the Called Party.**
7. The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Our fully automated system provides easy-to-understand prompts in English and Spanish (or other languages as requested by the County) to guide callers and the called party through the calling process. All dialing instructions, voice prompts, greetings and any interjected security messages are fully customizable based on the requirements of the County. Any messages interjected into calls are excluded from billing calculations.**
8. The system shall prevent "Hook-switch dialing," and other fraudulent activities. Please describe.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed system prevents hook-switch dialing and secondary dial tone. The inmate phones are not connected to a traditional phone line but to the platform, which provides a synthesized dial tone and controls all interaction with the phone network, forcing inmates to hang up the existing call before they begin the next call and ignoring any keypad input which may occur in between.**
9. The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**An inmate allowed call list works in conjunction with the blocked call list; if a phone number has been set to "block all" no inmate at the facility will be able to dial the phone number under no circumstances. Likewise, a phone number can be blocked for a specific inmate but allowed for others, or from certain designated phones, hours of the day, etc.**
10. The system shall provide ability to approve and disapprove specific phone numbers by telephone.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The Location Call Control by PIN allows specific configuration based on telephone location within the Facility. Phone numbers can be approved or disapproved / blocked based on telephone locations and configuration for an inmate via PIN restrictions. Additionally, when configured, upon receipt of file from the JMS or RMS system, the inmate's location is updated to reflect new location. Once the file is received, the system allows the moved inmate to place calls from their new location and only to approved numbers.**
11. The system shall permit the called party to block future calls from the facility.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**During the initial call greetings, called parties can deny the call by pressing "2" or can block all future calls by pressing "3." Any such blocked calls will be displayed in the system as "Blocked," reflecting all details regarding when and how the block was applied.**
12. The system shall have the capability to suspend an AIC privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Inmate phone privileges can be either deactivated indefinitely or for a specified amount of time. During the time that an inmate's privileges have been removed, they can still be**

allowed access to certain professional calls, such as legal or counseling calls, if preferred by facility administration. Once the period of restriction has passed the inmate will automatically have access to use the phones again.

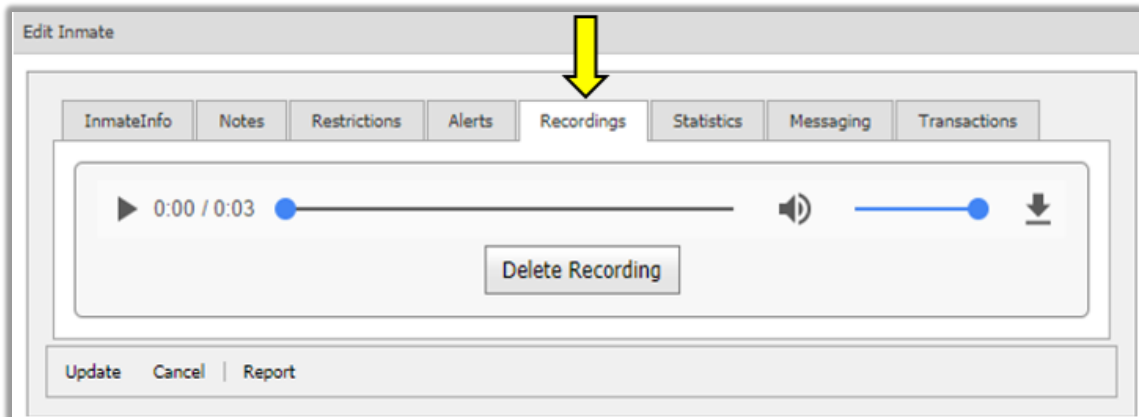


- The system shall allow the AIC to record their name one time and store this recorded name for all future calls.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

When inmates make their first call from a phone, the system automatically prompts them to state their name. The inmate's greeting is then stored to be used on all future calls.

The Name Recording feature allows inmate to record their name (using a window of a 3-seconds) which is then played for the called party prior to call acceptance. Administrators can hear the recorded name using the proposed software and can clear the name, if required, so that an inmate must re-record their name prior to their next call.



14. The system shall be able to provide a real time validation of calls that are forwarded.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system uses real-time collect call validations through connectivity with each phone company to determine which calls can be billed collect. If a call cannot be billed collect then the system provides the inmate with several prepaid options to complete the call, as well as options immediately available to the called party, including live customer service to assist in account setup. If the called party does not accept the call or the call is not completed, the inmate is notified of the call status and informed that they must hang up to place another call. The inmate and called party cannot communicate unless the called party actively accepts the call.

15. The system must allow department personnel to assign surveillance alerts by individual AIC PIN or dialed number. These alerts should include, but not be limited to, the following features:

- a. Alert to an investigators cell phone or any direct dialed number.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system provides an alert feature where alerts can be sent to cellphones or landlines, so that investigators can control and listen to calls. The system alerts investigators either prior to a call being placed or while a call is in progress so that investigators can listen to and/or approve a call prior to the call being connected.

- b. Allow real time listening of conversation in progress.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system alerts investigators either prior to a call being placed or while a call is in progress so that investigators can listen to and/or approve a call.

- c. Allow the ability to disconnect the call in progress.

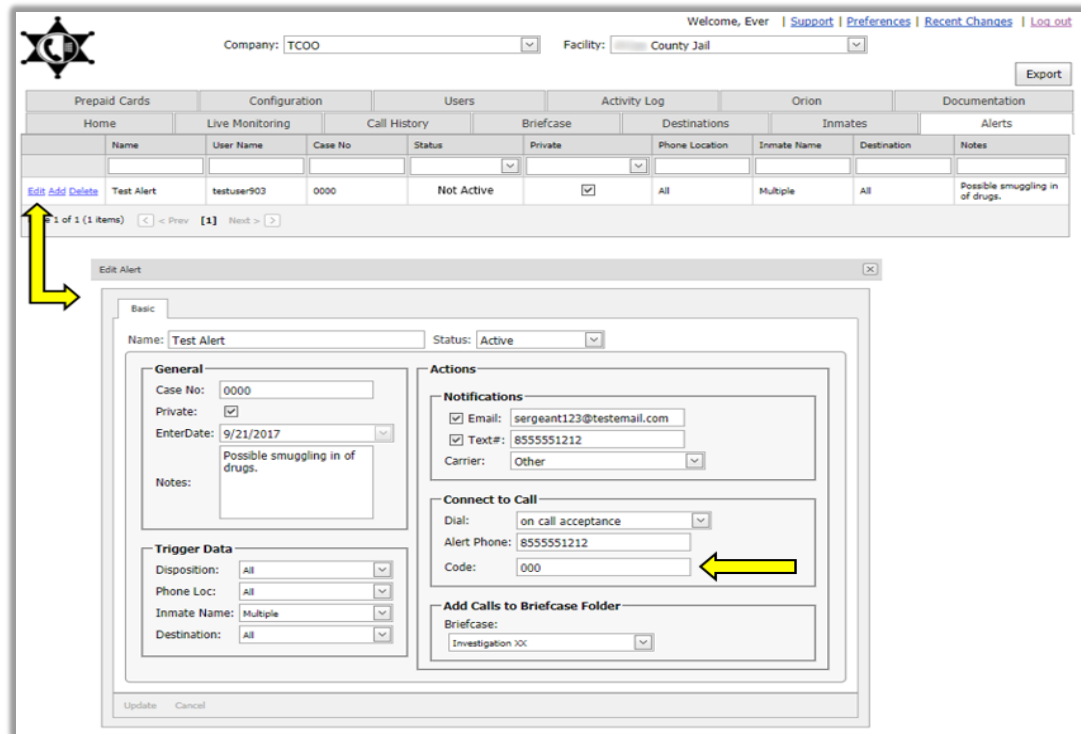
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The alert will allow the investigator to deny, approve or listen to the call. Investigators can hear the call from any Internet-connected PC, tablet or smartphone and terminate the call if required.

- d. Allow investigators to assign and enter a PIN when alert call is received.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system requires the input of a unique security PIN code when an alerted phone call is transferred. The call may not be accessed until the security code is entered.



- e. Allow the ability to hide the alert from other authorized users that have access to the system.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

When creating an alert, selecting the 'Private' checkbox allows the alert to be hidden from view to other users, based on the user's level of system access. However, the authorized user who created the alert can view all details.

- f. Allow investigators to enter optional e-mail address to receive notification of calls by AICs and to dialed numbers that are under surveillance.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

When the "alerted" call is detected the alert is sent to the alert list via email, voice, or text (depending on how the alert is configured). Multiple emails can be entered so the alert is delivered to multiple selected recipients.

- g. Allow investigators to enter optional cell phone number to receive text notification of calls by AICs and to dialed numbers that are under surveillance.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

When the "alerted" call is detected the alert is sent to the alert list via cell phone/text, email, or voice (depending on how the alert is configured). Multiple cellphone numbers can be entered, to receive text alerts.

16. The System should allow for temporary username and passwords to allow investigators access to AIC recordings. Describe your systems ability to allow authorized user access to system User Utilities from any Windows 10 based PC that has access to the internet.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Facility administrators can be provided with superior permission levels which allow them to manage the login/permissions provided to other authorized users. Permission levels can be granted based on the daily job duties and tasks each user needs to perform.

Authorized personnel will have the same secure Username and Password allowing them to access the system based on their security level remotely, via the Internet. Users can securely perform all functions of the system, including live monitoring, listening to recorded calls, blocking/unblocking numbers, terminating calls, PIN administration, call history searching, or any other function needed in real-time. All page views and modifications to the database are logged in detail, to provide an audit trail in our user Activity Log report. With these checks in place, any views or changes are logged with the user's login information, timestamp and their location allowing the change to be tracked back to the user and undone if necessary. All information is stored in geographically separate backup locations to ensure 100% reliability.

#### **B4. Call Monitoring & Recording**

1. Vendor shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data for phone and video systems.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All information and recordings are stored in geographically separate redundant backup locations to ensure 100% reliability. The primary data center is located in Longview, TX and backed up at our “mirror location” in downtown Dallas, TX. As a tertiary level of protection, all recordings and call detail are stored with Amazon’s Web Services S3 Cloud. The proposed system was the first inmate telephone service to use the Cloud to provide the utmost redundancy and security in call recording and call detail storage. It utilizes Amazon’s GovCloud services, which are designed to host the most sensitive data, and address the most stringent US government security and compliance requirements. Inmate call recordings are stored in a minimum of 3 separate locations and encrypted in AWS’ proprietary encryption code. All call records and system data are backed up in real-time. The call recordings and call detail are immediately copied to Amazon’s GovCloud for off-site redundancy. Access to AWS GovCloud services is limited to vetted account holders that must be held by US citizens.

2. The stored call recordings should be maintained at the Vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system utilizes a centralized platform with its primary facility located at our headquarters in Longview, Texas and our secondary platform in Dallas, Texas. All recordings and call detail is stored with Amazon.com’s Web Services S3 Cloud.

3. All call recordings shall be stored online and available through the online user interface for 1 year.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All call recordings and system data are backed up in real-time and available through any internet-enabled device. Recordings are available for the duration of the agreement, and longer if required by Klamath County.

4. Facility personnel must be able to search call recordings by dialed number, date, time, AIC account, or site name.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Our Call History and Call Detail Reports (CDRs) allow searching by partial destination numbers, call disposition, such as answering machine, no answer, busy line, call denied by caller, call blocked by caller, invalid PIN (when inmates are trying to fraudulently use

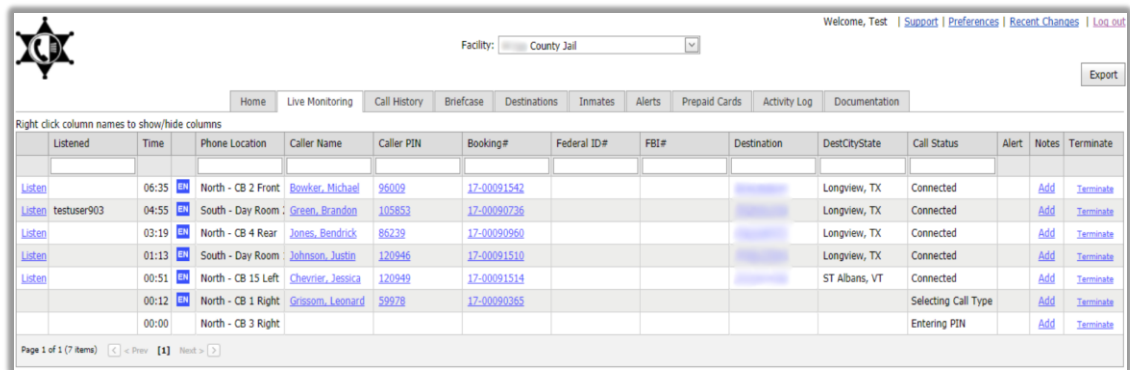
PINs), invalid destination number, frequently called numbers and over 20 more options.

- Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system shows all live/current calls under the Live Monitoring tab and allows the Authorized User to easily single-click on each call to hear the active call. Multiple users can monitor simultaneously, without affecting the performance of the system, and without the parties on the call being aware of the monitoring.

### Screenshot – Live Monitoring



Listen	Time	Phone Location	Caller Name	Caller PIN	Booking#	Federal ID#	FBI#	Destination	DestCityState	Call Status	Alert	Notes	Terminate
<a href="#">Listen</a>	06:35	North - CB 2 Front	<a href="#">Bowker, Michael</a>	96009	17-00091542				Longview, TX	Connected		<a href="#">Add</a>	<a href="#">Terminate</a>
<a href="#">Listen</a> testuser903	04:55	South - Day Room	<a href="#">Green, Brandon</a>	105853	17-00090736				Longview, TX	Connected		<a href="#">Add</a>	<a href="#">Terminate</a>
<a href="#">Listen</a>	03:19	North - CB 4 Rear	<a href="#">Jones, Bendrick</a>	86229	17-00090960				Longview, TX	Connected		<a href="#">Add</a>	<a href="#">Terminate</a>
<a href="#">Listen</a>	01:13	South - Day Room	<a href="#">Johnson, Justin</a>	120946	17-00091510				Longview, TX	Connected		<a href="#">Add</a>	<a href="#">Terminate</a>
<a href="#">Listen</a>	00:51	North - CB 15 Left	<a href="#">Chevner, Jessica</a>	120949	17-00091514				ST Albans, VT	Connected		<a href="#">Add</a>	<a href="#">Terminate</a>
	00:12	North - CB 1 Right	<a href="#">Grassom, Leonard</a>	59978	17-00090365					Selecting Call Type		<a href="#">Add</a>	<a href="#">Terminate</a>
	00:00	North - CB 3 Right								Entering PIN		<a href="#">Add</a>	<a href="#">Terminate</a>

- Facility personnel must be able to monitor, disconnect, and/or barge into a live call.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system allows authorized County personnel to monitor inmate phone calls undetected with the ability to disconnect the call while in progress. However, the ability to barge into a live call is still under development. If awarded the contract, Crown would complete development of this feature within one quarter.

- The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system allows the user to continue listening to live calls and/or older call recordings while navigating to any other screens. Call history, by default, is in a sequential order by date/time, allowing the user to easily see the most recent calls. Each column allows a single-click sorting, so call history can easily be sorted by inmate name, inmate PIN, specific phone, destination number, notes, alerts and by time/date.



8. Please describe additional tools available.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

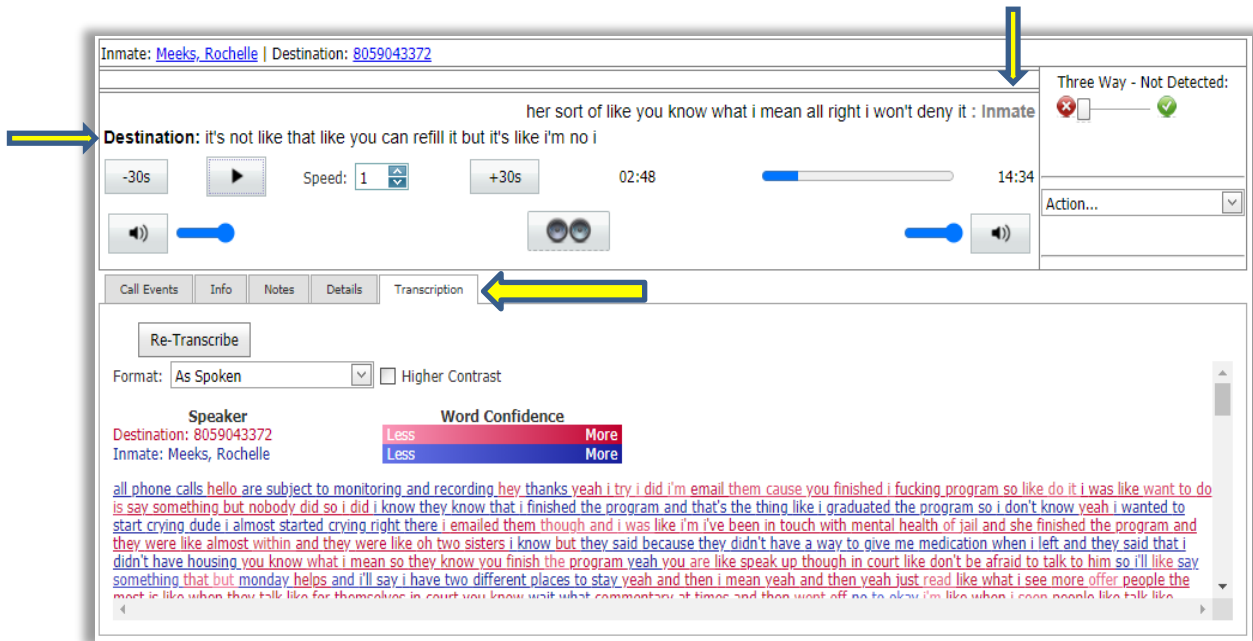
Crown is proud to announce the introduction of our proprietary, industry-leading Correctional Transcription Service. Crown’s Transcription is a powerful tool for correctional personnel and investigators which helps correctional and law enforcement agencies gather actionable intelligence which helps prevent and solve more crime. Crown’s Transcription acts as a ‘Workforce Multiplier’ by alerting facility personnel and investigators to items of interest within recorded inmate conversations which may have otherwise gone undetected.

**NCIC Transcription Success Story**  
**El Dorado County Sheriff’s Office, CA**

Leveraging NCIC’s proprietary Voice Biometrics and Transcription services, investigators at El Dorado County were alerted to a discussion pertaining to a potential kidnapping event:

“I had some plans for him if anything you know oh man he would have been kidnapped into a f\*\*\*ing hotel room and he would have been fed water and breadcrumbs for weeks while we empty out his whole bank account, is exactly what we’re gonna do to him. It was already planned but then like nothing he doesn’t have a dollar yeah well that’s another thing, and that’s another reason why it never happened.”

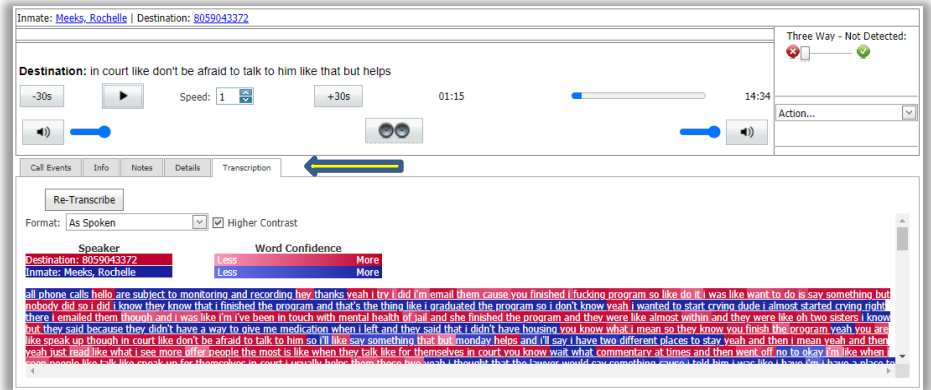
Crown’s Transcription is an integrated part of the Inmate Call Engine (‘ICE’) investigate suite, with no separate login or any special software required. From directly with the ICE call player, investigators can simply click on the Transcription tab to access the transcribed conversation which has automatically been processed and is available immediately:



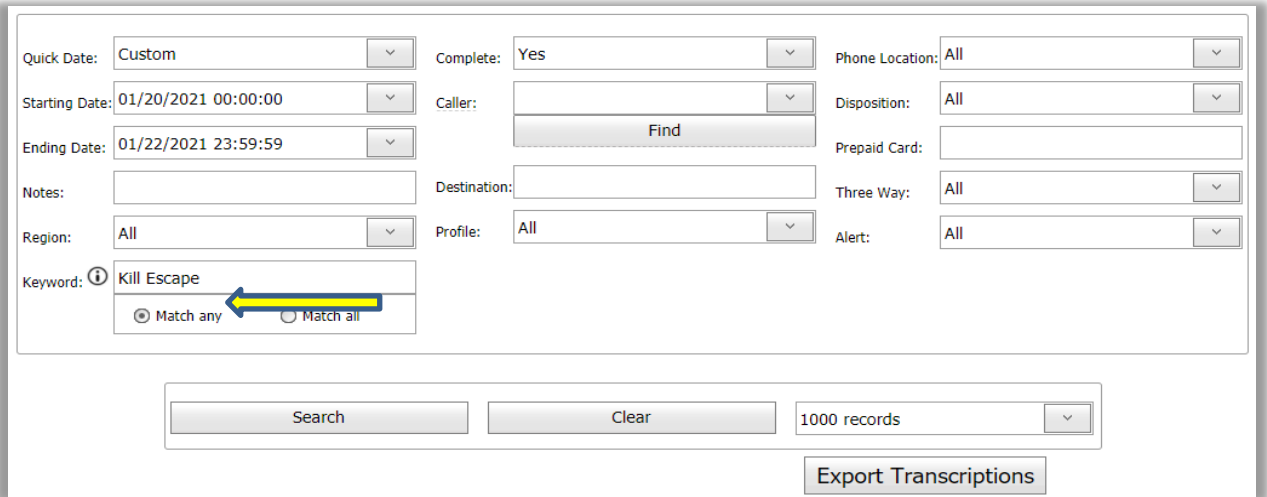
As can be seen towards the top of the screenshot above, the ICE call player transcribes sentence by sentence throughout the duration of the conversation, separating out the Destination and the Inmate sides of the conversation. By simply clicking anywhere in the transcribed text, the ICE call player will take the listener to that specific point of the call.



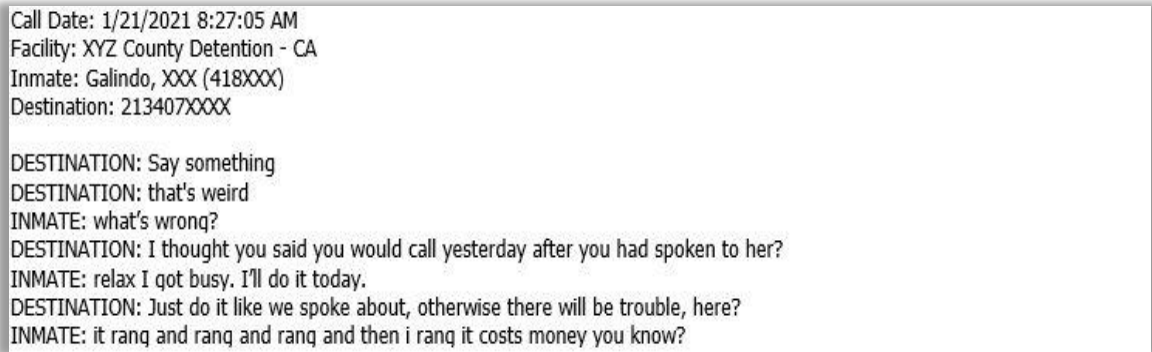
If preferred by the investigator, the Transcription feature also offers the 'Higher Contrast' option which provides an alternative view with more definition and greater distinction between the Destination and the Inmate sides of the conversation.



Crown's Transcription Service also allows for keyword detection, which automatically sifts through every call placed from your facility to detect keywords of interest. As shown in the example screenshot below, investigators can search for multiple keywords of interest by simply entering them into the Keyword field (separated by a space):



Investigators also have the option of exporting selected transcription which provides the transcribed calls into a simple Word document for easy review and sharing.



Additionally, please refer to more Additional technologies listed beginning on Page 39.

## B5. Call Acceptance

1. The system will not allow communication until the called party until the call has been accepted.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The inmate and called party cannot communicate until the called party has positively and actively accepted the initial call. Active acceptance requires that the called party press a “1” on their keypad. Billing does not begin until the called party and offender are connected. During the call setup announcement called parties can deny the call by pressing “2” and block future calls by pressing “3”.

2. The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system uses a sophisticated answer detection algorithm which can distinguish between standard and artificial telephone tones, standard SIT tones, busy signals and even answering machines/voicemail to ensure accurate call answering, prevent erroneous billing and subsequent complaints. This technology helps to ensure that only customers who actively accept a call are connected and billed.

3. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides a call setup message which is played at the beginning of each call. The information regarding the rates of the call and who is billing the call are able to be easily accessed during this call setup sequence. Called parties are provided with an accurate, clear rate quote, and are not deceitfully steered towards more expensive billing options.

4. The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system includes an option to automatically accepts calls to certain numbers. This configuration is available via the “Acceptance Required” box in the Edit Destination area below.

5. Billing does not begin until the call is accepted by the called party.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

When the called party answers - a call setup message is played at the beginning of each call. The inmate cannot hear the called party during these messages and billing does not begin until after the called party actively accepts the call.

#### B6. System Security

1. The system must be able to be programmed for auto shut-off at times designated by the County

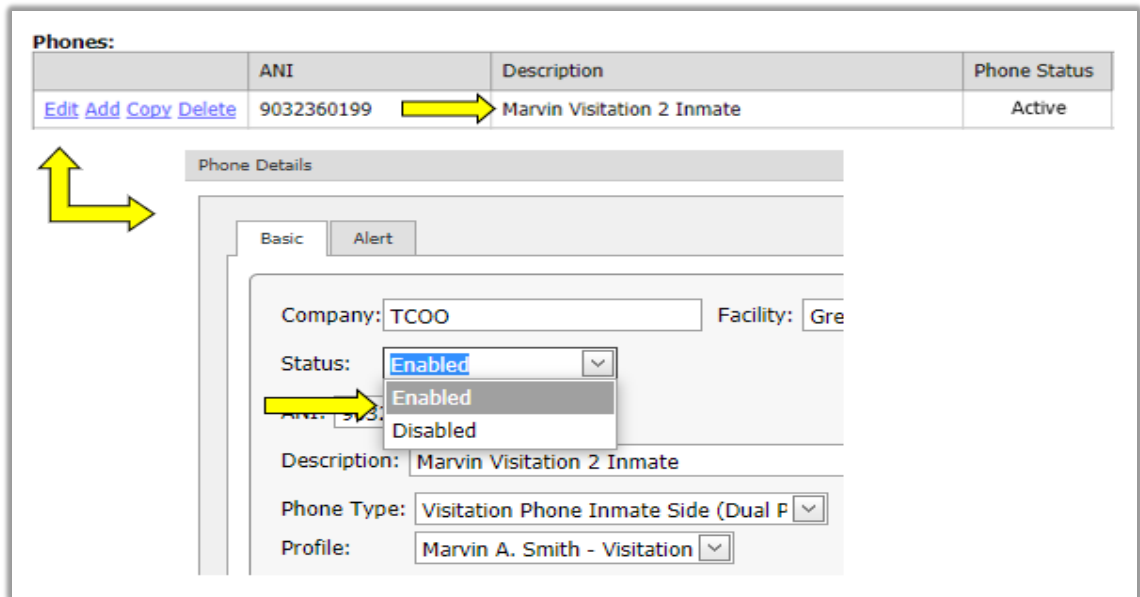
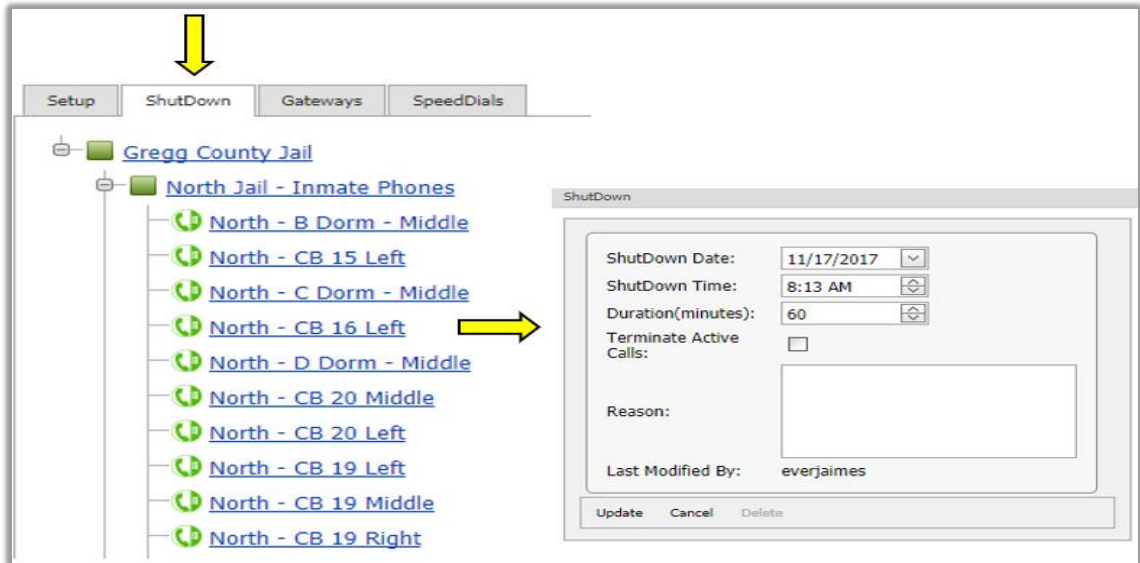
**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system features include automated on/off controls, based on pre-configured schedules and the needs of Klamath County. The platform allows authorized users to shut down individual telephones, blocks of telephones or the entire telephone system, and shut-down can be completed either immediately, or done once any current calls are completed.

2. County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system can be manually switched on/off via the secure web page using any internet-enabled device with internet access or by manual switches located in any area designated (Demarcation location, central control center, selected housing units, selected telephone) by the authorized personnel. Only authorized Facility personnel with proper login credentials (username and password) will be allowed access to this particular area of the system.



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

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Facility administrators can be provided with superior permission levels which allow them to manage the login/permissions provided to other authorized users. Permission levels can be granted based on the daily job duties and tasks each user needs to perform. Authorized personnel will have the same secure Username and Password allowing them to access the system based on their security level remotely, via the Internet. Users can securely perform all functions of the system, including live monitoring, listening to recorded calls, blocking/unblocking numbers, terminating calls, PIN administration, call history searching, or any other function needed in real-time. All page views and modifications to the database are logged in detail, to provide an audit trail in our user Activity Log report. With these checks in place, any views or changes are logged with the user's login information, timestamp and their location allowing the change to be tracked back to the user and undone if necessary. All information is stored in geographically

separate backup locations to ensure 100% reliability.

4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system allows authorized County/Facility personnel the ability to enable and disable individual telephones, blocks of telephones or the entire telephone system. This feature can be accessed via the secure website using any computer with internet access. Only authorized County/Facility personnel with proper username and password will be allowed to access the system.

5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

An authorized user can be assigned an IP or multiple IPs allowing access. Access will not be allowed from a non-assigned IP address.

#### **B7. Automated Information Services**

1. The systems must be successfully deployed and operating in more than 20 sites.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed Information System is able to interface with information sites, such as VINELink, providing the following data: Offender ID, Date of Birth, Age and Custody Status and jail address. The majority of the calls that come in are handled by our live representatives to help assist family and friends directly. Our services are offered to English and Spanish speaking customers by default, but additional languages can be provided upon request.

2. The systems must be bilingual for non-English speaking Constituents.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

At this point in time, the system only utilizes touch input for response interaction but if required by the County, this can be developed and implemented if awarded.

3. Systems must use Voice Recognition and Response for interactions.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Our proposed AIS offers customized data, such as: booking dates, reason for arrest(s), Bond Amount, Bond Date, Court name and File/Case Number. Our IVR can screen out simple requests for static information, such as Visitation Days / Hours, Address of the jail, mailing address for inmates or Facility websites.

4. Systems must have the ability to customize settings based on Facility and Constituent needs.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All features and functionality of the proposed systems can be customized based on the needs of Klamath County.

#### **B8. Reports**

1. The reports to the County will contain a variety of call information to suit the County's needs.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

A comprehensive package of web-based reports is offered with no special reporting tools

needed to view or download detailed live and historical call detail and revenue information. If Klamath County desires custom reports, Crown will create custom reporting and can automate reports to email desired recipients as needed. Reports are available for inmate calls, with a variety of search options, inmate detail and statistics, destination number statistics, destination number associations, daily/monthly revenue reports and user activity reporting.

2. The system must be capable of providing web accessible real-time and historical reports with include but are not limited to:
  - a. Call activity Reports
  - b. Frequently Dialed Number Reports
  - c. 3-Way Call Attempt Report
  - d. Dialed Number by More Than One AIC Report
  - e. Call Volume by Phone Report

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

The proposed system’s Call History Reporting page will exceed expectations for search, reporting and sorting requirements. All call attempt and completion data is accessible for the life of the Contract, and beyond, if needed. Our Call History reports allow searching by whole or partial destination numbers, call disposition, inmate name/AIS, inmate telephone location, and many other options. The Call Detail screen shown on the following page lists all calls that are placed/accepted in addition the report lists the date, time and duration of all calls completed through the system, as well as the total charges associated with each call.

### Screenshot – Call History Reporting

The screenshot displays the 'Call History' reporting interface. At the top, there are navigation tabs: Home, Live Monitoring, Call History (selected), Briefcase, Destinations, Inmates, Alerts, Prepaid Cards, Activity Log, and Documentation. Below the tabs is a 'Selection Criteria' form with various filters: Quick Date (Custom), Complete (Yes), Phone Location (All), Notes, Starting Date (10/04/2017 17:00:00), Caller, Find, Disposition (All), Region (All), Ending Date (10/04/2017 23:59:59), Destination, Prepaid Card, Profile (All), Search, Clear, Return up to 1000 records, and Alert (All). A 'Selected Count: 0' is shown on the right. Below the form is a table with columns: Listen, Listened, Call Date, Location, Caller Name, Caller PIN, Destination Number, Dest City/State, Duration, Charges, Disposition, Alert, Notes, and a checkbox. The table contains 8 rows of call data.

