

ICSolutions PRESENTS THIS PROPOSAL TO:

Oakland County, Michigan

**SOLICITATION EVENT
ID: 005218 INMATE PHONE /
VISITATION SYSTEM RFP**

DUE: JUNE 7, 2021 @ 2:00 PM

BRAD COENS

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM



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The Attendant SM	The Communicator SM
Word Detector SM	Message of the Day SM
Access Corrections™	The Visitor™
QuickCall®	

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Section i

Transmittal Letter

June 4, 2021

Oakland County Purchasing Division
Building 41 West - Lower Level
2100 Pontiac Lake Road
Waterford, MI 48328

RE: Solicitation Event ID: 005218 – *Inmate Phone/Visitation System RFP*

Dear Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Oakland County's inmate phone and video visitation needs. ICSolutions, your inmate communication services provider since 2015, has considered the RFP requirements, and the enclosed offer will meet or exceed your specifications in all respects.

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

Mr. Mike Kennedy, ICSolutions Vice President Sales & Marketing
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

Please feel free to contact your Regional Account Manager and Primary Contact, Mr. Brad Coens, with any questions about our proposal:

Mr. Brad Coens, ICSolutions Regional Account Manager
Office: 866-228-4040 | Email: bcoens@icsolutions.com | CC: RFP@icsolutions.com

Thank you for taking the time to review our proposal. We are committed to keeping the business and complete satisfaction of Oakland County, its staff, and its inmate communications customers.

Sincerely,



Mike Kennedy
Vice President Sales & Marketing

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy street. The image is dark and desaturated, with a blue-grey tint. The crowd is dense, and many people are carrying bags or backpacks. A white rectangular box is overlaid on the right side of the image, containing the text 'Section ii' and 'Table of Contents'.

Section ii

Table of Contents

SECTION ii

Table of Contents

Proposal Contents		
Section	Title	Page
	Cover Page	
	Copyright Page	
i	Transmittal Letter	i-1
ii	Table of Contents	ii-1
iii	Solicitation Form	iii-1
1	Introduction	1-1
2	RFP Purpose	2-1
3	Timetable	3-1
4	Current System Overview	4-1
5	RFP Requirements	5-1
6	Price Proposal Requirements	6-1
7	Insurance Requirements	7-1
8	Contractor Employees	8-1
9	Selection Criteria	9-1
10	Other Background Information	10-1
11	Value Added Alternatives	11-1
Appendices		
Appendix	Title	
A	Solution Requirements	A-1
	1.1 Executive Summary	A-85
	1.2 Company Profile	A-87
	1.3 Experience	A-89
	1.7 Vision & Strategy	A-92
	1.8 References	A-96
	1.9 Key Personnel	A-99
	2.1 Equipment & Features	A-107
	2.2 Value-Added Services	A-213
	5.1 System Report Samples	A-218
	6.7 Disaster Recovery Plan	A-237
	10.2 Maintenance Plan	A-247
	12.1 Sample Commission Report	A-255
B	Technical & Architectural Requirements	B-1
	2.0 Network Architecture	B-29
C	Implementation Services	C-1
D	Cost	D-1
E	G2G Marketplace	E-1
F	Acknowledgement of Independent Employment Status	F-1

Exhibits		
Exhibit	Title	
I	Letters of Reference	I-1
II	Equipment Spec Sheets	II-1
III	Staff Résumés	III-1
IV	Insurance Certificate	IV-1
V	Service Level Agreements	V-1
VI	E-Verify Certification	VI-1



Section iii

Solicitation Form



OAKLAND COUNTY EXECUTIVE DAVID COULTER

Compliance Office | Purchasing
(248) 858-0511 | purchasing@oakgov.com

SOLICITATION FORM

SEALED BID/RFP **NON-SEALED BID/RFP** **ONLINE ONLY**

Hard Copy Required Online Online AND additional Hard Copies

(SEE GENERAL SUBMISSION INFORMATION FOR DIRECTIONS ON HOW TO SUBMIT THE ABOVE CHECKED BID/RFP TYPE)

CONTACT INFORMATION

Oakland County Purchasing Division
Building 41 West - Lower Level
2100 Pontiac Lake Road
Waterford, MI 48328

Buyer	Brower, Richard Laurence
Phone	(248) 858-5483
Email	browerr@oakgov.com

Solicitation Event ID 005218	Response Due 6/1/2021 2:00 PM Eastern Time
-------------------------------------	---

Event Title Inmate Phone/Visitation System RFP

Category Codes 90669, 91829

Oakland County Purchasing is issuing a Bid/Request for Proposal (RFP) seeking bidders/respondents to provide services or goods as detailed in Attachment (B).

Index

- Solicitation Form (This Form- Bidder/Responder Information and Signature Page)
- Attachment (A) – Mailing Label
- Attachment (B) – Solicitation Specifications
-

BIDDER/RESPONDERS INFORMATION

Legal Name	
Street Address	
City	
State/ZIP	
Corporate I.D. or Taxpayer I.D. #	
Bidders/Responders Contact Name	
Contact Phone	
Contact Email	

This ENTIRE Solicitation packet (ALL Pages) must be included and returned signed with your bid/RFP response.

I have reviewed the TERMS AND CONDITIONS and insurance requirements stated prior to submitting this bid/RFP solicitation.

Vendor's Authorized Agent

Signature



Date

Printed Name

Title

Phone

Date

Email

***To be filled out and used when mailing or dropping off a hard copy**

**CUT BELOW THE DOTTED LINE AND AFFIX LABEL TO EXTERIOR OF MAILING ENVELOPE
OR PACKAGE**

THIS IS A SEALED BID

From

Company Name	
City, State and Zip	
Contact Person	
Phone Number	
Email	
Solicitation Event ID	005218
Event Title	Inmate Phone/Visitation System RFP
Due Date and Time	6/1/2021 2:00 PM Eastern Time
Buyer	Brower, Richard Laurence

DELIVER HARD COPIES TO: (if applicable)
OAKLAND COUNTY PURCHASING
EXECUTIVE OFFICE BUILDING 41W - LOWER LEVEL
2100 PONTIAC LAKE ROAD
WATERFORD MI 48328

***Verify your company information above**

GENERAL SUBMISSION INFORMATION:

SEALED BID/RFP ONLINE RESPONSE HARD COPY RESPONSE:

- **Online Response:** It is the bidder's/respondent's responsibility that the responses are entered/uploaded into the MITN system - www.mitn.info, prior to the due date and time specified.
- **Hard Copy Response:** It is the bidder's/respondent's responsibility to insure that hard copy responses are received in Purchasing prior to the due date and time specified. Purchasing's address, due date and time are listed on the first page of this proposal form. The responsibility rests entirely with the bidder/respondent, including delays resulting from postal handling or for any other reasons. The official time clock shall be the date/time stamp machine located at Purchasing's main office located at the address listed above. **NO LATE BIDS/RFPS WILL BE ACCEPTED.**
- Hard Copy responses are accepted at Oakland County Purchasing and are to be delivered to that office.
 - Deliver bid/RFP responses to:

**Oakland County Purchasing
Building 41 West – Lower Level
2100 Pontiac Lake Road
Waterford, MI 48328**
 - Bid/RFP responses through courier services shall be accepted at Oakland County Purchasing any time during the normal course of business only; said hours being 8:30 A.M. to 5:00 P.M. Eastern Time, Monday through Friday, excluding County holidays.
- All questions regarding this solicitation should be submitted by email to the buyer listed on page one of the proposal form. *Subject line needs to include the solicitation event number listed on page one of the proposal form.*

NON SEALED BID/RFP ONLINE RESPONSE HARD COPY RESPONSE:

- This solicitation event can be accessed at the Michigan Inter-governmental Trade Network (MITN) website: www.mitn.info
- **Online Response:** It is the bidder's/respondent's responsibility that the responses are entered/uploaded into the MITN system - www.mitn.info, prior to the due date and time specified.
- **Hard Copy Response:** It is the bidder's/respondent's responsibility to insure that hard copy responses are received in Purchasing prior to the due date and time specified. Purchasing's address, due date and time are listed on the first page of this proposal form. The responsibility rests entirely with the bidder/respondent, including delays resulting from postal handling or for any other reasons. The official time clock shall be the date/time stamp machine located at Purchasing's main office located at the address listed above. **NO LATE BIDS/RFPS WILL BE ACCEPTED.**
- Hard Copy responses may be emailed or delivered through courier services unless otherwise stated in the specifications.
 - Email bid/RFP solicitation responses to: purchasing@oakgov.com
 - Subject line should state: Oakland County Solicitation Event #:
 - Deliver bid/RFP responses to:

**Oakland County Purchasing
Building 41 West – Lower Level**

**2100 Pontiac Lake Road
Waterford, MI 48328**

- Bid/RFP responses through courier services shall be accepted at Oakland County Purchasing any time during the normal course of business only; said hours being 8:30 A.M. to 5:00 P.M. Eastern Time, Monday through Friday, excluding County holidays.
- All questions regarding this solicitation should be submitted by email to the buyer listed on page one of the proposal form. *Subject line needs to include the solicitation event number listed on page one of the proposal form.*

Submissions:

- This proposal form must be signed by a person authorized to bind and commit the company to provide such goods and/or services offered to the County should their bid/RFP be accepted by the County.

Public Disclosure:

- The bidder/respondent acknowledges that the County is a public entity and therefore is subject to all public disclosure laws.
- Any information contained in the bid/RFP response, including, but not limited to, trade secrets, commercial information, financial information, or copyrighted material, is considered public information and not exempt from disclosure under the Michigan Freedom of Information Act (FOIA).
- Bidder/Respondent should not include any information in a response that bidder/respondent does not want disclosed by the County in response to a FOIA request.
- Bidder/Respondent shall not bring any claim or action against Oakland County, including its employees, agents, or officials, to prevent the County from disclosing any information in the bid/RFP response to a third party in response to a FOIA request or for damages related to such disclosure.

Modifications:

- Prior to opening the solicitations, clarifications, modifications, or amendments may be made to the solicitation at the discretion of Oakland County Purchasing. Should any such changes be made, an addendum will be issued and posted on the Michigan Inter-governmental Trade Network (MITN) website:www.mitn.info.
- It is the responsibility of the bidder/respondent to check the MITN website for addendums.

Withdrawal:

- Responses may be withdrawn prior to the bid/RFP closing date and time by providing written notice to Purchasing.

Award Information:

- The successful bidder/respondent may be requested to submit a completed, signed Federal W-9 form prior to an award of a contract or purchase order.
- **BIDDER/RESPONDENT MUST PROVIDE DOCUMENTATION OF REQUIRED INSURANCE UPON AWARD**

PURCHASE TYPE (ONLY THE CHECKED BOXES APPLY TO THIS SOLICITATION)

- SERVICE CONTRACT**
- BLANKET CONTRACT (PRODUCTS OVER SPECIFIED PERIOD OF TIME)**
- PURCHASE ORDER (PO) (A ONE TIME PRODUCT PURCHASE)**

SERVICE CONTRACT REQUIREMENTS:

- A copy of the County's Contract boilerplate is included in this bid/RFP package or at https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx. Bidders/Respondents are encouraged to review the contract boilerplate with the proposed terms and conditions. Exhibits checked below will be applicable for the bid/RFP.

Exhibits (Applicable if Checked)

- Exhibit I: Contractor Insurance Requirements
- Exhibit II: Business Associate Agreement (Health Insurance Portability and Accountability Act Requirements)
- Exhibit III: Requirements for Contractors with Access to County PII (Personally Identifiable Information)
- Exhibit IV: Requirements for Contractors with Access to Criminal Justice Information
- Exhibit V: Federally Funded Contract Requirements
- Exhibit VI: Software License(s)
- Exhibit VII: License for Use of County Servicemark
- Exhibit VIII: Acknowledgement of Independent Employment Status
- Exhibit IX: Scope of Contractor Deliverables/Financial Obligations (Generally listed in attachment B of the bid/RFP)

- Review the Primary insurance requirements in Exhibit I listed below. Checkboxes in Exhibit I marked with an "X" in Supplemental Coverages will be in addition to the Primary coverage.
 - Failure to maintain the insurance requirements will be considered a breach of contract.
- **OR** A copy of the County's Professional Services Contract boilerplate can be viewed on the Oakland County Purchasing website: https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx. Bidders/Respondents are encouraged to review the Standard Contract Boilerplate with the proposed terms and conditions. Review the Exhibit I Contractor Insurance Requirements starting on page 21 and the

General Insurance Conditions on page 23. The successful bidder/respondent will be required to comply with same. Awarded bidder/respondent shall provide required insurance documentation upon notice of award.

BLANKET CONTRACT REQUIREMENTS:

- A copy of the County's Blanket contract terms and conditions is located on the website: https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx
Bidders/Respondents are encouraged to review the terms and conditions.

PURCHASE ORDER REQUIREMENTS:

- A copy of the County's Blanket contract terms and conditions is located on the website: https://www.oakgov.com/purchasing/Pages/form_application/Default.aspx
Bidders/Respondents are encouraged to review the terms and conditions.

Bid/RFP Specifications for Scope of Contractor Deliverables and Financial Obligations:

- The specification requirements, defined in Attachment B, must be submitted with signed proposal forms.
- **Failure to include all required information in the bidder's/respondent's submittal may be cause for rejection of the entire response.**

TERMS AND CONDITIONS:

The bidder/respondent shall be responsible for all costs incurred in the development and submission of this response. Each response should be prepared simply and economically, providing a straightforward concise description of the bidder's/respondent's approach and ability to meet the County's needs, as stated in this solicitation.

Submission of a response is a confirmation that the bidder/respondent is familiar with the solicitation, contractual requirements, and specifications. The bidder/respondent understands and agrees to abide by each, and all of the stipulations and requirements contained within this document.

To best serve the County's interest, Oakland County reserves the right to accept or reject any or all responses and to waive any irregularities and/or formalities. This includes the right to award the contract to respondents other than the lowest priced response.

The County reserves the right to split or abstract any or all bidders/respondents and award multiple contracts from the same solicitation based on price, availability, and services when in its judgment best serves the County.

Oakland County assumes no contractual obligation as a result of the issuance of this solicitation, the preparation or submission of a response by a bidder's/respondent's, the evaluation of an accepted response, or the selection of finalists. Oakland County shall not be contractually bound until the successful bidder(s)/respondent(s) has an executed written contract or Purchase Order.

All prices shall be quoted in U.S. dollars. In case of error in the extension of prices in the response, the unit prices shall govern. Unless notated in the specifications, all quoted prices will be firm for 120 days after the solicitation due date.

Default payment terms are Net 30. Discount payment terms may be offered for earlier payment than 30 days.

Shipping terms must be "**FOB DESTINATION**"

The County reserves the right to request any additional information necessary after the submission of the response. The County reserves the right to conduct interviews, reference checks, and perform any other due diligence necessary to select the vendor(s).

Pursuant to Michigan law, (the Iran Economic Sanctions Act, 2012 PA 517, MCL 129.311 et seq.), before accepting any bid or proposal, or entering into any contract for goods or services with any prospective Vendor, the Vendor must first certify that it is not an "IRAN LINKED BUSINESS", as defined by law. This signed document, with: 1) full knowledge of all of Vendors business activities, 2) full knowledge of the requirements and possible penalties under the law MCL 129.311 et seq. and 3) the full and complete authority to make this certification on behalf of the Vendor, by his/her signature, certifies that: the Vendor is NOT an "IRAN LINKED BUSINESS" as required by MCL 129.311 et seq., and as such that Vendor is legally eligible to submit a bid/RFP and be considered for a possible contract to supply goods and/or services to the County of Oakland.

E-Verify – Prior to contract award all County Contractors are required to comply with Miscellaneous Resolution No.09116 (Board of Commissioners Minutes, July 30, 2009, pp 37-38), unless otherwise exempted, all service contractors and/or vendors who wish to contract with the County to provide services must first certify they have registered with, will participate in, and continue utilize, once registered, the E-Verify Program (or any successor program implemented by the federal government or its departments or agencies) to verify the work authorization status of all newly hired employees employed by the contractors and/or vendors. Breach of this term or conditions is considered a material breach of a contract. Contractors/Vendors submitting bid/RFP responses agree that the contractor/vendor will registered with, and will participate in, and will continue utilize once registered and throughout the term of a contract, if one is offered, the E-Verify Program (or any successor program implemented by the federal government or its departments or agencies) to verify the work authorization status of all newly hired employees employed by the contractors and/or vendors.

All County Contractors are required to comply with all Federal, State, or Local laws. The County reserves the right to cancel the contract for services if the contractor has not done so. Failure to comply with all Federal, State, or Local laws either currently or historically is a consideration in the bid/RFP evaluation process as well. Such compliance shall include, but not be limited to, the contractor and its subcontractors shall not discriminate against an employee or an applicant for employment in hiring, any terms and conditions of employment or matters related to employment regardless of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, age, genetic information, height, weight, disability, veteran status, familial status, marital status or any other reason, that is unrelated to the person's ability to perform the duties of a particular job or position, in accordance with applicable federal and state laws; prohibition of use of any copyrighted software contrary to the provisions of any applicable Software license agreement or State or Federal law; compliance with all applicable grant requirements if any part of a Contract is supported or paid for with any State or Federal funds granted to the County; compliance with the Immigration Reform and Control Act (IRCA) and I-9 employment verification requirements. Any and all future Federal, State, or Local laws must also be complied with while the contractor is providing services/products to the County.

Vendors that have been found guilty or held civilly liable for violation of any federal or state law, or have been barred and/or declared ineligible from consideration in receiving any federal, state or municipal contract, must provide information as part of their proposal on all such violations / barrings / ineligibilities.

Pursuant to Act 167 of the Public Acts of 1933, the County of Oakland, A Michigan Constitutional Corporation, is exempt from the sales tax provisions of this Act. In addition, the Michigan Department of Treasury has promulgated General and Specific Sales and Use Tax Rules which provide that the County of Oakland is not required to have a sales tax exemption number. (R205.79; Rule 29)

For reporting purposes – County of Oakland Tax I.D # 38-6004876.

THE FOLLOWING INSURANCE EXHIBIT APPLIES TO THIS EVENT IF CHECKED
THE FOLLOWING INSURANCE IS THE COUNTY'S STANDARD REQUIREMENTS, ALONG WITH ADDITIONAL
OPTIONS WHERE CHECKED

Exhibit I
CONTRACT INSURANCE REQUIREMENTS

During this Contract, the Contractor shall provide and maintain, at their own expense, all insurance as set forth and marked below, protecting the County against any Claims, as defined in this Contract. The insurance shall be written for not less than any minimum coverage herein specified. Limits of insurance required in no way limit the liability of the Contractor.

Primary Coverages

Commercial General Liability Occurrence Form including: (a) Premises and Operations; (b) Products and Completed Operations (including On and Off Premises Coverage); (c) Personal and Advertising Injury; (d) Broad Form Property Damage; (e) Broad Form Contractual including coverage for obligations assumed in this Contract;

\$1,000,000 – Each Occurrence Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products & Completed Operations Aggregate Limit

\$2,000,000 – General Aggregate Limit

\$ 100,000 – Damage to Premises Rented to You (formally known as Fire Legal Liability)

Workers' Compensation Insurance with limits statutorily required by any applicable Federal or State Law and Employers Liability insurance with limits of no less than \$500,000 each accident, \$500,000 disease each employee, and \$500,000 disease policy limit by a fully insured or State approved self-insurer.

1. Sole Proprietors only must submit a signed Sole Proprietor form if they do not have a Workers' Compensation Policy.
2. Exempt entities such as Partnerships, LLCs, etc., must submit a State of Michigan form WC-337 Certificate of Exemption if they do not have a Workers' Compensation Policy.

Commercial Automobile Liability Insurance covering bodily injury or property damage arising out of the use of any owned, hired, or non-owned automobile with a combined single limit of \$1,000,000 each accident. This requirement is waived if there are no company owned, hired or non-owned automobiles utilized in the performance of this Contract.

Commercial Umbrella/Excess Liability Insurance with minimum limits of \$2,000,000 each occurrence. Umbrella or Excess Liability coverage shall be no less than following form of primary coverages or broader. This Umbrella/Excess requirement may be met by increasing the primary Commercial General Liability limits to meet the combined limit requirement.

Supplemental Coverages - As Needed

1. **Professional Liability/Errors & Omissions Insurance** (i.e., Consultants, Technology Vendors, Architects, Engineers, Real Estate Agents, Insurance Agents, Attorneys, etc.) with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor provides professional services that the County relies upon.
2. **Cyber Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor has access to County IT systems and/or stores County data electronically.
3. **Commercial Property Insurance.** The Contractor shall be responsible for obtaining and maintaining insurance covering their equipment and personal property against all physical damage.
4. **Liquor Legal Liability Insurance** with a limit of \$1,000,000 each occurrence shall be required when liquor is served and/or provided by Contractor.
5. **Pollution Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when storage, transportation and/or cleanup & debris removal of pollutants are part of the services utilized.
6. **Medical Malpractice Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when medically related services are provided.
7. **Garage Keepers Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when County owned vehicles and/or equipment are stored and/or serviced at the Contractors facilities.
8. **Other Insurance Coverages** as may be dictated by the provided product/service and deemed appropriate by the County Risk Management Department.

General Insurance Conditions

The aforementioned insurance shall be endorsed, as applicable, and shall contain the following terms, conditions, and/or endorsements. All certificates of insurance shall provide evidence of compliance with all required terms, conditions and/or endorsements.

1. All policies of insurance shall be on a primary, non-contributory basis with any other insurance or self-insurance carried by the County;
2. The insurance company(s) issuing the policy(s) shall have no recourse against the County for subrogation (policy endorsed written waiver), premiums, deductibles, or assessments under any form. All policies shall be endorsed to provide a written waiver of subrogation in favor of the County;
3. Any and all deductibles or self-insured retentions shall be assumed by and be at the sole risk of the Contractor;
4. Contractors shall be responsible for their own property insurance for all equipment and personal property used and/or stored on County property;
5. The Commercial General Liability and Commercial Automobile Liability policies along with any required supplemental coverages shall be endorsed to name the County of Oakland and its officers, directors, employees, appointees and commissioners as additional insured where permitted by law and policy form;
6. If the Contractor's insurance policies have higher limits than the minimum coverage requirements stated in this document the higher limits shall apply and in no way shall limit the overall liability assumed by the Contractor under contract.
7. The Contractor shall require its contractors or sub-contractors, not protected under the Contractor's insurance policies, to procure and maintain insurance with coverages, limits, provisions, and/or clauses equal to those required in this Contract;
8. Certificates of insurance must be provided no less than ten (10) Business Days prior to the County's execution of the Contract and must bear evidence of all required terms, conditions and endorsements; and provide 30 days' notice of cancellation/material change endorsement.
9. All insurance carriers must be licensed and approved to do business in the State of Michigan along with the Contractor's state of domicile and shall have and maintain a minimum A.M. Best's rating of A- unless otherwise approved by the County Risk Management Department.

FCC RATES

Attachment 1 to Solicitation Form

RFP Attachment B, Section 11.4 requires: "As an attachment to the Proposal Form in this RFP, the Contractor shall submit the FCC approved calling including an itemization of the minute rates/mileage schedules and surcharges charged by the time of day and day of week, including connection charges, special holiday rates and any discounted rates. All rates shall be consistent with and comply with all applicable FCC rules and regulations and in no event shall rates exceed amounts established by the FCC."

As clarified in RFP Addendum # 05, the FCC Rate Change 2021 document caps inmate calling rates at 16¢ per minute for jails with an average daily population of 1,000 or more inmates. These FCC-approved calling rates do not make any allowances for surcharges or connection charges or variances based upon mileage, time of day, or day of week.

As further clarified in Addendum #05, although Oakland County's inmate population does not currently exceed 1,000 inmates, "Since we anticipate the population going up we would like the quotes to be for 16 cents a minute and base the commissions on that." Therefore, all pricing submitted in **APPENDIX D: COST** complies with this 16¢ rate.

AMENDMENT TO BOILERPLATE CONTRACT

Attachment 2 to Solicitation Form

ICSolutions has reviewed the Boilerplate Standard Contract. Per the County's answers to vendor questions (second set), Q&A #8, respondents are instructed to submit any exception and/or alternative language to the boilerplate terms "as an amendment within the RFP Bid Proposal document."

ICSolutions will agree to all terms as written, with the exception of Section 9.3(b), to which we propose adding the following clarification language since ICSolutions does not develop its platforms for the exclusive use of any single agency: Section 9.3(b) shall apply only to programs, inventions and other works created for and paid for in full by County. All other programs, inventions and works developed or created by Contractor during its performance under the Contract shall remain, at all times, the Intellectual Property of Contractor or its licensors, and County shall have no ownership rights therein. ICSolutions will grant County unlimited licenses for use of ICSolutions' software programs during the contract period.



Section 1

Introduction

SECTION 1

Introduction

1.0 INTRODUCTION

The Oakland County Compliance Office – Purchasing Department in conjunction with Oakland County’s Department of Information Technology (IT) and Oakland County Sheriff’s Office (OCSO) is issuing this Request for Proposal (RFP) to obtain SEALED BID proposal responses for Inmate Phone/Video Visitation System, which will satisfy the requirements described in this RFP.

The objectives of this RFP are to provide enough information to enable qualified respondents to submit responsible proposals. This RFP is not a contractual offer or commitment to purchase services. Respondents must be bona fide providers of the products and services requested, using solutions that are currently installed and working at their customer sites that may be verified by representatives of Oakland County.

The County is a public entity and therefore is subject to all public disclosure laws. Any information contained in the bid response, including, but not limited to, trade secrets, commercial information, financial information, or copyrighted material, is considered public information and not exempt from disclosure under the Michigan Freedom of Information Act (FOIA). Bidder should not include any information in a bid response that bidder does not want disclosed by the County in response to a FOIA request. Bidder shall not bring any claim or action against Oakland County, including its employees, agents, or officials, to prevent the County from disclosing any information in the bid response to a third party in response to a FOIA request or for damages related to such disclosure.

To respond to this RFP, proposals must conform to the procedures, format, and content requirements outlined in this document. Significant deviations or failure to submit required information may be grounds for disqualification. Oakland County reserves the right to waive, at its discretion, any irregularity or informality that Oakland County deems correctable or otherwise not warranting rejection of the RFP.

ICSolutions Response:
Read and understands.

ICSolutions has submitted the entire RFP package with our responses to all required sections, and our proposal does not contain any confidential/proprietary information.



Section 2

RFP Purpose

SECTION 2

RFP Purpose

2.0 RFP PURPOSE

2.3 Inmate Phone System Overview

Sealed proposals will be received by the Oakland County Purchasing Division for the establishment of a three-year or five-year contract at no cost to Oakland County. The contract will be with a selected Contractor(s), who will design, furnish, install, operate, and perpetually maintain the collect-only Inmate Phone/Video Visitation System. These services are located at various inmate facilities throughout Oakland County. All labor, materials, and incidentals needed for the installation, operation, and maintenance of the System will be provided by the selected Contractor to the satisfaction of Oakland County. Commission rates will be paid to Oakland County based on the Commission Module described below.

ICSolutions Response:

Read and agrees.

ICSolutions is proud to offer Oakland County continued use of The ENFORCER® inmate telephone system and The Visitor™ video visitation system that the County's staff, inmates, call recipients, and visitors use today. For information on the proposed compensation to the County, please refer to **APPENDIX D: COST**.

In this new contract, ICSolutions will provide all ongoing maintenance to ensure full operation of all proposed systems at no cost to the County. For additional information, please refer to our response to **REQUIREMENT 2.1: EQUIPMENT AND FEATURES** in **APPENDIX A**.

Commission Module

Oakland County will receive a commission, which is more specifically described in Section 11 of the Solution Requirements Response Table—Appendix A. This commission rate incorporates no blocking of calls during the term of the contract by the selected Contractor, where contractor does not have billing agreements with the CLECs or LECs. Blocking of any calls shall occur solely for public safety reasons and then only as specifically requested by either the Oakland County Sheriff's Office or by individuals who have requested to have their personal phone blocked from receiving calls from inmates/children in Oakland County Jail/Children Village. The selected Contractor, however, may block calls to individual phone numbers where called party has previously accepted collect calls from Oakland County Jail/Children's Village inmates/children but subsequently failed or refused to provide billing information and/or pay for calls after the selected Contractor or its in-house or third-party biller have attempted to collect payment. The selected Contractor shall not require the establishment of prepaid accounts by any person in order for an inmate to make calls. Percentage of commission quoted by the selected Contractor and paid to Oakland County shall be updated periodically to be consistent, follow, and not exceed the rules and regulations set and updated by the FCC.

ICSolutions Response:

Read and agrees.

The ENFORCER® does not block calls based upon billing agreements and enables calling to any and all facility-approved phone numbers. ICSolutions is proud to offer Oakland County the following calling options, which allow inmates to place calls to a variety of different types of phone numbers. With our QwikCall option, described below, friends and family will be able to receive and pay for inmate calls without establishing an account.

❖ **Family First Prepaid**

ICSolutions' Family First Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with standard collect calling, the called party pays for these calls. Coupled with a short complimentary call, Family First allows short-term inmates to make calls immediately to facilitate their release and provides a communications avenue to friends and families of long-term inmates. Family First Prepaid results in higher revenues and fewer complaints by allowing calls to telephone numbers that might otherwise be blocked.

The ICSolutions advantage is real-time access. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for immediate access to our live Customer Care Call Center to establish billing arrangements. Typically, an account is established in 15 minutes, and inmate calling access is immediately allowed. ICSolutions has found that connecting friends and family members to a live agent on the first call attempt is more effective than having them go through the process using an automated system. Since this is the first time many of these individuals are receiving inmate calls, it is beneficial for them to speak with one of our knowledgeable live agents who can inform them of all the options that are available to them and answer any questions they may have.

Only ICSolutions' Prepaid program includes proactive outreach and account set-up efforts and live Customer Care call center professionals available 24x7x365. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

❖ **Call Center Debit**

ICSolutions is also proud to offer the County continued use of our Call Center Debit program, which allows inmates' loved ones to fund an account associated with a specific inmate's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by ICSolutions call center.

❖ **QwikCall®**

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

❖ **Direct Billing**

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



Section 3

Timetable

SECTION 3

Timetable

3.0 TIMETABLE

<i>Activity</i>	<i>Date</i>
Request for Proposal Released	Friday, 04/30/21
Optional Pre-Bid Walkthrough: 1. Oakland County Jail Facility: Oakland County Jail 1201 North Telegraph Road Pontiac, MI 48341-1044 2. Oakland County Children’s Village <u>1200 North Telegraph</u> <u>Road</u> <u>Building 63W</u> <u>Pontiac, MI 48341</u>	Wednesday , 05/12/21 10:00 am – 12:00 pm 1:00 pm – 2:00 pm
Optional Pre-Bid Conference Call (Recommended)	Tuesday, 05/18/21
Requests for Clarification Due	Tuesday, 05/25/21 at 5:00pm EST
Contractor Q&A Provided	Thursday, 05/27/21 at 5:00pm EST
Proposals Due	Tuesday, 06/01/21 at 2:00pm EST

**Responses to this Request for Proposal are due on
 Tuesday, 06/01/21 at 2:00pm EST**

Specific points of clarification must be sent via email to dahlj@oakgov.com and salterp@oakgov.com and include the specific section(s) of the RFP that is in question. To easily identify the email, the **Subject Line** must be **“Question: Event ID 005218 - Inmate Phone/Visitation System”**.

Vendors need to combine all files starting with the 005185 SOL document into one PDF file titled 005218 Entire Bid Submission, the file should not be encrypted or password protected. SOL and RFP response can be separate files. However, we need one file containing the entire response.

This is an online bid and will only be considered if submitted on the Michigan Intergovernmental Trade Network (MITN) site. You must register at <https://www.bidnetdirect.com/mitn>. The MITN hot line number is 800-835-4603. This is the only way Oakland County has to track responses.

Due to the COVID-19 restrictions, the purchasing office is closed to visitors and deliveries. Therefore, hard copy submissions cannot happen, and random emails cannot be tracked.

All questions will be answered and submitted to the Respondents in the form of an amendment to the RFP made available on the Michigan Inter-Governmental Trade Network (MITN) at www.mitn.info. Contractors are encouraged to register and if help is needed, the MITN help line is 800-835-4603.

Vendors need to combine all files starting with the 005218 SOL document into one PDF file titled 005218 Entire Bid Submission, the file should not be encrypted or password protected. SOL and RFP response can be separate files. However, we need one file containing the entire response.

This is an online bid and will only be considered if submitted on the Michigan Intergovernmental Trade Network (MITN) site. You must register at <https://www.bidnetdirect.com/mitn>. The MITN hot line number is 800-835-4603. This is the only way Oakland County has to track responses.

Due to the COVID-19 restrictions, the purchasing office is closed to visitors and deliveries. Therefore, hard copy submissions cannot happen, and random emails cannot be tracked.

ICSolutions Response:
Read and understands.

3.1 Pre-Bid Conference Meeting Information

Pre-Bid walkthrough at the Oakland County Jail Facility is Not Mandatory to Bid

Date: Wednesday, 05/12/2021

Time: 10:00 am – 12:00 pm (EST) and 1:00 pm – 2:00 pm (EST)

1. No more than two people for each Contractor company may attend.
2. Contractor participants must meet at the OCSO Main Jail entrance by 9:50 am to begin Walkthrough at 10:00 am sharp:

**Oakland County Jail
1202 North Telegraph Road
Pontiac, MI 48341-1044**

3. Walkthroughs will include the main jail facility, east annex facility, and Children's Village. A 30-minute post walkthrough question/answer period will be scheduled within the jail training room from 11:30am – 12:00pm.

4. Attendees must provide valid identification and follow all Oakland County COVID-19 protocols.
5. If interested in attending, please send to salterp@oakgov.com the following for walkthrough invitations:

Attendee #1 Name:

Attendee #2 Name:

Attendee #1 Email:

Attendee #2 Email:

Attendee #1 Mobile #:

Attendee #2 Mobile #:

Attendee #1 Position:

Attendee #2 Name:

Pre-Bid Conference Participation by Contractor is Not Mandatory to Bid

Date: Tuesday, 05/18/2021

Time: 9:30 am – 11:00 am (EST)

Please send a list of questions plus participator name and title, to salterp@oakgov.com by 5 pm 05/17/21.

Zoom Conference Line Information:

Join Zoom Meeting

<https://zoom.us/j/91493012285?pwd=WVZXcjVCQi9RZkptZHJPdGcrR3h5UT09&from=addon>

Meeting ID: 914 9301 2285

Passcode: 565805 One tap mobile

+13126266799,,91493012285#,,,,*565805# US (Chicago)

+16465588656,,91493012285#,,,,*565805# US (New York)

ICSolutions Response:

Read and understands.



Section 4

Current System Overview

SECTION 4

Current System Overview

4.0 CURRENT SYSTEM OVERVIEW

4.1 Inmate Phone / Video Visitation System Requirements Overview

Oakland County inmate facilities house an average daily population of approximately 1,450 inmates. It is the basic intent of these specifications to install fully automated, durable, tamper-proof, user-friendly inmate telephones and video visitation systems that will:

- A. Prevent inmate harassment calls to Oakland County officials, correctional employees, witnesses, victims, and the public at large.

ICSolutions Response:

Read and agrees.

ICSolutions' ENFORCER® inmate telephone system will continue to prevent inmate harassment calls, just as it does today. With ICSolutions, all of your current blocked numbers (including those which belong to County officials, correctional employees, witnesses, victims, and members of the public who have previously blocked their telephone number from receiving calls from Oakland County inmates or have previously reported harassment) will carry over seamlessly to the new contract. Furthermore, all inmate-specific blocked numbers will also carry over without disruption, ensuring the highest level of security.

- B. Prevent the billing of fraudulent outbound calls.

ICSolutions Response:

Read and agrees.

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

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.
- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.

- **Random Voice Overlays:** THE ENFORCER® can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.
- **Real-Time Call Validation:** ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists.

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

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** THE ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - flag the call for investigation;
 - flag the call for investigation, and play a warning message to the inmate and called party;
or
 - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

C. Detect criminal activities through investigative reports queried and/or system functionality by Sheriff's Office personnel on selected Contractor provided administrative computer workstations.

ICSolutions Response:

Read and agrees.

The ENFORCER® will continue to offer a plethora of investigative tools and reports, that will continue to be available through ICSolutions-provided workstations, as well as remotely by staff with the appropriate user credentials.

ICSolutions' web-based ENFORCER® allows call controls and restrictions; monitoring and recording of all or select calls; searching call detail records and recordings; and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The ENFORCER® is password-protected, but accessible over LAN, WAN, or VPN so that all of the tools can be used by an authorized user, whether or not they are actually at an ENFORCER® workstation.

The ENFORCER®'s feature-rich GUI divides its tools by group into sections with tabs across the top of every screen, allowing users to jump from tool to tool. The ENFORCER® is also an "intelligent" application that adds links to the bottom of the page in use based on each user's current activity. For instance, if you are checking an inmate's call privileges the ENFORCER® will generate a link directly to a Call Detail Report showing that inmate's calls at the bottom of your screen, so that you don't have to open the Reporting tool and re-enter an inmate's PIN.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a new contract with Oakland County, and we will continue to **welcome your input as a valued technology partner**. Some of our investigative features include, but are not limited to, the following:

- 3-way Call Detection
- Attach Notes to CDR
- Search Notes
- Gang Affiliation Tracking
- Live Monitoring
- Remote ENFORCER® Access
- 100% Recording
- Unlimited Online Storage
- Frequently Called Number Report
- Call Detail Search & Report
- Ad-Hoc Report Creation
- Reverse Directory
- Crime Tip Lines
- User Access Reports
- Called Number & PIN Alerts
- Word Detective Keyword Search
- Officer Check-In
- Extra-Dialed Digit Detection
- Remote Call Terminate
- Records Seal
- Blocked Call Attempt Reports
- **Link Analysis / Data Mining**
- And many more!!

ICSolutions is also proud to offer several new features, including an upgrade to the latest voice biometric offering from Argus featuring **call transcription and translation**, as well as several value-added services. For detailed information on our investigative tools, please refer to [REQUIREMENTS 4.1 – 4.9](#) of [APPENDIX A](#). For additional information on these value-added features, please refer to [APPENDIX A](#) and the additional information provided for [REQUIREMENT 2.2](#).

D. Allow inmates the opportunity to place calls at approved calling rates.

ICSolutions Response:
Read and agrees.

Oakland County inmates will continue to be able to place calls using our ENFORCER® telephone system. ICSolutions is pleased to continue offering our Family First Prepaid calling and Call Center Debit, whereby members of the public can fund a specific inmate's debit calling account. In addition, we can offer our new QwikCall option for those members of the public who wish to pay for a single call without establishing or funding an account.

With ICSolutions' ENFORCER® already in place, all phone accounts and existing balances will carry over seamlessly into the new contract, resulting in NO disruption in calling for inmates and their friends and family.

For information on proposed rates, please refer to [APPENDIX D](#).

E. Provide a user-friendly inmate phone and video visitation system that is easy for the inmates and Sheriff's Office administrative staff to operate.

ICSolutions Response:
Read and agrees.

With ICSolutions' ENFORCER® and its Visitor™ video visitation module already in place, the County will benefit from **the same user-friendly system that your staff is already accustomed to using**. Required training will be minimal and will focus on new features, and refresher training for veteran and newer staff to ensure they are getting the most out of the systems' available features.



Graphical User Interface

THE ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized user, accessible remotely and securely anytime, anywhere. Anyone with a password and login ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. THE ENFORCER® currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.

THE ENFORCER® is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user remotely or onsite, whether or not they are actually at an ENFORCER® workstation. THE ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

F. Provide user-friendly instructions for inmate relatives and friends to setup an account to receive the collect phone and video calls. A toll-free telephone number, internet access to the selected Contractor's Customer Support Department for billing inquiries made by the public and detailed instructions must be made available via the Sheriff's Office Website. Current, updated hard copy instruction documents must also be available at the inmate sites and by demand.

ICSolutions Response:
Read and agrees.

With ICSolutions, friends and family members of Oakland County inmates will benefit, as they will continue to utilize the same system that they are already familiar with. Family First Prepaid accounts and all existing balances will seamlessly carry over to the new contract, and friends and family will continue to visit our user-friendly website and have the same access to our live customer care as they do today. By keeping ICSolutions in place as your inmate communications provider, disruption to Oakland County inmates, as well as their relatives and friends, will be greatly minimized.

G. Provide and install all associated ancillary equipment and service requirements associated with items indicated in Appendix A.

ICSolutions Response:
Read and agrees.

For more detailed information on all equipment and features proposed, please refer to our additional response to [REQUIREMENT 2.1](#) in [APPENDIX A](#).



Section 5

RFP Requirements

SECTION 5

RFP Requirements

5.0 RFP REQUIREMENTS

The requirements set forth in this section of the RFP serve as a minimum guideline for the Department of Information Technology and Oakland County Sheriff's Office in its selection of a solution. The requirements have been grouped into sections: General Business Objectives, Business Model Requirements, Solution Requirements, and Licensing Requirements.

ICSolutions Response:
Read and understands.

5.1 General Business Objectives

Oakland County seeks a solution that satisfies the following business objectives:

- Respondents must address the general business objectives set forth in the RFP.

ICSolutions Response:
Read and agrees.

- Contractor must be able to provide the complete system without a third-party application.

ICSolutions Response:
Read and agrees.

As Oakland County's current inmate communications services provider, ICSolutions would be proud to continue offering our ENFORCER® inmate telephone system along with the Visitor™, its fully integrated video visitation module. ICSolutions will continue to provide this as a complete, all-in-one system without a third-party application.

- Contractors must be established providers of IT solutions, products, and services for government with a proven, demonstrable record of successful government implementations.

ICSolutions Response:
Read and agrees.

ICSolutions is a proven provider of IT solutions and communication services for government, particularly for communication services provided in correctional environments. We have been providing communication solutions specifically designed for the corrections market since 2002 and to Oakland County since 2015.

We have further described our experience in response to [REQUIREMENT 1.3](#) in [APPENDIX A](#); we have also provided additional references that can attest to their satisfaction with our systems and services in response to [REQUIREMENT 1.8](#) in [APPENDIX A](#).

- Respondents must describe how their system supports these business objectives as well as highlight the realizable tangible and intangible benefits Oakland County could expect to gain from selecting their solution.

ICSolutions Response:
Read and agrees.

ICSolutions will continue to provide the County with our ENFORCER® inmate telephone system, and its fully integrated Visitor™ video visitation module, to support the business objectives of the County and to provide Oakland County inmates and constituents with best-in-class, affordable communication options.

Retaining ICSolutions will result in several benefits to the County, as have been highlighted below and explained in detail throughout our response.

Benefits of Keeping ICSolutions As Your Inmate Communications Provider

Keeping your existing ENFORCER® inmate communications platform in place would offer several benefits to Oakland County, including:

- Continued online access to all of the existing call recordings and data that have been saved since our initial service implementation, except when purging of records is desired by the County
- No costly or disruptive system installations
- Inmates, staff, visitors, and call recipients can continue to use their existing PINs, logins, and Family First Prepaid and Debit Accounts without interruption – no need to open and close accounts, transfer funds, or learn to use a new phone / video visitation system
- Continued support from your dedicated account team
- Implementation of new financial terms immediately upon contract execution, if desired by the County – **available only from ICSolutions!**

While other providers will have a significant transition period, ICSolutions can simply deploy any new services and/or rates while keeping your current ENFORCER® inmate telephone / video visitation system completely operational!

By continuing to work with ICSolutions, the County will experience no disruption to your services or to your inmates' ongoing communication tools.

Our All-In-One Communication Solution for Oakland County

ICSolutions would like to point out that we will continue to provide you with a **completely integrated solution** for all voice, video, and optional voicemail communications. This all-in-one communication system has been designed and built in-house by ICSolutions' engineers, based upon valuable feedback that we have received from facilities like Oakland County.

Benefits of this all-in-one solution include:

- Continued use of our centralized **ENFORCER® inmate calling platform** – housed in our San Antonio data center and backed up at our Atlanta data center
- **Inmates will use a single PIN** to access inmate calling, video visitation, and inmate voicemail.
- Inmates will use our Debit program to pay for any calling or inmate-initiated video visitation.
- **Inmates' loved ones will visit a single website** and use a single login to access all ICSolutions services, including inmate calling, video visitation, and inmate voicemail messaging.
- Inmates' loved ones will use a single Family First Prepaid Account to pay for all ICSolutions services, including prepaid phone calls, remote video visitation, and optional inmate voicemail – *minimizing or eliminating funding fees and providing for the simplest possible user experience!*
- **Facility staff will use a single login** to The ENFORCER® platform to administer and investigate all inmate communications including phone calls, video visitation, and optional inmate voicemail messaging.
- There is only **one number to call** to reach our Technical Services Center – a single point of contact for all of your service needs!
- Mr. Brad Coens is the County's current Regional Account Manager and is already familiar with the County's unique needs.

Optional Inmate Email/Text Messaging

Our proposal includes the option to add email/text messaging functionality to the touchscreen video visitation kiosks. Like the other ICSolutions services, our messaging solution is a fully integrated component of The ENFORCER®, so inmates, their loved ones, and Agency staff can access the messaging solution using the same accounts they use to access the phone and video visitation solutions. Best of all, our messaging solution offers affordable rates for inmates, and there is NEVER A COST for public users to send messages to inmates!

An Established Inmate Communications Services Provider

With ICSolutions, the County is placing its trust in an inmate communications services provider that has been solely focused on providing valuable inmate communication products to correctional facilities for nearly 20 years. We have proven that we are a sustainable and financially stable company, dedicated to providing the very services proposed herein to Oakland County.

Furthermore, ICSolutions is a business that operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. We are proud to note that, unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, or fines by regulatory agencies.

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

- Contractor products and solutions must be pre-packaged or bundled as complete implemented solutions with associated pricing.

ICSolutions Response:
Read and agrees.

All of our products and solutions are bundled into a complete offer for the County. For associated pricing of all facets of service, please refer to **APPENDIX D: COST**.

- Oakland County will consider alternative proposals from any Respondent who desires to propose a business model or technology solution that differs from that defined in the RFP, but still allows Oakland County to achieve the objectives set forth in this section of the RFP.

ICSolutions Response:
Read and understands.

5.2 Business Model Requirements

At a minimum, Respondents must define in their proposals how their business models will address the following (please respond inline below):

1. The provision of existing IT products and/or services for government that could be made available as cloud computing solutions. Include free and fee-based (subscription and one-time) offerings within this description.

Response: Read and agrees.

While ICSolutions provides IT products and services for the government sector, our offering is specific to correctional facilities and providing inmates with communication solutions. These solutions require vast storage capacity and while some services could leverage cloud computing resources, the cost of cloud storage would outweigh any economic benefits. Additionally, irrespective of operating environment, products and services are bundled and provided at no cost to the Agency.

2. The provision of existing cloud-based IT products and/or services for government. Include free and fee-based (subscription and one-time) offerings within this description.

Response: Read and agrees.

All services that we currently provide utilize dedicated hardware deployed in a secure Tier4 data center. ICSolutions does not provide cloud-based IT products or services at this time.

3. Description of future or planned IT products and/or services for government (local installations or cloud solutions) for government. Include free and fee-based (subscription and one-time) offerings within this description.

Response: Read and agrees.

ICSolutions will continue to expand its portfolio of products for the government sector, focusing 100% on the development of inmate communications and investigative solutions for correctional institutions. As our portfolio continues to expand, new product and services will be bundled and provided at no cost to the Agency, rather than offered as individual subscriptions or fee-based offerings.

4. The provision of a sustainable business model supporting use of the Respondent's products and/or services through a five-year period. Include any proposed changes in offerings that will occur over this period within this description.

Response: Read and agrees.

The sustainability of ICSolutions' business model is evidenced by our company's longevity. We have been focused on providing inmate communication services for correctional facilities since our formation in 2002. For nearly **twenty years**, ICSolutions has provided products and services similar to the ones proposed herein for Oakland County.

Our offerings will continue to be updated regularly throughout the life of the contract with Oakland County, just as they are today. At ICSolutions, developing and maintaining state-of-the-art technology is ingrained in our corporate culture, with ***over half of our employees responsible for developing or maintaining our technology.***

ICSolutions continues to invest in new technology while at the same time expanding the features and functionality of its ENFORCER® product line. Each of the last several years, ICSolutions has invested millions of dollars in its technology. In a typical year, ICSolutions is slated to reinvest more than 50% of its budgeted operating profit toward technology development and innovation.

Our business and its sustainability *depend upon* being able to provide our correctional facility clients with the most cutting-edge technology and consistently staying ahead of the curve. This means that our product roadmap is ever evolving. And our latest technology is not only reserved for winning new business, but is made available to *all* of our existing client base to ensure that all of ICSolutions customers have the very best of what we can offer.

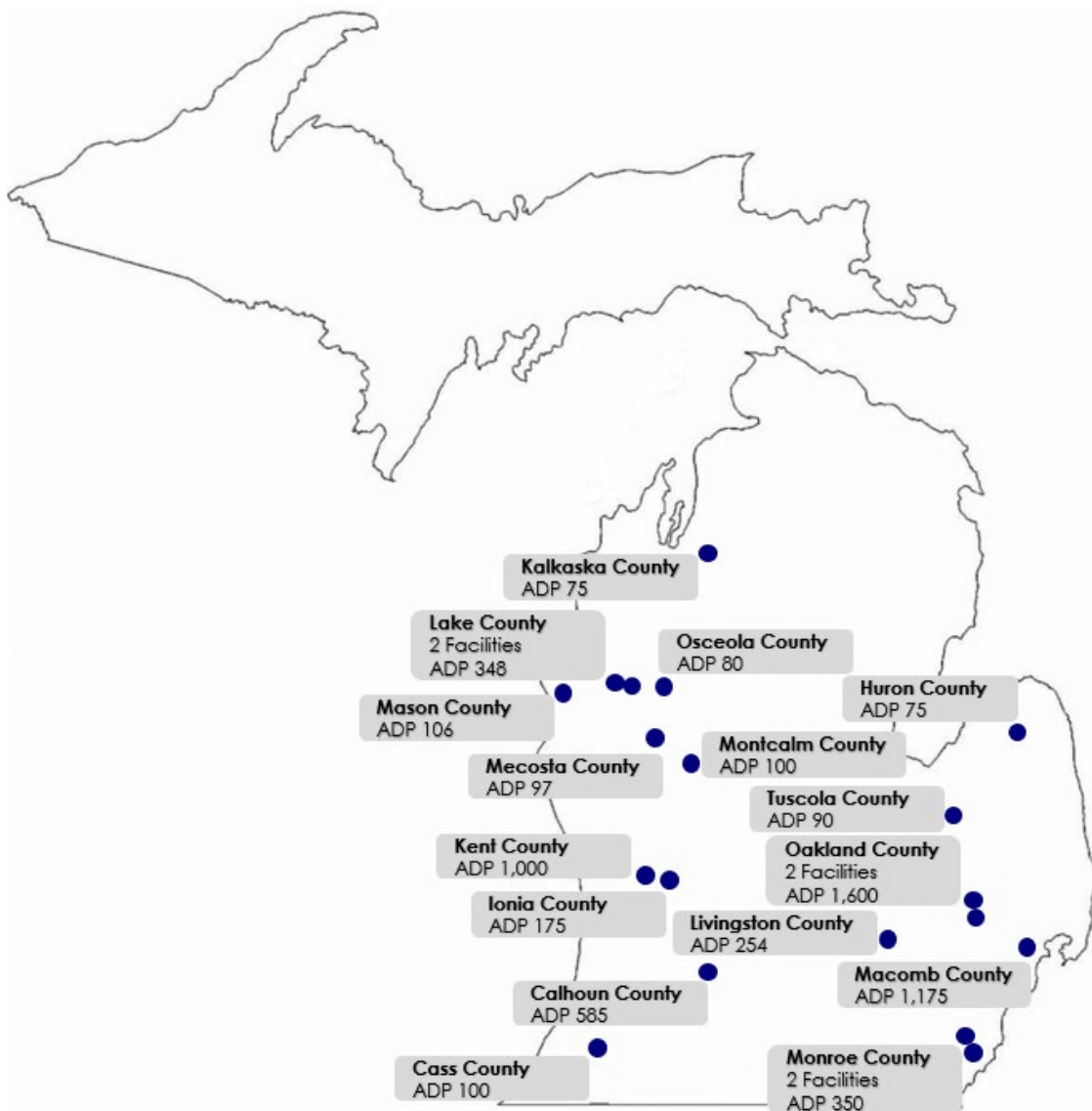
Enhancements and upgrades to the ENFORCER® product line are predominantly driven by market demand and specific client requests. The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. New software releases and enhancements are distributed monthly through an IP connection, with no need for any onsite disruption. As demonstrated consistently over our company's 19-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a new contract with Oakland County, and we would continue to welcome your input as a valued technology partner.

5. Respondents must identify if they currently provide products and/or services to Oakland County or State of Michigan Departments, Divisions or Agencies, or cities, villages or townships located within the State of Michigan.

Response: Read and agrees.

ICSolutions currently provides our ENFORCER® inmate calling system and its Visitor™ video visitation module to Oakland County.

In total, ICSolutions provides inmate calling services to 19 correctional facilities in the State of Michigan. These clients range in size from 75 inmates to 1,600 inmates. The services we provide in Michigan include THE ENFORCER® inmate calling platform, deployed at all our Michigan sites; THE VERIFIER™ voice biometrics; THE VISITOR™ video visitation system; DirectLink Trust Card-Free Debit Calling; The Communicator Paperless Inmate Communications Portal; The AttendantSM IVR; The Analyzer Link Analysis Tools; inbound inmate voicemail; and more.



6. Respondents must identify if they currently participate in any existing government application store, service portal, or marketplace.

Response: Read and agrees.

ICSolutions currently participates in the NASPO ValuePoint Cooperative Purchasing Program, which consists of a Master Agreement to provide Inmate Kiosk and Communication Services for Participating States. ICSolutions currently provides service to a number of correctional facilities under this agreement.

7. The County is required to comply with the Americans with Disabilities Act of 1990 (ADA) and Section 508 to the Rehabilitation Act of 1973, as amended (29 U.S.C. § 794d). If this RFP requires a Deliverable that requires County Agents or the public to use a software application or to access a website, Respondent must be able to warrant that end users can utilize the software or access the website in accordance with the accessibility requirements of the ADA and the Rehabilitation Act of 1973. Respondent's Deliverable will conform, where relevant, to the World Wide Web Consortium's (W3C) recommended Web Content Accessibility Guidelines (WCAG) 2.0 -conformance Level AA or other relevant standard of accessibility verification.

Response: Read and agrees.

5.3 Solution Requirements

1. Appendix A – Solution Requirements Response Table contains an inventory of the technical specifications and implementation/support requirements desired in the selected solution. Respondents must complete APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE. In addition to completing Appendix A, respondents must provide responses to the requirements specified in the remainder of this section.
2. Appendix B – Architectural Requirements Response Table contains an inventory of the architectural specifications and requirements desired in the selected solution. Respondents must complete APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE. In addition to completing Appendix B, respondents must provide responses to the requirements specified in the remainder of this section.
3. Appendix C – Implementation Services Requirements Response Table contains an inventory of the implementation requirements desired in the selected solution. Respondents must complete APPENDIX C – IMPLEMENTATION SERVICES REQUIREMENTS RESPONSE TABLE. In addition to completing Appendix C, respondents must provide responses to the requirements specified in the remainder of this section. Costs for implementation services must be documented

4. in APPENDIX D – COST RESPONSE TABLES.

ICSolutions Response:
Read and agrees.

ICSolutions has completed **APPENDICES A, B,** and **C,** as required, and has also provided responses to the requirements specified in this section.

5. Respondents must describe the provision of customer/technical support services. Include with this description a detailed methodology for handling the following: support hours of operation, help desk call triaging, diagnosis and response times, help desk access methods (telephone, email and web), technical support resolution, and the development of a FAQ list. (Core support hours should be, at a minimum, Monday through Friday 8:30am to 5:00pm Eastern Standard Time, excluding government holidays. The contractor should also be reached 24 x 7 for emergency support issues.).

Response: Read and agrees.

Technical Support

The County will continue to receive the same responsive technical support you receive today. ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**



**Complete Service at
no cost to the County**

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

Our support hours of operation are 24 hours per day, 365 days per week with access to a live Technical Services Center Technician. Facility staff are also able to email tickets to the helpdesk or even submit service tickets directly via our Jira helpdesk portal.

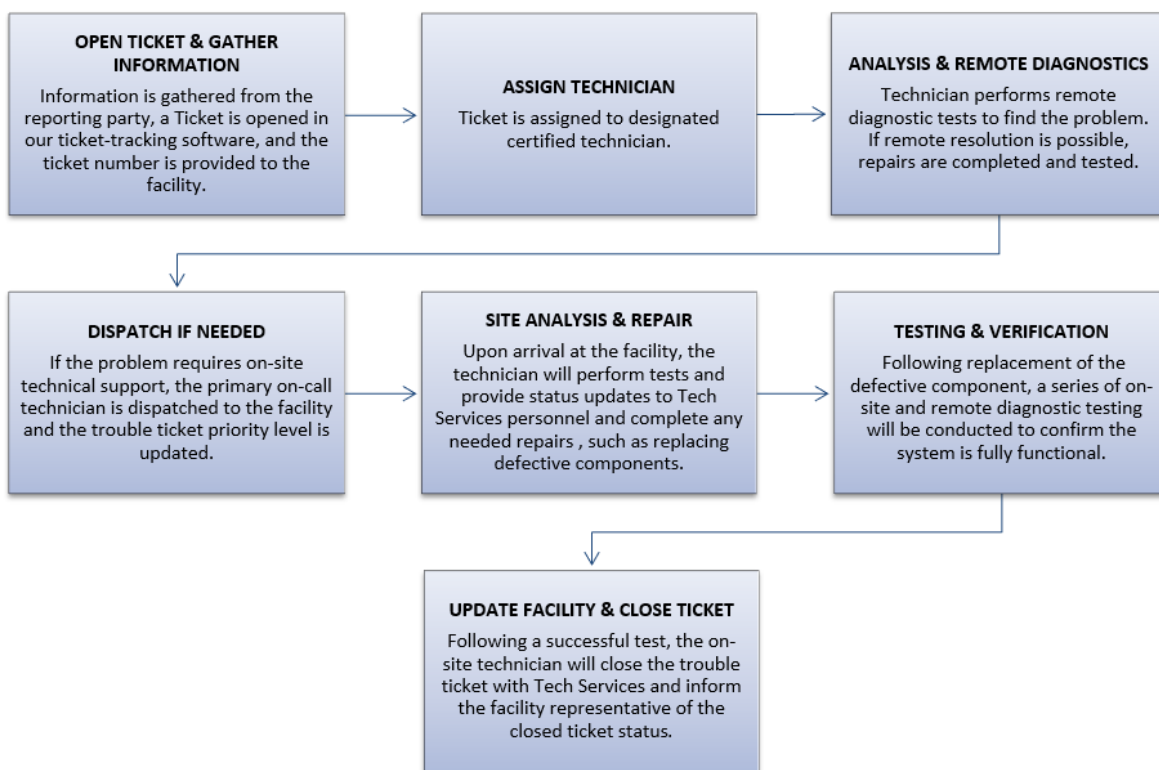
We have provided an overview of our maintenance plan below.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Each call is handled with care following these basic steps:



**24/7/365
Live Support Center**



TSC personnel are professionally trained and experienced in the operations of the inmate telephone system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

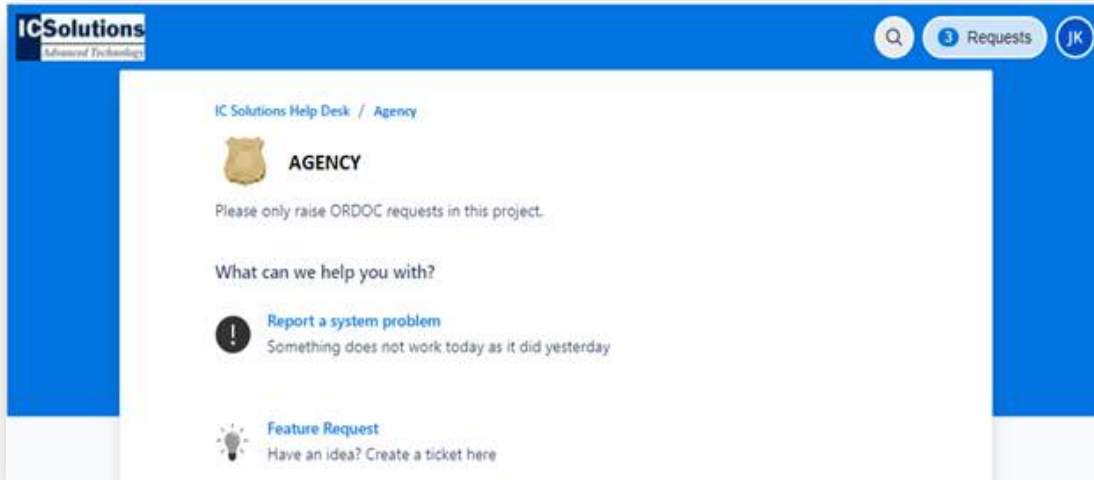
Seamless Trouble Ticketing & Tracking

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily **submit tickets directly via email**, and automatically receive emailed status updates related to the tickets they have submitted.

ICSolutions can also provide **access to the portal** where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

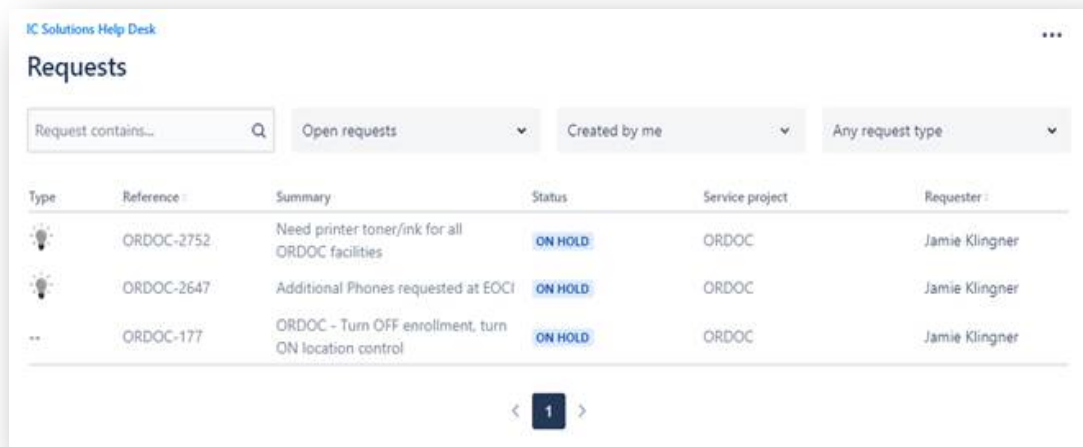


**Robust & Seamless
Trouble Ticketing
System Jira**



Create a Ticket

By clicking Requests, users can view a list of their tickets and select a specific ticket to see additional details.



View Requests

Jira also features state-of-the-art reporting features that have been customized and configured according to the County's precise needs. ICSolutions confirm with the County to ensure that you are receiving the types of reports that are needed, that the frequency at which such reports are provided meets your needs, and that all required stakeholders are receiving these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

FAQs

ICSolutions is currently developing a Documentation Wiki, which will feature FAQs. It is scheduled to be released by the end of this year. The Product Documents page of our portal will also be updated with FAQ functionality featuring links to the Wiki. Essentially, staff will be able to type their question into a search field and the answers to those questions will be provided with links to the instructions. This functionality is slated to go live in early 2022.

Of course, ICSolutions has also captured known issues and frequently asked questions and included that material in our existing documentation, as well. The most common questions and issues are all addressed in our ENFORCER® Quick Reference Guide.

Priority Schedule

The following Priority Schedule defines our service commitment offered to Oakland County. Specific terms can be customized to meet special needs of the County.

Priority Level 1	Repair problem affecting a critical area as defined by County	<p>Remote diagnostics will begin immediately upon notification</p> <p>Repair will begin immediately following diagnosis</p>
Priority Level 2	Major Outage of Non-Critical Areas as defined by the County	<p>Remote diagnostics will begin within 1 hour of notification</p> <p>Repair will begin following diagnosis</p>
Priority Level 3	An outage that is in a non-critical area and is not considered a Major Outage	<p>Remote diagnostics will begin within 2 hours of notification</p> <p>Repair will begin following diagnosis</p>

Remote Diagnostics Minimize Onsite Maintenance

Due to the sophisticated nature of THE ENFORCER® system, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pinpoint the problem and expedite resolution, whether your dedicated on-site technician, Mr. Trammell is on-site or not. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need to have a technician onsite outside of his normal working hours.



**Always-on
Remote Monitoring,
Diagnosis & Repair**

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

Video Visitation Escalations

Since the County also has the Visitor™ video visitation system in place, ICSolutions' video visitation technician will be added to the above list as the first escalation point to assign tickets to the Video support team. The VVS technician is dedicated solely to supporting our VVS software, VVS clients, and escalated VVS support tickets.

On-Site Technician

ICSolutions will continue to provide your current on-site administrator/technician, Mr. Tony Trammell, who has supported Oakland County for 26 years. Mr. Trammell will continue to perform emergency repairs of all hardware and provide administrative support for the inmate communications system.

Additional maintenance plan information has been included in our elaboration to [REQUIREMENT 10.2](#) in [APPENDIX A](#).

Customer Service

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

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



Called-party & community support at 888-506-8407 or online at www.icsolutions.com

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

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

- **Average Queue Time** = 90 seconds
- **Ability to Reach a Live Operator** = live operators are available 24/7/365; caller can press "5" at any time to reach an operator
- **Resolution Time** = 98% resolved on first call, with average talk time of 3 ½ minutes
- **Supervisor Access** = supervisor available 24/7; immediate transfer upon customer request

Furthermore, the ICSolutions website features a Frequently Asked Questions section that helps customers with any general assistance they might need.

6. Respondents must identify an estimate of time business will be interrupted or service will not be available to the OCSO and inmates during solution implementation.

7. **Response: Read and agrees.**

Since ICSolutions currently provides the ENFORCER® ITS and the Visitor™ VVS to Oakland County, we are the only provider that can guarantee **zero downtime and zero disruption** to your calling or video visitation services as we transition to the new contract.

The primary tasks of our implementation will be to refresh and/or replace telephones and other onsite equipment as needed/required, and to deploy any new services, such as installing new video visitation kiosks in the Children's Village.

7. Respondents should document any required functionality that must be custom developed in their core product to meet the requirements of the RFP. If a required feature must be custom developed, Respondents must describe below and must clearly identify the feature. Additional fees must be documented in APPENDIX D – COST RESPONSE TABLES.

Response: Read and agrees.

The only piece of development that is required to meet the functionality of this RFP pertains to [REQUIREMENT 3.10](#) in [APPENDIX A](#) concerning facial recognition. While this feature does not need to be *custom* developed specifically for Oakland County, as it is already on our product roadmap, development will be required to enable the features described below.

Background Obstruction, Facial Detection & Recognition

Placing inmate kiosks in or near housing areas provides a convenient way to enable visitation without the security risk of moving inmates in and out of their housing units. But it can also introduce new security challenges, such as preventing the visitor from seeing into the housing unit and seeing other inmates. The Visitor™ can support cutting-edge facial masking, detection, and recognition technology to address these security concerns. The facial recognition features described below are currently in development.

Facial Masking: When the inmate logs into the video visitation session and comes into view of the camera, the camera will focus on the inmate's face and simultaneously mask the rest of the area in the camera's field of view from being transmitted. This means that, although the whole image that captured by the camera – including background elements such as inmates and/or housing areas – will be recorded and stored in its entirety, only the inmate's face will be transmitted to the visitor. Background elements will not be visible to the visiting party. This feature is in development and will be available in a future software release.

Facial Presence Detection: The Visitor™ constantly tracks the video image for the presence of an inmate's face. If the inmate's face disappears – such as if the inmate moves out of view of the camera – The Visitor™ will continue recording but will cease transmitting the video to the visitor. When an inmate moves back into the camera's view, transmission will recommence. Therefore, while a complete record of

the entire visitation session will be recorded and stored, only the segments which contained an inmate face will be visible to the visiting party. This feature is in development and will be available in a future software release.

True Facial Recognition: The ICSolutions engineering team are evaluating with a licensed Facial Recognition software package, which will not only detect the presence of an inmate face, but it will also use biometric facial recognition to determine whether the face on camera belongs to the correct inmate. If the inmate face leaves the screen, The Visitor™ will instantly cease transmitting video to the visitor. Transmission will not recommence until the matching inmate face is detected in view of the camera. If another inmate face appears in its place, transmission will not recommence – although the entire session, including any and all inmate faces, will continue to be recorded and stored in its entirety. Upon successful outcome of this evaluation, this software will be integrated with the Visitor™ to deliver a seamless True Facial Recognition solution and will be available in a future release of The Visitor™ system.

8. Respondents must describe any user interface (UI) customization that is available for software products and/or services for the purposes of branding. Description should indicate whether future UI customizations are facilitated through end-user self-service configuration tool, must be completed by the Respondent, or must be coded by an Oakland County development resource.

Response: Read and agrees.

If desired by the County, ICSolutions could create a public website that is unique to Oakland County that features customized branding. The design of this page would be completed by ICSolutions. When this URL is launched, it would take the constituent to a site with the same functionality as the main ICSolutions website currently in use for Oakland County today, but would feature a different presentation with customized branding.

If the public elects to visit the existing URL, which many constituents are already familiar with using, when they enter Oakland County as the facility, it could re-direct them to the new custom-branded experience.

Of course, Oakland County will always be able to include links to the ICSolutions website (whether current or customized) on the County's applicable web pages, as it does today. Any work done on the County's website would be handed by an Oakland County development source.

9. Provide a Statement of Work ("Scope of Services") narrative describing (not limited to) the project deliverables, tasks, responsibilities of the respondent and those of Oakland County and critical risk factors that supports the implementation services described in Appendix C.

Include Attachment.

ICSolutions Response:
Read and agrees.

We have included a **SCOPE OF SERVICES ATTACHMENT** directly following this section.

10. Respondents must discuss the top five distinguishing technical features of their proposed solution.

Response: Read and agrees.

ICSolutions is proud to highlight the following five distinguishing technical features of our proposed solution for Oakland County.

- 1. Linux-Based Platform Coupled with PostgreSQL Database**

The ENFORCER®, and its Visitor™ module, are built on a Linux-based platform coupled with a PostgreSQL database. PostgreSQL is an open-source and powerful relational database system with more than 30 years of active development. Utilizing a Linux-based platform coupled with a PostgreSQL database provides full redundancy plus performance reliability and a guaranteed ability to handle high transaction volumes. PostgreSQL is highly scalable in the quantity of data that this database solution can manage, as well as in the number of concurrent users that it accommodates. Leveraging this proven database technology, The ENFORCER®, and its Visitor™ module guarantees data integrity and features advanced indexing and concurrency, reliability and disaster recovery (including point-in-time-recovery and active standbys), and robust security with multi-factor authentication with certificates.

Finally, our Linux-based platform is **less susceptible to security threats** than a Windows-based systems.

The security of our Linux-based platform is evidenced by the fact our platform has **never been subject to a security data breach**, unlike several other inmate communication service providers whose systems operate on Windows-based platforms.

- 2. Fully Integrated Video Visitation System Using Linux-Based Kiosks**

ICSolutions Visitor™ video visitation system is fully integrated with our ENFORCER® calling system. County staff will continue to benefit from a **single sign-on** to the ENFORCER® (featuring two-factor authentication) to perform investigations and administer both phone calling and video visitation. In fact, ICSolutions was the first Inmate Telecommunications Services (ITS) vendor to offer video visitation and today are among a small handful of vendors offering an **in-house engineered video visitation system** that was strategically developed as a fully integrated component of our calling platform.

Since it is a fully integrated system, all inmate telephone calls, video visitation sessions, and funding events are tracked and able to be analyzed via our Analyzer Link Analysis tool. And, since our video visitation kiosks also feature a Linux-based system, they are also less susceptible to security risks than Windows-based kiosks.

Finally, the Visitor™ also promotes inmate engagement. Because it is a fully integrated component of the ENFORCER®, inmates are notified of scheduled or pending visits *anytime they pick up the phone*, in addition to when they utilize a video visitation kiosk. This enhances and promotes communication with friends and family, better preparing inmates for a life after

incarceration, by ensuring they never miss a scheduled visitation simply because they were not informed of it.

3. Web-Based Visitor Registration and Scheduling of ALL Visitations

With ICSolutions, the County will continue to enjoy the Visitor’s robust scheduling module, which provides web-based visitation registration and scheduling.

Unlike many of the electronic scheduling systems on the market today that are only available when a facility agrees to utilize the entire video visitation system, THE VISITOR™ can facilitate scheduling, as well as manage visitation rules and visitor approval, regardless of whether the visit is through video or some other means. Even better, The Visitor’s web-based visitor registration and visitation scheduling is **available to the County at no cost**.

The Visitor’s web-based scheduling features provide the Facility with the ability to automate controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and any video visits.

Visitation Schedule

Last Month: 02/01/2018 00:00:00 | 02/28/2018 23:59:59 | More Search Criteria

Include: Inmate ID, Last Name, Visit ID or Email | Search | Clear

End Status: Visit Scheduled Pending

Save Changes | Keep Video | Cancel Visits | Change Columns | Reset Columns | Export | Print | New Visit | Carousel

Showing 1 to 10 of 51 entries | Previous | 1 | 2 | 3 | 4 | 5 | 6 | Next

+	Action	Visit ID	Scheduled Start	Scheduled End		Participants	Confirmation Code	Station Group	Additional Visitors	Visitation Type	End Status
<input type="checkbox"/>		42414	02/07/2018 15:30	02/07/2018 15:55	Inmate	HOLLOWAY, AMBER (3916)	39161978	D Block		Video Visit	Visit Scheduled
					Visitor	SMITH, JUSTIN (08/28/1976)	125664012181121	Onsite at Jail Lobby			
<input type="checkbox"/>		42438	02/07/2018 15:30	02/07/2018 15:55	Inmate	COUCH, BRANDON (81372)	813721985	A Block		Video Visit	Visit Scheduled
					Visitor	MARTIN, BRITTANY (01/17/1991)	125674673317841	Onsite at Jail Lobby			
<input type="checkbox"/>		42444	02/07/2018 15:30	02/07/2018 15:55	Inmate	HANNERS, BOBBY (4519)	45191988	G Block		Video Visit	Visit Scheduled
					Visitor	TODD, AMANDABOBBY (02/07/1968)	125633888021227	Onsite at Jail Lobby			
<input type="checkbox"/>		42450	02/07/2018 16:00	02/07/2018 16:25	Inmate	JONES, PATRICK (47634)	476341986	A Block		Video Visit	Visit Scheduled
					Visitor	BRYANT, JENNY (04/26/1982)	125659033734956	Onsite at Jail Lobby			
<input type="checkbox"/>		42452	02/07/2018 16:00	02/07/2018 16:25	Inmate	HANNERS, BOBBY (4519)	45191988	G Block	Tidwell, Kristi (02/07/1968)	Video Visit	Visit Scheduled
					Visitor	TODD, AMANDABOBBY (02/07/1968)	125633888021227	Onsite at Jail Lobby			
<input type="checkbox"/>		42432	02/07/2018 16:30	02/07/2018 16:55	Inmate	HICKS, TIMOTHY (6759)	67591985	B Block		Video Visit	Visit Scheduled
					Visitor	PILCHER, JANET (11/30/1964)	125653173701964	Onsite at Jail Lobby			

Visitation Schedule

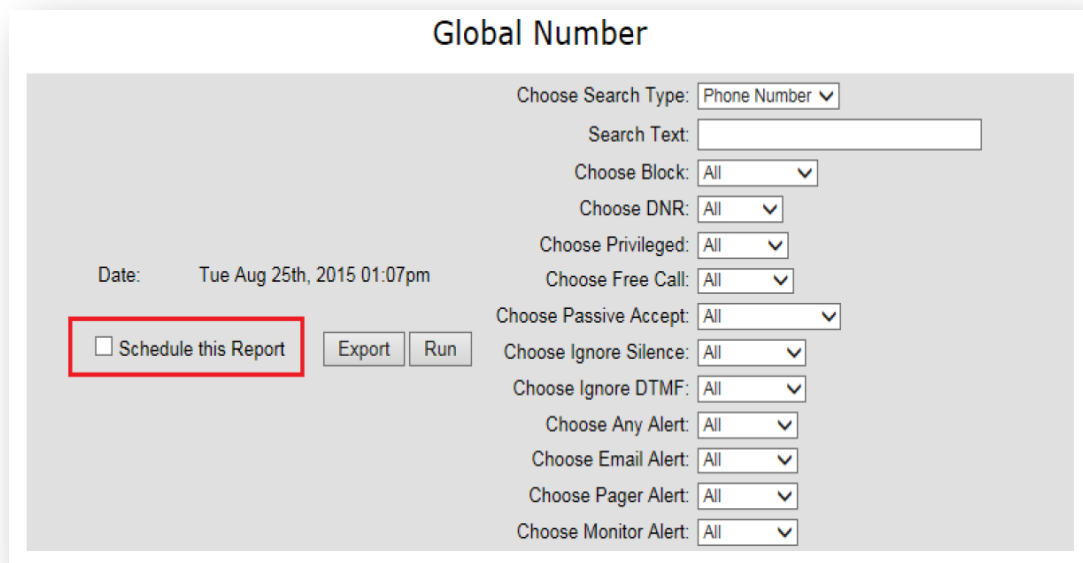
With THE VISITOR™, visitation scheduling is convenient for both the facility and the visitor. THE VISITOR™ is already configured with Oakland County’s visitation policies and rules, so the scheduling solution automatically reflects the various restrictions for inmates or visitors, as well as other rules based on classifications, such as housing unit. Visitation rules can be updated through the JMS integration or manually, as needed. The Visitor’s high configurability means it can accommodate complex and multi-level rules, all of which will be reflected in the scheduling solution.

4. Fully Automated Report Scheduler

The ENFORCER® allows authorized users to run reports on a pre-defined schedule that are **emailed automatically** to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges. This is a fully automated process that saves valuable staff time and labor by providing the reports you need on a regular basis to be delivered direct to the inbox of the people that need them.

The report that you need is ready and waiting for you on Monday morning!

Users simply click the SCHEDULE THIS REPORT check box to display the Report Scheduling Window.



Schedule this Report checkbox

In the Report Scheduling window, users can define the time, frequency, start and end dates, and file types. Report files can be sent to multiple email addresses in either PDF or Excel format. The ENFORCER® generates the report according to selectable criteria specified in the Report Scheduling window, including:

- Report recipient email address
- Time of day report is sent
- One or more selected months
- One or more selected days of the week (e.g., every Monday)
- One or more selected calendar days in a month for the selected months
- Start date to begin receiving the report
- Stop date to cancel the scheduled report (and clear its pre-defined schedule)
- Output format for the report (PDF file or CSV file)

Run Time	Start Time	End Time
Mon Feb 1, 2016 09	Fri Jan 1, 2016 00:00:00	Sun Jan 31, 2016 23:59:59
Fri Feb 5, 2016 09	Fri Jan 1, 2016 00:00:00	Sun Jan 31, 2016 23:59:59
Tue Feb 16, 2016 09	Fri Jan 1, 2016 00:00:00	Sun Jan 31, 2016 23:59:59
Mon Aug 1, 2016 09	Fri Jul 1, 2016 00:00:00	Sun Jul 31, 2016 23:59:59
Fri Aug 5, 2016 09	Fri Jul 1, 2016 00:00:00	Sun Jul 31, 2016 23:59:59
Tue Aug 16, 2016 09	Fri Jul 1, 2016 00:00:00	Sun Jul 31, 2016 23:59:59
Wed Feb 1, 2017 09	Sun Jan 1, 2017 00:00:00	Tue Jan 31, 2017 23:59:59
Sun Feb 5, 2017 09	Sun Jan 1, 2017 00:00:00	Tue Jan 31, 2017 23:59:59
Thu Feb 16, 2017 09	Sun Jan 1, 2017 00:00:00	Tue Jan 31, 2017 23:59:59
Tue Aug 1, 2017 09	Sat Jul 1, 2017 00:00:00	Mon Jul 31, 2017 23:59:59

Report Scheduling window

5. Robust On-Board Investigative Tools

The ENFORCER® features a suite of robust and fully integrated investigative tools to aid the County in your investigations. We have highlighted a few of these tools below.

- The Analyzer Link Analysis** – Data mining solutions designed specifically for the investigative needs of the corrections market. Facility staff can search varying degrees of separation to establish links between inmate to inmate or end user to end user. Links are established when an end user/constituent interacts with one or more inmates through the ENFORCER® system or when multiple end users interact with the same inmate. Further, ICSolutions can accept data from **external sources**; we inherit this data, normalize it into our database, and allow the facility to mine it using our investigative tools like the Analyzer, and create actionable intelligence!
- Call Analysis** - With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now link directly to The Analyzer, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.
- Argus Real-Time Voice Biometrics & More!** – ICSolutions will upgrade your voice biometrics software to the latest Argus product suite that includes ECHO real-time voice identification, Iris case management, and automatic transcription of all call recordings. Transcribed calls can also be translated, if needed, with more than 25 languages available. The Argus product suite will significantly enhance your investigative capabilities, and *it will never require the downloading of supplements.*

- **The Word Detector** - With our Word Detector phonetic keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.
- **Prepaid Deposit Search** - Enables authorized users to generate a summary report to show all prepaid funding activity for a specific phone number, specific depositor, or for a specific address. This feature can aid in situations like where credit card fraud is suspected by finding every location where a specific card is being used (searching by either the first 6 digits or the last 4). Investigators can then search by a particular address to see what other credit cards are being used to fund prepaid transactions.
- **Reverse Lookup** - ICSolutions provides our clients with Unlimited Reverse Lookup capability. This provides the facilities with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the County.

11. Respondents must describe how the additional features and upgraded modules can be incorporated into the basic system used by the County.

Response: Read and agrees.

The ENFORCER® and its Visitor™ video visitation module are built on a Linux-based system. This allows us to easily “plug and play” best of breed applications into the solution we have created for the County.

The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems as well as additional features and upgraded modules. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems.

ICSolutions designs, builds and runs our own back-office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County’s other vendors and other upgraded modules to support our full range of premium integrated services.

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

Documentation is accessible online within The ENFORCER® user interface. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced. In addition, ICSolutions has developed a dashboard that will reflect upgrades

available to facilities in the future. Each new feature will also include links to training videos to familiarize users with the feature and how to use it.

12. After Respondents submit their bid responses and they have been evaluated, the County may require Respondents to complete a Security Questionnaire to be considered as part of the evaluation process. If Respondents requests a nondisclosure agreement (NDA) regarding the information they will provide in response to the Security Questionnaire, the County will provide its standard NDA for execution. If the Respondent completes the Security Questionnaire, the Respondent's responses may be discussed during the contractor evaluation process. If Respondent is awarded the bid and enters a contract with the County, Respondent may be required to update its responses to the Security Questionnaire as required by the County.

ICSolutions Response:
Read and understands.

5.4 Licensing Requirements

Respondents must provide licensing that satisfies the requirements set forth in the RFP and provide responses to the licensing requirements specified in this section of the RFP.

1. Contractor shall provide all required license agreements relating to their proposed products/services with their response.
2. If Contractor is interested in participating in the G2G Marketplace: Licensing for products/services that Oakland County will host in their environment, if required, must address any service provider licensing necessary to make the solution provided available to other governments through the G2G Marketplace.
3. Costs for licensing must be documented in APPENDIX D – COST RESPONSE TABLES.

ICSolutions Response:
Read and agrees.

Please refer to [APPENDIX D: COST](#) and [APPENDIX E: G2G MARKETPLACE](#).

5.5 Other Requirements

1. Warranty requirements should be explained.

ICSolutions Response:
Read and agrees.

ICSolutions will continue to maintain the ENFORCER® inmate calling system and the Visitor™ video visitation system – along with all telephones and ancillary hardware and software – for the life of the contract and at no cost to the County. ICSolutions is committed to keeping your inmate communications system in top working order to ensure continuous availability of calling and video visitation services to inmates, and reliable revenue generation for our clients.

To ensure optimal performance of the communication system, ICSolutions invests extensively in appropriate preventive maintenance:

- Efficient remote diagnostics
- Certified local technicians
- Local storage of spare parts and a “crash kit” of critical system components,
- A 24/7/365 professional Technical Services call center that will connect you to a **live technician**
- A thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve

Again, all service, warranty, and ongoing maintenance – in addition to all equipment and software – are provided for the life of the contract, and at no cost to the County.

For additional warranty information, please refer to [REQUIREMENTS 3.16 AND 9.27](#) in [APPENDIX A](#).

2. Third party software and/or hardware requirements should be provided.

ICSolutions Response:
Read and agrees.

ICSolutions will continue to offer Oakland County a fully turnkey inmate telephone and video visitation system. As such, all software and/or hardware requirements that are needed to ensure system functionality are provided as part of a bundled solution at no cost to the County.

Should the County wish to access The ENFORCER® GUI using a remote PC or a non-ICSolutions-provided device, ICSolutions recommends the following specifications:

CPU: 2 GHz minimum, 3GHz+ recommended

RAM: 4GB minimum, 8GB+ recommended

Hard Disk: 300MB minimum free for ICS software, 1GB free recommended

Display: 1024x768 minimum, 1280x1024+ recommended

Browser: Current version or ESR version of Microsoft Edge, Google Chrome or Mozilla Firefox

To enable remote video visitation, the end user/constituent needs a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with THE VISITOR™ iOS or Android app installed. ICSolutions will provide a free downloadable application to facilitate the connection between the visitor’s computer and the jail.

3. Software release/patch cycles should be explained.

ICSolutions Response:

Read and agrees.

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

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

As for patch management, The ENFORCER® team regularly patches The ENFORCER® software, operating system, and server firmware to correct bugs and thus ensure the highest function and security of our product. The standard schedule for patching The ENFORCER® is every other week. Exceptions to the schedule are made as conditions merit, for example due to holidays or a critical bug. ENFORCER® software updates are evaluated first in QA before being deployed into production.

The operating system and server firmware updates follow a similar process. They are first deployed into a quality assurance environment before being rolled out into production. As with ENFORCER® software patches, the timeline for testing and deployment to production may be shortened or lengthened as appropriate to the criticality of the fix, the impact to customers, and other circumstances. Additionally, when an OS or firmware patch is deployed to production, it is installed first to clustered servers where an interruption in function for one server will not degrade the function of the Enforcer product as a whole.

Finally, the patch is deployed to servers where manual intervention would be required to shift duties to a redundant server, should the patch degrade the function of the server. Thus, the patching process strives to provide the optimal customer experience by balancing the need to correct known bugs promptly with a conservative testing methodology to identify any side effects of the patch or patching process.

4. Software documentation should be provided.

ICSolutions Response:

Read and agrees.

As described above, documentation is accessible online within The ENFORCER® user interface.

5. Support and SLA agreements should be provided.

ICSolutions Response:

Read and agrees.

Please refer to **EXHIBIT V: SERVICE LEVEL AGREEMENTS**.

6. As defined in the contract with Oakland County, the following may be required as needed (Please review the County's sample agreement provided at www.oakgov.com/purchasing/forms/Pages/default.aspx):
 - a. **BUSINESS ASSOCIATE AGREEMENT (Health Insurance Portability and Accountability Act Requirements)**. The purpose of this Agreement is to facilitate compliance with the Privacy and Security Rules and to facilitate compliance with HIPAA and the HITECH Amendment to HIPAA.
 - b. **REQUIREMENTS FOR CONTRACTORS WITH ACCESS TO CJIS DATA (Criminal Justice Information Services)**. Contractor shall comply with the current version of the CJIS Security Policy, which may be amended from time to time by the CJIS Advisory Policy Board of the FBI. A link to the current FBI standards is available: <https://www.fbi.gov/services/cjis/cjis-security-policy-resource-center>.
 - c. **REQUIREMENTS FOR CONTRACTORS WITH ACCESS TO COUNTY PII (Personally Identifiable Information)**. This exhibit governs the requirements for Contractors with Access to Personally Identifiable Information (PII).

ICSolutions Response:
Read and understands.

SCOPE OF SERVICES

Attachment to Section 5

Project Deliverables

ICSolutions is proud to serve Oakland County's inmate communication needs today with our ENFORCER® platform, including its Visitor™ video visitation module. Our offer for Oakland County in this new contract includes all of the following **standard** and **optional, value-added technology**, services, and project deliverables, as described in detail throughout this proposal, at **no cost to Oakland County**:

THE ENFORCER® Inmate Telecommunications Platform

- ✓ A single, unified inmate telecommunications platform hosting inmate calling, video visitation, and all related investigative tools and information
 - Housed in our Atlanta data center and backed up at our data center in San Antonio
 - Continued & uninterrupted access to all historical call detail records and call recordings created since 2015
- ✓ 175 stainless steel inmate telephones
- ✓ 8 TDD/TTY and/or VRS units, as needed, for hearing impaired inmates
- ✓ 27 visitation booths (54 handsets), connected to The ENFORCER® for monitoring & recording of all non-confidential visits
- ✓ 2 master control workstations with printer
- ✓ 2 lobby visitation registration/scheduling stations equipped with security keyboards
- ✓ Replacement of existing video visitation servers, switches, and terminals
- ✓ Utilization of existing video visitation kiosks & booths in the Jail
 - 6 new 17" video visitation kiosks in Children's Village
 - Replacement of video visitation kiosks as needed throughout the contract term
 - Ownership of all newly installed kiosks will transfer to the County
- ✓ Consolidated user management of phone and video services via a single GUI (*single login*)
- ✓ Universal public Web portal to support Prepaid Account funding and visitation scheduling
- ✓ Online storage of all call recordings and call data for the entire contract duration
- ✓ Long-term recording storage of visitation sessions
- ✓ Unlimited ENFORCER® user licenses
- ✓ JMS and commissary / banking interfaces – *already in place!*
- ✓ Inmate voicemail messaging
- ✓ 24 x 7 x 365 live, U.S.-based service for Facility staff & called parties
- ✓ Local technicians to provide onsite maintenance & support
- ✓ New/refresher training for all Facility users
- ✓ All-inclusive warranty, support, and repair/replace maintenance package for all software & equipment – *including County-owned visitation equipment*

The Visitor™ Visitation Management Module

- ✓ Scheduling & management of all types of visits, including face-to-face visits, remote video visits, and onsite video visitation
- ✓ Web-based visitor registration

Argus Product Suite

- ✓ Argus Echo voice analysis of the inmate & called party
- ✓ Automatic transcription of all call recordings
- ✓ Call recording translation – more than 25 languages available!
- ✓ Iris case management tools

The ENFORCER® Investigative Suite

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

The ENFORCER® IVR Suite:

- ✓ The InformerSM PREA module
- ✓ The CommunicatorSM paperless inmate communications portal
- ✓ The AttendantSM automated information line

Casemaker Law Library

- ✓ Accessible via both the tablets and inmate video kiosks
- ✓ Fast & easy search of Federal and State case law, statutes, and administrative law
- ✓ Updated daily by experienced legal editors

Onsite Service

- ✓ Continued service from your full-time Onsite Technician, Mr. Tony Trammell, who has supported Oakland County for 26 years
- ✓ Local backup technicians available for dispatch when needed

Inmate Accounting Services

- ✓ 1 lobby kiosk from Access Corrections
- ✓ Deposits and payments can also be made via mobile app, web, phone, kiosks at other facilities, or walk-in retailer
- ✓ 800+ kiosks and 48,000+ retailers can accept deposits across the U.S.

Kiosk-Based Inmate Messaging

- ✓ Optional inmate email/text messaging accessible via the video visitation kiosks
- ✓ Affordable inmate rates and NO COST for inmates' loved ones

Tablets Integration

ICSolutions would like to point out that our inmate phone calling app can be deployed on the County's Smart Comm tablets to enable secure calling through The ENFORCER® anywhere tablets can be used by inmates, if desired by the County and approved by Smart Communications. ICSolutions' software features an open architecture that allows it to easily integrate with other Jail systems. Likewise, the included Casemaker law library can be made available on the tablets.

Tasks

Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require significantly less time, because our centralized ENFORCER® and VISITOR™ are already in place and we are already well acquainted with the County's needs. Your transition to the new contract will require **no downtime** of your existing calling or video visitation services.

Because both the ENFORCER® and the Visitor™ are already in place and providing valuable communication services today, the primary task associated with this new contract is to deploy the Visitor™ video visitation system at the Children's Village.

ICSolutions will also replace any of the following onsite equipment if it has reached the end of its shelf life, as stipulated in [REQUIREMENT 3.12](#) in [APPENDIX A](#):

- POE Switches
- Linux Commissioning Server
- Video Call Processing Servers
- Video Recording Storage Servers
- Monitoring Workstations
- Visitor Registration Terminal
- Lobby Deposit Kiosk
- All necessary conduit and cabling for remote visitation
- Any additional equipment not specifically mentioned above which has been determined to have reached the end of its life

For complete information on all tasks associated with the implementation of the Visitor™ video visitation system at the Children's Village, please refer to our Implementation Plan in [APPENDIX C](#).

Responsibilities

ICSolutions will be responsible for **all phases of providing the project deliverables** as identified above. During the implementation of the Visitor™ video visitation system at the Children's Village, ICSolutions will only need assistance from County personnel for the following tasks:

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

Critical Risk Factors

Since ICSolutions provides inmate telephone and video visitation services to Oakland County currently, there is **significantly less risk** involved in maintaining ICSolutions as your inmate communications services provider than would be present in deploying a new vendor's solution.

There will be **zero disruption** to the ICSolutions phone and video visitation services that the County enjoys today.

When it comes to the installation at the Children's Village, as well as the upgrades of any onsite equipment that may need to be refreshed or replaced, the County can rest assured that ICSolutions follows a stringent Risk Management and Mitigation Plan, as described below.

Risk Management & Mitigation Plan

Some of the Risk Items to be managed are common project-to-project, and these risks are incorporated in our procurement, testing, and scheduling planning. Most risks can only be determined following detailed site surveys; finalizing the specifications and deliverables with the County; and scheduling work to be performed by third-party vendors such as network carriers. A complete risk list will be part of the final project plan submitted to the County following contract award and site surveys.

Below we describe how ICSolutions will perform the job of managing risks for the implementation of the County communication system project, and will define roles and responsibilities for participants in the risk processes and the risk management activities.

Roles and Responsibilities

- **Project Manager:** The Project Manager will assign a Risk Officer to the project. This position is typically assigned to a Supervisor or higher in the Operations Department of ICSolutions. The Project Manager, Field Service Supervisor, Field Service Manager and Risk Officer will meet Mondays, Wednesdays and Fridays, every week until implementation has been accepted in writing by the County.
- These meetings serve to review any identified risks and actions taken to mitigate those, or future actions that should be taken.
- **Risk Officer:** The Risk Officer will work closely with the Implementation Team, Network Operations Team, Technical Support and Purchasing Department to monitor for any potential risks that could jeopardize the implementation schedule or activities. The Risk Officer will maintain the Most Significant Risk List and report any changes to the list immediately to the Project Manager
- **Project Member(s):** The Risk Officer will assign each identified risk to a project member. The project member will assess the exposure and probability for the risk factor and report back to the Risk Officer. Project Members are also responsible for performing the steps of the mitigation plan and report to the Risk Officer weekly.

Risk Documentation

Risk List: The risk factors identified and managed for this project will be accumulated in a risk list, which will be located in a project planning folder located on an ICSolutions network drive. This planning folder will be available for viewing by all members of the Implementation Team and designated representatives of the County.

The Most Significant Risk List will contain items that currently have the highest estimated risk exposure. This list will also be maintained on an ICSolutions network drive.

Risk Data Items: The Risk List will contain the following risk-factor data:

1. **Risk ID** – A unique identifier assigned to each risk
2. **Description** – A detailed narrative of the risk
3. **Stakeholder** – Individuals or aspects of the organization who have vital interest in specific risk
4. **Probability** – Assessed on a scale of 0 to 5, where 0 represents zero probability and 5 represents a 100% probability of occurrence
5. **Impact** – Assessed on a scale of 0 to 5, where 0 represents minimum possible impact and 5 represents maximum possible impact
6. **Composite Index** – The overall risk assessment, where the Composite Index = Impact x Probability. The overall risk assessment is rated in three categories: Low (0-8), Medium (9-16), and High (17-25)
7. **Mitigation Approaches** – Steps than can be taken to lower the risk
8. **Contingency Plans** – Alternative avenues available for response

Closing Risks: A risk item can be considered closed when it meets the following criteria: the mitigation steps have been completed or contingency plans have been executed and the Composite Index factor is 2 or less.

Risk Analysis & Prioritization Task

- **Risk Identification:** The Risk Officer will assign each risk factor to an individual project member, who will estimate the probability the risk could become a problem and determine the potential impact. The individual analyzed risk factors are collected, reviewed, and adjusted if necessary.
- **Risk Management Planning:** Items listed on the Most Significant Risk List, or any risk factors having an estimated exposure greater than 8, are assigned to individual project members for development and execution of a risk mitigation plan.

For each assigned risk factor, the Project Member will recommend actions that will reduce either the probability of the risk materializing into a problem, or the severity of the exposure if it does.

Each individual who is responsible for executing a risk mitigation plan carries out the mitigation activities.

- **Risk Monitoring:** The Risk Officer will be responsible for monitoring and reporting the risk execution plans assigned to the Project Members. This monitoring will be accomplished through internal corporate communications such as email and telephone conversations with all stakeholders. The progress of those plans and the impact to the risk factor will be reported at the Monday, Wednesday and Friday meetings with the Project Managers.

The probability and impact for each risk item is reevaluated and modified if appropriate.

If any new risk items have been identified, they are analyzed as were the items on the original risk list, and added to the risk list.

Any risk factors for which mitigation actions are not being effectively carried out, or whose risk exposure is rising, may be escalated to an appropriate level of management for visibility and action.

Sample Risk List

A complete Risk List cannot be completed until after the Site Surveys at each facility. Below is an example of how ICSolutions builds our internal risk lists and defines each item.

Project	CT DOC Implementation									
Project Manager	James Smith									
Risk Officer	Ely Stone									
Date Submitted	12/15/2010									
Risk ID	Stakeholder	Site	Description	Probability	Impact	Composite	Mitigation	Contingency	Status	
8564	Naquin	Bridgeport	IP Gateway failing test on start up	5	4	20	Crash Kit Unit	Overnight New Unit	Open	
9730	Hughes	Gates	bad weather makes carrier FOC possible miss	3	5	15	Expedite with L3	Testing can occur with backup DSL	Open	

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy plaza. The image is heavily blurred and has a dark blue color cast. A white rectangular box with a thin blue border is positioned in the upper right quadrant of the image, containing the text for the section header.

Section 6

Price Proposal Requirements

SECTION 6

Price Proposal Requirements

6.0 PRICE PROPOSAL REQUIREMENTS

Respondents are required to submit separate and distinct price information for their primary system proposal and any alternatives in a separate section. All price quotations shall be valid for a minimum of 180 days from the proposal due date. The respondent will be responsible for achieving an operational configuration for the cost quoted. The cost of any items determined to be missing from the quote but essential to fulfilling the configuration shall be borne by the respondent.

ICSolutions Response:
Read and agrees.

All pricing information has been provided as outlined in [APPENDIX D: COST](#).

6.1 Price Proposal Content

Every respondent shall provide an itemized Price Proposal including APPENDIX D – COST RESPONSE TABLES. Quote costs for all software and services described in this RFP. Each major component, including integrated software and hardware elements, shall be identified by both common names. Both unit prices and extensions (if applicable) shall be quoted for each component or basic subsystem. All items (such as software interfaces, cables, connectors etc.) needed to achieve the proposed configuration shall be identified and priced. All additional charges (i.e., shipping, installation, insurance etc.) shall be quoted. In addition:

1. The cost of system documentation must be included in the total software costs.
2. Quote annual costs for the proposed maintenance agreement where applicable. In addition, list cost of training increments included with the system purchase. Quote the cost of additional training increments along with any conditions attached to their purchase.
3. Professional services required to satisfy the requirements set forth in the RFP must be identified and costs for these implementation services must be documented in APPENDIX D – COST RESPONSE TABLES. Quote a lump sum and hourly rates for implementation services and consulting services that could be enlisted for the implementation of the solution.
4. List separately any optional features price, but do not include these optional features in the total system price.

5. Specify any discount options associated with the proposal(s). If applicable, State Bulletin prices should be included for reference.

ICSolutions Response:
Read and agrees.

All pricing information has been provided as outlined in **APPENDIX D: COST**.

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy street. The image is dark and desaturated, with a blue-grey tint. A white rectangular box is overlaid on the right side of the image, containing the text 'Section 7' and 'Insurance Requirements'.

Section 7

Insurance Requirements

SECTION 7

Insurance Requirements

7.0 INSURANCE REQUIREMENTS

As defined in the contract with Oakland County, the Contractor shall provide and maintain, at their own expense, all insurance protecting the County against any Claims. The insurance shall be written for not less than any minimum coverage herein specified. Limits of insurance required in no way limit the liability of the Contractor.

Primary Coverages

Commercial General Liability Occurrence Form including: (a) Premises and Operations; (b) Products and Completed Operations (including On and Off Premises Coverage); (c) Personal and Advertising Injury; (d) Broad Form Property Damage; (e) Broad Form Contractual including coverage for obligations assumed in this Contract;

\$1,000,000 – Each Occurrence Limit

\$1,000,000 – Personal & Advertising Injury

\$2,000,000 – Products & Completed Operations Aggregate Limit

\$2,000,000 – General Aggregate Limit

\$ 100,000 – Damage to Premises Rented to You (formally known as Fire Legal Liability)

Workers' Compensation Insurance with limits statutorily required by any applicable Federal or State Law and Employers Liability insurance with limits of no less than \$500,000 each accident, \$500,000 disease each employee, and \$500,000 disease policy limit.

1. Fully Insured or State approved self-insurer.
2. Sole Proprietors must submit a signed Sole Proprietor form.
3. Exempt entities, Partnerships, LLC, etc., must submit a State of Michigan form WC-337 Certificate of Exemption.

Commercial Automobile Liability Insurance covering bodily injury or property damage arising out of the use of any owned, hired, or non-owned automobile with a combined single limit of \$1,000,000 each accident. This requirement is waived if there are no company owned, hired or non-owned automobiles utilized in the performance of this Contract.

Commercial Umbrella/Excess Liability Insurance with minimum limits of \$2,000,000 each occurrence. Umbrella or Excess Liability coverage shall be no less than following form of primary coverages or broader. This Umbrella/Excess requirement may be met by increasing the primary Commercial General Liability limits to meet the combined limit requirement.⁷

Supplemental Coverages – As Needed

1. **Professional Liability/Errors & Omissions Insurance** (i.e., Consultants, Technology Contractors, Architects, Engineers, Real Estate Agents, Insurance Agents, Attorneys, etc.) with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor provides professional services that the County relies upon.
2. **Cyber Liability Insurance** with minimum limits of \$1,000,000 per claim and \$1,000,000 aggregate shall be required when the Contractor has access to County IT systems and/or stores County data electronically.
3. **Commercial Property Insurance.** The Contractor shall be responsible for obtaining and maintaining insurance covering their equipment and personal property against all physical damage.
4. **Other Insurance Coverages** as may be dictated by the provided product/service and deemed appropriate by the County Risk Management Department.

General Insurance Conditions

The aforementioned insurance shall be endorsed, as applicable, and shall contain the following terms, conditions, and/or endorsements. All certificates of insurance shall provide evidence of compliance with all required terms, conditions and/or endorsements.

1. All policies of insurance shall be on a primary, non-contributory basis with any other insurance or self-insurance carried by the County.
2. The insurance company(s) issuing the policy(s) shall have no recourse against the County for subrogation (policy endorsed written waiver), premiums, deductibles, or assessments under any form. All policies shall be endorsed to provide a written waiver of subrogation in favor of the County.
3. Any and all deductibles or self-insured retentions shall be assumed by and be at the sole risk of the Contractor.
4. Contractors shall be responsible for their own property insurance for all equipment and personal property used and/or stored on County property.
5. The Commercial General Liability and Commercial Automobile Liability policies along with any required supplemental coverages shall be endorsed to name the County of Oakland and its officers, directors, employees, appointees, and commissioners as additional insured were permitted by law and policy form.
6. If the Contractor's insurance policies have higher limits than the minimum coverage requirements stated in this document the higher limits shall apply and in no way shall limit the overall liability assumed by the Contractor under contract.

7. The Contractor shall require its contractors or sub-contractors, not protected under the Contractor's insurance policies, to procure and maintain insurance with coverages, limits, provisions, and/or clauses equal to those required in this Contract.
8. Certificates of insurance must be provided no less than ten (10) Business Days prior to the County's execution of the Contract and must bear evidence of all required terms, conditions and endorsements; and provide 30 days' notice of cancellation/material change endorsement.
9. All insurance carriers must be licensed and approved to do business in the State of Michigan along with the Contractor's state of domicile and shall have and maintain a minimum A.M. Best's rating of A- unless otherwise approved by the County Risk Management Department.

ICSolutions Response:
Read and agrees.

ICSolutions will provide insurance that meets all requirements outlined above, except that regarding General Insurance Condition #8, currently our endorsement provides 30 days' notice of cancellation. Although material changes in our insurance during the course of the contract are highly unlikely, ICSolutions agrees to provide 30 days' notice of any such changes.



Section 8

Contractor Employees

SECTION 8

Contractor Employees

8.0 CONTRACTOR EMPLOYEES

1. Contractor Employees who are given access to the County network and/or who will be assigned to work at the County for extended periods requiring them to get a County identification badge, will be required to sign an “Acknowledgement of Independent Employment Status” form prior to receiving access to the County network or receiving an identification badge. If a Contractor Employee is issued a County identification badge, it must always be worn while working on County premises. See APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS (SAMPLE FORM).
2. **Background Checks.** Contractor Employees performing work for the County may be subject to a background check by the County. The scope of the background check is at the discretion of the County and the results will be used to determine Contractor Employee’s eligibility to perform work for the County. All background checks will be initiated by the County and will be reasonably related to the type of work requested. For example, Contractor Employees are required by the Federal Bureau of Investigation (FBI) to have a background check by the County before accessing Criminal Justice Information Services (CJIS) data. Contractor and Contractor Employees shall provide all information or documents necessary to perform the background check.

ICSolutions Response:

Read and agrees.

Before installation commences, any ICSolutions personnel who are required to work onsite at the facility will be subject to background checks required by the County. In addition, as part of the hiring process, all ICSolutions employees must pass a background check before they start to work. Failure to comply will result in disciplinary action up to and including termination. This report includes:

- Criminal Record (all positions) – Griffin Personnel Group
- Motor Vehicle Record (selected positions) – ADP
- Credit Report (selected positions) – ADP
- Higher Education Verification (if listed as completed on application) – Griffin Personnel Group

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy street. The image is dark and desaturated, with a blue tint. A white rectangular box is overlaid on the right side of the image, containing the text 'Section 9' and 'Selection Criteria'.

Section 9

Selection Criteria

SECTION 9

Selection Criteria

9.0 SELECTION CRITERIA

1. To be considered, bidding respondents must complete the following minimum requirement:
 - a. Return the proposal form, enclosed with respondent's proposal, signed by a person authorized to bind and commit the company to provide such goods and /or services offered to the County should their bid be accepted by the County. The bidder acknowledges that the County is a public entity and therefore is subject to public disclosure laws.
 - a. It's the bidder's responsibility to ensure that responses are received in the Purchasing Division prior to the date and time specified. Purchasing Division's address, due date and time are listed on the first page of the proposal form. The responsibility rests entirely with the bidder, notwithstanding delays resulting from postal handling or for any other reasons. No late or misdelivered bids will be accepted.

ICSolutions Response:

Read and agrees.

2. Oakland County will use the following criteria to evaluate respondents' RFP proposal responses meeting the minimum requirements described above. This is not a comprehensive list, nor does the arrangement imply order of importance:
 - a. *Compliance with RFP Instructions:* The proposal will be evaluated for compliance with the instructions set forth in this RFP.
 - b. *Business Requirements:* The proposed solution's compliance with the business requirements set forth in this RFP.
 - c. *System Functionality:* The proposal will be evaluated for compliance with the requirements outlined in this RFP. Additional functionality not identified in the RFP will also be considered.
 - d. *Technical Architecture:* The proposal will be evaluated for compliance with the requirements outlined in this RFP.
 - e. *Implementation and Support Services:* Professional services identified in the proposal will be evaluated for compliance with the requirements outlined in this RFP.

- f. *Value added Services:* The proposal will be evaluated for potential value-added services and business interruption avoidance that would reduce costs for Oakland County.
- g. *Pricing:* Contractors shall agree to provide County with the lowest and most competitive pricing it provides to governmental entities.
- h. *Licensing:* Software support, upgrade cycles and warranty services available will be evaluated for compliance with the requirements outlined in this RFP.
- i. *Corporate Viability and Vision:* The selected respondent must exhibit the vision and viability to partner with Oakland County in the establishment of a world-class solution. The respondent's System must have an existing installed user base that can be used to verify system functionality and support. Installed sites of similar size and complexity will be considered in this evaluation. Corporate Viability and Vision identified in the proposal will be evaluated for compliance with the requirements outlined in this RFP.

ICSolutions Response:
Read and agrees.

ICSolutions complies with the instructions in the RFP; and we understand the evaluation criteria as outlined above and as broken down in RFP Addendum #4, in the County's answer to Question #40. We have thoroughly described our solution and addressed evaluation criteria throughout this proposal, specifically in the following sections:

- Our company experience in the corrections industry is detailed in
 - Section 10, Other Background Information and
 - Appendix A, Requirements 1.2 and 1.3.
- Our references and reputation are detailed in our
 - Appendix A, Requirements 1.3 and 1.8 and
 - Letters of Reference in Exhibit I.
- Our Vision and Strategy is addressed in Appendix A, Requirement 1.7.
- System Functionality is found in several sections, including
 - Section 4, Current System Overview;
 - Section 5, RFP Requirements; and
 - Appendix A, Solution Requirements.
- Our Implementation Plan is included in Appendix C.
- Maintenance and support procedures are described in Appendix A, Requirement 10.2.
- Our Value-Added Services are described in Section 11.
- Technical Architecture is specifically addressed in
 - Appendix A, Requirement 2.1 and
 - Appendix B, Technical and Architectural Requirements.
- We have described our proposed cost/pricing offer in Appendix D.

An aerial, high-angle photograph of a large, crowded public space, possibly a transit station or a busy street. The image is dark and desaturated, with a blue-grey tint. A white rectangular box is overlaid on the right side of the image, containing the section title. The text is in a clean, sans-serif font. The background shows many small figures of people moving through the space, with some structural elements like pillars or walls visible.

Section 10

Other Background Information

SECTION 10

Other Background Information

10.0 OTHER BACKGROUND INFORMATION

The following background information has been provided in support of this RFP. Additional information can be found on the Michigan Inter-Governmental Trade Network (MITN) website at www.mitn.info.

ICSolutions Response:
Read and understands.

10.1 Oakland County Overview

Oakland County, Michigan is located in southeast Michigan, immediately north of the City of Detroit. The County covers 910 square miles and encompasses 62 cities, villages and townships (CVTs). Located astride the Interstate 75 corridor and at the heart of “Automation Alley”, Oakland County is a world technology center. Oakland County’s population is approximately 1.2 million, encompasses 440,000 parcels of property, and features one of the lowest operating tax rates in the state of Michigan. Oakland County is one of the few counties in the nation with a AAA bond rating. Additional information can be found on Oakland County’s website at www.oakgov.com.

ICSolutions Response:
Read and understands.

10.2 Information Technology Overview

The Department of Information Technology is under the administration of the County Executive and is a centralized service bureau that provides IT services to all units of County government and numerous local government entities throughout Michigan. IT provides support, maintenance, enhancements and new development for all major systems applications, including Commercial-off-the-Shelf products.

Additional information about Oakland County Information Technology can be found on the web at www.oakgov.com/it.

ICSolutions Response:
Read and understands.

10.3 G2G Marketplace Overview

Oakland County created the G2G Marketplace to make a wide array of solutions available not only to its 62 local municipalities, but also any other government who wishes to use the technology.

The goal of G2G Marketplace is to provide governments with an easy-to-use, cost-effective way to research, purchase, and provision services under pre-negotiated contracts. Please review the County's G2G Marketplace sample agreement provided at www.oakgov.com/purchasing/forms/Pages/default.aspx.

If a contractor would like to participate in the G2G Marketplace, in consideration of County's costs to provide the G2G Marketplace, it must agree to provide County with either a reduction in future annual payments based upon revenue contractor receives from contracts it enters into with public bodies who are receiving services based on G2G Marketplace contracts or with discounts for training, software, professional services, licensing or future deliverables.

Contractors must be willing, able, and available to provide ongoing support for solutions implemented for Oakland County and through G2G Marketplace if contractor chooses to participate in G2G Marketplace.

Participation in the G2G Marketplace is not a requirement in the bid evaluation.

ICSolutions Response:
Read and understands.

10.4 Oakland County Sheriff's Office Overview

The Oakland County Sheriff's Office is the largest "full service" Sheriff's Office in the State of Michigan. With a current jurisdictional population of 1.2 million residents, the Sheriff's Office services over 273,000 of those residents through law enforcement contracts in 14 different communities. The coverage area also encompasses 450 inland lakes.

The Sheriff's Office is required by State to operate Oakland County's inmate facilities which entails the care and custody of inmates. The Main Oakland County Jail, located at 1201 North Telegraph, was built in 1973. The intake area for processing new arrests includes holding tanks and observation cells which accommodate a capacity of 131 inmates. The Corrective Services Division admits approximately 24,000 new arrests into the facility per year. The average daily inmate population is approximately 1,450. Overcrowding continues to be a major issue in the operation of the Corrective Services Division. Statistics reflect that the inmate population has increased approximately 12 percent in the last five years.

Additional information about the Oakland County Sheriff's Office can be found on the web at <http://www.oakgov.com/sheriff/>.

ICSolutions Response:
Read and understands.



Section 11

Value Added Alternatives

SECTION 11

Value Added Alternatives

11.0 VALUE ADDED ALTERNATIVES

1. Oakland County will consider any value-added alternative(s) provided by a Respondent. Additions to the business model or technical solution that would enhance the business objectives proposed by Oakland County are encouraged. The County reserves the right to consider and accept or reject such alternatives. Provide product literature, specification sheets and drawings with bid.

ICSolutions Response:

ICSolutions has read and agrees.

ICSolutions is proud to offer Oakland County several value-added alternatives that can enhance the business objectives proposed by the County.