Listen	Listened	Call Date	Location	Caller Name	Caller PIN	Destination Number	Dest City/State	Duration	Charges	Disposition	Alert	Notes	
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:34:00	South - 7 Dorm	Rangel-gonzalez	118834	903431	Longview, TX	06:17	\$1.75	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:36:20	Marvin - Day R	Maqallanes-san	116758	903315	Longview, TX	15:00	\$3.75	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:36:37	North - CB 4 R	Jones, Bendrick	86239	903944	Tyler, TX	15:00	\$3.75	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:36:54	North - CB 2 R	Jones, Derrek	78679	903742	Marshall, TX	14:19	\$3.75	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:37:31	North - CB 11 F	Proctor, Bobby	77862	903374	Gladewater, TX	00:49	\$0.25	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:37:46	North - CB 9 R	Gray, Derrick	81824	903944	Tyler, TX	02:07	\$0.75	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:37:50	North - CB 18 F	Yancy, Venesh	95868	903679	Karnack, TX	02:17	\$0.75	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	10/04/2017 21:38:03	South - Day Ro	Allison, Quadv	120804	972989	Grandprari, TX	09:46	\$2.50	COMP: Prepaid - Destination		Notes	<input type="checkbox"/>

3. The system must be capable of providing other detailed reports which include but are not limited to:
  - a. Phone Location of originating call
  - b. Time of call
  - c. Telephone number called
  - d. Most frequently called numbers
  - e. Length of call
  - f. Identify numbers called from a specific telephone
  - g. Identify telephone numbers called by a specific AIC

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

Reports are also available showing frequently called numbers, account number,



destination of call, county / parish and state of terminating call, total amount of billed call, duration of call, and bill type (prepaid, collect, etc.). All call attempt and completion data is accessible for the life of the contract.

4. Vendor shall attach samples of their reports.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system is capable of providing all reports listed above in Items 2 and 3, at both an overall and facility level. As well as being available on an as-needed basis, these reports are able to be configured to be automatically sent at pre-determined intervals (such as at the beginning of each month, for the preceding month). Crown has included a variety of sample reports which can be found under Exhibit D.

5. The system shall have the ability to export reports in Excel, Adobe, and comma separated formats.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed platform provides a myriad of reports, all exportable as XLS, XLSX, CSV or PDF files, allowing users to search call data by any parameter.

6. Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Authorized users are able to securely access all reports and calling activity at any time via the intuitive user interface. As with all other functions of the proposed ITS, Authorized Users will need their unique login (username and password) in order to access all reports and calling activity.

7. Please list and describe additional investigative tools available with the system.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown has assembled a range of additional, value-adding correctional technologies which Klamath County may choose to leverage, at no cost to the County.

### **Mail Scanning Solution:**

Mail Scanning Solution can help the Facility significantly cut down on incoming contraband while saving Klamath County time and manpower and increasing overall facility safety for Klamath County. We developed our Mail Scanning Solution in response to our customer's needs to eliminate physical mail entering the facility, which are sometimes laced with drugs and other contraband. With the proposed solution, physical incoming mail (aside from legal mail and medical mail, which is typically handled separately) can simply be scanned into the mail scanning system by Crown or Klamath County (Depending on which option is selected) for secure retrieval by the inmates on their in-pod kiosk. Inmates then have the option to initiate electronic messaging with their outside contacts. This solution has assisted our Facility customers in cutting down on incoming physical mail by up to eighty percent (80%). This system is built in with the video visitation and messaging system so that everything will operate without having to switch between several different platforms.





**Lobby / Booking Kiosks:**

Multi-functional lobby & booking kiosks can be provided at no cost to Klamath County, in order to streamline the process for depositing funds and collecting cash from friends and family members and from incoming inmates. We offer lobby deposits with the lowest fees in the industry. The secure, robust kiosk allows friends and family members to deposit money into inmate phone or commissary accounts in real-time, allowing the inmate to spend the money on phone time or other services. Booking kiosks remove the burden of handling cash from officers during the booking / intake process and provides a detailed receipt both to the inmate and Facility, to avoid disputes about amounts collected/deposited.



**Video Arraignment**

Video Arraignment and investigator-to-detainee video communications eliminates / decreases the need to transport inmates to court for arraignment, court visits, attorney visits and other privileged communications. Crown’s Video Arraignment is designed to help correctional agencies and jurisdictions expedite the arraignment process, reducing the need to move inmates between buildings. The Video Arraignment is web-based and simple to use, with the exact configuration and equipment deployment being customizable based on the requirements of Klamath County.



**Contraband Cell Phone Detection:**

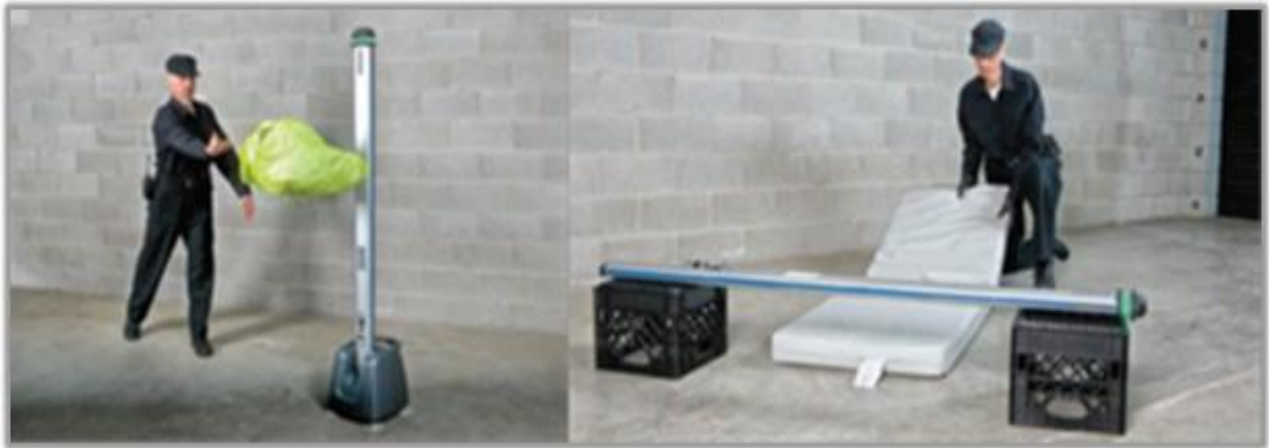
Crown has partnered with several industry technology leaders to source the most effective and reliable cellphone / contraband detection solutions available. Crown’s menu of cellphone & contraband detection options include handheld devices, portable towers, managed access systems (MAS), and data analytics solutions designed to pinpoint the presence of contraband cellphones. Crown will provide Klamath County with whichever solution best fits the requirements of the County and Facility.

One of many available options is the Cellsense unit, which provides versatility, adding new search capabilities and deployment options. Some examples, include:

- Traditional Ingress/egress screening areas with traditional walk through metal detectors can be enhanced by utilizing Cellsense as a secondary screening layer.
- Laundry, goods, mail, packages, and other objects are screened with Cellsense in the mailroom, sally port, or offices since Cellsense is portable and can be taken to where it is needed (e.g., laundry area / mailroom).
- Cellsense can be deployed in the housing unit and other areas such as medical or visitation. Inmates entering, moving or leaving an area can be screened anywhere at any time using the Cellsense unit.



- Inmate property can be easily screened by having it move by the Cellsense unit. The material being screened can be carried by the inmate, thrown by (e.g., laundry bag) or even slid underneath in the case of a mattress or property bin. (See Figure below.)



### **Message Broadcasting to Inmates:**

Klamath County will have the option to send Broadcast messages to the entire inmate population, groups of inmates or individual inmates regarding facility news or notifications, eliminating the workload of posting signage in each pod or dormitory. The system timestamps when the inmate listened to the message and how many times that inmate listened to the message. The recorded message will remain in our Call History for the duration of the Agreement and beyond, if necessary, allowing staff to review the recordings at any time in the future. Broadcast messages can be sent using the traditional wall-mounted phones or the multi-functional inmate kiosks.

### **Inmate Customer Service Voicemail:**

Perhaps the feature that relieves the most workload from facility staff is our Inmate Customer Service Voicemail. If allowed by Klamath County, inmates will be able to leave a message for our customer service department when they have questions about their account or wish to call a specific number. Crown's Customer Service Department will leave a pre-recorded message back to the inmate's inquiry to customer service via their personal I.D.

How it works: When an inmate picks up to make a call, a prompt will announce "you have a message, please press 1". The message will indicate whether the problem has been resolved with some 30 "canned" disposition messages. Additionally, a manager can leave an actual voice message if the nature of the request is not available in our pre-recorded messages. We can also set thresholds on how many messages an inmate can leave in an 8-hour period, in order to prevent inmates from leaving harassing messages.

### **B9. Visitation room Phone Monitoring and Recording (8 visitation rooms)**

1. Vendor will detail the proposed visitation phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/Vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.

**Crown** RESPONSE: HAS READ, AGREES, AND WILL COMPLY.  
correctional telephone

**The proposed visitation phones operate on the same network as the regular inmate**

telephones, with call activity and control able to be managed from within the same secure User Interface. There is no separate login or special equipment needed to administer the visitation phone program. Shown below are the standard visitation phones used by Crown:

**Public Side**



**Inmate Side**











**EQUIPMENT SPECIFICATION SHEET / VISITATION TELEPHONE DESCRIPTION**

NCIC’s proposed visitation telephones are designed specifically for inmate vandal resistant communication in prison and jail visitation areas, gates, attorney privilege rooms or control rooms. The proposed equipment consists of stainless steel, no-dial, ADA compliant phones and the Viking 2-Way Line Emulator to create a point-to-point connection between the two phones. The VP-3500 has built in ADA compliant volume control buttons with switch selectable audio attenuation and provides CPC breaks after hang-up on either port, a high resolution 1583CVR Transmitter and a 24” or 32” heavy-duty armored handset that is hearing aid compatible and has an anti-static receiver. The armored cord withstands minimum 1000 lb. pulling test with an internal lanyard for security. The handset has been designed to transmit for optimal clarity and reliability while using this specific line emulator.




**G-TEL Enterprises VP-3500**

- Power: 120V AC/13.8V AC 1.25A
- Power Supply - Current Draw: 600mA maximum
- Environmental conditions: 0° C to 32° C (32° F to 90° F) with 5% to 95% non-condensing humidity
- Loop Length: 4.2 km (2.6 mi) maximum - 24 AWG twisted pair
- CPC Break Time: 2 seconds or 150 msec (selectable)
- Connections: Screw Terminal or Modular RJ11 (Each Telephone) / (2) RJ11 jacks (Line Simulator)



2. System should be integrated with AIC calling system.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed visitation phones are fully integrated with the rest of the Inmate Telephone System.**
3. System should include anti-tamper screws on a stainless-steel wall plate, spiral-sound stainless-steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed visitation phones are sturdy, correctional-grade and have been proven in hundreds of correctional agencies. There are no exterior removable pieces.**
4. System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed visitation phones are able to record all calls or have recording turned off in the case of attorney-client calls. Stored recordings from visitation phones are subject to the same kinds of storage parameters as all other recordings.**
5. System must have the ability to monitor live conversations.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed visitation phones allow for Authorized Users to monitor live or historical conversations from the same intuitive User Interface that is used to monitor all other inmate calls.**
6. System must be scalable and easily upgraded remotely.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed system is completely scalable and any upgrades can be completed remotely, since it is a centralized system.**
7. Call details records must be stored of each visitation conversation.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Call Detail Records (CDRs) are available for every visitation conversation, and accessible from the same intuitive User Interface as all other calls. Authorized Users can access CDRs from within the Call History tab, based on their own preferred search parameters.**
8. System must have the ability to specify a phone as private attorney visitation, which conversations will not be recorded  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Crown can either configure an individual phone as ‘Do Not Record,’ but this setting can also be based on specific destination phone number as well, so that attorney-client privilege can be protected regardless of the phone location.**
9. System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed visitation phones are subject to the same call controls and restrictions as the regular inmate phones. Recording can be enabled / disabled in real-time by Authorized Users with the appropriate level of access permission.**



10. System must continue to allow visitation calls even in the event the call platform goes down  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.
11. System must allow multiple visitors to visit with a single AIC  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.
12. System should allow visitation communication to continue in the event the main AIC telephone system is shut down.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**B10. Voice Biometrics -**

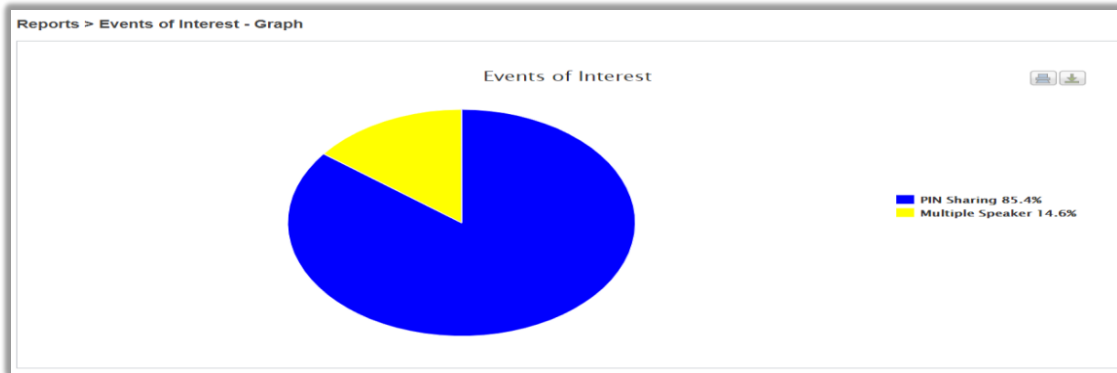
Please describe what is available.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown offers the industry-leading Echo™ Voice Biometrics product, which is a “continuous” voice biometrics application that synthesizes voice prints upon every use of the inmate telephone. There is no formal, cumbersome enrollment process for the Echo™ system (meaning absolutely no staff/officer involvement during the intake process) and inmates don’t know that their voice prints are being created and refined with every call. Facility staff are able to locate instances of PIN theft and PIN sharing quickly and easily and use the intuitive Echo™ user interface to locate events of interest, identify three-way calling events and pinpoint the exact point within a call that the voice print changes from one inmate to another (“Multi-Speaker Events”). Additionally, call or voice audio can be taken from other external sources (outside of the County inmate telephone system) and manually fed through the proposed Echo™ Voice Biometrics system in order to determine if a particular voice print belongs to an inmate who has previously been housed at any Facility using Echo™, or if that person has been called by previous inmates at any Facility using Echo™. Voice Biometrics is offered at no cost or commission deduction to the County.

Echo™ provides correctional personnel with numerous investigative tools to aid investigation in the analysis of calls and facilitates the discovery of actionable intelligence revealed through biometric processing, that may otherwise go unseen. Some of the advantages offered by Echo™ include:

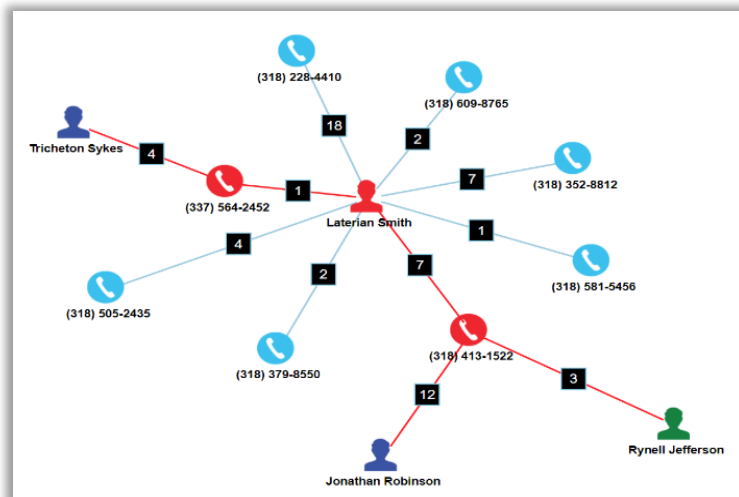
- No lengthy enrollment process – Voice Prints are automatically and covertly created and continuously improved, delivering highest accuracy rates possible.
- Identify PIN sharing events – Along with the identity of the imposter, allowing investigators to focus their efforts on calls that have the highest likelihood to include actionable intelligence.
- Query records by voice – Identify all calls in which the targeted inmate may have spoken. Voices of civilians can also be run against database, providing investigators with unparalleled intelligence gathering tools.
- Create voice prints on request – Prints can be processed against historical calls, allowing investigators to listen to and extract potential intelligence, regardless of inmate or civilian identity or number of telephone numbers used.
- Continuous Voice Identification – Provides investigators not only verification of whom is speaking, but also the identity of all inmate(s) who speak during a call.
- Link civilians by voice – Echo™ is the only solution that can create and match on demand or automatically, prints and biometric results for civilians in addition to inmates.



The Echo™ Voice Biometrics system offers the most advanced tools for implementing restrictions and fraud controls. The security and fraud prevention capabilities of the Echo™ system currently in use in over 550 facilities in 12 countries will provide Klamath County with a low-risk and robust method of preventing and/or prosecuting criminal activity, and ensuring the integrity of the system and true identity of the callers.

The proposed Voice Biometrics System is independent of Language, Channel, or Text: This means the Biometric Voice Print can be recorded or extracted from any source and used to match in any other channel. Additionally, regardless of what language the Voice Print is created in it can be matched in any language the detainee speaks, regardless of what is said. Additionally, the Multi-Speaker Report within the proposed Voice Biometrics application shows when multiple inmates are participating in the same call, regardless of which inmate PIN was used to initiate the call.

The Echo™ Voice Biometrics application contains a proprietary Visual Link Analysis (“VLA”) application, depicting common call associations involving inmates and called parties. The overall Inmate Communications System comes with training and continual support covering all aspects of the system. Shown herein is a sample screenshot of the VLA report.



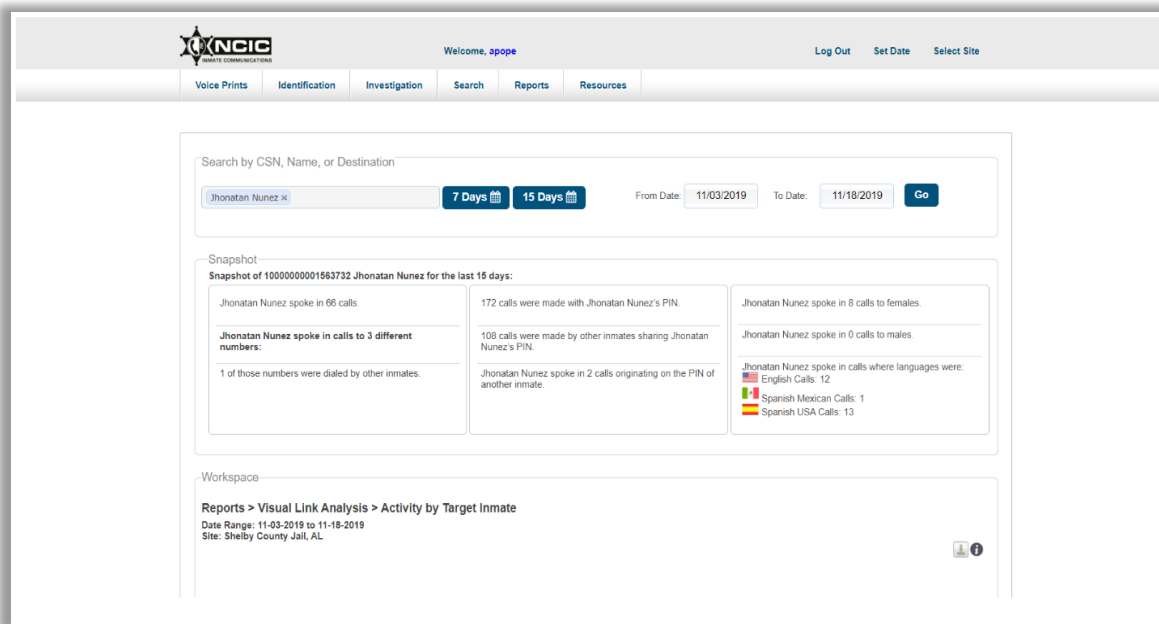
The proposed PIN System, utilizing both PIN1 and PIN2 security, combined with our Echo™ Voice Biometrics, has the following features:

- Echo™ provides for continuous voice identification, providing investigators not only verification of whom is speaking but also the identity of the detainee.
- Echo™ is the only solution that DOES NOT require a lengthy, formal enrollment process.

Prints are automatically created and continuously improved delivering the highest accuracy possible.

- Echo™ is able to create voiceprints on request. This is a powerful tool to have when a suspect is not a detainee and is using many different phone numbers. Once the print is created, the voice can be searched through historical calls so investigators can listen to and extract potential intelligence.
- Echo™ is not only able to identify PIN sharing but also the identity of the PIN thief, allowing investigators to focus their investigative efforts.
- The database can be queried by voice, identifying all the calls in which a targeted detainee may have spoken. Much more than this, a voice of a targeted NON-DETAINEE can also be run against the database giving investigators unparalleled intelligence gathering tools.
- In the event that Echo™ cannot positively identify the identity of an impostor, the system will still notify that the speaker was not the owner of the PIN.

**Screenshot – Echo Snapshot Feature (CONFIDENTIAL)**



**B11. E-mail -**

Please describe what is available.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please refer to the information regarding secure inmate messaging beginning on Page 46.

**B12. Video Visitation System**

Hosted Video Visitation - Software Requirements

1. Vendor must demonstrate software that has been provided consistently over the past 12 months. Software must be updated on a regularly-scheduled plan at a minimum of three times per year.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed Video Visitation System (VVS) shall be regularly updated to ensure that it remains the premiere VVS solution in the Inmate Communications Industry. Updates are pushed out in a manner that causes no disruption or downtime.



### Recent Public-Side VVS Kiosk Installation



2. The system, which includes visitation scheduling, user management, and policy management software, must be web-based and allow for Klamath County to administer visitation sessions and visitation operations based on Klamath County policies.

**Crown** correctional telephone **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS is completely web-based and allows for all the system management options detailed above.**

3. Visitation sessions shall connect automatically, without any intervention from Klamath County.

**Crown** correctional telephone **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS is able to be configured in a manner that allows for sessions to connect automatically or can require Officer / Staff involvement. This configuration is completely up to the Facility administration and can be customized down to the specific housing area, or even to the individual inmate PIN.**

4. The system must assign a unique identification number to each AIC and user.

**Crown** correctional telephone **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**While the proposed VVS absolutely requires a unique identification number for each inmate, it is not actually the VVS that “assigns” this number to the inmate. This is typically done via the working, real-time interface with the Facility JMS, however, the specific configuration will be customized based on the needs of Klamath County.**

5. The AIC interface must have a multi-lingual interface (English and Spanish at a minimum)

**Crown** correctional telephone **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS is multi-lingual, by default (English and Spanish available). If required by Klamath County, additional languages can be added / supported, and at no cost.**

6. The system should provide web-based visitation scheduling for authorized users (Agency staff, attorneys, the public) utilizing any standard web browser.

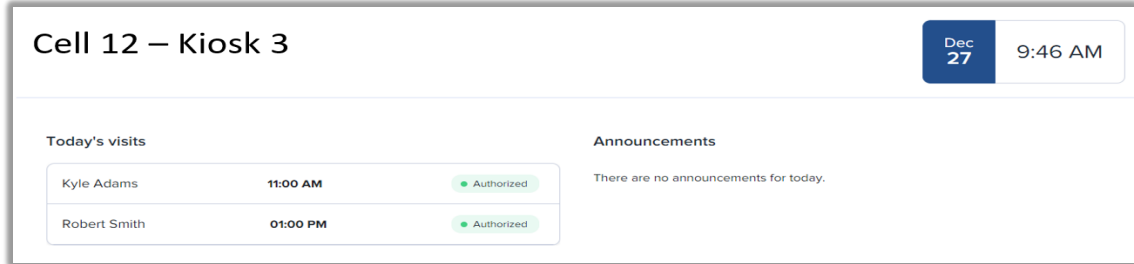
**Crown** correctional telephone **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS provides an advanced web-based scheduling system for Authorized Users to use. The appropriate restrictions and precautions are built-in to the scheduling software, such that Facility personnel have the maximum amount of control over the visitation activities.**

7. The system must display pending visits to Klamath County staff and to those incarcerated.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system is able to display pending / upcoming visits to Sheriff's Office personnel, and to inmates in a common housing area. No sensitive information is displayed, as part of this.



8. The system must be able to automatically detect if remote visitor's computer system meets minimum requirements for system connectivity.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS is able to automatically detect if the remote visitor's computer system meets minimum connectivity requirements, and it also provides the option for the remote / external visitor to run a "connection check" prior to scheduling or paying for any sessions.

9. The system must allow users to easily and simply schedule visitation sessions.

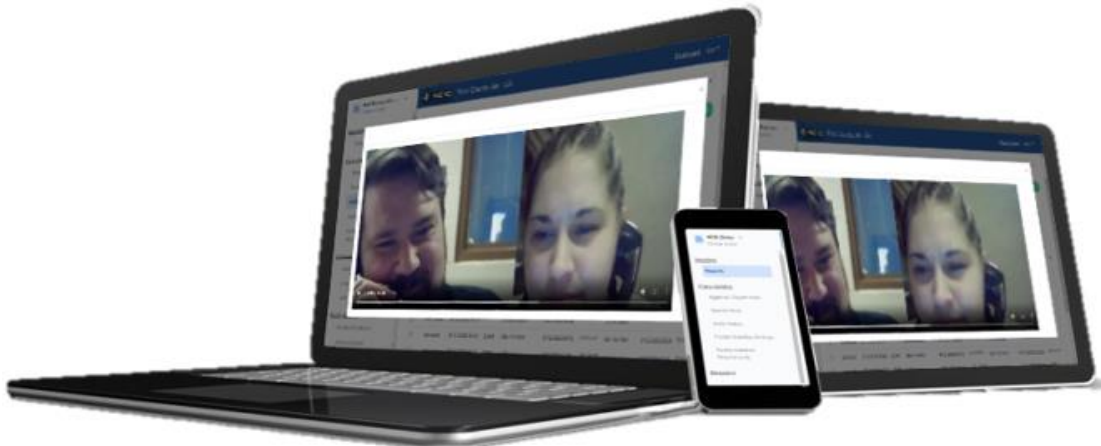
**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.








The proposed VVS allows all authorized outside parties to easily schedule an on-site or off-site session using a user-friendly web browser, through any internet-enabled device. Crown also commits to providing the required amount of on-site terminals (kiosks) in order to facilitate scheduling.







10. Remote video visitation sessions must be able to be conducted in both Android and Apple formats for smartphones and tablets.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS is able to be managed, administered and utilized through a branded smartphone application on both the iOS and Android platforms, and available for free download on those respective app stores.



11. The system must require visitors to provide both a photo of themselves and photo of identification (e.g. driver's license) during registration for Agency staff approval prior to a visitation session.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS is able to be subject to whatever level of authentication as required by Klamath County Sheriff's Office / Jail administration. This can include that the visitor provide a photo of themselves, as well as a government-issued photo ID.**
12. Visitors must be able to pay for the video visitation session using either a credit card or debit card.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Visitors are able to pay for VVS sessions using a valid Credit or Debit card. Additionally, inmates are able to fund VVS sessions using their Debit funds, just as they can for regular inmate-funded phone calls.**
13. The system must only display timeslots that meet Klamath County policies.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS will only display availability times based on the allowances and preferences of the Klamath County Sheriff's Department – this can be customized based on specific housing area, classification of inmates, or down to the individual inmate PIN level.**
14. The system must conduct conflict checking and only display times which are available when visits are being scheduled.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS is able to automatically conduct “conflict checking” and only display times which are still available, as inmates and Friends / family are trying to schedule VVS sessions. Additionally, the scheduling software has advanced capabilities that prevent certain outside visitors from being in the lobby visiting area at the same time (“keep-aways”).**
15. The system must allow users to easily change their personal information (i.e., password, address, phone number, etc.).  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Users of the system can use the user-friendly web interface in order to administer their accounts, change/update certain information, add funds, etc.**
16. The system must send an email to a visitor when a visit is scheduled, modified, or cancelled.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS is able to send email notification to the outside party (visitor) when a visit is scheduled, modified or canceled. Outbound notifications are able to be customized based on the requirements of the County / Facility.**
17. The system must assign unique visitation identification numbers for every visit for reporting and tracking purposes.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed system assigns a unique visitation identification number for each visit / session, which streamlines the process for searching for specific sessions (the equivalent of a Call Detail Record in the ITS).**

18. The system must offer customizable set durations (e.g. 20, 30, 40 minutes) for each visit.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**Visit / session durations are customizable based on the specific requirements of Facility administration, and can be tailored to specific housing areas, inmate classifications, or down to the specific inmate PIN. Unlike certain other systems in the industry, the proposed system does not force the inmate and visitor to participate in the entire block of the session (and pay for the entire block). Visit sessions are able to be paid for on a per-minute basis.**
19. The system must provide a visual warning message to inform the visitor that the session will be ending in “XX” minutes or provide a visual countdown timer.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS is able to display a graphic warning to both sides of the session when the session is within XX minutes of termination.**
20. The system must provide different levels of functionality to facility staff users based on user type. For example:  
a. Administrators: create/manage/edit – users, schedules, visitation rules, download recorded sessions, etc.  
b. Users: create/manage scheduled video visits, live monitoring sessions, approve/deny visitors  
c. Read-only user: can only view scheduled visits.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.  
**The proposed VVS is able to offer custom levels of access to Authorized Users based on their required level of access, and their daily job functions.**
21. The system will require a unique username and password that will allow the user their level of functionality.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS is password – protected and access is provided only by the appropriate user credentials. Individual levels of access can be granted to each specific Authorized User.**
22. The system shall provide specific information for tracking AIC and visitor activities and patterns by, at a minimum, the following criteria:  
a. AIC ID number  
b. Session ID  
c. Appointment ID  
d. AIC first/last name  
e. Visitor name  
f. Date and time of visit.  
g. AIC video visitation station; and location/housing unit  
h. Daily, weekly and monthly visit statistics.  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.  
**Each VVS record in the proposed system is tracked using all of the required data points shown above, and more. All such information for each completed session is stored within the user interface to facilitate easy searching and tracking of VVS sessions.**
25. The system will provide audit trail/logs of all activity (i.e., user login times and locations, which users have scheduled/modified/cancelled a visit, etc.).  
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.  
**The proposed VVS provides a detailed audit trail / log covering all user activity within the system, such that top-level administrators can properly manage user activity in the system. Activity can be searched by individual User name, date of activity, specific VVS kiosks**

(inmate and public), etc.

26. The system will allow for an interface with or data retrieval from Klamath County Jail Management System.
  - a. The system must use the same AIC identification number as created by the Jail Management System to identify the AIC on the video visitation system.
  - b. The system must automatically cancel a visit if the AIC's visitation eligibility status has changed, the AIC is moved to a location which doesn't allow or doesn't have visitation available or the AIC has been released.
  - c. The system must send an email cancellation notification to the visitor if a visit is cancelled.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**All aspects of the proposed Inmate Communications Program for Klamath County will be properly interfaced, in real-time, with the applicable Facility systems, such as JMS and Commissary. This ensures seamless movement of critical inmate data between disparate Facility systems, in order to maximize the use of the systems and minimize the administrative workload of Facility personnel.**

27. The system will provide for an Exclusion List which allows the Klamath County to set visitor exclusions (i.e., Visitor A is allowed to visit with anyone in the jail excluding one or more selected AIC) because they are known gang affiliates, contraband smugglers, etc.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS includes an Exclusion List allowing Facility administration to set visitor exclusions, applicable to any outside parties that should not be visiting or should not be visiting in the Public visitation area at the same time.**

28. The system will provide Cancellation/Interruption Broadcast capabilities. The Klamath County staff should be able to interrupt ongoing visits and send email and document why the session was cancelled notification that the session was cancelled due to facility visitation policy violations or AIC movement and can later be rescheduled.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS allows Authorized Users to remotely cancel and/or interrupt in-progress sessions for any reason as determined by the User, and provide email notification regarding why the interruption / cancellation occurred.**

29. The system provides authorized administrative users the ability to do searches and create reports.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS includes a comprehensive range of reporting capabilities, including a set of "canned" reports that are commonly used by Facility personnel. Reports are both investigative and managerial / financial in nature. Additionally, Crown will deploy our experienced Reporting experts to design and make available any custom reports as required by Klamath County.**

30. The system provides a way to display and filter scheduled visits to Staff so they know where and when an AIC needs to be available for pending video visits.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**While this functionality is standard within the proposed VVS, the system is designed such that inmate movement is minimized, for both on-site and off-site sessions.**

31. The system shall allow for visitation recording.
  - a. Visits will be recorded by user type
  - b. Recorded visits will be searchable and viewable
  - c. Recorded visits will be stored for 90 days



- d. Klamath County must be able to lock certain recordings such that they will not be purged as part of the standard retention duration.
- e. Recorded visits must be able to be downloaded into a standard video format (e.g. MP4)

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

The proposed VVS meets or exceeds all requirements as stated herein. Crown's VVS is extremely intuitive and user-friendly, bringing the optimal combination of usability and functionality. All completed VVS sessions (aside from authorized non-recorded / attorney sessions) are stored and searchable by a range of data points, and the level of storage retention is based on the preferences of Facility administration. If required by Klamath County, the proposed VVS is able to grant access to Authorized Users from outside agencies (e.g. US Marshalls, ICE, DA's office) in order to access certain approved VVS sessions as needed. This can cut down on the amount of requests for recordings / data being submitted to Klamath County personnel. Such limited access is able to be restricted to only the particular inmates of interest that that external agency, and can be further restricted by time limitations (e.g. access only for 48 hours).

- 32. Authorized personnel must be able to quickly and easily schedule visitation sessions.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS allows for Authorized Personnel to quickly and easily schedule VVS sessions, or the system is able to accommodate inmate-initiated sessions, if allowed by Klamath County / Facility administration.

- 33. The system will provide Visitation Rules capabilities that allows for configurable rules to be established in order to encourage usage and minimize the number of people in the lobby. Such should be configurable to include at least the following:
  - a. AIC is allowed X quantity of on-site visits
  - b. AIC is allowed X quantity of remote visits
  - c. AIC location A is allowed X quantity of on-site visits
  - d. AIC location A is allowed X quantity of remote visits
  - e. Visitor type A is allowed X quantity of on-site visits
  - f. Visitor type A is allowed X quantity of remote visits

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

While the proposed VVS is certainly designed in a fashion that encourages minimized visitor foot traffic, it is certainly not intended to maximize revenue generation or to completely phase out on-site VVS. Additionally, Crown will never propose an abusive contract including terms that encourage Klamath County to completely phase out on-site VVS. However, the superior usability of the proposed VVS means that Friends and Family may be more inclined to take advantage of the remote (off-site) VVS, rather than traveling to the Facility.

- 34. The system must be able to communicate with the video hardware at the time of a scheduled visit so that the visitation session will automatically commence without staff involvement.