These value-added alternatives include product lines to ***efficiently manage inmates from booking to release*** – including Inmate Messaging via the touchscreen video kiosks, The Word Detector Keyword Search, Argus Transcription/Translation, deposit services from our sister company Access Corrections, and more. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork and other administrative duties that jail staff must perform to support inmate services.



Value Added Products

Please refer to **SECTION 2.2 OF APPENDIX A** for complete information and descriptions of our proposed value-added features and services.

2. Value added functions, not listed as requirements, will be considered during the evaluation of all proposals. If a proposed solution contains any other features, which are not listed, the respondent is encouraged to include the description of the functionality in their proposal.

ICSolutions Response:

ICSolutions has read and understands.

Please refer to **SECTION 2.2 OF APPENDIX A** for complete information and descriptions of our proposed value-added features and services.



Appendix A

Solution Requirements

APPENDIX A – SOLUTION REQUIREMENTS RESPONSE TABLE

Number	Requirements	Existing Capability (Yes, No)	Comments
1.0	Executive Summary	Yes	
1.1	Submit a brief executive summary of the major facts or features of the proposal, including any conclusions, assumptions, and recommendations the respondent desires to make. The executive summary should be designed specifically for review by a non-technical audience and senior management and indicate why this system best meets the needs of Oakland County. This document will not exceed two pages in length, single spaced.	Yes	Please see ATTACHMENT 1.1 Executive Summary .
1.2	Submit the following information relative to the respondent. If a joint venture, similar information must be provided for each member of the joint venture. <ul style="list-style-type: none"> • Company name and business address, including telephone number, fax number and Internet address. • Year established (include former firm names and year established, if applicable). • Type of ownership and parent company if any. • Respondent’s contact name, address, and phone number, if different than Item 1. • Brief statement of the firm’s background demonstrating longevity and financial stability 	Yes	Please see ATTACHMENT 1.2 Company Profile .
1.3	Submit a brief description of respondent’s corporate and other organizational history and experience in developing, installing, and supporting Inmate Phone/Video Visitation/Investigative Tools Systems for government Information Technology offices of comparable or larger sizes.	Yes	Please see ATTACHMENT 1.3 Experience .
1.4	Define the type of business your firm conducts: (e.g., consultant, long-distance carrier, reseller of telecommunications services, local exchange carrier, etc.).	Yes	ICSolutions conducts business as an Inmate Telecommunications System manufacture and provider.

Number	Requirements	Existing Capability (Yes, No)	Comments
1.5	Indicate the services your firm is proposing to provide as well as the number of years your firm has been in business providing those services.	Yes	ICSolutions is proposing THE ENFORCER® Inmate Telephone System and The Visitor™ Video Visitation System – the same inmate communication platforms that are successfully serving Oakland County’s staff, inmates, and constituents today. We have provided our Inmate Telephone System since the company’s formation in 2002 and video visitation since 2005. We have nearly two decades of experience providing telecommunications services in correctional environments.
1.6	Include the location of your corporate offices nationally, regionally, and locally.	Yes	ICSolutions is headquartered in San Antonio, Texas and has numerous regional offices nationwide. Oakland County would continue to be serviced from our regional field office in Strongsville, Ohio – located approximately 3 hours from Oakland County.
1.7	Include a discussion of the respondent’s corporate vision and strategy related to its Inmate Phone System software addressing the needs of the Inmate Phone System market.	Yes	Please see ATTACHMENT 1.7 Vision & Strategy .

Number	Requirements	Existing Capability (Yes, No)	Comments
1.8	<p>Submit a description of at least three relevant Inmate Phone/Visitation/Investigative Tools System installations within the state of Michigan or other states or a combination thereof. Relevant is defined as installations using the hardware and software products similar to those proposed for the Oakland County Inmate Phone System and installations exhibiting the functional and integration components set forth in this RFP. The description must provide the following information at minimum: Organization Name, Contact Person with Address, Telephone Number and Email Address, Participating Organization, Hardware and Software Environment, date of Installation, Status of Implementation and Discussion of Activities and Applications. The respondent agrees that Oakland County may contact the references given and visit installed sites if desired.</p>	Yes	Please see ATTACHMENT 1.8 References .
1.9	<p>Submit job descriptions and qualifications for each team member that will be assigned to the Oakland County Inmate Phone/Visitation/Investigative Tools project. Contractor staff qualifications must include longevity with firm, relevant certifications, brief project/assignment history with your company, educational background, and employment history.</p>	Yes	Please see ATTACHMENT 1.9 Key Personnel for the required information. We have also provided résumés for our key personnel in EXHIBIT III .

Number	Requirements	Existing Capability (Yes, No)	Comments
1.10	If your company intends to Sub-Contract the installation and maintenance of collect-only inmate telephones or video visitation systems with a local telecommunications Contractor, furnish the same information required of your own company profile for each Sub-Contractor, including any billing agents you plan to use.	Yes	<p>ICSolutions does not intend to sub-contract the installation and maintenance of the proposed systems.</p> <p>ICSolutions has the necessary personnel and capability to perform all functions of this contract. ICSolutions manufactures the inmate telephone system, designs the software applications, provides the installation, training and support to accommodate all aspects of this contract. Should the use of subcontractors ever become necessary, the County will be informed of this decision in advance. Regardless of whether or not subcontractors are ever used, ICSolutions accepts full responsibility for all functions performed under this contract if awarded whether provided direct or through the use of carefully selected subcontractors.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
2.0	General Requirements	Yes	
2.1	<p>To design, furnish, install, operate, support, and maintain the Inmate Phone/Video Visitation equipment and services with integrated Investigative Tools for the Oakland County inmate facilities at <u>no cost</u> to Oakland County for a three-year (with two 1-year possible extensions) period from the date of contract signing. Contractor must be able to provide both phone and visitation services along with investigation tools within a single application.</p> <p>Please include an attachment within the RFP providing the following:</p> <ol style="list-style-type: none"> A. Indicate what equipment currently installed and owned by the Oakland County Sheriff's department will be reused in the Contractor's proposal. B. Provide specifications of the new proposed equipment, hardware and software, explaining the equipment capacities and line configurations by types, locations, and quantities (quantities equipped for and wired for by location). Refer to <i>Appendix B, Table B-2: Telephone, Hardware, Software, and Peripheral Requirements Table</i>. C. Describe if the system is set-based, PC-based, or central-office network based. D. Describe if the system is on-premise base or cloud based. E. Describe your diagnostic software for continuously monitoring the hardware, software, and system performance: <ul style="list-style-type: none"> • Describe System alarms and diagnostic procedures. • Are diagnostics performed on site as well as remotely? • How frequently is each server automatically polled? F. Describe in detail system redundancy and disaster recovery backup procedures for application, call and voice data, lines, rerouting call capabilities, and critical hardware/software components during total or partial system failures. Include time estimates for recovery. G. Describe in detail how the Inmate Phone System will be protected against power failures. 	Yes	Please see ATTACHMENT 2.1 Equipment & Features .

Number	Requirements	Existing Capability (Yes, No)	Comments
2.1 cont.	<p>H. Describe how the system provides quality, security, reliability, and accurate billing assurances.</p> <ul style="list-style-type: none"> • Describe installation method used to prevent vandalism to telephones. • Describe system growth parameters including size, quantities, or traffic carrying capacity limitations. • Include any distance limitations between the phone and controller. • Include the maximum number of telephone numbers that can be blocked and how blocked numbers are added or deleted. <p>I. Describe any tasks that will be performed by Oakland County staff.</p> <p>J. Provide a list of prompts and scripts available with your system. Do you provide the cost (surcharge, connection charge, cost/minute, and regulatory fees) of a call in your scripts to the person being called for local, intra-LATA, inter-LATA, and inter-State calls?</p> <p>K. Fully describe the various investigative tools and reports that are available.</p> <p>L. Describe your company's system's pattern dialing detection to prevent inmates from dialing more digits than necessary.</p> <p>M. Provide your company's system equipment specifications.</p> <p>N. Describe if your company use voice compression for voice recording?</p> <p>O. Describe Calling Functionality:</p> <ul style="list-style-type: none"> • Can your company detect 3-way calls, call forward calls and identify all subsequent phone numbers? If not, can calls be blocked? • Can you detect all telephone numbers being called? • Describe how and at what point during the call you identify a 3-way call? <p>P. Describe if a word or group of words can be searched on the voice recording storages (<i>e.g., phonetically, or digitally or both</i>). What is the percentage of accuracy?</p> <p>Q. Describe in detail how your company sets up first time pre-paid accounts.</p>	Yes	Please see ATTACHMENT 2.1 Equipment & Features .

Number	Requirements	Existing Capability (Yes, No)	Comments
2.2	Include in your proposal any additional options or value-added services your firm proposes to improve technology and enhance services to Sheriff's Office staff, to inmates, and to the public. Indicate the impact on commissions Oakland County would receive if accepted by Oakland County.	Yes	Please see ATTACHMENT 2.2 Value-Added Services .
3.0	Inmate Phone/Video Visitation System Requirements	Yes	
3.1	The current inmate phone system consists of inmate telephones. Please indicate if you offer an alternate solution, such as tablets, by detailing specifics in an attachment.	Yes	ICSolutions is offering inmate telephones and video visitation kiosks, as deployed today. While ICSolutions is capable of offering inmate tablets, the County answered in their response to Vendor Question #52 that the County is not interested in wireless inmate tablets as a value-added service; therefore, our offer does not include tablets.
3.2	Provide One Hundred Thirty-Two (132) collect-only inmate telephones, Four (4) Visitation Telephones (K Block), Two (2) administrative computer workstations (1 in 10E, 1 38E), and Two (2) TTYs at Law Enforcement-Jail Complex , 1200 N. Telegraph Rd., Pontiac, MI: Facility Inmate Capacity - 1,124.	Yes	
3.3	Provide Twenty-two (22) collect-only telephones at Children's Village , 1200 N. Telegraph Road, Pontiac, MI: Facility Resident Capacity – 97	Yes	
3.4	Provide Twenty-one (21) collect-only Inmate Telephones, Twenty-Three (23) Visitation Telephones and one (1) TTY with two jacks at East Annex , 1200 N. Telegraph Road, Pontiac, MI: Facility Inmate Capacity – 398	Yes	

Number	Requirements	Existing Capability (Yes, No)	Comments
3.5	All eight (8) TTYs for the deaf shall speed dial the Michigan Relay Center to process collect-only calls. (Talk time for TTY users shall be 30 minutes in length.)	Yes	
3.6	Two (2) administrative computer workstations to capture recorded call activity as indicated above. Training shall be at the selected Contractor's expense and include security level features with password protection.	Yes	
3.7	Contractor agrees to provide an active port and connectivity to the Video Visit Relay Service Unit at the main jail facility. This wheeled Video Visit Relay Service unit provides interpreter services for inmates in need and will require a new data jack . This is a free service with no cost to inmates or Oakland County.	Yes	
3.8	Contractor agrees to assist OCSO with obtaining a 2 nd Video Visit Relay Service Unit for the East Annex facility by applying for federal grants. This 2 nd wheeled unit will require a new data jack and connectivity.	Yes	
3.9	Actual telephone quantities may vary slightly from the writing of this Request for Proposal to awarding the contract and/or installation of the Inmate Phone System equipment.	Yes	

3.10	The application must have the ability for facial recognition.	No	<p>The Visitor™ is built on the GStreamer multimedia framework and can be coupled with Web RTC to support real time communications in the browser. Leveraging the Web RTC protocol, The Visitor™ can support cutting-edge facial masking, detection, and recognition technology.</p> <p>Facial Masking: When the inmate logs into the video visitation session and comes into view of the camera, the camera will focus on the inmate's face and simultaneously mask the rest of the area in the camera's field of view from being transmitted. This means that, although the whole image that captured by the camera – including background elements such as inmates and/or housing areas – will be recorded and stored in its entirety, only the inmate's face will be transmitted to the visitor. Background elements will not be visible to the visiting party. Additionally, the system can leverage Web RTC plugins to blur the background in the video stream. This feature is in development and will be available in a future software release.</p> <p>Facial Presence Detection: The Visitor™ constantly tracks the video image for the presence of an inmate's face. If the inmate's face disappears –</p>
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		<p>such as if the inmate moves out of view of the camera – The Visitor™ will continue recording but will cease transmitting the video to the visitor. When an inmate moves back into the camera’s view, transmission will recommence. Therefore, while a complete record of the entire visitation session will be recorded and stored, only the segments which contained an inmate face will be visible to the visiting party. This feature is in development and will be available in a future software release.</p> <p>True Facial Recognition: ICSolutions’ engineering team is evaluating with a licensed Facial Recognition software package, which will not only detect the presence of an inmate face, but it will also use biometric facial recognition to determine whether the face on camera belongs to the correct inmate. If the inmate face leaves the screen, The Visitor™ will instantly cease transmitting video to the visitor. Transmission will not recommence until the <u>matching</u> inmate face is detected in view of the camera. If another inmate face appears in its place, transmission will not recommence – although the entire session, including any and all inmate faces, will continue to be recorded and stored in its entirety. Additionally, the</p>
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Number	Requirements	Existing Capability (Yes, No)	Comments
			<p>application can be configured to trigger Alerts\Notification when the wrong inmate is identified. Upon successful outcome of this evaluation, this software will be integrated with the Visitor™ to deliver a seamless True Facial Recognition solution and will be available in a future release of The Visitor™ system.</p>
3.11	<p>Contractor agrees to utilize the following onsite equipment owned by the OCSO or replace said equipment at no cost to Oakland County. If it is determined any of the equipment is at end of life, the contractor agrees to review and specify the replacement equipment.</p> <ul style="list-style-type: none"> (18) Visitor Kiosks (18) Stainless Steel visitor booths (49) Wall Mounted Inmate Kiosks (2) Mobile Inmate Kiosks (66) Conduit\Cable\Connector Packages 	Yes	<p>ICSolutions proposes to utilize this existing equipment but will refresh/replace as needed when it approaches the end of life. As part of this proposal, ICSolutions will maintain and upgrade all hardware as needed for the entire contract duration, including any extensions, at no cost to the County. The County will retain ownership of all existing video visitation kiosks and will also own any new kiosks provided in the course of this agreement. Please refer to ATTACHMENT 2.1 EQUIPMENT & FEATURES for more information about proposed equipment.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.12	<p>Contractor agrees to replace the following onsite equipment if it has reached end of life as needed to implement their solution at no cost to Oakland County:</p> <p>Application software (10) POE Switches (1) Linux Commissioning Server with a possible cloud-based solution. (2) Video Call Processing Servers with a possible cloud-based solution (2) Video Recording Storage Servers with a possible cloud-based solution (1) Monitoring Workstation (1) Visitor Registration Terminal (1) Lobby Deposit Kiosk accepting cash, credit\debit card deposits * All necessary conduit and cabling for Turnkey Remote Visitation installation ** Any additional equipment not shown should be identified by the contractor after the OCSO jail facility walkthrough.</p>	Yes	<p>ICSolutions proposes to replace this onsite equipment with new models. Please refer to ATTACHMENT 2.1 EQUIPMENT & FEATURES for more information about proposed equipment.</p>
3.13	<p>Contractor agrees to provide, fully install, and support the addition of the following at Children's Village at no cost to Oakland County:</p> <p>(2) Video Visitation kiosks and stainless-steel visitor booths (4) Wall Mounted Resident Kiosks</p> <p>Children's Village is located on the Oakland County Campus: 1200 North Telegraph Road Building 63W Pontiac, MI 48341</p>	Yes	<p>ICSolutions proposes to install six (6) 17" kiosks at Children's Village at no cost to the County. In addition, ownership of these kiosks will transfer to the County, and ICSolutions will maintain these kiosks at no cost to the County throughout the contract term. Please refer to ATTACHMENT 2.1 EQUIPMENT & FEATURES for more information about proposed equipment.</p>
3.14	Remote Visitation must be enabled.	Yes	
3.15	A turnkey installation must be provided including all required conduit and cabling.	Yes	

Number	Requirements	Existing Capability (Yes, No)	Comments
3.16	The contractor must provide an all-inclusive warranty, and a full repair/support maintenance package.	Yes	ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of your THE ENFORCER® telephone system and The Visitor™ video visitation system. Our commitment extends to all systems, telephones, video visitation units, software, and peripheral hardware – including the video visitation hardware that is owned by the County. There will be no cost whatsoever to the County for this service.
3.17	All workstations and servers must be kept current with the latest security patches.	Yes	
3.18	The contractor agrees that customers will be charged the lowest amount possible for remote visitation fees per minute in 30-minute intervals and in any event such amount shall not exceed the fees established by the FCC.	Yes	For rates and fees, please refer to Appendix D. Cost .
3.19	The contractor shall provide Local, IntraATA, InterATA, Interstate, and International telephone services and access to Government Payment Services toll free number for all Inmate Telephones.	Yes	
3.20	Toll-free calls to (888) 604-7888 through speed dial access to Government Payment Services, or any other service the County chooses to use, to pay for bonds, fines and/or costs via credit card.	Yes	

Number	Requirements	Existing Capability (Yes, No)	Comments
3.21	<p>Pre-recorded announcement that the called party has a collect call from <inmate's name> from an Oakland County inmate facility which will be recorded and may be monitored. Pre-recorded announcement that the called party has a collect call from <child's name> from the Oakland County Children's Village which will be recorded and may be monitored. The called party shall be given the option to accept or reject calls. Called party will be notified of costs associated with accepting the call (surcharge, connection charge, cost for first minute, cost for subsequent minutes, and any regulatory fees). Additional recordings will be made available as requested and approved by Oakland County.</p>	Yes	<p>The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with "Hello, this is a collect call from [inmate name], an inmate at [facility name]." Additional configuration parameters can be chosen to give the called party the following options:</p> <ul style="list-style-type: none"> • "To accept this call, press or say '5' • To refuse this call, hang up now • For a rate quote on this call, press or say '2' • To block this call and all future calls from this facility, press or say '9'" • "This call will be recorded and is subject to monitoring at any time." <p>"Thank you for using I C Solutions. You may begin speaking now."</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.22	Voice overlay with identity messaging that will be continuously active throughout the duration of the call.	Yes	<p>The ENFORCER® can play randomly interjected voice prompts, known as overlay messages, identifying that the call is from a correctional facility. The content of these overlay messages, including the frequency of the messages and the announcement volume, is completely programmable.</p> <p>These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt may be used, such as: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlay messages limit abuse of the general population and indicate where the call originated so that any inappropriate calls can be easily reported to facility personnel.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.23	Blocked calls to answering machines and automated attendants.	Yes	Positive call acceptance is required for all collect, debit, and prepaid calls. The call will not be connected should the system detect irregular ringing signals, answering machines, digital voice mail, cellular telephones, ring-back tones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. Billing begins when the called party answers and positively accepts call charges. No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

Number	Requirements	Existing Capability (Yes, No)	Comments
3.24	Detection and notification alerts for 3-way calls.	Yes	<p>The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either</p> <ul style="list-style-type: none"> A) flag the call for investigation; B) flag the call for investigation, and play a warning message to the inmate and called party; <p>or</p> <ul style="list-style-type: none"> C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call. <p>The system will be programmed to take whichever action the County prefers from the list above. ICSolutions highly recommends allowing the call to proceed, because valuable investigative data can be found by reviewing calls that were flagged as 3-way attempts.</p>

<p>3.25</p>	<p>Pre-paid plans for inmates to call cell phone numbers. A pre-paid plan may be provided to allow calls to cell phones.</p>	<p>Yes</p>	<p>ICSolutions' prepaid and debit calling options allow calling options for numbers that cannot accept traditional collect calls, such as cell phones. Our calling options, which are in place today, are described below. Inmates and their loved ones will be able to continue using their established accounts in the new contract period:</p> <p>Family First Prepaid: This program targets customers whose calls are blocked due to carrier billing limitations. The called party pays for these calls. Coupled with a short complimentary call, Family First allows short-term inmates to make calls immediately to facilitate their release and provides a communications avenue to friends and families of long-term inmates. Family First Prepaid results in higher revenues and fewer complaints by allowing calls to telephone numbers that are unavailable with collect calling.</p> <p>Call Center Debit: This option allows inmates' loved ones to fund an account associated with a specific inmate's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate's</p>
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Number	Requirements	Existing Capability (Yes, No)	Comments
			release, refunds are handled by ICSolutions call center.
3.26	Ability to copy specific recorded conversation(s) with call details to storage media, i.e., compact discs, flash drives, etc. for court hearing purposes.	Yes	<p>Authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in CSV, PDF, and Excel file formats. Call recordings may be exported to MP3, WAV, or Speex formats. CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.</p> <p>To test the integrity and authenticity of any recording, anyone can download the open-source MD5 Sum software, run a recording through it, and then compare that checksum value with the checksum value retrieved from the database. If the checksum values are equal, this will confirm that the recording has not been tampered with and is therefore authentic. This technique has been widely accepted by courts and experts across the country.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.27	Called party ability to block future inbound calls by pushing a button or other feature on telephone. Administrative feature shall also have ability to block calls from a specific caller.	Yes	During the call setup process, the called party is given the option to block all calls from the facility or from a specific caller. A called party block completely overrides any PAN entries on individual inmates' Authorized Telephone Number List. The called party simply enters the appropriate digit on the keypad, and the block will go into effect globally.

3.28	Call restriction of each inmate call to 15 minutes (30 minute for TTY users), charge no connection fee, and provide call termination notification one minute prior to ending the call.	Yes	<p>The ENFORCER® is configured with a master call duration setting, which can be programmed with each facility's maximum duration time. ICSolutions does not charge a connection fee. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers. Call duration and velocity limits can easily be set by dialed number, individual inmate, inmate classification, inmate group, call type, pod, facility or system-wide.</p> <p>When a call has reached the "one minute remaining" status on the duration limit, the system will prompt the parties with a voice message that states <i>"You have one minute remaining for this call."</i> At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated.</p> <p>The standard one-minute warning prompt can be custom-configured to play additional warning prompts, such as two-minute and thirty-second warning prompts, prior to disconnecting the call.</p>
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Number	Requirements	Existing Capability (Yes, No)	Comments
3.29	Ability to shut off and turn on phones individually, by group, and/or globally through the software and manual use of on-off toggle switches.	Yes	The ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

<p>3.30</p>	<p>Real Time monitoring of the Inmate Phone System and the ability to forward monitored voice data by the Sheriff's Office staff to a remote location via email in a non-proprietary format.</p>	<p>Yes</p>	<p>The ENFORCER® offers real-time, live call monitoring of calls in progress. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.</p> <p>Critical Call Monitoring Functions include:</p> <ul style="list-style-type: none"> • Silent, undetectable monitoring • Allows multiple simultaneous monitoring sessions • Search function to isolate calls of interest • Monitoring has no impact to recording function • Ability to monitor from a remote workstation or PC via LAN, WAN or Internet • Protection of privileged calls from monitoring • Ability to disconnect call in progress while monitoring • Ability to "bargue in" to calls in progress and speak to both parties <p>Call details and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-</p>
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Number	Requirements	Existing Capability (Yes, No)	Comments
			minute recording is approximately 2 MB.
3.31	Contractor will provide the ability for Sheriff's Office staff to tag a call and eliminate the collect call charge at their discretion	Yes	Authorized facility personnel with the appropriate permissions and System Administrator access can log in to THE ENFORCER® to eliminate collect call charges.

Number	Requirements	Existing Capability (Yes, No)	Comments
3.32	Inmate's ability to call a crime tip hot line to report an incident of possible criminal activity or to provide information on a crime that has already taken place.	Yes	<p>The ENFORCER® system offers The Informer, a messaging system that allows inmates to report illegal activity through the inmate phones. The Informer can be configured to allow inmates to leave a voicemail message for facility staff or allow calls to be placed directly to an investigational entity, such as an Attorney General's office or a Crisis Reporting Hotline.</p> <p>The Informer Administration function enables you to define the informant options available to the inmate through The ENFORCER® IVR. Through the IVR, inmates can hear and follow as many as nine customized prompts that enable them to report criminal, abuse, or other incidents <i>anonymously</i>. Each prompt can be configured to automatically dial <i>either</i> an ENFORCER® voice mail box or an external number, such as a reporting hotline, a law enforcement agency, or an assigned investigator.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.33	<p>Inmate collect-only telephones are to be programmed for outgoing collect-only calls. Dialing must be restricted to ten digits, <i>NPA-NXX-XXXX</i>. Credit card, toll-free and local calls that are not collect-only, person-to-person, operator-assisted, 911, or incoming calls will not be permitted. All programming must be completed prior to the cutover.</p>	Yes	<p>The inmate telephone system is configured for outgoing collect-only calls and allows 10-digit dialing only. No incoming calls are ever allowed with The ENFORCER® call processing system. The ENFORCER® is hosted at the ICSolutions primary data center at our headquarters in San Antonio, Texas. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.</p> <p>The ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.34	The selected Contractor will include a Prison Rape Elimination Act (PREA) line that inmates can call to report PREA type incidents. The PREA line will be monitored by the Oakland County Sheriff's Office Command. The contractor agrees to include anything else the OCSO deems required.	Yes	Through the Informer IVR, inmates can report PREA type incidents and other criminal activity. Tip lines can be configured as free, assigned speed dial codes, set as privileged, and/or marked for alerts so appropriate personnel are immediately notified. To allow truly anonymous reporting, tip lines can be configured so that the inmate is not required to enter their PIN to leave a message.

Number	Requirements	Existing Capability (Yes, No)	Comments
3.35	The selected Contractor will include the use of Voice Biometrics to ensure caller and PIN relationships.	Yes	<p>ICSolutions proposes to provide Argus real-time voice biometrics at no cost to the County – providing the County with the latest and greatest voice biometrics solution while also eliminating any voice biometric fee. Additionally, unlike other voice biometrics solutions, Argus does not require users to download supplements.</p> <p>Argus ECHO provides for unsupervised inmate voice enrollment and real-time voice identification of both the caller and the call recipient. In addition, the Argus product suite includes case management, the automatic transcription of all call recordings, and language translation – all at no cost to the County! For additional information about the Argus product suite, refer to ATTACHMENT 2.1 Equipment & Features.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.36	The system must have the ability to email recorded calls.	Yes	Authorized users can log in to The ENFORCER® to email a call recording directly from the Call Detail results screen. After performing a call detail query, the user simply selects the recordings they wish to email and clicks Email call recordings to attach the recording(s) to an email message. A maximum size can be set in the Max Size field. The file size for a compressed 15-minute recording is approximately 2 MB. Once the user clicks Send, each call recording will be attached to the email message as a separate .mp3.

Number	Requirements	Existing Capability (Yes, No)	Comments
3.37	The Oakland County Sheriff Office must have web access to the Inmate Phone system.	Yes	<p>The ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized user, accessible remotely and securely anytime, anywhere. Anyone with a password and login ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. The ENFORCER® currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
3.38	The Oakland County Sheriff's Office will have the ability to allow and authorize outside agencies access to the Inmate Phone System via web access.	Yes	With The ENFORCER®, County administrators have complete control over which data users can see and access. For investigative purposes, administrators can allow an external law enforcement agent to view, listen to, and/or download <i>only</i> the data and call recordings that the County wants to share with that agent. Authorized jail personnel can give restricted permission to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The County can choose to share not only call data, but also call recordings and even biometric voice prints (where applicable).

<p>3.39</p>	<p>Describe Contractor's Web Based Video Visitation system details that allows friends, family members, attorneys, and public officials to schedule and participate in video visitation sessions with an inmate from any device connected to the internet. Contractor can include description as an attachment.</p>	<p>Yes</p>	<p>With ICSolutions' video visitation system, visitors can register for and schedule all types of visits from anywhere, using any web-enabled device, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to better plan the visitation traffic for all visitation types, video or non-video.</p> <p>Persons wanting to visit inmates may register and schedule visits remotely at www.icsolutions.com or the Visitor Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registration and scheduling consist of choosing the desired action under "What would you like to do?" after logging in to the customer account; reading and accepting the Facility's visitation rules; filling in all the required fields, such as the visitor's personal information, inmate identity, location, date, time, and any other information required by the facility.</p> <p>At the Facility's option, registrants can also be required to wait for facility staff approval before being able to schedule visits. Privileged visitors must have their credentials (such as bar number) verified and approved prior to being</p>
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Number	Requirements	Existing Capability (Yes, No)	Comments
			allowed to have privileged, unrecorded visits. For additional details, refer to ATTACHMENT 2.1 Equipment & Features .
3.40	The selected Contractor will supply additional inmate devices needed to ensure that the ratio of inmates to the number of inmate telephones by facility remains approximately the same as those ratios per facility as of the effective contract date.	Yes	Given its modular architecture, The ENFORCER® can easily accommodate expansions to the inmate population. ICSolutions will work with the County to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days' notice for the LEC (Local Exchange Carrier) to deliver additional bandwidth, but does not require any system downtime.

Number	Requirements	Existing Capability (Yes, No)	Comments
3.41	Any additional storage shall be furnished at the selected Contractor's expense to accommodate the anticipation of existing and future growth in call storage and voice records for both collect-only and visitation phones for a five-year period.	Yes	Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration , in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices. This system performs flawlessly, is easy to maintain and repair and is easily scalable and expandable – at no cost to the County – without having to be taken offline.

3.42	Does the contractor have software that will recognize and alert on inappropriate behavior? Describe your monitoring solution.	Yes	<p>The ENFORCER® features live monitoring, fraud prevention, keyword search and data analysis to prohibit and alert on inappropriate behavior. If an inmate attempts to bypass the system controls, such as chain dialing or three-way calls, the system detects this activity. Any call terminated for this reason is marked accordingly in the call detail record.</p> <p>The ENFORCER® offers real-time live call monitoring of non-privileged calls, with the ability to “barge in” to speak to both parties, disconnect a call in progress, add a listener, display a geographical map of the facility and call destination, and more.</p> <p>With our Word Detector phonetic keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment.</p> <p>With The Analyzer link analysis, our data mining solution specifically</p>
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Number	Requirements	Existing Capability (Yes, No)	Comments
			designed with the investigative needs of the corrections market in mind, authorized facility staff can search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s).
3.43	The Contractor will provide the ability for no charging on “professional” calls with the ability to turn off the recording of a call or video visit when an inmate is communicating with a privileged professional	Yes	Privileged calls and visits conducted with a professional individual, such as an attorney, are not recorded or available for live monitoring. Attorneys will be required to register as such so that privileged communications are protected. Calls and visits with these individuals can be designated as free as desired by the County.
3.44	The Contractor will provide (1) free 30-minute video visitation per week for each inmate or Children’s Village resident.	Yes	
3.45	The Contractor will provide (1) free 15-minute telephone call per week for each inmate or Children’s Village resident.	Yes	
4.0	Investigative Tools	Yes	

<p>4.1</p>	<p>The Contractor must fully describe the Investigative tools which are fully integrated with both the inmate phone and video visitation systems.</p>	<p>Yes</p>	<p>Investigative features of the phone system include:</p> <ul style="list-style-type: none"> • 3-way Call Detection • Attach Notes to CDR • Search Notes • Gang Affiliation Tracking • Live Monitoring • Remote ENFORCER® Access • 100% Recording • Unlimited Online Storage • Frequently Called Number Report • Call Detail Search & Report • Ad-Hoc Report Creation • Reverse Directory • Crime Tip Lines • User Access Reports • Called Number & PIN Alerts • Word Detective Keyword Search • Officer Check-In • Extra-Dialed Digit Detection • Remote Call Terminate • Records Seal • Blocked Call Attempt Reports • Link Analysis <p>Investigative features of the video visitation system include:</p> <ul style="list-style-type: none"> • Alerts • Adding Notes • Live Monitoring • 1-Click Disconnect • Officer Messaging • Recording • Shutdown
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Number	Requirements	Existing Capability (Yes, No)	Comments
			<ul style="list-style-type: none">• Reporting• Search & Download Recordings• Export Recordings• Remote Access• Visitor Verification <p>For full descriptions, please refer to ATTACHMENT 2.1 EQUIPMENT & FEATURES.</p>

<i>Number</i>	<i>Requirements</i>	<i>Existing Capability (Yes, No)</i>	<i>Comments</i>
4.2	The Contractor must provide investigative reporting that will enable authorized Sheriff's Office staff access to recorded conversations and/or call detail information and statistical data as requested.	Yes	<p>THE ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.</p> <p>A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.</p> <p>Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
4.3	New software updates are required to ensure the Oakland County Sheriff's Office has the most current investigative tool available providing data cross referencing calls with other available data. The software will be provided free of charge and Oakland County will review and approve all upgrades prior to installation.	Yes	<p>System feature upgrades are released monthly to ensure the system is always state-of-the-art. Many features that are currently available on the ENFORCER® are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.</p> <p>Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.</p>

Number	Requirements	Existing Capability (Yes, No)	Comments
4.4	The Contractor must provide voice and video analytics ability to alert investigators when certain words are used or there is evidence of a crime in a phone call or video visit.	Yes	<p>With our Word Detector phonetic keyword search tool, powered by Nexidia, investigators can quickly scan thousands of recordings to locate words or phrases of interest. Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. This feature would apply to the audio portion of video calling as well as inmate phone calls.</p> <p>For additional information, refer to ATTACHMENT 2.1 Equipment & Features</p>

#4.5 – 4.9 Were Added per RFP Addendum #01:			
4.5	<p>The Contractor must explain their Biometric analysis - voice identification features available to verify caller's identity and notification procedures if the caller is using a different caller's access</p>	Yes	<p>ICSolutions proposes to provide Argus real-time voice biometrics at no cost to the County – providing the County with the latest and greatest voice biometrics solution while also eliminating any voice biometric fee. Additionally, unlike other voice biometrics solutions, Argus does not require users to download supplements.</p> <p>Argus ECHO provides for unsupervised inmate voice enrollment and real-time voice identification of both the caller and the call recipient. In addition, the Argus product suite includes case management, the automatic transcription of all call recordings, and language translation – all at no cost to the County! For additional information about the Argus product suite, refer to ATTACHMENT 2.1 Equipment & Features.</p>

4.6	The Contractor must explain their Link Analysis - multiple layers of identification available to determine if callers are reaching out to people in common	Yes	With The Analyzer link analysis, our data mining solution specifically designed with the investigative needs of the corrections market in mind, authorized facility staff can search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). For additional information, refer to ATTACHMENT 2.1 Equipment & Features .
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4.7	The Contractor must describe their Reverse Number Lookup capability and how facility will know (immediately) who the caller is contacting	Yes	<p>ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.</p> <p>The Reverse Directory database is accessed via a secure link to the Internet, and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.</p> <p>Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.</p>
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4.8	The Contractor must fully describe their Keyword search functionality using phonetic indexing and search capabilities. Explain what languages other than English are supported.	Yes	With our Word Detector phonetic keyword search tool, powered by Nexidia, investigators can quickly scan thousands of call recordings to locate words or phrases of interest. Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. The Word Detector supports English and Spanish at a minimum. Additional languages can be added, but this would require project scoping to define the County's needs and evaluate cost. For additional information, refer to ATTACHMENT 2.1 Equipment & Features .
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<p>4.9</p>	<p>The Contractor must explain how an officer can check calls outside of the office, at any time day or night, take notes and mark the call as read so the call is not still flagged as “new” if someone else listens</p>	<p>Yes</p>	<p>THE ENFORCER® offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to THE ENFORCER® any time from any location.</p> <p>Officers may add notes or comments to a freeform field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers, investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note.</p> <p>The ENFORCER® tracks all activity by users and will mark the call as listened to by that user and also records what percentage of the call they listen to. This is indicated on the Observer by the recording access button, which changes colors each time someone listens to the call. By clicking the button, users can view additional details – username, time and action taken (played, listened, downloaded, etc.). This data is also accessible from the Recording Access Detail report.</p>
<p>5.0</p>	<p>Reporting</p>	<p>Yes</p>	

<p>5.1</p>	<p>Include examples of standard Inmate Phone System reports, i.e. gross revenue, call detail, operational, customized management, and fraud detection reports. Describe the process for customizing reports and for requesting specialized reporting. Include copies of each record in your response. Indicate the frequency (weekly, monthly, etc.) and method used (on-line, remotely, etc.) to generate these reports.</p>	<p>Yes</p>	<p>The County and ICSolutions have access to all the same reports, as well as to The ENFORCER's flexible ad hoc reporting capabilities – vendor intervention is never needed in order for the County to generate reports of interest. Authorized users simply log in and run reports directly from The ENFORCER® Graphical User Interface (GUI). Sample reports are provided in ATTACHMENT 5.1 SYSTEM REPORT SAMPLES.</p> <p>The ENFORCER® provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. All reports can easily be exported in .CSV format, saved to Excel and printed. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. Both the County and ICSolutions have access to the exact same report functionality! ICSolutions can also</p>
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			<p>provide scheduled reports, as desired by the County.</p> <p>Each commission check will be accompanied by a Commission Report which summarizes the total collect, prepaid and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. A sample of this report is provided in ATTACHMENT 12.1 SAMPLE COMMISSION REPORT. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into THE ENFORCER® on the system workstation provided.</p>
6.0	Phone/Video Data File Retention	Yes	

6.1	If applicable, convert and import the last five years of data into the new system database at no charge to Oakland County within 1 month of contract execution.	Yes	<p>Because ICSolutions is your current provider, Oakland County will have uninterrupted online access to all existing call recordings and data that have been saved since the initial implementation of ICSolutions' technology.</p> <p>ICSolutions is fully capable of importing non-proprietary call recordings and data files into our system. Call data provided in a documented format is imported and normalized into our database. Call recordings can be provided in .wav or .mp3 format. We have done this successfully for many of our current clients. However, this will not be needed since THE ENFORCER® is already installed.</p>
6.2	Provide adequate storage to transfer five years of current call detail records and voice recordings from Oakland County's current Contractor Inmate Phone system and integrate these recordings into the selected Contractor's inmate system at no charge to Oakland County.	Yes	ICSolutions will always provide adequate storage to house all existing and future call details records and voice recordings at no cost to Oakland County.

6.3	<p>. New recording of voice conversations, including visitation telephones and call detail records shall be stored online using Raid Disk Array (RAID 5 minimum) or approved Cloud storage technology. On site or Cloud backup is required. Offsite backup storage in a secure location for the term of the contract is required.</p>	Yes	<p>All recordings and data are securely stored online for the life of the contract. Call data and recordings are stored digitally on internally redundant RAID 6 arrays for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.</p>
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6.4	All call detail and voice recordings for the term of the contract will be owned by Oakland County and must be easily accessible and supplied upon request. At the end of the contract the call detail and voice recordings shall remain the property of Oakland County.	Yes	All call detail and voice recordings will be owned by the County and easily accessible online throughout the term of the contract. Should the County transition to another vendor, all call records, recordings, documentation, reports and data of any kind contained within the ENFORCER® will become the property of the County. As part of our offer to the County, we can provide continual and uninterrupted online access to all call records and recordings for up to two years after the contract expiration date. We are also able to offer the County all call records and call recordings on a portable storage device as an alternative option, if that is preferred. However, if the County would prefer to import existing data into the new vendor's platform, ICSolutions will work with the County and the incoming vendor to enable the incoming vendor to inherit the existing call data and recordings.
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<p>6.5</p>	<p>In the future, Oakland County reserves the right when changing Inmate Phone System Contractors, that the selected Contractor work in cooperation with a newly selected Contractor to provide all call detail and voice data recording histories (CDR) at no charge to Oakland County. Note: The selected Contractor will not be required to convert files into a new format to accommodate a new Contractor, unless Oakland County or the selected Contractor is willing to pay for such an effort.</p>	<p>Yes</p>	<p>As part of our offer to the County, we can provide continual and uninterrupted online access to all call records and recordings for up to two years after the contract expiration date. If the County were to select a new ITSP at some point in the future, you would still be able to access your inmate telephone data the same way that you did throughout the contract duration for two additional years. We are also able to offer the County all call records and call recordings on a portable storage device as an alternative option, if that is preferred.</p> <p>However, if the County would prefer to import existing data into the new vendor's platform, ICSolutions will work with the County and the incoming vendor to enable the incoming vendor to inherit the existing call data and recordings. Prior to the transition, ICSolutions will provide sample data in a universal file format to the incoming vendor. We will also work with the new ITSP to verify that all data has been exported accurately and completely. Once all quality assurance and testing procedures have been completed, we will export the existing data in the County's ENFORCER® system to your new ITSP. Types of data that will be exported include archived recordings,</p>
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			call detail records, and information contained within the County's phone list database, such as blocked numbers, etc.
6.6	Daily full system backups of the Inmate Phone System including the application, call detail, voice data and recordings. In the event of data corruption occurring or loss of data, the selected Contractor shall recover lost data using a backup copy of the Inmate Phone System data. Backups must be stored offsite in a secure location. Oakland County will have the option to perform a test restore to validate and test call detail and voice data recording backup retrieval.	Yes	Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices. This system performs flawlessly, is easy to maintain and repair and is easily scalable and expandable without having to be taken offline.
6.7	A complete Disaster Recovery plan and schedule (timetable) to completely recover the Inmate Phone System in the event of an emergency. Oakland County reserves the right to schedule a Disaster Recovery test at the selected Contractor's expense.	Yes	Please refer to ATTACHMENT 6.7 DISASTER RECOVERY PLAN .
6.8	An uninterruptible power supply must be provided by the selected Contractor with at least ten minutes of backup power in each facility's telecommunication room in the event of a power failure.	Yes	The ENFORCER® is delivered with a 2.2 KVA-rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and The ENFORCER® system will continue to operate for up to 1 hour in the absence of commercial power.

6.9	Five years of searchable voice data recordings must be available online.	Yes	All call detail and voice recordings will be owned by the County and easily accessible online throughout the term of the contract.
7.0	Required Interfaces	Yes	
7.1	PIN numbers will be used for all interfaces.	Yes	The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. The same PIN will be required for inmates to access phone calling and video visitation services.

<p>7.2</p>	<p>Contractor will finance and implement an interface with the current IMACS Jail Management System which manages inmate booking, moves, billing, visitors, and time length of incarceration. Note that Oakland County is writing and implementing a customized Jail Management System to replace IMACS. Estimated implementation date is 12/31/21. Contractor agrees to finance, test, and implement the interface with IMACS at contract execution, then finance and work with Oakland County to switch the interface to use the new JMS system.</p>	<p>Yes</p>	<p>ICSolutions will provide the required interface with IMACS or your future JMS. The interface with IMACS is already in place.</p> <p>The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.</p>
<p>7.3</p>	<p>Contractor will implement an interface with Smartmail contractor which provides inmates with electronic mail, communication, court order and educational training videos.</p>	<p>N/A</p>	<p>Per, Addendum 2 #42, this requirement should be disregarded.</p>

7.4	PIN numbers will be used, and the Contractor will finance and implement an interface with the current IMACS Jail Management System installed and future JMS system at the Oakland County Jail. IMACS software manages inmate booking, moves, billing, visitors, and length on incarceration.in numbers.	Yes	The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. The same PIN will be required for inmates to access phone calling and video visitation services. PIN numbers can be established automatically through an interface with the JMS or banking system. This interface is already in place. ICSolutions will work with your current or future JMS vendors for PIN automation.
8.0	Training Requirements	Yes	

<p>8.1</p>	<p>Provide manufacturer's specifications with brand name, model number proposed, and literature describing the system functions and features; include operational manuals and station-user instructions.</p>	<p>Yes</p>	<p>ICSolutions' proposal includes initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract.</p> <p>With ICSolutions, staff training will be simplified, as Facility personnel are already familiar with THE ENFORCER® system and its THE VISITOR™ module. ICSolutions will provide refresher training to existing personnel, as well as familiarize any new personnel with daily system functions, such as blocks, reports, investigative tools as well as emergency system shut down. Our goal is to ensure that Facility staff are taking full advantage of the system's investigative and administrative capabilities.</p> <p>Likewise, inmates and public users will require little to no training. Existing inmate information, calling blocks, PINs, visitation policies, and Prepaid and Debit accounts will continue to exist, and account funds can be accessed just as they always have. Nothing will change about the way inmates or the public use their calling and visitation services or access customer support.</p> <p>In cases where new rates are implemented, ICSolutions can provide</p>
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			materials or create an instructional message with our Message of the Day feature notifying all inmates of the new rates and transition date. Any and all signage and brochures will be approved by the Facility before distribution.
8.2	The contractor will provide both ongoing on-site and remote training classes as needed by the OCSO.	Yes	ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.
9.0	Implementation Requirements:	Yes	
9.1	Fully describe the implementation services that will be provided. Indicate if the manufacturer's engineering technical support staff will be on site to supervise the installations. Provide a tentative estimate of the length of time that will be required to complete installations by furnishing an Implementation Services Response Plan including the estimate, approximate timeline, and schedule (refer to <i>Appendix C-1: Implementation Services Response Table</i>). All implementation services, tasks, timelines and schedules must be reviewed and approved by Oakland County's Contract Representative and Oakland County's Installation Team prior to the start of work. The selected Contractor's implementation plan, timeline and installation schedule will become part of the final contract.	Yes	Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require less time, because our centralized ENFORCER® and VISITOR™ are already in place and we are already well acquainted with the County's needs. Your transition to the new contract will require no downtime . The primary tasks will be to refresh and/or replace onsite equipment as needed/required and to install the new video visitation kiosks at the Children's Village. ICSolutions' Operations Team will be onsite to supervise the installation. For our implementation plan, please refer to APPENDIX C: IMPLEMENTATION SERVICES .

9.2	Define any pre-installation site preparation to be furnished by Oakland County, including ventilation, air conditioning, electrical, etc., or any other space or environmental requirements. Include any storage space requirements for spare repair parts.	Yes	Since our inmate telephone and video visitation systems are already in place, we anticipate very little changes to the existing requirements. System hardware will continue to be housed in the 19" equipment rack. We will need to add a Power-Over-Ethernet injector and possibly expand the UPS capacity. We will continue to use any space being utilized today for the onsite Technician and spare parts storage.
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<p>9.3</p>	<p>Provide the IMMEDIATE ability for Oakland County to setup free calling from Oakland County inmate facilities to Oakland County Circuit Court probation officers, Probate Juvenile caseworkers, and Sheriff's Office staff.</p>	<p>Yes</p>	<p>All numbers that are currently set up to receive free calls in The ENFORCER® will continue to receive free calls in the new contract term, with no changes required.</p> <p>The ENFORCER® can accommodate free calls to specific phone numbers, inmates, and phones. Free calls can be entered into the system database in real-time for immediate free calling, at any time, by a facility System Administrator. ICSolutions typically configures certain free calls during implementation, such as public defenders, probation and caseworkers. Sheriff's Office staff numbers are typically configured as blocked. Before a call is connected, The ENFORCER® validates all call restrictions and configurations automatically. Free calls can be controlled in one of several ways:</p> <ul style="list-style-type: none"> Configured for a selected phone station, such as allowing free local calls from a phone in the facility's booking area. Additionally, selected phone stations in the incarceration area can be set up to allow free calls (if allowed for the inmate or the called party number)
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			<ul style="list-style-type: none"> Specified for a selected inmate, such as allowing one or more inmates to make a limited number of free calls to an outside number from phones in the incarceration area Specified for a selected called party number, such as Public Defenders, by setting a "global" free calling status so that all inmate calls to the number are free <p>A global free calling status is set by selecting the FREE CALL call type on the GLOBAL NUMBER TABLE entry for the number in THE ENFORCER®. This ensures <i>all</i> calls to that phone number are processed at no cost. Once set in the database, the free call function operates automatically with no facility personnel intervention required.</p>
9.4	Critical components kits will be required on site in the event of a major failure. The kits shall be replenished as items are depleted at the selected Contractor's expense.	Yes	ICSolutions maintains an inventory of spare parts either onsite or with the on-call local technician for each facility, typically storing an onsite inventory of 10% of the installed components.
9.5	Spare phones and equipment parts shall also be kept in stock for new Oakland County facility installations and/or devices at the selected Contractor's expense.	Yes	

<p>9.6</p>	<p>A. Inmate Phone System and carrier lines shall be fully tested and working on-site prior to selected Contractor cutover.</p> <p>B. Removal of the current Contractor's Inmate Phone System and carrier services shall be coordinated and converted with the installation of the selected Contractor's Inmate Phone System to provide a seamless cutover.</p> <p>C. The selected Contractor will conduct reviews, test and inspections after installation has been completed to ensure that all installation requirements have been met. Oakland County's team will be present at the time of system testing, review test results, and be kept informed of problems and how they will be addressed and resolved.</p> <p>D. All work will be done in accordance with the manufacturer's specifications.</p> <p>E. The selected Contractor will notify Oakland County when contractual installation work has been fully completed, follows these specifications, and is ready for inspection and acceptance.</p>	<p>Yes</p>	<p>ICSolutions provides these services as part of our standard implementation procedures. For our implementation plan, please refer to APPENDIX C.</p>
<p>9.7</p>	<p>A fully manned, trained implementation team will be provided for the cutover. Oakland County reserves the right to interview and approve implementation resources. If determined feasible, the actual installation and production cutover may take place after 5:00 p.m. on a weekday or during the weekend at no cost to Oakland County.</p>	<p>Yes</p>	<p>ICSolutions' professionally trained project team will coordinate the transition of the contract and implementation of new services and equipment.</p>
<p>9.8</p>	<p>In all cases and at all times the selected Contractor will be responsible for the actions or omissions of all Sub-Contractors working for the primary selected Contractor. It is understood that whenever reference to the selected Contractor is made in these documents, the reference includes all Sub-Contractors as well.</p>	<p>Yes</p>	<p>Regardless of whether or not subcontractors are ever used, ICSolutions accepts full responsibility for all functions performed under this contract if awarded whether provided direct or through the use of carefully selected subcontractors.</p>

9.9	All items proposed will be inspected by Oakland County's Installation Team upon delivery to ascertain compliance with the specifications. Items not in compliance with these specifications will be rejected, and the firm making the proposal will comply with the specifications or Oakland County will take measures to assure compliance. Upon rejection of such materials and/or equipment, the selected Contractor shall accept return at the address listed in the contract. Oakland County is not obligated to pay for the rejected materials, equipment, or shipping.	Yes	
9.10	Existing County-owned outside plant, house, and station cabling; and conduit will remain in place for the selected Contractor's use. Oakland County will provide cabling, conduit, and a connection block at each site's D-marc (point of presence or penetration) at Oakland County's expense for all new installations. Costs associated with the reuse of existing or the installation of new outside plant, house, and station cable; conduit; electrical power; cabling maintenance and repairs and labor costs from the D-marc to station cable locations at each of Oakland County's sites will be at Oakland County's expense. Channel banks and associated equipment and connectivity shall be the responsibility of the selected Contractor.	Yes	
9.11	All collect-only inmate telephones will <u>not</u> be labeled. All users' instructions shall be accessed through the phone.	Yes	
9.12	Equipment, material, and debris are to be transported by the selected Contractor so as not to cause damage to floors, walls, or ceilings, or other existing equipment.	Yes	
9.13	The selected Contractor will fully reimburse Oakland County for all damage caused by the Contractor to Oakland County's property or premises. This applies also to the personal property of County staff, the public, or inmates.	Yes	
9.14	All patching and repairs done by the selected Contractor in the course of the work will match the existing construction, and the Contractor will be responsible for a complete job, acceptable to Oakland County Representatives.	Yes	

9.15	<p>The selected Contractor's staff and all staff of Sub-Contractors are subject to a security check and clearance by the Oakland County Sheriff's Office before working in any Oakland County building. All such installation and service staff will supply pertinent employee information for security purposes as required. The information will include but not be limited to the following:</p> <ul style="list-style-type: none"> • Full name • Date of birth • Residential address, including city and zip code • Social security number • Driver's license number • States resided in • Signature 	Yes	
9.16	<p>All employees of the selected Contractor and Sub-Contractors will fill out a security clearance application and return the completed form to Oakland County's Contract Representative within ten (10) days before the start of work. All security clearances are granted at the discretion of the Sheriff's Office.</p>	Yes	
9.17	<p>The selected Contractor will be allowed to work within Oakland County facilities and on Oakland County grounds between the hours of 8:30 a.m. and 5:00 p.m., Monday through Friday. No work will be performed on Saturdays or Sundays without prior written authorization. Weekend and evening work may be allowed as cleared with Oakland County's Contract Representative.</p>	Yes	
9.18	<p>All employees of the selected Contractor may be subject to an individual body search each time they enter a facility. Packages or containers of any kind may be opened for inspection. Areas under construction may be inspected and searched at any time. Lunch boxes are not permitted inside the security perimeter. All employees of the selected Contractor will be required to display employer provided picture I.D. badges at all times while working in County facilities.</p>	Yes	
9.19	<p>All trucks and mobile equipment may be subject to inspection both on arrival and upon departure from each facility.</p>	Yes	

9.20	Absolutely no fraternization between inmates and selected Contractor's employees will be tolerated. Any attempts at fraternization by inmates are to be reported immediately to facility staff. No requests for visits with inmates will be granted to any selected Contractor's employee except where such visiting originated prior to the award of the Contract.	Yes	
9.21	The selected Contractor will follow all rules pertaining to foot and vehicle traffic as established by each facility. The selected Contractor will observe all off-limit and restricted areas.	Yes	
9.22	All heavy power tools and machinery such as air hammers, acetylene tanks, etc., must be removed from the inside of the security perimeter by 5:00 p.m. each day. No tools, small pipes, copper or wire will remain on the site unless acceptably locked inside storage closets or rooms.	Yes	
9.23	Before ordering material or doing any work, the selected Contractor will verify all appropriate dimensions at each building or site which may affect the work. Verification of all site conditions is the Contractor's responsibility.	Yes	
9.24	The selected Contractor assumes full responsibility for the accuracy of all figures and calculations. No allowance or compensation will be considered and no reduction in commission rates will be allowed. The selected Contractor will verify the proposed telephone and auxiliary equipment placement with the Oakland County's Installation Team, immediately prior to installation of equipment, etc. The selected Contractor will not be compensated for equipment placement installed in error as a result of not verifying these locations with Oakland County's Installation Team prior to installation.	Yes	
9.25	All Manufacturers' directions will be followed by the selected Contractor during installation. Manufacturer's articles, materials, and equipment will be installed, connected, erected, used, cleaned, and conditioned per the manufacturer's written directions.	Yes	

9.26	Installation of jacks and mounting cords causing obstructions to walkways and the use of wall, floor, and wire moldings, etc., are prohibited. Under no circumstances will openings for telephone jacks be larger than the actual size of the jack being provided.	Yes	
9.27	The selected Contractor will warranty all equipment, workmanship, and labor for the duration of the Contract. The selected Contractor agrees to make necessary repairs or replace any equipment or material with an approved equal or better-quality item acceptable to Oakland County's Contract Representative. The selected Contractor agrees to correct any workmanship resulting in unsatisfactory system operation due to inherent defects, improper programming, subsequent failures, improper maintenance, or imprudent selection of equipment to serve the intended function. All will be done without impact on the commission rate paid to Oakland County and at no charge to Oakland County.	Yes	The new contract will eliminate any warranty payments made by the County. ICSolutions will warranty all equipment, workmanship, and labor for the duration of the contract – including the County-owned video visitation equipment – at no cost to the County. Ownership of any new video visitation equipment installed during this contract, including the six new kiosks at Children’s Village, will transfer to the County.
9.28	Fabricate and install all items plumb, true, straight, square, level, and in proper elevation, plane, location, and alignment with adjacent materials. Securely attach all accessories. Furnish all supports necessary for proper installation of equipment.	Yes	
9.29	Design all work for adjustment to field connections, fitted with proper joints and intersections, adequately anchored in place so that work will not be exposed or distorted. Secure products in place with positive tamper proof anchoring devices designed and sized to withstand stresses, vibration, physical distortion, disfigurement, damage or malicious destruction. All equipment destroyed will be replaced at the selected Contractor's expense.	Yes	
9.30	Upon completion or when directed, conduct careful inspection and correct defective work. Perform necessary adjustments or calibrations as required to leave the complete installation in operating condition.	Yes	

9.31	Without invalidating the contract, extra work or changes may be ordered by Oakland County and at no charge to Oakland County for altering, adding to, or deducting from the work. Contract quantities will be adjusted accordingly. No extra work or changes will be allowed unless authorized by Oakland County Contract Representative.	Yes	
9.32	All requests for telephone installations and removals during the contract period will come only from and be authorized only by Oakland County Contract Representative. All work authorized will be done by the selected Contractor without regard to potential future revenues or loss of revenues.	Yes	
9.33	All selected Contractor's installation and service staff will be factory-trained and certified to work on the equipment models proposed. The selected Contractor must be an authorized distributor of the equipment manufacturers.	Yes	
9.34	The selected Contractor, in cooperation with Oakland County Contract Representative and Installation Supervisor, will develop a schedule for all work in advance of the contract award. Once the schedule has been established and agreed to by Oakland County and the selected Contractor, it will become a part of the contract. Adherence to the schedule will be one of the performance parameters for contract continuation. Failure on the part of the selected Contractor to meet scheduled installation dates will be cause for termination of the contract. System installation will be coordinated by the Contract Representative and Oakland County's Installation Team with user agency staff and Oakland County's current Inmate Phone System Contractor. The work will be performed in such a way as to minimize disruption of service at each facility during the cutover.	Yes	
9.35	The selected Contractor is responsible to commence, cease, or resume work at Oakland County's direction. Oakland County is not responsible for giving early notice of the rejection of faulty work and will not in any way superintend to relieve the selected Contractor of the responsibility or consequence of neglect or carelessness by any employee of the contracting firm. All materials and labor will be furnished at times best suited for the selected Contractor and Sub-Contractors concerned so that the combined work of all will be properly and fully completed and all systems fully operational on the date fixed by the Contract.	Yes	