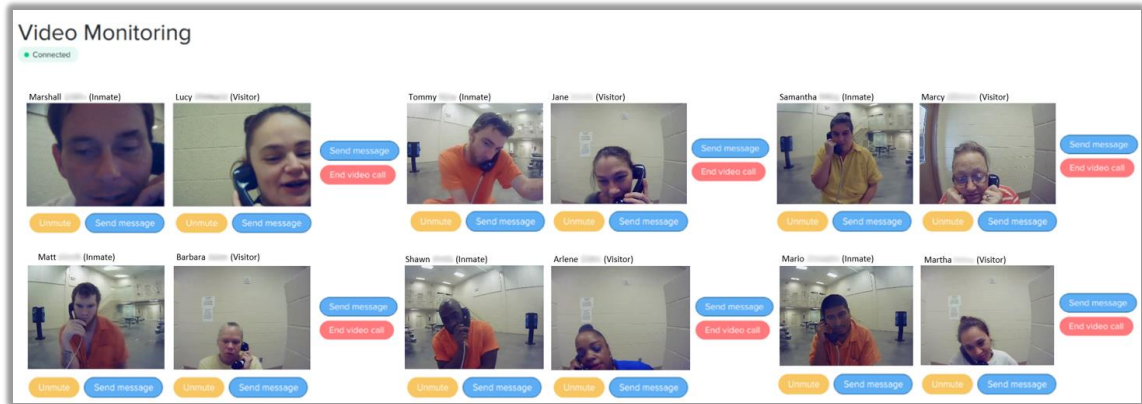
 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS allows for scheduled sessions to commence without any involvement required from Facility personnel. The entire system has been designed such that the administrative burden on Facility staff is almost non-existent, however; Facility personnel are able to be heavily engaged with administration of the system, if preferred.

35. The system must have visitation recording capabilities.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system records all VVS sessions by default, unless a session is a verified Attorney / Client visit. The length of recording retention is negotiable, depending on the specific requirements of the County / facility.



36. All scheduling of video visitation sessions must be able to be performed on the Vendor’s website via Windows, Apple Macintosh, or mobile devices (smartphones and tablets).

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

37. The system will provide for commissary ordering via touch screen inputs.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS / Kiosk solution allows for inmates to access the Commissary platform for the purpose of ordering Commissary items via the kiosks. This is able to supplement the phone-based commissary ordering menu.

38. The system will provide for sick call reporting via touch screen inputs.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS / Kiosk application is able to accommodate Medical requests which transmit requests an information to designated Facility Medical personnel in a manner that is entirely HIPAA compliant.

39. Vendor’s video visitation system must have been successfully installed and functional in at least 20 client facilities.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed VVS / Kiosk application has been installed and operational in well over 20 client facilities, of varying sizes and types.

**B13. Applications**

**B13.1 Video Visitation System**

Video visitation will be used by attorneys, County staff, including probation and parole, as well as the public, and will allow for the scheduling and management of on-site and at-home visitation sessions.

The Hosted video visitation system proposed for the KLAMATH County must meet or exceed the technical requirements outlined in this RFP. The Hosted video visitation system proposed to meet these technical requirements must be provided for all KLAMATH County facilities at no cost to the KLAMATH County including system installation, training, operation and maintenance of the system and its components.



**Crown RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**B13.2 AIC Video Visitation Kiosk Requirements**

1. The Vendor must provide a kiosk functionality that allows for multiple capabilities. These capabilities should be available for use at predetermined scheduled times outlined by Klamath County and must be customizable to the exact feature. These functionalities should perform as follows:
  - a. Ability to place AIC telephone calls.

**Crown RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

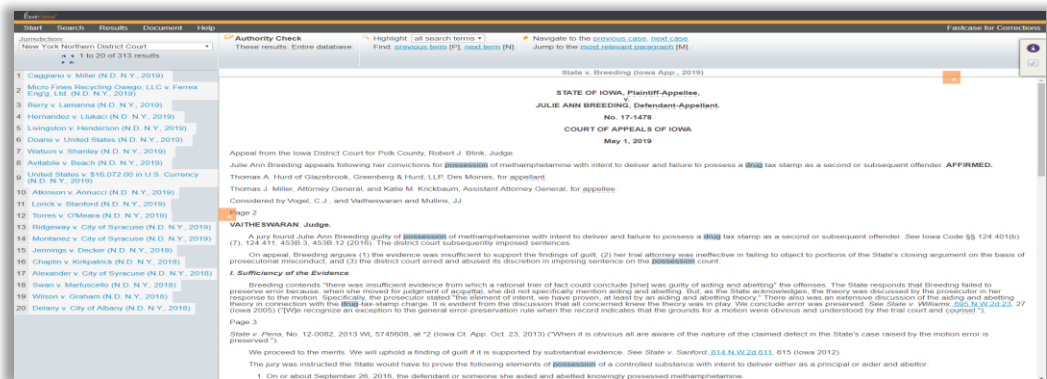
The proposed VVS / Kiosk solution allows for regular audio inmate calls to be placed. There is an integrated soft dialer available as one of the menu options, which provided access to this calling service. All calls placed through the kiosk system are subject to the same call control and monitoring capabilities as calls placed through the wall-mounted inmate telephones.



- b. Access to a Law Library.

**Crown RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

The proposed VVS / Kiosk solution allows for inmate access to an approved Law Library which will be provided at no cost (or commission deduction). Shown below are sample screenshots of the proposed FastCase law library, however; if Klamath County has a preferred Law Library / Legal resource, Crown will happily make that resource available through the proposed Inmate Kiosks.



Relevance	Case	Decision Date	Authority Check
52%	1. <i>Cappiaco v. Miller</i> (N.D. N.Y. 2019) Pursuant to an Ulster County grand jury indictment, petitioner was charged with eight counts of <b>drug sale and possession</b> and one count of <b>possession of a weapon</b> . SCR 138-41. On June 5, 2014, petitioner appeared, represented by two attorneys, at a plea hearing. Id. at 142-202. Petitioner ultimately pled guilty to the fourth count, third degree.	April 25, 2019	<input type="checkbox"/>
46%	2. <i>Mico Fines Recycling Cases, LLC v. Ferris Eby's, Ltd.</i> (N.D. N.Y. 2019)	April 22, 2019	<input type="checkbox"/>
51%	3. <i>Berry v. Lamanna</i> (N.D. N.Y. 2019) To the complaint as exhibits, and documents incorporated by reference in the complaint "D'Folco v. MSNBC Cable L.L.C., 622 F.3d 104, 111 (2d Cir. 2010). It may also consider "documents or information contained in [the] defendant's motion papers if the plaintiff has knowledge or <b>possession</b> of the material and relied on it in framing the complaint," as well as "facts of which judicial notice	April 15, 2019	<input type="checkbox"/>
87%	4. <i>Hernandez v. Lukaci</i> (N.D. N.Y. 2019) did not file a reply. For the reasons that follow, petitioner's habeas petition is denied and dismissed. II. RELEVANT BACKGROUND Pursuant to a grand jury indictment, Petitioner was charged with five counts of <b>drug sale and possession</b> in Ulster County in October 2014. SCR 31-33. On January 16, 2015, petitioner appeared, represented by counsel, at a plea hearing. Id.	March 29, 2019	<input type="checkbox"/>
77%	5. <i>Livingston v. Henderson</i> (N.D. N.Y. 2019) with the SPD in conjunction with the Special Investigations Division ("SID") Narcotics section of SPD, were involved in a <b>drug</b> investigation at a parking lot at 220 South Geddes Street, Syracuse, New York. SNF ¶ 1. The Geddes Street parking lot had been identified by SPD as a common meeting location for the sale, purchase, and <b>possession</b> of illegal narcotics. ¶ 2. This operational detail was to intersect street	March 29, 2019	<input type="checkbox"/>
27%	6. <i>Doane v. United States</i> (N.D. N.Y. 2019) No. 67 at ¶ 25.) By letter dated October 23, 2014, Plaintiff was advised that the following charges were pending and would be submitted to the Grand Jury pursuant to CPL 190.50(5) in connection with the search of 152 West Lynhurst Avenue under DR # 14-503815: criminal <b>possession</b> of controlled substance in the third, fourth, and seventh (two counts) degrees, and criminal use of <b>drug</b> paraphernalia in the second degree. (DM)	March 29, 2019	<input type="checkbox"/>
71%	7. <i>Watson v. Shanley</i> (N.D. N.Y. 2019) The Government also disputes that November 2014 was the first time Doane had access to a FHN record containing evidence of FHN's receipt of the March 14, 2006 CT scan report. Instead, it contends plaintiff was in <b>possession</b> of that information as early as July 2012 after DHHS requested he submit evidence	March 28, 2019	<input type="checkbox"/>
68%	8. <i>Available v. Busch</i> (N.D. N.Y. 2019) for filing fees). Dkt. No. 4. Text Order Reopening Case II. THE PETITION Petitioner challenges a 2013 judgment of conviction in Ulster County, upon a jury verdict, of five counts of third degree criminal sale of a controlled substance, six counts of third degree criminal <b>possession</b> of a controlled substance, and second degree criminal use of <b>drug</b>	March 22, 2019	<input type="checkbox"/>
91%	9. <i>United States v. 519 072.00 in U.S. Currency</i> (N.D. N.Y. 2019) has been properly invoked to uphold federal bans on the <b>possession</b> of certain arms by certain classes of citizens, such as <b>drug</b> users or those convicted of domestic violence. See, e.g., United States v. Chovan, 735 F.3d 1127, 1141 (9th Cir. 2013) (applying intermediate scrutiny to uphold federal statute banning gun <b>possession</b> by domestic violence misdemeanants)	March 15, 2019	<input type="checkbox"/>
51%	10. <i>Alfonso v. Abruzzi</i> (N.D. N.Y. 2019) .5 (Am. Compl. ¶¶ 35-36.) (Page 3 On September 18, 2013, a grand jury indicted Stegemann, charging him with violations of 21 U.S.C. § 841(a)(1) ( <b>possession</b> with intent to distribute controlled substances), 18 U.S.C. § 924(c)(1)(A) ( <b>possession</b> of firearms in furtherance of a drug trafficking crime), and 18 U.S.C.	February 28, 2019	<input type="checkbox"/>

- c. Ability to upload PDF documents such as an AIC handbook or any other documentation deemed necessary by Klamath County.

**RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS / Kiosk solution allows for Authorized Users or facility administration to upload certain documents such as jail handbook, policies and procedures, or daily updates. The system can be configured such that it requires that inmates acknowledge these documents either on the initial login, or every login, before other features of the system can be accessed.**

- d. Ability to upload a Video (MP4) files deemed necessary by Klamath County.

**RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

- e. Kiosk shall allow a drop-down menu from home screen for AICs to access multiple languages(English and Spanish minimum).

**RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**By default, English and Spanish are available and able to be selected by a simple drop-down menu. Other languages are available by request, and at no cost.**

- f. Kiosk shall allow access to Commissary Ordering for the AICs.

**RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS / Kiosk solution allows for inmates to access the Commissary platform for the purpose of ordering Commissary items via the kiosks. This is able to supplement the phone-based commissary ordering menu.**

- g. A fully functional Video Visitation Capability fully compliant with the specifications outlined in this RFP.

**RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed VVS meets or exceeds all stated requirements.**

- h. Ability for Applications to be configured to be enabled or disabled for periods of time by housing unit or facility (for example the Commissary Application may only be available Tuesdays and Thursdays from 9 to 5 when AICs can order commissary).

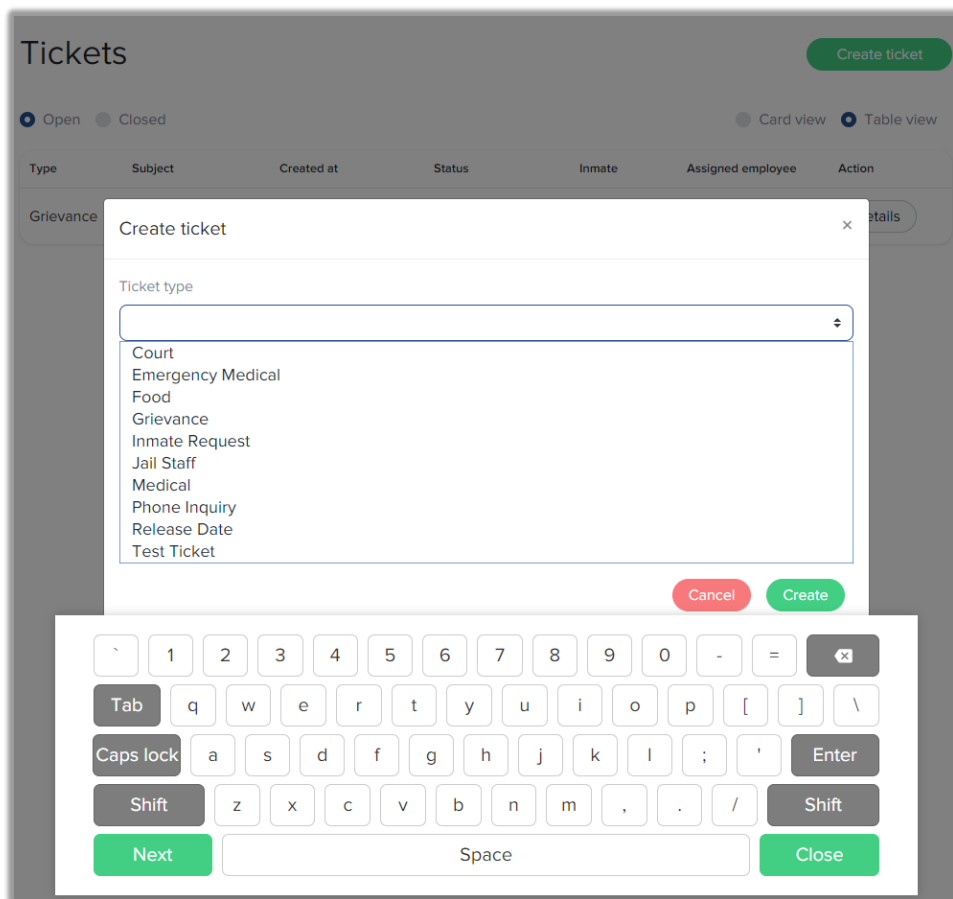
**RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

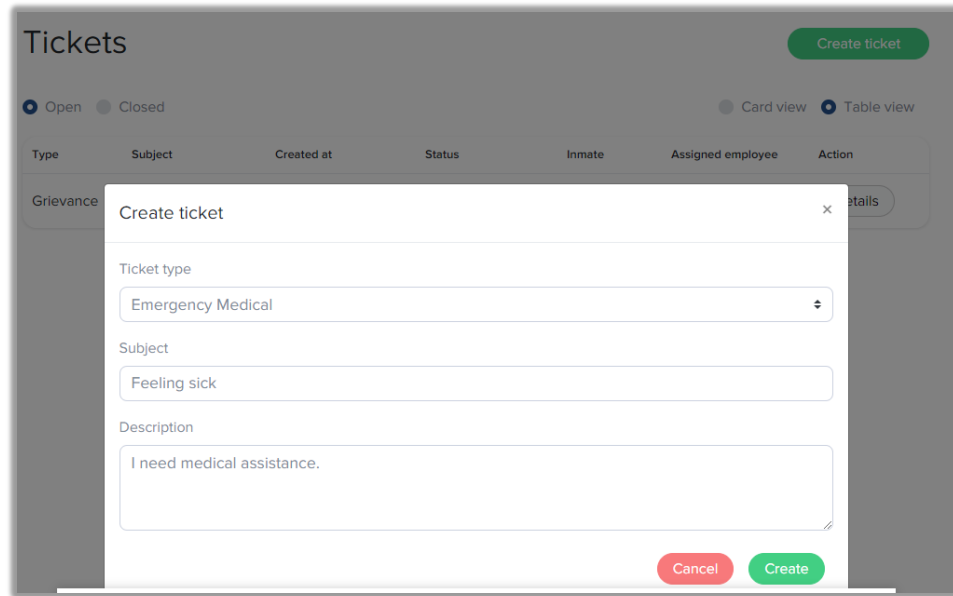
The proposed VVS / Kiosk application is able to enable / disable certain inmate applications based on particular schedules. Availability of inmate applications is able to be managed from directly within the web-based administrative portal, by Authorized Users with the appropriate level of access.

- i. AIC Forms & Grievance submission capability that will:
  - i. Allow an AIC to place both anonymous and known grievance requests.
  - ii. Allow authorized facility staff to review and respond to grievances through the AIC Telephone Platform User Interface.
  - iii. Allow for assignment to other facility staff.
  - iv. Track the response time for grievance resolution that can be customized so County Name specifications can be viewed and Staff can view any excessive time periods for grievance resolution.
  - v. Allow AICs to track and review active and closed grievances through the kiosk.
  - vi. Provide a method for an AIC to appeal a grievance.
  - vii. Ability to keep all forms for the life of the contract – even if an AIC is released.

**CROWN RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

The proposed VVS / Kiosk application includes an industry-leading Grievance request module which meets or exceeds all requirements as stated herein. The implementation of an electronic grievance system, including all expected escalation capabilities, and replacing paper-based processes, reduces Facility liability related to inmate complaints about grievances not being responded to / addressed in a timely manner.





- j. The kiosk must have a method for conflict resolution which will give both verbal and visual warnings as to pending, approved and scheduled events. Some form of warning should notify an AIC prior to placement of a call as to the time allowed to place a call should it be less than the standard duration allowable. Conflict resolution must be configured such that certain scheduled communication events (i.e. video visitation sessions) take priority over unscheduled communication events (i.e. telephone calls).

**Crown** **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown will commit to installing the optimal number of correctional-grade inmate kiosks, such that inmates are not lining up to use the kiosks. Additionally, inmate applications are able to be subject to “timeout” restrictions such that they can only be used for XX minutes prior to being shut out of the application for a certain period of time.**

**B13.3 Hosted Video Visitation – Hardware Requirements**

1. The terminal must include a detention-grade hardened steel enclosure
2. Detention grade hardened steel wall mounted enclosure.
3. The position of the hook switch must not enable/disable a live visitation session.
4. The terminal must prevent spills from entering the enclosure.
5. The terminal must be able to access the web-based application and be enabled for touch screen inputs.
6. The terminal shall not have any openings exposed to the user. This includes all wiring and ventilation holes.
7. The terminal shall not have any external hinges.
8. The terminal will have a shatterproof touchscreen LCD display.
9. The terminal will have a built-in camera.
10. The terminal will have a detention-grade audio handset.
11. The terminal will have the option for one or two handsets or a hands-free device.
12. The terminal shall be powered by 110VAC or Power-Over-Ethernet.
13. The terminal will utilize standards-based videoconferencing CODEC (Encoder/Decoder) based on the H.264 video conferencing compressions.
14. The terminal must have heat syncs and heat vents.
15. The terminal must have a minimum of two (2) internal magnetic levitation ventilation fans and internal tachometer output to monitor operation.
16. The terminal shall have a magnetic on/off switch.
17. The terminal must be secured to the wall using a mounting bracket with a minimum of four (4) screws/bolts. The

terminal must then secure to the mounting bracket using no more or less than two (2) security screws.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**Crown’s proposed video visitation kiosk complies with all requirements listed above to meet the standards of the County to be suitable for a correctional environment. Shown below is a specification sheet for the proposed kiosks.**

**EQUIPMENT SPECIFICATION SHEET / VIDEO VISITATION DESCRIPTION**

The NCIC video visitation kiosk offers touch-screen input and is made of a rugged 16-gauge steel shell that contains small openings for cooling and ventilation – there are no exterior removable parts. The NCIC kiosk employs a heavy-duty armored swivel handset that is hearing-aid compatible, and has an anti-static receiver. The NCIC kiosks are designed to be wall mounted in its structure by being securely bolted. Aside from wall mounted kiosks, NCIC also provides correctional facilities with a portable kiosk option that can be easily transported to provide video communication and a range of other inmate applications.



The interior of the proposed kiosks contain a powerful encrypted CPU and monitor designed to be secure and ideal for a correctional environment.

**FEATURES**

- **Mini PC**  
CPU : Intel Celeron Quad core @ 2.0Ghz  
Ram : 4 Gb  
Storage : 32gb SSD
- **Monitor**  
17-inch touch screen  
Tempered shatterproof touch panels
- **Cameras**  
Microsoft LifeCam cinema 5.0 Mega Pixels  
ELP-USBFHD06H-MF80 2mp USB Camera  
(8MM manual focus lens, 3m USB cable, without microphone)
- **Handsets**  
24inch and 32 inch swivel handsets
- **Video Visitation Unit Shells**  
17-inches wide, 19-inches in height and 6-inches in depth
- **Kiosk Shells**  
19-inches wide, 11 ½ inches in depth, 59-inches in height, with a 22-inch x 21-inch base plate



**Environmental Specifications**

- Min. Operating Temperature: 32°F / 1.7°C
- Max. Operating Temperature: 90°F / 32.2°C
- Operating Relative Humidity: 8% to 90%

**B13.4 Hosted Video Visitation – Technical Requirements**

1. The system shall be a complete TCP/IP-based system. All video and audio streams between the terminals, visitors, and management equipment (servers) shall be transmitted over TCP/IP Ethernet. Systems that utilize analog audio/video matrix switching systems are not acceptable.
2. The system must consist of AIC terminals connected over a 100 Mbps dedicated Ethernet network so that any terminal can be connected to any other terminal.
3. The terminal must be able to access the video visitation solution via local area network (LAN) or via a broadband internet connection (DSL, cable, etc.) using a computer or laptop that is web camera and enable headset.
4. The system should utilize:



- a. High quality video using low bandwidth
  - b. Video Standards: H.264
  - c. Video Transmission Speeds: 64 Kbps – 2 Mbps
  - d. Wide range of video resolutions and bit rates: CIF (352 x 288 pixels), SIF (352 x 240 pixels), QCIF (176 x 144 pixels)
5. The system must be designed for:
- a. Up to 30 frames per second of high-quality video at 384+ Kbps
  - b. Up to 15 frames per second of high-quality video at 64 – 320 Kbps
  - c. Constant or variable bit rate and frame rate
1. The system must provide encryption for all visits.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

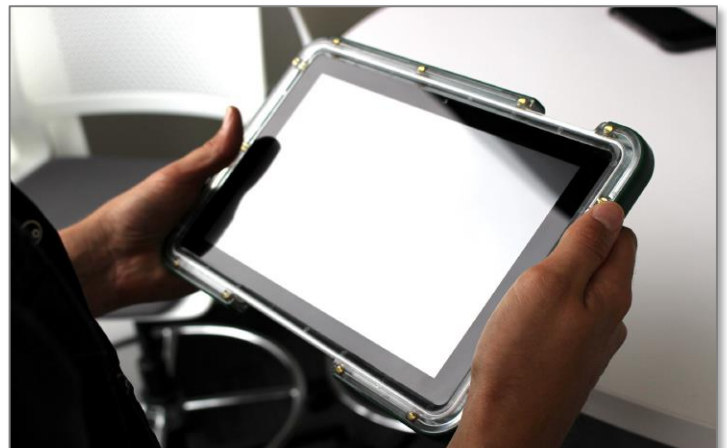
The proposed VVS / Kiosk solution is robust, correctional-grade and comes equipped with industry-leading software capabilities, including robust encryption methodologies. Crown looks forward to providing an on-site demonstration of our VVS / Kiosk solution to Klamath County.

### **B13.5 Tablets**

1. Tablets shall interface with the County’s Jail Management System, commissary, AIC phone system and video visitation system, at no additional cost to the County allowing AICs to access Tablet services. County requires the same PIN requirements for the Tablets as used for the phone and video visitation systems. The County will not be responsible for paying any amount(s) associated with the required interface(s).

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The Crown Tablets, powered by VendEngine, are windows-based, and provide a full suite of software applications that operate in the Amazon Cloud and are easy to integrate with other Jail systems to automate processes, such as PIN administration. Interfaces with the JMS, AIC phone and video visitation systems will be provided at NO COST to the County and will allow AICs access to Tablet services with a PIN login.



### **Tablet Overview**

Crown will provide ruggedized, corrections-grade tablets for the AIC population. When these tablets are implemented, AICs and their friends and family will be able to easily access additional, low-cost communication options, such as AIC text and email messaging. The Crown Tablets, powered by VendEngine, offer AICs the ability to access a robust suite of AIC self-service applications. These applications are programmable to allow access only to applications approved by the facility.

From Commissary Ordering to Educational Platforms and Video Visitation; from Electronic Communications to Legal Law Libraries, Games, Music and much, much more, our Tablets



are designed to replace or supplement AICs access to the traditional wall mounted kiosk.

The Tablets are easily rechargeable with our wall mounted charging solutions and are locked down to only allow your facilities suite of software services.

We know that each facility has its own preferences and settings, so these devices are designed for you to select your own suite of applications and CAN include:

- AIC Text and Email Messaging
- AIC Video Visitation (scheduled) and Video Chat (spontaneous)
- Electronic Grievances & Requests
- Electronic Medical Requests
- Educational Content
- Self-Help Videos
- Law Library
- AIC Handbook
- Jail Documents
- AIC Documents
- Forms
- Clock
- Calendar
- Dictionary
- Calculator
- Commissary Ordering
- Phone Time Purchasing
- Transaction History
- Suicide and PREA Alerts
- Religious Content
  - AudioBible
  - E-books (some religious e-books considered premium content)
  - Videos/Devotions
- Premium Content (\$0.05/minute) including, but not limited to
  - Music
  - Games
  - E-book Catalog
  - Video Documentaries

## Education

The Crown Tablets, powered by VendEngine, are able to provide content options for AIC self-improvement, including personal finance, employment, national news and learning options. Some educational content is considered premium content and would be charged

(\$0.05/minute). The tablets offer educational content from multiple sources, including:

- eDynamic Learning Career & Elective Courses – North America’s largest provider of high school career and elective courses with more than 100 courses offered
- Maxx Content Professional Education – a tablet-based training solution offering personalized learning with a variety of professional education courses
- Maxx Content Rehabilitative Education – solution designed for AICs, parolees, probationers and juvenile offenders, including 65,000 pieces of credentialed content, self-help courses, 20,000 practice exercises, 7,000 instructional videos, and a personalized learning dashboard.
- Skillsoft – the global leader in eLearning, offering 120,000 pieces of content, including over 7,000 courses, 65,000 videos and 46,000 books
- Corrections Rehabilitation Institute (CRI) – offering courses designed for individuals released or soon to be released from prison

### **PREA & Suicide Alerts**

We offer an instant alert system for AIC suicide or PREA situations that goes straight to your phone or email. When an AIC logs in to the kiosk, there are two red buttons that stand out on the screen for PREA ALERT and SUICIDE ALERT.

When an AIC hits either of those buttons, an instant text or email alert is sent out to the officers and administrators you have chosen to be responsible for responding to these alerts. You can also track all PREA and Suicide Alerts on the home page of the VendEngine software. This feature has saved lives and will help your facility be in compliance with PREA rules and regulations.

### **Facility-Approved Documents**

The facility can upload AIC handbooks or other jail documents into the AIC system, and require AICs to confirm that they have received required documents. Documents will be accessible on the kiosks even after the AIC confirms receipt! This means that AICs will never be able to claim to not have knowledge of the facility’s rules and procedures.

You can even require AICs to “accept” the documents with a date and time stamped electronic signature before they can proceed to using the kiosk or tablet. Your compliance officer is certain to be thrilled with this feature!

### **Commissary Ordering**

Our picture-based point-of-sale ordering system integrates seamlessly with your commissary

provider or your in-house commissary. The picture-based user interface makes ordering quick and easy for AICs.

## Tablet Hardware

The Tablet features a 10.1” screen and is designed for use in correctional facilities, with tamperproof housing, hardened, scratch-resistant glass, and drop proof tested within 1 yard. The casing is a polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed.

### Tablet Specifications

#### Processor

Intel® Atom Processor™ x5-Z8350 @ 1.44Ghz. (2M Cache)

#### Operating System

Windows 10 IoT Enterprise with VEKiosk Embedded Software

#### Memory/Storage

4 GB/ 64 GB

#### Display/Touch

10.1” @ 1280 x 800, 300 nits

Projected capacitive touch (Multi-touch)

#### Bluetooth/Wireless

Version 4.0+HS / 802.11 b/g/n

#### Camera

Forward Facing 2.0MP AF

#### Battery/ Working Time

Rechargeable Li-Ion battery @ 3.85V, 8080mAh

8 Hours @ Movie with Headphones, 75% brightness, Wifi/BT on

#### I/O

- Volume Up/Down
- Micro USB – Blocked by Casing
- Mini HDMI – Blocked by Casing
- Headphone + Mic 3.5mm – Exposed
- DC Power In
- Power Button
- Pogo Pins for optional charging solutions



#### Power Adaptor

AC Input: 100 ~ 240V ~ 0.5A, 50-60Hz, DC Output 5V, 3A

#### Casing

Polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed

#### Dimensions

282.5 x 19.1 x 193.6 (mm) – 11 1/8” x 3/4” x 7 5/8” (SAE) - W x D x H

#### Weight

1,043 g – 2 LBS, 5oz

#### Certifications

CE / FCC / BSMI / NCC / VCCI / TELEC

## Emails & Text Messages

Email and Text Messaging on tablets and kiosks, as well as the mail-scanning application (when deployed), reduces staff labor demands and mail-based contraband.

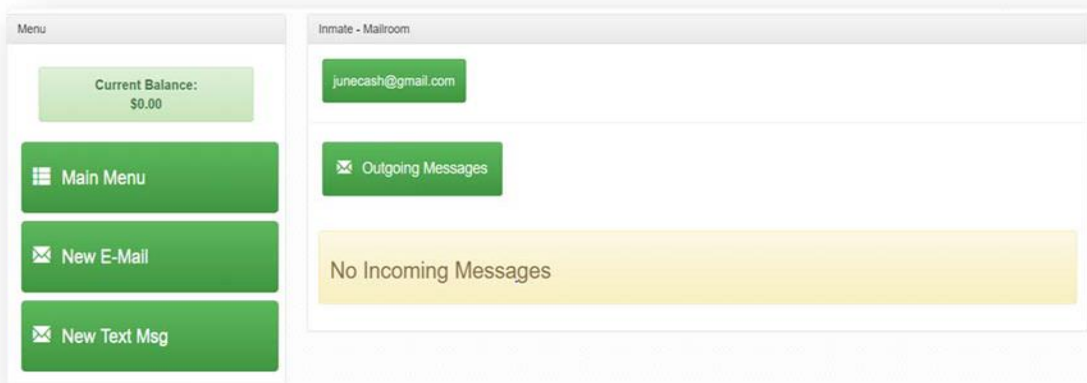
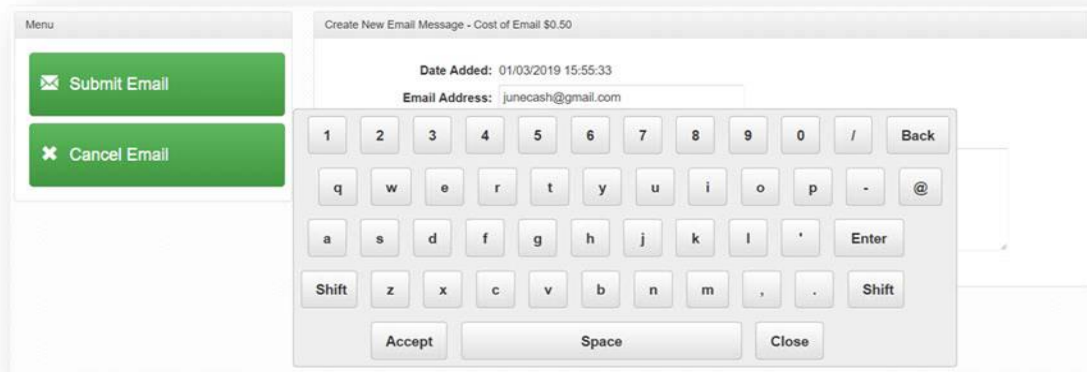
### Indigent AICs

Crown’s technology partner, VendEngine, can also make available an allotment of free messages for indigent AICs, if the County desires. The number of free messages provided each week would be negotiated between VendEngine and the County.

## Messaging Application

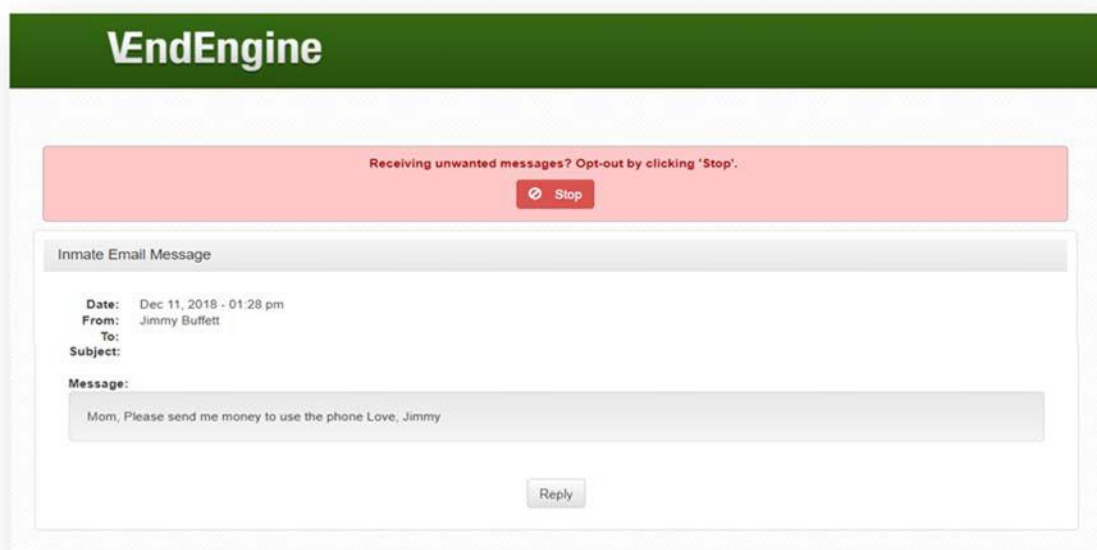
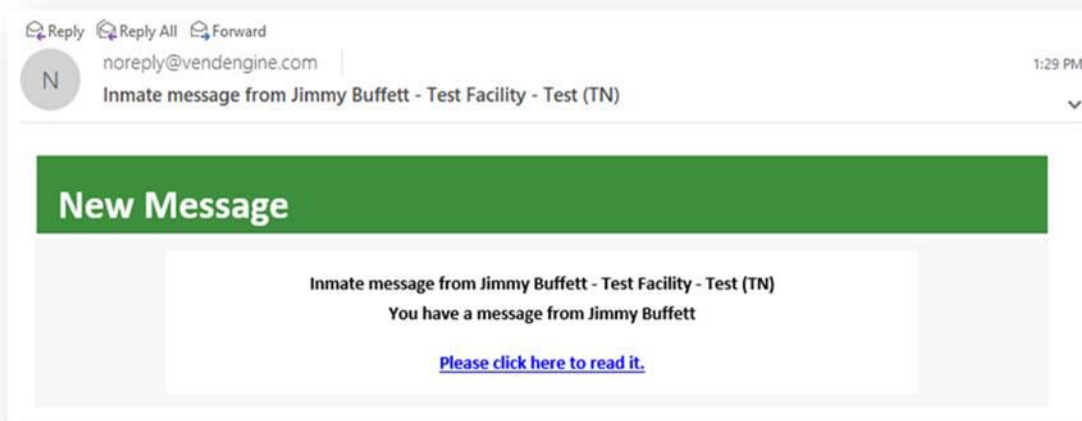
The AIC may generate an email or text message using the MailRoom application. The AIC must manually enter the phone number or email address upon first entry; however, the system stores Recent Contact for ease of use.