9.36	The selected Contractor will perform a complete system check-out, including all interfaces to the local central office, immediately prior to and following the cutover. This will include verification of all carrier-provided line and/or trunk circuits.	Yes	
9.37	<p>The selected Contractor will provide and maintain a current listing of all collect-only inmate telephones which will include, but not be limited to, the following information:</p> <ul style="list-style-type: none"> • By site location, including address and city. • By building name. • By departmental name. • By floor and room number. • By description of location within a room by model name and number <p>The selected Contractor will provide Oakland County with one updated copy of this listing as adds, moves, changes, and deletions occur.</p>	Yes	
9.38	Contractor shall be responsible for the installation and ongoing costs associated with carrier lines, circuits, or ISP services to meet the requirements of their solution.	Yes	

10.0	Contractor Support & Maintenance Requirements	Yes	
10.1	<p>A. Contractor will provide a certified, trained on-site repair technician during the hours of 8:30 a.m. to 5 p.m., Monday through Friday, to repair, maintain, and perform administrative functions for the Inmate Phone System as needed. The technician must be available to arrive on-site after initial contact is made by Oakland County.</p> <p>B. A trained on-site substitute repair technician shall be provided to Oakland County to cover any absences of the assigned technician beyond five (5) working days.</p> <p>C. Should Oakland County request service on the inmate-operated telephone system when the dedicated technician is not on site, a technician will be sent to Oakland County within three (3) hours after receipt of the call requesting service.</p> <p>D. There shall be on-call coverage 24/7, 365 days/year.</p> <p>E. The technician may train OCSO staff routine support and maintenance tasks if approved by the OCSO command.</p>	Yes	ICSolutions proposes to continue employing Tony Trammel as your Site Administrator. Mr. Trammel provides on-site maintenance and repair, as well as administrative support, Additional local technicians will be dispatched as backups should the need arise.
10.2	<p>The Contractor will describe the following:</p> <ul style="list-style-type: none"> • How will Oakland County contact your on-site technician? • Describe in detail the preventative maintenance program. • Indicate the geographical maintenance area and the number of field technicians trained on the Inmate Phone System. • Indicate if field technicians will have 24 hours/day, 365 days/year access to Inmate Phone System equipment and materials warehouse. • Indicate where the materials warehouse is located. 	Yes	Please refer to ATTACHMENT 10.2 MAINTENANCE PLAN.
10.3	Requests for telephone removals during the contract period will be subject to agreement by the selected Contractor, which shall not be unreasonably withheld. Telephone removal will be performed without commission penalty to Oakland County and at the selected Contractor's expense.	Yes	

10.4	The selected Contractor will not accept repair calls from anyone other than Oakland County's Representative, Oakland County's Installation Team, or the Information Technology Service Center (Help Desk). The selected Contractor must be accessible for verbal notification of maintenance service requests 24 hours/day, 365 days/year.	Yes	
10.5	All repair problems affecting OCJL, Annex & Children's Village must be <i>resolved</i> within 4 hours after repair notification is received from Oakland County.	Yes	

10.6	<p>The selected Contractor must be assigned an Incident number by Oakland County as part of the verbal notification. The incident will contain the following information:</p> <ul style="list-style-type: none"> • Incident number • Date and time the verbal notification was given • Building and room location of the repair • Nature of the repair problem • Specific telephone number requiring repair • Name and telephone number of people from inmate facility calling in the repair • Date and time repair handed off to repair technician OR date and time repair handed off to Contractor's trouble desk • Technician's name and method contacted <p>If the selected Contractor fails to correct the malfunction within the allotted time referenced in <i>Section 10.5</i>, Oakland County reserves the option to require the selected Contractor to replace the equipment with approved equal or better quality acceptable to Oakland County's Installation Team. This replacement will be accomplished within 24 hours of Oakland County's directive to replace. If the repair is to building cabling for which Oakland County is responsible, the selected Contractor's repair technician shall immediately notify Oakland County's Installation Team via the Service Center at (248) 858-8812.</p>	Yes	ICSolutions utilizes Atlassian's ticketing system Jira for trouble ticketing and tracking. For additional information, refer to ATTACHMENT 10.2 MAINTENANCE PLAN .
10.7	Upon the selected Contractor's arrival at Oakland County site, the Contractor will call the IT Service Center at (248) 858-8812, to notify date, time of arrival, and incident number.	Yes	
10.8	Oakland County's account will be monitored by the selected Contractor. In addition, the Contractor will provide Oakland County with a Contractor escalation list which will be regularly updated by the Contractor.	Yes	

10.9	Upon the completion of each repair, the selected Contractor will call the I.T. Authorized Representative to close out the incident, indicating the time of completion, technician's name, incident number, and a brief description of the trouble found, repair performed, and equipment repaired or replaced.	Yes	
11.0	Rates and Commissions	Yes	
11.1	The contractor will pay Oakland County the rates and commissions for Inmate Visitation and Inmate Video as proposed by the contractor in APPENDIX D-4 MONTHLY COMMISSION RATES PROPOSAL TABLE FOR INMATE VISITATION.	Yes	For proposed rates and commissions, please refer to APPENDIX D: COST.
11.2	The rates and commissions quoted in APPENDIX D-4 will be the exact rates paid to Oakland County on gross call revenue. Any deductions the contractor needs to include for new equipment, software, or hardware, will already be deducted from the final commission rates proposed in APPENDIX D-4.	Yes	ICSolutions calculates commissions by multiplying the stated commission percentage by the Gross Revenue generated from all completed calls of every kind. No deductions of any kind are made for bad debt, unbillable calls, line charges, or any other costs.
11.3	The Selected Contractor assumes full responsibility for all losses of revenue: This includes but is not limited to: A. Changes in primary intra or inter-exchange carriers B. Billing of fraudulent calls C. Equipment programming errors D. Equipment malfunctions E. Inability to collect gross billable revenues F. Inability to collect un-billable revenues to LECs or CLECs where the selected Contractor does not have billing arrangements in place G. Inability to collect bad debt revenues	Yes	No deductions of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

11.4	All rate policies are subject to changes initiated by the Federal Communications Commission and/or the Michigan Public Service Commission. As an attachment to the Proposal Form in this RFP, the Contractor shall submit the FCC approved calling including an itemization of the minute rates/mileage schedules and surcharges charged by time of day and day of week, including connection charges, special holiday rates and any discounted rates. All rates shall be consistent with and comply with all applicable FCC rules and regulations and in no event shall rates exceed amounts established by the FCC.	Yes	Our proposed rates comply with all FCC rules. We have provided a summary as required as an attachment to SECTION III: SOLICITATION FORM .
11.5	The Contractor will submit written notification to Oakland County's Representative within thirty (30) days of any proposed change in FCC regulated and unregulated telecommunication rates. Contractor's failure to furnish this written notification and accordingly adjust commission payments to Oakland County retroactive to the effective date of the Order may be just cause for cancellation of this contract. Written notification will include a copy of the rate filing detailing all surcharges, connection charges, and rates.	Yes	
11.6	Commission payments to Oakland County by the selected Contractor will be based on a fixed (not tiered) percentage rate of all monthly "gross revenues." For purposes of this proposal, "gross revenues" will be defined as the total revenue anticipated from collect billable calls, un-billable calls, and bad debt calls. Additional exclusions or hidden revenue reductions by the selected Contractor are prohibited. Equipment or service incentives will not be considered by Oakland County and should not be proposed under the terms of this proposal. Oakland County is interested in only a flat rate, fixed commission percentage resulting in a reliable revenue source for Oakland County.	Yes	ICSolutions calculates commissions by multiplying the stated commission percentage by the Gross Revenue generated from all completed calls of every kind. No deductions of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

11.7	Oakland County reserves the right to audit the selected Contractor's records at any time. The selected Contractor agrees to maintain records and a tracking system substantiating the accuracy of gross revenues billed and commission payments.	Yes	ICSolutions will always cooperate with any audit requests. ICSolutions maintains all books, records, and documents in accordance with generally accepted accounting practices that reflect all gross revenues generated. The County, or your designated representative, will have access to examine all books, documents, papers, and records as it relates to ICSolutions' contract with the County. In addition, the rated call records and the ability to generate system summary reports will always be available from the system workstation. This provides the Facility with the tools to verify commissions at any time.
11.8	During the contractual period, the selected Contractor may automatically increase the percentage of commissions paid to Oakland County, followed by written notification of such action to Oakland County's Contract Representative within two weeks. Commission percentages will not decrease during the duration of the contract. The date set for contract payment will be agreed to by the selected Contractor and Oakland County and established as part of the contract.	Yes	
11.9	At any time, Oakland County reserves the option of requesting prorated commissions for the number of days the specific telephone being repaired resulted in a loss of commissions to Oakland County. The exception would be in instances where the trouble found was in the building cable for which Oakland County is responsible.	Yes	

11.10	Lost commissions will be as determined by call detail reports and/or the details of Oakland County's Incident number. Prorated commissions will be paid to Oakland County based on the average daily commission paid to Oakland County for the last full month the affected telephone and/or line was in full service, multiplied by the number of days the malfunction existed. Note: Any fraction of a day will be counted as a full day without service when prorating commissions payable to Oakland County. Commissions on malfunctions will be paid within 30 days of the request for such payment from the Contract Representative.	Yes	
11.11	If the malfunction condition has not been corrected within ten working days from the date of verbal notification, Oakland County reserves the right to cancel the contract.	Yes	
12.0	Commission Payment and Reporting	Yes	

<p>12.1</p>	<p>Call activity reflecting actual call detail and volume, telecommunication rates billed per rate filings, and “gross revenue” reports by telephone number and location to audit commission payments will be required.</p> <p>The Monthly Commission Report must include, but not be limited to, the following items:</p> <p>1. <u>MONTHLY DETAIL COMMISSION REPORT</u></p> <p><u>Report Heading:</u></p> <ul style="list-style-type: none"> ➤ Monthly Commission Report, Month/Year, ➤ Time period for the report ➤ Run date and time ➤ Telephone number ➤ Settlement Date. <p>Report Subheading and Subtotals by Tariff Type, Call Type, Call Count, Minutes, Gross Revenue, Commission percentage, Commission Earned:</p> <ul style="list-style-type: none"> ➤ Local (Collect, Prepaid, Debit Card, Debit) ➤ Intracell (Collect, Prepaid, Debit Card, Debit) ➤ Intraplate (Collect, Prepaid, Debit Card, Debit) ➤ Intrastate (Collect, Prepaid, Debit Card, Debit) ➤ Interstate (Collect, Prepaid, Debit Card, Debit) ➤ International (Collect, Prepaid, Debit Card, Debit) ➤ Caribbean (Collect, Prepaid, Debit Card, Debit) ➤ Canadian (Collect, Prepaid, Debit Card, Debit) ➤ Voice Mail ➤ Video Visitation <p>Report Total and Grand Total: Call Type, Call Count, Minutes, Gross Revenue, Commission percentage, Commission Earned.</p>	<p>Yes</p>	<p>Please refer to ATTACHMENT 12.1 SAMPLE COMMISSION REPORT.</p>
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12.1 cont.	2. <u>MONTHLY SUMMARY COMMISSION REPORT</u> 1. Total number of minutes of usage of local, Intra-LATA, Intra-State, and Inter-State calls.	Yes	Please refer to ATTACHMENT 12.1 SAMPLE COMMISSION REPORT.
12.2	The selected contractor will be required to submit the reports in both a hard copy and electronic Excel Worksheet format.	Yes	
12.3	The selected Contractor will maintain accurate books and records in connection with the services provided under contract for thirty-six (36) months after the end of the contract.	Yes	
12.4	The selected Contractor should provide a method to bill VoIP service providers.	Yes	

12.5	<p>The selected Contractor will indicate the day of the month in which the monthly billing cycle would begin. Also, indicate the number of days following the last day of the monthly billing cycle before Oakland County can expect to receive commission payments. The monthly billing cycle will be considered a period of thirty (30) days when prorating partial monthly commission payments.</p>	Yes	<p>ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated. So, for the month of Aug. 1 – 31, the commission check would be sent out Oct. 15. However, we can also accommodate different payment intervals, such as 30 days, upon request. Each commission payment will be accompanied by a Commission Report which summarizes the total collect, prepaid and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into THE ENFORCER® on the system workstation provided.</p>
12.6	<p>All monthly commission checks will be made payable to The County of Oakland and mailed to: <i>Oakland County Department of Information Technology Telephone Communications Fund Bldg. 49W, Dept. 421 1200 N. Telegraph Rd. Pontiac, MI 48341-0421</i></p>	Yes	

12.7	The selected Contractor must complete the reporting and payment process within a month or less following the close of the billing cycle.	Yes	
12.8	The selected Contractor's failure to provide commission payments by the scheduled monthly date set for receipt of commission payments will be reason for contract termination and litigation for retroactive payments and interest. Interest will be based on the prevailing money interest rate at the time of the judgment. The monthly billing cycle will be considered a period of thirty (30) days when prorating partial monthly commission payments.	Yes	

<p>12.9</p>	<p>Describe billing and collections arrangements. Who will be assuming the responsibility for collections; (i.e., the local exchange company, billing agents, etc.)?</p>	<p>Yes</p>	<p>ICSolutions' headquarters in San Antonio, Texas, is connected to each active site via VPN over a Wide Area Network. With the centralized ENFORCER® system, both the call processing system and the data warehouse are located in the data center at the ICSolutions corporate office in San Antonio. Calls are rated immediately, and the call detail record is stored in the centralized database.</p> <p>Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now". No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers. The ENFORCER® system is equipped with a rating engine and a rated call detail record (CDR) is created at the completion of each call and stored in the database.</p> <p>Family First Prepaid Calling: Family First prepaid customers set up a prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Calls are allowed only when funds are available in their prepaid account. Deposits can be made via the phone or web using a</p>
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			available for search easily through the reports already available in THE ENFORCER®, such as the CDR report, which permits ICSolutions to identify and validate collect calls for direct billing to the qualified called parties.
13.0	Inmate Accounting System	Yes	
13.1	Contractor will provide payment processing services for payments made to recipients (inmates housed in the Oakland County Jail) through kiosks, walk-in retailers, online websites and/or mobile sites, call centers or applications operated by Contractor or such other methods ("Transactions") for crediting account balances held by County on behalf of the recipients of funds (the "Services"). Contractor will receive payments from the public, directed to recipients by way of the Services.	Yes	ICSolutions proposes to continue providing your Secure Deposits inmate accounting system from Access Corrections – the same accounting solution that is in place today. This solution is described in detail in ATTACHMENT 2.1 Equipment & Features .
13.2	Contractor will transfer payment files to County daily. Contractor will deliver payments to County by the second business day following (but not including) the day of the transaction by means of an electronic funds transfer ("EFT") to County's designated bank account; provided, however, Contractor, in its sole discretion, reserves the right to delay its acceptance or rejection of any transaction that Contractor determines to be suspicious and warrants further investigation. County acknowledges and agrees that Contractor may terminate/cancel any proposed transaction should Contractor determine the transaction is being made for an improper or illegal purpose. . If a transaction is delayed or rejected, the transfer of payment will not occur until the transition is approved by Contractor; in addition, the transaction/deposit detail will not post on the Contractor website or the Jail Management System until the transaction is approved by the Contractor.	Yes	
13.3	Contractor will provide County with daily payment information by way of the Contractor interface with the County's Jail Management System (IMACS) and through the Contractor provided web management tool that will indicate deposit transactions.	Yes	

13.4	Contractor will test and update the interface with the new County Jail Management System once it is ready and will continue to work with Oakland County IT and the County Jail Management System vendor until the interface is approved by Oakland County.	Yes	
13.5	Contractor shall provide County's contractor, Intellitech Corporation, or other contractor, with the program coding and technical assistance necessary to enable IMACS to receive financial transaction data and to send back financial transaction data as well as communicate Inmate identifying information necessary to associate payments made from the public with individual Inmates.	Yes	
13.6	Contractor will be responsible for responding to and resolving inquiries and complaints from senders of funds arising out of Contractor's failure to timely transmit any payment to County.	Yes	
13.7	Contractor will provide sufficient promotional material to be posted by County.	Yes	
13.8	Contractor, upon receipt of written notice from County, shall place limitations on transactions. The limitations will be implemented by Contractor as soon as is reasonably practicable.	Yes	
13.9	Contractor will provide all labor necessary for and will guarantee the workmanship of the installation of a lobby kiosk including, but not limited to, material handling within the facility and all costs associated with the networking, internet connectivity and electrical enhancements required to install a kiosk at the County's location. Contractor will be responsible for providing all supplies needed for the kiosk such as paper, ink, receipt tape, etc.	Yes	
13.10	Contractor will be responsible for all repairs to the Kiosk and will provide the County with a phone number and email address for service technicians. Repair requests should be responded to within 4 hours and any necessary repairs should be complete within 48 hours. Oakland County will not troubleshoot or repair the Kiosk but will place an "Out of Order" sign on the kiosk until the issues are resolved.	Yes	

13.11	The Contractor will be responsible for pursuing the chargeback through the card association's dispute resolution processes, if appropriate in Contractor's sole discretion.	Yes	
13.12	Contractor will work with Oakland County to identify and reconcile any discrepancies with transactions received or posted to their website or in the Jail Management System.	Yes	
3.13	If a transaction is received and approved by the contractor while an inmate is in the Oakland County Jail, but the transaction does not post to their account in the Jail Management System prior to them being released, the Contractor is responsible for refunding the individual who initiated the transaction.	Yes	

EXECUTIVE SUMMARY

Attachment 1.1 to Appendix A

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Communication Services for Oakland County. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002 and to Oakland County since 2015! As such, ICSolutions has the experience and local resources necessary to effectively satisfy the County's requirements.

With our **ENFORCER® unified Inmate Telephone / Video Visitation System** in place and software already configured and interfaced with the County's other technology systems, combined with experienced account team including your dedicated Onsite Technician, ICSolutions can confidently guarantee its ability to fulfill all requirements of this RFP and any ensuing contract.

ICSolutions is committed to delivering services to the completed satisfaction of Oakland County, and we are hopeful that ICSolutions has earned the privilege of continuing its partnership with the County. By continuing its relationship with ICSolutions, the County will greatly expedite transition to the new contract, minimize disruption to staff and constituents, and continue to partner with a company that has consistently demonstrated its long-term commitment to technology innovation and service for Oakland County's correctional facilities. Highlights of our proposal include:

- Continued use of the unified ENFORCER® calling/visitation platform that is already in place
- New equipment where needed
- Full warranty & maintenance of all hardware & software – including County-owned video visitation equipment – at no cost to the County
- The latest tools available to aid in investigations and staff efficiency
- Attractive new financial terms that can be implemented on Day 1 of the new contract

Continued Use of The ENFORCER®

The ENFORCER® is a unified system that hosts all inmate communications – including calling, video visitation, and face-to-face visitation, in a single platform. This proposal also gives the County the option to add inmate email to the touchscreen video kiosks. This unified platform provides for the simplest possible user experience for facility administrators, investigators, inmates, and their loved ones.

Because The ENFORCER® is already in place, continuing to partner with ICSolutions will prove beneficial in many ways. Inmates and their friends/family will retain access to their existing calling accounts with no changes in how they add funds or use our services. The only change they will notice is the reduced calling rates, which can seamlessly be deployed on Day 1 of the new contract.

Likewise, agency staff will continue to access The ENFORCER® just as they do today. The County will retain online access to all its historical call recordings and investigative data throughout the new contract term. Additionally, both historical and current data will be hosted in the same database, thereby supporting the retrieval of all data, historical and current, via a single query. Facility staff and inmates will experience absolutely no disruption to their daily operations or ongoing calling or visitation services.

New Equipment

ICSolutions will install new video kiosks in Children's Village and will refresh/replace existing equipment as needed. The County will retain full ownership of the existing video equipment and will also own the new Children's Village video kiosks, and any new video equipment deployed at any point in the contract term.

Warranty & Maintenance

ICSolutions will fully support, maintain, and refresh/replace all software and hardware for the entire contract term, at no cost to the County. This support extends to all existing and new video visitation equipment, while the County retains ownership of the video equipment.

Tools to Aid in Investigations & Staff Efficiency

Our offer includes a suite of robust and fully integrated tools to aid the County in its investigations and to promote staff efficiency. These include the latest voice biometrics tools (real-time inmate and called party voice analysis); automatic transcription of all call recordings, with the option to perform language translation; a data mining module that will identify links between inmates and public users of all ICSolutions services; a word search tool to locate words and phrases of interest in inmate calls and visits; and law library deployed on the touchscreen video kiosks. These tools and many more will enhance the County's investigative power, promote facility security, and economize staff resources by streamlining investigations and minimizing the need to move inmates around the facility to access needed services.

New Financial Terms

ICSolutions' financial offer will benefit Oakland County and its inmates and constituents by:

- Increasing the County's commission rates
- Paying the County's commissions in advance at the beginning of each contract year, with the initial **\$1 Million** payment paid in full immediately upon contract commencement
- Eliminating County payments & fees for video visitation maintenance, law library & voice biometrics – all proposed technology & service will be provided at no cost, and commissions will be paid on 100% of calling revenue
- Reducing the rates for both calling and video visitation
- Offering inmates an affordable email/text messaging option that generates additional commissions for the County and is always FREE for public users

Best of all, because our phone/video visitation system is already in place, ICSolutions is the only vendor that can implement all new financial terms – including delivery of upfront payments to the County and deployment of any reduced calling rates – immediately upon contract commencement, with no delay for a new phone/visitation system installation.

ICSolutions offers a streamlined user experience for inmates and their loved ones, along with the most robust technology suite available today – all housed in The ENFORCER® platform that Oakland County staff, inmates, and call recipients are already familiar with!

With no system downtime for installation, no need to create new accounts, and new financial terms that can be implemented immediately upon contract commencement, ICSolutions' offer cannot be matched.

COMPANY PROFILE

Attachment 1.2 to Appendix A

Inmate Calling Solutions, LLC (dba ICSolutions) is a Limited Liability Company. We have been operating under the name Inmate Calling Solutions since the company's formation in August of 2002. Inmate Calling Solutions, LLC is wholly owned by Keefe Group, LLC. Below we have provided all information required in [REQUIREMENT 1.2](#) of [APPENDIX A](#).

Company Name: Inmate Calling Solutions, LLC (dba ICSolutions)

Address: 2200 Danbury Street, San Antonio, TX 78217

Telephone Number: 866-228-4040

Fax Number: 210-693-1016

Internet Address: www.icsolutions.com

Year Established: 2002

Ownership & Parent Company Information: ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc.

Keefe Group – the nation's largest commissary provider – has served the corrections industry successfully for over 40 years! The Keefe Group companies have brought a tremendous depth to ICSolutions' operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010. ICSolutions has provided below a high-level organizational structure of TKC Holdings companies, as well as an organizational chart of ICSolutions management team.

ICSolutions was purchased by Keefe Group, LLC on January 1, 2016, and Keefe Group was acquired by TKC Holdings, Inc. effective October 14, 2016.

RFP Primary Contact: Brad Coens, Regional Account Manager

Address: 21848 Commerce Pkwy, Ste. 100, Strongsville, OH 44149-5559

Office: 210-572-9559

Cell: 817-269-1785

Email: bcoens@icsolutions.com

Firm Background & Financial Stability

ICSolutions is a financially strong and stable company that has been providing inmate telecommunications services in correctional environments for nearly **20 years**. We currently provide service to more than 275 agencies across the United States and providing calling services to a total of about **300,000 inmates**, including proudly serving the needs of Oakland County since 2015. We would also like to proudly highlight that *all* of our client facilities are with us because, in a competitive evaluation of the ITS marketplace, they chose ICSolutions' products and services from among their many options.

ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation's largest commissary provider - has served the corrections industry successfully for nearly half a century! The Keefe Group companies have brought a tremendous depth to ICSolutions' operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010.

ICSolutions is one of the fastest growing inmate calling providers in the country. And now, as a member of the Keefe Group of companies, ***we are backed by the experience and financial strength of the nation's largest commissary company.***

For additional information on ICSolutions' background and experience, refer to our additional response to [REQUIREMENT 1.3: EXPERIENCE](#) of [APPENDIX A](#), on the pages that follow.

EXPERIENCE

Attachment 1.3 to Appendix A

ICSolutions has provided inmate telecommunications services in correctional environments since 2002 and to Oakland County since 2015. ICSolutions has established a 99% contract renewal rate. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions has operated under the same name for nearly 20 years with one purpose: Serving the communications needs of correctional facilities and their inmates and constituents. Throughout our tenure, ICSolutions has remained committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our **ongoing and free system upgrades**, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

ICSolutions focuses on providing a secure and feature-rich inmate call-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER[®], but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

ICSolutions has been a leader in developing and deploying these services for our clients over the past two decades; in fact, we were the first Inmate Telecommunications Services (ITS) vendor to offer video visitation and today are among a small handful of vendors offering an in-house engineered video visitation system that was strategically developed as a fully integrated component of our calling platform.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we provide for our clients. To better serve called parties, inmates, and facilities alike, our company is staffed by one of the most seasoned management teams in the industry, and our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services.

Financial & Business Qualifications

ICSolutions is a financially strong and stable company that has been providing inmate telecommunication services in correctional environments since 2002. ICSolutions is also one of the fastest growing inmate calling providers in the country.

Furthermore, ICSolutions is a business that operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. We are proud to note that, unlike our competitors, ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple class action lawsuits, or fines by regulatory agencies.

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

Relevant Experience

National Footprint

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

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



ICSolutions By The Numbers The ENFORCER®

400+ Correctional Facilities Served

12,500+ Inmate Telephones Deployed

300,000 Inmates Served

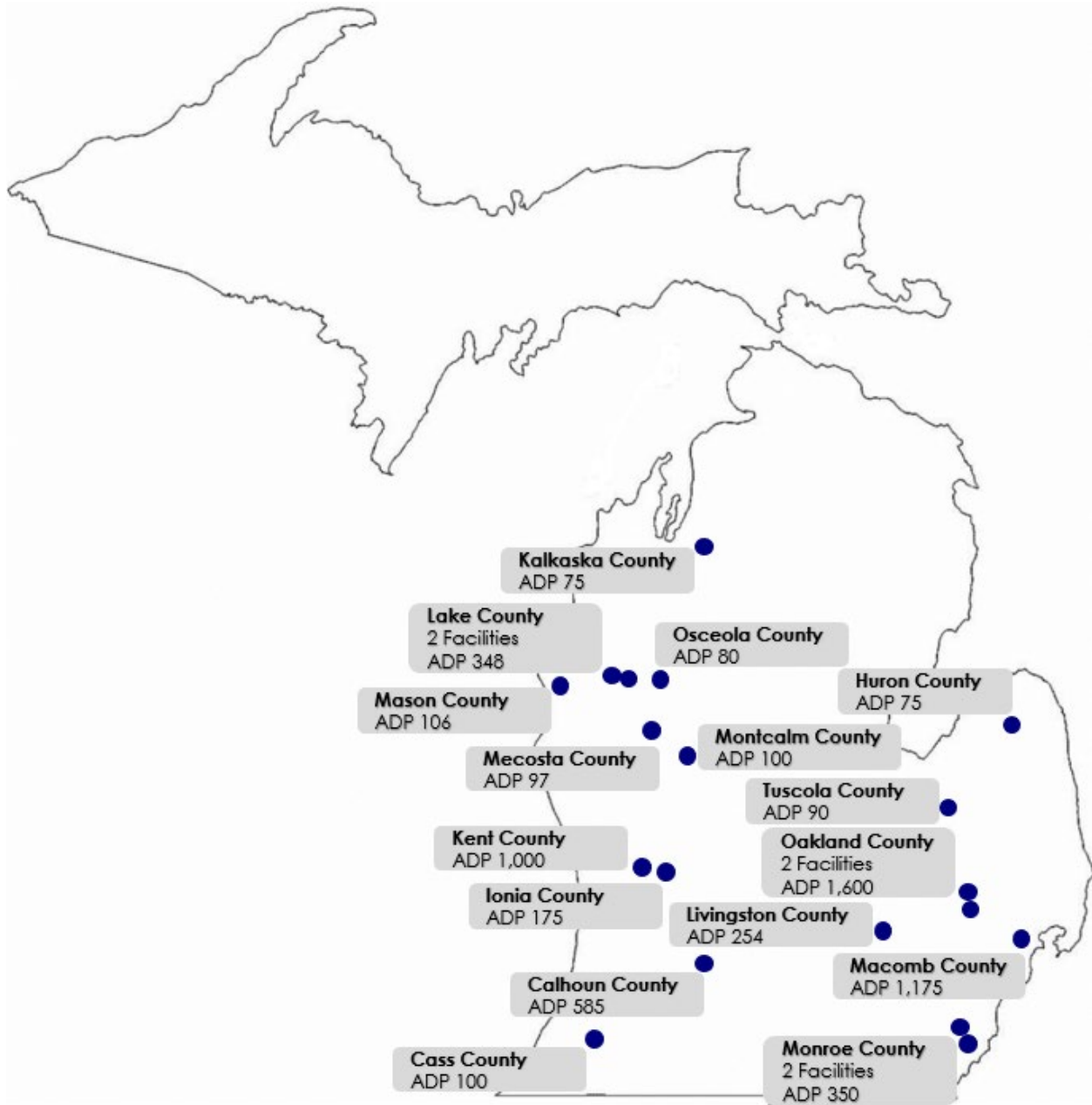
45+ Customers with 1,000+ Inmates

In addition, ICSolutions has successfully installed 4,000 video visitation units installed at more than 200 sites serving nearly 60,000 inmates. ICSolutions designed and developed THE VISITOR™ Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

While we hope that Oakland County can already attest to our experience in providing inmate communication services to correctional facilities, we have also provided additional references from facilities of comparable size and scope in [APPENDIX A, REQUIREMENT 1.8: REFERENCES](#), elaborated on later in the pages that follow.

Local Presence

In Michigan alone, ICSolutions provides inmate calling services to 19 correctional facilities, including proudly serving the inmate communication needs of Oakland County. Our Michigan clients range in size from 75 inmates to 1,600 inmates. The services we provide in Michigan include THE ENFORCER® inmate calling platform, deployed at all our Michigan sites; THE VERIFIER™ voice biometrics; THE VISITOR™ video visitation system; DirectLink Trust Card-Free Debit Calling; The Communicator Paperless Inmate Communications Portal; The AttendantSM IVR; The Analyzer Link Analysis Tools; inbound inmate voicemail; and more.



ICSolutions is the only vendor that can demonstrate the most relevant experience of all – direct experience providing inmate communications services to Oakland County for the past six years!

VISION & STRATEGY

Attachment 1.7 to Appendix A

ICSolutions' corporate vision and strategy is rooted in providing reliable, cutting-edge technology and stellar service to our clients, while also offering affordable and valuable communication options for inmates and their friends and family. We believe in creating win-win situations, where our clients do not have to choose between inmate / constituent satisfaction with the calling system and facility revenue and investigative capacity.

We have elaborated on these points below.

Technology Leadership

At ICSolutions, developing and maintaining state-of-the-art technology is ingrained in our corporate culture, with **over half of our employees responsible for developing or maintaining our technology**. ICSolutions has assembled a team of talented engineers who have been responsible for the development and deployment of The Word Detector, a phonetic-based word searching tool, and The Analyzer, an extensive data mining and link analysis tool. Additionally, ICSolutions leads the industry in its development of IVR technology and efficiency tools. ICSolutions currently offers The AttendantSM, a public and inmate informational IVR *developed specifically for the corrections industry*, and The CommunicatorSM, an inmate IVR request portal. These ENFORCER[®] features save valuable staff time and can be provided at no cost to the facility!

ICSolutions continues to invest in new technology while at the same time expanding the features and functionality of its ENFORCER[®] product line. Each of the last several years, ICSolutions has invested millions of dollars in its technology. In a typical year, ICSolutions is slated to reinvest more than 50% of its budgeted operating profit toward technology development and innovation.

Enhancements and upgrades to the ENFORCER[®] product line are predominantly driven by market demand and specific client requests. The ENFORCER[®] has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's 19-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a new contract with Oakland County, and we would continue to welcome your input as a valued technology partner.

Corporate Focus on Research and Development

By choosing ICSolutions to continue to provide your inmate communications systems, Oakland County can rest assured that we have our finger on the pulse of the future technology becoming available for the corrections industry. At ICSolutions, through developing valuable relationships with our existing clients and listening to your concerns, through attending industry tradeshows to see what is up-and-coming, and through keeping an eye on technology developments in the consumer sector that could apply to corrections, we are consistently future-focused in our approach.

At ICSolutions, our business *depends on* being able to provide our correctional facility clients with the most cutting-edge technology and consistently staying ahead of the curve. This means that our product

roadmap is ever evolving. And our latest technology is not only reserved for winning new business, but is made available to *all* of our existing client base to ensure that all of ICSolutions customers have the very best of what we can offer.

Client Service Focus

ICSolutions has established a 99% contract renewal rate, and our client list continues to grow each year. In addition to our state-of-the-art technology, a key reason for our continued growth is ICSolutions' commitment to exceptional customer service, as we hope Oakland County can attest to.

Over ICSolutions' 19 years in the inmate telecommunications industry, we have earned a reputation as a leading service provider in the inmate telecommunications industry – and it didn't happen by accident. Over the past two decades, we have built our business upon our commitment to outstanding service. With ICSolutions, Oakland County will continue to enjoy **24-hour-a-day access to live, U.S.-based service representatives for both facility staff and call recipients**, and responsive local technicians who have been thoroughly trained and certified on our ENFORCER® calling system and ancillary products and are already familiar with Oakland County's policies and facility procedures. Moreover, we have created a company culture where excellent customer care is a top priority.

Pioneer in Affordable Inmate Communications

ICSolutions has long been a proponent of fair and affordable calling rates, recognizing and promoting the benefit of the increased inmate communication that results in a strengthened inmate/family bond.

In fact, ICSolutions is proud to note that we were the first in the industry to offer postalized calling rates – one simple, affordable per-minute rate for calls to any telephone number in the United States. ICSolutions has found that this type of affordable, simplified rate benefits inmates, their loved ones, *and* our client facilities. Our experience has shown us over our 19 years in business that, when reduced calling rates provide them with a greater value, inmates and their loved ones enjoy **significantly more phone calls** and **more time to talk** – on average across the country, when ICSolutions implements lower calling rates, we often see call volumes increase by as much as 150%.

Importantly, ICSolutions keeps consumer costs low by always offering call recipients no-fee options for account funding. And ICSolutions minimizes any funding fees by offering a single Family First Prepaid Account that can be used to pay for any combination inmate calling, video visitation, voicemail, and optional inmate email (offered in this proposal).

Some of our competitors have a reputation for increasing their own revenue by promoting single-pay calling as the first and most convenient option to call recipients; sometimes consumers are not even aware that other options exist! Conversely, ICSolutions is proud to automatically offer **live customer service agents to assist first-time call recipients** with establishing affordable Prepaid Accounts, and to offer Inmate Debit accounts as a simple no-fee option for inmates to connect with their loved ones. And, with the implementation of our touchscreen vPhones, Debit calling will be easier than ever, because inmates will be able to use a touchscreen interface to purchase debit calling time from the commissary.

Furthermore, we are proud of our history of pricing and revenue transparency. The ENFORCER® platform enables authorized facility staff to view the price charged for each call, **including a breakdown of every applicable tax**. Authorized staff can also view reports showing Prepaid Account deposits and any applied

fee; ICSolutions never charges hidden fees. And the County can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services. ICSolutions maintains complete transparency regarding pricing and revenue, because we have nothing to hide.

System Reliability

Unparalleled System Redundancies

ICSolutions has designed its ENFORCER® telecommunications platform – which hosts both inmate calling and video visitation – with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. In the event of a disaster or outage, the most critical system components will instantly and seamlessly fail over to a backup component to ensure *zero time to recover* and *no system downtime*.

At ICSolutions, part of our vision and strategy is to provide the highest level of system reliability in the corrections market today.

ICSolutions employs multiple levels of redundancy to ensure 99.99% uptime for both the call processor and the network, as well as to protect against data loss and ensure 99.99% availability of call recordings and data. ICSolutions has never lost a call recording or a call record.

No other vendor provides so many layers of redundancy to ensure uninterrupted system operations and accessibility.

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

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

2. For large County and State deployments, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.
3. **Call Processing Redundancy:** While the primary call processor is housed at our primary Data Center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.

4. **Storage Redundancy:** Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes.
5. **Power Redundancy:** Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken off line, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.
6. **Cooling Redundancy:** Our data centers have redundant AC units and remote environmental monitoring.

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

REFERENCES

Attachment 1.8 to Appendix A

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to hundreds of individual facilities, making up more than 275 agencies across the United States – including Oakland County since 2015 - and providing calling services to a total of about 300,000 inmates. Agencies using THE ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. Our clients of every size rely on our proprietary ENFORCER® calling system to process calls.

In addition, ICSolutions has successfully installed 4,000 video visitation units at more than 200 sites serving nearly 60,000 inmates. ICSolutions designed and developed THE VISITOR™ Visitation Management & Video Visitation System based on our experience providing video visitation systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a video visitation system.

We are pleased to offer the following references that enjoy similar equipment and services offered to Oakland County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. ICSolutions is proud of our service history, and we have included several recent Letters of Reference from a few of our clients in [EXHIBIT I: LETTERS OF REFERENCE](#).

Customer Name:	Macomb County Jail	Number of Facilities:	1
Contact Person:	Captain Lori Misch lori.misch@macombcountymi.gov	Telephone Number:	(586) 307-9589 (586) 307-9621 fax
Address:	43565 Elizabeth Road	Total Number of Phones:	148
	Mt. Clemens, MI 48043	Total Inmate Population:	1,175
Former Provider:	Securus	Date Service Began:	October 2012
Services Provided:	Inmate Telephone System	Video Visitation	

Customer Name:	Erie County	Number of Facilities:	3
Contact Person:	Superintendent Tom Diina thomas.diina@erie.gov	Telephone Number:	(716) 858-7635 (716) 858-8645 fax
Address:	40 Delaware Avenue	Total Number of Phones:	200
	Buffalo, NY 14202	Total Inmate Population:	1,400
Former Provider:	Global Tel*Link	Date Service Began:	September 2012
Services Provided:	Inmate Telephone System	Voice Biometrics	Commissary Debit

Customer Name:	Livingston County Jail	Number of Facilities:	1
Contact Person:	Lt. Tarnesia Pringle tpringle@livgov.com	Telephone Number:	(517) 546-2445 (517) 546-1800 fax
Address:	150 South Highlander Way	Total Number of Phones:	39
	Howell, MI 48843	Total Inmate Population:	254
Former Provider:	SBC/Securus	Date Service Began:	September 2004
Services Provided:	Inmate Telephone System	The Visitor	

Customer Name:	Volusia County Correctional Facility	Number of Facilities:	2
Contact Person:	Captain Gallencamp mgallencamp@volusia.org	Telephone Number:	(386) 254-1555
Address:	1300 Red John Drive	Total Number of Phones:	213
	Daytona Beach, FL 32124	Total Inmate Population:	1,500
Former Provider:	Securus	Date Service Began:	July 2019
Services Provided:	Inmate Telephone System	Video Visitation	The Word Detector

Customer Name:	Nueces County	Number of Facilities:	2
Contact Person:	Chief Martin Arnold martin.arnold@nueces.tx.us	Telephone Number:	(361) 887-2300 (361) 887-2206 fax
Address:	901 Leopard Street	Total Number of Phones:	364
	Corpus Christi, TX 78401	Total Inmate Population:	1,000
Former Provider:	GTL	Date Service Began:	February 2016
Services Provided:	Inmate Telephone System	Keefe Lobby Kiosk The DirectLink Trust	Voice Biometrics

Customer Name:	Bexar County Detention Center	Number of Facilities:	2
Contact Person:	Lt. Reginald Worlds reginald.worlds@bexar.org	Telephone Number:	(210) 514-7729 (210) 335-6199 fax
Address:	200 North Comal Street	Total Number of Phones:	407
	San Antonio, TX 78207	Total Inmate Population:	4,000
Former Provider:	Securus	Date Service Began:	September 2011
Services Provided:	Inmate Telephone System	Video Visitation	Voice Biometrics

KEY PERSONNEL

Attachment 1.9 to Appendix A

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to THE ENFORCER® inmate calling system and THE VISITOR™ video visitation system; our 24 x 7 x 365 Technical Services Center, who will assist you if you have a question or if an issue arises; and **your Regional Account Manager, Brad Coens** who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 140 employees dedicated to the development, installation, maintenance, and service of THE ENFORCER® inmate telephone system and THE VISITOR™ video visitation system. The professional team involved in the aforementioned duties and ongoing management of service for Oakland County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **EXHIBIT III**.

Client Services

Mike Kennedy Vice President of Sales & Marketing

Responsibilities

Mr. Kennedy leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. He is responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

Qualifications

Prior to joining ICSolutions in 2004, Mike started in the telecommunications industry in 1989 and has vast experience in account management and business development. Mike's experience includes both operator services and inmate telephone services offered nationwide. Mr. Kennedy obtained his Business Administration degree at the University of South Carolina.

Brad Coens
Regional Account
Manager

Responsibilities

As Regional Account Manager, Brad will be responsible for working directly with the County throughout the entire contract term. ICSolutions recognizes that the County's needs may evolve over the life of the contract and Brad will work with the County to adjust the system and features provided to best fit the County's requirements. This may include system expansions, feature additions, integration with JMS or Commissary vendors, etc. He will also be the single point of contact for any questions or requests concerning the contracted services, including (but not limited to) reports, compensation, service and maintenance, training, etc.

Qualifications

Brad graduated from the University of Kansas in 1985 with a Degree in Interpersonal and Organizational Communications. While at KU, Brad was a four year letterman on the Swim Team, a Big 8 Swimming Champion, Team Captain, and 1984 Olympic Trial Qualifier. He was also a Left-Handed Pitcher on the 1983-84 KU Baseball Team.

His leadership and pursuit of excellence continues today with nearly 35 years of experience in meeting customers' needs, with 30 of those years focused in the field of telecommunications and information technology. His communications career includes sales, sales management, Branch Management, and Region Management with the majority of his time spent at industry leaders, such as SIEMENS Corporation. His recommendation for success is hands-on involvement, continuous open communication, and providing excellent customer care.

Sylvia Castillo
Director of Client
Services

Responsibilities

As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Qualifications

Sylvia has been in customer relations since 1993. Some of her most notable qualifications lie in her management and allocation of resources in order to best serve clients. Her strong relationships with Attorney Generals and Public Utility Commissions personnel across the U.S. give her unique insight and perspective when managing ICSolutions' clients. She has implemented important policies and procedures over her career that have positively impacted customer and client relations.

Latisha Steger
Director of Sales
Engineering / Training
Department

Responsibilities

As the Director of Sales Engineering, Latisha works directly with the facility to schedule and provide training during installation and ongoing refresher training throughout the life of the contract. She will deliver training on THE ENFORCER® system, video visitation, inmate tablets, and inmate telephone procedures face-to-face, over-the-phone, or via WebEx, as the facility prefers. In addition, Ms. Steger also manages and coordinates voice enrollments for Pre-Call Validation and Voice Biometrics services.

Qualifications

Ms. Steger has served as a professional in telecommunications customer management and support since 2000, with a focus on inmate calling sales, service, training and support since 2007.

Don Newsome
Corporate Account
Manager / Training
Department

Responsibilities

Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has more than 30 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert
Director of Operations

Responsibilities

Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center (“TSC”) is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Qualifications

Brian has been in the telecommunications industry since 1986, specializing in inmate telephone services since 1990. He has held senior leadership positions with several companies that operate in inmate telephone industry. Before joining ICSolutions in 2011, Brian was the Director of Network and Billing Services for Public Communication Services (PCS). While at PCS, he managed over \$30 Million in annual revenue associated with collect, prepaid, and debit calling. Prior to PCS, Brian was a principal with AGM Telecom who helped start up and grow the company to 125 installations before being acquired by PCS in 2007. As a result of approximately three decades in this industry, Brian brings a wealth of knowledge and experience in all aspects of field services, engineering, project management, and local and toll network architecture, as well as leading edge products associated with VOIP telephony.

Melissa Mitchell
Project Manager

Responsibilities

Melissa will be responsible for managing the installation, including development of the Facility’s project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion.

Qualifications

Ms. Mitchell has held leadership positions in project management and service coordination since 2002. Before joining ICSolutions, Melissa was the Project Manager at GTL, where she coordinated numerous simultaneous projects through to successful completion. Melissa is an integral part of every installation at ICSolutions – big or small. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Jamie Klingner
Project Manager, PMP

Responsibilities

Ms. Klingner is a subject matter expert on THE ENFORCER® and THE VISITOR™ user interface and Video Relay Services. She collaborates with engineers to prioritize and manage product development for improved user experience. As a PMP-certified Project Manager, Ms. Klingner is instrumental in analyzing the contract to determine necessary software development and developing project plans in Microsoft Project Gantt charts.

Qualifications

Ms. Klinger is a seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations, with a focus on the corrections industry since 2014. Ms. Klingner has a proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Jamie came to ICSolutions in 2016 from Praeses, LLC, where she managed contracts for correctional facilities to ensure contractual compliance. She has a Bachelor of Arts in communication from Denison University.

Justin Naquin
Director of Field
Services

Responsibilities

Justin is the Director of Field Services for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control for the Southern United States.

Qualifications

Justin joined ICSolutions in 2004 and has more than 30 years of telecommunications experience in the public and inmate telephone industry. Justin is skilled at installations of both inmate telephone systems and video visitation systems. He has completed over one hundred complex inmate telephone system installations for ICSolutions' existing customers, including State Departments of Corrections and large multi-site applications. Justin has led many installations, including the installations at Bexar County, Texas – Sacramento County, California – Erie County, New York – and Osceola County, Florida.

Jim Chapman
Regional Field Service
Manager

Responsibilities

Jim Chapman is the field supervisor for ICSolutions' installation teams in the Northeastern United States. In addition to providing leadership of our field technicians, Jim provides hands-on management of the transition process, testing and on-site quality control.

Qualifications

Jim has more than 30 years' experience providing installation, maintenance, and repair of telecommunications equipment. Jim has worked for ICSolutions since 2008 and is highly knowledgeable about the equipment and solutions provided to our customers. Jim's many years of experience and strong analytical and troubleshooting skills enable him to diagnose problems and develop workable solutions.

Latoya Coleman
Technical Support
Manager

Responsibilities

Latoya Coleman supports the project as Technical Support Manager for ICSolutions clients after installation. She supervises the Technical Support team and serves as the first level of escalation for unresolved trouble tickets.

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has more than 10 years of technical support experience, with nearly a decade in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin
Vice President of
Product Development

Responsibilities

Mr. Philbin oversees the design and development of all technologies, products, and applications deployed by ICSolutions for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Qualifications

Mr. Philbin is an executive who first entered the industry of telecommunications for correctional markets in 1989, delivering strategic vision, market and product strategy, technology innovation, program and project management. He has a proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in telephony billing, collections, bad debt management and inmate telephone services.

Steve Shieldes
Director of
Information
Technology

Responsibilities

Mr. Shieldes is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Qualifications

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

George Langdin
Technical Services
Manager (IT
Engineering)

Responsibilities

George leads the engineering team responsible for building, configuring, and testing all ENFORCER® equipment before it is delivered to each facility for implementation. George's team plays an important role in the quality assurance process by making sure each piece of equipment is configured to meet the requirements of the facility it is going to, and by ensuring that the equipment is functioning properly and free from manufacturing defects prior to deployment. After system installation, George is also a point of escalation for software support issues.

Qualifications

George joined ICSolutions in 2004 and has been in the technology industry since 1998. His InfoTech experience includes founding a market-leading "dot com" company and managing technical support for a multinational biotech corporation. Mr. Langdin obtained his Bachelor of Science degree at University of California, Davis.

Executive Management Team

The ICSolutions' management team is highly experienced in telecommunications and, more specifically, the correctional market segment.

Tim McAteer, Company President has nearly 30 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

Mike Kennedy, VP of Sales & Marketing, has more than 30 years' experience in account management and business development in the telecommunications industry, including both operator services and inmate telephone services offered nationwide.

Brendan Philbin, VP of Product Development, has more than 30 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

Ken Dawson, Director of Contracts & Regulatory, also has more than 30 years' experience in the telecommunications industry including co-founding and developing several companies engaged in back-room support for the industry.

Brian Dietert, Director of Operations, has more than 30 years of telecommunications experience, more than three decades of which have been specialized in the Correctional Communications Market.

EQUIPMENT & FEATURES

Attachment 2.1 to Appendix A

ICSolutions is proposing a turnkey Inmate Phone/Video Visitation system including all required equipment and services to maintain the inmate telecommunications system. We will design, furnish, install, operate, support and maintain the proposed solution at no cost to Oakland County for the duration of the contract. ICSolutions will provide both phone and visitation services along with investigation tools within a single application The ENFORCER®.

ICSolutions is proposing to keep all equipment listed in Requirement 3.11 of Appendix A. We will replace all necessary equipment that is listed in Requirement 3.12. Oakland County will continue to own all video visitation equipment, including any new or replaced kiosks. For the Children's Village and any replacements to the existing video equipment, we will provide our latest version 17" vPhone video visitation stations, the ownership of which will transfer to the County.

Important Note: ICSolutions will eliminate the monthly warranty payment paid by the County for maintenance and support. ICSolutions will repair/replace equipment as needed throughout the new contract **at no cost to the County**, and any new video equipment will become the property of Oakland County. Maintenance information has been provided in **ATTACHMENT 10.2 TO APPENDIX A.**

Current equipment to be reused:

- (18) Visitor Kiosks
- (18) Stainless Steel visitor booths
- (49) Wall Mounted Inmate Kiosks
- (2) Mobile Inmate Kiosks
- (66) Conduit\Cable\Connector Packages

Equipment to be replaced by ICSolutions if it has reached the end of its shelf life:

- (10) POE Switches
- (2) Video Call Processing Servers with a possible cloud-based solution
- (2) Video Recording Storage Servers with a possible cloud-based solution
- (1) Monitoring Workstation
- (1) Visitor Registration Terminal

*Please note the Linux Commissioning Server no longer applies. The video system is now comprised of video call processing and storage servers.

New equipment to be added (at the Children's Village):

- (2) Video Visitation kiosks and stainless-steel visitor booths
- (4) Wall Mounted Resident Kiosks

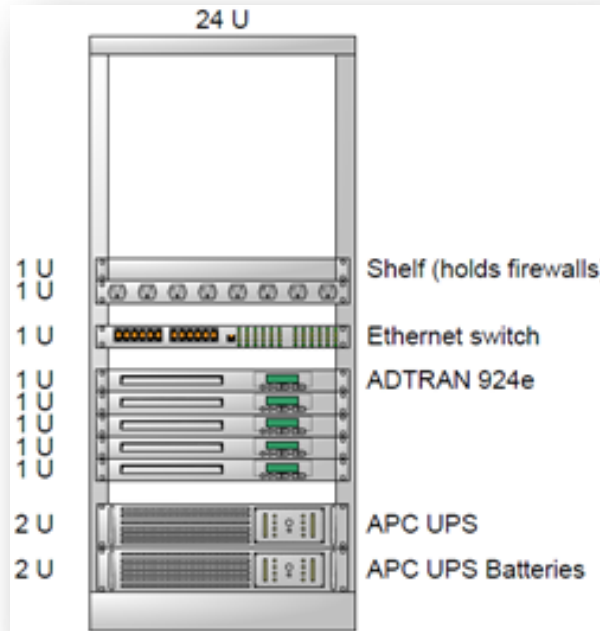
ICSolutions proposes to maintain our centralized ENFORCER® platform, installed at the primary data center in Atlanta. All inmate telephones at the County are connected to this platform via the network to this data center. Failover call processing occurs at our secondary data center in San Antonio – providing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

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



Equipment

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



Onsite Equipment in a Rack

With this configuration, the County benefits from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.

ICSolutions ENFORCER platform boasts a 99.999% up-time. The equipment installed onsite at the facility consists of the following:

- Inmate Phones
- TDD/TTY Phones
- Kill-Switches
- Uninterruptible Power Source
- ADTRAN IP Gateways
- Workstations
- Visitation Phones
- Rollaway Inmate Telephone Cart

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

Inmate Phones

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



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

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

TDD Phones

Ultratec Minicom TDD/TTY

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



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

Visitation Phones

ICSolutions provides two phone types to enable visitation phone monitoring and recording.



Wintel 7005SS
(inmate side)

The phones used are Wintel 7429VST on the visitor side and the Wintel 7005SS on the inmate side. Both are stainless steel miniphones, but the 7005SS has a keypad for the inmate to enter their PIN during the setup for the conversation for call tracking, monitoring and recording purposes.



Wintel 7429VST
(visitor side)

The call recording system operates and interfaces with the visitation telephone instruments the same as the inmate phones – which includes enabling live monitoring and call recording of all non-confidential visitation calls. Tracking will be accomplished by inmate PIN, as the inmate will be prompted to enter their inmate PIN at the beginning of the call. Each phone will be identified by pod or visitor location in the system, just as it is for the inmate phone system.

System failure is virtually impossible due to the redundant configuration of our centralized ITS; however, in the event of network connectivity problems, the visiting room phones will continue to work as standard inmate visit telephones. This is possible because the visiting room phones will receive talk battery from the Adtran, so they will continue to receive power even if they lose connectivity to, or functionality of, the centralized ITS. In this state, the visiting room phones would receive no prompts or controls to input PINs, but inmates and their visitors would still be able to talk to each other.

Phone Shut-Down – Mechanical



Telcom Marketing Group
KS-6100 Kill Switch Box

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

Typical product dimensions are as follows:

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

Uninterruptible Power Source (UPS)

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

ADTRAN IP Gateways



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

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

Workstations

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

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

If dedicated onsite workstations are provided by ICSolutions, each workstation will be equipped with a CDR-W drive or DVD+R drive, color monitor, high-speed printer, keyboard, mouse and UPS power and surge protection. The screen size will be 20". The size of the CPU will vary based on the model. ICSolutions installs the current model at the time of installation.

Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Rollaway Inmate Telephone Cart

ICSolutions proposes mounting a standard inmate telephone to the TM-24-7 Mobile Inmate Telephone Cart. This cart is a rolling pedestal designed to move a phone quickly and easily. The handset cord can be positioned at an appropriate height to allow for many custom configurations.

This rolling cart can be used in many locations:

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

Specifications

- Body: High Security, 14 Gauge Steel
- Post Size: 51 ¾"H x 10"W x 4"D
- Foot Size: 7"H x 23 ¾"W x 22"D
- Paint: Scratch-Resistant Black Powder Coat
- Weight: 65 lbs.
- Mounting: Allows installation of Mini or Standard Size Inmate Phones
- Stability: Large Heavy 4-wheel base to prevent tipping



The ENFORCER® Platform

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

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

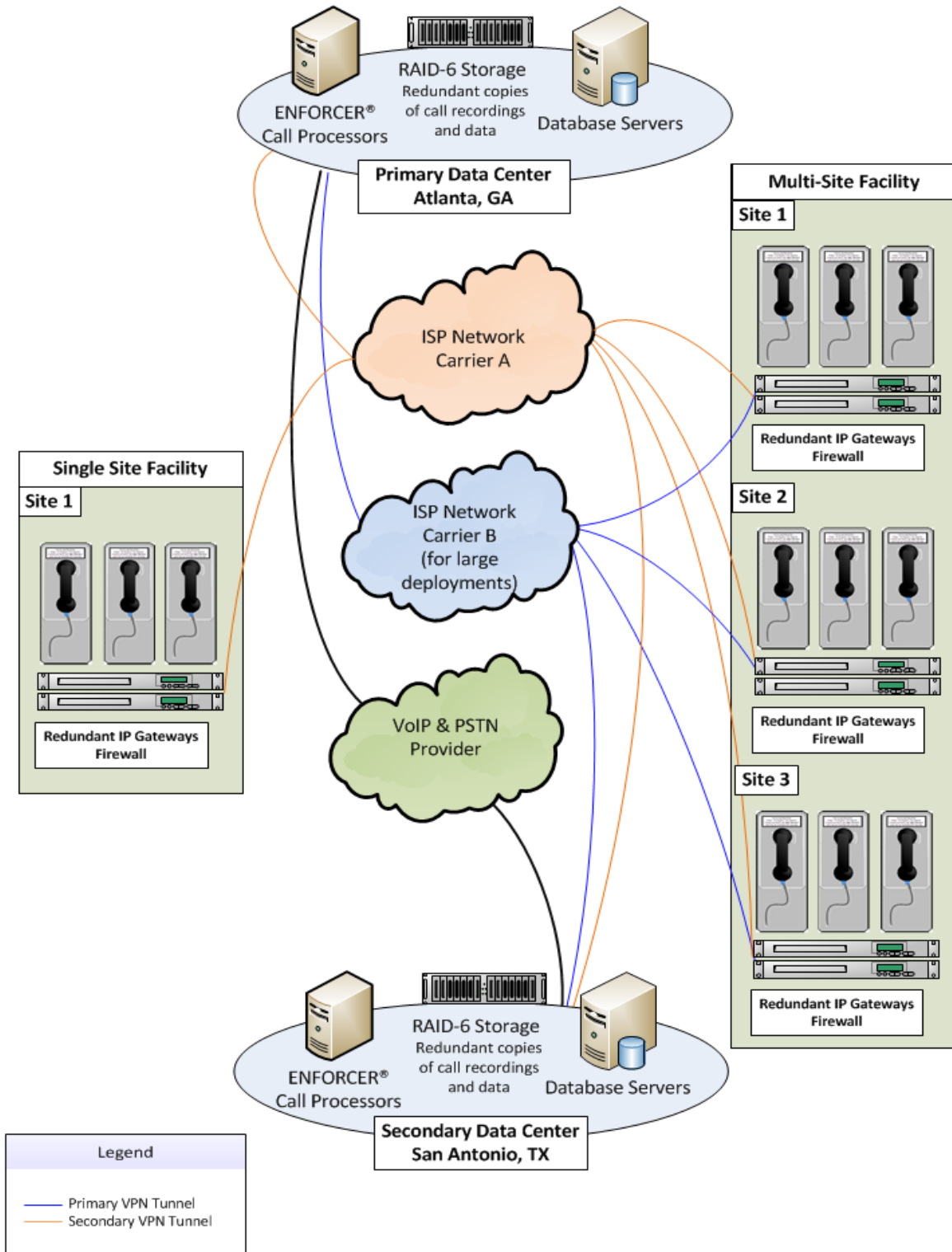
The County's facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms which are monitored and maintained 24/7/365. We can perform all system maintenance, install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

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

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

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

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



Sample System Architecture

Benefits of a Centralized Architecture

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

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

The ENFORCER® Call Processing System

The ENFORCER® is a browser-based application that allows control, monitoring, searching, and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The ENFORCER® is password-protected, but accessible over LAN, WAN, or VPN so that all of the tools can be used by an authorized user whether or not they are actually at an ENFORCER® workstation.

The ENFORCER® platform is accessible via a secure browser-based graphical user interface (GUI). Investigators or any approved remote users can access the platform from **any internet-capable computer** by launching a secure SSL session (https) to the applicable system URL, which will forward the computer IP address to the perimeter firewall. If the remote user is using a static IP address, and that IP address is already registered on the firewall, the user will be granted a secure connection to The ENFORCER® network and prompted to enter the approved username and password to access The ENFORCER® platform. If the originating IP address is not registered on the perimeter firewall, the user will be re-directed to a hardened server that will register the IP address and provide temporary access to The ENFORCER® network.

Additionally, users have the option to install a VPN client on their workstation / laptop that will launch a secure tunnel through the public internet to The ENFORCER® network, regardless of the originating IP address. Once connected to The ENFORCER®, users can access all functionality, including downloading and burning call recordings to one or multiple disks.

The ENFORCER® Inmate Calling System is a comprehensive, self-contained call processing platform that is used by inmates to make phone calls from within a correctional facility. This platform provides an extensive and flexible set of administrative, security, and investigation tools. The ENFORCER® architecture consists of numerous hardware components that are conceptually grouped into functional tiers.

User Interface

The ENFORCER® User Interface is a web-based application. Through the User Interface, product users are enabled to administer and perform numerous tasks from authorized workstations, including:

- Phone system configuration
- Inmate phone usage administration
- Phone account management (paid calls)
- Phone number customization (calling rights, called party role/function, attributes for calls placed through the Inmate Calling Platform, investigator alerts, free or billed call status, and exemption from call record/recording functions)
- Monitoring calls for security and fraud control
- Monitoring/archiving of call recordings
- Access to detailed call record data

Databases

The ENFORCER® databases are fully redundant relational databases that support data retention as well as user access to Inmate information and calling privileges/restrictions; Call records/recording; ENFORCER® settings and call rate tables; and Called party phone number attributes and restrictions.

Call Control Software Tier

The ENFORCER® call control software tier executes the background business rules for inmate calls, including cost ratings for each inmate call; scheduling and usage parameters for inmate phone stations; calling rights/restrictions; execution of call events/ENFORCER® call parameters; and call routing.

IVR Calling Platform

Inmate calls are dialed and completed through an Integrated Voice Response System (IVR). The ENFORCER® calling platform has been programmed with a wide range of voice prompts and messages that play to the inmate, called party, or both parties. These prompts and messages collect required information and guide the parties through call billing, verification checks, and the actual conversation. The ENFORCER® calling platform is used to place inmate calls, enroll inmates, send call events to the Call Control software, restrict and route inmate calls and transfer billing information.

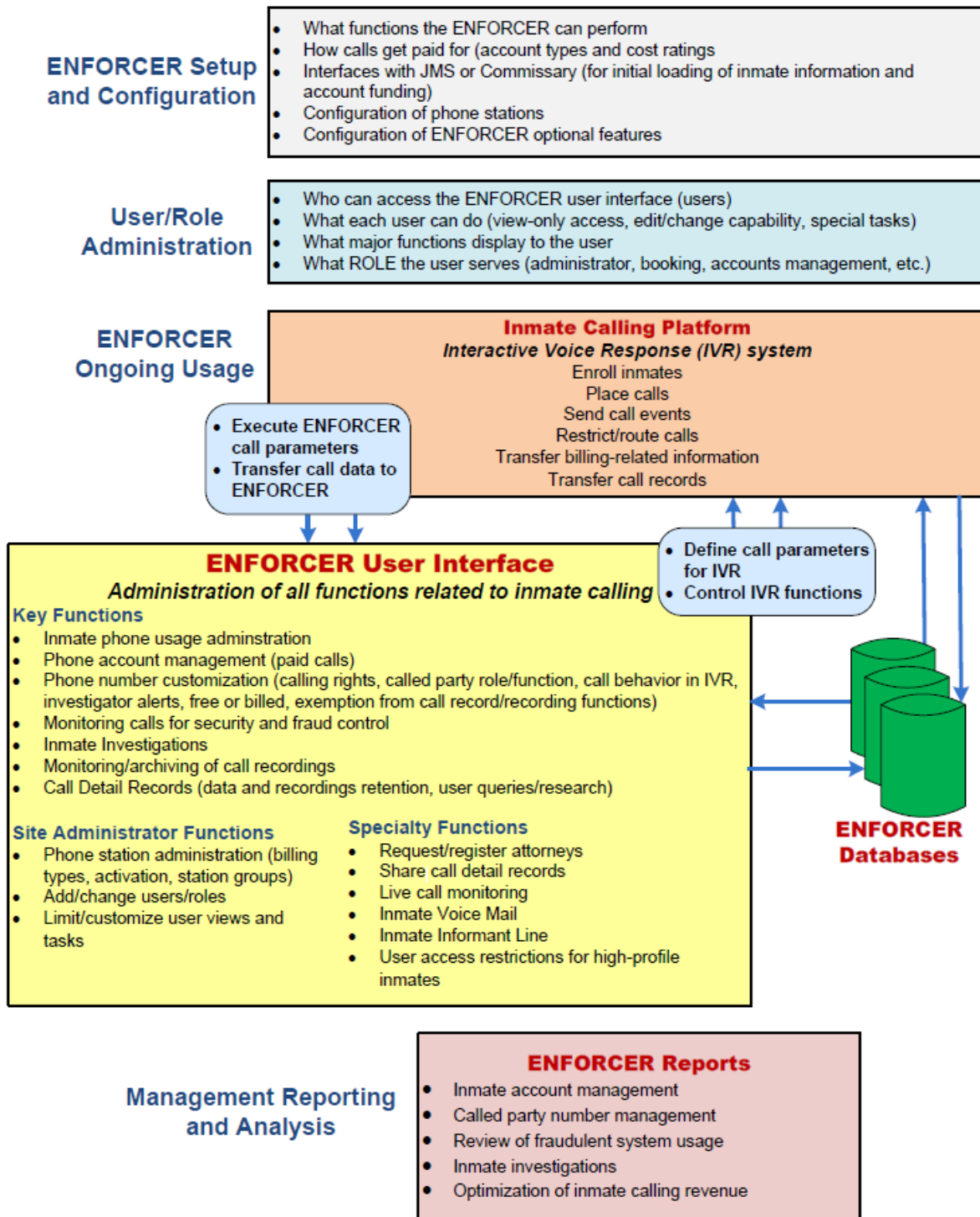
Application Programming Interface (API)

The API tier provides the software interfaces for ENFORCER® call processing, management, security and data storage. The API also provides the protocols necessary for completing standard and VOIP (voice-over-internet-processing) inmate calls.

Hardware Tier

The hardware tier consists of the devices and connections required to process inmate calls.

ENFORCER® Process Overview



Standard Features of The ENFORCER®

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

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

<p>Lifetime Online Storage of Call Data & Recordings</p>	<p>ICSolutions will securely store all call data and recordings in fully redundant, geographically separate data centers to protect the County from any potential data loss. Call data and recordings will be available online for the life of the contract!</p>
<p>Unlimited Expansion Capabilities</p>	<p>The ENFORCER® has unlimited expansion capabilities and will be able to accommodate any new construction or future growth of your facility, at no cost the County! ICSolutions can add storage and phones at any time without affecting the operations of the existing system. Additional network capacity requires 30 days' notice for the LEC to hang new lines and does not require any system downtime.</p>
<p>Onsite Reporting Capabilities</p>	<p>The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.</p>
<p>Hardened Corrections-Suitable Equipment</p>	<p>ICSolutions has been providing correctional facilities with inmate telephone systems for nearly 20 years. All onsite equipment is hardened and tested for use in correctional facilities.</p>
<p>TDD Equipment Compatibility with Transcription Service</p>	<p>ICSolutions provides our facilities with the Supercom Minicom TDD/TTY unit. The unit itself is compact, lightweight, portable and easy to use. Further, each TDD/TTY call is recorded by The ENFORCER® and converted to text, which is inserted into a NOTE and attached to the call recording. Recordings can be accessed from the CALL DETAIL SCREEN, and attached NOTES can be printed locally or remotely by users with appropriate security credentials.</p>
<p>Remote Information Sharing</p>	<p>If the County desires, ICSolutions can provide the County with an easy way to share information with other law enforcement and corrections agencies. Because The ENFORCER® provides flexible and convenient remote access for investigators, multiple investigators can access the system at the same time without impacting ongoing system operations or performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.</p>
<p>Service Features</p>	
<p>Lifetime Repair and Replacement Warranty on All Equipment</p>	<p>ICSolutions' warranty ensures that any and all defective components will be replaced at no cost to the County throughout the life of the contract.</p>
<p>24/7/365 Technical Service</p>	<p>ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031), you will be connected with a live, U.S.-based Level 1 TSC technician.</p>

<p>24/7/365 Customer Service</p>	<p>ICSolutions' live customer service is available 24 hours a day, 365 days a year. Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments and more. Our customer service representatives can offer multi-lingual assistance including both English and Spanish. All of our customer service representatives are U.S.- based.</p>
<p>Ongoing Staff Training & Online System Documentation</p>	<p>ICSolutions provides a customized hands-on training curriculum for each facility that we serve. Initial classes are conducted onsite for multiple user groups. We also provide ongoing refresher and new employee training throughout the life of the contract. Follow-up training is typically delivered once per quarter (but can be customized to meet the Facility's needs), and can be delivered live or over the web. Additionally, all system documentation, including User Manuals, Quick Reference Guides, etc., are provided online as part of The ENFORCER® system.</p>
<p>Inmate and Called Party Instruction</p>	<p>ICSolutions provides informational pamphlets to the inmates and called parties, which explain how calls are placed and how to open accounts. These pamphlets will be provided to the County as requested, at no cost. The most detailed instructions describing the use and functions of the inmate telephones will be provided to County inmates via the phones themselves, using the customizable automated operator prompts. ICSolutions also typically provides bilingual (English/Spanish) written instructions in a vandal-resistant display area on the face of each telephone instrument, and we can provide bilingual instructional posters upon request. Called parties can also contact our Customer Service Department or log onto our website at any time to learn how calls are placed and paid for, and how to open accounts.</p>
<p>Free Software Upgrades</p>	<p>Free, regular software updates are provided at no cost throughout the life of the contract. Whenever an upgrade and/or enhancement to The ENFORCER® finishes testing and is ready for wide release, the Division will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to The ENFORCER® are predominantly driven by market demand and specific client requests. Typically, large upgrades are released quarterly.</p>
<p>The CommunicatorSM 100% Paperless Inmate Communications Portal</p>	<p>The CommunicatorSM completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone. Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into the ENFORCER®, and the</p>

	<p>response will be delivered to a secure voice mailbox for inmate retrieval.</p>
<p>The AttendantSM Automated Information Line</p>	<p>ICSolutions can implement an Interactive Voice Response (IVR) system to provide public and inmate callers with automated information. This can include basic jail information (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available if the County's JMS will support the data exchange necessary.</p>
<p>Message of the DaySM</p>	<p>Using the same messaging service developed for The CommunicatorSM, authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER[®], and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.</p> <p>Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.</p> <p>The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.</p>
<p>Calling Services</p>	
<p>Prepaid Calling Options</p>	<p>ICSolutions will offer our Family First Prepaid and Call Center Debit calling, just as we do today. These programs allow payment alternatives, call expense budgeting, and more ways for inmates to get in touch with loved ones. More information about these calling options is provided below:</p> <ul style="list-style-type: none"> • Family First Prepaid– Family First Prepaid allows friends and family of inmates with numbers that are traditionally blocked from receiving collect calls (cell phones, business lines, etc.) to set up an account and prepay for inmate calls. When a call is placed to a number that would be blocked for billing reasons, the called party is provided with the option for immediate access to our live Customer Care Call Center to establish billing arrangements. Typically, an account is established in 15 minutes, and inmate calling access is immediately allowed.

	<ul style="list-style-type: none"> • Call Center Debit – Call Center Debit allows inmates’ loved ones to fund an account associated with a specific inmate’s PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate’s PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate’s release, refunds are handled by ICSolutions’ call center.
<p>Funding Announcements</p>	<p>The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by the ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.</p>
<p>Inmate PINs with Optional Automatic Enrollment</p>	<p>The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between. This will be customized based on the facility’s preference, and with the goal of minimizing facility personnel time. Inmate accounts and PINs can be established automatically through a direct interface with the facility’s Jail Management System or Booking system or through manual entry.</p>
<p>Inmate PANs (personal allowed number lists) with Self-Learning Capability and Paper-Free Change Request Options</p>	<p>The ENFORCER® system may be configured to require a list of PERSONAL ALLOWED NUMBERS (PANs). This is a list of defined telephone numbers that each inmate is permitted to call. Each time the County activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate’s list. If you leave the field blank, the default value is 20, but there is no practical limit to the number of PANs that may be assigned.</p> <p>Self-Learning Mode: In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful “self-learning” feature. Upon assignment of a PIN, the first telephone numbers to which calls are completed are added to the inmate’s PAN list, until the maximum number of PAN entries is made. To be added to the PAN list, a call to the telephone number must be accepted by the call recipient. Once the PAN list is full, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.</p>
<p>Automated Operator Service in Multiple Languages</p>	<p>The proposed ENFORCER® provides fully automated direct-billed collect calling and prepaid collect, as well as optional debit calling. Access to live operators is neither required nor permitted at any time. The ENFORCER® is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by</p>

	<p>the inmate as part of the call setup process. "For English, press 1; for Spanish, press 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, Hmong, Cantonese and Vietnamese.</p>
<p>Custom Call Prompts and Voice Overlays</p>	<p>All call prompts can be customized at no cost to meet the County's exact specifications. Also, the system is configurable to play random voice overlay announcements to notify the called party of the call's origin. The announcement content is programmable along with the announcement volume and frequency.</p>
<p>Inmate Name Recording</p>	<p>When each inmate places the first phone call using their assigned ID/PIN, the system will ask the inmate to record his/her name. This recording will be stored within The ENFORCER® system and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from "passing messages" and ensures that the called party is provided with the inmate's name during the call greeting. If desired, inmate names may be recorded by authorized personnel at the time each inmate is booked. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may reset the name recording function for that particular inmate using any ENFORCER® workstation.</p>
<p>Inmate Voice Messaging</p>	<p>Using the same messaging service developed for The CommunicatorSM, ICSolutions can provide inbound inmate voicemail. Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.</p>
<p>Administrative Controls</p>	
<p>Multi-Site Networking and Reporting</p>	<p>The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Depending upon the user's privileges, they are able to pull reports either for their specific facility or for all facilities in a network of jails.</p>
<p>Report Scheduler</p>	<p>The ENFORCER® allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges.</p>
<p>Password-Controlled Access</p>	<p>The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges</p>

	range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.
User Permissions – Editable Per User or Group	Each username is linked to a customized set of privileges established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all County users, but County staff with ADMINISTRATOR access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).
User Access Log	The ENFORCER® offers an extensive list of standard and query-based reporting options to fit every administrative and investigative need. A USER ACCESS LOG REPORT details system access by user and lists changes made during a defined date range. The high-level report shows the username, user level and the last login date. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.
Court-Sealed Records	In a court case, a judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. The ENFORCER® enables an authorized user to perform a full or partial records seal, either permanently or within a specified date range. Although sealed records are still stored in The ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the Agency.
Fraud Controls	
Three-Way Call Detection	The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either: <ul style="list-style-type: none"> • flag the call for investigation; • flag the call for investigation, and play a warning message to the inmate and called party; OR • flag the call for investigation, play a notification to the inmate and called party, and terminate the call
Hook Switch and Secondary Dial Tone Prevention	Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

<p>Extra Dialed Digit Prevention</p>	<p>The ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call.</p>
<p>Chain Dialing Prevention</p>	<p>The ENFORCER® counteracts fraud by preventing chain dialing, allowing completion of only one dialed number per individual attempt. Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.</p>
<p>No Incoming Calls</p>	<p>No incoming calls are ever allowed with the ENFORCER call processing system. The ENFORCER system is hosted at a primary and secondary data center. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the onsite IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.</p>
<p>Real-Time Call Validation</p>	<p>ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists. Call validation counteracts fraud by correctly identifying the location of called numbers to prevent the use of prepaid cell phones or pay phones to commit fraudulent activities. By validating numbers, we have the most up-to-date information about a BTN.</p>
<p>Continuous System Monitoring</p>	<p>As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.</p>
<p>Custom Call Restrictions</p>	<p>Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates. Inmates can also be restricted to calling only within a certain facility, or even within a designated area within a facility (such as in his or her housing area only).</p>
<p>Call Controls</p>	
<p>Blocked Number Tables</p>	<p>The ENFORCER® enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers. Important BLOCK FEATURES include:</p> <ul style="list-style-type: none"> • Block groups of numbers, such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc. • Block individual numbers – unlimited quantity

	<ul style="list-style-type: none"> • Blocks from your existing system will be imported during installation process • Soft Block resulting from multiple refused calls • Real-Time block activation • Simple workstation block entry • Blocked number report <p>Standard blocks are established for each system at the time of installation. These include directory assistance, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators. In addition, ICSolutions' project team will work with the site to populate the blocked number table with facility personnel telephone numbers, and will work with the outgoing vendor to incorporate any telephone numbers which were blocked due to complaints of harassment.</p>
<p>Configurable Call Duration and Velocity Limits</p>	<p>Call duration and velocity limits can easily be set by dialed number, individual inmate, inmate classification, inmate group, call type, pod, facility or system-wide.</p>
<p>Inmate Call Suspension and Automatic Reinstatement</p>	<p>The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e., 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system. There are two categories of Suspension. Full means the inmate will not be allowed to place any calls, including calls to attorneys or free numbers. Standard is the default setting and allows the inmate to place calls only to attorneys or numbers that are identified as privileged numbers.</p>
<p>Phone Shutdown</p>	<p>The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system.</p> <p>Electronic Phone Shutdown: A single station, multiple stations or individual calls may be quickly switched on/off through the workstation. All administrative changes made in The ENFORCER® system occur instantaneously in real time, so the time required for this action depends only upon the speed of the operator. Taking a station offline can easily be accomplished in less than one minute. Once the operator clicks CUTOFF AND DISABLE, the station is immediately taken offline and any call in progress is terminated. To allow calls in progress to complete, the operator can instead click DISABLE; this action will allow any call in progress to complete before disabling the phone station from making further calls.</p>

	<p>Mechanical Phone Shutdown: Mechanical cut-off switches may be provided as an alternative to phone shut down using the system workstation. These manual overrides or “kill switches” are used to quickly turn the telephones on/off on demand. Multi-phone kill switches will be installed at each control center or as specified by the facility.</p>
Customized Call Branding	<p>The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with <i>“Hello, this is a call from [inmate name], an inmate at the (FACILITY NAME) Detention Center.”</i></p>
Phone Scheduler	<p>The ENFORCER’s Phone Scheduler feature lets you pre-set any on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, etc. Hours can be set as follows:</p> <ul style="list-style-type: none"> • By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours) • For all phones in the facility • Unique hours for defined holidays • Unique hours by day of week • Unique hours for specified called numbers
Positive Acceptance	<p>The ENFORCER® system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system “listens” for either the appropriate DTMF or the correct count of rotary dial pulses.</p>
Answer Detection	<p>The ENFORCER® recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.</p>
Investigative Tools	
100% Monitoring and Recording of Non-Confidential Calls	<p>Real-Time Monitoring: Call monitoring is accessed through the MONITOR tab of The ENFORCER’s GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the Connect button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.</p> <p>Critical Call Monitoring Functions include:</p> <ul style="list-style-type: none"> • Silent, undetectable monitoring • Allows multiple simultaneous monitoring sessions • Search function to isolate calls of interest • Monitoring has no impact to recording function

	<ul style="list-style-type: none"> • Ability to monitor from a remote workstation or PC via LAN, WAN or Internet • Protection of privileged calls from monitoring • Ability to disconnect call in progress while monitoring • Ability to “barge in” to calls in progress and speak to both parties <p>Recording and Playback: The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phone numbers selected for recording. Call recordings are digitally stored online and will be available to the facility for immediate access throughout the contract duration.</p> <p>Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. The ENFORCER® streams and copies recordings to system users through its monitoring and playback functions.</p>
<p>Verifiable Security Encryption on Call Recordings – Supported by Free Expert Testimony</p>	<p>The ENFORCER® system utilizes its Pikamux call processing program to generate the call recording in a raw proprietary format. The system then utilizes its AU comp program to decode the Pikamux raw file and convert the recording into a Speex compressed format which supports playback utilizing various utilities. The AU comp program also creates an MD5 checksum of the Speex file. MD5 Sum is an open source program which will create a MD5 checksum of any file.</p> <p>The process that has been implemented to confirm authenticity mandates that the MD5 checksum created by the AU comp program be recorded in a secure location. At the time of the authenticity test, the "expert" can use the MD5 Sum program on the recording and compare the resulting checksum to the checksum retrieved from the secure location. If the checksum comparisons are equal, this will confirm that the recording has not been tampered and is therefore authentic.</p> <p>ICSolutions will also volunteer an expert to testify in any court proceedings regarding the security and verity of our call recordings.</p>
<p>Crime Tip and PREA Lines</p>	<p>The ENFORCER® system can be configured to support as many tip lines and voice message lines as each facility requests. If an external tip line exists that the County prefers to retain, ICSolutions will simply program that number in for free calling and speed dial access (it can also be set as a privileged if the County would like only those staff members with access to the destination voicemails to be able to hear inmates leave messages). Otherwise, any and all message lines the County would like to create will simply be voicemail boxes on The ENFORCER® itself. Each will have a speed dial code clearly</p>

	<p>posted for the inmates and will be free (and privileged if the County so requests).</p> <p>Each voicemail's number (#123 for instance) can also have an alert set on it so that a designated facility investigator or administrator is notified immediately whenever an inmate dials the line. At the County's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA—Prison Rape Enforcement Act, for instance).</p>
<p>The Analyzer link analysis</p>	<p>ICSolutions offers The Analyzer link analysis, our data mining solution specifically designed with the investigative needs of the corrections market in mind. Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s).</p>
<p>Officer Check-In (Optional)</p>	<p>ICSolutions is proud to offer the County ICStrackingSM, our Officer Check-In service. While many inmate telephone service providers are now offering similar services, ICSolutions was actually the first in the industry to provide Officer Check-In services to our clients!</p> <p>ICStrackingSM was launched in the summer of 2007. It offers the ability to capture and record corrections officers' location via the inmate telephones using an ID/PIN assigned to the officer. Each officer will use a nearby inmate telephone to log in to the system and verify that they are working in that part of the facility. The check-in event is logged by the system as a call record and can be reviewed, reported, or generate an alert just like any other inmate phone call. There are no charges associated with this feature.</p> <p>As an optional, added security feature, if your facility is utilizing The VERIFIER VOICE BIOMETRIC feature, the system will verify the officer's voice against the voice print stored within the system associated with the Officer's ID/PIN. This ensures that another officer or inmate is not attempting to check in on his/her behalf.</p>
<p>Call Alerts (Hot numbers, hot PINs)</p>	<p>The ENFORCER® provides an ALERT feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways:</p> <ul style="list-style-type: none"> Monitoring Alerts – The ENFORCER® can call an investigator on his or her telephone (or cell phone) and, once provided with an approved pass code, can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability

	<p>is silent and undetectable by the inmate and the called party</p> <ul style="list-style-type: none"> • Email/SMS Alerts – The ENFORCER® can send email or SMS message to an administrative workstation or any public email address when an alert is triggered • Paging Alerts – The ENFORCER® can issue numeric messages to paging services to alert an investigator
<p>Funding Alerts</p>	<p>Our system allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier’s check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.</p>
<p>“Find Me, Follow Me”</p>	<p>FIND ME, FOLLOW ME allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.</p>
<p>Gang Management</p>	<p>Reports on numbers dialed by multiple inmates or by multiple inmates out of a predefined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER’s GANG AFFILIATION tracking tools. The ENFORCER® can also provide a GANG CALL ANALYSIS function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.</p>
<p>Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call</p>	<p>When a NUMBER or PIN alert has been set, The ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.</p>
<p>Searchable Call Notes</p>	<p>Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date & Time, or by any text entered into the note.</p>

	<p>The ENFORCER® is configured to automatically add notes to a NUMBER DETAIL RECORD when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the NUMBER DETAIL RECORD, and appear at the bottom of the record.</p>
Unlimited Reverse Directory with Satellite Mapping	<p>ICSolutions provides our clients with UNLIMITED REVERSE LOOKUP capability. This provides the facilities with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the County.</p>
Frequent Calling Reports	<p>The ENFORCER® comes programmed with a HIGH VOLUME USERS REPORT and a FREQUENTLY CALLED NUMBERS REPORT. The HIGH VOLUME USERS REPORT shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The FREQUENTLY CALLED NUMBERS REPORT shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.</p>

Graphical User Interface



Graphical User Interface

THE ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized user, **accessible remotely and securely anytime, anywhere**. Anyone with a password and login ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. THE ENFORCER® currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.

THE ENFORCER® is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user remotely or onsite, whether or not they are actually at an ENFORCER® workstation. THE ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This capability facilitates cooperative investigations among law enforcement and corrections agencies.

THE ENFORCER's feature-rich GUI divides its tools by group into sections with tabs across the top of every screen allowing users to jump from tool to tool.



THE ENFORCER® is also an “intelligent” application that adds links to the bottom of the page in use based on each user’s current activity. For instance, if you are checking an inmate’s call privileges, THE ENFORCER® will generate a link directly to a Call Detail Report showing that inmate’s calls at the bottom of your screen so that you don’t have to open the Reporting tool and re-enter an inmate’s PIN. Some sample screens are provided below.

Inmate Detail

100206 (SMITH, PAMELA) Search Back Add Note Share Calls Visitation Cancel Save

General Information

Status: Active Last Name: SMITH First Name: PAMELA Middle Name: DAWN
ID: 100206 Location: BOOK Facility: ICS Demo 01, TX Transfer: No Recording
PIN: Passcode: Edit Pin Reset TDD / VRS High Profile Edit

Calling Rules Activity Voice Verification Balances Class of Service Alerts Suspensions PANs Visitation Schedule Notes

Calling Rules

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

PANs Required: Enabled Max PANs Allowed: Default: 20
Station Group Restrictions:

Balances

Debit Acct: \$0.00 Debit Acct

Class of Service

Current Class: Normal Show Rules

Suspensions

Activity

Last Call:
Attempt: 11/24/2018 07:12:41 Success: 04/11/2019 11:31:56
Reject: 04/11/2019 11:31:56 Fail: 11/24/2018 07:12:41
Bad PIN: 04/11/2019 11:31:56

Last Activation: 2019-04-04 10:18:19 Last Release: 2018-11-24 08:05:45

Voice Verification

The Verifier: Enabled Status: Not Enrolled
Verification Stats: Attempt: 0 Retry Request: 0 Rejected: 0

Alerts

General Alert Attach Recordings

Inmate Account Screen from The ENFORCER®

Select All Displayed CDRs

[Add Call Note](#)
 [View Call Notes](#)
 [Play Call Recording](#)
 [View Inmate Profile](#)
 [Sort Column](#)

Showing 1 to 100 of 7,369 entries

	Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DTMF	CSN #	Start Time
<input type="checkbox"/>			48239	MINERT	1-928-377-4517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93789	06/23/2014 09:28:19
<input type="checkbox"/>			273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	93788	06/23/2014 09:28:43
<input type="checkbox"/>			366344	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93786	06/23/2014 09:27:24
<input type="checkbox"/>			272141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	93780	06/23/2014 09:27:13
<input type="checkbox"/>			273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	93773	06/23/2014 09:25:27
<input type="checkbox"/>			273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93772	06/23/2014 09:23:49
<input type="checkbox"/>			366723	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	93768	06/23/2014 09:23:35
<input type="checkbox"/>			298824	HAKES	1-928-706-3531	Prepaid	IntraLata IntraState	K-3	491	9:00	\$2.07	OK: call allowed	Normal	0	0	93759	06/23/2014 09:21:46
<input type="checkbox"/>			466723	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93753	06/23/2014 09:19:46
<input type="checkbox"/>			366344	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93751	06/23/2014 09:18:43
<input type="checkbox"/>			10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93728	06/23/2014 09:06:13
<input type="checkbox"/>			10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93727	06/23/2014 09:05:12

[Select Calls for Save, Copy, or Share](#)
 [View List of Users Who Have Listened to Call](#)
 [Look Up Called Party Name/Address](#)
 [View Call Log](#)

Call Detail Results Screen from The ENFORCER®

Back Delete Add Note Cancel Changes Save Changes

General Information

Number: 1-202-321-0221 Name: Bailey, Roscoe

Speed Dial: Description: ICS Block

Dial Pattern: Address:

Site: All Line 2:

Category: City:

Inmates w/PAN: 0 State: ZIP:

Last Updated: 07/11/2017 13:33 By: bclark

Access Control

Call Type: All Block Type: Not Blocked Block Voicemail:

Features

None Edit Features Edit Alerts

- Not Blocked
- Facility
- Security
- Agent
- Keypad
- Soft Blk
- One Call
- Accounting
- OMS Block
- ICS Block

Global Number Edit screen from The ENFORCER®

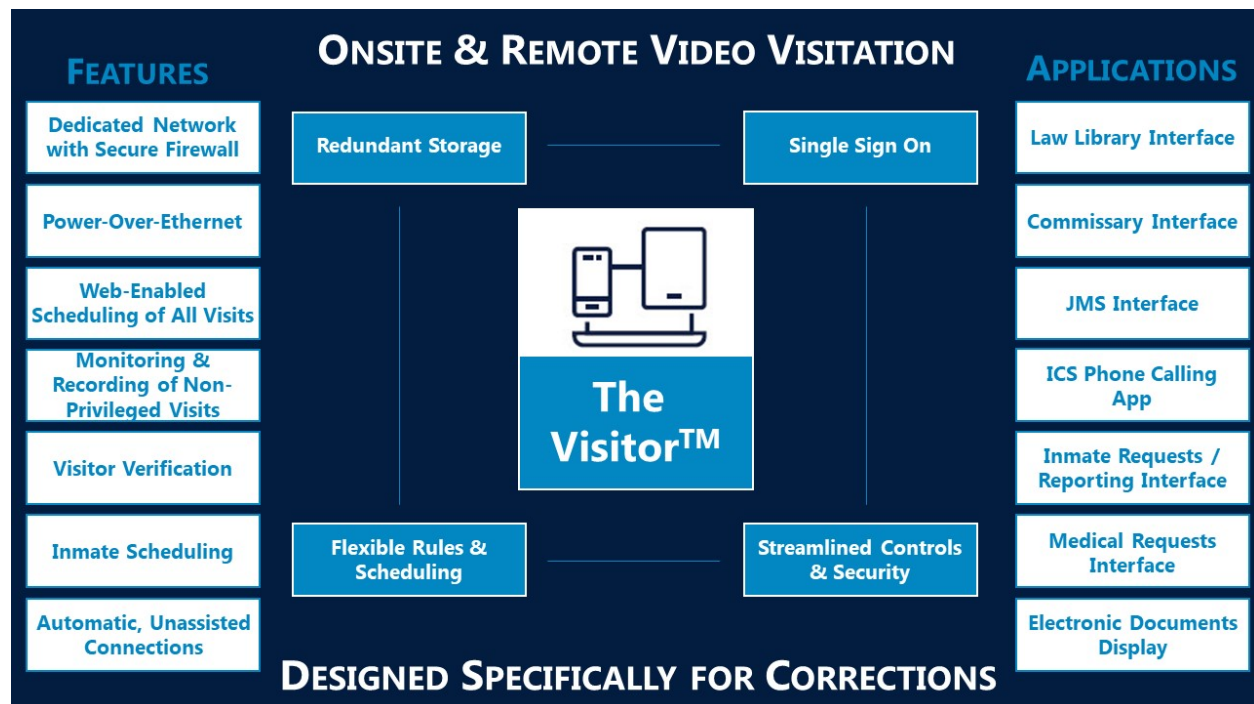
The Visitor™ Video Visitation System

ICSolutions will maintain our THE VISITOR™, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER® for ultimate convenience. This solution **is completely turn-key**, and as such, ICSolutions provides all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with THE VISITOR™ video visitation system (VVS).

THE VISITOR™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, THE VISITOR™ can interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the facility's needs.



Video Visitation



THE VISITOR™ is a **completely web-based system**, with all administrative functions, data, and recordings accessible online by authorized users using their **single sign-on** to THE ENFORCER® from any internet-connected device.

System Architecture

THE VISITOR™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into THE ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to THE ENFORCER® for ultimate convenience.

Video processing and recording is handled on enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment includes the following:

- V17 Video Visitation Stations
- Video Processing & Recording Servers
- Firewall
- Visitor Registration & Scheduling Terminal
- Workstations

Multi-Functional Video Processing & Recording Servers

THE VISITOR™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be handled on the enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver **99.999% system uptime**.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant enterprise-grade servers. These same servers that process the video visitation sessions also store the video recordings. Once the inmate and the visitor log in, the visitation processing server verifies a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server connects the visit at the scheduled start time.

For the onsite video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

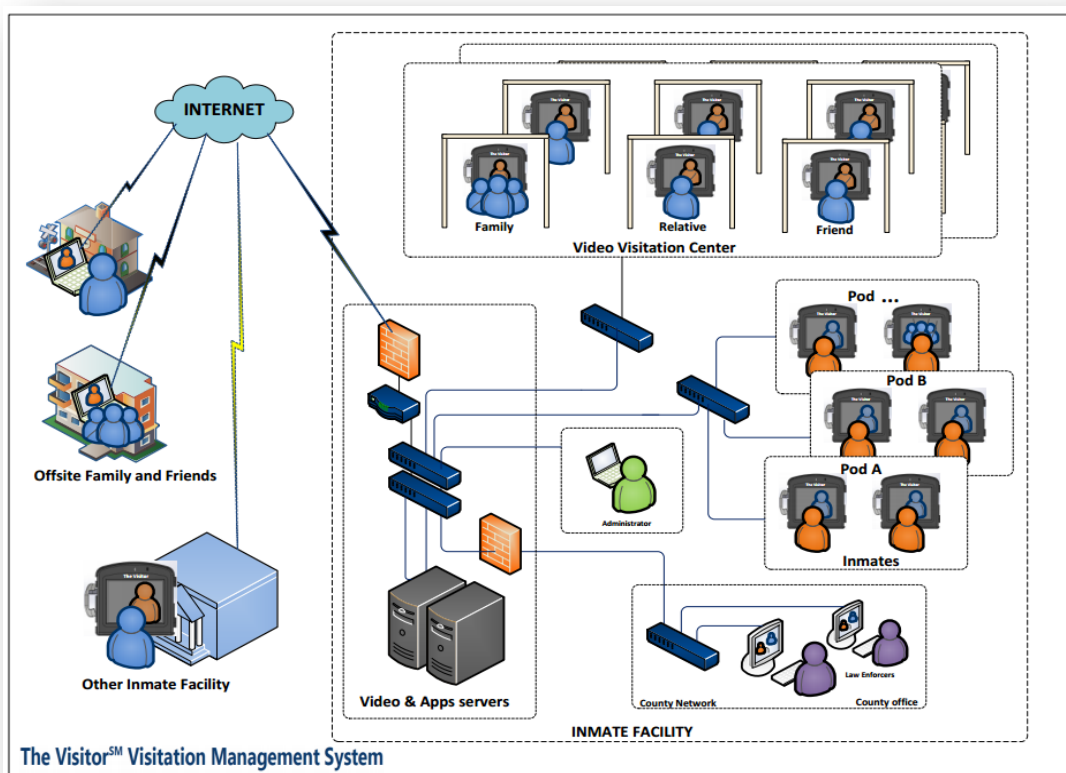
The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

ICSolutions provides the Fortinet-FortiGate 900D firewall onsite for ultimate security. The Fortinet appliance is a next generation firewall (NGFW) that provides end-to-end cyber protection. FortiGate protects against cyber threats with system-on-a-chip acceleration and industry-leading secure SD-WAN. Fortinet's Security-Driven Networking approach provides tight integration of the network to the new generation of security.

Network Architecture

THE VISITOR™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to THE ENFORCER® for ultimate convenience. ICSolutions deploys a private, dedicated network that is totally isolated from and will never traverse the County's network. Because THE VISITOR™ is a module embedded in THE ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting THE VISITOR™ Video Visitation System is pictured below.



The Visitor™ Network Architecture Overview

Video Visitation Stations

For the Children's Village, ICSolutions will provide 17" multi-functional video visitation stations for residents and visitors. The vPhones offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The proposed vPhone serves as an all-in-one video visitation station that provides both inmate calling and video visitation on one wall-mounted device. vPhone runs THE VISITOR video visitation and visitation management module, as well as allowing inmate calls through THE ENFORCER®. Because this solution is built right into THE ENFORCER®, all video and call controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The vPhone supports not only video visitation and inmate calling, but can also interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's **multi-tasking feature** enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering **even while they are talking on the phone**.



vPhone 17" Color Monitor

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Send & receive emails
- Power-over-Ethernet
- 17" Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.

Visitor Registration & Scheduling Terminals

THE VISITOR™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the lobby. This terminal enables visitors to register and schedule visits onsite. In addition, customers wanting to register or schedule visits can do so offsite from any web-enabled device, such as a home computer, tablet, smart phone, etc.

Workstations

Authorized users can monitor visits live on the 24" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Administrative Functions: Control Workstation or Remote Access

THE VISITOR™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for THE ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based THE ENFORCER®, authorized users may access THE VISITOR™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay

Interface with the Jail Management System

The Visitor™ video visitation system interfaces with the Jail Management System (JMS) via THE ENFORCER®, **at no cost to the County!** THE ENFORCER® interfaces with the current Jail Management System (JMS) provider in order for the its database to have the most-up-to-date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because THE VISITOR™ is a module of THE ENFORCER®, this integration also updates the data and restrictions necessary for THE VISITOR™. Depending on the information stored within the JMS, THE VISITOR™ will be able to automate many controls that are currently performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- **Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Importing inmate and visitor information maintained in the JMS, such as:
 - Approved visitors
 - Inmate or visitor restrictions, such as “Keep Separates” or warrant check results
 - Events that may affect inmate availability, such as medical appointments or court dates
 - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate’s visitation privilege status changes or if they are released
- **Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled**
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

Should a scheduled session be cancelled for any reason, THE VISITOR™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

Standard Features of The Visitor®

THE VISITOR™ video visitation comes with the below standard features:

Standard System Features	
Single Sign-On	<p>THE ENFORCER® inmate call processing system and THE VISITOR™ Video Visitation System are embedded within the same comprehensive inmate communications system. Authorized users log in to THE ENFORCER®, where they can access all aspects of THE VISITOR™ video visitation system.</p> <p>THE ENFORCER® allows for easy access to all ITS and VVS through a single sign-on for users, while also ensuring the Facility’s rules and parameters, such as inmate restrictions, are consistent for both inmate telephone services and video visitation services. All of THE VISITOR™ data, such as policies, approved visitors or visitor bans, and any other safety and security settings updated from the integration with the JMS, is available through THE VISITOR™ tab within THE ENFORCER®.</p> <p>The incorporation of the VVS into the ITS, coupled with the integration with the JMS, allows for easy and secure access while providing a streamlined controls process, eliminating the need for staff to enter inmate or visitor statuses multiple times.]</p> <p>Consumers benefit from the single, comprehensive system, as well. Funding both ITS and VVS services is handled through a single Prepaid account for all communications needs, thereby eliminating the need for consumers to fund separate accounts for various aspects of inmate communications services.</p> <p>In addition, approved visitors from the public, attorneys, and authorized staff will be able to schedule and complete onsite and remote video visitations using our system.</p>

<p>Web-Enabled Registration and Scheduling</p>	<p>Visitors will enjoy the convenience of registering and scheduling any visits anywhere using any web-enabled device, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to better plan the visitation traffic for all visitation types, video or non-video.</p>
<p>Comprehensive Visitation Management for All Types of Visits</p>	<p>THE VISITOR™ system provides the Facility with a comprehensive visitation management tool, offering the ability to automate controls that are often time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits. Public and professional visitors can use any standard browser to register and schedule visits from any web-enabled device, including desktops, laptops, and Android or Apple mobile devices. Unlike traditional video visitation systems, The Visitor’s features and controls extend beyond video visitations, so the Facility can have consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits alike, all at no cost to the Facility!</p>
<p>User-Friendly, Multi-Lingual Website</p>	<p>ICSolutions’ easy-to-use public website allows visitors to fund their prepaid account, agree to terms and conditions, register and schedule for visitations, and view the Facility’s policies and procedures for visitation.</p>
<p>Easy 3-Step Registration and Scheduling</p>	<p>Persons wanting to visit inmates may register and schedule visits remotely at www.icsolutions.com or the VISITOR Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate’s facility at www.icsolutions.com, which will contain step-by-step instructions on how to register for visits.</p> <p>Registration and scheduling consist of choosing the desired action under “What would you like to do?” after logging in to the customer account; reading and accepting the Facility’s visitation rules; filling in all the required fields, such as the visitor’s personal information, inmate identity, location, date, time, and any other information required by the facility.</p> <p>At the Facility’s option, registrants can also be required to wait for facility staff approval before being able to schedule visits. Privileged visitors must have their credentials (such as bar number) verified and approved prior to being allowed to have privileged, unrecorded visits.</p>
<p>Automatic Email Notifications</p>	<p>Upon the scheduling or cancelation of a visit, THE VISITOR will automatically email the scheduled visitation details to the visitor. In addition, The Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation or remotely via a browser from any internet-connected device so long as the user has a valid username and password for THE ENFORCER®.</p>
<p>Staff Scheduling</p>	<p>The system allows authorized users to schedule new visits from the Schedule New Visit screen. To schedule a visit, the user must supply:</p> <ul style="list-style-type: none"> • Inmate name • Visitor – Populated automatically with the visitors registered with that inmate • Group – Type of visit, such as onsite (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. Populated with only types of visits available for that visitor and inmate • Day of visit – Populated with only dates available in compliance with Facility’s policies. However, admin users are able to override the

	<p>standard visitation schedule and force a visit by choosing any day or time outside the default schedule</p> <ul style="list-style-type: none"> • Time of visit – Populated with only times available in compliance with Facility’s policies. However, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
<p>QuickConnect Feature</p>	<p>The QuickConnect function enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors. The QuickConnect function accommodates any of the following circumstances:</p> <ul style="list-style-type: none"> • The facility has opted to not utilize the full registration process for visitors in THE VISITOR™ module • The facility wants to accommodate unscheduled, walk-in visitors who come to the facility to visit an inmate, or who request an offsite visitation on short notice • The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records • The facility does not require the pre-session participant validation process • The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them
<p>Inmate Outreach</p>	<p>Using The Visitor’s new Inmate Outreach feature, inmates can send a scheduling request to approved visitors, or inmates can schedule and pay for (if necessary) visits themselves. These inmate self-service options save facility staff time and reduce inmate questions by empowering the inmate to participate in the visitation scheduling process.</p>
<p>Visitor Suspensions</p>	<p>From the individual Visitor Detail, accessible from the Visitor Accounts screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only onsite video visitation or only remote visitor video visitations. In addition, the suspension can be for specific inmate(s) or all inmates.</p>
<p>Inmate Suspensions</p>	<p>From the Inmate Profile screen, authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension.</p>
<p>Visitor Blacklist</p>	<p>The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court’s No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether they have visitor accounts.</p> <p>The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and/or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a “pending” status, and can then be approved or denied by an authorized user.</p>

	<p>When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.</p>
Visitor Profile	<p>From the Visitor Profile, authorized users can view a visitor’s visitation status, staff notes, recording settings, and a list of recent visits.</p>
Visitor Account Class	<p>Each visitor is assigned a visitor account class, which will determine various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as “DNR” or unrecorded visitation, requires approval by authorized staff.</p>
Upcoming Visits Schedule	<p>Inmates – Inmates have three ways to receive notification of upcoming visits:</p> <ul style="list-style-type: none"> • Upcoming Schedule for the Entire Housing Unit on Inmate Stations Not in Use – On the 17” vPhones, the next twelve visits are shown as a default. • Voicemail Notification – THE VISITOR™ will send a voicemail to inmates notifying them that visitations have been scheduled or canceled. Inmates can access the voicemail from any phone using their PIN. • Logging into the Resident Portal – Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference. <p>Visitors – Visitors can view the upcoming visits from the home page of their customer account, as well as expand the view to see their visitation history and other visitation account information.</p> <p>Facility Staff – Authorized facility staff can view the visitation schedule at any time and identify an inmate’s upcoming visitors. To help ensure compliance with the Facility policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, THE VISITOR™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no video stations are available. THE VISITOR™ will automatically send an email notification of the cancellation to the visitor.</p>
Staff Ability to Modify Visits	<p>Authorized facility staff can modify the visitation schedule at any time through the Visitation Schedule. To help ensure compliance with the Facility’s policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can easily cancel pending or in-progress visits with the click of a button. Staff will be required to enter a note to explain the cancellation. THE VISITOR™ will automatically send an email notification of the cancellation to the visitor.</p>
Alerts	<p>The alerts function links to the scheduling module and provides alerts for when: a particular visitor has scheduled a visit; a particular inmate has a scheduled visit; a particular visit has connected; a particular inmate visit has</p>

	connected. The alerts are provided by email. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.
Adding Notes	Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account.
Flexible and Customized Visitation Rules	THE VISITOR™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules. Only the times available according to the system settings, as well as the times with available resources (e.g., video station, inmate availability), are available for visitors to schedule visitations.
Keep Separates	If the Facility has two or more inmates that cannot be in the same room, The Visitor's "Keep Separate" feature will accommodate such restrictions to ensure that those inmates do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, THE VISITOR™ is capable of keeping two specific visitors from visiting at the same time. When this feature is used, the schedule automatically makes the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules.
The Visitor™ Mobile Application	Visitors can visit onsite or remotely, using an offsite desktop or mobile device through our free Windows, Android, or iOS app. THE VISITOR™ app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits.
Touchscreen Technology	The onsite video stations utilize user-friendly, intuitive touchscreen technology, easily navigable even for those unfamiliar with modern technology.
Visitor Verification	THE VISITOR™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor. All visits that are denied due to Visitor Verification are designated as such in the Visitation Schedule.
Live Monitoring	<p>THE VISITOR™ is delivered with a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen, with a default of up to twenty visits viewed simultaneously. The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded.</p> <p>All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.</p>

	<p>The Monitor module enables real-time monitoring of visitation sessions, allowing users to:</p> <ul style="list-style-type: none"> • Observe all active visitation sessions for the entire facility • Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor • Monitor video and audio for a specific visitation session • Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature • Transmit customized warning message(s) to display on participant’s screens and become part of the recording • Terminate (cut off) a session due to inappropriate conversation or activity
<p>1-Click Instant Disconnect</p>	<p>If a visitation is commencing that is non-compliant with the rules, whether it is onsite or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen. After canceling the visit from the live monitoring screen, the authorized user must provide a reason for the disconnection and, with the appropriate access, the Monitoring Officer can even temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.</p>
<p>Confidential Visits</p>	<p>Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit. The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number and wait for approval prior to scheduling privileged visits.</p>
<p>Officer Messaging</p>	<p>THE VISITOR™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish, and can provide warnings for behavior in violation of the facility’s visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link.</p>
<p>Scheduled Station Shutdown</p>	<p>The Facility has ultimate control over the operation of the video visitation stations, with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility’s visitation policy and authorized schedule. Authorized users can schedule when the video visitation stations operate through THE VISITOR™. Visits will only be available for scheduling when the stations are scheduled to be on.</p>
<p>Video Visitation Recording</p>	<p>THE VISITOR™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided by ICSolutions, authorized users can access recorded visits onsite or remotely via secure web connection. THE VISITOR™ will record all video visitations with visitors who are not marked as “DNR” (Do Not Record). Authorized users can see</p>

	<p>which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen.</p> <p>The recording setting is automatically applied to the visitor’s visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.</p>
<p>Do Not Record Options</p>	<p>The traditional <i>Do Not Record</i> option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the <i>Visitation List</i> will include this visit in red letters, but live monitoring or playback will not be available. If the AUDIO NOT RECORDED option is selected as the facility’s global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording.</p> <p><i>Audio not recorded</i> visits will be included in the <i>Visitation List</i>, and will be selectable to view the <i>video only</i>. These visits will be marked to identify the audio is not recorded with a red band and “<i>Audio not recorded.</i>”</p>
<p>Search & Download Recordings</p>	<p>Authorized users will be able to search visitation data and download and export recorded files in .mp4 format from the Visitation Records screen.</p> <p>Visitation records are searchable by any factor of the visit, such as:</p> <ul style="list-style-type: none"> • Inmate ID • Inmate or Visitor Last Name • Visitor ID • Visitor’s Email • Date ranges • End Status • End Type • DNR settings • Privileged settings • High Profile settings • Duration • Visitation location • Visit Type • Station Group • Station Name • Visitor Location
<p>Exporting Recordings</p>	<p>Video recordings can be saved to the hard drive or to an external device, such as a flash drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.</p>
<p>Recording Storage</p>	<p>Video recordings are stored on fault-tolerant, enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.</p> <p>The servers proposed by ICSolutions comprise the same storage solution already in use for large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.</p> <p>Keeping Recordings – All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the “Keep Video” function, authorized Facility users can also</p>

	<p>choose to retain some visitor's visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.</p>
<p>Secure Access & Roles</p>	<p>With the single sign-on feature offered with THE ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through one login ID and password being assigned a series of account privileges in THE ENFORCER® system, as well as THE VISITOR™ module. When the browser-based graphical user interface (GUI) is launched, the user must log into the system with a valid username and password. Each username is established with a pre-configured set of privileges in the GUI. These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.</p> <p>The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Fortinet firewall automatically logs all denied connection requests. These logs are accessible to the ITS team's network monitoring staff. Should the Facility wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.</p>
<p>Remote Access</p>	<p>THE VISITOR™ is a module of THE ENFORCER® system, which is operated through a browser-based GUI. Anyone with a login and password provided by Facility administrators can securely access the system from any computer with internet access and a modern browser, as if they were visiting a website.</p>
<p>Reporting Capabilities</p>	<p>THE VISITOR™ provides centralized reporting capabilities. Authorized users are easily able to perform detailed searches and run reports immediately and in real time. While our existing search and reporting features are robust, <u>we will be happy to create any reports the Facility needs.</u> Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file.</p>

Other Important Features & Products Included

Remote Monitoring & Diagnostics

The solution designed for the County is a centralized configuration, which means the call processor will reside at a secure data center rather than at a County facility. The centralized, primarily offsite configuration we provide benefits the Facility by requiring:

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

Because critical system components will reside at an offsite data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be

done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

Once deployed, The ENFORCER® is designed to **constantly and automatically** monitor the trunk and station connections and to reallocate resources to avoid “dead” stations at the facilities. Furthermore, the configuration supports extensive remote diagnostic interrogation, thereby providing insight into defective components (such as station ports) at a particular facility.

ICSolutions uses the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

The ICSolutions’ Technical Support Center (TSC) is staffed 24/7/365 with Level 1 and Level 2 technicians, and is the initial point of contact for remote system support and any issue related to the operation of the inmate telephone system. The TSC is equipped with the Nagios network monitoring application and the Mantis web-based system for trouble ticket issuance and resolution.

TSC personnel can conduct an array of non-intrusive remote diagnostic tests when a problem is detected, quickly pinpointing the cause and thereby expediting resolution. Average response time for a non-emergency service request is benchmarked at 4 hours or less.

ENFORCER® Real Time Status (ERTS) Monitoring

System monitoring is part of the fundamental design of all components of The ENFORCER® system. All key applications send heartbeat messages to ICSolutions’ central monitoring system ERTS (ENFORCER® Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event a specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed “not normal” can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, then sent to ERTS for processing.

In addition to this passive monitoring which is ongoing, ICSolutions has created the utility “ADTEST,” which proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Nagios Monitoring

The Nagios network monitoring application shows different colors, depending on the service event or component status. Green indicates normal operation, while red indicates a critical issue, and yellow indicates that there may be a potential problem.

Host	Service	Status	Duration	Attempt	Last Check	Status Information
[Redacted]	Auroral Activity	Warning	13m 35s	3/3	2013-05-02 22:07:02	Aurora Warning: Activity level is 8
[Redacted]	Current Load	Ok	2d 7h 51m 31s	1/4	2013-05-02 22:12:50	OK - load average: 0.43, 1.15, 1.72
[Redacted]	Current Users	Ok	1177d 19h 1m 43s	1/4	2013-05-02 22:13:21	USERS OK - 0 users currently logged in
[Redacted]	DNS IP Match	Ok	252d 4h 54m 19s	1/5	2013-05-02 22:12:03	DNS OK: 1.159 second response time.
[Redacted]	DNS IP Match	Ok	252d 4h 51m 51s	1/5	2013-05-02 22:13:39	DNS OK: 0.006 seconds response time.
[Redacted]	DNS IP Match	Critical	13m 35s	5/5	2013-05-02 22:13:54	DNS CRITICAL - expected '199.59.148.10,199.59.150.39,199.59.150.7' but got '199.59.148.82,199.59.149.230,199.59.150.7';

Nagios Monitoring

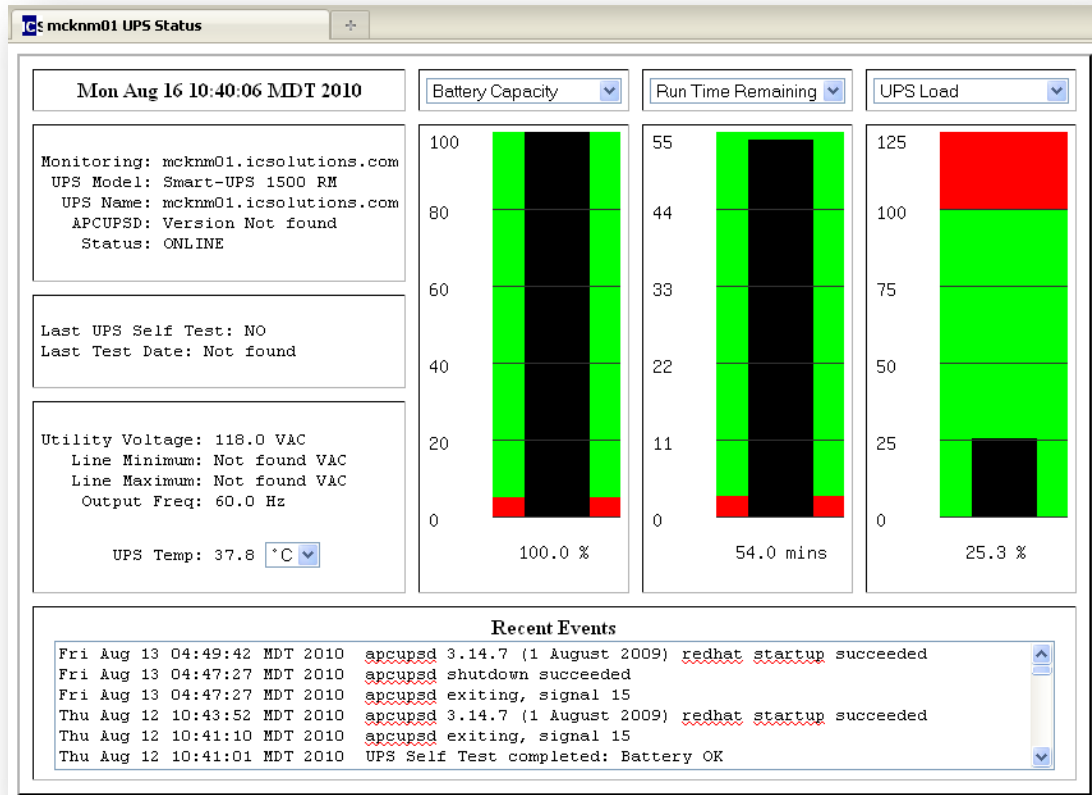
The network monitoring software is in constant communication with each uninterruptible power supply, as well. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining runtime and UPS Load of every installed ENFORCER® nationwide.