The AIC is required to enter the full email address of the end-user and the VendEngine messaging platform stores the most recent contacts so the AIC can simply select the end-user contact information to send additional messages.



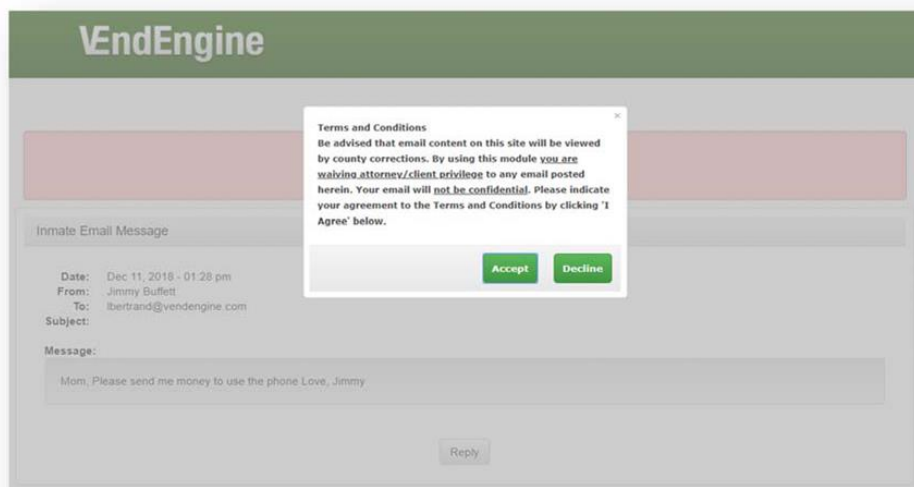
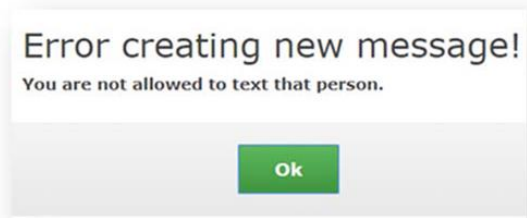
Invitations shall not contain any personal AIC email and shall be in a generic format from the named AIC. The invitation shall clearly state that it is from a correctional facility and provide instructions on how the recipient may refuse the invitation and how to notify the Vendor's Customer Service Center if they do not wish to receive invitations from AICs.

The VendEngine messaging platform generates a generic message to the end-user, whether sent by email or text message, notifying the end user that the message is from "AIC name" at "correctional facility name" and provides a link to access the message via secure server. The end-user opens the message by clicking the link provided in the message and is provided the option to "Opt-out" of receiving unwanted messages at any time. Opting out prevents all future communications from the AIC to the end-user. If the end user accepts the message, the end-user is prompted to accept the message Terms and Conditions prior to initiating a response.



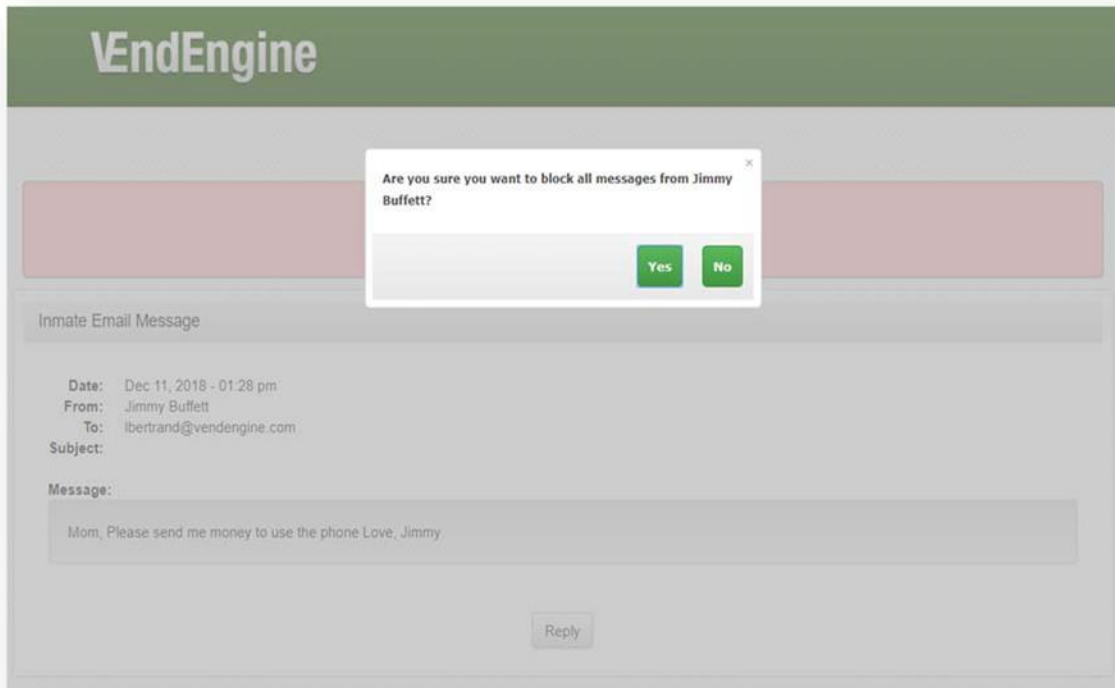
The VendEngine Product Suite allows the for an end-user to “Opt-out” of receiving unwanted messages at any time. Opting out prevents all future communications from the AIC to the end-user. In addition, the system provides the facility(s) the capability to block individual emails, email domains and/or phone numbers within the system, globally or at the AIC level.

When an individual email address, email domain and/or phone numbers is blocked and an AIC initiates and attempts to send an email or text message, the AIC receives an error message. Blocked email addresses, email domains, and/or phone numbers may be bulk imported or manually entered at any time. The system automatically cross references all blocked email addresses, domains, or phone numbers and any future communication attempt will be denied.





Invitations shall not be sent to any given email address more than twice from the same AIC. Once an end-user has opted out of receiving unwanted messages, whether received by email or text, the end-user will no longer receive communication from the AIC via the VendEngine messaging platform.



Inbound electronic AIC email may include attachments. Attachments are currently limited to one (1) attachment, .jpg, .jpeg or .gif, up to 5MB.

The VendEngine system is configurable to filter all emails and require approval, filter emails by key alert words and require approval, and/or allow processing of all messages without approval. When an email is flagged, the message is automatically filtered for Admin approval. The AIC cannot view a filtered/flagged message until the message is approved by an Admin.

The VendEngine messaging platform automatically captures all emails and text messages with alerts or attachments, and/or any emails requiring approval. These flagged messages populate in a queue for Admin approval by category (outgoing and incoming) accessible from the Quick Menu, by selecting the "E-Mail" icon. Emails and text messages flagged due to a triggered alert word are indicated as such with an "alert". Upon review of the message, the triggered alert word(s) are highlighted in red. The status of all messages for an identified AIC may be viewed by selecting the "Admin" icon.

Quick Menu

- Kiosks
- Grievance
- Requests
- Medical
- E-Mail
- Video Visitation
- Video Visit Calendar
- Voicemail
- Change Password

Outgoing Inmate Email / Text Messages

Inmate	Facility	Subject	Date Added
John Jingleheimersmitz	Test Facility	txt message	Dec 13, 2018 - 04:02 pm CDT - <b>alert</b>

Txt Message - Detail

**Found alert keywords:**

- tattoo
- scared

Date Added: 01/03/2019 08:01 pm CDT  
 Inmate: Yogi Bear  
 Recipient: [REDACTED]  
 Status Date: [REDACTED]  
 Kiosk: [REDACTED]  
 Status: Waiting admin review  
 Status By: [REDACTED]

Notes for Admin: [REDACTED]

Notes for Inmate: [REDACTED]

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**.

Message not replied to yet

Close Print Admin Delete Approve Deny

Admin Inmates Email

View / Edit Inmates Email

Yogi Bear - Balance: \$96.17

Current Outgoing Inmate Email

ID	Email	Subject	Date Added
1645815	3185178385	txt message	Jan 3, 2019 - 07:54 pm CDT

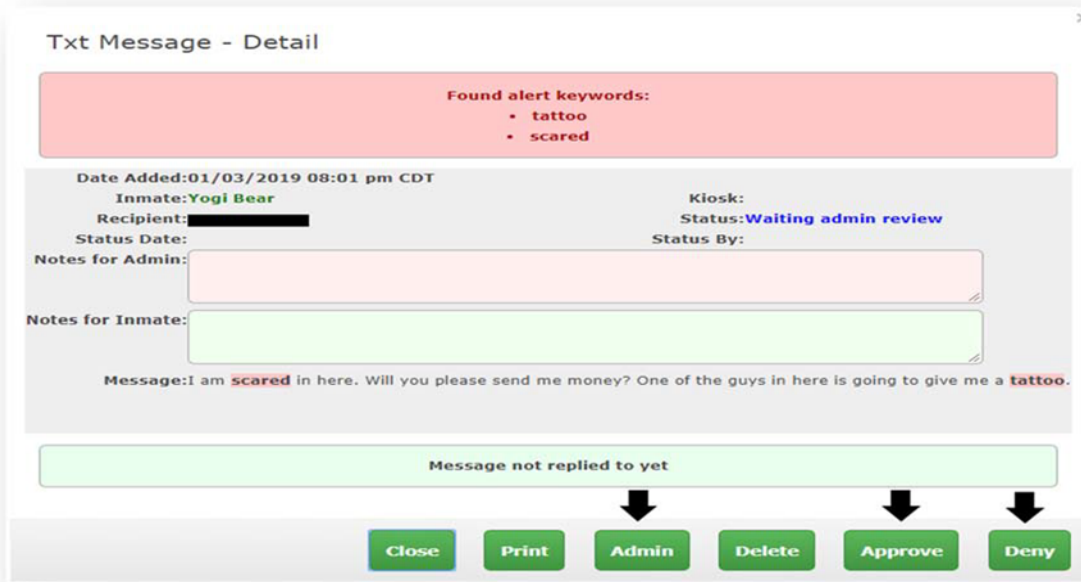
Current Incoming Inmate Email

ID	Inmate	Subject	Date Added
237035	Yogi Bear	test	Dec 7, 2017 - 11:10 am CDT
1098464	Yogi Bear	Contact Blocked	Oct 16, 2018 - 05:08 pm CDT

Inmate Previous Emails

ID	In/Out	Status	Inmate	Subject	Date Added
1121664	Outgoing	Approved	Yogi Bear	txt message	Sep 11, 2018 - 04:48 pm CDT
1262714	Outgoing	Approved	Yogi Bear	txt message	Oct 16, 2018 - 05:05 pm CDT
1645857	Outgoing	Approved	Yogi Bear	txt message	Jan 3, 2019 - 08:01 pm CDT
1098464	Incoming	Approved	Yogi Bear	Contact Blocked	Oct 16, 2018 - 05:08 pm CDT

The system allows for a user to enter “Notes for Admin” which are not viewable by the AIC or end- user. The “Notes for Admin” may be utilized for documenting notes for investigation, reason for blocking or escalating, and may be continually input.

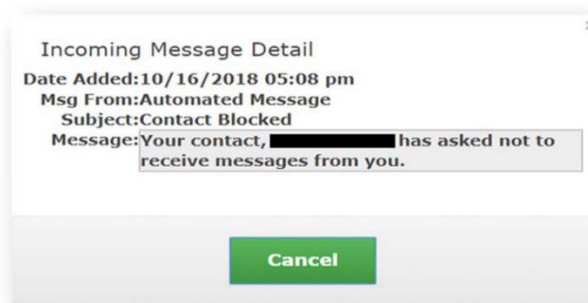


When a message is denied by an Admin in the VendEngine messaging platform, a message is generated to both the end-user and the AIC.

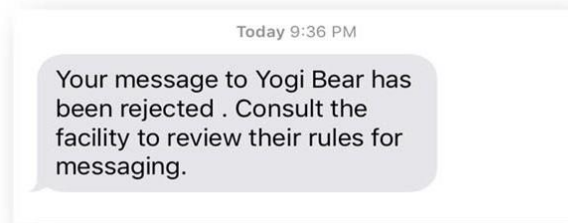
AIC:

Current Incoming Inmate Email

ID	Inmate	Subject	Date Added
1098464	Yogi Bear	Contact Blocked	Oct 16, 2018 - 05:08 pm CDT



**End User:**



The VendEngine messaging platform is inclusive of an Admin Text function which allows facility(s) personnel to communicate with AICs via messaging.

The VendEngine messaging platform allows for communication between an AIC and end-user only. In addition, the system restricts message usage by AIC housing location, which prevents AIC PIN abuse across housing units, ultimately providing an additional layer of security.

The VendEngine messaging platform is configurable to allow input of alert words; when an alert word is triggered in an incoming or outgoing email or text message, the message is flagged for Admin approval. Flagged alert words are highlighted in red. In addition, incoming and outgoing email and text messages can be queried by alert word through the reporting function in the AICs Email/Text History report.

### Txt Message - Detail

**Found alert keywords:**

- tattoo
- scared

**Date Added:** 01/03/2019 08:01 pm CDT

**Inmate:** Yogi Bear      **Kiosk:**

**Recipient:** ██████████      **Status:** Waiting admin review

**Status Date:**      **Status By:**

**Notes for Admin:**

**Notes for Inmate:**

**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**.

Message not replied to yet

Close
Print
Admin
Delete
Approve
Deny

### Report - Inmates Email/Text History

Date From	<input type="text" value="12/3/2018"/>
Date To	<input type="text" value="1/3/2019"/>
Jail	<input type="text" value="Test Facility, TN"/> <span style="float: right;">✕</span>
Warehouse	<input type="text" value="All Warehouses"/> <span style="float: right;">▼</span>
Inmate ID	<input type="text"/>
Inmate First Name	<input type="text"/>
Inmate Middle Name	<input type="text"/>
Inmate Last Name	<input type="text"/>
Contact Email / Phone	<input type="text"/>
Keyword Search	<input type="text" value="Gun"/> <span style="float: right;">←</span>
Select User	<input type="text" value="None Selected"/> <span style="float: right;">✕</span>
Summary Only:	<input checked="" type="checkbox"/>
Show Full Text of Messages	<input type="checkbox"/>
Refund Status:	<input type="text" value="All"/> ▼
Show Income Per Kiosk:	<input type="checkbox"/>

✔ Submit
🖨️ Print
👁️ Hide Filters
🖨️ Print with Attachments

## Video Visitation

VendEngine has revolutionized the way AICs communicate with families and friends through our cloud-based video software system. On-site video visitation is available at no cost for families and friends to talk with AICs in a safe and secure manner through our state-of-the-art hardware, designed and manufactured in the United States. Off-site visitation is available for families and friends to visit through our free app, available for download on Android or Apple devices. From anywhere, on their cellphone, laptop or mobile device. The off-site visitation module from VendEngine is the best in the industry. Based upon specific facility configurations:

- Family members or AICs schedule a time for the video session to take place.
- Family members visit the jail facility (on-site) and join the session on the kiosk at the jail.
- An AIC joins the session from the kiosk located within their pod or cell. AICs can also request visitation sessions or spur-of-the-moment sessions from their kiosk rather than having to schedule ahead of time for sessions.
- Full scheduling capabilities available for on-site and off-site visitation, including auto filtering, auto- approval status, video arraignment/lawyer account management.

The VendEngine system operates in the Amazon Cloud and that means that your data is not only safe and secure, but also accessible to you anytime, anywhere. Your information is stored instantly and is retrievable anytime you wish. Since the VendEngine system works through a secure connection to the cloud, there are no servers to place on site and no hardware to maintain. We simply plug it in, and it works. Assigned Jail administrators can view and listen to all sessions in real-time. Administrators also can interrupt a session or terminate a session at any time.

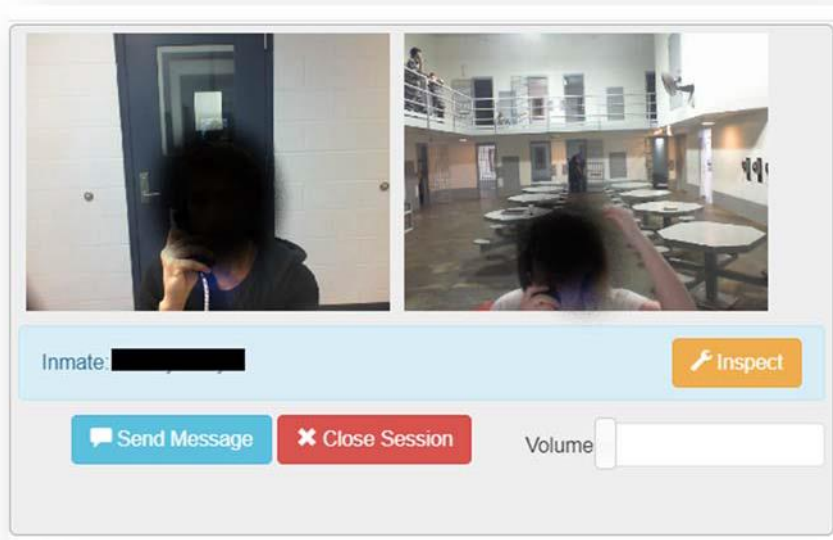
EVERY video session is recorded for investigative purposes and stored up to six months. The sessions are easy to retrieve and view from any connected device, with no software to load. Legal and Judicial calls can be blocked from recordings. The VendEngine system makes it easy to view and download any session. With no software to load and individual can simply download a stored video session in standard .mpeg or .wav format onto a hard drive or thumb drive instantly. The VendEngine scheduler allows individuals at home or at the facility to schedule their own sessions at any time. The system even allows for AICs to schedule their own sessions as well.

The video visitation system is complete with settings for schedules for the entire AIC population or by housing unit. Admin and staff have the capability to customize configurations based upon day of week, limit time, windows for scheduling requirements, terms and conditions (customizable), registration requirements (including customizable information



required by the facility), and much more. In addition, the system prevents double-booking or scheduling more than one visit on a designated location during the same time slot. The video visitation can be as simple or as sophisticated as necessary, based upon the facility(s) preference.

The software allows admins to interrupt sessions while live-monitoring to send messages to both parties and to terminate sessions in the event that termination is necessary. The addition of the note to the video recording would need to be built into the software platform is not currently available.



The VendEngine video visitation platform allows for both AICs and Visitors to create visits based upon system configuration. In addition, both AICs and Visitors have the ability to cancel a scheduled visit prior to the visit start time via the AIC kiosk or Visitor account.

Upcoming Visits

<b>Facility:</b> Test Facility <b>Inmate:</b> Yogi Bear <b>Visit Start:</b> 01/08/2019 3:20 PM - 3:50 PM CDT	<a href="#">✕ Cancel Visit</a>
---	--------------------------------

Upcoming Video Visitation

Tuesday, 01/08/2019 03:35 PM - 04:05 PM CDT (30 minutes)  
Yogi Beareass  
yogibeareass@gmail.com  
555555555

[✕ Cancel Visit](#)

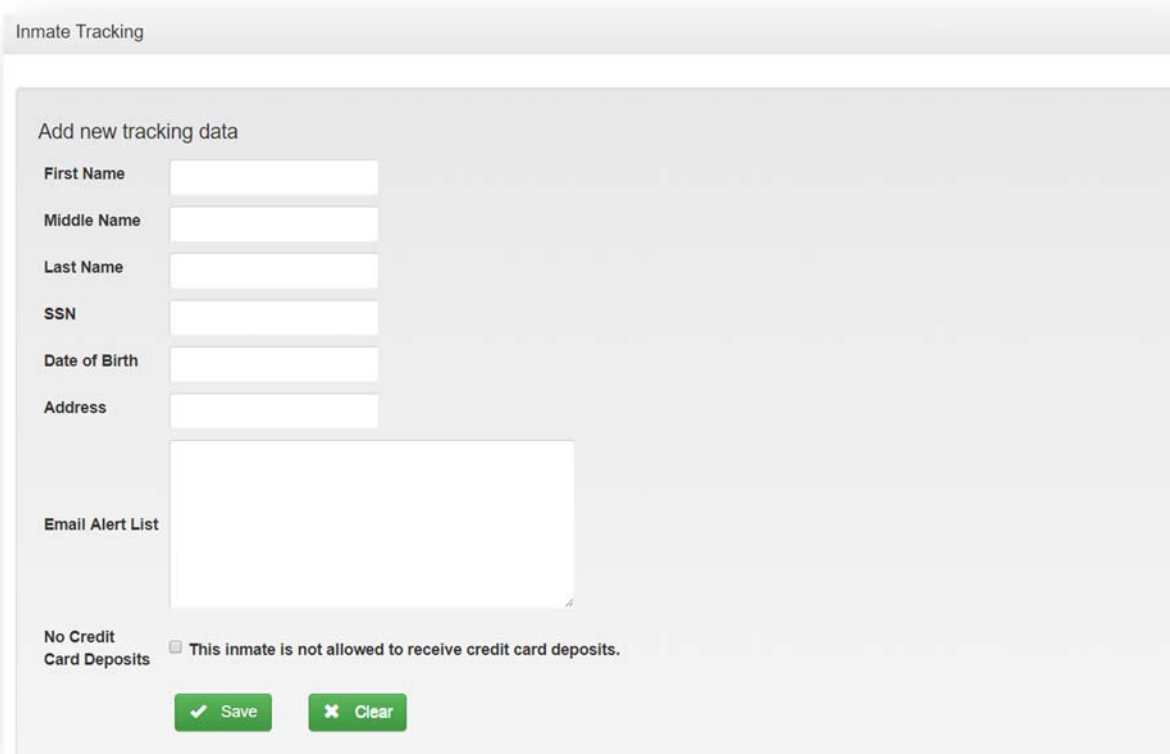
The VendEngine video visitation platform requires that AIC and visitors agree to the facility(s) terms and conditions and/or visitation policies prior to the connecting to and the start of the scheduled video visit. Visitation terms and conditions are based upon facility(s) policy and easily uploaded and modified within the VendEngine systems jail settings.

Terms and Conditions:

VIDEO VISITATION TERMS AND CONDITIONS

Participation in video-visitation is a privilege, not a right. Both visitor and inmate are expected to conduct themselves in an appropriate fashion at all times during a video visit.

The VendEngine Product Suite provides AIC Tracking feature which allows for the facility(s) to create alerts based upon specific AIC criteria.



The screenshot shows a web form titled "Inmate Tracking". The form is designed for adding new tracking data for an inmate. It includes several input fields: "First Name", "Middle Name", "Last Name", "SSN", "Date of Birth", and "Address". Below these fields is a larger text area labeled "Email Alert List". At the bottom of the form, there is a checkbox labeled "No Credit Card Deposits" with the text "This inmate is not allowed to receive credit card deposits." next to it. Two green buttons, "Save" and "Clear", are positioned at the bottom right of the form.

## Other Features

- Proposed VVS (video visitation system) is a privilege-based system allowing the assignment of more than 20 different privilege levels to customizable user's groups and user assignment to specific user groups, based on the needs of facility.
- Proposed VVS can interface seamlessly with the facilities commissary or AIC banking software to allow for easy transferring of funds for the purpose of funding visitation and related services.
- Proposed VVS allows the facility to automatically notify a user(s) and/or user group(s) via email when a visitation station is added, modified and/or taken offline.
- Proposed VVS has the capability for mass email notifications to make all or select visitors, AICs and staff aware of events, policy changes, etc.
- Proposed VVS can track all AIC housing unit assignments, movements, and AIC releases to validate scheduled visitation integrity.

- Proposed VVS can automatically attempt to reschedule all visits associated with an AIC if the AIC has changed housing locations.
- Proposed VVS can automatically cancel all visits associated with an AIC if the AIC has been released.
- Proposed VVS can notify visitor(s) via email and automated phone message if a visitation has been cancelled.
- Proposed VVS can allow the facility to manage personal and professional visitations with shared or separate quotas, stations, visitation center hours, time slots, recording and monitoring rules, and scheduling and policies.
- Proposed VVS has the ability to allow the facility to determine what type of visits (Internet, on-premise, face-to-face, and contact) are allowed for each housing unit.
- Proposed VVS can allow the facility to establish and manage approved visitor lists for the entire facility, only selected housing units, or only selected AICs.
- Proposed VVS can allow the facility to schedule a “no visitations” event with customizable duration for an AIC, station, station group, housing unit and/or visitation center.
- Proposed VVS can allow the facility to create the following restrictions with customizable duration:
  - Restrict a visitor from visiting a certain AIC(s).
  - Restrict an AIC from visiting a minor.
  - Restrict an AIC from visiting ALL visitors.
  - Restrict a visitor from visiting ALL AICs.
  - Restrict an AIC from having Internet video visits
  - Restrict an AIC from having contact visits
  - Restrict an AIC from visiting at the same time as another AIC.
  - Restrict a visitor from visitation at the same time as another visitor.
- Proposed VVS allows the facility to set the age at which a minor can register and schedule a visit as an adult.
- Proposed VVS allows for facility staff to setup automated email notification of visits to notify staff, investigators, i.e. of visits for a particular AIC or visitor.
- Proposed VVS can automatically encrypt all professional video visitations (e.g. legal visits) to ensure no recording or monitoring can take place.
- Proposed VVS can display upcoming daily visit information on AIC station screens i.e. AIC name, time of visit.

- Proposed VVS can provide visitor warrant check management settings to control facility warrant check policies.

#### Video Chat

In addition to the features listed above, the VendEngine VVS has a Video Chat feature, which allows the AIC to initiate a remote video visitation session. This feature can be utilized either within a scheduled block of time or be left open at the facility's discretion. This feature is very similar to a Face Time call. The AIC inputs the phone number they wish to video call, the system reaches out to that phone number, and if the civilian chooses to accept the video call, it is answered through our JailFunds app.

#### Video Service Fees and Commissions

There is no cost for video visits that are conducted from a Klamath County location (visitation area or courthouse).

#### Remote Video Visitation

Visitors may use their own computer or other internet-connected device to conduct remote visits from any offsite location, such as their home or office. Visitors will be charged the rate of \$0.19 per minute for remote video visitation, of which the County will receive 35% as commission revenue.

2. Tablets should be configured to only allow AICs access to the services and applications approved by the County. Additional applications shall be mutually agreed upon by the County and Vendor. AICs shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and servers only.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The Crown Tablets, powered by VendEngine, have no residual operating system. Each Tablet is preconfigured with an image designed to run the proprietary cloud-based applications and are locked down to only allow your facilities' suite of software services.

We have numerous security tools for the System Admin UI and User Dashboard. Some of the noteworthy items are:

- Automatic intrusion detection systems with automated IP blocking
- Login limits
- IP restrictions
- Salted and hashed passwords
- Where retrieving sensitive information is required, strong encryption is used.
- factor authentication support
- Logging on virtually all user actions within the system

3. Vendor shall provide the County with remote access to Tablets at no cost to the County for the purpose of

administering, monitoring, overseeing and reviewing transactions and activity associated with the applications and services offered. The following reports (at a minimum), shall be made available to the Facility as applicable for monitoring and investigative purposes. Vendor shall provide a sample of the reports.

- a. Transactions by AICs
- b. Application usage by AICs
- c. Totals by AIC
- d. Totals by Tablet
- e. Daily, weekly and monthly statistics

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

The County will be provided remote access to our Admin UI that provides a variety of real-time reports and ad hoc queries for administering, monitoring, overseeing, and reviewing transactions and activity associated with the Tablet applications services offered. Example reports are provided below.

Transactions by AICs

Admin Inmates

---

View / Edit Inmates - Tablet Demo - DO NOT EDIT - DO NOT EDIT (DO NOT EDIT)

Andrew Clark (1234) ← Back to All Inmates

Balance	Spendable	Medical	Open Fees	Open Bonding Fees	Upcoming Fees
\$17.75	\$17.75	\$0.00	\$290.00	\$0.00	\$0.00

General | Restrictions | **Transactions** | Fees | History | Notes

Deposit
Adjustment
Medical
Print Check
Links
Med Payment
Fee
Print

PDF Print Excel Show 100 entries

Search:

ID	Type	Date	Amount	Running Total	
48003091	Order	02/08/2021 03:17:12 pm CST	-\$10.34	\$17.75	
44891467	Video Chat	12/07/2020 11:29:59 am CST	\$0.00	\$28.09	
44028331	Order	11/18/2020 01:58:13 pm CST	-\$10.76	\$28.09	
44027579	Paid Inmate Fee - Destruction of Property - Destruction of Property - (Fee Created on: 07/10/2020 3:44 pm CDT)		11/18/2020 01:41:24 pm CST	-\$15.00	\$38.85
44027578	Deposit - Money Order - From mom	11/18/2020 01:41:24 pm CST	\$30.00	\$53.85	
44026590	Return	11/18/2020 01:19:05 pm CST	\$12.00	\$23.85	
44026561	Order	11/18/2020 01:18:00 pm CST	-\$12.00	\$11.85	
43977956	Paid Inmate Fee - Destruction of Property - Destruction of Property - (Fee Created on: 07/10/2020 3:44 pm CDT)		11/17/2020 10:38:12 am CST	-\$10.00	\$23.85
43977955	Deposit - Check - Transferred X prison	11/17/2020 10:38:12 am CST	\$20.00	\$33.85	
43977896	Order	11/17/2020 10:36:00 am CST	-\$34.25	\$13.85	
43929043	Paid Inmate Fee - Destruction of Property - Destruction of Property - (Fee Created on: 07/10/2020 3:44 pm CDT)		11/16/2020 09:18:26 am CST	-\$15.00	\$48.10



**Application usage by AICs**

Commissary Management System

Report - Premium Time Usage

Date/Time From: 1/10/2020 CST  
 Date/Time To: 2/10/2021 CST  
 Jail: Tablet Demo - DO NOT EDIT ✕  
 Inmate ID: 123456  
 Inmate First Name:   
 Inmate Middle Name:   
 Inmate Last Name:   
 Summary Only:

Total Transactions: 1  
 Total Minutes: 0.58  
 Total Amount: \$0.00

PDF Print Excel Search:

Inmate	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
John J. Jacobs (123456)	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00
<b>Totals</b>	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00

**Totals by AIC**

Commissary Management System

Report - Premium Time Usage

Date/Time From: 1/10/2020 CST  
 Date/Time To: 2/10/2021 CST  
 Jail: Tablet Demo - DO NOT EDIT ✕  
 Inmate ID: 123456  
 Inmate First Name:   
 Inmate Middle Name:   
 Inmate Last Name:   
 Summary Only:

Total Transactions: 1  
 Total Minutes: 0.58  
 Total Amount: \$0.00

PDF Print Excel Search:

Inmate	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
John J. Jacobs (123456)	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00
<b>Totals</b>	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00

**Totals by Tablet**

(Note: We also refer to tablets as mobile kiosks.)

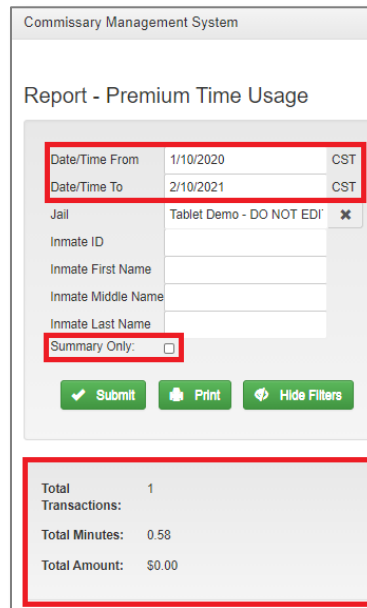
Kiosk	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
General Tablet	0	\$0.00	0.58	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	0.58	\$0.00
<b>Totals</b>	<b>0</b>	<b>\$0.00</b>	<b>0.58</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0</b>	<b>\$0.00</b>	<b>0.58</b>	<b>\$0.00</b>

Showing 1 to 1 of 1 entries

Kiosk	General Minutes	General Revenue	Games Minutes	Games Revenue	Video Minutes	Video Revenue	Books Minutes	Books Revenue	Radio Minutes	Radio Revenue	Total Minutes	Total Revenue
General Tablet	0	\$0.00	2604.9	\$54.96	0	\$0.00	74.68	\$1.74	151.01	\$3.98	2830.59	\$60.68
EDSO-PV1-Pod B	0	\$0.00	5.6	\$0.16	0	\$0.00	1.45	\$0.06	245.57	\$5.56	252.62	\$5.78
EDSO-PV1-Pod A	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	105.9	\$2.24	105.9	\$2.24
EDSO-PV2-Pod E	0	\$0.00	2.6	\$0.16	0	\$0.00	0.27	\$0.02	52.77	\$1.16	55.64	\$1.34
EDSO-PV2-Pod F	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	1.03	\$0.04	1.03	\$0.04
EDSO-PV1-Dorm 1	0	\$0.00	19.57	\$0.44	0	\$0.00	0	\$0.00	201.95	\$4.32	221.52	\$4.76
EDSO-LT5-Court Holding	0	\$0.00	6.33	\$0.18	0	\$0.00	0.98	\$0.02	57.52	\$1.34	64.83	\$1.54
EDSO-PV2-Legal Kiosk Room 1	0	\$0.00	1.45	\$0.06	0	\$0.00	8.28	\$0.18	280.14	\$6.08	289.87	\$6.32
EDSO-PV2-Legal Kiosk Room 2	0	\$0.00	0.17	\$0.02	0	\$0.00	1.98	\$0.06	342.88	\$7.48	345.03	\$7.56
EDSO-LT6-Pod H	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	40.09	\$0.86	40.09	\$0.86
EDSO-PV2-Pod G	0	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00	15.78	\$0.36	15.78	\$0.36
EDSO-PV1-HOLDING-C	0	\$0.00	0.5	\$0.02	0	\$0.00	0	\$0.00	119.38	\$2.58	119.88	\$2.60

**Daily, weekly and monthly statistics**

(Note: Reports can be generated for any time frame needed by modifying the beginning and ending date. The results of the above reports and other similar reports will be updated accordingly.)



Commissary Management System							
Report - Premium Time Usage							
Date/Time From	1/10/2020 CST						
Date/Time To	2/10/2021 CST						
Jail	Tablet Demo - DO NOT EDI ✖						
Inmate ID							
Inmate First Name							
Inmate Middle Name							
Inmate Last Name							
Summary Only:	<input type="checkbox"/>						
<input type="button" value="Submit"/> <input type="button" value="Print"/> <input type="button" value="Hide Filters"/>							
<table border="1"> <tbody> <tr> <td>Total Transactions:</td> <td>1</td> </tr> <tr> <td>Total Minutes:</td> <td>0.58</td> </tr> <tr> <td>Total Amount:</td> <td>\$0.00</td> </tr> </tbody> </table>		Total Transactions:	1	Total Minutes:	0.58	Total Amount:	\$0.00
Total Transactions:	1						
Total Minutes:	0.58						
Total Amount:	\$0.00						

4. Tablets shall be provided to the County pre-loaded with the County approved applications offering a variety of games, music and entertainment, as well as free applications/services and educational programs. Tablets provided by the Vendor shall be configured to provide certain “free” services to the AIC population at no charge. Such “free” services shall include:
  - a. Clock
  - b. Calendar
  - c. Dictionary
  - d. Calculator
  - e. PDF Documents approved by County
  - f. PDF Viewer
  - g. Electronic submission of AIC requests
  - h. Commissary purchases
  - i. Debit purchases
  - j. Trust/commissary/debit account look-up
  - k. AIC handbook
  - l. AIC notices/bulletins

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**We know that each facility has its own preferences and settings, so these devices are designed for you to select your own suite of applications and content including the above free services. More details are provided in response to B13.5.1 above.**

5. The County requires a 10% spare inventory of Tablets be stored at the Facility to allow for the prompt replacement of a broken or malfunctioning Tablet. Vendor shall supply the proper packaging and pre-paid shipping labels to allow the County to ship any broken or malfunctioning Tablets for repair or replacement. County shall not be responsible for any costs associated with replacing the Tablets, including but not limited to, packaging, shipping and insurance.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

6. Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant, and be enclosed in a durable, sealed case.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The Crown Tablets, powered by VendEngine, features a 10.1” screen and is designed for use in correctional facilities, with tamperproof housing, hardened, scratch-resistant glass, and drop proof tested within 1 yard.

The Tablet casing includes polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed.

7. Tablets shall be capable of restricting AIC usage to the specific housing unit to which the AIC is assigned.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The Tablets are capable of restricting AIC usage to specific housing units to which the AIC is assigned by associating the Tablets with the Wi-Fi access points assigned to the specific housing unit and the AIC PIN and housing unit designation provided by the JMS AIC profile data.

8. Upon completion of the installation and any ongoing installations, Vendor shall provide the County with a list of Tablets, charging stations, equipment specifications, and locations of each device.

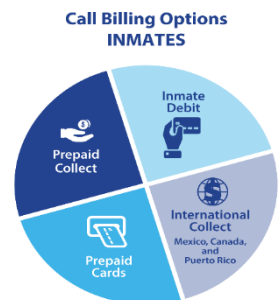
**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**B14. Payment Options & Products**

1. The system shall allow automated operator collect calling.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system offers automated collect, pre-paid collect, and debit calls. The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment. The proposed system is the only one in the industry that allows traditional collect calling to these countries.



2. All prepaid calls will be subject to the same restrictions and features as standard AIC-collect telephone calls.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Security and investigative features of the proposed system are available regardless of how the calls are billed.

3. The called party shall be provided an option to request cost of the call prior to accepting the charges.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Called parties are provided the option of hearing and repeating the rate quote during the call setup process, before the called party accepts the call. Unlike other providers in the industry, the proposed system does not have a call greeting sequence that makes it difficult to receive a rate quote, nor do we configure our prompt/greeting sequence to deceitfully steer consumers (called parties) to more expensive “Single Payment” billing options.

4. The system will allow AIC families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:

a. A system that will allow AIC families and friends to set-up an account directly with the vendor.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system is designed for families and friends to contact our customer service department via a toll-free number to establish a Crown communications account. Account setup is also available via the website.

Crown utilizes our customer service toll-free number as the caller ID on each call, so that family members can easily contact us for further questions about their accounts, recharges and/or refunds. Crown can provide posters, pamphlets and flyers that can be distributed in the lobby of the jail for family members and we can post simple instructions next to our phones so the inmates can understand how to place calls prior to placing their first call. We also have a webpage for account funding and management with low, defined fees to establish accounts.

b. A system that provides customers to prepay for calls from the facility.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

A key feature of the platform is that the called party can immediately connect to a live bi-lingual customer service representative while the inmate is on hold waiting to be connected. The proposed system provides the maximum amount of payment/billing options to both inmates and their friends and families, to ensure maximum call completion.

c. Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system is capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, interstate and international calling. The platform is capable of processing collect, free, pre-paid collect, pre-paid card, debit and speed dial calls. Called parties have the option to bill their calls and fund their accounts through all the options listed above.

5. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown offers both prepaid collect calling and bank card collect calling. With prepaid collect calling, the friend/family member would incur a one-time account set up fee. The Bank card collect calling allows the family to bill to a card for a single call without having to establish an account. Unlike other providers in the industry, Crown does not offer abusive, excessively priced "Single Payment" options that only cause to erode calling revenue. These can be up to \$9.99 or \$14.99 that is charged to family and friends for a single call. If a Single Payment billing method is needed, it will be provided at the same low, per-minute rate as all other calls.

6. Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please find below a comprehensive list of all ITS fees associated with the proposed system. Crown takes pride in offering the lowest rate structure in the industry, understanding that less money spent on fees means more commissionable inmate calling activity. Additionally, Crown allows the account holder to add up to ten (10) different destination numbers to the Pre-Paid Collect account, with only one fee applicable for up to ten (10) numbers.

INMATE TELEPHONE SYSTEM - FEES	
CHARGE/FEE NAME	AMOUNT
LIVE OPERATOR TRANSACTION FEE:	\$5.95
AUTOMATED OPERATOR TRANSACTION FEE:	\$3.00
WEB TRANSACTION FEE:	\$3.00

7. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Due to the system being the most user-friendly in the industry and the fact that we use a live operator to handle the prepaid collect account set-up process for friends and family, our process results in a higher amount of completed calls/revenue than allowing collect to cell phones at higher prices. Further, Crown charges the lowest account establishment fee in the industry, resulting in a higher percentage of prepaid accounts getting installed. When an inmate places an initial call, the called party is transferred to a live operator while the inmate is on hold. The use of a live operator versus an awkward automated system increases the percentage of successful account set-ups and decreases confusion about establishing an account.

Additionally, Crown utilizes our customer service toll-free number as the caller ID on each call, so that family members can easily contact us for further questions about their accounts, recharges and/or refunds. Recently, we have been experimenting with using local DID numbers in cases where the answer rate is not as high to help promote the answering of inmate calls. With that said, Crown can provide a pamphlet or flyer that can be distributed in the lobby of the jail for family members and we can post simple instructions next to our phones so the inmates can understand how to place calls prior to placing their first call. We also have a webpage for account funding and management with low, defined fees to establish accounts.

8. Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown can offer free/promotional calls from the booking phones (or any other phones as specified by Klamath County) allowing newly booked inmates a quick call to notify family they are incarcerated. Crown has avoided the "Single Payment" programs that many of our competitors offer because of the high charge that is billed to the end user. Crown



offers a version of the Single Payment services, but such calls are billed at the same low per-minute rate being charged for other call/bill types. There are no egregious fees being charged for such calls (up to \$14.99 or \$9.99, in some cases).

- Vendor must allow constituents deposits/payments of non-fixed amounts.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown is flexible on deposits and the proposed system has the capability to allow non-fixed deposits and payment amounts. Crown does not enforce any account funding minimums.

**B15. Security & Accessibility**

- The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and AIC.

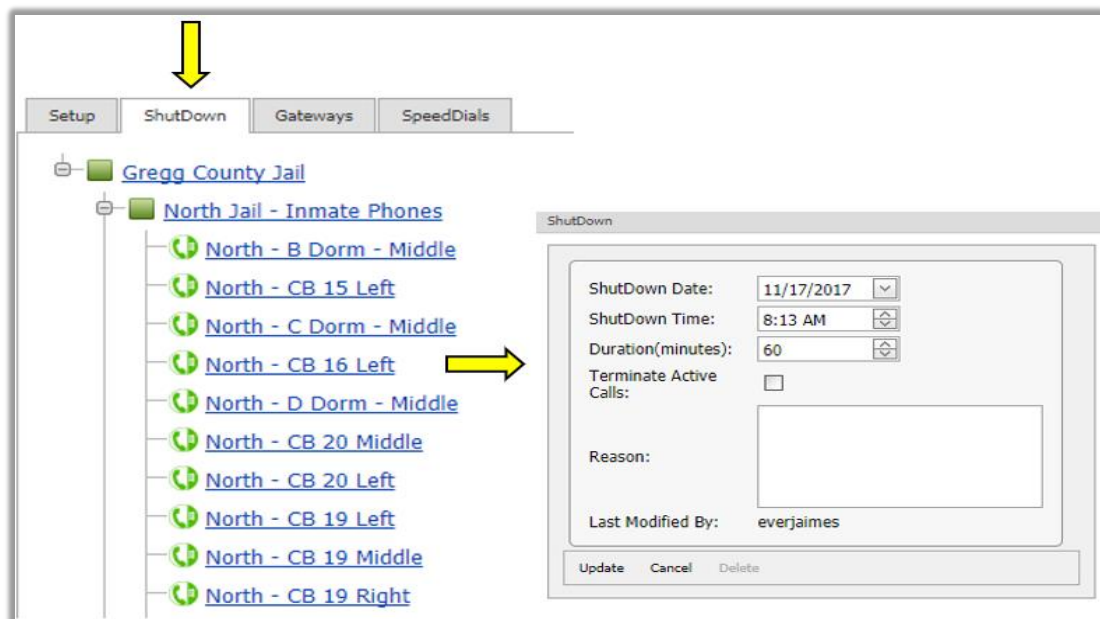
**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system features automated on/off controls, based on pre-configured schedules and the needs of Klamath County. The platform allows authorized users to shut down individual telephones, blocks of telephones or the entire telephone system, and shutdown can be completed either immediately, or done once any current calls are completed.

- County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed platform can be manually switched on/off via the secured web interface using any computer with internet access or by manual switches located in any area designated (Demarcation location, central control center, selected housing units, selected telephone) by authorized personnel. Only authorized facility personnel with proper access will be able to perform such shutdowns. Shown below is a screenshot of a shutdown via keystroke where a user can shut down a complete facility, groups of phones or individual phones.



3. The system shall be password protected to permit only authorized facility personnel access to the system.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Authorized personnel will have a secure user login and password allowing them to access the system based on their security level remotely, via the Internet. Users can securely perform all functions of the system, including live monitoring, listening to recorded calls, blocking/unblocking numbers, terminating calls, PIN administration, call history or any other function needed in real-time. All page views and modifications to the database are logged in detail, to provide an audit trail in our User Activity Logging report. With these checks in place, any views or changes are logged with the user's login information, timestamp and their location allowing the change to be tracked back to the user and undone if necessary. All information is stored in geographically separate backup locations to ensure 100% reliability.

4. The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system allows authorized County/Facility personnel the ability to enable and disable individual telephones, blocks of telephones or the entire telephone system. This feature can be accessed via the secure website using any computer with internet access. Only authorized facility personnel with proper username and password will be allowed to access the system.

5. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

An authorized user can be assigned an IP or multiple IPs allowing access. Access will not be allowed from a non-assigned IP address.

6. Must be security controllable by IP address.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system will provide restrictive access by public and private IP addresses. Only authorized users shall have access from any onsite or remote IP address. The configuration is established during installation and provides the settings for security control based on IP addresses. This can be configured only by authorized users or Crown's technical and customer service support teams.

7. Must have security templates that limit access by job role within the department.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Multiple access levels are available and can be established based on Klamath County's requirements. The security levels are selected during installation and training and can be modified as needed by approved system administrators with the appropriate levels of access.

User Name:	amber.earl	Company:	TCOO
Status:	Enabled	Facility:	County Jail

<i>Account Credit</i>	No Permissions	<i>Home</i>	View
<i>Activity Log</i>	No Permissions	<i>Inmates</i>	View,Edit,Check Ba
<i>Alerts</i>	View,Edit	<i>Contract:</i>	All
<i>Briefcase</i>	View	<i>Live Monitoring</i>	View,Listen,Add No
<i>Call Download</i>	Allowed	<i>Messaging</i>	View
<i>Call History</i>	View,Listen,Add No	<i>Phones</i>	View,Edit
<i>Charges</i>	View	<i>Prepaid Cards</i>	No Permissions
<i>Commissary</i>	No Permissions	<i>Area Profiles</i>	View
<i>Company</i>	No Permissions	<i>Links</i>	No Permissions
<i>Destinations</i>	View,Edit,Check Ba	<i>Service</i>	View
<i>Documentation</i>	No Permissions	<i>SpeedDial</i>	No Permissions
<i>Facility</i>	No Permissions	<i>User Management</i>	No Permissions
<i>FacilityShutDown</i>	No Permissions	<i>Video Arraignment</i>	No Permissions

Update Cancel

- 8. Must be password protected.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system is only accessible to authorized users with proper login credentials (username and password).

**B16. Text messaging devices**

Please describe available technology for text or electronic messaging.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

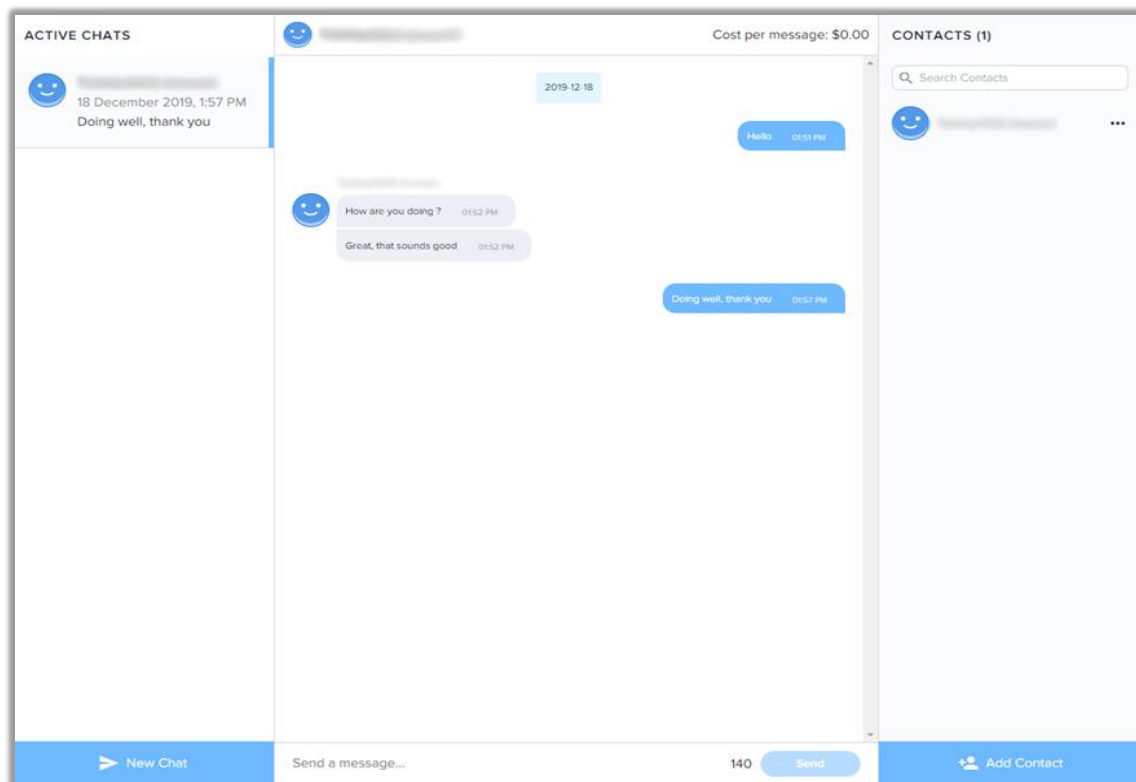
Crown is proposing our secure, integrated Inmate Messaging application which can be provided through the Inmate Kiosks and/or Inmate Tablets (based on the allowances of Facility administration). Inmate messages are subject to a range of security features, including:

- ✓ Ability to detect certain keywords within messages. The proposed system offers a standard dictionary of common keywords and offers the ability to supplement that standard dictionary with local slang and colloquialisms.
- ✓ Ability to quarantine messages based on whether keywords are detected, or whether they contain attachments, etc. Quarantining the messages would delay delivery until facility review. Quarantining can be done based on inmate or outside party, particular kiosk being used, etc.

- ✓ Ability to limit the amount of characters / length of the messages. This can be done based on inmate or outside party, particular kiosk being used, etc.
- ✓ Ability to run warrant checks based on outside parties signing up for the messaging.
- ✓ Ability to send an email or text alert to designated investigators based on pre-defined messaging occurrences.

Crown’s industry-leading Inmate Messaging application exists as an additional revenue-generating option for Klamath County, with messages and picture attachments available at a per-message rate (see Page 104 for full pricing details). The per-message costs for regular messages and attachments are lower than the cost of a regular postage stamp (and envelope), meaning that coupled with the ‘immediate’ nature of the delivery, Crown’s secure Inmate Messaging is advantageous for all parties.

Below are a couple of screenshots of the proposed Inmate Messaging application.



## SECTION C CUSTOMER SERVICE

Describe Vendor facility and family and friends' operations and customer support capabilities.

### C1. Family and Friends Customer Service

1. Please describe your family and friend's customer service operations and services.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown offers a range of ways in which friends and family members can contact us with any questions or concerns. Crown's Bi-Lingual Customer Service Department is available 24x7x365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing). Callers can easily access a live agent within a few seconds, by following the easy prompts – or can choose to use the automated IVR, if preferred. Crown directly provides the technical services including customer service and facility support.

2. Do you out source any of your customer service operations? If so, to whom and identify the

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown does not subcontract or outsource any portion of our customer support, ensuring it is all based within the United States.

3. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown's Bi-Lingual Customer Service and Technical Support Department is available 24x7x365.

4. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown's Bi-Lingual Customer Service and Technical Support Department is available 24x7x365. Crown provides our toll-free customer service phone number (800-943-2189) as the caller ID on all inmate calls. This makes it easier for the called party to contact Crown Customer Support to set up or manage their Crown communications account or ask questions about the service.

### C2. AIC Account Funding

1. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown does offer "Single Payment" services, however; they are not charged at the exorbitant, excessive rates that other providers often charge. Under Crown's proposed system, any Single Payment call, which can be paid for with a credit or debit card without setting up an account, will only be charged at the same low per-minute rate as all other call/bill types.

2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown's system allows for calls to cellphones to be easily routed to a live representative in order to establish a Crown Correctional account. Calls to cell phones make up the vast

majority of overall inmate calling.

3. Vendor must allow constituents deposits/payments of non-fixed amounts.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown does not apply limits or minimums to funding events, nor does it (unlike other providers) deliberately steer account holders towards lower deposit amounts in order to capitalize on fee revenue, which is not commissionable.**

4. Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**All payments are processed immediately, and funds are available for use immediately.**

5. Vendor must offer pre-paid products for constituents and AIC, post-paid constituent accounts

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown offers Direct Billing (post-paid) options for customers with satisfactory credit. This option is primarily used for high-volume customers, such as law offices and Bail Bonds companies. Crown directly offers the Direct Billing option, and has done so (regularly) since November of 2013.**

6. Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown always prefers an integrated, cardless Inmate Debit solution, achieved via a real-time interface with the Facility Trust/Commissary provider. We have found that allowing inmates to move balances from their Trust/Commissary account over to their Debit calling account (in cardless fashion) helps to maximize call completion, and overall revenue.**

7. The system will allow AIC families and friends to set-up alternate billing methods directly with the Vendor.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Please reference our response on B.14 Item 4, above.**

8. A system that will allow AIC families and friends to set-up an account directly with the Vendor.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown offers an industry-leading Pre-Paid Collect service. Crown is the *only* provider in the industry that allows the account holder to add up to ten (10) different destination numbers to the Pre-Paid Collect account, with only one fee applicable for up to ten (10) numbers. This differs from the standard in the industry, which is to require a separate Crown communications account for each destination phone number – which is simply a method of maximizing non-commissionable fee revenue. Crown directly offers the Pre-Paid Collect service.**

9. A system that provides customers to prepay for calls from the facility.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed system uses a live operator to handle the prepaid collect account set-up process for friends and family, our process results in a higher amount of completed calls/revenue than allowing collect to cell phones at higher prices. The called party can immediately connect to a live bi-lingual customer service representative in order to set up**



an account, while the inmate is on hold waiting to be connected. The use of a live operator versus an awkward automated system increases the percentage of successful account set-ups and decreases confusion about establishing an account.

Upon the called party accepting the call, if the call is not able to be billed as a traditional collect call, the platform informs the called party the number is not billable as a collect call and to “press 1” to set up a prepaid account through a live representative. Crown’s unique use of a live representative for every initial call received, versus the cumbersome, awkward IVRs preferred by other providers, results in a higher ratio of successful account set-ups, and consequently, more completed calls and commissionable revenue.

10. Provider must offer Constituents various points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown currently offers all above listed options.**

11. Vendor shall provide the ability for AIC families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown does offer “Single Payment” services, however; they are not charged at the exorbitant, excessive rates that other providers often charge. Under Crown’s proposed system, any Single Payment call, which can be paid for with a credit or debit card without setting up an account, will only be charged at the same low per-minute rate as all other call/bill types.**

12. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown’s system allows for calls to cellphones to be easily routed to a live representative in order to establish a Crown Correctional communications account.**

13. Vendor must allow constituents deposits/payments of non-fixed amounts.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Please reference our response on Item 3, above.**

14. Vendor must apply constituent and AIC electronic deposits/payments to calling accounts in real-time upon receipt of payment.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**All payments are processed in real-time and funds are available for use immediately.**

15. Vendor must offer pre-paid products for constituents and AIC, post-paid constituent accounts

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

16. Vendor must offer an AIC-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown recommends a fully interfaced, cardless debit system versus physical pre-paid calling cards. Crown has a vast amount of experience in interfacing with commissary and trust providers in order to allow for seamless transfer of funds. Crown will assume any costs associated with developing a working interface.**

## SECTION D INSTALLATION AND CUTOVER, MAINTENANCE AND TRAINING

Vendor shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities AIC phone system, video visitation system and tablets. The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract. The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### D1. Installation and Cut-Over

1. The potential Vendor shall also provide any ancillary equipment deemed necessary for the monitoring, recording, archiving, or retrieval of AIC calls. The potential Vendor shall also provide the telecommunications network designed to provide (on-site and/or remote) administration of the CCS. The Workstation constitutes a component of the CCS.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

2. The potential Vendor will be responsible for paying for and installing any additional physical plant requirements (power, security, data, cabling and/or wiring, physical space, HVAC, etc.). Any cabling, wiring, or conduit installed becomes the property of the County. The potential Vendor shall be responsible for obtaining, developing, and implementing the interface requirements required to implement the CCS and associated services (i.e. PINs, Debit, etc.). The potential Vendor shall bear all costs of required interface(s).

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

3. Vendor will provide AIC phones, remote administration station, the automated AIC call control system and other proposed products and/or features to be completed within sixty (60) days after contract award and full execution.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

4. The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown has provided a draft implementation plan which follows a “phased” approach incorporating quality assurance measures to ensure a seamless transition, minimizing the risk of disruption of phone service, and ensuring completion of the project by the desired completion date. The project plan will be modified per agreed upon contract terms and will follow the project plan and template. Crown’s draft implementation plan can be found under Exhibit A of this response.**

5. If the County's schedule cannot be met within the 60 days stated above, Vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the Vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

6. Any delay in the implementation of the Vendors' schedule that is caused by the County will increase the Vendor's time allowance to complete installation but the Vendor must submit a complete and detailed schedule of additional time required.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

7. The risk of loss and or damage will be assumed by the Vendor during shipment, unloading, and installation.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

At no time will Crown hold Klamath County responsible for any loss or damage of equipment during shipment, unloading or installation.

8. The Vendor must have a plan to provide planned technology upgrades. Please describe.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown provides the Facility with all upgrades to the proposed Platform free of charge for the life of the contract and any contract renewals/extensions. This ensures the Facility has the latest and most advanced system available. Crown releases new updates periodically, with updates, improvements and enhances occurring on a quarterly basis at a minimum. These updates contain new features, improvements, system enhancements and hardware updates. Since the proposed system runs on centrally located servers, there are no updates that need to be installed at the Facility, thus allowing for seamless product upgrades.

9. Develop and implement necessary interface with the County's Jail Management System (EIS) for automatic creation and activation of account at booking and automatic deactivation at release, and to access necessary data

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Most major JMS and Commissary providers allow inmate funds to be moved back and forth from the trust account to the inmate phone account. Crown ensures a level of overall integration that will allow for optimal performance and utilization of the proposed ITS.

10. Provide training, operational instruction and guides/manuals to the County staff, in a form acceptable to the County and County IT for the System Administrator and other authorized County Designees.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please reference our training information on Page 102.

11. Meet or exceed minimum required Maintenance and Service Levels.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please reference Exhibit C – Service Policies and Procedures.

12. Coordinate with current provider as necessary to ensure seamless transition of services.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown will work closely with the incumbent ITS provider to ensure a seamless transition of data and services.

## D2. Video Visitation System-Specific Installation Requirements

1. The Vendor must work with Klamath County to determine the exact times when Hosted Video Visitation equipment can be replaced to reduce "down time".

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

2. The Vendor must describe, in its response, how it performs standard system testing to ensure that the proposed Hosted Video Visitation Solution and its network services are fully implemented and ready to accept visitation traffic and Klamath County use. This description must include the Vendor and industry standard methodologies, procedures and protocols consistent with the Hosted Video Visitation Solution proposed for the Klamath County. The Vendor must describe what is required of Klamath County personnel during this system testing. All hardware, software, software licensing, etc. required to perform this testing must be provided to Klamath County at no cost.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown employs the most rigorous Acceptance Testing methodologies in the industry, in order to ensure that the proposed VVS is operating at full capacity at all times. During the initial installation phase, Crown's experienced Field Technicians will thoroughly test all installed VVS / Kiosk hardware, including all applicable network components, receiving final sign-off from the appropriate Facility personnel prior to leaving the site. Klamath County / Facility personnel are welcome to be as involved or uninvolved in the process as is deemed necessary by the County / Facility. Acceptance testing includes, at a minimum, placing a successful audio call and video visit from all installed VVS kiosks (Both inmate and public side), as well as using all administrative functions (including scheduling, session interruption / termination, running administrative / investigative reports, downloading VVS recordings and data, etc.).

3. The Vendor is required to provide system testing which simulates normal operating conditions of the installed Hosted Video Visitation Solution to ensure proper performance after hardware and software configuration is complete. This simulation must include full traffic load representing high traffic situations for visitation traffic.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

During the Acceptance testing phase, Crown's Field Technicians will simulate normal operating conditions, including high traffic volume scenarios designed to test the overall capacity of the system.

4. The Vendor must agree, in its response, to Klamath County's right to require the replacement of any network service or system component whose failure to meet required performance levels during testing has risen to chronic problem level.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### D3. Tablets (Optional)

1. Vendor shall provide a detailed description of its Tablets, including security feature for the corrections industry, screen size, device size, battery specifications, and charging options.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The Tablet features a 10.1" screen and is designed for use in correctional facilities, with tamperproof housing, hardened, scratch-resistant glass, and drop proof tested within 1 yard. The casing is a polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed.

## Tablet Specifications

### Processor

Intel® Atom Processor™ x5-Z8350 @ 1.44Ghz. (2M Cache)

### Operating System

Windows 10 IoT Enterprise with VEKiosk Embedded Software

### Memory/Storage

4 GB/ 64 GB

### Display/Touch

10.1" @ 1280 x 800, 300 nits  
Projected capacitive touch (Multi-touch)

### Bluetooth/Wireless

Version 4.0+HS / 802.11 b/g/n

### Camera

Forward Facing 2.0MP AF

### Battery/ Working Time

Rechargeable Li-Ion battery @ 3.85V, 8080mAh  
8 Hours @ Movie with Headphones, 75% brightness, Wifi/BT on

### I/O

- Volume Up/Down
- Micro USB – Blocked by Casing
- Mini HDMI – Blocked by Casing
- Headphone + Mic 3.5mm – Exposed
- DC Power In
- Power Button
- Pogo Pins for optional charging solutions



### Power Adaptor

AC Input: 100 ~ 240V ~ 0.5A, 50-60Hz, DC Output 5V, 3A

### Casing

Polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed

### Dimensions

282.5 x 19.1 x 193.6 (mm) – 11 1/8" x 3/4" x 7 5/8" (SAE) - W x D x H

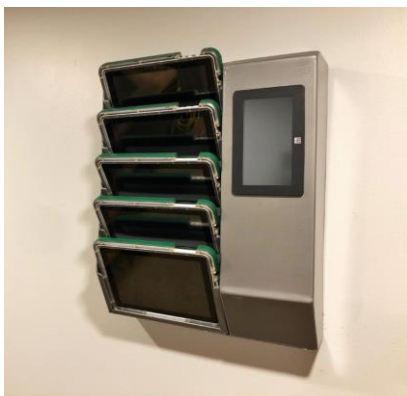
### Weight

1,043 g – 2 LBS, 5oz

### Certifications

CE / FCC / BSMI / NCC / VCCI / TELEC

**We offer wall mounted or portable charging station, whichever the County prefers and is suitable for the County's facility.**



2. Vendor shall specify if the speakers on the Tablets can be disabled/enabled at Customer's discretion.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Yes, the Tablets can be configured with the speakers disabled/enabled. If the speakers were disabled, the AIC could be provided the option to purchase compatible headphones through commissary that permit AICs to use content requiring audio, such as music, movies, etc.**

3. Vendor shall indicate how Tablets work for hearing impaired AICs.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Noise-canceling and hearing aid compatible headphones designed for the hearing impaired could be provided. The amount provided is negotiable.**

**In addition, it should be noted that the e-mail and text messaging application described in the Tablet Overview above is also another popular option for hearing impaired AICs.**

#### **D4. Service & Maintenance**

1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year-round, for issues.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Our Bi-Lingual Technical Support Department is available 24x7x365. Crown directly provides the technical services including customer service.**

2. Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year-round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown's Bi-Lingual Technical Service Department is available 24x7x365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email. The toll-free number rings to a live agent, so that friend and family members do not have to navigate a cumbersome IVR. Crown directly provides the technical services including customer service.**

3. Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

- a. Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

- b. Vendor's Website must dynamically display available products to constituents based on previous calling history.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

- c. Vendor's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.



d. Vendor's Website must allow constituents to configure text and email low balance notifications.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

e. Vendor's Website must allow constituents to subscribe to text payment services, specifically the ability to fund accounts and pay invoices via text messages.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

f. Vendor's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

g. Vendor must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

4. Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Authorized personnel can submit repair requests through the proposed platform's trouble ticket system, or just as easily by phone or email, if preferred. The Authorized User submitting the trouble ticket is immediately sent an email confirmation. Any updates or changes to the ticket status are emailed to the authorized administrator. These tickets are reviewed hourly by our staff for status. Once a request is received, the assigned technician is notified and responds by first contacting the customer to acknowledge receipt of the request, gather additional information required and begin the process to resolve the issue. See the Priority Levels Response Response/Repair Times that follows. Response and repair times can be adjusted according to the County's preferences, if desired.

Description of Priority Levels with Examples	Response Times (Maximum Time After Service Request)	Repair Times (Maximum Time After Service Request)
Priority Level 1 <ul style="list-style-type: none"> <li>• Emergency service problems</li> <li>• More than 25% of all inmate phones down at a single facility</li> <li>• Any loss of blocking, monitoring or recording functionality</li> </ul>	1 Hour	4 Hours
Priority Level 2 <ul style="list-style-type: none"> <li>• Normal Service Problems</li> <li>• 0%-25% of inmate phones down at a single facility</li> <li>• Workstation requiring troubleshooting</li> </ul>	4 Hours	24 Hours

5. Vendor shall provide service policies and procedures as an attachment to this proposal.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown has provided its Service Policies and Procedures which can be found under Exhibit C of this response.

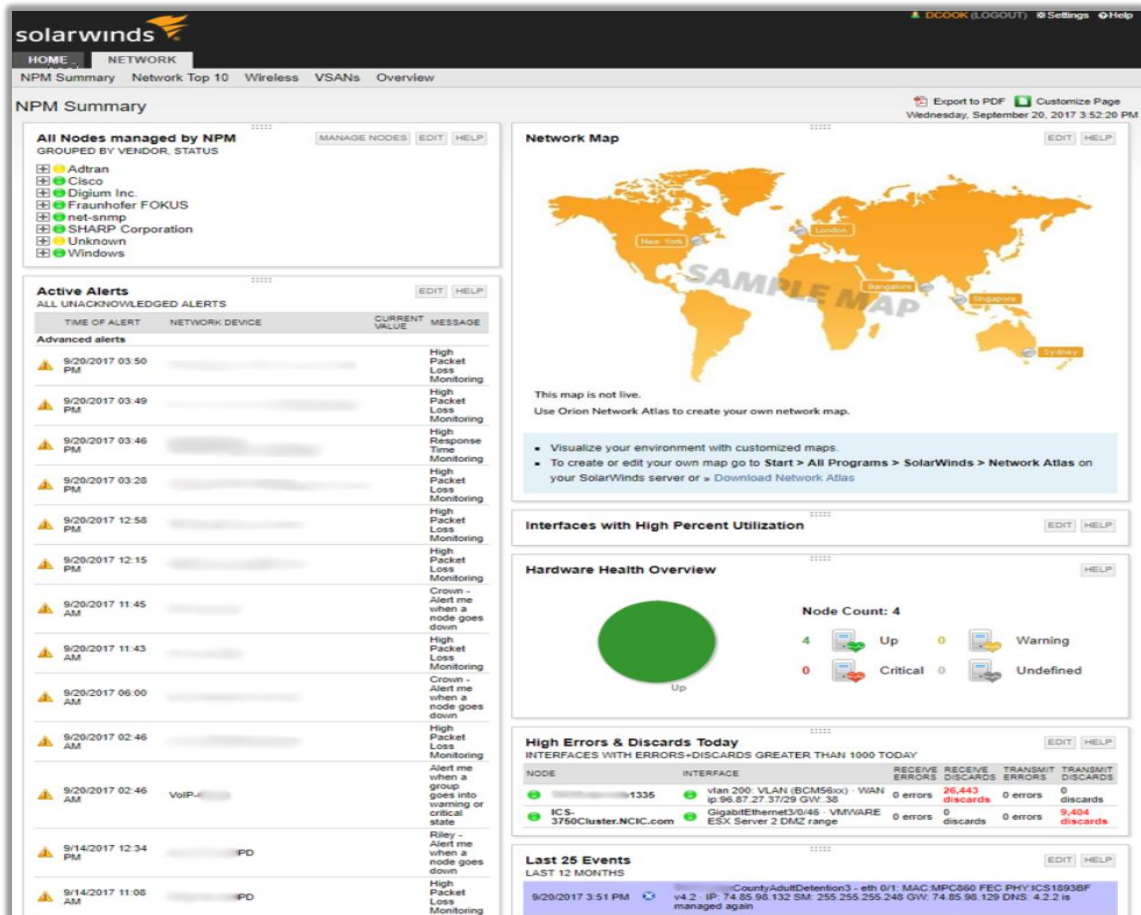


5 minutes during phone availability times, a call will be prompted to our bandwidth provider for resolution of the fault. This approach minimizes support issues from being noticed and reported by our clients in the first place.

The NOC systematically, remotely monitors the system to proactively identify potential disruptions and to minimize any noticeable support issues from occurring. In addition, the NOC is capable of providing remote service and maintenance to address service requests. Over ninety percent of service requests are resolved remotely.