The software runs 24/7/365 and automatically sends an email alert to our 24-hour technical support team anytime there is a loss of utility power, of any duration, to any ENFORCER® device. Most utility power interruptions are very brief. The UPS controlling software also performs a data-save and graceful shut-down of the affected system one minute before primary battery power is exhausted. In addition to running continuous, automated analyses, technicians can view the status of all UPS units in service at any time from our NOC.

APCUPSD UPS Network Monitor								
Mon Aug 16 15:52:39 CDT 2010								
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0 %	118.0 VAC	22.7 %	24.2° C	36.0 min.	All data
admco04	Smart-UPS 2200 RM	ONLINE	100.0 %	115.2 VAC	40.9 %	17.1° C	23.0 min.	All data
ankmn91	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	All data

UPSMON - All Systems Status

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



UPS Mon Detail – View System Details

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

System Redundancy

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

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

The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced

time to repair. ICSolutions builds each ENFORCER® call processor utilizing enterprise-grade components which provide the highest level of performance and reliability. The Quality Standard for THE ENFORCER® calling platform is 99.999% system availability.

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

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

Our data centers also have multiple connections to the internet. Our San Antonio data center has 130mbps in aggregate bandwidth via fiber optic connections to two different network providers.

We also duplicate every network component inside our data center, ensuring that should any device fail there will be no impact to our service.

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

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

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

Disaster Recovery

The management of ICSolutions recognizes the importance of maintaining an effective Disaster Recovery and Business Continuity Plan to ensure the continuation of critical business processes and minimize disruption in the event of hardware, network, or other unexpected failures or disruption.

At the core of the ICSolutions infrastructure is the centralized ENFORCER® call processing platform. This platform is housed in our Atlanta data center and is engineered for high availability and maximum redundancy, with no single point of failure. ICSolutions maintains a disaster recovery plan for this data center, coupled with recovery and response plans for disasters or major service interruptions at any of our client facilities.

The Atlanta data center is supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. Weekly tests are conducted of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras. All security camera video is retained for a minimum of 30 days.

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The ENFORCER® centralized call processing platform resides on SuperMicro and/or Dell PowerEdge R410 servers (six per stack), wired to a Stratus 4500 ftServer database that comes complete with Stratus Continuous Processing® features, including:

❖ **Lockstep technology**

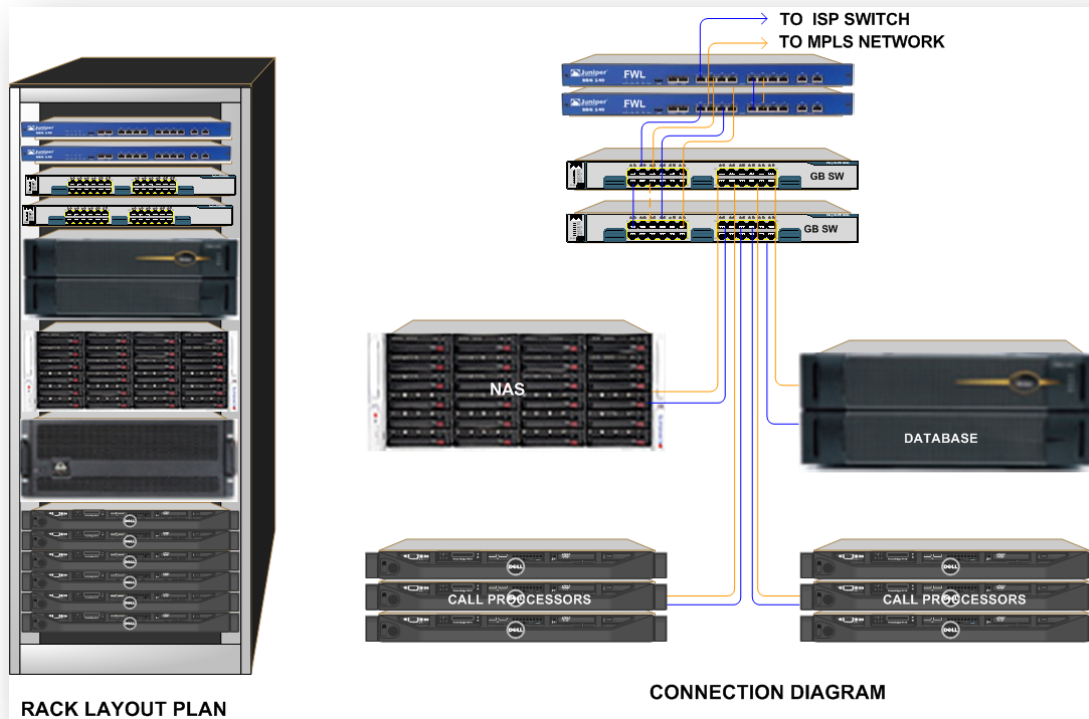
Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.

❖ **Failsafe software**

The ENFORCER[®] failsafe software works in concert with lockstep technology to prevent many software errors from escalating into outages. Software issues are captured, analyzed, and reported to Stratus. This process enables support personnel to take a proactive approach to correcting software problems before they recur. Even in-memory data is constantly protected and maintained. Stratus's hardened device drivers add yet another level of reliability to the operating system environment.

❖ **ftServer systems**

ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system automatically orders its own customer- or field-replaceable parts.



The Network Attached Storage (NAS) array operates on a SuperMicro Superchassis 4U. Essentially it comprises two independent RAID-6 arrays of hot-swappable 1TB drives, both managed by the RAID cards on a single motherboard. The advantage of this architecture is that technicians can literally pull out one RAID to replace or upgrade a drive without affecting the ability of the other RAID to remain online and receiving data. The repaired RAID receives any data it missed after it is reattached. Each RAID-6 is internally redundant, as well. At least two drives within one RAID-6 can fail without a single file being lost. All the servers, the database, the routers, and the NAS are connected by 10/100/1000 Ethernet cables and LAN cards.

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. The ENFORCER® is built on full network redundancy. We start with the “last-mile” connection between the jail and the Internet where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

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

In large County and State deployments, service is provisioned from two different carriers, which are connected by two independent circuits to two fully meshed network clouds. This configuration ensures high availability and maximum redundancy of the entire service solution.

For our detailed Disaster Recovery Plan, including targeted recovery times, please refer to [ATTACHMENT 6.7 DISASTER RECOVERY PLAN](#).

UPS & Surge Protection

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

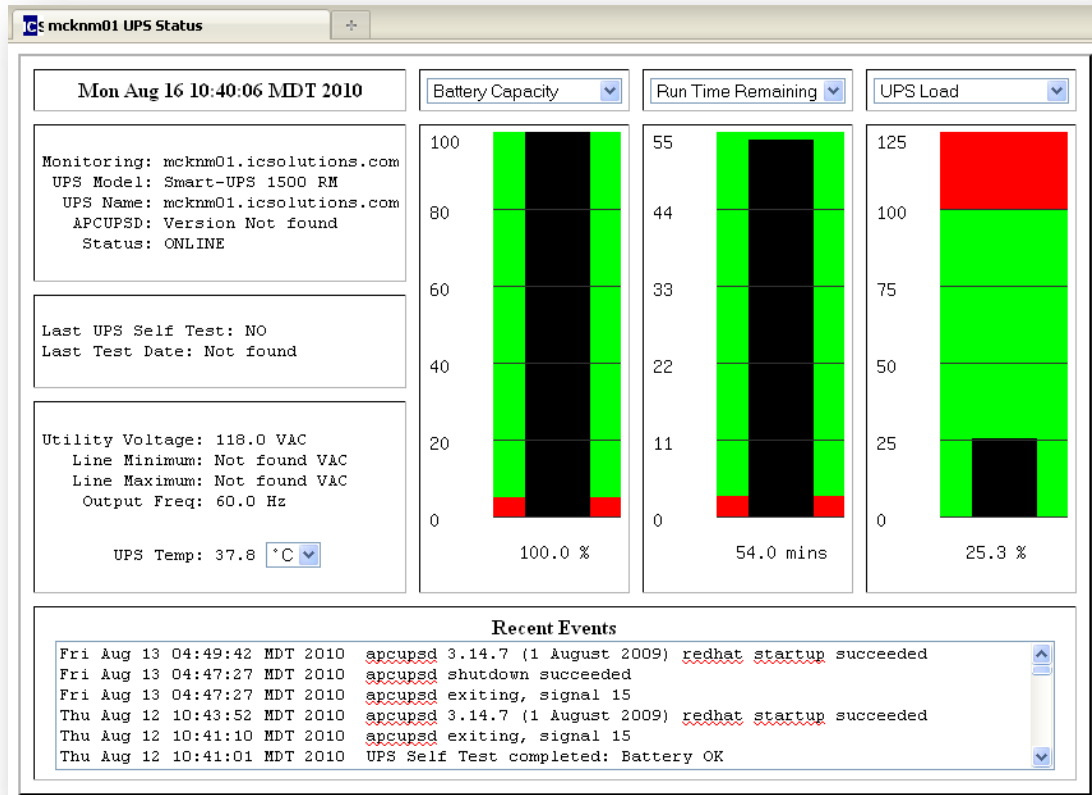
ICSolutions’ network monitoring software is in constant communication with each ENFORCER® UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER® installed nationwide. The software runs 24/7/365 and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

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

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ankmn91	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	All data

UPSMON - All Systems Status

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



UPS Mon Detail - View System Details

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

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

Quality Assurance Plan

ICSolutions will maintain the ENFORCER® inmate calling system – along with all telephones and ancillary hardware and software – so that it is fully operational from the time of initial installation throughout the life of the contract at no cost to the County. ICSolutions is committed to keeping your inmate phone system in top working order to ensure the utmost in quality, continuous availability of calling services to inmates, and reliable revenue generation for our clients.

To maintain the highest quality of service and ensure optimal performance of the phone system, ICSolutions invests extensively in appropriate

- Preventive maintenance
- Efficient remote diagnostics
- Certified local technicians
- Local storage of spare parts and a “crash kit” of critical system components
- Our 24/7/365 professional Technical Services call center that will connect you to a **live technician**
- A thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve

Personnel

ICSolutions has specifically assigned the following individuals as the key personnel responsible for maintaining Quality Assurance and their related processes and documentation:

Service Technicians – Local technicians will perform installation, test calls, and onsite repair and maintenance to equipment located at the County facilities, including telephones and network connectivity devices. Remote repair and maintenance of the centralized ENFORCER® calling system will be performed by service technicians at our secure data centers.

Technical Service Center Technicians – Technical Service Center (TSC) Technicians will be available by phone 24 hours a day, 365 days a year, to answer calls to our toll-free TSC hotline. These technicians will be trained to assist the County with administrative, customer service, and technical support tasks. They will dispatch technicians as necessary to provide all necessary repair and maintenance.

Implementation Project Manager – The Implementation Project Manager will manage technical deliverables and review relevant documentation before submission to the customer.

Regional Account Manager – Your ICSolutions Regional Account Manager, Mr. Brad Coens will provide overall guidance for the implementation project, and will be the primary liaison for the County throughout the contract duration. This individual will have overall responsibility for ensuring client satisfaction.

Vice President of Sales & Marketing – The Vice President of Sales & Marketing, Mr. Mike Kennedy, will have overall responsibility for efficient and effective customer service delivery to our three distinct sets of customers: County facilities and employees (technical assistance); County inmates (quality assurance and system uptime); and County inmate families and friends (billing and technical assistance).

Responsibilities

1. The ICSolutions Regional Account Manager will provide overall quality control guidance for the project, and will be the primary liaison for the County’s Project Manager. This individual will have overall responsibility for ensuring client satisfaction throughout the contract period and any extensions.
2. The ICSolutions Implementation Project Manager will manage deliverable development, as well as conduct reviews of documentation before submission to the customer during the pre-implementation and implementation periods.
3. All ICSolutions project team members will follow the deliverable expectations set, participate in peer reviews when requested, and identify problems that interfere with the team’s ability to provide high quality deliverables and services.

4. Technical Service Center Technicians will be trained to assist the County on administrative, customer service, and technical support issues, including repair and preventive maintenance. They will dispatch technicians as necessary and coordinate their activities to resolve repair and maintenance issues.
5. Technicians will perform onsite and remote repair and maintenance of the equipment related to Inmate Telephone Service.

Installation

Quality assurance begins before equipment is installed. All equipment proposed is shipped from ICSolutions' San Antonio manufacturing facility following a **rigorous testing procedure and approval by Quality Assurance personnel**. As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality. The following steps outline the tasks and processes that will occur onsite prior to the cutover:

- **Equipment Setup and Powered** – ICSolutions installs all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The facility will benefit from less equipment installed onsite and less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.
- **Phone Swap** – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring.
- **Execute Test Plan** – ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. Testing of The ENFORCER® system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the County may have, etc.

System Performance Monitoring

Directly following cutover, ICSolutions will closely monitor the County's new system for any issues or problems that may arise. The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

Call Volume Activity – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.

Network Availability – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.

Variations – Daily call data is compared against normal call activity characteristics such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

System Monitoring – System monitoring is part of the fundamental design of all components of The ENFORCER® system. Key applications send heartbeat messages to ICSolutions' central monitoring system ERTS (ENFORCER® Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored. Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire. All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called "The Patrol", which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Preventative Maintenance

ICSolutions will adhere to a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the County's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walk-through of the entire facility and perform the following preventative maintenance tasks:

Offsite Preparation

1. Run and print station and activity reports and target zero usage stations and trunks for any priority repairs.
2. Call ICSolutions to acquire an inmate test ID and what enrollment code is in place.

Phone Room

1. Inspect 66 blocks for any blown fuses.
2. Inspect equipment ground.
3. Look for and note any signs of possible equipment movement or tampering since last visit.
4. Check for any kinks or stress on equipment cables and wires.
5. Inspect Equipment for any problem indicator lights and LEDs.

6. If applicable, check trunk lines for static, humming or excessive noise.
7. Clean dust from all equipment filters.
8. Inspect and test all workstations.
9. Dust off all equipment, clean phone room, and remove any trash.

Inmate Stations

1. Inspect all inmate phones onsite for serviceability.
 - a. Dual pad – Inspect for stuck or broken keys, any keying problems. Test volume while off hook.
 - b. Hook Switch – See that hook switch is not stuck in any one position and moves smoothly.
 - c. Handset – Listen for any static, humming, or excessive noise. Check for damaged cable.
 - d. Cradle – Visually inspect for cracks.
 - e. Inspect security screws for any damaged or missing screws.
 - f. Inspect conduit and related hardware.
 - g. Ensure that all phones are securely mounted.
2. Test and verify TDD instruments (if applicable).
3. Make test calls to ICSolutions' Helpdesk using test ID to check call quality.
4. Inspect all inmate phone on/off switches and relays for serviceability.

Repair

A service ticket will be opened for all repair issues uncovered in the course of Quality Assurance inspections at each facility, and for any problems uncovered by the remote monitoring, diagnostic routines or preventative maintenance inspections described above. The Technician will access the site equipment remotely and perform a series of tests to determine the root cause of the problem. If remote resolution is possible, repairs are completed and tested.

If problem requires onsite technical support, the on-call technician is dispatched to the facility and the trouble ticket is upgraded to the appropriate priority level. Upon arrival at the facility, the onsite technician will test the system, update Technical Services personnel, and complete recommended repairs. Following a successful test, the onsite technician will close the trouble ticket with Technical Services and inform the facility representative of the closed ticket status.

Billing and Rating

ICSolutions' headquarters in San Antonio, Texas, is connected to each active site via VPN over a Wide Area Network. With the centralized ENFORCER® system, both the call processing system and the data warehouse are located in the data center at the ICSolutions corporate office in San Antonio. Calls are rated immediately, and the call detail record is stored in the centralized database.

Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now". No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers. The ENFORCER® system is equipped with a rating engine and a rated call detail record (CDR) is created at the completion of each call and stored in the database.

Family First Prepaid Calling

Family First prepaid customers set up a prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Calls are allowed only when funds are available in their prepaid account. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a money order.

Debit Calling

ICSolutions offers our “Call Center Debit” program, which allows friends and family to deposit funds into an inmate’s Debit calling account. The difference between this program and prepaid calling is that Debit calling enables inmates to call any facility-approved telephone number. Prepaid, on the other hand, funds calling only to the telephone number associated with the prepaid account.

QwikCall®

QwikCall® gives the called party the option to pay for a single call in real-time using a major credit/debit card, without the need to set up a prepaid account.

Direct Billing

ICSolutions offers collect calling for qualified called parties, whereby payment is performed through direct billing by ICSolutions. Typically, this option is used by professionals, such as attorneys. The ENFORCER® tracks the cost of the call, including any taxes, which is used as the basis for the collect call billed directly by ICSolutions. Because ICSolutions performs its own billing for collect calling to qualified called parties, there is no separate billing company. All collect calls are available for search easily through the reports already available in The ENFORCER®, such as the CDR report, which permits ICSolutions to identify and validate collect calls for direct billing to the qualified called parties.

Hardened Telephone Equipment

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

Unlimited Expansion Capabilities

Given its modular architecture, The ENFORCER® can easily accommodate expansions to the inmate population. ICSolutions will work with the County to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days’ notice for the LEC (Local Exchange Carrier) to deliver additional bandwidth, but does not require any system downtime. There are no distance limitations between the phone and controller.

Blocking Phone Numbers

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

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

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

Important Block Features include:

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

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

The screenshot displays the 'Global Number Edit' interface. At the top right, there are buttons for 'Back', 'Delete', 'Add Note', 'Cancel Changes', and 'Save Changes'. The form is divided into three main sections: 'General Information', 'Access Control', and 'Features'.
In the 'General Information' section, the 'Number' field contains '1-202-321-0221'. Other fields include 'Name' (Bailey, Roscoe), 'Description' (ICS Block), 'Address', 'Line 2', 'City', 'State', and 'ZIP'. The 'Site' is set to 'All' and the 'Category' is also set to 'All'.
In the 'Access Control' section, the 'Call Type' is 'All', the 'Block Type' is 'Not Blocked' (highlighted with a red box), and 'Block Voicemail' is unchecked.
In the 'Features' section, the 'Features' dropdown is set to 'None'.
A red box highlights the 'Block Type' dropdown menu, which is open and shows the following options: 'Not Blocked', 'Facility', 'Security', 'Agent', 'Keypad', 'Soft Blk', 'One Call', 'Accounting', 'OMS Block', and 'ICS Block'.

Global Number Edit - Add blocked Number

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

Inmate-Specific Blocked Numbers

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

PANs (Personal Allowed/Blocked Numbers)
Inmate ID: 101360 IAN WAYNE SMITH

Save Changes Back to Inmate Editor PAN History
(3 digit speed dials must start with a '1' for PANS)

* 2 out of a 20 Non-Blocked PANs used Active Non-Blocked PANs: 2 Active Blocked PANs: 0 Total Active PANs: 2 Total Inactive PANs: 0

PAN Num	Active	Phone Number Address 1	Speed Dial	First Name Address 2	Last Name City	Relationship State	Description Zip	Allow Alt Phone	In use	Call Type	Approved
1	<input checked="" type="checkbox"/>	1-321-456-8790 123 Main Street		John	Smith	Brother AK	12345	Facility	1	All	04/11/2019 apettersen
2	<input checked="" type="checkbox"/>	1-987-654-3210 123 Main Street		April	Smith	Sister-in-Law AK	12345	Facility	1	All	04/11/2019 apettersen
3	<input type="checkbox"/>							Not Blocked		All	

Edit PAN - Add Inmate-Specific Call Block

Facility Staff Involvement

ICSolutions will be responsible for all phases of providing the Inmate Phone/Visitation System. During the implementation of the Visitor™ video visitation system at the Children's Village, ICSolutions will only need assistance from County personnel for the following tasks:

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

Call Prompts & Scripts

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

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

Sample Call Prompts

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

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

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

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

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

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

After the inmate makes a selection, he is prompted:

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

The inmate is then prompted to:

- *"Please stand by"*

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

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

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

Prepaid Collect Call Account Set Up Complimentary Call

When an inmate places a collect call for the first time, to a number that cannot receive collect calls, The ENFORCER® system prompts him through a collect call scenario as described above. Then, when the called party accepts the call, he is given the following information:

- *"We are unable to complete this call as a collect call. Please stay on the line for a one-time complimentary call provided by Inmate Calling Solutions. At the end of your call, you will be automatically connected to our call center so that you may make payment arrangements allowing you to receive calls from (inmate's name) an inmate at (facility name)."*
- *"This call will be recorded and is subject to monitoring at any time"*
- *"You may begin speaking now"*

After one minute, the call is terminated and the called party is connected to the IC Solutions call center to set up a prepaid collect calling account for future calls.

If the inmate calls again in less than 30 minutes, he will hear:

- *"The prepaid account for this number has not been funded. Please allow sufficient time for the called party to set up the account. You may not make calls to this number for X minutes"*

If the called party has received a one-minute free call in the past but has not yet set up a prepaid collect account, when he accepts the call he will hear:

- *"We're sorry but prior payment arrangements must be made before you receive calls from this facility. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407."*

If the Called party presses or says 0, he is transferred, at no charge, to the Inmate Calling Solutions call center.

Prepaid Collect Call

When an inmate places a collect call to a number that has set up a Prepaid Collect account, The ENFORCER® system prompts him through a collect call scenario as described above. If the prepaid account doesn't have a balance sufficient to complete the call, the called party will hear:

- *"Hello. You have a call from (inmate's name) an inmate at (facility name)"*
- *"To accept this call, press or say 5"*
- *"To refuse this call, hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*

If the call is accepted, the called party will hear:

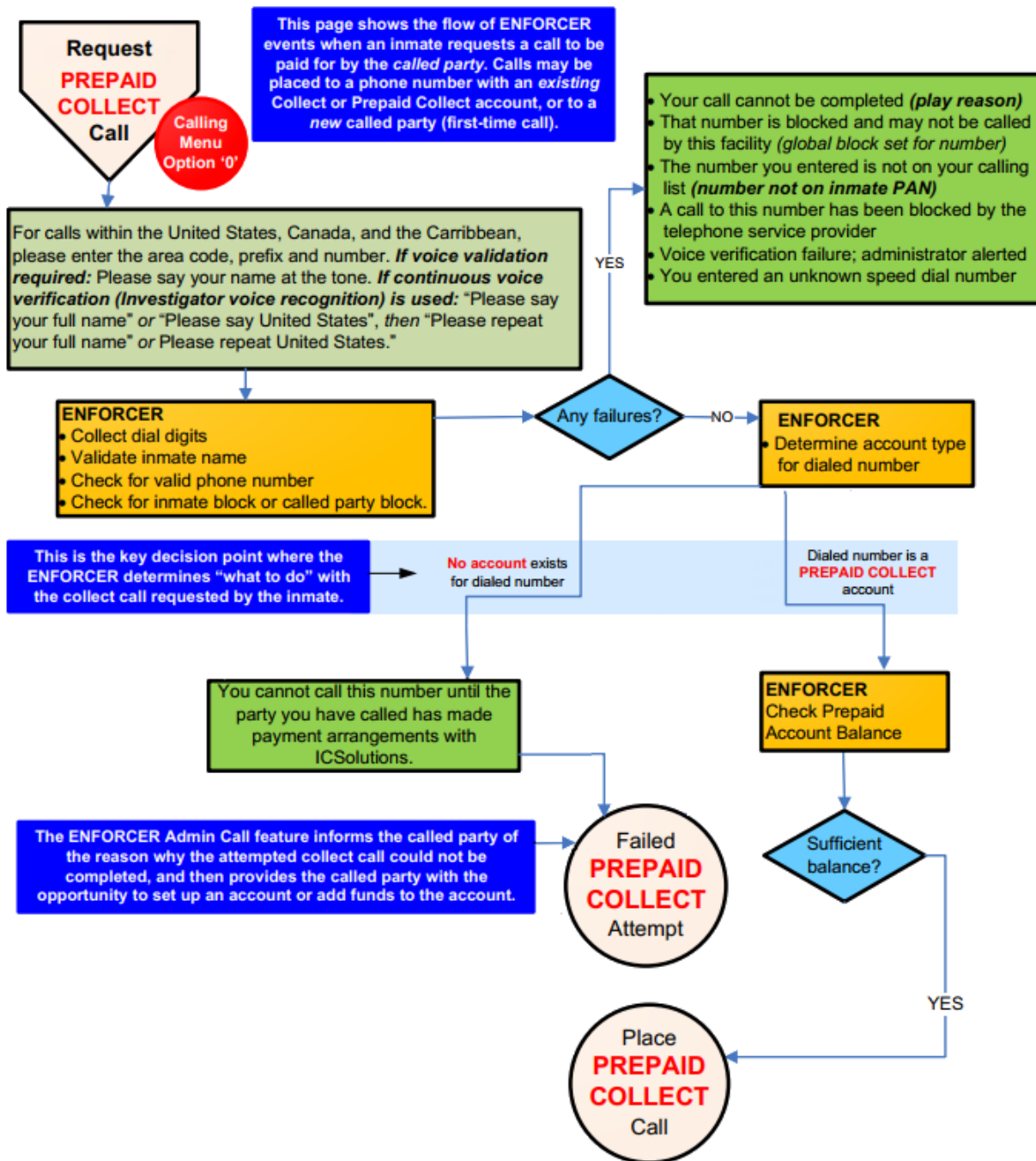
- *"Your account balance is (dollars and cents remaining in their prepaid collect account)"*
- *"This balance is not enough to allow this call to be completed. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407."*

If the prepaid account has a sufficient balance to complete the call, he will hear:

- *"Hello. You have a call from (inmate's name) an inmate at (facility name)"*
- *"Your account balance is (dollars and cents of the account balance)."*
- ***"To hear the charges for this call, press or say 2"***
- *"To accept this call, press or say 5"*
- *"To refuse this call, hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*
- *"This call will be recorded and is subject to monitoring at any time."*

The call is connected until the prepaid account is depleted or the facility-imposed time limit is reached, whichever comes first.

The example call flow below shows the prompts that are heard by an inmate and the called party when a Prepaid Collect call is placed through The ENFORCER®.



Debit Calls

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

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

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

He/she is then asked to:

- *"Press or say 0 to make a collect call. Press or say 1 to make debit call"*

After the inmate makes a selection, he is prompted:

- *"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number"*
- *"To make an international call, please enter the country code and city code followed by the number"*

After the number is dialed, the inmate is given his debit account information:

- *"Your account balance is (dollars and cents in his debit account)"*
- *"The cost of this call will be an operator charge of (dollars and cents for the operator fee) plus (dollars and cents) for the first minute and (dollars and cents) for each additional minute excluding taxes and other applicable fees"*
- *"The time limit is (the facility imposed time limit or the minutes until the debit account is depleted, whichever is shorter)"*

The inmate is then prompted to:

- *"Please stand by"*

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

- *Hello. You have a call at no expense to you from (inmates name) an inmate at (facility name)*
- *"To accept this call press or say 5"*
- *"To refuse this call hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*

If the call is accepted, they hear:

- *"This call will be recorded and subject to monitoring at any time"*
- *"Thank you for using ICSolutions"*
- *"You may begin speaking now"*

At one minute from the end of the time limit, both parties hear:

- *"You have one minute remaining"*

Investigative Tools

ICSolutions' web-based ENFORCER[®] allows call controls and restrictions; monitoring and recording of all or select calls; searching call detail records and recordings; and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface). The ENFORCER[®] is password-protected, but accessible over LAN, WAN, or VPN so that all of the tools can be used by an authorized user, whether or not they are actually at an ENFORCER[®] workstation.

The ENFORCER's feature-rich GUI divides its tools by group into sections with tabs across the top of every screen, allowing users to jump from tool to tool. The ENFORCER® is also an "intelligent" application that adds links to the bottom of the page in use based on each user's current activity. For instance, if you are checking an inmate's call privileges the ENFORCER® will generate a link directly to a Call Detail Report showing that inmate's calls at the bottom of your screen, so that you don't have to open the Reporting tool and re-enter an inmate's PIN.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we **welcome your input as a valued technology partner**. Some of our investigative features include, but are not limited to, the following:

- 3-way Call Detection
- Attach Notes to CDR
- Search Notes
- Gang Affiliation Tracking
- Live Monitoring
- Remote ENFORCER® Access
- 100% Recording
- Unlimited Online Storage
- Frequently Called Number Report
- Call Detail Search & Report
- Ad-Hoc Report Creation
- Reverse Directory
- Crime Tip Lines
- User Access Reports
- Called Number & PIN Alerts
- Word Detective Keyword Search
- Officer Check-In
- Extra-Dialed Digit Detection
- Remote Call Terminate
- Records Seal
- Blocked Call Attempt Reports
- Link Analysis
- And many more!!

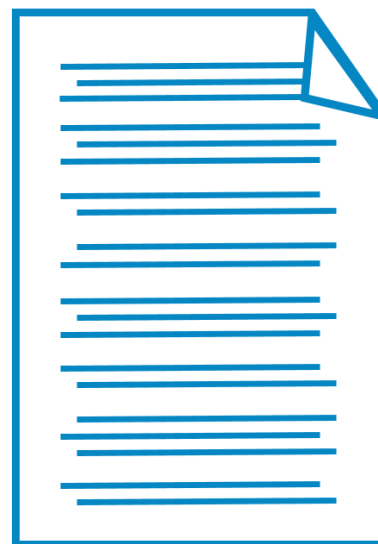
These investigative tools have been described in the feature tables earlier in this attachment.

Reporting

THE ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.



Reporting

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

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

The ENFORCER® has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term.**

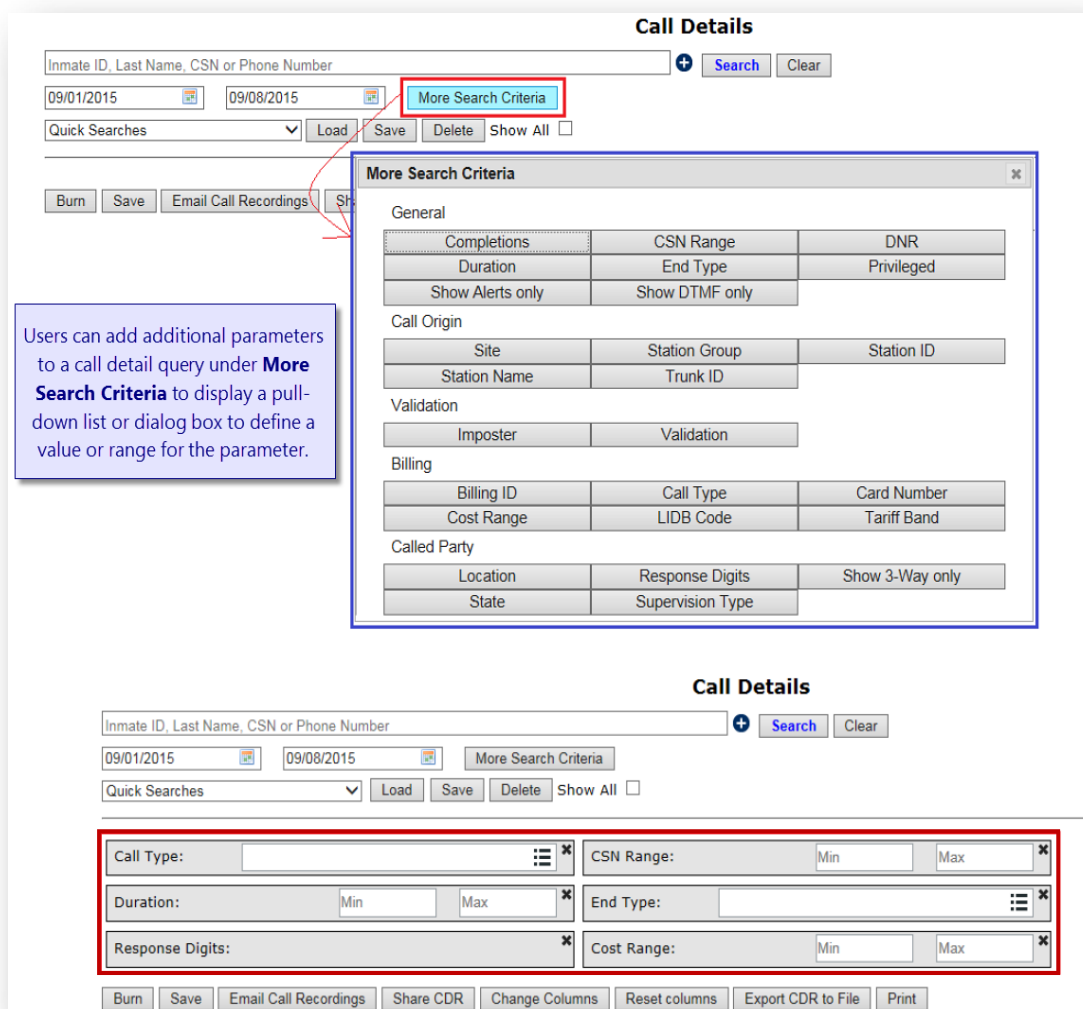
The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in [ATTACHMENT 5.1 TO APPENDIX A](#).

The screenshot displays the 'THE ENFORCER®' software interface. At the top, there is a navigation menu with buttons for 'Inmate', 'Global Numbers', 'Accounts', 'Monitor', 'Call Detail', 'The Visitor™', 'Visitation Detail', 'Reports', 'Site Admin', 'ICS Admin', 'Tools', and 'Logout'. The 'Call Detail' button is highlighted. In the top right corner, the user is identified as 'User: apetterson (V 4070.231-f)' with a 'DEMO' label and 'Copyright 2005-2016'. Below the navigation menu, the 'Call Records' section is visible. It features a search bar with the placeholder text 'Inmate ID, Last Name, CSN or Phone Number' and a '+ Search Clear' button. Below the search bar, there are two date pickers showing '09/01/2016' and '09/08/2016', along with a 'More Search Criteria' button. At the bottom of the search area, there are buttons for 'Quick Searches', 'Load', 'Save', 'Delete', and 'Show All'. At the very bottom of the interface, there is a row of utility buttons: 'Burn', 'Save', 'Share CDR', 'Change Columns', 'Reset columns', 'Export CDR to File', 'Print', and 'Add To Listen Queue'.

Call Detail – Search Call Records

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, Inmate Name, etc. By clicking **CHANGE COLUMNS** in the results screen or **MORE SEARCH CRITERIA** in the search screen, the user is provided with an extended list of call recording search options as shown below. Selecting **MORE SEARCH CRITERIA** will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.



Users can add additional parameters to a call detail query under **More Search Criteria** to display a pull-down list or dialog box to define a value or range for the parameter.

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Select All Displayed CDRs

Showing 1 to 100 of 7,369 entries

Previous 1 2 3 4 5 ... 74 Next

[Add Call Note](#)
[View Call Notes](#)
[Play Call Recording](#)
[View Inmate Profile](#)
[Sort Column](#)

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Play	Notes	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Final Cost	Validation	End Type	Alert	DIME	CSN #	Start Time			
<input type="checkbox"/>	<input type="checkbox"/>	48239	MINERT	1-928-177-4517	Prepaid	Local	K-2	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93789	06/23/2014 09:28:10			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Station Hangup	0	0	93788	06/23/2014 09:28:43			
<input type="checkbox"/>	<input type="checkbox"/>	366344	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93786	06/23/2014 09:27:24			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max Accept Time	0	0	93780	06/23/2014 09:27:13			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Refused	0	0	93775	06/23/2014 09:25:27			
<input type="checkbox"/>	<input type="checkbox"/>	273141	PERRAULT	1-928-846-6426	Prepaid	IntraLata IntraState	K-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93772	06/23/2014 09:23:49			
<input type="checkbox"/>	<input type="checkbox"/>	366723	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	688	12:00	\$2.76	OK: call allowed	Normal	0	0	93768	06/23/2014 09:23:35			
<input type="checkbox"/>	<input type="checkbox"/>	298824	HAKES	1-928-706-3531	Prepaid	IntraLata IntraState	K-3	491	9:00	\$2.07	OK: call allowed	Normal	0	0	93759	06/23/2014 09:21:45			
<input type="checkbox"/>	<input type="checkbox"/>	366723	FARMER	1-928-377-4508	Prepaid	Local	K-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93753	06/23/2014 09:19:45			
<input type="checkbox"/>	<input type="checkbox"/>	266241	FULKERSON	1-928-530-9081	Prepaid	Intracell	F-4	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93751	06/23/2014 09:18:43			
<input type="checkbox"/>	<input type="checkbox"/>	10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93728	06/23/2014 09:06:18			
<input type="checkbox"/>	<input type="checkbox"/>	10118	FASSLER	1-928-279-1026	Prepaid	Local	A-1	0	0:00	\$0.00	OK: call allowed	Max ring time	0	0	93727	06/23/2014 09:05:12			

[Select Calls for Save, Copy, or Share](#)
[View List of Users Who Have Listened to Call](#)
[Look Up Called Party Name/Address](#)
[View Call Log](#)

Call Detail – Search Calls – Standard Results

Fraud Prevention

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

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

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

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.
- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.
- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to “chain dial” at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.
- **No Three-Way Calls:** THE ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
 - flag the call for investigation;
 - flag the call for investigation, and play a warning message to the inmate and called party; or
 - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

Call Recording

THE ENFORCER® system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to THE ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility. Specific phone numbers can be set as “privileged” or “do not record” so that calls to these phone numbers are never recorded. Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration. We do not use compression for voice recordings, only for recording storage.

Calling Functionality

The ENFORCER® Inmate Calling System is a comprehensive, self-contained call processing platform that is used by inmates to make phone calls from within a correctional facility. This platform provides an extensive and flexible set of administrative, security, and investigation tools. The ENFORCER® architecture

consists of numerous hardware components that are conceptually grouped into functional tiers. The ENFORCER® call control software tier executes the background business rules for inmate calls, including cost ratings for each inmate call; scheduling and usage parameters for inmate phone stations; calling rights/restrictions; execution of call events/ENFORCER® call parameters; and call routing.

The system detects telephone numbers being called. In fact, County uses can use our Reverse Lookup tool to easily point, click and display the reverse director info for the specified called number and our The Analyzer datamining solution to analyze common relationships between multiple inmates and/or multiple called parties. These features are described in more detail earlier in this attachment.

Three-Way Call Detection

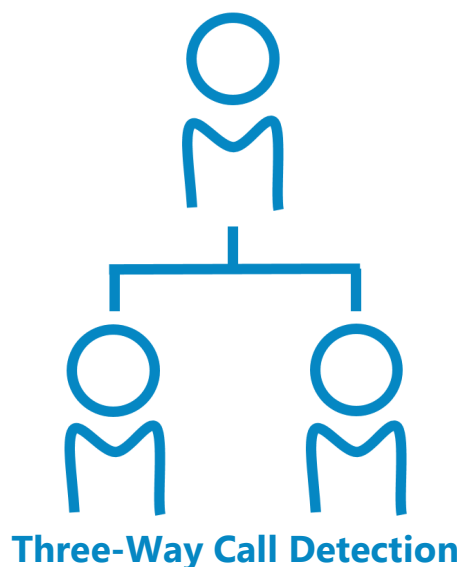
The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected,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

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


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

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

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



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



Three-Way Calling Activity Reports

Standard three-way activity reports from The ENFORCER® system can facilitate investigations into suspected three-way call attempts.

they succeeded. The Three-Way Call Deterrent Policy provides for proactive measures that, over time, dramatically reduces the incidence of three-way calling.

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

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

Call Forwarding Detection

The first line of defense occurs at call validation – this is the typical approach taken by providers who provide call forwarding detection. ICSolutions has identified specific operating carriers (OCs) primarily used by call forwarding services such as Vumber, Google Voice, Conscallhome, etc. When combined with our unique billing name and address verification (BNA) process for prepaid collect customers, this information provides rules-based methods for blocking call forwarding services.

Note: Blocking of any telephone numbers must occur in partnership with the County as law enforcement; although some providers do block without explicit consent of / direction from law enforcement, this policy risks adverse action by the Federal Communications Commission.

The second line occurs through querying network information. The Public Switched Telephone Network (PSTN) utilizes the Signaling System Number # 7 (SS7) protocol for interoffice signaling. The primary function of SS7 is to provide call control, remote network management, and maintenance capabilities for the inter-office telephone network. SS7 performs these functions by exchanging control messages between SS7 telephone exchanges (signaling points or SPs) and SS7 signaling transfer points (STPs). In this scenario, the terminating exchange would pass a message to the originating exchange that the terminating number was forwarded to another destination.

A similar message exists in a SIP-enabled telephony network. SIP (Session Initiated Protocol) provides a signaling and call-setup protocol for IP-based communications that can support a superset of the call processing functions and features present in the PSTN. SIP by itself does not define these features; rather, its focus is call setup and signaling. The features that permit familiar telephone-like operations - dialing a number, causing a phone to ring, hearing ring-back tones or a busy signal - are performed by proxy servers and user agents. Implementation and terminology are different in the SIP world, but to the end-user, the behavior is similar.

In a SIP-enabled telephony network, Message Type 181 indicates that the call is being forwarded. This message is available to be returned to the point of call origination. Additionally, most SIP carriers provide the re-direct information (call forwarded number) in the upstream data packet. ICSolutions is actively working with its carriers to ensure that these 181 messages are passed to the call processing platform.

Once these messages are received by The ENFORCER®, it can interpret and trigger appropriate events in the platform. Based on defined and implemented business rules, The ENFORCER® can be configured to take the below action when Message Type 181 is returned from the SIP network.

- Allow the call to continue and make a notation on the call record;
- Allow the call to continue, make a notation on the call record and send an alert to a designated Department staff member;
- Notify the inmate and disconnect the call, making a notation on the call record;
- Disconnect the call and make a notation on the call record.

Family First Prepaid Accounts

ICSolutions is pleased to offer our industry-leading Family First Prepaid solution. Family First offers on-the-spot set-up with live assistance for called parties without a prepaid account. If no prepaid account is set up, the called party is instantly connected with a knowledgeable billing representative who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, debit card, Western Union® or money order. Credit card and debit card payments can be processed immediately and inmate calling enabled in just 15 minutes.

Family First Prepaid provides the called party a one-time complimentary call to each dialed number to enable immediate access to individuals that can help facilitate their release. Called parties will be transferred automatically to our live Customer Service Center at the end of the complimentary call. One of our knowledgeable, U.S.-based Customer Service Representatives will assist the customer in quickly and easily establishing a prepaid account, or answering any other questions they may have. Our success in setting up prepaid accounts after the first call attempt increases the number of completed calls and thereby, **increases the revenue and commissions to the County.**



**Unique ICSolutions
Service Feature!**

Live Assistance = More Prepaid Accounts

Time and time again, we've seen that transferring customers to a **live Customer Service Representative** at the completion of their complimentary call, as opposed to an automated system, substantially increases the likelihood that customers will set up a prepaid account immediately!

Advantages of Family First Prepaid:

A few of the advantages of ICSolutions' Family First Prepaid program include:

- Real time account set-up
- Increased call volume and commission revenue
- Reduced inmate complaints
- Allows called party to budget inmate phone expenses
- Provides multiple funding options

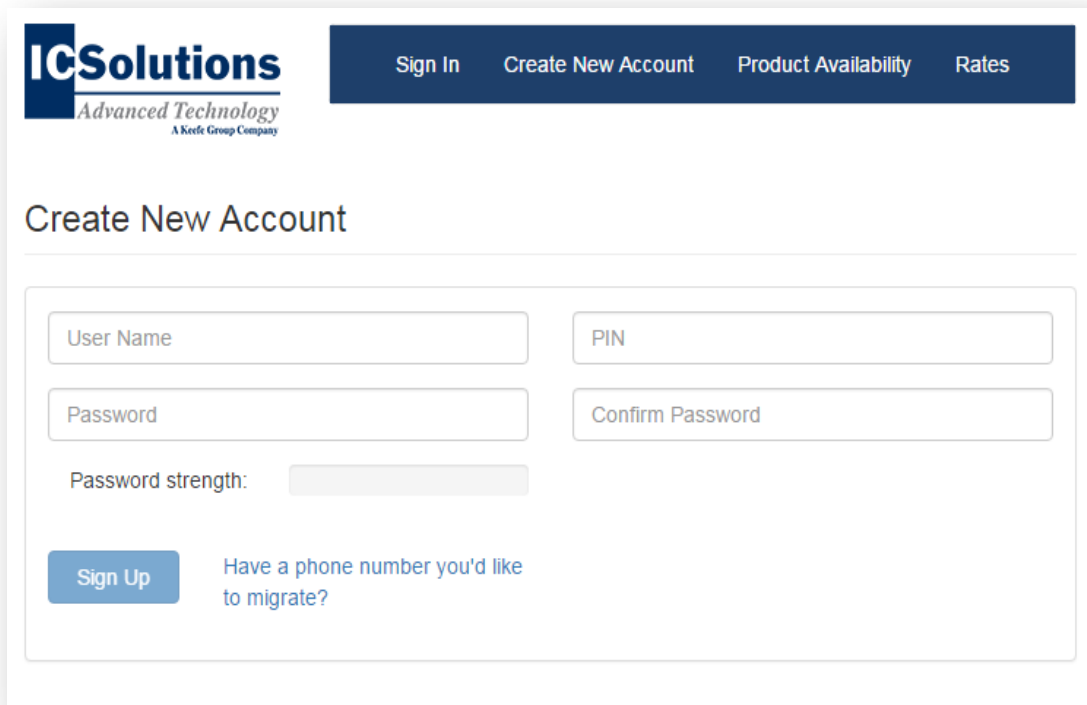
Multiple Payment Methods Accepted:

- Credit Card
- Debit Card
- Money Order
- Western Union®

Payment Options

Family First Prepaid provides friends and family members with several convenient and easy ways to pay for inmate calls. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll-Free Customer Service Line or our user-friendly website.

- Toll-Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: <https://iconline.icsolutions.com>



The screenshot shows the ICSolutions website's 'Create New Account' page. At the top left is the ICSolutions logo with the tagline 'Advanced Technology' and 'A Keefe Group Company'. To the right is a dark blue navigation bar with links for 'Sign In', 'Create New Account', 'Product Availability', and 'Rates'. The main heading is 'Create New Account'. Below this is a registration form with four input fields: 'User Name', 'PIN', 'Password', and 'Confirm Password'. There is also a 'Password strength' indicator. A blue 'Sign Up' button is located at the bottom left of the form. To the right of the button is a link: 'Have a phone number you'd like to migrate?'.

Via our website, customers can easily create accounts, make payments, *and* view their entire payment history, as seen below:

Prepaid Collect

Home / Prepaid Collect

Phone Number (210) 725-1561
Agency: Alabama DOC

Available Balance: **\$0.00**

What would you like to do? ▾



Rate Detail

Call Type	Interstate	
First Period	1 minute	\$0.21
Subsequent Periods	1 minute	\$0.21

Rate Calculator

Payment History

Show payments from ... ▾

From  To 

Date	Type	Status	Amount
Apr 7, 2016	Credit/Debit Card	Declined	\$6.95
Apr 16, 2014	Western Union	Pending Sent	\$58.47

The Word Detector

Keyword Search Powered by Nexidia

With our Word Detector keyword search tool, provided at no cost to the County, investigators can quickly **scan thousands of call recordings to locate words or phrases of interest**. The Word Detector searches for the sounds that make up words, and therefore it is highly accurate, even in a conversation with simultaneous speakers, dialects, and background noise – all typical conditions in a corrections environment. ICSolutions first began offering The Word Detector as an integrated application on THE ENFORCER® in 2012, and it is currently in use at dozens of ICSolutions-served correctional facilities.



ICSolutions Client Testimonial

Powerful Investigative Tool

"Using the [Word Detector] function of THE ENFORCER® system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites."

Warden Carl Humphrey, SCCI – Spalding County, GA

Keyword Search – Expanded Capabilities

The Word Detector can search recorded conversations not for specific words, but also for “associated words,” i.e., synonyms, related terms, and related slang. To enable this functionality, we are building a generic “Association Table” that contains common search terms and their associated words or phrases. We are using information – including slang terms known to be used in correctional facilities – that is readily available in the public domain to build this database table.

The indexing engine that powers The Word Detector, Nexidia, has always had the ability to use an Association Table; we have re-designed and expanded The Word Detector user interface in order to offer this feature through the ENFORCER’s GUI.

Score	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration	Occur.
97	690238	BERGER, MEGAN	5A -3 (ANNEX)	1-210-900-5964	74518583	09/28/2016 18:49	6:19	16:30	1
92	804443	GALLEGO, DANIEL	BA3-1	1-217-415-5741	74528056	09/29/2016 08:26	2:46	15:44	2
91	998633	OTTO, DAWN	7A -2 (ANNEX)	1-571-606-3103	74552624	09/30/2016 09:29	7:21	10:28	1
88	843509	HERNANDEZ, JESS	BOOKING -3	1-210-287-4891	74549747	09/29/2016 20:49	9:47	17:01	1

With this feature in place, investigators can run a search for a specific word, and The Word Detector will return results that contain that word or any associated terms. For example, a search for the word “attorney” would find conversations that contain the word “attorney” or the word “lawyer.”

**Every month, The Word Detector indexes an average of 7.8 million minutes of recordings.
That’s over 90 million minutes of valuable investigative data per year!**

Investigators can customize and expand upon the generic Association Table by adding new slang and terms that are specific to your geographic region. Custom terms can be entered into a database table – via the simple ENFORCER® The Word Detector interface – that is available facility-wide; or, each user can create his or her own custom tables containing a personal list of word associations.

In addition to the functionality above, The Word Detector users will also be able to run advanced searches for more than one specific word using “and/or” statements. For example, an authorized user could search for “drugs and sell,” and The Word Detector would return results in which both words appear in the same sentence.

Thesaurus

The Word Detector enables the user to include defined synonyms for a word in the requested search. By clicking Thesaurus as shown in the example below, the user can access the thesaurus to add or delete synonyms for any word.

The screenshot shows a search interface with the following elements:

- Language selection: Latin American Spanish, North American English
- Search Phrase: attorney
- Date Start: 08/23/2016, End: 09/30/2016
- Use thesaurus: (highlighted with a red box)
- Start seconds before: 5
- Buttons: Add to Watchlist, Filter Search, Search

Thesaurus Access – Add or Delete Synonyms

Watchlists

The Word Detector enables users to build and save lists of words or phrases called “watchlists”, which continuously searches all future calls for that list of words for a specified time period. Each watchlist is a saved search for one or more words or phrases, and will be detected in inmate phone conversations by the speech recognition engine in THE ENFORCER®. Authorized users will then receive notification via email whenever a particular word on the Watchlist is detected.

The screenshot shows two side-by-side windows:

- Watchlist Window (left, red border):** Displays a table of watchlists with columns for Watch Title, Occur., Recent, and Notifies. The 'family relationships' entry has 21 occurrences and 21 recent mentions.
- Search Window (right, blue border):** Shows the search interface with the 'Filter Search' button highlighted. Red arrows point from the 'Filter Search' button to the search parameters below.

Search parameters shown below the Search window:

- CSN: []
- Called Number: []
- Station ID: []
- Inmate ID: []
- Buttons: Apply Filter, Cancel

Searching Watchlists in The Word Detector

When a search is defined as a watchlist, the user can trigger a notification email message to be sent to one or more defined recipients. On the Create Watchlist screen, a user can select from a drop-down list that displays the email addresses of all ENFORCER® users. Alternatively, a user can manually enter the email address of a non-ENFORCER® user (such as an attorney or law enforcement investigator). When recipients are specified, these individuals will receive a notification email each time the watchlist words or phrases are spoken in phone conversations meeting the designated date range and filters (inmate ID, called phone number, etc.).

The Attendant IVR (Information Line) for Constituents

At no cost to the County, ICSolutions can implement our Interactive Voice Response (IVR) system, The AttendantSM, to provide public and inmate callers with automated information. This can include basic jail information (location, visitation hours, etc.) and, with a JMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature is available if the County JMS will support the data exchange necessary. The AttendantSM is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.



ICSolutions Client Testimonial

“... Increased Efficiency and Reduced Labor ...”

“The Attendant has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff.”

Captain Shane Barker – Summit County, Ohio

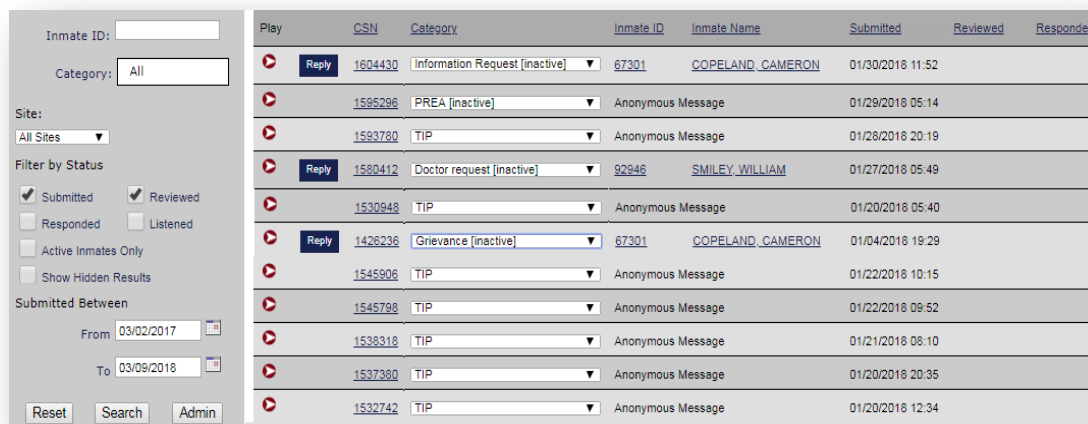
Call prompts are fully customizable according to County requirements. Call prompt options and associated text provided by the County will be converted to synthesized voice prompts to that are played to the caller. Some examples include the following:

- Facility Location, Hours, and Driving Directions
- Visitation Policies
- Information about Posting Bond (payment methods, bond procedures, etc.)
- How to Send Mail to an Inmate
- Inmate Property Policies
- Inmate Phone Call Types and Funding Options

Public and inmate access will be available through a single phone number provided by the facility. After The AttendantSM dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable facility information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

The Communicator Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.



Play	CSN	Category	Inmate ID	Inmate Name	Submitted	Reviewed	Responded
	Reply 1604430	Information Request [inactive]	67301	COPELAND, CAMERON	01/30/2018 11:52		
	1595296	PREA [inactive]		Anonymous Message	01/29/2018 05:14		
	1593780	TIP		Anonymous Message	01/28/2018 20:19		
	Reply 1580412	Doctor request [inactive]	92946	SMILEY, WILLIAM	01/27/2018 05:49		
	1530948	TIP		Anonymous Message	01/20/2018 05:40		
	Reply 1426236	Grievance [inactive]	67301	COPELAND, CAMERON	01/04/2018 19:29		
	1545906	TIP		Anonymous Message	01/22/2018 10:15		
	1545798	TIP		Anonymous Message	01/22/2018 09:52		
	1538318	TIP		Anonymous Message	01/21/2018 08:10		
	1537380	TIP		Anonymous Message	01/20/2018 20:35		
	1532742	TIP		Anonymous Message	01/20/2018 12:34		

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into THE ENFORCER®, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of THE ENFORCER® calling system and is provided at no cost to the County, and with no impact on our financial offer.

Inmate Voice Messaging

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

Inmate Voicemail

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

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

Message of the DaySM

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

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

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

Inmate Messaging

+ OR ▾ Search Clear

Date Ranges ▾
03/02/2017 00:00:00
03/09/2018 23:59:59
More Search Criteria
Create New Message

Click the bubble icon to view the message text.

Message Type:

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
	Notification	4519	1661926	HANNERS, BOBBY	ICS Demo 01, TX	G DORM	api_visitor_pos	02/07/2018 14:24	Never	New
	Notification	514	1661794	HYDE, JERALD	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 14:04	Never	New
	Notification	88717	1661648	LUNA-ESMERALDA, LEONARDO	ICS Demo 01, TX	B BLOCK	api_visitor_pos	02/07/2018 13:41	Never	New
	Notification	81372	1661552	COUCH, BRANDON	ICS					
	Notification	27766	1661434	LOYD, HENRY	ICS					
	Notification	46102	1661196	WOOD, JAMIE	ICS					ad
	Notification	6759	1660918	HICKS, TIMOTHY	ICS					ad
	Notification	24280	1660914	PANNELL, TYLER	ICS					ad
	Notification	7572	1660882	BOONE, TIMOTHY	ICS					ad
	Notification	3916	1660774	HOLLOWAY, AMBER	ICS Demo 01, TX	D BLOCK	api_visitor_pos	02/07/2018 11:47	Never	New

Click the Play button to listen to the recording.

Inmate Messaging Screen – Message of the Day text

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

Funding Announcements

THE ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Family First Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by THE ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

Reverse Lookup

ICSolutions can provide integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet, and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms **at no cost to the facility**.

Reverse Directory information may be looked up from an inmate’s Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Action	Score	Phrase	Inmate ID	Inmate Name	Station Name	Called Number	CSN	Call Time	Offset	Duration
	88	attorney	55287	SCHWAN, SHERRY	D BLOCK 3	1-256-341-8304	399470	04/27/2017 19:35	23:53	24:37
	87	attorney	82653	COX, JACQUELYN	D BLOCK 2	1-404-510-8577	424198	05/03/2017 22:33	2:58	9:00

General Information

Number:

Speed Dial:

Dial Pattern:

Site: ▼

Category:


Inmates w/PAN: 0

Last Updated: 06/08/2017 16:20 By: bdusinberre


Reverse Lookup information can be displayed in the Number Record by clicking the binoculars or from the Call Detail and PAN list by clicking the Called Number hyperlink.