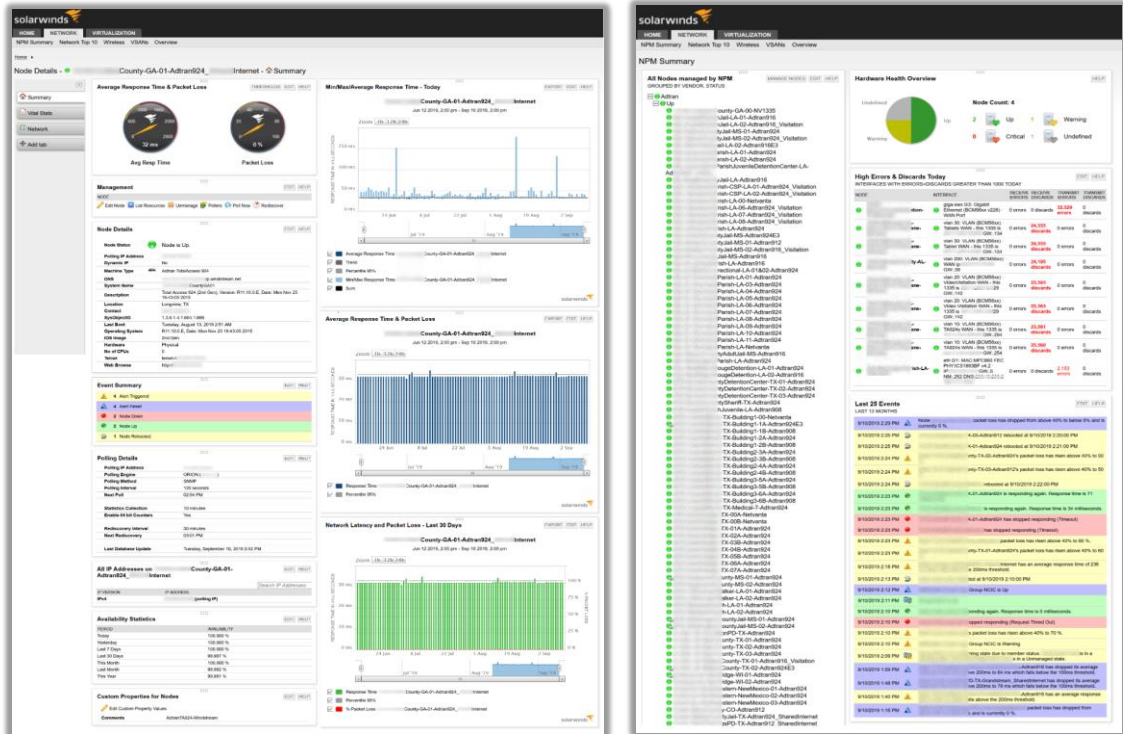
A review of monthly usage and trends of activity (e.g., zero usage stations, stations where usage has dropped significantly, stations with high demand) are conducted monthly. By monitoring traffic, we can identify potential failure on ports and/or equipment. Where feasible, we conduct remote access testing to identify potential locations of concern.

Shown below are screenshots which show details, alerts graphs and information displayed in the NOC:



The screenshot displays the SolarWinds NPM Summary dashboard. The top navigation bar includes 'HOME', 'NETWORK', and 'NPM Summary'. The main content area is divided into several sections:

- All Nodes managed by NPM:** A list of nodes grouped by vendor status, including Adtran, Cisco, Digium Inc., Fraunhofer FOKUS, net-snmp, SHARP Corporation, Unknown, and Windows.
- Active Alerts:** A table of all unacknowledged alerts. The table has columns for 'TIME OF ALERT', 'NETWORK DEVICE', 'CURRENT VALUE', and 'MESSAGE'. Several alerts are listed, including 'High Packet Loss Monitoring' and 'Crown - Alert me when a node goes down'.
- Network Map:** A world map showing network locations. A note states 'This map is not live. Use Orion Network Atlas to create your own network map.'
- Interfaces with High Percent Utilization:** A section for monitoring high utilization on network interfaces.
- Hardware Health Overview:** A circular gauge showing the status of 4 nodes: 4 Up, 0 Warning, 0 Critical, and 0 Undefined.
- High Errors & Discards Today:** A table showing interfaces with errors and discards greater than 1000 today. The table has columns for 'NODE', 'INTERFACE', 'RECEIVE ERRORS', 'RECEIVE DISCARDS', 'TRANSMIT ERRORS', and 'TRANSMIT DISCARDS'. Two interfaces are highlighted: 'vlan 200: VLAN (BCM58xx) - WAN' with 26,443 discards and 'GigabitEthernet3/0/46 - VMWARE ESX: Server-2 DMZ range' with 9,404 discards.
- Last 25 Events:** A list of recent events, including a 'v4.2 - IP: 74.85.96.132 SM: 255.255.255.246 GW: 74.85.96.129 DNS: 4.2.2 is managed again' event.



9. Provide a contact person who will be responsible for ongoing account management and support.

**CROWN RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Mr. Ryan Bartula will serve as the primary point of contact for Klamath County. Mr. Bartula has 22 years of experience in the corrections industry providing communication and commissary services, along with all aspects of management that come with these services. Crown has provided additional details below.

**Ryan Bartula, President**  
**Crown Correctional Telephone, Inc.**  
 305 W. 3rd Street  
 Clifton, TX 76634  
 Telephone: 254-708-0087  
 Fax: 888-557-0769  
 ryan@crownphoneservice.com

10. System shall have the capability for remote diagnostic to minimize facility visits by Vendor. Describe your system diagnostic process and tools.

**CROWN RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please refer to the response to Question #8 for information related to remote diagnostics capabilities.

**D5. Disaster Recovery**

1. Describe your disaster recovery system.

**CROWN RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed ICE and Video Visitation System are a fully integrated, custom-designed system comprised of both onsite and offsite network components to provide the utmost in network redundancy and higher security than standard cloud-based systems. All

components for placing calls / video sessions, live monitoring, recording, and data collections are located in high security, fully redundant locations in Longview, Texas and Dallas, Texas, with near real-time back up on Amazon Web Services cloud storage.

NCIC (the preferred Technology Partner for Crown Correctional Telephone) is the carrier of record but will use AT&T and Level 3 as underlying providers for terminating calls domestically. NCIC has its own network for terminating international calls and the ICE platform consistently maintains a network uptime of 99.99% due to our unique network architecture.

The ICE platform was the first inmate telephone service to use the Cloud to provide the utmost redundancy and security in call recording and call detail storage. ICE utilizes Amazon's GovCloud services, which are designed to host the most sensitive data, and address the most stringent US government security and compliance requirements. Inmate call recordings are stored in a minimum of 3 separate locations and encrypted in AWS' proprietary encryption code. All call records and system data are backed up in real-time. The call recordings and call detail are immediately copied to Amazon's GovCloud for off-site redundancy. Access to AWS GovCloud services is limited to vetted account holders that must be held by US citizens.

Our co-location facility in downtown Dallas, Texas with Equinix handles up to 100% of our live data traffic in the case of an outage at our primary facility in Longview, Texas. On an average day, our network operates at 25% of capacity, running on 1 Gig of bandwidth with 4 separate bandwidth providers (AT&T, CenturyLink, Cogent and Conterra Networks). In 2016, we started a major network upgrade, mainly in anticipation of the FCC rate ruling which did cause an increase our call counts by about 40% over the following two years. Crown chose the two, diverse Texas locations due to their central locations in the US because of the major fiber hubs and the lack of major weather disturbances, earthquakes or potential terrorist activity.

2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

As described above, there are 2 geographically separate data centers, with a tertiary level of redundancy provided by Amazon's cloud-based secure storage.

3. How many staff do you have dedicated to managing and operating your data centers?

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Approximately 25 full-time employees dedicated to managing and operating our various data centers.

#### D6. Training

1. Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

2. The Vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Web-casting, as well as having an online help system integrated into the system.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.



3. Describe your training program; include description of course(s) and any applicable documents.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Crown will provide on-site training based on staffs' areas of expertise, including, but not limited to:

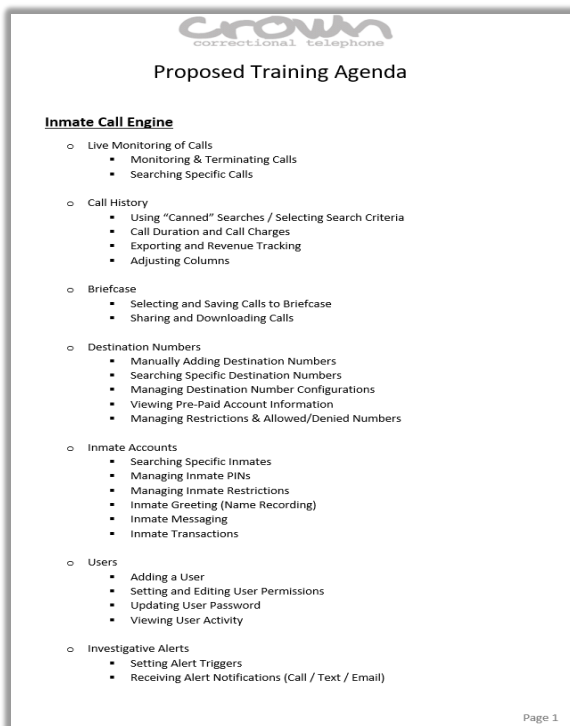
- System administration, operation, and reporting
- Investigative features for investigative staff

Initial on-site training is provided during the implementation and is included as part of the overall project plan. Crown will work with the County's Project Manager to identify who is to be trained along with the type of training the staff is to receive (e.g., Administrator, Operation, Reporting, Investigative).

A hands-on demonstration and training is provided to all necessary individuals to ensure they are properly acquainted and familiar with the new system. Training will be provided over multiple days and shifts to ensure:

- All staff can attend;
- Trainings are provided for the staff's area of focus (e.g., administration, investigation);
- Smaller class sizes; and
- To accommodate the staffs' schedules.

On-demand, ongoing training will be available via WebEx. WebEx training can be done same day in the case of emergency, and all ongoing refresher training is provided at no cost to the County. Please see the following sample training agendas:

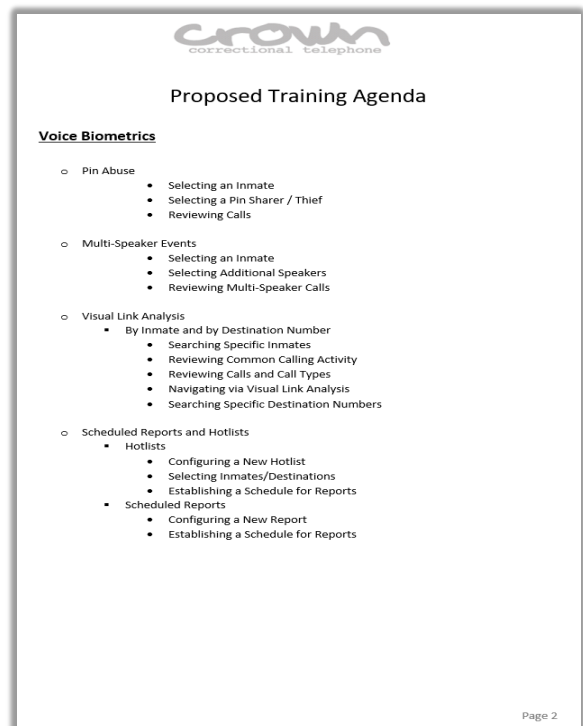


**Proposed Training Agenda**

**Inmate Call Engine**

- Live Monitoring of Calls
  - Monitoring & Terminating Calls
  - Searching Specific Calls
- Call History
  - Using "Canned" Searches / Selecting Search Criteria
  - Call Duration and Call Charges
  - Exporting and Revenue Tracking
  - Adjusting Columns
- Briefcase
  - Selecting and Saving Calls to Briefcase
  - Sharing and Downloading Calls
- Destination Numbers
  - Manually Adding Destination Numbers
  - Searching Specific Destination Numbers
  - Managing Destination Number Configurations
  - Viewing Pre-Paid Account Information
  - Managing Restrictions & Allowed/Denied Numbers
- Inmate Accounts
  - Searching Specific Inmates
  - Managing Inmate PINs
  - Managing Inmate Restrictions
  - Inmate Greeting (Name Recording)
  - Inmate Messaging
  - Inmate Transactions
- Users
  - Adding a User
  - Setting and Editing User Permissions
  - Updating User Password
  - Viewing User Activity
- Investigative Alerts
  - Setting Alert Triggers
  - Receiving Alert Notifications (Call / Text / Email)

Page 1



**Proposed Training Agenda**

**Voice Biometrics**

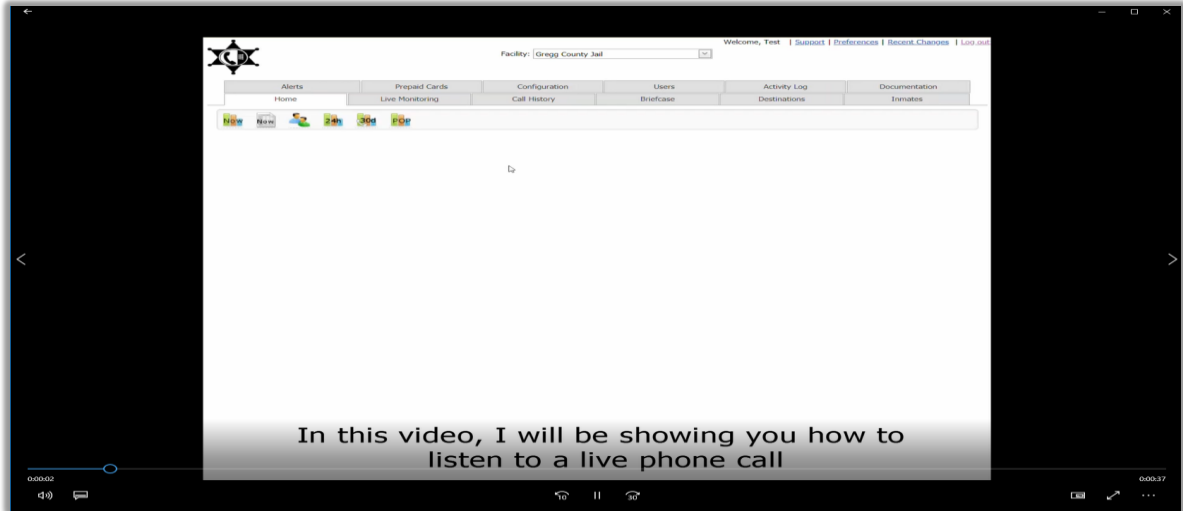
- Pin Abuse
  - Selecting an Inmate
  - Selecting a Pin Sharer / Thief
  - Reviewing Calls
- Multi-Speaker Events
  - Selecting an Inmate
  - Selecting Additional Speakers
  - Reviewing Multi-Speaker Calls
- Visual Link Analysis
  - By Inmate and by Destination Number
    - Searching Specific Inmates
    - Reviewing Common Calling Activity
    - Reviewing Calls and Call Types
    - Navigating via Visual Link Analysis
    - Searching Specific Destination Numbers
- Scheduled Reports and Hotlists
  - Hotlists
    - Configuring a New Hotlist
    - Selecting Inmates/Destinations
    - Establishing a Schedule for Reports
  - Scheduled Reports
    - Configuring a New Report
    - Establishing a Schedule for Reports

Page 2

Facility staff received hands-on training to ensure they are properly acquainted with the new systems. Training can be provided over multiple days and shifts to ensure all Facility staff has a chance to participate.



All staff will be provided with a detailed syllabus, as well as a training manual. In addition, the proposed ICE platform also offers the Documentation section where users can search for features to obtain instructions; there are more than thirty (30) “How To” videos available. See example screenshot that follows:



## SECTION E FEES, RATES AND BILLING

### E1. Fees, Rates, & Billing

- As published in the Federal Register, Provider will charge calling rates in accordance with the new Order.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

- The system must inform the called party of the call cost prior to acceptance.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Called parties are provided the option of hearing and repeating an *accurate, transparent* rate quote during the call setup process, before the called party accepts the call.**

- The rates and fees charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission and Federal Communication Commission for all services. Provide Vendor proposed calling rates for local, IntraLATA, InterLATA, and interstate calls.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown takes pride in full transparency relative to inmate calling rates and fees and will never deviate from the approved calling rates and fees. Information regarding our proposed rates and fees to end users can be shown below.**

PROPOSED CALLING RATES and COMPENSATION				
CALL TYPE	PREPAID COLLECT		DEBIT / DEBIT CARDS	
	CONNECTION FEE	PER MINUTE	CONNECTION FEE	PER MINUTE
LOCAL	\$0.00	\$0.20	\$0.00	\$0.20
INTRALATA / INTRASTATE	\$0.00	\$0.20	\$0.00	\$0.20
INTERLATA / INTRASTATE	\$0.00	\$0.20	\$0.00	\$0.20
INTERLATA / INTERSTATE	\$0.00	\$0.20	\$0.00	\$0.20
MEXICO	\$0.00	\$0.25	\$0.00	\$0.25
INTERNATIONAL	\$0.00	\$0.35	\$0.00	\$0.35
INMATE TELEPHONES - COMMISSION:			\$0.05/Minute 'adder' (Per ORS 169.68)	
VIDEO VISITATION (ON-SITE):			\$0.00	
VIDEO VISITATION (OFF-SITE / REMOTE):			\$0.30	
INMATE MESAGING:			\$0.25/Message (\$0.35/Attachment)	
VIDEO VISITATION / MESSAGING – COMMISSION:			25%	

**These proposed rates would decrease the cost of a 1-Minute Local call from \$2.49 to only \$0.20, and would reduce the cost of a 15-Minute Local call from \$9.35 to only \$3.00. This significant decrease in calling rates will increase calling activity considerably, which means a higher monthly return to Klamath County, based on the \$0.05/Minute 'adder.'**

INMATE COMMUNICATION SYSTEM - FEES	
CHARGE/FEE NAME	AMOUNT
LIVE OPERATOR TRANSACTION FEE:	\$5.95
AUTOMATED OPERATOR TRANSACTION FEE:	\$3.00
WEB TRANSACTION FEE:	\$3.00

4. The Vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown will assume all responsibility for billing and collections of fraudulent calls.**

5. The Vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

6. Vendor billing to called parties must include the Vendor information and a toll-free telephone number to resolve billing disputes.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown provides our toll-free customer service phone number (800-943-2189) as the caller ID on all inmate calls. This makes it easier for the Called Party to contact our Customer Support in order to set up or manage their communications account or ask questions about the service.**

**Crown directly handles any customer complaints; this function is not outsourced and remains an in-house operation. Any complaints that are received, are handled professionally and diligently, typically within two (2) minutes.**

7. Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**The proposed system uses a sophisticated answer detection algorithm which can distinguish between standard and artificial telephone tones, standard SIT tones, busy signals and even answering machines/voicemail to ensure accurate call answering, prevent erroneous billing and subsequent complaints. This technology helps to ensure that only customers who actively accept a call are connected and billed.**

- 1.6.4. Assignability.** The successful respondent shall not assign, transfer, subcontract, or otherwise dispose of its rights or duties under this Agreement to any other person, firm, partnership, company, or corporation without the previous written consent of Klamath County.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**2. PROPOSAL REQUIREMENTS**

**2.1. PRE-PROPOSAL MEETING**

None.

**2.2. SUBMISSION OF PROPOSALS**

**2.2.1.** Proposals shall be sent to the attention of and be received by Leslie Barlow-Hunter, the Contract and Risk Manager, no later than the closing date and time listed on the front page of this RFP, and labeled “**Corrections Communication Service**”. Proposals may be delivered via U.S. Mail, express courier or hand-delivered. Late, faxed or electronically submitted proposals shall not be accepted.

 **RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**2.3. MINIMUM PROPOSAL REQUIREMENTS**

**2.3.1.** A proposal shall meet the minimum proposal requirements described in the Proposal Cover Sheet, Attachment A and include section 2.5 information.

 **RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**2.4. TECHNICAL PROPOSAL REQUIREMENTS**

**2.4.1.** The proposal shall describe how the Proposer shall meet each of the technical requirements described in the Scope of Work in Section 1.5, including identification of key persons who shall perform the work. This proposal shall be evaluated as described in Section 4.

 **RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**2.4.2. Responsive and Responsible Determinations**

**2.4.2.1. Responsive.** To be considered responsive, the Offer shall substantially comply with all requirements of the RFP and all prescribed public solicitation procedures. In making such evaluation, County may waive minor informalities and irregularities. Prior to award of a Contract, County intends to evaluate whether the apparent successful Proposer meets the applicable standards of responsibility identified in OAR 125-247-0500. In doing so, County may investigate Proposer and request information in addition to that already required in the RFP, when County, in its sole discretion, considers it necessary or advisable.

 **RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**2.4.2.2. Responsible.** County reserves the right, pursuant to OAR 125-247-0500, to investigate and evaluate, at any time prior to award and execution of the Contract, the apparent successful Proposer’s responsibility to perform the Contract. Submission of a signed proposal shall constitute approval for County to obtain any information County deems necessary to conduct the evaluation. County shall notify the apparent successful Proposer in writing of any other documentation required, which may include but is not limited to: recent profit-and-loss history; current balance sheets; assets-to-liabilities ratio, including number and amount of secured versus unsecured creditor claims; availability of short and long-term financing; bonding capacity; credit information; material; equipment; facility and personnel information; performance record of Contract performance; etc. Failure to promptly provide this information shall result in proposal rejection.

 **RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**2.4.3.** County may postpone the award of the Contract after announcement of the apparent successful Proposer in order to complete its investigation and evaluation. Failure of the apparent successful Proposer to demonstrate Responsibility, as required under OAR 125-247-0500, shall render the Proposer non-responsible and constitute grounds for offer rejection, as required under ORS 297B.100.

 **RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

**2.5. PROPOSAL FORM AND CONTENT**

**2.5.1. Proposal Cover Sheet.** The Proposer shall sign and submit the Proposal Cover Sheet and Certifications (see Attachment A). Proposals shall address the proposal and submission requirements set forth in the RFP and

shall describe how the Services shall be provided. Proposals that merely offer to provide Services as stated in the RFP shall be considered non-responsive and shall not be further considered.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**2.5.2.** All proposals shall follow the format described in this Section. Proposal sections and pages shall be appropriately numbered per the outline below.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**2.5.3.** It is the intent of the County to solicit proposals that are complete yet concise, descriptive yet brief. To enable the evaluation committee to fairly evaluate each proposal, Proposers shall utilize the following proposal format:

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**2.5.4. Proposers shall provide the following information in the following order:**

- For each of the items below, please provide a response. The information requested should not be part of a generalized overview, but rather, formatted as an answer to each item below, labeling each response with the corresponding number.
  - I. Please provide name and address of the company applying for the **Correction Communication System** Contract with a brief description of the companies experience and qualifications to fulfill the services outlined within this RFP;

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown Correctional Telephone, Inc located at 305 West 3<sup>rd</sup> Street, Clifton, Texas was established in 2007 provides reliable service to Community, City and County Corrections. With 21 years' experience, President Ryan Bartula brings value and honesty to a dynamic market and recently finished his two-year term on the Texas Jail Association Board of Directors. In the last thirteen years, Crown has seamlessly installed inmate telephone platforms in 200 facilities while providing quality customer service. In addition, Crown has installed approximately 650-plus coin operated telephones in 35 states at substance abuse treatment centers and halfway houses.**

**The Inmate Telephone Platform offered by Crown Correctional Telephone, Inc. meets all stated objectives in this RFP and provides many complementary features, emphasizing the right balance of functionality, simplicity and maintainability. The platform is at work in hundreds of facilities across the country and gives jail staff complete control of the facility's inmate telephones at all times.**

**Service is a top priority for Crown Correctional Telephone. We have always gone the extra mile for our customer to maintain a good working relationship with each facility. We will do whatever it takes to make sure our customers are satisfied with the equipment and services we provide.**

II. Please provide a list of personnel and a general description of their duties, experience and certifications.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Organization Staff / Key Personnel			
Name	Location and Contact number	Primary Role/ Responsibility	Experience
<b>Primary Contact</b> <b>Ryan Bartula</b> Project Manager / Customer Support	Clifton, TX  (254)708-0087	Management of day-to-day operations including the approval of commission payments and contractual provisions that may occur.	22 years' experience in managing Inmate Communications and Commissary Systems for correctional agencies. Oversee regulatory filings, budgeting, commission payments, and other daily operations of company.
Thomas Oliver Operations Manager	Clifton, TX  (254)708-0087	Primary contact for the County and responsible for orchestrating installation and ongoing maintenance of inmate telephone and equipment. Technical contact for daily operations of overall operation relating to software requests, hardware repair, and onsite field technicians.	11 years' experience in law enforcement as a Dispatch Supervisor. Oversee staff of 25, as well as 75 Field Service Technicians.
Michael Reithmeier, Installation Engineer	Atlanta, GA  (903) 757-4455	Oversee VoIP bandwidth testing and Gateway wiring. Will work closely with Operations Manager to ensure phone and system are fully operational.	Experience with installations at over 400 jails, and approx. 16 years' experience with Network Management, Inmate Card Systems and Computer Technology.
Randy Polk, Customer Service	Longview, TX  (903) 757-4455	Manages the Customer Service team and oversees training on the ICE platform and related systems.	21+ years customer service experience. Pivotal in cultivating the company's overall approach to customer support and call center operations.

III. Please provide all the information; which Proposer consider pertinent to its qualifications for this project.

**Crown RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown Correctional Telephone is uniquely positioned to meet and exceed the requirements of Klamath County. As the largest independently-owned Inmate Communications Provider responding to this RFP, Crown is not beholden to the demands of a confusing array of offshore Private Equity interests but rather, can focus on delivering the best possible service and monetary return to our facility partners. Crown Correctional Telephone completes more phone calls on a per-inmate basis than every other provider in the industry and as such, Crown is able to offer a higher monetary return to Klamath County based on the per-minute 'adder' that Oregon statute allows.**



IV. Please address each item of the evaluation criteria separately, being specific in presenting qualifications.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**Crown Correctional Telephone has carefully reviewed the Evaluation Criteria found within Klamath County’s RFP for Inmate Communications and feel that we have exceeded the stated requirements for each category.**

2.5.5. All proposals must contain a signed Proposal Certification Statement. (See Attachment A – Certifications)

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

2.5.6. **Copies.** Submissions in response to the RFP shall contain one signed original of the proposal, one electronic version on a USB drive and all required supporting information, no later than the closing date and time listed on the front page of this RFP, and labeled “**Corrections Communication Service**”. Proposals may be delivered via U.S. Mail, express courier or hand-delivered. Proposals shall be sent to the attention of Leslie Barlow-Hunter, Contract and Risk Manager. Late, faxed or electronically submitted proposals shall not be accepted.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### 3. **PROCUREMENT AUTHORITY AND METHOD**

County is conducting the RFP pursuant to its authority under 279A.060 Local Contract Review Boards. The County intends to use the single step Competitive Sealed Proposals method pursuant to [ORS 279B.060 and OAR 137-047-0260. County intends to initially conduct a single-step Competitive Sealed Proposal method. See reservations of rights in Section 3.17.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

#### 3.1. **COMPLIANCE WITH RULES**

3.1.1. Proposers responding to this RFP must follow the procedures and requirements stated herein. Except as otherwise provided in this RFP, the applicable provisions of the Oregon Revised Statutes (ORS) Chapter 279B governing public contracting shall apply to all personal/professional services contracts of the County. Adherence to these rules and the procedures and requirements of this RFP will ensure a fair and objective analysis of your proposal. Failure to comply with or complete any part of this RFP may result in rejection of your proposal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

#### 3.2. **WRITTEN QUESTIONS AND ADDENDA**

3.2.1. Questions regarding this RFP must be submitted to the RFP Contact listed below no later than the date stated in the timeline section of this RFP document. All questions must be **RECEIVED** by the specified date and time. No oral questions will be accepted. E-mail questions to the addresses below;

- For technical questions / clarifications:  
Klamath County Sheriff’s Office  
[bbryson@co.klamath.or.us](mailto:bbryson@co.klamath.or.us)  
541-851-3838
- For Questions regarding the RFP process:  
Leslie Barlow-Hunter  
Klamath County Contracting and Risk Manager  
[lbarlow-hunter@co.klamath.or.us](mailto:lbarlow-hunter@co.klamath.or.us)  
541-851-3693

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

3.2.2. All questions received by the parties listed above that require clarification or modifications to the terms and conditions of the RFP will be answered by addenda to this RFP. Any party interested in the RFP packet will be responsible to check with the Contracting and Risk Manager, by phone 541-851-3693, email at [lbarlow-hunter@co.klamath.or.us](mailto:lbarlow-hunter@co.klamath.or.us), or online at <https://www.klamathcounty.org/Bids.aspx>, for any

addenda issued for this project. Addenda will be posted for the Interested Parties no later than February 9, 2020. Anonymity of the source of the specific questions will be maintained in the written response.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

- 3.2.3. ADDENDA: If in the County's opinion, additional information or interpretation is necessary; such information will be supplied in the form of an addendum. Addenda shall have the same binding effect as though contained in the main body of the RFP. Any oral instructions or information concerning the specifications or other information given out by the County shall not bind the County. All addenda shall be issued by the RFP Contact.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.3. RESPONSE TO REQUESTS FOR CLARIFICATION OR CHANGE**

- 3.3.1. County shall respond to each properly-submitted written request for clarification or request for change in accordance with ORS 279B.405. Where appropriate, County shall issue revisions and clarify RFP provisions via Addenda posted on County's website at <http://klamathcounty.org/depts/contracts/openbids.asp>. County may also informally respond to Proposer questions. **Informal responses, however, do not affect the provisions of the RFP. The RFP, contractual terms and specifications can only be changed via formal addenda issued by County.**

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.4. CANCELLATION, DELAY, OR SUSPENSION OF SOLICITATION; REJECTION OF PROPOSALS**

- 3.4.1. This solicitation may be canceled, delayed or suspended, or any or all bids or proposals may be rejected in whole or in part, when the board determines cancellation or rejection, delay or suspension is in the best interest of the commission. The reasons for the cancellation or rejection or delay or suspension will be made part of the file. The county is not liable to any Proposer for any loss or expense caused by or resulting from the delay or suspension, cancellation or rejection of a solicitation, proposal or award.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.5. IRREGULARITIES**

- 3.5.1. The County reserves the right to waive any non-material irregularities or information in the RFP or in any proposal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.6. PROTEST OF PROPOSAL SPECIFICATIONS**

- 3.6.1. A Proposer who believes the proposal scope of work or specifications are unnecessarily restrictive or limit competition may submit a protest, in writing, to the Contracting and Risk Manager who will submit Protest(s) of Proposal Specifications to the Board for action. The Board's ruling is final. To be considered, protests must be received at least ten (10) calendar days before the proposal closing date. Envelopes containing protests should be marked as follows:

**PROPOSAL SPECIFICATION PROTES *Corrections Communication Service***

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.7. PROPOSAL WITHDRAWAL**

- 3.7.1. Any proposal may be withdrawn at any time before the due date and time by providing a written request for the withdrawal of the proposal to the issuing office. A duly authorized representative of the firm shall execute the request. Withdrawal of a proposal will not prejudice the right of the Proposer to file a new proposal

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.8. OPENING/REVIEWING OF PROPOSALS**

- 3.8.1. Proposals shall be opened and the names of all Proposers shall be read at the date and time listed in the

Schedule, Section 1.3. Proposals will not be read aloud (OAR 137-047-0450(2)). Proposals shall be opened at the following location:

Klamath County  
305 Main Street Suite 216  
Klamath Falls, OR 97601

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.9. AWARD**

**3.9.1.** The Board of Commissioners will consider award of the project based on the evaluation Committee's recommendation and will authorize issuance of a contract. The contract will be awarded to the Proposer who, in the opinion of the County, offers the best combination of qualifications, experience, and meets all required specifications. The County may reject any proposal not in compliance with all prescribed public procurement procedures and requirements and may reject for good cause any and all proposals upon a finding that it is in the public interest to do so.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.9.2.** If County receives proposals identical in fitness, availability and quality and chooses to award a Contract, County shall award the Contract in accordance with the procedures outlined in OAR 137-047-0600(1) (C).

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.10. PROTEST OF AWARD**

**3.10.1.** The award by the Board of Commissioners shall constitute a final decision of the County to the contract if no written protest of the award is filed with County within seven (7) calendar days of the Notice of Intent to Award. The written protest shall specify the grounds upon which the protest is based. In order to be an adversely affected Proposer with a right to submit a written protest, a Proposer must be next in line for award. The County will not entertain a protest submitted after the time period established in this rule. Any Board of Commissioner ruling in the protest will be final.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.11. CONTRACT**

**3.11.1.** As applicable, upon execution of the final agreement, this solicitation and the successful response will become part of the contract.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.11.2.** A sample contract is provided as Attachment B; conditions and terms may be modified at the time of contract negotiations.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.11.3.** County is not obligated as a result of the submission of a proposal to enter into a Contract with any Proposer, and has no financial obligation to any Proposer arising from the RFP.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.12. INCURRED COSTS**

**3.12.1.** The County is not liable for any costs incurred by a Proposer in the preparation and/or presentation of a proposal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.13. OWNERSHIP OF PROPOSAL DOCUMENTS**

**3.13.1.** Any material submitted by a Proposer shall become the property of the County. Materials submitted after a contract is signed will be subject to the ownership provision of the executed contract.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### 3.14. PROPRIETARY INFORMATION

3.14.1. The opened proposals shall be available for public inspection (ORS 192.420 to 192.505) except to the extent the Proposer designates trade secrets or other proprietary data to be confidential. (ORS 192.501(2))

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### 3.15. PUBLIC RECORD

3.15.1. All proposals are public information after the proposals have been opened, and all protests are public information after the protest period ends. The Contract and Risk Manager shall open proposals at the date and time listed in the Schedule, Section 1.3. Copies of proposals, however, shall not be provided until the evaluation process has been completely closed and a Notice of Intent to Award has been issued pursuant to OAR 137-047-0610. Any person may request copies of public information. Proposers shall label any information as *italicized and underlined* that it wishes to protect from disclosure to third parties as a trade secret under ORS 192.501(2) with the following: "This material constitutes a trade secret under ORS 192.501(2) and is not to be disclosed except as required by law." County shall take reasonable measures to hold in confidence all such labeled information, but the County shall not be liable for release of any information when required by law or court order to do so, whether pursuant to the Oregon Public Records Law or otherwise and shall also be immune from liability for disclosure or release of information under the circumstances set out in ORS 646.473(3).

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### 3.16. EQUAL OPPORTUNITY POLICY

3.16.1. The County requires all Proposers to comply with equal opportunity policies. Its programs, services, employment opportunities, and volunteer positions and contracts are open to all persons without regard to race, religion, color, national origin, sex, age, marital status, handicap, political affiliation, or any other protected class. A copy of the County's policy is available upon request.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

3.16.2. Proposers shall use recyclable products to the maximum extent economically feasible in the preparation of the proposal and in the performance of the work set forth in this RFP.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### 3.17. RESERVATION OF COUNTY RIGHTS

3.17.1. County reserves all rights regarding the RFP, including, without limitation, the right to:

- Amend, delay or cancel the RFP without liability if County finds it is in the best interest of the County to do so;
- Reject any or all proposals received upon finding that it is in the best interest of the County to do so;
- Waive any minor informality or non-conformance with the provisions or procedures of the RFP, and seek clarification of any proposal, if required;
- Reject any proposal that fails substantially to comply with all prescribed RFP procedures and requirements;
- Negotiate a Statement of Work based on the Scope of Work described in Section 1.4 and to negotiate separately in any manner necessary to serve the best interest of the public;
- Amend any Contracts that are a result of the RFP;
- Engage consultants by selection or procurement independent of the RFP process or any Contracts or agreements under it to perform the same or similar services; and
- To extend any Contracts that result from the RFP without an additional RFP process for up to a total of two, five-year terms.

 **RESPONSE:** READ, AGREE AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

3.17.2. The intent of the RFP is to identify a proposal from a Proposer that has a level of specialized skill, knowledge and resources to perform the work described in the RFP. Qualifications, performance history, expertise, knowledge and the ability to exercise sound professional judgment are primary considerations in the

selection process.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.18. EVALUATION PROCESS**

#### **3.18.1. Evaluation Overview.**

**3.18.1.1.** County shall conduct an evaluation of the proposals received in response to the RFP.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

#### **3.18.2. Evaluation Committee.**

**3.18.2.1.** County shall establish an evaluation committee which may consist of County staff, government partners and community partners to review, evaluate and score each proposal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

#### **3.18.3. Disqualification.**

**3.18.3.1.** Any attempt by a Proposer to improperly influence a member of the evaluation committee during the proposal review and evaluation process shall result in proposal rejection.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

### **3.19. EVALUATION OF PROPOSAL (SCORED)**

**3.19.1.** The evaluation committee shall score all proposals using the quantity and quality of information described in this Section. Points assigned by each evaluation committee member shall be added together and divided by the total number of evaluation committee members to compute an average score for the evaluation questions.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.19.2.** The evaluation committee may request additional clarification from Proposers for any portion of the proposals. If a proposal is unclear, Proposer may be asked to provide clarification. No new information or documentation may be submitted, however, and clarifications may not be used to rehabilitate a non-responsive proposal.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.19.3.** Klamath County is soliciting proposals from qualified person/persons to provide outreach and marketing services to assist the county with raising awareness of emergency management notification system and general county business/programs/events.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.19.4.** Awarding of a proposal will be based upon a qualifications-based selection procedure. The following evaluation criteria will be used to evaluate proposals. Proposals will be scored on the following criteria:

- Call quality is a primary consideration, comprising 35 percent of the total weight the County gives during the final evaluation of the proposal.
- The award will be made to the Vendor whose proposal is determined to meet the requirements outlined in the RFP. The selection process may, however, include a request for additional information or an oral presentation to support the written proposal. The price proposal will be considered firm and cannot be altered after receipt per the terms of this proposal, unless the County requests an additional financial proposal via a best and final offer. The County does not imply a best and final offer opportunity will be available to the Vendors.
- County reserves the right to award this contract not necessarily to the Vendor with the lowest price or highest commission, but upon a "best value" basis that demonstrates the best ability to fulfill the requirements of the RFP. The County reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.
- The successful Vendor shall commence work only after completion of a fully executed contract and

after receiving written notification to proceed from the County. The successful Vendor will perform all services indicated in the proposal in compliance with the negotiated contract.

- Klamath County reserves the right to cancel the solicitation or to reject any or all proposals when County determines that such cancellation or rejection is in its best interest. Klamath County will not pay for any information herein requested, nor is it liable for any costs incurred by the Vendor. The County has the right, at its sole discretion, to overlook any discrepancies that may be included within a Vendor's proposal.
- Vendors whose proposals do not meet the mandatory requirements will be considered non-compliant and will be rejected. After the evaluation of the proposals and selection of the successful Vendor, all Vendors will be notified in writing of the selected firm.

 **RESPONSE:** READ, AGREE AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**Selection Criteria and Overall Benefit to the County**

The proposal will be evaluated with regards to the following criteria:

Evaluation Criteria	Possible Points
Cover Page	<b>0</b>
Vendor experience, commitment to new technology offerings, account support team, financial stability, and current customer references.	<b>30</b>
Demonstrated ability to meet the technical requirements, based upon the RFP responses and performance evaluation	<b>30</b>
Installation and cut over, maintenance, and training.	<b>5</b>
Call quality	<b>35</b>

 **RESPONSE:** READ, AGREE AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

**3.20. REFERENCE CHECKS FOR THE PROPOSER**

**3.20.1.** Klamath County reserves the right to request references in addition to those provided by the Proposer (References), to investigate any references whether or not furnished by the Proposer, and to investigate the past performance of any Proposer. County may investigate the qualifications of a Proposer, including but not limited to: successful performance of similar services; compliance with specifications and contractual obligations; its completion or delivery of services on schedule; and its lawful payment of suppliers, subcontractors, and workers. County may postpone the award or execution of the Contract after the announcement of the apparent successful Proposer in order to complete its investigation. See other Reservation of County’s Rights in Section 3.15.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.21. AWARD NOTIFICATION AND PROCESS**

**3.21.1. Successive Selection and Rejection.** If the apparent successful Proposer does not accept the Contract offered within 10 business days of the apparent successful Proposer's receipt of the Contract, or such later date as County may authorize, County may make another selection. All Proposers shall be notified of the status of their proposal. If all proposals are rejected, the evaluation committee shall promptly notify all Proposers. No information shall be given to any Proposer (or any other individual) relative to their standing with other Proposers during the RFP process.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.21.2. Protest of Intent to Award: see OAR 137-047-0740 & ORS 279B.410 (1)**

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.21.3. Contract Award and Negotiation**

**3.21.3.1.** A copy of the sample contract that the County expects the successful Proposerto execute is



included as Attachment B. Any proposed changes in the language, construction, or requirements of the contract must be raised and resolved. The County reserves the right to negotiate a final contract that is in its best interest.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

**3.21.3.2.** The contract will define the extent of services to be rendered, and will be negotiated with the highest ranked Proposer for the project. If agreement is not reached, negotiations will be terminated and the County will consider any other proposals received that were qualified under the requirements of this RFP. When an agreement is reached, a contract for the work will be prepared and executed upon the Board of Commissioners approval.

 **RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

#### **ATTACHMENTS**

Attachment A – Proposal Cover Sheet and Certifications

Attachment B – Contract –Sample

All Attachments are incorporated by reference herein.

**Independent Contractor Certification Statement**  
[as required by OAR 125-246-0333]

Klamath County Departmental Certification

In order to comply with the provisions of ORS 670.600, an individual or business entity performing labor or services for remuneration shall be considered to perform the labor or services as an "Independent Contractor" if the following standards are met:

1. The individual or business entity providing the labor or services is free from direction and control over the means and manner of providing the labor or services, subject only to the right of the person for whom the labor or services are provided to specify the desired results;
2. The individual or business entity providing the labor or services is responsible for obtaining all assumed business registrations or professional occupational licenses required by state law or local government ordinance for the individual or business to conduct the business;
3. The individual or business entity providing labor or services furnishes the tools or equipment necessary for the performance of the contracted labor or services;
4. The individual or business entity providing labor or services has the authority to hire and fire employees to perform the labor or services;
5. Payment for the labor or services is made upon completion of the performance of specific portions of the project or is made on the basis of an annual or periodic retainer.

In hereby certify that the contracted work or intended contracted work meets these standard.

Ryan Bartula, President

February 11, 2021

Department Head

Date

**(Contractor/Proposed Contractor is to complete the next page)**

To establish status as an "independent contractor" as defined in ORS 670.600, certain standards must be met by the individual or business entity performing that work.

The undersigned certifies that he/she/the business entity meets the following standards:

1. The individual or business entity providing labor or services is registered under ORS Chapter 701, "construction Contractors", if the individual or business entity provides labor or services for which such registration is required; and,
2. Federal and state income tax returns in the name of the business or business Schedule C or farm Schedule F as part of the person income tax return were filed for the previous year if the individual or business entity performed labor or services as an independent contractor in the previous year; and,
3. The individual or business entity represents to the public that the labor or services are to be provided by an independently established business. Except when individual or business entity files a Schedule F as part of the person income tax returns and the individual or business entity performs farm labor or services that are reportable on Schedule C, an individual or business entity is considered to be engaged in an independently established business when four or more of the following circumstances exist.

Contractor is to check four or more of the following:

- The labor or services are primarily carried out at a location that is separate from the residence of an individual who performs the labor or services, or are primarily carried out in a specific portion of the residence, which portion is set aside as the location of the business;
- Commercial advertising or business cards are customary in operating similar businesses, are for the business, or the individual or business entity has a trade association membership;
- Telephone listing and service are used for the business that is separate from the personal residence listing and service used by an individual who performs the labor or service;
- Labor or services are performed only pursuant to written contracts.
- Labor or services are performed for two or more different persons within a period of one year; or,
- The individual or business entity assumes financial responsibility for defective workmanship or for service not provided as evidenced by the ownership or performance bonds, warranties, errors and omission insurance or liability insurance relating to the labor or services to be performed.

\_\_\_\_\_  
Contractor Signature  
Ryan Bartula, President  
Printed Name

February 11, 2021  
\_\_\_\_\_  
Date  
80-0274164  
\_\_\_\_\_  
Federal Tax ID #

**BIDDER/PROPOSER RESIDENCY STATEMENT**

Pursuant to ORS 279A.120, Oregon’s Reciprocal Preference Law, public contracting agencies shall, for the purposes of determining the lowest responsible bidder/Proposer and the awarding of a contract, add a percent increase on the bid of a non-resident bidder/Proposer equal to the percent, if any, of the preference given to that bidder/Proposer in the state in which the bidder/Proposer resides.

As defined in ORS 279A.120, “Resident Bidder/Proposer” means a bidder/Proposer that has paid unemployment taxes or income taxes in this state in the twelve calendar months immediately preceding submission of the bid, has a business address in this state, and has stated in the bid whether the bidder/Proposer is a “Resident Bidder/Proposer”. A “Non-resident Bidder/Proposer” is a bidder/Proposer who does not meet the definition of a “Resident Bidder/Proposer” as stated above.

1. Bidder/Proposer  IS  IS NOT a “Resident Bidder/Proposer” as set forth above.

2. If a Resident Bidder/Proposer, enter your Oregon Business address below:

---

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3. If a Non-resident Bidder/Proposer, enter state of residency:

Texas

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Bidder/Proposer hereby certifies that the information provided is true and accurate.

Signature:  \_\_\_\_\_

Date: February 12, 2021

Printed or Typed Name: Ryan Bartula

Title: President

Firm: Crown Correctional Telephone, Inc.

Telephone: 254-708-0087 office 214-356-7747 cell

**CONTRACTOR'S CERTIFICATION REGARDING DRUG TESTING PROGRAM**

- (1) Pursuant to OAR 137-049-0200, contractor certifies by its signature on this document that it has a Qualifying Drug Testing Program in place for its employees that includes, at a minimum, the following:
  - (a) A written employee drug testing policy, (b) Required drug testing for all new Subject Employees or, alternatively, required testing of all Subject Employees every 12 months on a random selection basis, and
  - (b) Required testing of a Subject Employee when the contractor has reasonable cause to believe the Subject Employee is under the influence of drugs.
- (2) A drug testing program that meets the above requirements will be deemed a "Qualifying Employee Drug Testing Program." An employee is a "Subject Employee" only if that employee will be working on the Project job site.
- (3) Contractor agrees that by signing this certification it represents and warrants to the County that its Qualifying Employee Drug Testing Program is in place and will continue in full force and effect for the duration of the Contract. The County's performance obligation (which includes, without limitation, the County's obligation to make payment) shall be contingent on Contractor's compliance with this representation and warranty.
- (4) Contractor also agrees that, as a condition to County's performance obligation (which includes, without limitation, the County's obligation to make payment), contractor shall require each Sub-Contractor providing labor for the project to:
  - (a) Demonstrate to the Contractor that it has a Qualifying Employee Drug Testing Program for the Sub-Contractor's Subject Employees, and represent and warrant to the Contractor that the Qualifying Employee Drug Testing Program is in place at the time of subcontract execution and will continue in full force and effect for the duration of the subcontract; or (b) Require that the Sub-Contractor's Subject Employees participate in the Contractor's Qualifying Employee Drug Testing Program for the duration of the subcontract.

**CERTIFICATE OF NON-DISCRIMINATION**

Pursuant to ORS 279A.110, discrimination in subcontracting is prohibited. Any contractor who contracts with a public contracting agency shall not discriminate against minority, women or emerging small business enterprises or a business enterprise that is owned or controlled by or that employs a disabled veteran in the awarding of contracts.

By signature of the authorized representative of the bidder/Proposer, the bidder/Proposer hereby certifies to Klamath County that this bidder/Proposer has not discriminated against minority, women, or emerging small business enterprises will not discriminate against minority, women or against a business enterprise that is owned or controlled by or that employs a disabled veteran in obtaining any subcontracts; and, further, that if awarded the contract for which this bid or proposal is submitted, shall not so discriminate.

**COMPLIANCE WITH OREGON TAX LAWS**

The undersigned is authorized to act on behalf of Contractor and that Contractor is, to the best of the undersigned's knowledge, not in violation of any Oregon Tax Laws.

The undersigned certifies under penalty of perjury both individually and on behalf of Contractor that:

The undersigned is a duly authorized representative of Contractor, has been authorized by Contractor to make all representations, attestations, and certifications contained in this Contract and to execute this Contract on behalf of Contractor.

**CERTIFICATE OF COMPLIANCE WITH ORS 305.380 AND 305.385**

The undersigned, as provider or potential provider of goods, services or real estate space to Klamath County, hereby certifies under penalty of perjury that to the best of my knowledge, the undersigned is not in violation of any Oregon tax described in ORS 305.380(4).

**CONTRACTOR'S REPRESENTATIONS AND WARRANTIES**

Contractor represents and warrants to Klamath County that:

1. Contractor has the power and authority to enter into and perform this Contract.
2. This Contract, when executed and delivered, is a valid and binding obligation of Contractor, enforceable in accordance with its terms.
3. Contractor (to the best of Contractor's knowledge, after due inquiry), for a period of no fewer than six calendar years preceding the effective date of this Contract, faithfully has complied with:
  - a. All tax laws of this state, including but not limited to ORS 305.620 and ORS Chapters 316, 317, and 318;
  - b. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, to Contractor's property, operations, receipts, or income, or to Contractor's performance of or compensation for any work performed by Contractor;
  - c. Any tax provisions imposed by a political subdivision of this state that applied to Contractor, or to goods, services, or property, whether tangible or intangible, provided by Contractor; and
  - d. Any rules, regulations, charter provisions, or ordinances that implemented or enforced any of the foregoing tax laws or provisions.
4. Any Goods/Items/Equipment/Components/Hardware/Software/Intellectual Property Rights, etc. delivered to/granted to Klamath County under this Contract, and Contractor's Services rendered in the performance of Contractor's obligations under this Contract, shall be provided to Klamath County free and clear of any and all restrictions on or conditions of use, transfer, modification, or assignment, and shall be free and clear of any and all liens, claims, mortgages, security interests, liabilities, charges, and encumbrances of any kind.

Printed or Typed Name: Ryan Bartula, President Signature: 

Name of Firm and Tax ID #: Crown Correctional Telephone, Inc. / 80-0274164 Date: February 12, 2021

**ATTACHMENT B**

**Sample Contract**

This Client Services Contract (Contract) is between the Klamath County ("County") acting by and through \_\_\_\_\_ ("Department"), and Contractor's name ("Contractor"). This Contract is effective on the date it has been signed by all parties and expires on date. Upon mutual consent the parties may extend the term of this Contract for two (2) additional one (1) year terms

The Department's **Contract Administrator** for this Contract is: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Address: \_\_\_\_\_

The Contractor's **Contract Administrator** for this Contract is: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Address: \_\_\_\_\_

**1. Services to be Provided.**

- a. **Required Services.** Deliverables and Delivery Schedule. Contractor shall provide, or cause to be provided, as an independent contractor and not as an agent of the County, \*\*\*\*services, as specified in "Exhibit A" (proposal), attached to and hereby made a part of this contract. [proposal shall include: Work to be done, schedule of Work, deliverables and tasks, performance monitoring requirements, criteria for acceptance by Department, documents and reporting requirements.]
- b. **Special Requirements.**
  - i. **Confidentiality of Information.** The use or disclosure by any party of any information concerning a recipient of Services purchased under this Contract, for any purpose not directly connected with the administration of the Department's or the Contractor's responsibilities with respect to such purchased Services, is prohibited, except on written consent of the Department.
  - ii. **Client Records.** Contractor shall appropriately secure all records and files to prevent access by unauthorized persons. The Contractor shall, and shall require its employees and subcontractors to comply with all appropriate federal and state laws, rules and regulations regarding confidentiality of client records.
  - iii. **Media Disclosure.** The Contractor shall not provide information to the media regarding Services purchased under this Contract without first consulting the Department. The Contractor will make immediate contact with the Department's office when media contact occurs. The Department will assist the Contractor with an appropriate follow-up response for the media.
- c. **Background:** Contractor, Contractors employees and Subcontractors, who will provide services to Klamath County, are required to submit finger prints, for a CJIS Clearance, and authorize the Klamath County Sheriff's Office to conduct a background check. Contractor's Employees, for the purpose of this requirement, include such staff, that will at any time, enter into or work on a Klamath County project. Background checks are to be conducted via a request with the Klamath County Sheriff's Office. The minimum background check process shall include, but not be limited to, the following checks:
  - i. Social Security Number (SSN);
  - ii. Address Validation;
  - iii. Credit History, Criminal History, Court Records; and
  - iv. Department of Motor Vehicles.
  - v. The background checks must be conducted prior to the start of the Klamath County project. Additionally, all Contractor's and/or their Employees have the responsibility to self-disclose any misdemeanor or felony convictions that occur while assigned to a Klamath County project within three business days of the conviction or upon return to the project. The conviction must be reported to the

Contractor, and the Director or Contact person for the Klamath County Project. If reported to the Contractor, it is the Contractor's responsibility to notify the appropriate Project Manager or Director within three days of learning of the conviction. If at any time, it is discovered that any Contractor and/or their Employee has a criminal record that includes a felony or misdemeanor the Contractor is required to inform Klamath County. Klamath County will assess the circumstances surrounding the conviction, time frame, nature, gravity and relevancy of the conviction to the job duties to determine whether the contractor and/or their Employee will be placed on the Klamath County project. Klamath County may withhold consent at its sole discretion. Failure of the Contractor to comply with the terms of this paragraph may result in the termination of its contract with Klamath County.

**2. Compensation.**

- i. For services provided under this Contract, the Contractor shall be compensated in an amount not to exceed \$\_\_\_\_\_. (Optional) County shall pay Contractor \$ per hour up to but not in excess of \$ \_\_\_\_\_ for completing all Services required under this Contract.)
- ii. In the event the Board of Commissioners of Klamath County reduces, changes, eliminates, or otherwise modifies the funding for this contract, or if funding from federal, state or other sources is not obtained and continued at levels sufficient to allow for the purchase of the indicated quantity of services, the County may terminate this contract, in whole or in part, effective upon delivery of written notice to the Contractor, or at such later date as may be established by the County, and Contractor agrees to abide by any such decision.

3. **Subcontracts, Assignment, Successors.** Contractor shall not enter into any subcontracts for any of Services required under this Contract without Department's prior written consent. In addition to any other provisions Department may require, Contractor shall include in any permitted subcontract provisions to ensure that Department will receive the benefit of subcontractor's performance as if the subcontractor were Contractor. Department's consent to any subcontract shall not relieve Contractor of any of its duties or obligations under this Contract.

4. **Assignments.** Contractor shall not assign, delegate or transfer any of its rights or obligations under this Contract without Department's prior written consent. Department's written consent does not relieve Contractor of any obligations under this Contract, and any assignee, transferee, or delegate is considered Contractor's agent.

5. **Successors.** The provisions of this Contract are binding upon, and inure to the benefit the parties and their respective successors and permitted assigns, if any.

6. **Ownership of Work Product.** All work product of the Contractor that results from this Contract (the "Work Product") is the exclusive property of the County. The County and the Contractor agree that such Work Product be deemed "work made for hire" of which the Department be deemed the author. If for any reason the Work Product is not deemed "work made for hire," the Contractor hereby irrevocably assigns to the County all of its right, title, and interest in and to any and all of the Work Product, whether arising from copyright, patent, trademark, trade secret, or any other state or federal intellectual property law or doctrine. The Contractor shall execute such further documents and instruments as the Department, or both, may reasonably request in order to fully vest such rights in the County. The Contractor forever waives any and all rights related to the Work Product, including without limitation, any and all rights arising under 17 USC § 106A or any other rights of identification or authorship or rights of approval, restriction or limitation on use or subsequent modifications.



**7. Termination.**

- a. This Contract may be terminated by either party by giving written notice to the other party at least thirty (30) days prior to the termination date.
- b. The County reserves the right to terminate this Contract upon ten (10) days notice should the Contractor fail to comply with the provisions of the Insurance section of this Contract.
- c. The County reserves the right to immediately terminate this Contract upon loss of licensure of Contractor.
- d. The County reserves the right to terminate this Contract with twenty-four (24) hours notice should the County find the Contractor has failed to provide the agreed upon services in keeping with the conditions of this contract, or relevant law, rule or regulation or has performed in a manner determined to have violated the civil rights of, or otherwise caused harm to, any individual serviced under this contract.

8. **Amendments.** This Contract may be amended to the extent permitted by applicable statutes and administrative rules. No waiver, consent, or amendment of terms of this Contract shall bind either party unless in writing and signed by County and Contractor, and all necessary approvals have been obtained. Waivers and consents shall be effective only in the specific instance and for the specific purpose given. The failure of County to enforce any provision of this Contract shall not constitute a waiver by County of that or any other provision.

9. **Access to Records.** Klamath County, Department, and their duly authorized representatives shall have access to the Contractor's books, documents, papers and records pertinent to this Contract for the purpose of making audit, examination, excerpts and transcripts.

**10. Compliance with Applicable Laws and Standards.**

- a. The Contractor, throughout the duration of this Contract and any extensions, shall comply with all federal, state and local laws, regulations, and ordinances applicable to this Contract or to the Contractor's obligations under this Contract, as those laws, regulations and ordinances may be adopted or amended from time to time.
- b. The Department's performance under this Contract is conditioned upon the Contractor's compliance with ORS 279B.220, 279B.225, 279B.230 and 279B.235. The Contractor shall, to the maximum extent economically feasible in the performance of this Contract, use recycled paper (as defined in ORS 279A.010 (1) (ee)), recycled PETE products (as defined in ORS 279A.010 (1) (ff)), and other recycled plastic resin products and recycled products (as "recycled product" is defined in ORS 279A.010 (1) (gg)).
- c. Any violation of subsection (a.) of this section shall constitute a material breach of this Contract. Further, any violation of this Contract, shall constitute a material breach of this Contract. Any violation shall entitle the County to terminate this Contract, to pursue and recover any and all damages that arise from the breach and the termination of this Contract, and to pursue any or all of the remedies available under this Contract, at law, or in equity, including but not limited to:
  - Termination of this Contract, in whole or in part;
  - Exercise of the right of setoff, and withholding of amounts otherwise due and owing to Contractor, in an amount equal to State's setoff right, without penalty; and
  - Initiation of an action or proceeding for damages, specific performance, declaratory or injunctive relief. The County shall be entitled to recover any and all damages suffered as the result of Contractor's breach of this Contract, including but not limited to direct, indirect, incidental and consequential damages, costs of cure, and costs incurred in securing the replacement Services/replacement Goods/ a replacement contractor.

These remedies are cumulative to the extent the remedies are not inconsistent, and the County may pursue any remedy or remedies singly, collectively, successively, or in any order whatsoever.

11. **Independent Contractor; Responsibility for Taxes and Withholding.** The Contractor shall perform all required Services as an independent contractor. Although the Department may (a) determine and modify the delivery schedule for Services to be performed and (b) evaluate the quality of the completed performance. The Contractor is responsible for determining the appropriate means and manner of performing any Services required under this Contract. The Contractor certifies, represents and warrants that the Contractor is an independent contractor of the County under all applicable state and federal law. The Contractor is not an “officer,” “employee,” or “agent” of the County as those terms are used in ORS 30.265.
12. **Indemnification.** Contractor agrees to defend, indemnify and save County, its agents, officers and employees harmless from any and all losses, claims, actions, costs, expenses, judgments, subrogation or other damages resulting from injury to any person (including injury resulting in death), or damage (including loss or destruction) to property, arising or resulting from the fault, negligence, wrongful act or wrongful omission of Contractor or its agents or employees.
13. **Insurance.** Contractor shall procure and maintain in force, for the entire duration of this Contract, insurance providing coverage for bodily injury and property damage which may arise out of the operations of the Contractor or his subcontractors, employees, agents, assigns or for anyone whose acts any of them may be liable. Such insurance shall have coverage limits equal to or greater than the minimum limits set forth herein.
  - a. Contractor shall furnish to Klamath County an Accord 25-S certificate of insurance evidencing the existence of all insurance coverage(s) required by this contract prior to the commencement of any work.
  - b. Contractor shall endorse the Contractor General Liability (CGL) to include Klamath County as an “additional insured”, including coverage for products and completed operations, and a copy of this endorsement shall accompany each certificate. The additional insurance endorsement shall be CG2010\1985 edition or its equivalent.
  - c. **NOTICE OF CANCELLATION OR CHANGE.** There shall be no cancellation, material change, reduction of limits or intent not to renew the insurance coverage(s) without 30 days’ written notice from the Contractor or its insurer(s) to the County.
  - d. Contractor’s insurance shall be primary and not excess to, or contributory with any insurance coverage provided by Klamath County. Contractor’s insurance shall be endorsed to provide project specific aggregate limits with respect to project covered by this contract.
  - e. CGL coverage, including products and completed operations coverage, shall be maintained from the date work commences until two years after the work has been completed.
  - f. If the work required by this contract or the location of the work specified in this contract constitutes an exposure to the employees of the contractor or his subcontractors under the U.S. Longshoremen and harbor Workers Act, The Jones Act, or under any laws, regulations or statutes that apply to maritime workers, the contractor shall ensure that proper coverage is purchased and maintained.
  - g. Contractor and all Subcontractors shall endorse the Worker’s Compensation coverage to provide a “waiver of subrogation” in favor of Klamath County when available.
  - h. Klamath County will waive the required Worker’s Compensation (WC) coverage if the Contractor submits a letter, on official letter head, stating they agree that they will obtain WC coverage immediately upon utilizing volunteers or hiring any employees during the period of the contract.
  - i. Klamath County will waive the required Auto Liability coverage if the Contractor submits a letter, on official letter head, stating absolutely no driving will be done related to the contract and that they will obtain Auto Liability coverage in advance if they travel in any way in support of the contract, i.e. training our staff, meetings to implement, etc.
  - j. Contractor shall ensure that the County is provided with a renewal certificate at least thirty (30) days prior to the expiration date of the coverage in the event that the original certificate expires prior to the

scheduled termination of the Contract.

❖ **Personal Services Contracts:** Used to contract for personal services such as consultants or trainers.

a. Contracts should have the following:

- ☐ General Liability
  - Each Occurrence \$2,000,000
  - Aggregate \$4,000,000
  - Operations \$2,000,000
    - Products and Completed
  - Personal/Advertising Injury \$2,000,000
- ☐ Auto Liability
  - Combined Single \$2,000,000
- ☐ Workers' Compensation
  - Statutory Limits
  - Employers Liability
    - \$1,000,000

❖ **Professional Liability Coverage.** Professional Liability Coverage covering any damages caused by an error, omission or any negligent or wrongful acts related to the services to be provided under this contract. Per occurrence (for all claimants for claims arising out of a single accident or occurrence) in the amount of \$2,000,000 and \$4,000,000 Professional Aggregate.

14. **No Third Party Beneficiaries.** The County and the Contractor are the only parties to this Contract and are the only parties entitled to enforce its terms. Nothing in this Contract gives, is intended to give, or shall be construed to give or provide any benefit or right, whether directly, indirectly or otherwise, to third persons unless such third persons are individually identified by name herein and expressly described as intended beneficiaries of the terms of this Contract.

15. **Merger.** This Contract constitutes the entire agreement between the parties, and there are no understandings, agreements, or representations, oral or written, not specified herein regarding this Contract.

16. **Health Insurance Portability and Accountability Act.** If the Services funded in whole or in part with financial assistance provided under this Contract are covered by the Health Insurance Portability and Accountability Act or the federal regulations implementing the Act (collectively referred to as HIPAA), Contractor agrees to deliver the Services in compliance with HIPAA. Without limiting the generality of the foregoing, Services funded in whole or in part with financial assistance provided under this Contract are covered by HIPAA. Contractor shall comply and cause all Providers to comply with the following:

- a. **Privacy and Security of Individually Identifiable Health Information.** Individually Identifiable Health Information about specific individuals is confidential. Individually Identifiable Health Information relating to specific individuals may be exchanged between Contractor and County for purposes directly related to the provision of services to Contractor's clients, which are funded in whole or in part under this Contract. However, Contractor shall not use or disclose any Individually Identifiable Health Information about specific individuals in a manner that would violate the Oregon Privacy Rules, OAR 410-014-0000 et. Seq., or County policy, Section 900."HIPAA Policy" of the Klamath County Human Resources Policy & Procedures Manual, if done by County. A copy of the most recent Klamath County Human Resources Policy & Procedures Manual is available through the Human Resources Department at 305 Main Street, Klamath Falls, Oregon 97601.

## 17. Events of Breach.

- a. Breach by Contractor. Contractor breaches this Contract if:
  - i. Contractor institutes or has instituted against it insolvency, receivership or bankruptcy proceedings, makes an assignment for the benefit of creditors, or ceases doing business on a regular basis;
  - ii. Contractor no longer holds a license or certificate that is required for Contractor to perform its obligations under this Contract and Contractor has not obtained the license or certificate within fourteen (14) calendar days after Department delivers notice of breach to Contractor or a longer period as Department may specify in the notice; or
  - iii. Contractor commits any material breach of any covenant, warranty, obligation or certification under this Contract, fails to perform its obligations under this Contract within the time specified or any extension of that time, and Contractor fails to cure the breach within fourteen (14) calendar days after Department delivers notice of breach to Contractor or a longer period as Department may specify in the notice.
  - iv. Contractor is in breach or default in any other contracts or agreements with the County.
- b. **Breach by County.** County breaches this Contract if:
  - i. County fails to pay Contractor any amount pursuant to the terms of this Contract, and County fails to cure its failure to pay within fourteen (14) calendar days after Contractor delivers notice of breach to County or a longer period as Contractor may specify in the notice; or
  - ii. County commits any material breach of any covenant, warranty, or obligation under this Contract, fails to perform its obligations hereunder within the time specified or any extension thereof, and County fails to cure the breach within fourteen (14) calendar days after Contractor delivers notice of breach to County or a longer period as Contractor may specify in the notice.

## 18. Remedies.

- a. County's Remedies. If Contractor is in breach, then in addition to the remedies afforded elsewhere in this Contract, County shall be entitled to recover any and all damages suffered as the result of Contractor's breach of this Contract, including but not limited to direct, indirect, incidental and consequential damages. County may, at Department's option, pursue any or all of the remedies available under this Contract and at law or in equity, including, but not limited to:
  - i. Termination of this Contract;
    - (1) Withholding payment of all amounts in Contractor's invoices for Services that Contractor is obligated to but has failed to deliver or perform within any scheduled completion dates or has performed inadequately or defectively;
    - (2) Initiation of an action or proceeding for damages, specific performance, declaratory or injunctive relief; or
    - (3) Exercise of the right of setoff, and withholding of amounts otherwise due and owing to Contractor in an amount equal to County's setoff right, without penalty.
    - (4) These remedies are cumulative to the extent the remedies are not inconsistent, and County may pursue any remedy or remedies singly, collectively, successively or in any order whatsoever. If it is determined for any reason that Contractor was not in breach, the rights and obligations of the parties shall be the same as if this Contract was terminated pursuant to section 7.
  - ii. Contractor's Remedies. If County is in breach of contract, Contractor's sole remedy is one of the following, as applicable:

- (1) For Services compensable on an hourly basis, a claim against County for unpaid invoices, hours worked but not yet invoiced, and authorized expenses for Services completed and accepted by Department less any claims County has against Contractor.
- (2) For deliverable-based Services, a claim against County for the sum designated for completing the deliverable multiplied by the percentage of Services completed and accepted by Department, less previous amounts paid and any claims County has against Contractor.
  - b. If previous amounts paid to Contractor for Services and Goods exceed the amount due to Contractor, Contractor shall pay the excess amount to County immediately upon written demand.

19. **Severability.** The parties agree that if any term or provision of this Contract is declared by a court or competent jurisdiction to be illegal or in conflict with any law, the validity of the remaining terms and provisions shall not be affected, and the rights and obligations of the parties shall be construed and enforced as if the contract did not contain the particular term or provision held to be invalid.

20. **Attorney Fees.** In the event suit or action is instituted to enforce any of the terms of this Contract, each party shall be responsible for its own attorney fees costs and related expenses.

21. **Notices.** Any notice required to be given pursuant to this Contract shall be in writing and may be given by personal delivery or by registered or certified mail, addressed to County or Contractor at the address provided in this contract, or to either party in any other manner prescribed by law.

**22. Conflict of interest.**

- a. Klamath County desires to have the Contractor refrain from activities which could be interpreted as creating an organizational conflict of interest.
- b. The Contractor agrees to avoid any activities which may influence the decisions of Klamath County or which directly or indirectly affect the interest of the County where the Contractor has a personal interest in the matter which may be incompatible with the interest of Klamath County Government, and to promptly notify County regarding any change in Contractor’s private interests or the Services under this Agreement which may result or appear to result in a conflict of interest.

**23. Authorization**

The undersigned certifies under penalty of perjury both individually and on behalf of Contractor that: The undersigned is a duly authorized representative of Contractor, has been authorized by Contractor to make all representations, attestations, and certifications contained in this Contract and to execute this Contract on behalf of Contractor.

///

Contract for \_\_\_\_\_ between \_\_\_\_\_ and \_\_  
for the term beginning \_\_\_\_ - through \_\_\_\_\_.