The address can be clicked to reveal a map and recent satellite photo of the location.

1595 Ac...ay
Morgan Hill, CA 95027



[Directions](#) [Search nearby](#) [more](#)



Reverse Lookup

Records Seal

ICSolutions has several methods for protecting sensitive inmate information from general access. These methods include finite control over user roles and access privileges; the ability for authorized users to “hide” one or more recordings from general access; and a “high-profile inmate” status – which restricts access to a particular high-profile inmate’s records to only selected users.

To these solutions, ICSolutions has also recently introduced our Records Seal function. In a court case related to a criminal charge against an incarcerated inmate, a court judge can order the non-availability or “sealing” of all inmate records or selected inmate call information. To enable a correctional facility to comply with such a court order, THE ENFORCER® enables an *authorized user* to perform two different types of record sealing requests:

Full Records Seal – Seal *all* records for an inmate, including the Inmate Profile, all Call Detail Records (CDRs), all call recordings, and any inmate data otherwise available to ENFORCER® reporting functions. In other words, *every* piece of inmate information in THE ENFORCER® is sealed completely.

Partial Records Seal – Seal *CDRs and call recordings only* for a selected date range. This date range can be mandated by the court for a time window associated with events related to the case. As with other ENFORCER® functions, the authorized user can use calendar icons to select a start date and end date for the call records and recordings to be sealed. (All CDRs and call recordings that do not fall within the date range are still accessible for user queries and ENFORCER® reporting.

Authorization to request either type of record seal must be set up by THE ENFORCER® System Administrator for a designated user. Although sealed records are still stored in THE ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the customer.

The Analyzer Link Analysis Tools

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers The Analyzer link analysis, our data mining solution specifically developed for our services.

The AnalyzerSM module is a powerful data mapping tool that enables you to graph complex data relationships based on ***inmate calling activity*** and ***account funding activity*** in THE ENFORCER®, as well as video visitation activity in The Visitor™. The information displayed using The AnalyzerSM can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through THE ENFORCER®, conducting visitation through The Visitor™, and funding events through ICSolutions’ Point of Sale system as well as third party Point of Sale systems.

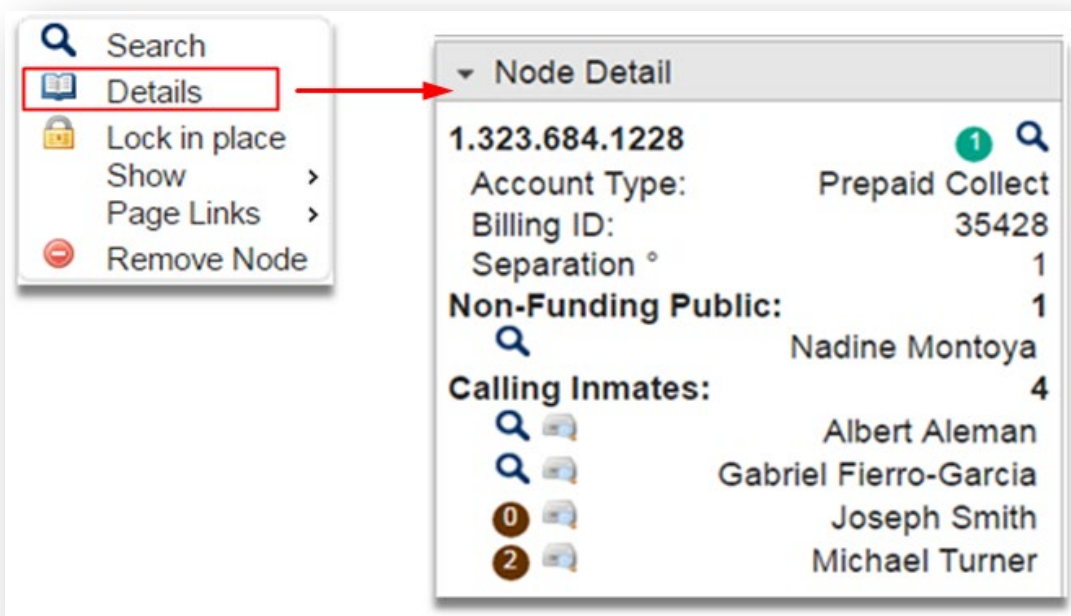
Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through THE ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked “interactions” can include:

- **Receiving phone calls**
- Scheduling or conducting video visitations (both onsite and remote)
- Depositing funds into an inmate’s account

- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or visitation

The AnalyzerSM builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

- A specific inmate
- A phone number, which could represent a called telephone number, a number associated with an ICSolutions[®] prepaid account, Direct Billed account or a Payment account through a third party
- The name of a public user (called party) outside of the correctional facility who funded an inmate's debit account or an ICSolutions[®] prepaid account



The Analyzer – Displaying Detail for a Specific Record

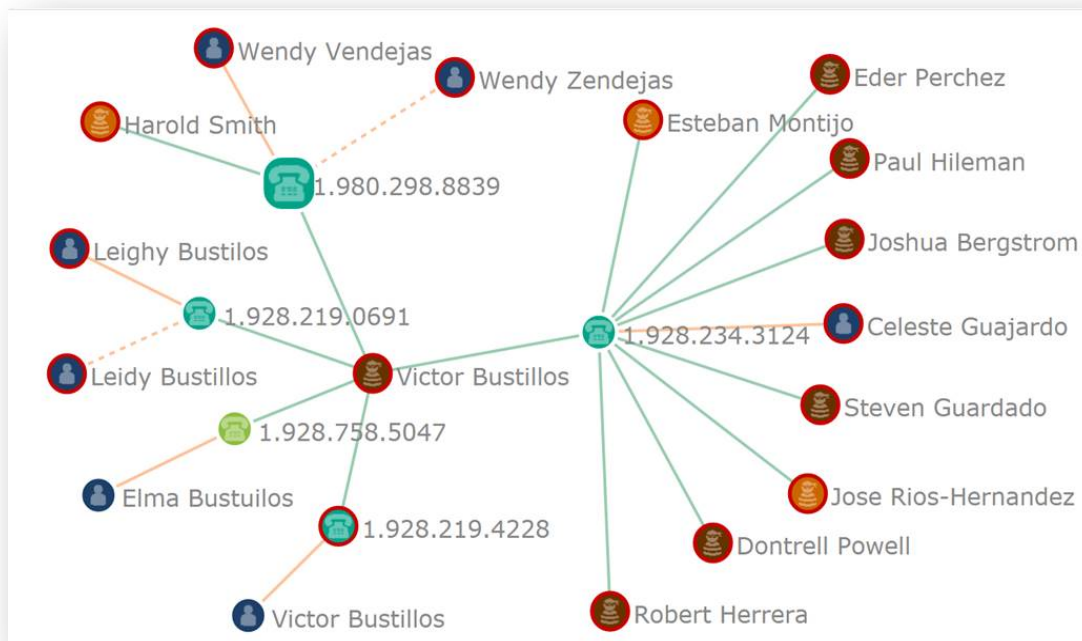
Key Features of The Analyzer

- Facility staff can explore important data using a dynamic visual map
- The unique design of the visual map allows investigators to quickly find connections and patterns
- Since The Analyzer is a module that is fully integrated with THE ENFORCER[®], The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations

This tool will automatically be applied to all calling, visitation, and payment information. The County will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party's (or depositor's) address.

The Analyzer Map

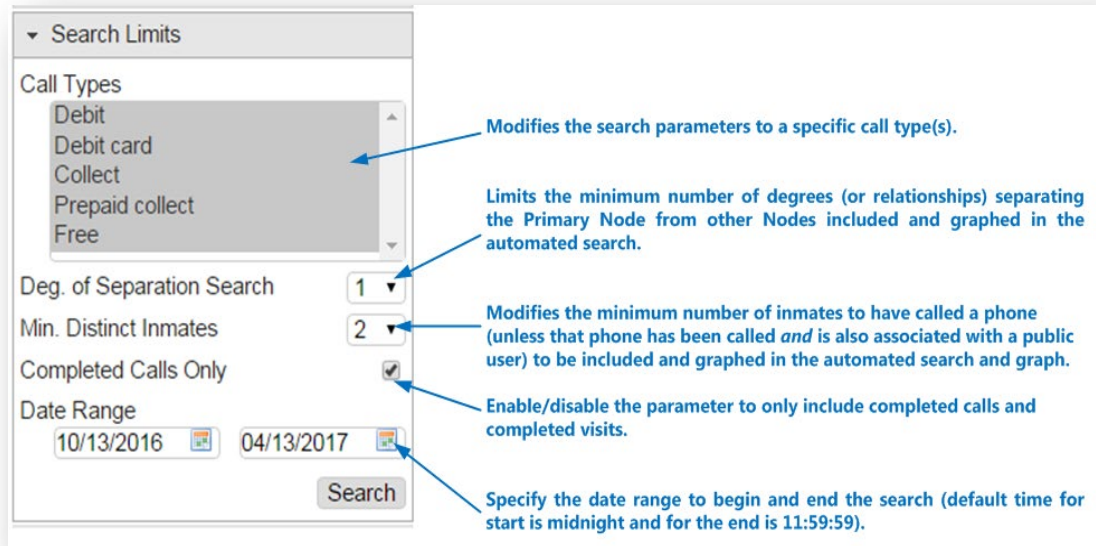
The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

The AnalyzerSM builds and displays detailed “force graphs” based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among Nodes. Investigators may manipulate the data in The Analyzer Map by specifying any combination of search parameters:

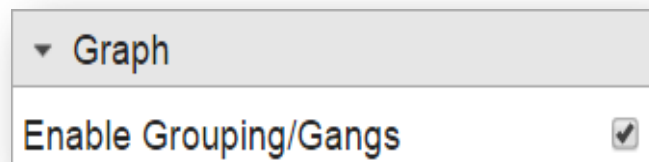
- **Degree of Separation** – Decreasing the value will help reduce the levels the search will execute automatically
- **Minimum Distinct Inmates** – Increasing the value will have a moderate to significant effect on the size of the graph. The smaller this number is, the more phones would be allowed into the graph in addition to phones having a large number of inmates
- **Completed Calls Only** – Enabling this feature will have a moderate to significant effect on the size of the graph
- **Call Types** – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph, depending on which Call Types are specified
- **Date Range** – Decreasing the range to be searched will have a significant effect on the size of the graph, based on the interactions which occurred within a shorter time span



Sample Search Criteria

Group/Gang Affiliations

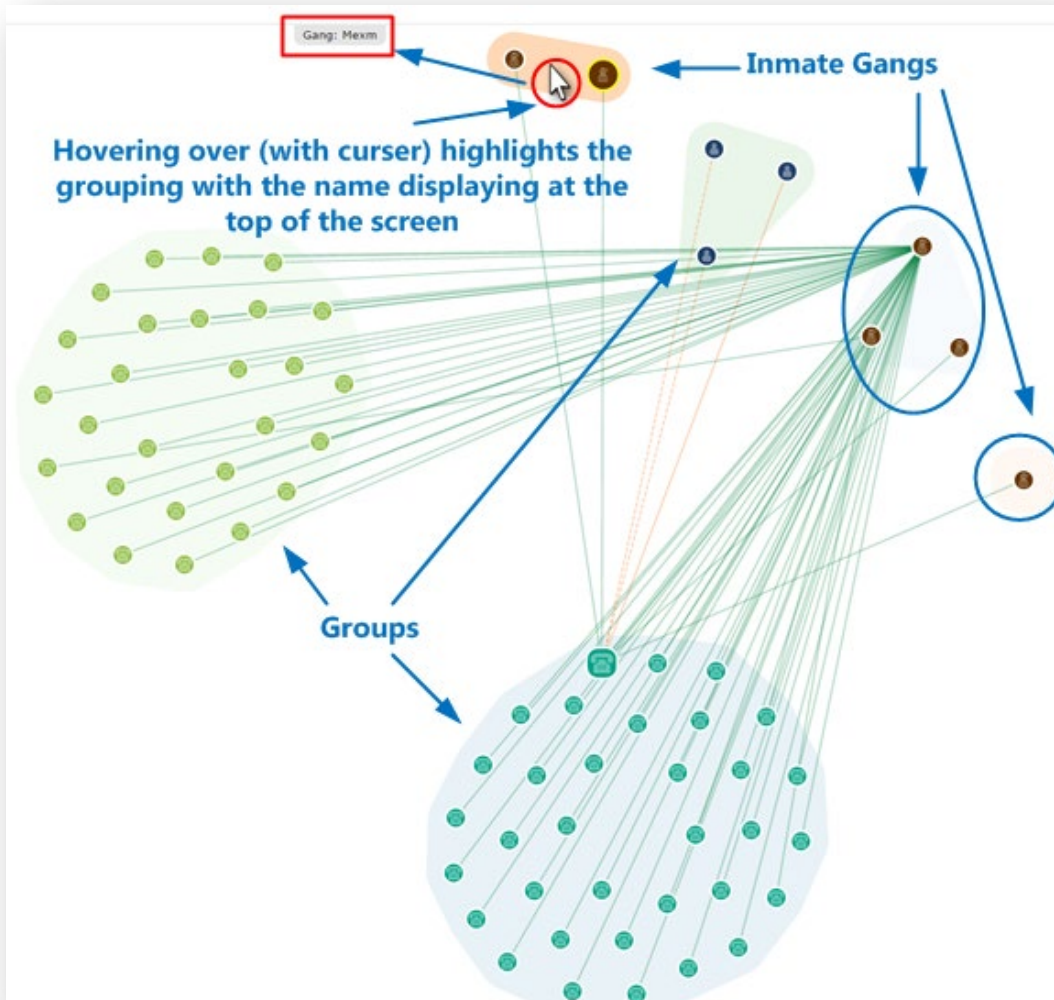
Authorized users may search by Gang if THE ENFORCER® is integrated with a Jail Management System (JMS) feed that provides gang information. When the *Enable Grouping/Gangs* check box has been selected, The AnalyzerSM graph will automatically rearrange the Nodes into groups/gangs if this information is available.



Enable Group/Gangs Checkbox

The following example illustrates how The AnalyzerSM adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



Graph with Grouping/Gangs Feature Enabled







Call Analysis

THE ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. Call Analysis has been available on THE ENFORCER® since 2011. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer**, our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
<input type="button" value="Find"/>	Min. Additional Inmates: <input type="text" value="0"/>		Completed Only: <input type="checkbox"/>	Call Type: <input type="text" value="Any"/>

Calling Matrix

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAMON	1-202-...-3 	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMON	1-248-...-3 	No	1	1	1 inmate	<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMON	1-248-...-9 	No	0	1		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMON	1-313-...-4 	No	0	5		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMON	1-313-...-7 	No	1	6		<input type="button" value="Show CDRs"/>
29463	EMMANUEL DAMON	1-313-...-9 	No	0	2	8 inmates	<input type="button" value="Show CDRs"/>

Click this icon to open The Analyzer. Click here to view Call Detail and Recordings.

Click this number to view other inmates who have called the same number.

Inmate Calling Analysis feature

The search results display the inmate's name, all phone numbers called (including attempted and completed calls), and a link to display other inmates who have called the same number. Some additional options available to limit the search criteria may include the following:

- Search by a specific inmate (by first name, last name or ID)
- Search by a specific phone number
- Search by a date range
- Display a minimum number of *other* inmates who called a phone number
- Display a minimum number of sites within a facility from which the phone number was called
- Display all complete and/or attempted calls
- Include or omit Global Numbers from the search parameters
- Expand All Usage to display all call details in the search results
- Select specific Call Types to be included such as Debit, Debit card, Collect, Prepaid and Free Calling

The user may click the **SHOW CDRs** button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

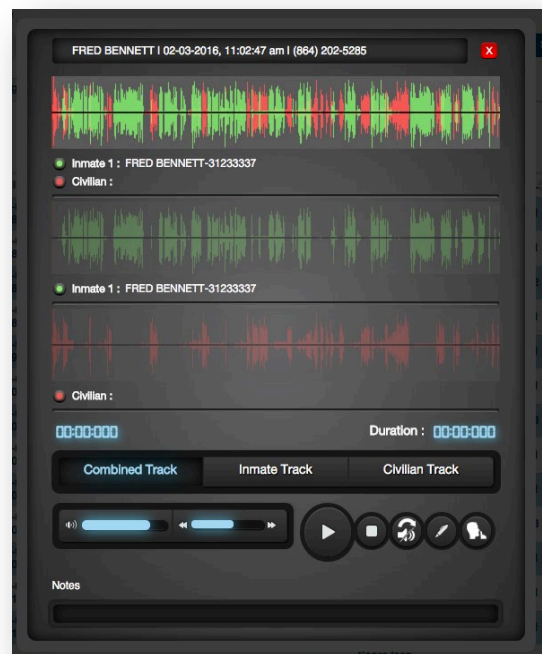
Argus Echo™ Voice Biometrics

ICSolutions proposes to provide the Argus product suite at **no cost to the County**, to offer the latest and greatest voice biometrics while eliminating the fee charged for your current voice biometrics application. Additionally, unlike other voice biometrics solutions, Argus does not require users to download supplements.

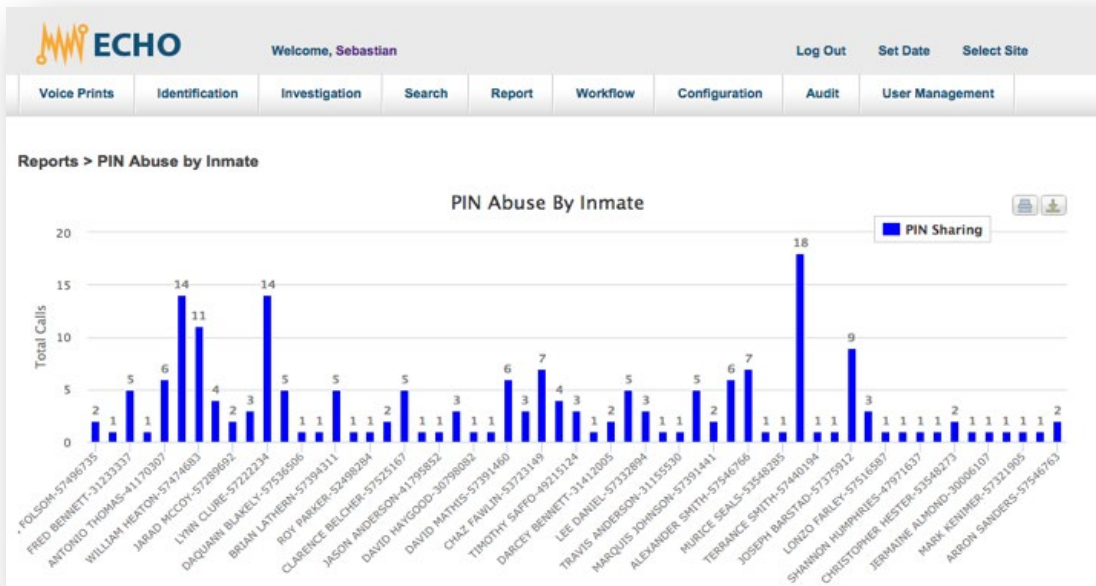
The Argus Echo™ voice biometrics solution was designed from the ground up, in collaboration with correctional facility staff and investigators, to exceed the facility's requirements while delivering a true corrections Investigative package.

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

- **Continuous Voice Identification** – Echo™ provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.
- **Automatic Print Enrollment** – Echo™ **DOES NOT require supervised enrollment**. Prints are automatically created and continuously improved delivering the highest accuracy possible. NO human intervention or assistance from County staff is necessary in the creation of its Biometric Voice Print (BVPs). The system uses proprietary processes to create BVPs from recordings. Echo™'s voice prints can also be set to continuously improve, ensuring that the BVP is of the highest quality at all times.
- **Create Voice Prints on Request** – This is a powerful tool to have when a suspect is not an inmate and is using many different phone numbers. Once the print is created, the voice can be searched through historical calls so investigators can listen to and extract potential intelligence.
- **Accomplice Identification** – Echo™ is not only able to identify PIN sharing but also the identity of the PIN accomplice, allowing investigators to focus their investigative efforts.
- **Queries by Voice** – Queries can be run on the database by voice, identifying all the calls in which a targeted inmate may have spoken on. In addition, a **voice of a targeted NON-INMATE can also be run against the database**, giving investigators unparalleled intelligence gathering tools.
- **PIN-Sharing Imposter Notification** – In the event that Echo™ cannot positively identify the identity of an impostor, the system will still notify that the speaker was not the owner of the PIN.



- Built in Custom Player** – The Echo™ player is web-based and does not require any additional software to run. It was designed specifically for investigators with the ability to:
 - Isolate tracks (combined, inmate, and civilian)
 - Make notes in each track
 - Speed up track play
 - Show Whisper™: Ability to highlight sections of the recording where the voice dropped below a certain percentage, likely revealing an attempt to pass illicit information in hush tones.
 - Remove Silence: Ability to remove silence (dead space, no speaker talking) of a call for speedier playback.
- Identification of Inmate to Ex-Inmate Communication using Voice** – Another unique feature is the capability to look for inmate to ex-inmate communication using voice. Since the Echo™ can analyze and identify the speaker(s) on the called party side, it is able to identify when an ex-inmate is speaking with someone on the inside the facility. This call type is likely to contain actionable intelligence or be of interest for investigators to listen to.



Argus Iris™ (Investigating, Reporting, Intelligence System) Case Management

Iris™ offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence. Iris™ is the only case management software used by every division within the facility with the potential to have fully integrated Voice Biometrics using the Echo™ feature.

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

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

Comprehensive and Complete Case Management

Most case management solutions offer basic tracking of cases. Iris™ is the only tool to offer a true comprehensive Case Management Solution (CMS). Iris™ Includes:

- **Event Management** – Create an unlimited number of events. The user is only presented with the fields and controls relevant to the type of event he/she is creating ensuring maximum accuracy and efficiency.
- **Subject Management** – Place subjects in three distinct categories; People, Staff, or Organizations. Link Victims/Perpetrators to organizations or other people all through the click of a mouse.
- **Evidence Management** – Add pictures, video, documents and other electronic files to the event as well as to the subjects or events.
- **Comprehensive Drill Down Reporting™** – Powerful, customizable, and scalable reporting engine that includes predefined and self-service ad hoc reporting. Report authors can create highly formatted reports that provide County personnel with a clear vision of incidents, events and subjects, both inside and outside the facility walls along with a journal of actions conducted by users as they interact with Iris™. These charts allow the investigator to quickly find the information they are looking by “drilling down” on each category to the level of interest. Charts provided include, but are not limited to, the following information:
 - Events of interest: PIN sharing and multi-speaker inmate calls
 - PIN abuse by inmate
 - Results system-wide (or specific to a facility or other physical location)
 - Ability to schedule reports to be delivered at a specified timeframe



PREAPRO™ Module – Designed from the ground up to exceed the County’s PREA Reporting requirements, this module allows users to create, track, manage, and report on all PREA activities within the prison. Additionally, users can generate and submit their PREA Form in the approved County format all with the click of a button.

Unmatched Security Restrictions – Control the purging of events. Limit access to information through comprehensive and unmatched administrative privileges.

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

Workflow > Schedule

▼ Task

Location: PIN Sharing: Inmate to Inmate:

By PIN Number: By Inmate Voice: By Civilian Voice:

Destination Number: Hotlist:
Inmate: David Brown
Inmate: Darius Johnson
(CTRL+Click for multiple selections)

ID	Task Name	Creation Date	Group	User	
1	testing	06/01/2015		Andy Horton	<input type="button" value="edit"/> <input type="button" value="delete"/>
2	Inmate	05/26/2015		Andy Horton	<input type="button" value="edit"/> <input type="button" value="delete"/>
3	#Test	05/26/2015		Robert Sterling	<input type="button" value="edit"/> <input type="button" value="delete"/>

Argus Transcription & Translation

The Argus transcription tool can automatically transcribe all call recordings for investigative purposes. The Argus transcription engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users can easily select which calls to transcribe by selecting individual calls, or by having all calls that meet certain criteria tied to the voice biometric engine/keyword search engine. For example, a user could set up transcription for calls that meet the following criteria:

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

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

Reports > Results by Date > PIN Sharing - Grid

125 Result(s) Found Search:

	Print	Call Time	Duration	Phone	Result	
1	GERARDO GOMEZ-PACHECO	04-09-2019 07:04:00	00:01:52	(773) 678-0699	EDGAR CADENAS-ROJAS-126094772	
2	SEBASTIAN LUCAS-LUCAS	04-09-2019 07:04:05	00:03:10	(662) 582-5762	ALEXANDER MEDINA-BARRIOS-4934767	
3	WILLIAM BELLEW	04-09-2019 07:04:25	00:03:46	(256) 295-4332	JOHNNY SWANN-2569	
4	JORGE OROPEZA-SALAS	04-09-2019 08:04:34	00:02:02	(920) 681-1808	JUAN JUAREZ-ROSARIO-123160112	
5	THOMAS LONG	04-09-2019 08:04:57	00:14:28	(205) 913-2481	JEFFREY BRYAN-55055	
6	JULIO ROMERO-TIBURCIO	04-09-2019 09:04:54	00:02:34	(812) 987-8818	JOSE REYES-HERNANDEZ-120715463	
7	GERARDO GOMEZ-PACHECO	04-09-2019 09:04:57	00:02:45	(773) 678-0699	RYAN WHETHAM-10568444	
8	KIM CAMPBELL	04-09-2019 10:04:00	00:02:34	(615) 485-5932	CAROL BELLENFANT-49776	
9	LUCINDA ROBLERO-PEREZ	04-09-2019 10:04:00	00:02:52	(512) 552-6316	MARTHA HERRERA-GARCIA-125286194	
10	NATALHY ARMAS-	04-09-2019 10:04:11	00:02:27	(956) 269-3764	LENA GRAUS-RODRIGUEZ-126323124	

Reports – Results by Date

To select a call for transcription, users click the TRANSCRIPTION icon. Calls that have previously been transcribed show a check mark over the TRANSCRIPTION icon. To play the audio of the call, users select the first icon from the left of the loudspeaker.

Workflow > Schedule

Task

Location: PIN Sharing: Inmate to Inmate:

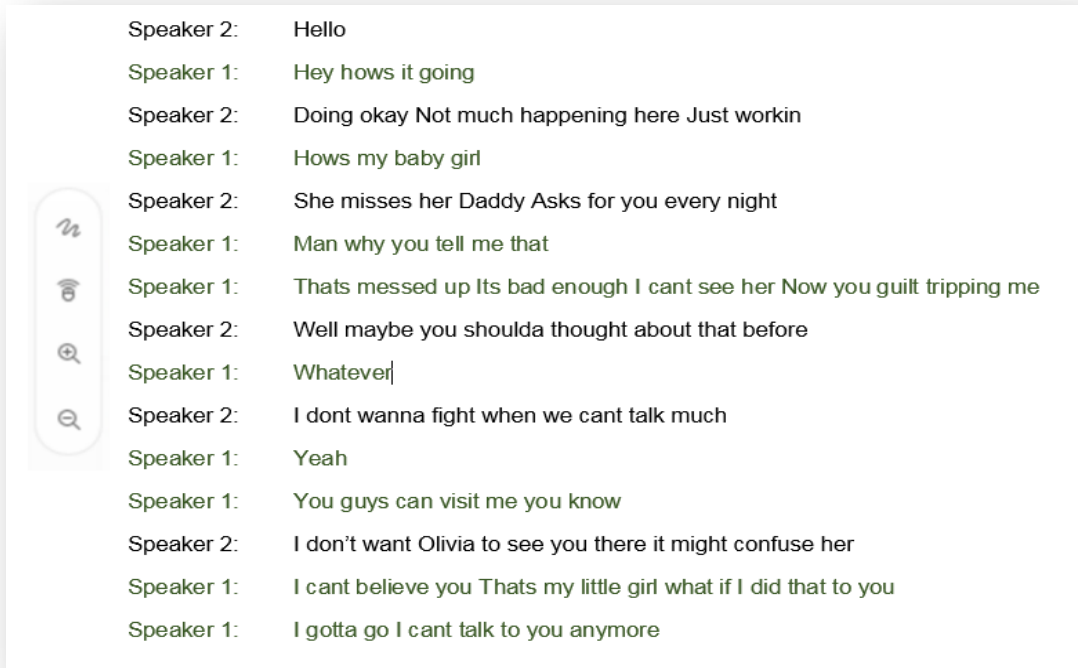
By PIN Number: By Inmate Voice: By Civilian Voice:

Destination Number: Hotlist:

(CTRL+Click for multiple selections)

ID	Task Name	Creation Date	Group	User	
1	testing	06/01/2015		Andy Horton	
2	Inmate	05/26/2015		Andy Horton	
3	#Test	05/26/2015		Robert Sterling	

The transcription of the call shows each speaker in a different font color, so the user can easily evaluate the conversation. The transcription is downloadable in either PDF or Word files. For optimum accuracy, the system takes about one minute to transcribe every two minutes of speech.



Sample Transcription

Word Flow

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

Access Corrections Deposits & Payments™

Overview

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year for more than 700 county agencies and seventeen (17) state department of corrections.



Access Corrections' Deposit and Payment services provides family and friends quick, efficient, and easy to access options of sending funds to offenders as well as to make payments for bond/bail and other obligations due. The agency has the flexibility to set different transaction limits and rules for each service offered. This ensures policy/procedures are followed and agency efficiencies are maximized.

Our platform can process a wide variety of transactions, including parole, probation, and many types of court ordered payments. The probation and parole payment options are limitless with the most common being; supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for a variety of different obligations such as fees/fines, child support, licensing records, etc.

Our solution offers deposits and payments to be made using credit or debit cards as well as cash. These deposits and payments can be made via mobile app, web, kiosk, phone, lockbox or walk-in retailer.



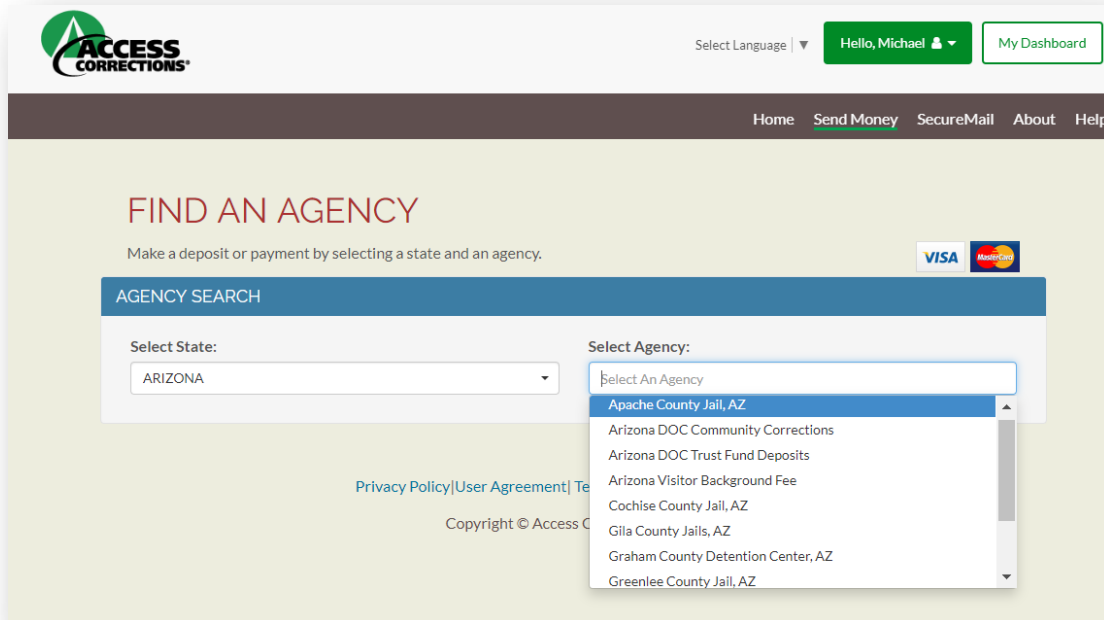
DEPOSIT & PAYMENT TRANSACTION METHODS

www.accesscorrections.com

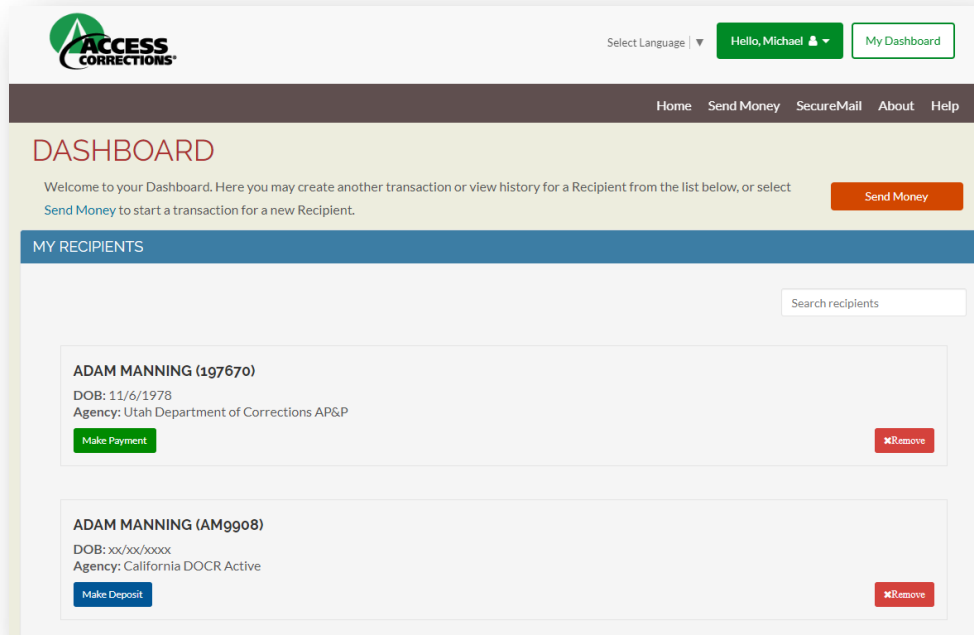
In order to allow inmates' family and friends to make deposits or payments online, KCN operates a secure website 24/7/365 – www.accesscorrections.com.



Adding a Recipient to my Dashboard

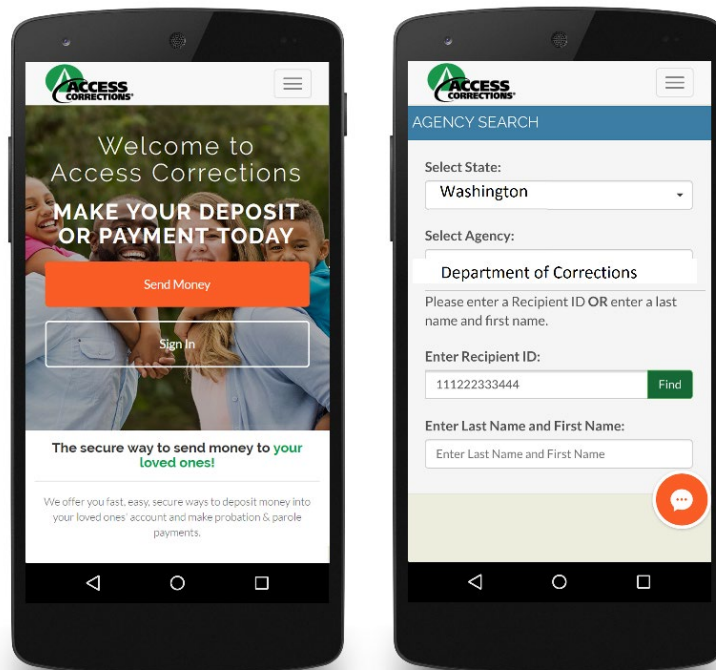


My Dashboard



Access Corrections' Mobile App

Consumers love our mobile app to make deposits or payments while they are on the go. The app is available for both Android and IOS (Apple) phones.



Phone

KCN offers a 24/7 Toll Free phone number for friends and family that may need a little more help with their transaction. Our bilingual, English and Spanish, customer service representatives are trained to assist customers with their questions with the goal of completely satisfying the customers' needs so they don't call agencies needing additional information.

KCN also offers a 24/7 toll free IVR system that allows friends and family the ability to make a deposit or payment without having to talk with a customer service representative.



DEPOSITS/PAYMENTS
PHONE

- **CONVENIENT:** Toll-free number
- **IVR Option**
- **BI-LINGUAL:** Spanish-speaking CSR's available 24/7.
- **FLEXIBLE:** Make payments using credit or debit cards.
- **SAFE:** All staff must pass background & credit check.
- **FAST:** Available real-time funds posting to probationer & parolee accounts.
- **PCI & AML COMPLIANT**

**Customer Service
IVR or Live Agent Options
866.345.1884
Available 24/7/365**



Kiosk

KCN has the largest network of transaction kiosks in the country servicing government agencies. Family and friends enjoy the convenience of our **800+** transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that KCN services regardless of its' location.

The kiosks accept cash and credit cards for trust deposits, payments, bail, etc. as a convenience to the public. We understand that the OCJ has an open window for the public to make deposits into an inmate's trust account during your hours. However, some of the public may prefer to use a kiosk and pay a fee of \$3.00 instead of talking with an officer. KCN understands that at this time you believe you want to decline this option however should the county choose to change this preference, we can enable our kiosks to accept cash upon short notice.



ACCESS SECURE PAYMENTS PROCESSES MANY FINANCIAL OBLIGATIONS!	
Probation & Parole	Court Ordered Payments
Supervision Fees	Child Support
Program Fees	Fees & Fines
Drug Screening	Restitution
Monitoring Fees	

Walk-In Retailer

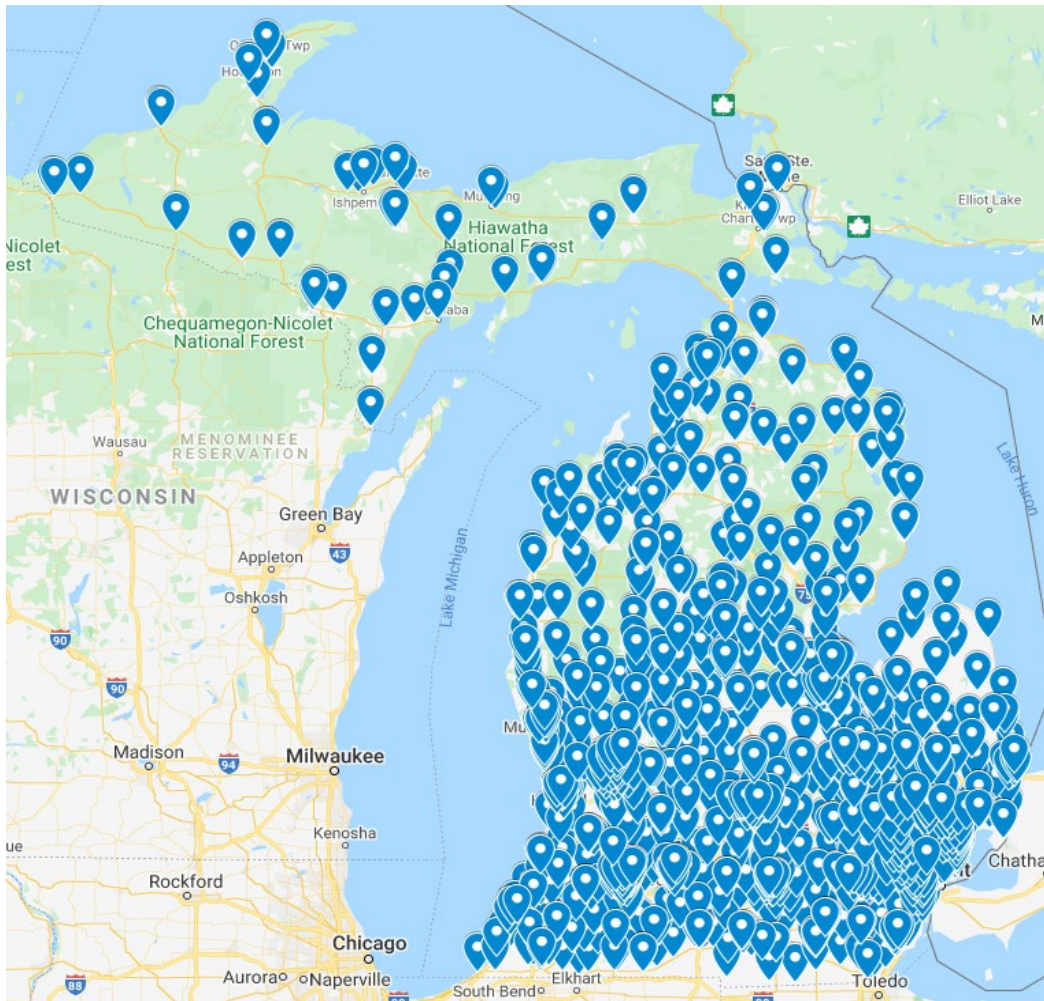
KCN is partnered with CashPayToday, a leading payment technology company automating cash transactions via its network of over 48,000 national and regional retailers in the U.S. These locations will accept cash transactions on behalf of KCN. The walk-in locations include CVS, Walgreens, 7-Eleven, Dollar General, Family Dollar stores and others.

These national retailers align with the demographics of our customer base. Our customers are already shopping at these stores making it very convenient way to make a payment or deposit for your agency.





There are over 1,900 walk-in locations in the state of Michigan.



Convenience Like No Other Provider

Customers have the choice to get their CashPayToday account information right on their smart phone or mailed to their address. Consumers love the convenience of the smart phone option because they always have their phone with them. In addition, it provides a real-time retailer location map based on their GPS along with transaction history and an account bar code to send money quick. Also, there is no need to tell the cashier what you are sending the money for. They just know it is being sent to Access Corrections!





Consumer Name: John Wilson ID 332791359419
Recipient Name: SARA BELL ID 284515
Issued Wednesday, October 28, 2020 - Does Not Expire
Deposit amount of \$10.00 to \$300.00
Consumer Transaction Fee: \$5.00. Fee subject to change.



799366266720006371681577268092

Vanilla Direct Pay® Terms:

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanilladirect.com/pay/terms After successful payment using this barcode, you may retrieve your full detailed ereceipt at pay.vanilladirect.com/ereceipt. **Vanilla Direct Pay® E-Receipts.**


Participating Retailers



- Dollar General MAXIMUM \$500.00 PER PAYMENT. You may use PIN debit card or cash for payment.
- Family Dollar MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- CVS MAXIMUM \$999.00 PER PAYMENT. CASH ONLY
- Walgreens MAXIMUM \$900.00 PER PAYMENT. CASH ONLY
- 7-Eleven MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Speedway MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Kum & Go MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Stripes MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Pilot/Flying J MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Go Mart MAXIMUM \$500.00 PER PAYMENT. CASH ONLY
- Royal Farms MAXIMUM \$500.00 PER PAYMENT. CASH ONLY

CASH PAY TODAY PAYMENT LOCATIONS:

Our payment locations can be found at www.cashpaytoday.com/locations

ALL locations use printed or mobile barcode ONLY 

TRANSACTION INSTRUCTIONS:

Enter the checkout line. Let clerk know you are making a "Vanilla Direct Pay®" payment. Hand this slip to the clerk for them to scan the barcode or allow phone to be scanned. Let the clerk know how much money you are sending.

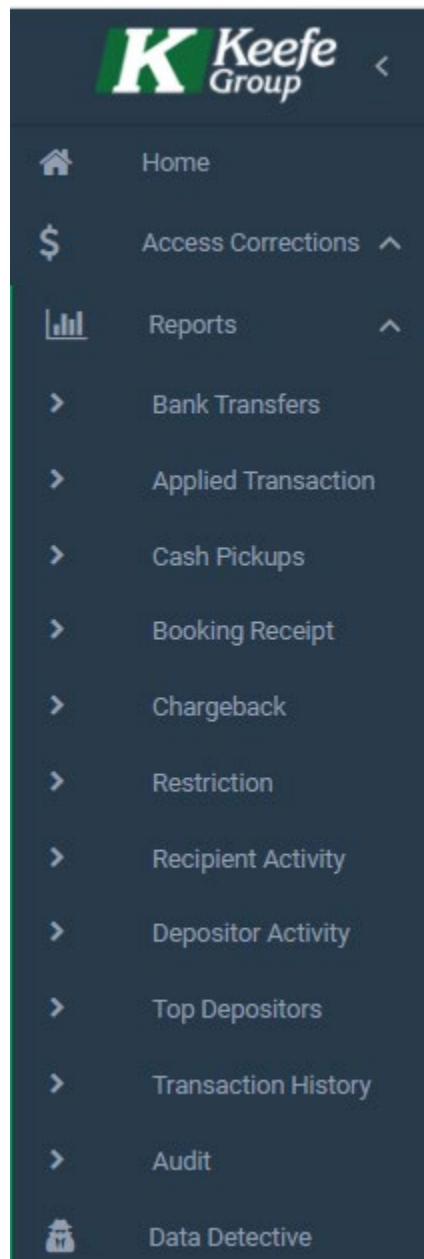


© Pay It Today, LLC.

AGENCY MANAGER

Agency Manager is an intuitive web application used by agencies to reconcile banking transactions via reports. Agency Manager is replacing the Legacy Agency Manager application, giving users a fresh look and feel with new and improved navigating functionality making report accessibility extremely easy.

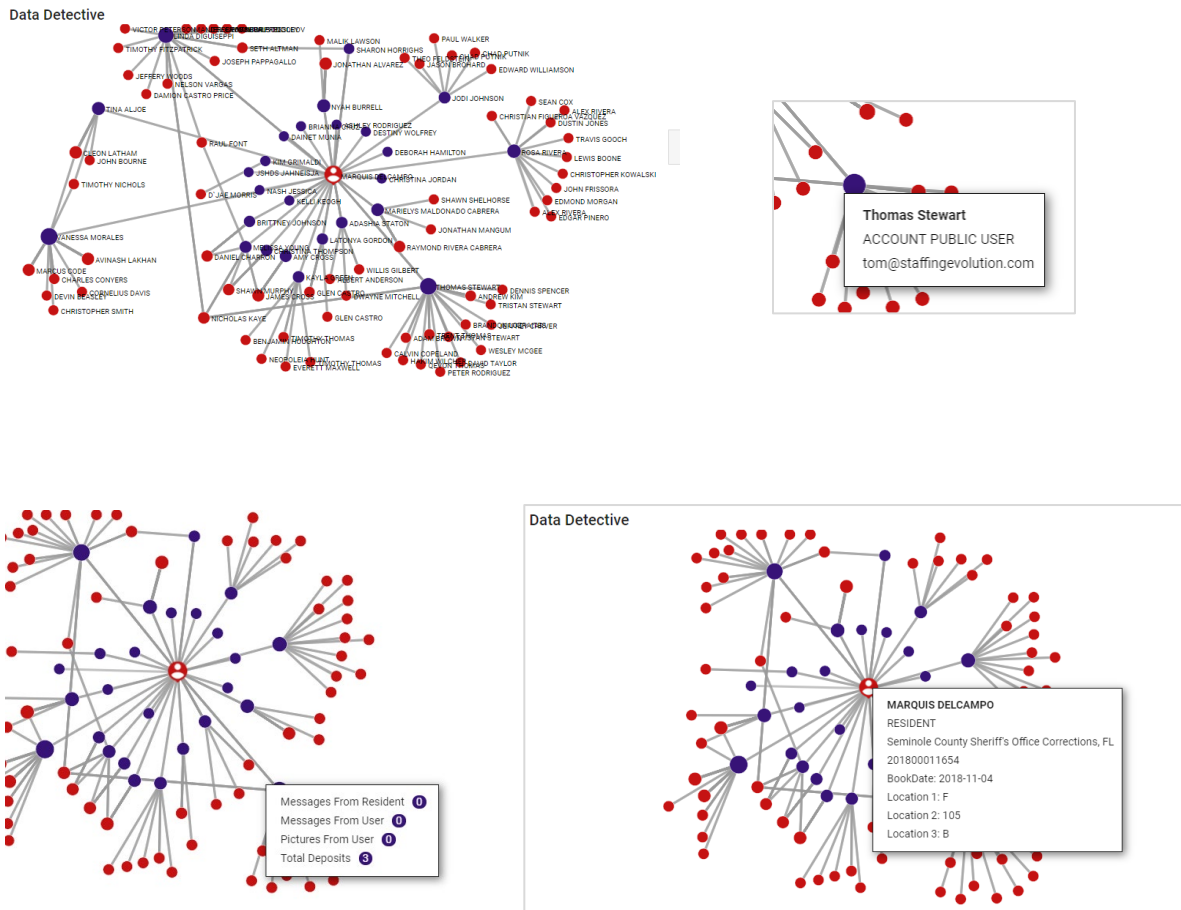
Agency Manager expands many report types; *bank transfers, applied transactions, cash pickups, booking receipts, chargebacks, restrictions, recipient activity, and depositor activity, top depositors and transaction history*. Each report allows you to view specific report details based on the type of transaction information needed.



DATA DETECTIVE

Data Detective® is KCN’s data mining solution specifically designed for our services. This tool is designed with the investigative nature of the corrections market in mind. Authorized staff will be able to search varying degrees of separation in order to establish links from inmate to individuals receiving money and the consumer. Some of the features are listed below:

- Agency staff can explore important data using a dynamic visual map.
- The unique design of the visual map allows investigators the ability to quickly find connections and patterns between senders and receivers.
- The Agency has access to reports 24/7 in real time via the Access Corrections Agency Manager website. These reports can be searched by date range and include all transaction information including the depositor/sender’s address and IP address.
- KCN also provides detailed information regarding the sender through its Data Detective software.



KYC (KNOW YOUR CUSTOMER)

Access Corrections uses industry leading 3rd party software platform to confirm the identity of the account holder/sender. The software validates user information against public and private data and delivers a pass/fail real-time decision. To meet state and federal regulations regarding Know Your Customer (KYC) and to protect the public from fraud, Access Corrections restricts the failed identities from using our services. Additionally, Access Corrections has an internal fraud investigation team of 14 employees that monitor suspicious activity using internal and external software and databases to prevent fraud from happening before the transaction is completed. Access Corrections is committed to reducing fraud and illegal activity in correctional facilities.

To assist with the detection and prevention of fraud and other financial crimes, Access Corrections is taking additional steps to verify the information provided by its customers through phone, email and address verification.

Phone Verification

Customers using AccessCorrections.com are required to verify the phone number from their profiles. This is to help prevent fraudulent transactions from entering the system.

PHONE VERIFICATION

Please take a moment to verify your phone number.

[Blurred Phone Number] [Edit](#)

Click "Call Now" and enter the code received.
This helps us confirm your identify and secure your account.

Please wait while we try that number.

Call Now! ☎

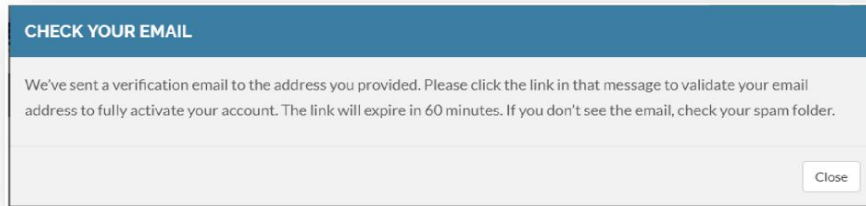
8669

A user will provide a valid phone number and receive a call with numeric code to enter on the website. This code is entered in the available field thus validating the phone number.

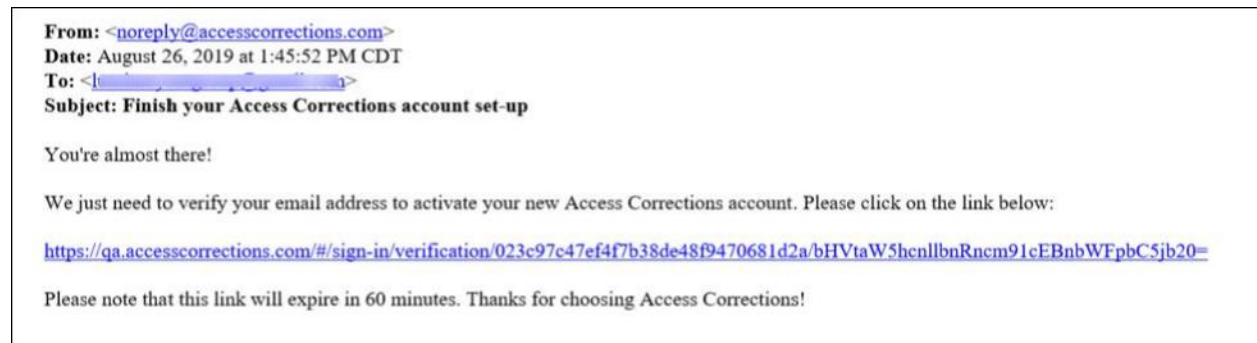
Email Verification

The Email Verification is provided to ensure customers are submitting a valid source of email contact upon creating a new account or editing an existing account.

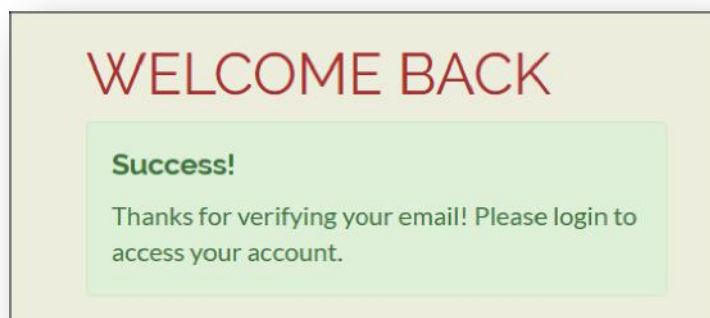
After successfully creating the new account, a message to "Check Your Email" for an email verification appears on the screen.



Below is a message a new customer would receive to validate their email.



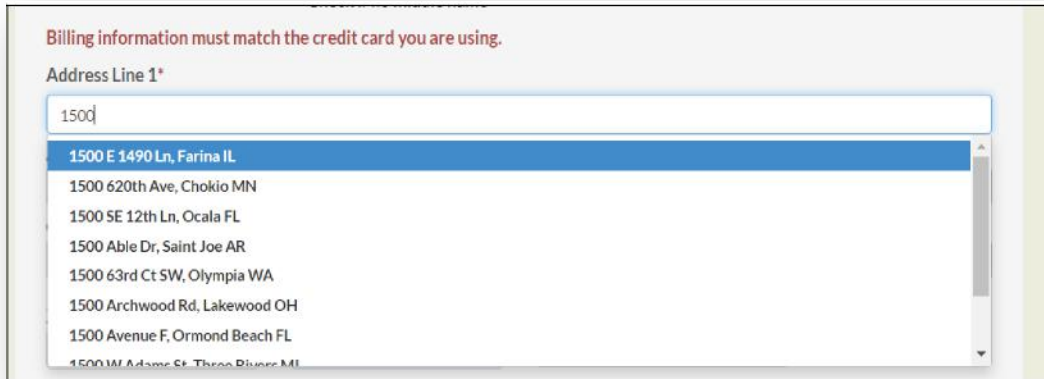
Once the link is activated, the Login screen opens, indicating a successful validation.



Address Verification

Address Verification is provided to ensure customer are submitting a valid source of a billing address upon creating a new account. With the integration of leading third-party software, addresses take seconds to locate and assist with the validation.

A user starts by entering their address starting with their street number and name. While entering this information, the software immediately starts to provide options of possible address matches.



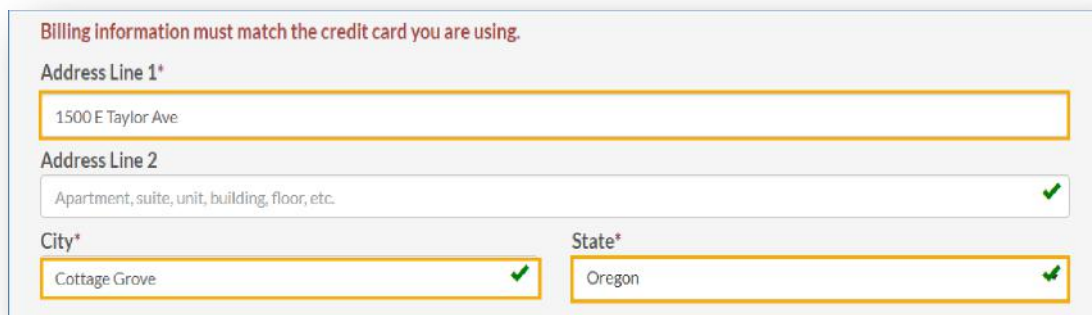
Billing information must match the credit card you are using.

Address Line 1*

1500

- 1500 E 1490 Ln, Farina IL
- 1500 620th Ave, Chokio MN
- 1500 SE 12th Ln, Ocala FL
- 1500 Able Dr, Saint Joe AR
- 1500 63rd Ct SW, Olympia WA
- 1500 Archwood Rd, Lakewood OH
- 1500 Avenue F, Ormond Beach FL
- 1500 W Adams St, Three Rivers MI

After selecting an address, the **City** and **State** fields will auto-populate in the remaining fields.



Billing information must match the credit card you are using.

Address Line 1*

1500 E Taylor Ave

Address Line 2

Apartment, suite, unit, building, floor, etc. ✓

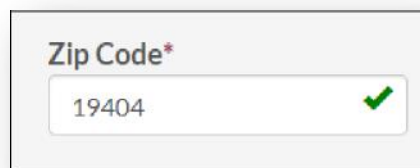
City*

Cottage Grove ✓

State*

Oregon ✓

After selecting an address, the Zip Code will auto-populate in the field.