**CONTRACTOR:**

\*\*\*\*

Address

Address

Phone: (\*\*\*) \*\*\*-\*\*\*\*

Signature: \_\_\_\_\_

Printed or Typed Name: \_\_\_\_\_

Federal I.D. # \_\_\_\_\_

Date: \_\_\_\_\_

**KLAMATH COUNTY BOARD of COMMISSIONERS:**

305 Main Street  
Klamath Falls, OR 97601

(541) 883-5100

Approved this \_\_\_\_\_ day of \_\_\_\_\_, 20\_.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Commissioner

\_\_\_\_\_  
Commissioner

**APPROVED AS TO FORM AND LEGAL SUFFICIENCY:**

\_\_\_\_\_  
Klamath County Counsel



## EXHIBIT A SAMPLE INSTALLATION PLANS

### Inmate Phone System - Installation Plan

Project Phase	Time Frame	Description
<b>Pre-Installation</b>	Week 1	<p>During the <b>Pre-Installation Phase</b>, Crown’s Project Team will:</p> <ul style="list-style-type: none"> <li>• Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria;</li> <li>• Order equipment including but not limited to circuits, network equipment, system software, inmate phones and related equipment such as TTY/VRS devices;</li> <li>• Confirm project team members and define roles and responsibilities;</li> <li>• Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and</li> <li>• Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of inmate phones, infrastructure requirements, demarcation points, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan.)</li> <li>• Request exports of critical lists from the outgoing / incumbent Inmate Phone Provider (such as attorney numbers, blocked numbers, free calls) and have such lists ‘scrubbed’ by Crown personnel to ensure they are suitable for importing into the system.</li> <li>• Initiate the business relationship and dialogue with critical third-parties such as the Facility’s JMS and / or Commissary providers, in order to implement the critical interfaces.</li> </ul>
<b>Phase I</b>	Weeks 2-3	<p>Installation begins during <b>Phase I</b>, which includes the following activities:</p> <ul style="list-style-type: none"> <li>• Account setup and configuration completed including setup and configuration of the inmate phones to test for required features and functionality;</li> <li>• ‘Pre-wire’ the new platform laterally to the existing platform so that the systems run concurrently (very briefly), which provides</li> </ul>

		<p>a flawless cutover. The new platform running in parallel with the existing platform;</p> <ul style="list-style-type: none"> <li>○ Reduces risks and major problems from occurring post-cutover;</li> <li>○ Leads to a seamless post-cutover testing; and</li> <li>○ Provides a mitigation step to ensure target completion date is met</li> </ul> <ul style="list-style-type: none"> <li>● Inspect and test all installed inmate telephones. Phones are tested from the phone room before rolling the system out to the general inmate population at each facility; <ul style="list-style-type: none"> <li>○ This approach ensures that the system is working correctly, avoiding downtime once the inmate phones are cut over to the new platform.</li> </ul> </li> <li>● All connectivity to the Local Exchange carrier / bandwidth provider is verified before any changes are made to what is currently being used; <ul style="list-style-type: none"> <li>○ With the use of state-of-the-art equipment, Crown’s Network Operations Center (‘NOC’) remotely tests the network before the installation technicians convert over to the new platform.</li> <li>○ Remote testing ensures all phones and equipment are operating to specifications.</li> </ul> </li> <li>● Phone labeling and testing (including a test call back to the NOC for each individual phone) is conducted prior to switching of the physical phones;</li> <li>● New inmate telephones are installed in the housing areas (and all required locations) and the old phones are boxed up and neatly stored in a designated area of the facility awaiting the outgoing provider’s retrieval. If preferred, Crown will remove the outgoing / old equipment at our sole expense.</li> </ul>
<p style="text-align: center;"><b>Phase II</b></p>	<p style="text-align: center;">Weeks 3-6</p>	<p><b>Phase II</b> is the Cut-over phase, which includes:</p> <ul style="list-style-type: none"> <li>● Flash cutover to the Crown Inmate Telephone System, which is coordinated with facility personnel (and executed at the facility’s preferred time of day) to ensure minimal downtime;</li> <li>● Testing of each inmate telephone – once the new phones have been converted to the new system, the installation technicians will walk all locations and test each phone to ensure all equipment is working at optimal levels; <ul style="list-style-type: none"> <li>○ If any issues are identified (e.g., no dial tone, no key tone) they are resolved during this phase.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Testing of branding / automated greetings, calling rates, and other required features (e.g., blocked call files, 'Do Not Record' numbers, Commissary / PREA / Crime Tip Speed Dials, etc.);</li> <li>• Comprehensive, on-site training which is scheduled in advance and ensures coverage of all required facility personnel and different shifts, if applicable.</li> </ul>
<p style="text-align: center;"><b>Phase III</b></p>	<p style="text-align: center;">Weeks 6-8</p>	<p>Customer Acceptance is <b>Phase III</b>, which includes:</p> <ul style="list-style-type: none"> <li>• Joint facility walk-thru with facility staff and Crown's installation technicians, to ensure that all work has been performed at an exceptional level;</li> <li>• System Acceptance Testing;</li> <li>• Project documentation for that location is completed and provided to the facility (including all labeled inmate phones);</li> <li>• Project Plan updated &amp; closed out for the facility.</li> </ul>
<p style="text-align: center;"><b>Project Closeout</b></p>	<p style="text-align: center;">Weeks 7-8</p>	<p>During the <b>Project Closeout</b> phase, the following activities will occur:</p> <ul style="list-style-type: none"> <li>• Miscellaneous support activities (e.g. ensuring Crown information is on the County / Sheriff's web pages, providing informative posters / flyers / brochures for Friends and Families of inmates, providing an Escalation List etc.);</li> <li>• Post-Installation report;</li> <li>• Closeout meeting with facility personnel;</li> <li>• Final project documentation is completed; Project Plan is updated and closed out;</li> <li>• Facility is transitioned into the 'Ongoing Management' stage.</li> </ul>

## Video Visitation System - Installation Plan

Project Phase	Time Frame	Description
Pre-Installation	Week 1	<p>During the <b>Pre-Installation Phase</b>, Crown’s Project Team will:</p> <ul style="list-style-type: none"> <li>• Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey;</li> <li>• Order equipment including but not limited to circuits, network equipment, system software, video visitation kiosks and related equipment;</li> <li>• Confirm project team members and define roles and responsibilities;</li> <li>• Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and</li> <li>• Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of video visitation kiosks (inmate-side and public-side), infrastructure requirements, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan).</li> <li>• Confirm scheduling requirements for video visitation for all User Groups.</li> <li>• Confirm the required functionality of the multi-functional video visitation kiosks, covering the following possible services: <ul style="list-style-type: none"> <li>○ On-site video visitation</li> <li>○ Off-site (‘remote’) video visitation</li> <li>○ Grievances</li> <li>○ Medical Requests</li> <li>○ Inmate Ticketing</li> <li>○ Jail Handbook</li> <li>○ Inmate Messaging</li> <li>○ PREA Notifications</li> <li>○ Suicide Notifications</li> <li>○ Commissary Ordering</li> <li>○ Links to other 3<sup>rd</sup> Party Services</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>• Initiate the business relationship and dialogue with critical third-parties such as the Facility’s JMS and / or Commissary providers, in order to implement the critical interfaces.</li> </ul>
<p style="text-align: center;"><b>Phase I</b></p>	<p style="text-align: center;">Weeks 2-3</p>	<p>Installation Preparation begins during <b>Phase I</b>, which includes the following activities:</p> <ul style="list-style-type: none"> <li>• Configure and test network;</li> <li>• Account setup and configuration completed including setup and configuration of the inmate phones to test for required features and functionality;</li> <li>• Inspect and test all video visitation kiosks. Enable all required features in accordance with Customer requirements and contract.</li> <li>• Confirm visitation rules and User Access requirements with Customer, test configuration and User Access.</li> <li>• Request required data from the incumbent system (where applicable). Review, ‘scrub’ and migrate from current system.</li> <li>• Develop and test the required interfaces with 3<sup>rd</sup> Party providers such as JMS and Commissary.</li> <li>• QA testing on delivered equipment.</li> </ul>
<p style="text-align: center;"><b>Phase II</b></p>	<p style="text-align: center;">Weeks 3-6</p>	<p><b>Phase II</b> is the Site Installation phase, which includes:</p> <ul style="list-style-type: none"> <li>• Test all installed Network Circuits;</li> <li>• Equipment setup and powered;</li> <li>• Installation of inmate-side and public-side video visitation kiosks including installing any new cabling, QA testing;</li> <li>• Installation and setup of Computer Workstations and Administrative Software in designated areas;</li> <li>• Confirm that inmate information and other critical elements of the integrations are accurate and working;</li> <li>• ID all kiosk ports and create equipment inventory listing.</li> </ul>
<p style="text-align: center;"><b>Phase III</b></p>	<p style="text-align: center;">Weeks 6-8</p>	<p>System Cutover is <b>Phase III</b>, which includes:</p> <ul style="list-style-type: none"> <li>• User Acceptance testing</li> <li>• Comprehensive, on-site training which is scheduled in advance and ensures coverage of all required facility personnel and different shifts, if applicable.</li> </ul>

<p><b>Project Closeout</b></p>	<p>Weeks 7-8</p>	<p>During the <b>Project Closeout</b> phase, the following activities will occur:</p> <ul style="list-style-type: none"> <li>• Monitoring initial video visitation sessions for any issues, ensuring quality connectivity and accuracy of scheduling software;</li> <li>• Miscellaneous support activities (e.g. ensuring video visitation information is on the County / Sheriff's web pages, providing informative posters / flyers / brochures for Friends and Families of inmates, providing an Escalation List etc.);</li> <li>• Post-Installation report;</li> <li>• Closeout meeting with facility personnel;</li> <li>• Final project documentation is completed; Project Plan is updated and closed out;</li> <li>• Facility is transitioned into the 'Ongoing Management' stage.</li> </ul>
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## Inmate Tablets Installation Plan

Project Phase	Timeline	Description
<b>Pre-Installation</b>	<b>Week 1</b>	<p>During the <b>Pre-Installation Phase</b>, Crown’s Project Team will:</p> <ul style="list-style-type: none"> <li>• Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria, conduct a supplemental Site Survey;</li> <li>• Order equipment including but not limited to wireless access points, network equipment, system software, inmate tablets, and charging stations;</li> <li>• Confirm project team members and define roles and responsibilities;</li> <li>• Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and</li> <li>• Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of inmate tablets, charging stations, infrastructure requirements, equipment room(s), charging stations. (Each facility location where equipment will be installed will be a task on the project plan).</li> <li>• Initiate the business relationship and dialogue with critical third-parties such as the Facility’s JMS and / or Commissary providers, in order to implement the critical interfaces.</li> <li>• Conduct Pre-Installation Configuration;</li> <li>• Confirm Requirements and Features with Customer;</li> <li>• Conduct Initial Software Demo Training.</li> </ul>
<b>Phase I</b> <b>Repeated for each</b> <b>correctional facility</b>	<b>Weeks 2-3</b>	<p>Installation Preparation begins during <b>Phase I</b>, which includes the following activities:</p> <ul style="list-style-type: none"> <li>• Configure and test network;</li> <li>• Account setup and configuration completed including setup and configuration of the inmate tablets to test for required features and functionality;</li> <li>• Inspect and test all inmate tablets. Enable all required features in accordance with Customer requirements and contract.</li> <li>• Confirm User Access requirements and User Roles with Customer, test configuration and User Access.</li> <li>• Develop and test the required interfaces with 3<sup>rd</sup> Party providers such as JMS and Commissary.</li> </ul>

		<ul style="list-style-type: none"> <li>• QA testing on delivered equipment.</li> <li>• Implement System Configurations;</li> <li>• Initiate Facility Training;</li> </ul>
<p style="text-align: center;"><b>Phase II</b> Repeated for each correctional facility</p>	<p style="text-align: center;"><b>Week 3</b></p>	<p><b>Phase II</b> is the Site Installation phase, which includes:</p> <ul style="list-style-type: none"> <li>• Test all installed Network Circuits;</li> <li>• Equipment setup and powered;</li> <li>• Installation of charging stations and wireless content servers including installing any new cabling, QA testing;</li> <li>• Installation and setup of Computer Workstations and Administrative Software in designated areas;</li> <li>• Confirm that inmate information and other critical elements of the integrations are accurate and working;</li> <li>• ID all Inmate Tablets and create equipment inventory listing.</li> <li>• Additional On-site Software Training.</li> </ul>
<p style="text-align: center;"><b>Project Closeout</b></p>	<p style="text-align: center;"><b>Week 4</b></p>	<p>During the <b>Project Closeout</b> phase, the following activities will occur:</p> <ul style="list-style-type: none"> <li>• Monitoring initial Education and Entertainment Content interaction for any issues, ensuring quality connectivity and charging consistency;</li> <li>• Miscellaneous support activities (e.g. ensuring Inmate Tablet information is on the County / Sheriff's web pages, providing informative posters / flyers / brochures for Staff and Inmates, providing an Escalation List etc.);</li> <li>• Post-Installation report;</li> <li>• Closeout meeting with facility personnel;</li> <li>• Final project documentation is completed; Project Plan is updated and closed out;</li> <li>• Facility is transitioned into the 'Ongoing Management' stage.</li> <li>• Ensure ongoing connectivity and functionality of the system;</li> <li>• Respond to any service requests;</li> <li>• Provide refresher training as needed.</li> </ul>

## EXHIBIT B DISASTER RECOVERY PLAN

The following 6 levels of disaster recovery guarantee Tier 1 carrier-grade services (99.99+% uptime).

1. Our core strength is running our platform on a RAID 6 array of asterisk (Dell PowerEdge) servers, most recently upgraded in the summer of 2018. Our primary site utilizes 36 separate switch servers just for handling call and video visitation traffic. The utilization of separate and diverse bandwidth providers to ensure network redundancy. AT&T is our primary and Conterra (formerly Network Communications) is our secondary provider, for a total of over 1 Gig of bandwidth. Each server is run on its own separate UPS/Battery backup which is, in turn, connected to a Caterpillar Olympian 75kVA generator (newly installed in early 2020) with two diverse natural gas providers for fueling. Our Longview data center has 3 separate air-conditioning units to ensure optimal temperatures year-round.
2. Our secondary site, co-located with Equinix in downtown Dallas, offers us a virtual mirror of our primary Facility, utilizing 21 separate switch servers and capable of carrying 100% of our network load. Our bandwidth provider is Cogent allowing us a 3rd diverse bandwidth provider with another 300megs of bandwidth. The utilization of two new Dell PowerVault servers for the database allows real-time back up between the primary and secondary facilities. Equinix offers auxiliary generators and multiple air-conditioning units. In 2015, one of our largest competitors experienced an 18-hour outage due to using only one data center with inadequate air-conditioning.
3. For secure, tamper-resistant call recording storage, we have gone a step further than our competitors and utilize Amazon's Simple Storage Service (S3), which provides us with a minimum of 3 data bunkers located throughout the USA to provide encrypted storage of call recordings and call detail for up to 5 years (or longer, if required). Amazon Web Services allows us to maintain our PCI compliance standards, CPNI Compliance, along with their CJIS Compliance, ensuring the utmost security of our customers and their data.
4. Four separate outbound providers are utilized to terminate our calls, allowing us network redundancy in the case of regional network interruptions. Our primary is AT&T and Level 3, Network IP and First Data Communications are our secondary providers. THINQ is applied to manage the dynamic routing between AT&T and Level 3 communications, meaning we can change network routing within seconds in the case of a regional outage by any of our providers.
5. SolarWinds/Orion Network Management interface allows us real-time network monitoring with alerts to our Network Operations Center indicating bandwidth outages at specific jails within 5 minutes of interruption.
6. We have entered a Call Center overflow agreement with AmTel inmate phone services, based in St Mary's, Georgia, allowing us to overflow as much as 100% of our live customer service representative calls to their Call Center within 60 minutes of a disaster at either one of our Call Centers. Both companies maintain Call Centers with approximately 20 spare operator stations each for emergency situations.

## **EXHIBIT C**

### **SERVICE POLICIES AND PROCEDURES**

All service issues are reported to Crown via call or e-mail. An assessment will be made to determine if the issue is hardware or software. If it is hardware, Crown will dispatch out technician immediately. If it is a software issue, a service ticket will be created and sent to support where it is assigned a ticket number and tracked until the issue is resolved in a timely manner. Crown personnel are fully engaged and work with our customer to give them updates until the service ticket is resolved. This occurs on a 24/7/365 basis.

Below is an outline of the typical approach to resolving service issues:

- Customer Service receives the first alert and formalizes a support ticket for the Facility.
- Customer Service contacts the Facility as well as the technicians to let them know the Facility has been notified.
- Customer Service instructs the Facility to:
  - Unplug the modem and the Adtran.
  - Plug the modem back in, wait 1 minute, then plug the Adtran back in.
- If problem is rectified via the steps above and an alert message is issued stating that the Facility is fully functioning, the ticket is closed and system is monitored on an ongoing basis.
- If further assistance is needed, staff is notified and will contact the customer to see if they need to send out another Adtran. This generally is taken care of in 24 hours. If a technician is required on-site at the Facility, he/she will be there within 2 hours of notification.

The Inmate Call Engine and all on-site equipment is remotely monitored 24x7x365 using our self- diagnosing and reporting Orion Network Performance Monitoring (NPM) system from Solarwinds. The routers contain self-diagnostics software capable of automatically rebooting the units if required. The Orion NPM software provides automated alerts to the Network Operations Center whenever connectivity is lost. Adtran units can be rebooted manually and logged into remotely, configured and updated as required. Whenever the Solarwinds Orion NPM detects an anomaly an alert and a trouble ticket is created in our Network Operations Center (NOC) in Longview. In addition, the NOC provides systematic monitoring such as on the VoIP gateway devices to proactively detect bandwidth interruptions or outages. For interruptions of more than 5 minutes during phone availability times, a call will be prompted to our bandwidth provider for resolution of the fault. This approach minimizes support issues from being noticed and reported by our clients in the first place.

Additionally, the NOC systematically, remotely monitors the system to proactively identify potential disruptions and to minimize any noticeable support issues from occurring. The NOC is capable of providing remote service and maintenance to address service requests. Over 90% of service requests are resolved remotely.

The technician responds to the Service Request by first contacting the Customer to acknowledge receipt of the request and gather additional information required to troubleshoot and resolve the issue (e.g., how many units are affected, location of issue, is system operational, is it a software or hardware issue, etc.). The technician uses a variety of tactics including conducting remote testing, if available. If on-site support is required, the technician contacts the Facility to arrange access and escorts. The technician works on the problem through resolution. During the course of the Service Request, the technician provides ticket updates to ensure timely communication is shared with our customers and the account team. Upon resolution, the technician conducts on-site testing, notifies the on-site customer contact, and provides ticket documentation for trouble resolution and closure.



## EXHIBIT D SAMPLE REPORTS

<b>NCIC Inmate Communications</b>			
<b>Call Frequency - Division</b>			
From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59			
Report Run Date: 06/05/2020 09:58:40			
Division	Call Count	Total Minutes	Call Revenue
Main Jail	21,458	258,794	\$51,758.80
Kansas Jail	15,879	158,479	\$31,695.80
Probation	2,687	25,847	\$5,169.40
<b>Totals</b>	<b>40,024</b>	<b>443,120</b>	<b>\$88,624.00</b>

<b>NCIC Inmate Communications</b>			
<b>Call Frequency - Inmate PIN</b>			
From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59			
Report Run Date: 06/03/2020 11:45:15			
Inmate PIN	Call Count	Total Minutes	Call Revenue
364565	324	2,057	\$411.40
409056	301	1,987	\$397.40
181740	297	1,879	\$375.80
203952	254	1,754	\$350.80
310286	221	1,701	\$340.20
403844	202	1,654	\$330.80
384529	194	1,457	\$291.40
404845	164	1,347	\$269.40
396551	145	1,247	\$249.40
243866	143	1,154	\$230.80
263510	120	1,054	\$210.80
406782	117	954	\$190.80
307435	112	902	\$180.40
451803	109	854	\$170.80
181740	102	841	\$168.20
263510	85	648	\$129.60
364565	65	541	\$108.20
<b>Totals</b>	<b>2,955</b>	<b>\$22,031.00</b>	<b>\$4,406.20</b>



**NCIC Inmate Communications**

**Call Frequency - Location**

From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59

Report Run Date: 06/02/2020 15:05:20

<b>Location</b>	<b>Call Count</b>	<b>Total Minutes</b>	<b>Call Revenue</b>
A - Max	15,487	158,764	\$31,752.80
B Block	13,587	124,587	\$24,917.40
C Block	13,154	111,547	\$22,309.40
D Block	12,879	110,254	\$22,050.80
E Block	12,458	101,548	\$20,309.60
G - Max	10,524	95,874	\$19,174.80
Intake - B	8,647	92,547	\$18,509.40
Intake Dorm	8,012	84,254	\$16,850.80
L - Max	7,854	71,548	\$14,309.60
X Dorm	7,214	62,548	\$12,509.60
Y Dorm	4,587	48,754	\$9,750.80
<b>Totals</b>	<b>114,403</b>	<b>1,062,225</b>	<b>\$212,445.00</b>

**NCIC Inmate Communications**

**Call Frequency (Inmate Phone Number)**

From Date: 04/01/2020 00:00:00 To Date: 04/10/2020 23:59:59

Report Run Date: 05/02/2020 11:23:34

<b>Destination Number</b>	<b>Call Count</b>	<b>Total Minutes</b>	<b>Call Revenue</b>
(647) 544-0506	145	1,587	\$317.40
(647) 824-6804	135	1,487	\$297.40
(321) 394-5290	115	1,258	\$251.60
(334) 544-3678	102	1,158	\$231.60
(334) 544-3678	99	1,024	\$204.80
(251) 455-2324	91	957	\$191.40
(405) 313-3360	81	854	\$170.80
(832) 417-6472	78	684	\$136.80
(334) 544-3678	75	601	\$120.20
(334) 544-3678	71	548	\$109.60
(661) 348-2281	68	524	\$104.80
(910) 514-4146	65	501	\$100.20
(510) 681-4945	61	457	\$91.40
(909) 565-5282	54	432	\$86.40
(312) 414-7224	51	421	\$84.20
(256) 660-8777	48	415	\$83.00
(312) 414-7224	44	387	\$77.40
(440) 447-3441	40	367	\$73.40
(803) 770-7587	38	302	\$60.40
(850) 464-8792	36	197	\$39.40
(260) 399-0508	25	184	\$36.80
<b>Totals</b>	<b>1,522</b>	<b>14,345</b>	<b>\$2,869.00</b>

### NCIC Inmate Communications

#### Incomplete Calls - Disposition

From Date: 04/01/2020 00:00:00 To Date: 04/30/2020 23:59:59

Report Run Date: 05/12/2020 09:15:11

Disposition	Call Count
DIAL: No Answer	2,358
SET: Caller Hung Up	968
CMSY: Commissary Call	1,158
ACC: Called Party Hung Up	985
ANS: Answering Machine	2,114
ANS: Denied Call	2,687
ANS: Denied Future Calls	1,258
ANS: No Response	254
DIAL: Busy	1,254
SET: Destination Denied (Facility)	258
SET: Invalid Destination	57
SET: Invalid Menu Option	26
SET: Invalid Personal ID	358
SET: Invalid PIN	287
SET: PIN In Use	3
SET: Prepaid Balance Too Low	258
SET: Profile not allowed	36
<b>Total</b>	<b>14,319</b>

**NCIC Inmate Communications**

**Incomplete Calls - Inmate PIN**

From Date: 05/04/2020 00:00:00 To Date: 05/04/2020 23:59:59

Report Run Date: 05/14/2020 10:45:12

Caller PIN	Destination Number	Call Date	Call Count	Bill Type	Disposition
82448	SIP/Commissary2995029	5/4/2020 22:40	1	Commissary Call (Free)	CMSY: Commissary Call
83055	(803) 665-0020	5/4/2020 22:31	1	Prepaid Collect	SET: Caller Hung Up
82780	(574) 214-4613	5/4/2020 21:54	1	Inmate Prepaid	ANS: Answering Machine
83361	(225) 278-2156	5/4/2020 21:53	1	Prepaid Collect	SET: Prepaid Balance Too Low
82025	(408) 896-4044	5/4/2020 21:23	1	Prepaid Collect	ANS: Answering Machine
83546	(301) 357-2146	5/4/2020 21:08	1	Inmate Prepaid	SET: Caller Hung Up
83055	(803) 665-0020	5/4/2020 20:58	1	Inmate Prepaid	ACC: Called Party Hung Up
81502	(225) 508-0050	5/4/2020 20:54	1	Inmate Prepaid	SET: Caller Hung Up
82780	(574) 214-4613	5/4/2020 20:51	1	Prepaid Collect	SET: Caller Hung Up
82658	(909) 449-8653	5/4/2020 20:48	1	Inmate Prepaid	DIAL: No Answer
82285	(510) 491-5640	5/4/2020 20:45	1	Inmate Prepaid	SET: Caller Hung Up
40944	(337) 977-1426	5/4/2020 20:45	1	Inmate Prepaid	SET: Caller Hung Up
81502	(225) 508-0050	5/4/2020 20:44	1	Prepaid Collect	DIAL: Busy
78151	(601) 665-3041	5/4/2020 20:31	1	Prepaid Collect	ANS: No Response
83680	(337) 655-1159	5/4/2020 20:27	1	Prepaid Collect	DIAL: No Answer
78151	(601) 665-3042	5/4/2020 20:25	1	Prepaid Collect	ACC: Called Party Hung Up
83680	(337) 655-1159	5/4/2020 20:25	1	Prepaid Collect	DIAL: No Answer
81502	(225) 508-0050	5/4/2020 20:15	1	Inmate Prepaid	SET: Caller Hung Up
69503	(214) 900-9311	5/4/2020 20:50	1	Inmate Prepaid	SET: Destination Denied (Facility)
78304	(903) 875-5685	5/4/2020 20:18	1	Prepaid Collect	SET: Prepaid Balance Too Low
<b>Totals</b>			<b>20</b>		

**NCIC Inmate Communications**

**Incomplete Calls - Location**

From Date: 05/03/2020 15:00:00 To Date: 05/03/2020 22:00:00

Report Run Date: 05/05/2020 09:15:10

Location	Destination Number	Call Date	Call Count	Disposition
Unit 1 - Section 3 - Phone 3	7709838798	5/3/2020 16:34	1	SET: Caller Hung Up
Dorm 1 - Phone 2	6152758903	5/3/2020 16:35	1	ANS: No Response
Unit 8 - Section 6 - Phone 4	6785881754	5/3/2020 16:53	1	ANS: Answering Machine
Unit 1 - Section 3 - Phone 4	8037473701	5/3/2020 16:54	1	ANS: Answering Machine
Dorm 3 - Phone 3	6158109360	5/3/2020 17:39	1	ANS: Answering Machine
Dorm 1 - Phone 3	7702035466	5/3/2020 18:43	1	ANS: Answering Machine
Infirmery - Phone 1	6787549530	5/3/2020 18:58	1	SET: Caller Hung Up
Unit 1 - Section 1 - Phone 1	5745208445	5/3/2020 19:40	1	SET: Caller Hung Up
Unit 5 - Section 2 - Phone 4	2564290557	5/3/2020 20:02	1	ANS: Answering Machine
Dorm 1 - Phone 1	2566608777	5/3/2020 20:15	1	ANS: Answering Machine
Dorm 4 - Phone 1	3124147224	5/3/2020 20:22	1	ANS: Answering Machine
Dorm 6 - Phone 2	9095655282	5/3/2020 20:22	1	ANS: No Response
Dorm 4 - Phone 2	7708965088	5/3/2020 20:34	1	ANS: No Response
Dorm 3 - Phone 1	6786566112	5/3/2020 20:49	1	SET: Caller Hung Up
Dorm 4 - Phone 3	3345443678	5/3/2020 21:10	1	SET: Caller Hung Up
Dorm 6 - Phone 1	3213945290	5/3/2020 21:49	1	SET: Caller Hung Up
Intake - IH6	4044410384	5/3/2020 23:50	1	ANS: No Response
<b>Totals</b>			<b>17</b>	

**NCIC Inmate Communications**

**Incomplete Calls - Inmate Phone Number**

From Date: 05/01/2020 00:00:00 To Date: 05/01/2020 09:50:00

Report Run Date: 05/02/2020 11:45:15

Destination Number	Call Date	Call Count	Bill Type	Disposition
(809) 571-2531	5/3/2020 15:59	1	Prepaid Collect	SET: Prepaid Balance Too Low
(703) 380-0019	5/3/2020 8:41	1	Inmate Prepaid	SET: Caller Hung Up
(775) 473-9517	5/3/2020 22:17	1	Free	ANS: Answering Machine
(775) 240-7954	5/3/2020 19:13	1	Inmate Prepaid	DIAL: No Answer
(480) 306-9397	5/3/2020 18:50	1	Inmate Prepaid	ANS: Answering Machine
(480) 306-9397	5/3/2020 15:18	1	Prepaid Collect	ANS: No Response
(775) 434-4393	5/3/2020 15:07	1	Inmate Prepaid	ANS: Answering Machine
(775) 849-1380	5/3/2020 14:20	1	Prepaid Collect	ANS: No Response
(775) 217-7509	5/3/2020 13:28	1	Prepaid Collect	ANS: Answering Machine
(775) 217-7509	5/3/2020 13:21	1	Inmate Prepaid	ANS: Answering Machine
(509) 956-2752	5/3/2020 11:23	1	Inmate Prepaid	ANS: No Response
(775) 217-7509	5/3/2020 10:57	1	Prepaid Collect	ANS: Answering Machine
(919) 443-0799	5/3/2020 9:34	1	Prepaid Collect	DIAL: Busy
(330) 553-7378	5/3/2020 9:30	1	Inmate Prepaid	ANS: Answering Machine
(809) 571-2531	5/3/2020 9:15	1	Prepaid Collect	ANS: No Response
(816) 301-9367	5/2/2020 20:32	1	Prepaid Collect	DIAL: No Answer
(775) 431-9190	5/2/2020 19:50	1	Prepaid Collect	SET: Caller Hung Up
(703) 380-0019	5/1/2020 16:51	1	Inmate Prepaid	Simultaneous Calls Not Allowed
<b>Total</b>		<b>18</b>		

# EXHIBIT E CERTIFICATION

## AMENDED ANNUAL REPORT



Corporation Division  
[www.filinginoregon.com](http://www.filinginoregon.com)

**E-FILED**  
Mar 02, 2020  
OREGON SECRETARY OF STATE

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**REGISTRY NUMBER**

101077493

**REGISTRATION DATE**

04/08/2014

**BUSINESS NAME**

CROWN CORRECTIONAL TELEPHONE, INC.

**BUSINESS ACTIVITY**

TELECOMMUNICATIONS

**MAILING ADDRESS**

305 WEST 3RD STREET  
CLIFTON TX 76634 USA

**TYPE**

FOREIGN BUSINESS CORPORATION

**PRIMARY PLACE OF BUSINESS**

305 WEST 3RD STREET  
CLIFTON TX 76634 USA

**JURISDICTION**

TEXAS

**REGISTERED AGENT**

13492293 - REGISTERED AGENT SOLUTIONS, INC.

8130 SW BEAVERTON-HILLSDALE HWY  
PORTLAND OR 97225 USA

If the Registered Agent has changed, the new agent has consented to the appointment.

**PRESIDENT**

WILLIAM R BARTULA

305 WEST 3RD STREET  
CLIFTON TX 76634 USA

**SECRETARY**

GLENDA BARTULA

305 WEST 3RD STREET  
CLIFTON TX 76634 USA





Corporation Division  
[www.filinginoregon.com](http://www.filinginoregon.com)

**OREGON SECRETARY OF STATE**

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I declare, under penalty of perjury, that this document does not fraudulently conceal, fraudulently obscure, fraudulently alter or otherwise misrepresent the identity of the person or any officers, directors, employees or agents of the corporation on behalf of which the person signs. This filing has been examined by me and is, to the best of my knowledge and belief, true, correct, and complete. Making false statements in this document is against the law and may be penalized by fines, imprisonment, or both.

By typing my name in the electronic signature field, I am agreeing to conduct business electronically with the State of Oregon. I understand that transactions and/or signatures in records may not be denied legal effect solely because they are conducted, executed, or prepared in electronic form and that if a law requires a record or signature to be in writing, an electronic record or signature satisfies that requirement.

**ELECTRONIC SIGNATURE**

**NAME**

SHARON R. WARREN

**TITLE**

AUTH. REP. OF ATTORNEY-IN-FACT

**DATE SIGNED**

03-02-2020

## EXHIBIT F ADDENDUMS

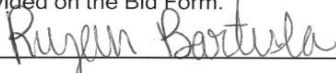
### ADDENDUM #1 KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

1. Klamath County is extending the Closing date of the Klamath County Jail Corrections Communication Services RFP from February 15, 2021 at 2:00pm to **February 16, 2021 at 2:00pm**.
  - Revised closing date: **February 16, 2021 at 2:00pm.**
2. Whether companies from Outside USA can apply for this (such as India or Canada)?
  - Yes.
3. Will in person meeting be a requirement of the contract?
  - Yes, there may be times in-person meetings could be required.
4. Can we perform the tasks (related to RFP) outside USA?
  - Klamath County is unsure of your companies' abilities. If you are able to fulfill the requirements set within the RFP and final contract awarded, that is what Klamath County is looking for.
5. Can we submit the proposals via email?
  - No late, Faxed or Electronically submitted Proposals Will Be Accepted.
6. Would you be looking for a new Jail Management Software solution in conjunction with the new communications RFP?
  - Klamath County is not looking at a new JMS system at this time.

**NOTICE TO ALL PROPOSERS AND PLANHOLDERS**

(Please sign and return this Addendum with your Proposal):

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.

Signature:  Date Signed: 02/12/2021

Printed Name: Ryan Bartula Phone Number: 254-708-0087

Title: President Company Name: Crown Correctional Telephone

Address: 305 W. 3rd Street Clifton, TX 76634

Federal I.D. #: 80-0274164 Contractor License #: N/A

ADDENDUM #2

KLAMATH COUNTY JAIL CORRECTIONS COMMUNICATION SERVICES

14. Rooms in A-POD are labeled and how many phones will be required:

- > AA-1
- > AT-2
- > AM1
- > AF-2
- > AP-1

15. A total of 4 stationary kiosk and 1 mobile kiosk unit for A-POD.

16. There are 3 visiting rooms within A-POD that will need phones with recorded lines, installed on either side of the visiting glass.

❖ B-POD

1. Max of 44 inmates.
2. Four phones and two kiosks in this pod.
3. Two visitation rooms

❖ C-POD

1. Max of 44 inmates.
2. Four phones and two kiosks in this pod.
3. Two Visitation rooms

❖ Booking

1. Two phones to be installed/replaced. One local (currently free) and one long distance (currently charging a fee).
2. No kiosk to be installed in booking area.

NOTICE TO ALL PROPOSERS AND PLANHOLDERS

(Please sign and return this Addendum with your Proposal):

The documents for the above-referenced Project are modified as set forth in this Addendum. The original documents and any previously issued addenda remain in full force and effect, except as modified by this Addendum, which is hereby made part of the Contract Documents. Bidder shall take this Addendum into consideration when preparing and submitting a bid, and shall acknowledge receipt of this Addendum in the space provided on the Bid Form.

Signature: Ryan Bartula Date Signed: 02/12/2021

Printed Name: Ryan Bartula Phone Number: 254-708-0087

Title: President Company Name: Crown Correctional Telephone

Address: 305 W. 3rd Street Clifton, TX 76634

Federal I.D. #: 80-0274164 Contractor License #: N/A