Zip Code*

19404 ✓

STORED DEBIT/CREDIT CARDS

As added convenience for our customers, credit and debit cards are now able to be saved under their web/mobile profile.

The screenshot displays a 'CARD INFORMATION' form with a blue header. Below the header, there are logos for VISA and MasterCard, followed by the text 'Accepted Cards'. The form contains three main input sections: 'Card Number' with a text box containing 'Debit/Credit Card Number', 'Expiration Date' with 'Month' and 'Year' dropdown menus, and 'Card CVV' with a text box. A green 'Pay Now' button is centered below these fields. At the bottom, there is a checkbox labeled 'Save this card for later' which is checked, with a white arrow pointing to it from the left.

VALUE-ADDED SERVICES

Attachment 2.2 to Appendix A

In **ATTACHMENT 2.1 EQUIPMENT & FEATURES**, we have described all required technology, as well as the standard features that are built into our ENFORCER® phone/visitation platform. All technology described in **ATTACHMENT 2.1** is included in our commission offer for Oakland County.

In this section, we describe some additional, optional features. Below, we have described those that are available with no impact on the County's commission rate, followed by those that would impact your commission rate if deployed.

No Impact on Commissions

The following will have no impact on the County's commission rate:

- Casemaker law library
- Tablet integration
- Inmate email/text messaging

Casemaker Law Library

ICSolutions proposes to eliminate the current fee for the Casemaker® law library service. Casemaker® will be available on the video visitation kiosks, and can be made available on the SmartComm tablets if desired. Casemaker is the leading provider of legal research in the U.S.

Casemaker's comprehensive libraries include access to all federal case law, statutes and administrative law, as well as statutes and administrative law for all states, with some states' case law going back more than 100 years. The CaseCheck+ feature allows users to determine whether the case they are reviewing has been modified by subsequent cases to determine if it is still applicable law. More than 400,000 attorneys use Casemaker's simple, high-definition search on a daily basis to find relevant cases, codes, statutes and more, fast.

Casemaker's experienced legal editors continually add and categorize appellate decisions – **updated on a daily basis** – providing you with the most current law with easy access to up-to-date statutes and cases. The Case Digest feature can provide daily summaries of state and federal appellate decisions in the area of interest designated. Statutes also include notes summarizing the legislation, with links to cited references and other relevant and useful information.

The user-friendly and fast search engine allows users to filter by category, practice area, attorney, jurisdiction, court or judge. Casemaker stores a search history record, and allows users to organize their research according to their own preferences, such as creating individual file folders for various topics.

Key features include:

- **Advanced search** – The search engine allows users to conduct advanced searched, filtering results by category, practice area, attorney, jurisdiction, court or judge.
- **Alerts** – Developments related to tracked cases can be delivered to the user’s email inbox.
- **Annotator tab** – This tab shows related documents and whether or not they have been viewed.
- **Citing references & cited cases** – The system shows the number of cases that cite the case in question.
- **Combined pages** – The combined pages function allows for content within an hierarchy to be viewed on a single page using the “Combined” link.
- **Copying** – Users are able to easily copy text or links.
- **Folders** – Documents can be saved into folders and subfolders.
- **Go-To-Section** – Within structure material, the user can jump to a particular section by searching for a section number or citation within a document.
- **History** – The user’s search history is automatically saved.
- **Linked content** – Any references within the content to another source will be linked to the referenced source, allowing for users to easily access cited content.
- **List view** – This option shows documents in a traditional list view.
- **My Settings** – The My Settings page allows users to set system preferences, such as search state, email, view preferences, etc.
- **Notes** – This function allows users to save private notes to a document.
- **Saved searches** – Users are able to save searches for future use.
- **Search tips** – This new feature lists available Boolean operators and search types with examples.
- **Structured material and subsections** – The structure formatting makes material easy to read and navigate.
- **SuperCode** – The SuperCode alert feature indicates that the viewed statute has been affected by current legislation, even if it is not yet effective
- **Tracking** – The system allows users to track search history and time spent on a particular case.
- **Tree view** – This option shows documents in an expandable/contractible directory structure.
- **Type ahead** – This functionality suggests possible search query text as the user types.
- **Videos & webinars** – The system also provides helpful videos and live webinars.

Tablets Integration

ICSolutions has an inmate phone calling app that can be deployed on the County’s Smart Comm tablets to enable secure calling through The ENFORCER® anywhere tablets can be used by inmates, if desired by the County and approved by Smart Communications. ICSolutions’ software features an open architecture that allows it to easily integrate with other Jail systems. Likewise, the included Casemaker law library can be made available on the tablets.

Inmate Email Messaging

ICSolutions can offer secure, two-way email messaging between inmates and their loved ones, along with optional photo sharing. This program features an easy-to-use public website and app, which an inmate’s friends and family can use to create and send messages and photos to an inmate, and to receive email messages from an inmate. Inmates manage their emails using a touchscreen video visitation kiosks. Upon deployment of the email messaging product, ICSolutions can create a Message of the Day announcement on the inmate phones that advises inmates to log in to a video kiosk to check for, read, and respond to emails.

There is no cost for public users to send messages to an inmate. Inmates can pay to send messages using their Inmate Debit calling account. This service will generate additional commissions for the County.

If photo sharing is enabled by the facility, friends and family will have the option to attach one photo to each message at no cost. Photos can be attached in .jpg, .jpeg, or .gif file format and can be up to 5 MB in size. The sender simply clicks the **ADD IMAGE** button to attach a photo to a message.

The screenshot shows the 'New E-Mail' form in the ICSolutions Inmate Communication Portal. The header includes the ICSolutions logo and 'Fueled by VendEngine'. Below the header, it says 'Create Mail - Jail: Fayette County, IN - Fayette (IN) - Inmate: [redacted]'. The form fields are: 'ICS Prepaid Account Phone Number' (text input), 'Phone Provider Account User Name' (text input), 'Phone Provider PIN' (text input), 'From:' (text input), 'Subject:' (text input), and 'Message:' (text area with a small icon on the right). Below the message field is an 'Attach File:' section with a '+ Add Image' button. A note below the button states: 'You can upload one image file (.jpg, .jpeg or .gif). Maximum size: 5MB.' At the bottom of the form is a large blue button with a white envelope icon and the text 'Send Mail'.

Friends/Family Messaging Website

When a message has a photo attached, it is automatically routed to the approval queue for facility review. Authorized facility staff can either 1) approve the message and photo for delivery, 2) approve the message but reject (remove and delete) the photo, or 3) reject both the message and the photo. If it is later determined that a photo was deleted in error, it can be restored by authorized facility staff.

The system also provides the facility the capability to block individual emails, email domains and/or phone numbers within the system, globally or at the inmate level. When an individual email address, email domain and/or phone numbers is blocked and an inmate initiates and attempts to send an email or text message, the inmate 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.

Commission-Impacting Options

The following would impact the County's commission rate, if deployed – as outlined in **APPENDIX D: COST**:

- CEIA cell phone detectors
- Cellebrite's UFED Ultimate
- Fusion Center

CEIA Magneto Static Detector (MSD)

The CEIA MSD is a highly portable cell phone, weapon, and contraband detector that can locate all cell phones and other contraband concealed on the person or in body cavities (including key fob cell phones), with or without batteries. Its multi-zone targeting indication identifies the location of contraband on the body, and it includes a Bluetooth headset for covert alarm signaling, whereby detection is silent to the inmate.

The CEIA MSD is fully weatherproof for use outdoors or inside, and provided for up to 26 hours of continuous use on the embedded battery. Best of all, the MSD's extremely durable design yet lightweight, one-piece design is portable and requires no assembly – allowing for setup within 10 seconds!

- Detection of all cell phones and other ferrous contraband concealed on the person or in body cavities (including key fob cell phones, smart phones, radio transceivers, etc.)
- Constant Sensitivity across the detection area in pass-through operations
- Multi-Zone targeting indication identifies location of contraband on the body
- Covert operation through use of Bluetooth wireless headset
- Fully weatherproof for outdoor use (IP65 certified)
- 26 hours continuous operation
- Unmatched detection in all environments without adjustment
- Extremely durable design
- No assembly required: Setup in less than 10 seconds



Cellebrite's UFED Ultimate

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



UFED Touch Ultimate

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

ICSolutions Fusion Center

ICSolutions is excited to offer a significant advancement in forensic services for the County with our ICS Fusion Center. ICSolutions has established the ICS Fusion Center to assist facilities like Oakland County with investigative needs. The ICS Fusion Center offers dedicated personnel and the latest forensic voice software as well as data analysis tools to identify potential banned behavior and activities. With this optional service, ICSolutions personnel will work closely with the County to establish the guidelines required by the County to initiate and assist in any investigation. The dedicated staff will help the County be more effective and efficient with critical manpower assistance.

Some of the services offered include **call monitoring** with key word/phrase searching, PIN Sharing identification, multi-payment identification, inmate to former inmate communications, and inmate to staff communications.

SYSTEM REPORT SAMPLES

Attachment 5.1 to Appendix A

The ENFORCER[®] Reports Admin Setup Only Report

02/02/2011 19:59 - Page 1

INMATE CALLING
IC Solutions

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

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

Attorney Registration Status Report

02/03/2011 08:27 - Page 1

INMATE CALLING
IC Solutions

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

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

Attorney Registration Rejects Report

02/03/2011 08:58 - Page 1

INMATE CALLING ICSolutions		Attorney Registration Rejects Site: Newport DOC Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59			
Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLCC01	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dsbell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dsbell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

Call Detail Report

02/02/2011 16:01 - Page 1

INMATE CALLING ICSolutions		Call Detail Report Site: Newport DOC 1296680502			
Report Parameters					
Phone_Number	ALL	Inmate_ID	ALL	Choose_Call_Connected	Connected Only
Choose_Completion_Code	All	Choose_Tariff_Type	All	Choose_3Way_Events	No Filter
Choose_Call_Type	All	Choose_Alerts	No Filter	Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59				

02/02/2011 16:01 - Page 2

INMATE CALLING ICSolutions		Call Detail Report Site: Newport DOC 1296680502										
Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name	
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15			
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30			
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45			
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50			
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75			
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75			
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05			
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60			
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30			
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70			
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30			

Call Record Statistics Report

02/02/2011 20:04 - Page 1

INMATE CALLING ICSolutions		Call Record Statistics Site: Newport DOC Start_Time = 01/31/2011 00:00 End_Time = 02/02/2011 23:59	
Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report

02/02/2011 20:24 - Page 1

INMATE CALLING ICSolutions		Debit Balance Site: Newport DOC Choose_Status = All Inmates Choose_Balances = All Choose_Account_Sort = Inmate ID				
Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

Debit Statement Report

02/02/2011 20:32 - Page 1

INMATE CALLING		Debit Statement		Site: Newport DOC		Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = [REDACTED] Called_Number = ALL			
ICSolutions									
Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call Center								
	Debit		2011-01-01 22:00:24			\$0.00	\$25.00		\$25.00
	Debit	1-301-442-2882	2011-01-01 22:39:20	00:00:00	00:00:00	\$25.00		\$0.00	\$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	\$25.00		\$4.50	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	\$20.50		\$0.00	\$20.50
	Call Center	PMT 3183225;							
	Debit	agent: credit_card	2011-01-03 18:59:35			\$20.50	\$15.00		\$35.50
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	\$35.50		\$9.00	\$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	\$26.50		\$6.15	\$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	\$20.35		\$1.50	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	\$18.85		\$0.00	\$18.85

Debit Activity Report

02/03/2011 09:23 - Page 1

INMATE CALLING		Debit Activity		Site: Newport DOC		Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/25/2011 00:00 End_Time = 02/03/2011 23:59		
ICSolutions								
Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[REDACTED]	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
[REDACTED]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
[REDACTED]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
[REDACTED]	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23
[REDACTED]	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
Subtotal							22.95	23
[REDACTED]	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

Debit Transaction Report

INMATE CALLING ICSolutions		Debit Transaction Report Site: Newport DOC Start_Time = 02/02/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL					02/03/2011 09:30 - Page 1	
Inmate	Name	Date/Time	Amount	Trans. Type	User	Description		
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811;	online(TERM=72.71.240.143); credit_card	
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent:	credit_card	
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837;	online(TERM=72.70.125.87); credit_card	
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570;	online(TERM=72.70.125.87); credit_card	
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535;	online(TERM=75.69.212.58); credit_card	
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085;	online(TERM=98.229.239.119); credit_card	
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939;	online(TERM=75.68.120.115); credit_card	
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent:	credit_card	
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent:	credit_card	
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070;	online(TERM=96.61.88.138); credit_card	
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646;	online(TERM=69.147.174.2); credit_card	
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713;	online(TERM=71.232.225.124); credit_card	
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent:	credit_card	
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524;	online(TERM=71.181.30.162); credit_card	
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842;	online(TERM=24.91.79.127); credit_card	
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent:	credit_card	
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450;	online(TERM=75.194.12.156); credit_card	
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent:	credit_card	
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103;	online(TERM=75.194.98.98); credit_card	
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322;	online(TERM=98.217.214.172); credit_card	
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent:	credit_card	
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent:	credit_card	
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72);	credit_card	

Frequently Used PANs Summary Report

INMATE CALLING ICSolutions		Frequently Used Pans Summary Site: Newport DOC Min_PAN_Count = ALL		02/02/2011 20:10 - Page 1	
Phone Num	Called Party	Num Instances	Num Sites		
603-224-1236		911	5		
603-669-7888		450	4		
603-357-4891		383	5		
603-778-0526		362	3		
603-524-1831		263	4		
603-224-1236		252	5		
603-598-4986		251	4		
603-224-4220		235	5		
603-749-5540		201	3		
603-228-9218		169	3		
603-353-4440		142	3		
603-669-7888		138	4		
207-775-4321		131	3		
603-444-1185		121	3		
603-225-5240		103	3		
603-225-7700		99	3		
603-778-0526		94	4		
603-644-4607		92	3		
603-436-8242		77	3		
603-224-3500		76	3		
603-357-4891		74	5		
603-598-4986		67	4		
603-644-5813		66	4		
603-524-1831		64	4		

Frequently Used PANs Detail Report

02/02/2011 20:16 - Page 1

INMATE CALLING
ICSolutions

Frequently Used Pans
 Site: Newport DOC
 Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site				
207-651-5965			WATSON, TAHRON					
			BILODEAU, BRIAN					
			VALLEY, TED					
			KYER, JOSEPH					
			BROWN, RAYMOND					
			GILPATRICK, KELLY					
			WATSON, ANDRE					
			MOCCIA, ANTHONY					
			VENEY, BRUCE					
			PEREZ, MIGUEL					
			SMITH, TORREY					
			SILVENT, JOHN					
			207-775-4321				BREHM, ROBERT	
							RICHARDSON, ANTHONY	
SENER, SEAN								
SMITH, DENNIS								
RENAUD, KEITH								
JONES, TREVIS								
CONVERSE, TIMOTHY								
RABIDOU, KEVIN								
MONTALBAN, JUAN								
BASSETT, GREGORY								
DANSEREAU, MICHAEL								
MILLER, DONALD								

Frequently Called Numbers Report

02/02/2011 16:21 - Page 1

INMATE CALLING
ICSolutions ALL

Frequently Called Numbers Report
 Site: Newport DOC
 Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
1-603-447-4347		361		
1-603-491-2405		358		

Global Number Report

02/03/2011 09:55 - Page 1

Global Number
Site: Newport DOC

Choose_Privileged = All Choose_Free_Call = All Choose_Passive_Accept = All Choose_Ignore_Silence = All Choose_Ignore_DTMF = All Choose_Any_Alert = All Choose_Email_Alert = All Choose_Pager_Alert = All Choose_Monitor_Alert = All

INMATE CALLING
ICSolutions

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psv	Airt	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	houston
0117-701-280-8888						All			60				10-08-11 05:23	lcoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPHY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3939		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSELE, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAELL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

Global Number History Report

02/02/2011 16:33 - Page 1

Number History Report
Site: Newport DOC

Phone_Number = ALL Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

INMATE CALLING
ICSolutions

Phone Number	Spd Dial	Name	Blk	DNR	Prv	Call Types	Pass Acpt	Alert	Max Dur	Ign Dtmf	Ign Sil	Greet Off	Act.	TmStmp Updt	User Updt
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

Inmate Alerts Report

02/02/2011 16:39 - Page 1

INMATE CALLING ICSolutions		Inmate Alerts Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		SENER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mi
						603-225-5240 not allowed to call atm. mi-ke -she-ehan		
		SCHILLINGER	GREG	CARL	YES			
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

Inmate PANs Report

02/02/2011 16:44 - Page 1

INMATE CALLING ICSolutions		Inmate Calling List Site: Newport DOC Inmate_ID = ALL Choose_Status = Active Inmates First_Name = ALL Middle_Name = ALL Last_Name = ALL CP_Name = ALL CP_Phone = ALL Choose_Block = All					
Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Description	Site
	HARRIN, DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE, PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Inmate Status Report

02/02/2011 16:51 - Page 1

INMATE CALLING
ICSolutions ID

Inmate Status Listing
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Choose_Status = All Inmates Choose_Inmate_Sort = Inmate

Inmate ID	Passcode	Name	Site	Location	Status	No. PANS	Notes
6971		INTERNAL, DO NOT DELETE			Allow	0	
3115		BARRETT, JAMES			Inactive	1	
3866		WENDELL, MARK		R and D 1 WEST 07	Inactive	2	
4008		NEWTON, JASON		07B	Inactive	1	
2849		RANDALL, WILLIAM			Inactive	1	
9995		PARENT, MICHAEL			Inactive	10	
5883		GRAY, RICHARD			Inactive	4	
1757		ISHIDA, DAVID			Inactive	2	
2287		HODGES, JOYCE			Inactive	2	
1166		MARTINA, ANTHONY			Inactive	4	
6152		SIMONDS, STEVEN			Inactive	4	
5156		PINARD, GEORGE			Inactive	2	
9787		MAYOTTE, DARRYL			Inactive	6	
2674		GOTO, KOJI			Inactive	7	
9784		SAUVE, MICHAEL			Inactive	1	
4422		MORSE, JASON			Inactive	3	
6553		EVERY, RANDALL			Inactive	9	
1088		KABOGO, VICTOR			Inactive	5	
2182		HAMEL, ROBERT			Inactive	4	
6586		CALL, DOMINIE			Inactive	3	
8738		WASHINGTON, JASON			Inactive	4	
3282		STEINBACH, NATHAN			Inactive	5	
8724		WARRINER, PAUL			Inactive	4	
5461		DANIELS, MICHAEL			Inactive	6	
9910		PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

Number Alerts Report

02/02/2011 17:05 - Page 1

INMATE CALLING
ICSolutions

Phone Number Alerts
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	HILARY	YES	60-3-3-26-3058		
All Sites	1-603-393-2651	PLOURDE	YES			
All Sites	1-603-524-0809	OCONNELL, MEGAN	YES			nnspl@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnspl@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnspl@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnspl@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

PIN Fraud Report

02/03/2011 09:46 - Page 1

INMATE CALLING
ICSolutions

Pin Fraud
Site: Newport DOC
Start Time = 11/29/2010 00:00 End Time = 02/03/2011 23:59

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report

Prepaid Summary
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number: Numbers Only

Start Date:

End Date:

Output:

Show zero values

ICSolutions **Inmate PAN List**
Advanced Technology ICS Confidential

[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		(\$0.55)	\$9.00
2010-09-28 16:42	Adjustment		\$0.05	\$9.55
2010-09-28 16:02	Account Refund		(\$2.50)	\$9.50
2010-09-28 16:01	Adjustment		\$2.00	\$12.00
2010-09-28 15:58	Adjustment		(\$0.50)	\$10.00
2010-09-28 14:51	Adjustment		\$1.50	\$10.50
2010-09-28 14:50	Adjustment		(\$1.00)	\$9.00
2010-09-23 09:16	Adjustment		(\$4.00)	\$10.00
2010-08-30 08:29	Account setup		\$14.00	\$14.00
2009-01-20 15:27	Funds Transfer		(\$21.28)	\$0.00
2009-01-20 15:26	Adjustment		\$6.28	\$21.28
2009-01-14 17:15	Cash		\$15.00	\$15.00
2008-12-02 17:13	Admin Fee		(\$6.28)	\$0.00
2008-03-26 20:19	Call	00:14:47	(\$4.72)	\$6.28
2008-03-25 20:52	Call	00:14:39	(\$4.72)	\$11.00
2008-03-18 20:36	Call	00:15:02	(\$4.72)	\$15.72

Recording Access Report

02/02/2011 16:58 - Page 1

INMATE CALLING
ICSolutions Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

Recording Access
Site: Newport DOC

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

Revenue Report

Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201101	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201012	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201011	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201010	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201009	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV

03/01/2018 05:44 - Page 1

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

Revenue Summary Report

INMATE CALLING ICSolutions		Revenue Summary Site: Newport DOC					02/02/2011 18:09 - Page 1			
		Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59								
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pet	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Station Activity Report

INMATE CALLING ICSolutions		Station Activity Site: Newport DOC					02/02/2011 17:38 - Page 1	
		Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59						
Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt	
	6213	F-TIER-3	995	231	211	2235	371.45	
	6214	G-TIER-3	722	207	201	1174	211.45	
	6215	H-TIER-4	796	207	168	1576	264.90	
	6216	MSU-3	524	150	143	1703	285.85	
	6217	MSU-4	634	163	149	1387	240.00	
	6218	INFIRMARY	51	14	11	192	28.95	
	6219	G-TIER-1	476	167	161	1862	302.85	
	6220	B-TIER-3	2424	685	627	5617	960.30	
	6221	C-TIER-1	195	81	77	1122	183.30	
	6222	C-TIER-2	228	42	42	672	110.60	
	6223	G-TIER-5	180	23	23	397	63.55	
	6224	RECEPTION	446	121	93	810	140.30	
	6301	A-TIER-3	1866	523	471	4416	752.22	
	6302	A-TIER-2	0	0	0	0	0.00	
	6303	A-TIER-1	1586	453	406	4120	684.30	
	6304	B-TIER-4	1979	575	532	5330	895.40	
	6305	B-TIER-5	156	0	0	0	0.00	
	6306	B-TIER-6	2229	649	600	6273	1049.70	
	6307	C-TIER-4	535	177	166	1439	250.20	
	6308	C-TIER-5	494	138	129	1711	282.55	
	6309	C-TIER-6	994	350	318	3832	625.15	
	6310	D-TIER-3	1411	412	371	3368	575.75	
	6311	D-TIER-2	1827	478	429	4188	716.60	
	6312	D-TIER-1	918	243	233	2763	457.51	
	6313	E-TIER-3	164	14	12	112	18.85	

Station Group Report

02/03/2011 10:12 - Page 1

INMATE CALLING IC Solutions		Inmate Station Group Privileges Site: Newport DOC			
Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

Inmate Suspensions Report

02/02/2011 18:23 - Page 1

INMATE CALLING IC Solutions		Inmate Suspensions Site: Newport DOC						
Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS PER HEARINGS OFFICER PAUL
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	FORTIER
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N.	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M Investigations

Trunk Usage Report

02/02/2011 17:59 - Page 1

INMATE CALLING
ICSolutions

Trunk Usage
Site: Newport DOC
Start_Time = 01/26/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

Volume Users Report

02/02/2011 18:05 - Page 1

INMATE CALLING
ICSolutions ALL

High Volume Users
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N.	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

The Visitor™ Reports

Inmate Visitation Schedule

10/04/2016 09:48 - Page 1

(test) Inmate Visitation Schedule
Facility: Boone County Jail, IN
site = Boone County Jail, IN; visit type = All; inmate housing = All; inmate station = All; inmate id = ALL; inmate
firstname = ALL; inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	000000012844	Maxwell,Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	140031511	Deputy,Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	201200026770	Neese,Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	201200026691	Paul,Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	140030448	Farris,James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	140031347	Cottongim,Mackenzie	F11	F
Boone Cnty	10/04 15:30	19000	Video	201200026514	Mossburg,James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	201200026754	Ford,Nathan D	D01	D
Boone Cnty	10/04 16:00	19120	Video	000000007227	Mckinney,Dale A	A08	A
Boone Cnty	10/04 16:00	19286	Video	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 16:30	19288	Video	140031283	Musser,Ryan M	F15	F

Visitation Schedule

10/04/2016 09:44 - Page 1

(test) Visitation Schedule
Facility: Boone County Jail, IN
site = Boone County Jail, IN; visit type = All; visitor location = All; inmate housing = All; inmate
station = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate firstname = ALL;
inmate lastname = ALL; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	VISITOR LOCATION	INMATE ID	INMATE NAME	INMATE HOUSING	INMATE STATION
Boone Cnty	10/04 09:30	19277	Video	LINDLEY,RHONDA - 10/23/1959	Boone Cnty	000000012844	Maxwell,Jason D	H04	H
Boone Cnty	10/04 13:00	19287	Video	DEPUTY,CHRISTINE - 09/16/1993	Boone Cnty	140031511	Deputy,Levi J	A14	A
Boone Cnty	10/04 13:30	18988	Video	NEESE,MARIA - 04/04/1963	Boone Cnty	201200026770	Neese,Damion L	D03	D
Boone Cnty	10/04 13:30	19283	Video	PAUL,VIRGINA - 02/19/1933	Boone Cnty	201200026691	Paul,Phillip C	F08	F
Boone Cnty	10/04 13:30	19314	Video	LANE,PATRICIA - 06/15/1981	Offsite	201200027034	Mathis,Michael D	E03	E
Boone Cnty	10/04 14:00	19237	Video	DALEY,ANNA - 05/21/1983	Boone Cnty	140030448	Farris,James M	F05	F
Boone Cnty	10/04 14:30	19268	Video	THARP,JUSTIN - 05/17/1997	Boone Cnty	140031347	Cottongim,Mackenzie	F11	F
				Mills,Myriah - 04/14/1996					
Boone Cnty	10/04 15:30	19000	Video	COPELAND,AUTUMN - 04/10/1991	Boone Cnty	201200026514	Mossburg,James M	A03	A
Boone Cnty	10/04 15:30	19290	Video	REYNOLDS,TIFFANY - 06/01/1993	Boone Cnty	201200026754	Ford,Nathan D	D01	D

Visitor Accounts

10/04/2016 09:47 - Page 1

INMATE CALLING
IC Solutions

(test) VISITOR ACCOUNTS
Facility: Boone County Sheriffs Office
visitor lastname = ALL; visitor firstname = ALL; visitor username = ALL; visitor phone = ALL;
visitor email = ALL; visitor class = All; visitor status = All; visitor suspended = All

VISITOR NAME/DOB	VISITOR USERNAME	VISITOR PHONE	VISITOR EMAIL	VISITOR CLASS	VISITOR STATUS	VISITOR SUSPENSION
ABBETT,ANTHONY 07/15/1964	ANTHONYABBETT	317-306-9384	anthony_abbett@yahoo.com	Default	Approved	No
ABSTON,DONALD 09/23/1994	DUIEDUCK94	765-894-2427	abstonduck72@gmail.com	Default	Approved	No
ACEVEDO,MELISSA 12/29/1982	LOVEHINNA10@AOL.COM	407-970-9877	lovehinna10@aol.com	Default	Approved	No
ADAMS,QUEST 10/16/1989	QADAMS17	317-654-2679	questadams@icloud.com	Default	Approved	No
AKAU-AKAMU,AMBER 03/13/1994	AMBER96792	317-667-4772	xkeh808@gmail.com	Default	Approved	No
AKIN,JEREMY 04/01/1993	JEREMY4193	765-894-7939	jeremyakin5555@gmail.com	Default	Approved	Lifetime
AKIN,JEREMY 04/01/1993	JEREMYAKIN5555@GMAIL.COM	765-894-7939	jeremyakin0612@gmail.com	Default	Approved	No
ALDRIDGE,TAWNYA 05/10/1984	TAWNYA ALDRIDGE	765-336-4643	tawnyamarie1892@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPER3III	561-215-9936	thomasharperalexander@gmail.com	Default	Approved	No
ALEXANDER,THOMAS 08/29/1969	HARPERIII3	561-215-9936	harper3iii@hotmail.com	Default	Approved	Lifetime
ALLEN,JESSICA 08/19/1988	JLALLEN0327@GMAIL.COM	765-894-0223	jlallen0327@gmail.com	Default	Approved	No

Visitor Relationships

10/04/2016 09:50 - Page 1

INMATE CALLING
IC Solutions

(test) VISITOR RELATIONSHIPS
Facility: Boone County Sheriffs Office
visitor lastname = ALL; visitor firstname = ALL; visitor phone = ALL; visitor suspended = All

VISITOR ID	VISITOR NAME/DOB	VISITOR PHONE	INMATE ID	INMATE NAME	RELATIONSHIP	RELATIONSHIP STATUS	VISITOR SUSPENSION
11464	ABBETT,ANTHONY 07/15/1964	317-306-9384	200900024045	Veach,Sean D	Father-In-Law	Approved	No
11551	ABSTON,DONALD 09/23/1994	765-894-2427	201100025547	Altic,Shannon D	Friend	Approved	No
11189	ADAMS,QUEST 10/16/1989	317-654-2679	140029347	Tate,Johnathan	Friend	Approved	No
11343	AKAU-AKAMU,AMBER 03/13/1994	317-667-4772	140031149	Cullen,Leo P	Fiance	Approved	No
11359	AKIN,JEREMY 04/01/1993	765-894-7939	140029866	Runion,Adria	Friend	Approved	Lifetime
			140030032	Trent,Aaron M	Friend	Approved	
			200900023890	Shue,Mitchell A	Friend	Approved	
			200900024045	Veach,Sean D	Cousin	Approved	
			201000025079	Bailey,Rachel B	Friend	Approved	
			201100025547	Altic,Shannon D	Friend	Approved	
11741	AKIN,JEREMY 04/01/1993	765-894-7939	201200026481	Conner,Brandon R	Friend	Approved	No
11470	ALDRIDGE,TAWNYA 05/10/1984	765-336-4643	000000013609	Bishop,Joshua L	Wife	Approved	No
			140029628	Martinez,John L	Friend	Approved	
			201200026553	Hale,Desmond R	Friend	Approved	
11680	ALEXANDER,THOMAS 08/29/1969	561-215-9936	201200026365	Cordes,Audrey R	Girlfriend	Approved	Lifetime

Visitation Incompletions and Cancellations

10/04/2016 09:49 - Page 1

(test) VISITATION INCOMPLETIONS AND CANCELLATIONS
Facility: Boone County Jail, IN
 site = Boone County Jail, IN; visit id = ALL; visit type = All; visitor firstname = ALL; visitor lastname = ALL; inmate id = ALL; inmate
 firstname = ALL; inmate lastname = ALL; cancel reason = All; start time = 10/04/2016 00:00:00; end time = 10/04/2016 23:59:59

SITE	VISIT START	VISIT ID	VISIT TYPE	VISITORS NAME/DOB	INMATE ID	INMATE NAME	REASON	NOTE
Boone Cnty	10/04 18:30	19302	Video	RIGDON,DONAVAN - 01/13/1997	201200026553	Hale,Desmond R	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 19:00	19295	Video	FREDERICK,DAWNETTA - 01/26/1981	201100025845	Malone,Christopher	canceled by user	Visitor requested visit cancellation
Boone Cnty	10/04 20:00	19284	Video	BIRGE,ASHLEY - 12/26/1984	200900023674	Henry,Steven C	canceled by facility	The inmate has gone inactive.

Visitation Records

03/16/2020 14:53 - Page 1

VISITATION RECORDS
Facility: ICS Enforcer Demo
 site = All; start time = 11/01/2018 00:00:00; end time = 12/31/2018 23:59:59; csn = ALL; visitor lastname = ALL; visitor firstname = ALL; visitor
 station = ALL; inmate id = ALL; inmate lastname = ALL; inmate firstname = ALL; inmate housing = ALL; visitation records sort = Default

SITE	VISIT START	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE ID	INMATE NAME	INMATE HOUSING	DURATION
ICSDemo01	11/01 10:30	3462636	MARTINEZ,NICOLE 06/14/1982	V04	95188	Prada -Estrada,Genaro G	B Block	00:25:02
ICSDemo01	11/01 13:00	3463314	ANDERSON,MATTHEW 01/14/1976	V04	31913	Burdeshaw,Elizabeth B	D Block	00:25:02
ICSDemo01	11/01 13:00	3463320	GIBSON,TARA 04/30/1991	V05	86077	Asherbraner,Leslie C	G Block	00:25:02
ICSDemo01	11/01 13:01	3463322	SWAFFORD,RENEE 12/15/2000	V01	77517	Berryhill,Shawn D	E Block	00:23:12

Revenue Visitation Records

03/16/2020 15:10 - Page 1

REVENUE VISITATION RECORDS
Facility: ICS Enforcer Demo
 site = All; start time = 01/01/2019 00:00:00; end time = 11/30/2019 23:59:59; csn = ALL; visitor
 lastname = ALL; visitor firstname = ALL; visitor station = ALL; inmate id = ALL; inmate
 firstname = ALL; inmate lastname = ALL; inmate housing = ALL; revenue visitation records sort = Default

SITE	TRANSACTION DATE	VISIT ID	CSN	VISITOR NAME/DOB	VISITOR STATION	INMATE	INMATE HOUSING	DURATION	FINAL COST
ICSDemo01	11/01 01:29	78702	3745484	TRIVETTE,ANGELA 06/29/1981	V02	Waldrop,Wade A(12718)	B Block	00:25:02	0.00
ICSDemo01	11/01 11:05	78712	3746388	JONES,MOYACCA 08/21/1974	Offsite	Hurt,Brandon R(89422)	B Block	00:18:43	6.50
ICSDemo01	11/01 11:21	78714	3746548	WELDON,SAMANTHA 06/09/1971	V02	Weldon,Samantha H(94935)	D Block	00:25:02	6.50
ICSDemo01	11/01 13:06	78726	3746878	CURINGTON,CRYSTAL 01/06/1985	V02	Hamby,Cory W(560)	G Block	00:25:02	0.00

Visitation Transactions

03/16/2020 15:12 - Page 1

INMATE CALLING
ICSolutions

VISITATION TRANSACTIONS
Facility: ICS Enforcer Demo
phone number = ALL; visitor lastname = ALL; visitor firstname = ALL; balances = All; start time = 02/01/2019 00:00:00; end time = 02/29/2020 23:59:59; visitation transactions sort = Default

PHONE NUMBER	LASTNAME	FIRSTNAME	TRANSACTION DAY/TIME	AMOUNT	DESCRIPTION
1-256-708-7439	THURSBY	KAYLA	03/28 15:01	0.00	Visit ID#81946; 2019-04-02 15:30 - 15:55
1-256-347-7758	JAMES	MEGAN	04/04 08:10	0.00	Visit ID#81948; 2019-04-04 09:00 - 09:25
Grand Total		2		0.00	

DISASTER RECOVERY PLAN

Attachment 6.7 to Appendix A

The ICSolutions management team recognizes the importance of maintaining an effective Disaster Recovery and Business Continuity Plan to ensure the continuation of critical business processes and minimize disruption in the event of hardware, network, or other unexpected failures or disruption.

At the core of the ICSolutions infrastructure is the centralized ENFORCER® call processing platform. This platform is housed in our Atlanta data center and is engineered for high availability and maximum redundancy, with no single point of failure. ICSolutions maintains a disaster recovery plan for this data center, coupled with recovery and response plans for disasters or major service interruptions at any of our client facilities.

The Atlanta data center is supported by multiple, active power and cooling supplies composed of redundant, fault-tolerant, enterprise-grade components yielding 99.999% service availability. The data center itself is constructed of solid concrete and is therefore tornado-resistant. Weekly tests are conducted of the onsite generator and power transfer unit to ensure operational readiness and seamless service failover. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. Access to the data center is controlled by an electronic keypad system, and all movement is captured by event logs and closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras. All security camera video is retained for a minimum of 30 days.

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

The ENFORCER® centralized call processing platform resides on SuperMicro and/or Dell PowerEdge R410 servers (six per stack), wired to a Stratus 4500 ftServer database that comes complete with Stratus Continuous Processing® features, including:

❖ **Lockstep technology**

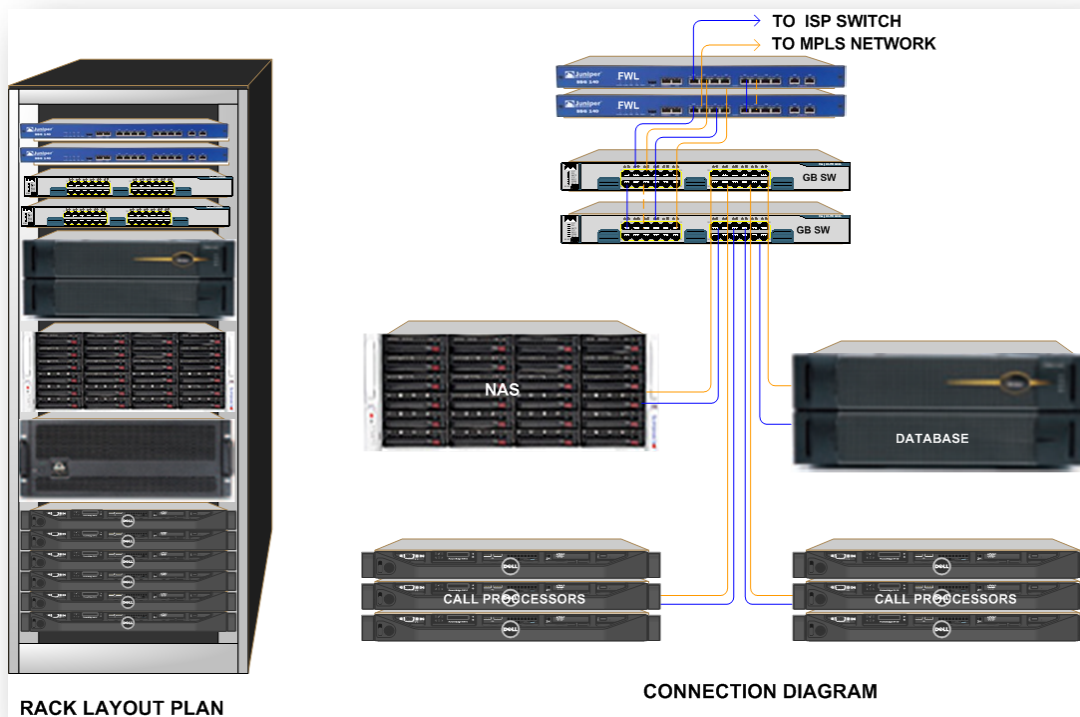
Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.

❖ **Failsafe software**

The ENFORCER® failsafe software works in concert with lockstep technology to prevent many software errors from escalating into outages. Software issues are captured, analyzed, and reported to Stratus. This process enables support personnel to take a proactive approach to correcting software problems before they recur. Even in-memory data is constantly protected and maintained. Stratus’s hardened device drivers add yet another level of reliability to the operating system environment.

❖ **ftServer systems**

ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system automatically orders its own customer- or field-replaceable parts.



The Network Attached Storage (NAS) array operates on a SuperMicro Superchassis 4U. Essentially it comprises two independent RAID-6 arrays of hot-swappable 1TB drives, both managed by the RAID cards on a single motherboard. The advantage of this architecture is that technicians can literally pull out one RAID to replace or upgrade a drive without affecting the ability of the other RAID to remain online and receiving data. The repaired RAID receives any data it missed after it is reattached. Each RAID-6 is

internally redundant, as well. At least two drives within one RAID-6 can fail without a single file being lost. All the servers, the database, the routers, and the NAS are connected by 10/100/1000 Ethernet cables and LAN cards.

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. The ENFORCER® is built on full network redundancy. We start with the “last-mile” connection between the jail and the Internet where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

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

In large County and State deployments, service is provisioned from two different carriers, which are connected by two independent circuits to two fully meshed network clouds. This configuration ensures high availability and maximum redundancy of the entire service solution.

The ENFORCER® Platform

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

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

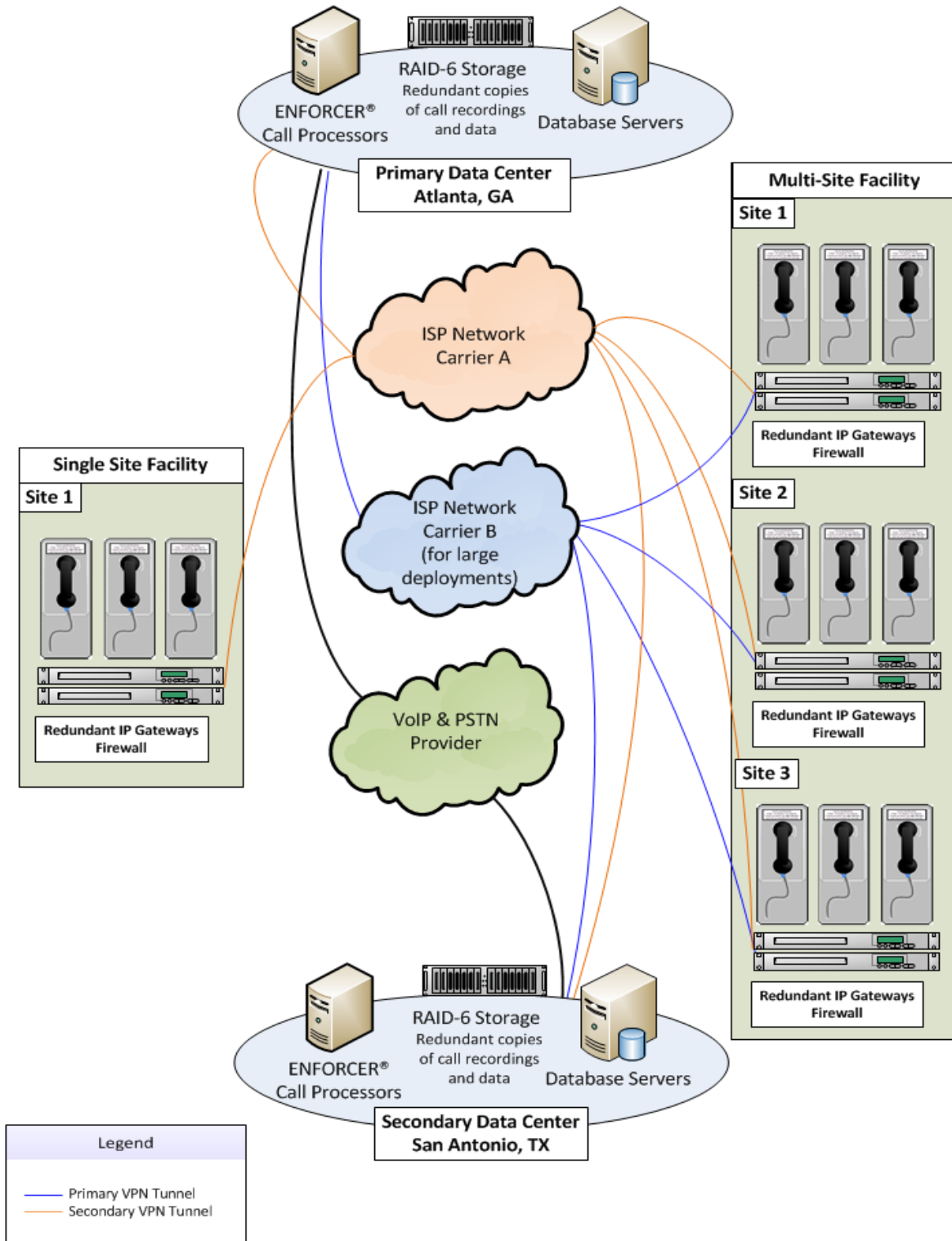
The County’s facility will be connected by an always-on, fully-managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms, which are monitored and maintained 24/7/365. We can perform all system maintenance, install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

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

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

ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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



Sample System Architecture

Disaster Recovery Plan

ICSolutions has developed a Disaster Recovery Plan which details the steps to ensure business continuity in the event of a system emergency such as a catastrophic event or hardware/network failure. The management team recognizes the importance of maintaining, updating and being familiar with an effective plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Our internal planning covers:

- Disruption or disaster at a client facility
- Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)
- Disruption or disaster at an ICSolutions data center
- Loss of key personnel

Service RPO & RTO Targets for the ENFORCER®
Primary System Failure Only
• RPO: 1 hour
• RTO: 12 Hours
• Priority: Critical
Secondary / Back Up System Failure
• RPO: 1 Hour
• RTO: 4 Hours
• Priority: Emergency (Top Priority)

Each separate plan identifies a primary and back-up Incident Commander (IC).

Type 1 – Onsite Equipment Disruption

Please note that The ENFORCER® calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to just the phone instruments themselves, UPS backup power, and Adtran IP Gateways that connect the phones to the offsite call processors.

ICSolutions installs Adtran IP Gateways at each facility to connect inmate phones to the offsite call processor. In the event of a catastrophic failure of Adtran IP Gateways, our field service technicians will maintain spare components and gateways and will be dispatched to the affected facility to replace the defective Adtran IP Gateways. In the event of an onsite disaster that damages most or all of the onsite equipment, the following procedure will be initiated.

For a Type 1 disaster, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. Each will be closely acquainted with facility staff and procedures. They will be alerted by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center and will:

1. Immediately coordinate a visit from the local technician to assess the damage
2. Put Engineering & Operations team on notice
3. Determine the extent of the damage and the need for replacement parts, as well as the availability of space, and a network access point to either the MPLS or ISP provider
4. Present a plan to the facility to restore all services
5. Coordinate shipment of new system components
6. Both Technical Services Manager and Client Services Manager will stay involved until service is fully restored at the facility

Type 2 – Network Connectivity Disruption

Please note that, for each supported facility, ICSolutions obtains network service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier. While the following plan will be initiated anytime a network service outage is detected, phone system access will continue to operate normally except in the unlikely event that a disaster should impede service of both network carriers simultaneously.

For a Type 2 disaster, the primary IC will be the Director of Operations and the Technical Services Manager as back-up. Type 2 incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic
2. Determine, based on the severity of the incident, whether or not to form a full Crisis Response Team including ICSolutions' Management (if so, in-office VP will become primary IC)
3. Notify the affected facility
4. Present a plan to re-route all traffic and/or restore normal service
5. Make our Network carriers aware of SLAs and escalate as entitled under our service contracts
6. Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service
7. Share progress and resolution with the affected facility

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and ICSolutions' third-party services are also distributed among multiple vendors.

Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a broken power cable, the Director of Operations or the most available backup IC would coordinate directly with local utility.

Type 3 – Data Center Disruption

The ENFORCER®'s primary call-processing platform is housed at the primary data center in Atlanta. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. The Atlanta data center is backed up by an always-on secondary data center located more than 900 miles away in San Antonio. Our Secondary data center at ICSolutions' headquarters is classified as a Tier IV facility, supported by multiple active power and cooling supplies comprised of redundant fault tolerant enterprise-grade components yielding 99.999% of service availability. Should a disruption to

normal call processing occur at the Atlanta data center, service will instantly and seamlessly failover to San Antonio until Atlanta is fully restored and back online.

Should either data center undergo a serious disaster, it will be temporarily replaced to ensure continuity of redundant service. While each data center infrastructure is configured for maximum redundancy, ICSolutions will need to add a similarly equipped data center at another location, geographically separated, in order to deliver complete business continuity irrespective of any localized disaster.

As the manufacturer of The ENFORCER®, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored on a 24/7/365 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at our headquarters in San Antonio, TX, on industrial quality RAID servers.

For a Type 3 incident, the VP of Product Development will be the primary IC, with Director of Operations as secondary IC. A Type 3 incident will be detected immediately by ICSolutions' staff, or the network monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed by the IC coordinating resources from applicable departments.

- ENFORCER® Core Technology: ICSolutions maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours.
- All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto "off-the-shelf" hardware. ICSolutions is the manufacturer of our ENFORCER® solution, and our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), ICSolutions has a web-based procurement and inventory management system that can be used by authorized staff in San Antonio, or any other location to order, track and re-route parts to an alternate data center or one of the Keefe Groups regional warehouses or operations centers: New Jersey, Ohio, California, Florida, Missouri, and other geographically disparate locations have both offices and workspace available in an emergency. A team from our San Antonio Engineering center can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if a prolonged downtime at one of our data centers is expected.

ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERS, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

Type 4 – Loss of Key Personnel

Any company is vulnerable to the loss of key personnel, and ICSolutions' management is diligent in cross-training and knowledge transfer among our departments in order to minimize the disruption caused by the loss of a key individual. Specific personnel backup designations have been established to assist in contingency planning. Each key staff member has a backup identified (as in the plans above) by the ICSolutions' management team.

The ICSolutions' disaster response and business continuity plans are subject to periodic internal review and are updated no less than annually. The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

THE VISITOR™ Video Visitation System (VVS)

Disaster Recovery Plan

The Visitor™ is a module on The ENFORCER®, and since we are offering the VVS and ITS as a single source provider, the procedures outlined in the ITS disaster recovery plan apply to The Visitor™, with the addition of on-site disaster recovery. While the video visitation is processed and recordings are stored onsite, the data for the video visitation is maintained at our centralized data centers, just like The ENFORCER® call data. For any on-site disaster recovery necessary, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. The local technician will dispatch to the facility to assess damage and make possible repairs. Then ICS management will assess damage to determine necessary repairs and replacement parts, present a plan to restore services, coordinate shipment, and maintain involvement until service is restored.

Service RPO & RTO Targets for the ENFORCER® & The Visitor™

Primary System Failure Only

- RPO: 1 hour
- RTO: 12 Hours
- Priority: Critical

Secondary / Back Up System Failure

- RPO: 1 Hour
- RTO: 4 Hours
- Priority: Emergency (Top Priority)

Standard

This plan's goals are to bring The Visitor™ system back into a serviceable condition so that video visitation is functional. To that end the following systems must be recovered in the following order:

- a. Network Switches and Routers
- b. Database Server
- c. Application Server
- d. Control Workstation
- e. The Visitor™ video visitation units

Preventative Steps

To prevent a loss of The Visitor™ system within a facility, a number of steps are taken. The main step is putting The Visitor™ system on the facility's backup power system. Each facility is unique in how main power is protected. Some facilities rely on generators while others rely on battery backups. Regardless of the facility's backup power structure, The Visitor™ systems are prevented from failure in multiple ways. Separate uninterruptable power supplies (UPS) are supplied for The Visitor™ network switches, routers, and video processing and recording servers, and each The Visitor™ unit is set to automatically restart when facility power is restored.

Recovery Strategies

Because The Visitor™ software application, along with all the County's rules and configurations, as well as all data related to scheduled and historical visitations, visitors, and inmates are maintained off-site with our centralized ENFORCER®, recovery is as simple as restarting the on-site equipment. This section includes the actual steps to recover failures resulting from on-site issues:

- a. Ensure facility power has been restored.
- b. Check all UPSs connected to The Visitor™ system. Check that the UPSs are powered on and capable of delivering the required power under load. If the UPSs are powered off, turn them on.
- c. Check the status of each Visitor™ switch and any routers in the Visitor™ network. This can be accomplished by connecting a computer directly to The Visitor™ switches and logging into the switch via its console or website.
- d. Reboot The Visitor™ Video Call processing/video storage servers. Ensure the server restarts, all services start, and the server is visible on the network. Confirm servers are connect to the centralized database.
- e. Log into the Visitor™ application via the admin GUI to verify database connectivity and system functionality. Verify the call correlation service has started. Verify the JMS import service has started.
- f. Reboot The Visitor™ Control Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into The Visitor™ control software to verify database connection.
- g. Reboot The Visitor™ Monitoring Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into The Visitor™ control software to verify database connection.
- h. Verify all VVS stations have restarted. If they have not restarted, attempt to restart them with the control workstation Wake-on-LAN function. If VVS stations still have not restarted, physically go to the VVS stations that have not restarted and manually turn them on.
- i. Complete VVS station connectivity test to confirm video and audio quality at each VVS station.

MAINTENANCE PLAN

Attachment 10.2 to Appendix A

10.2 The Contractor will describe the following:

- How will Oakland County contact your on-site technician?

ICSolutions Response:

The County may contact your on-site technician, Mr. Tony Trammell – who has supported Oakland County for 26 years - by calling the phone number he uses today. The County may also contact our ICSolutions' Technical Services Center (TSC) 24 hours a day, 365 days a year by calling our toll-free dedicated phone number. If TSC personnel cannot resolve a problem remotely, your technician will be dispatched to the facility.

- Describe in detail the preventative maintenance program.

ICSolutions Response:

ICSolutions works with each facility to create a preventative maintenance schedule that ensures that we meet the goal of continuous, reliable service for that facility. ICSolutions typically instructs technicians to conduct maintenance testing at each facility on a monthly basis. ICSolutions can vary the frequency of these inspections according to the County's preferences.

At the designated time for maintenance inspection, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and perform the following preventative maintenance tasks:

Offsite Preparation

1. Run and print station and activity reports and target zero usage stations and trunks for any priority repairs.
2. Call ICSolutions to acquire an inmate test ID and what enrollment code is in place.

Phone Room

1. Inspect 66 blocks for any blown fuses.
2. Inspect equipment ground.
3. Look for and note any signs of possible equipment movement or tampering since last visit.
4. Check for any kinks or stress on equipment cables and wires.
5. Inspect equipment for any problem indicator lights and LEDs.
6. If applicable, check trunk lines for static, humming or excessive noise.
7. Clean dust from all equipment filters.
8. Inspect and test all workstations.
9. Dust off all equipment, clean phone room, and remove any trash.

Inmate Stations

1. Inspect all inmate phones onsite for serviceability.
 - a. Dual pad – Inspect for stuck or broken keys, any keying problems. Test volume while off hook.
 - b. Hook Switch – See that hook switch is not stuck in any one position and moves smoothly.
 - c. Handset – Listen for any static, humming, or excessive noise. Check for damaged cable.
 - d. Cradle – Visually inspect for cracks.
 - e. Inspect security screws for any damaged or missing screws.
 - f. Inspect conduit and related hardware.
 - g. Ensure that all phones are securely mounted.
2. Test and verify TDD instruments (if applicable)
3. Make test calls to ICSolutions' Helpdesk using test ID to check call quality.
4. Inspect all inmate phone on/off switches and relays for serviceability.

Video Stations

1. Inspect all video stations onsite for serviceability.
 2. Look for and note any signs of possible equipment movement or tampering since last visit.
 3. Check for any kinks or stress on equipment cables and wires.
 4. Inspect equipment for any problem indicator lights and LEDs.
 5. Inspect and test all workstations.
 6. Clean dust from all equipment filters
 7. Dust off all equipment, clean phone room and remove any trash.
- Indicate the geographical maintenance area and the number of field technicians trained on the Inmate Phone System.

ICSolutions Response:

ICSolutions has 3 field technicians in the state of Michigan, including your on-site technician, Mr. Tony Trammell.

- Indicate if field technicians will have 24 hours/day, 365 days/year access to Inmate Phone System equipment and materials warehouse.

ICSolutions Response:

Yes.

- Indicate where the materials warehouse is located.

ICSolutions Response:

ICSolutions maintains an inventory of spare parts either onsite or with the local technician for each facility, typically storing an onsite inventory of 10% of the installed components. ICSolutions also keeps a "crash kit" with each local technician. This kit contains system components such as handsets, keypads, power supplies, and hard drives – ensuring speedy repair and limited downtime in the event that components are damaged or malfunctioning. Additional equipment will be stored at our regional office in Strongsville, Ohio.

A complete inventory of installed equipment and available spares is maintained at ICSolutions' Operations HQ in San Antonio. We have an inventory tracking system which is separate from the Inmate Telephone System, but allows for web-based reporting and tracking of all parts, orders, etc. A sample screen showing the live Report on APC/UPS in transit is provided below.

ICSInventory v0.217

[Search | [Add to Inventory](#) | Lookup Tables: [Add To/Modify](#) | [Duplicate Serial Numbers](#) | [Unlinked Table Entries](#) | [Usage History](#) | [Create User](#) | [Modify User](#) | Shipments: [Create/List](#)]

Hello **George!** ([Options?](#) [Logout?](#))

APC [SUA3000RM2U (Smart-UPS 3000VA Rack Mount)] [Part Type]

[Location] [Earmark] [OVERWATCH Location] [Server Tag]

[Vendor] [Testing Status] [Detail]

Serial Num: [] Invoice ID: [] Asset Tag: []

Manufacturer [] Model [] Serial Number [] [No Sorting] [No Sorting] [Search] [Reset]

Found 1 results in 0.13701987266541 seconds for a total value of \$0.

[Page as CSV](#)

[Select All](#) [Clear All](#)

	Part	Part Type	Serial Number	Price	Invoice	Vendor	Asset Tag	Location	OVERWATCH Location	Server Tag	Testing Status	Detail
<input type="checkbox"/>	Detail APC SUA3000RM2U Smart-UPS 3000VA Rack Mount	UPS	JS0739008581				901	NVDOC: CGTH	NVDOC: CGTH (NV)	NVDOC01	Unknown/Untested	Installed

[Select All](#) [Clear All](#)

To update part history(s) *en mass*, click check boxes on rows above, select history details on combo boxes below, then click the submit button.

Location (No Change) [] Server Tag (No Change) [] Detail (No Change) [] Testing Status (No Change) [] Earmark (No Change) []

OVERWATCH Location (No Change) [] [Set!](#)

Equipment Inventory Tracking on ICS Inventory

Maintenance & Support

The County will continue to receive the same responsive technical support from the same team dedicated to Oakland County today. ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term.**



Complete Service at no cost to the County

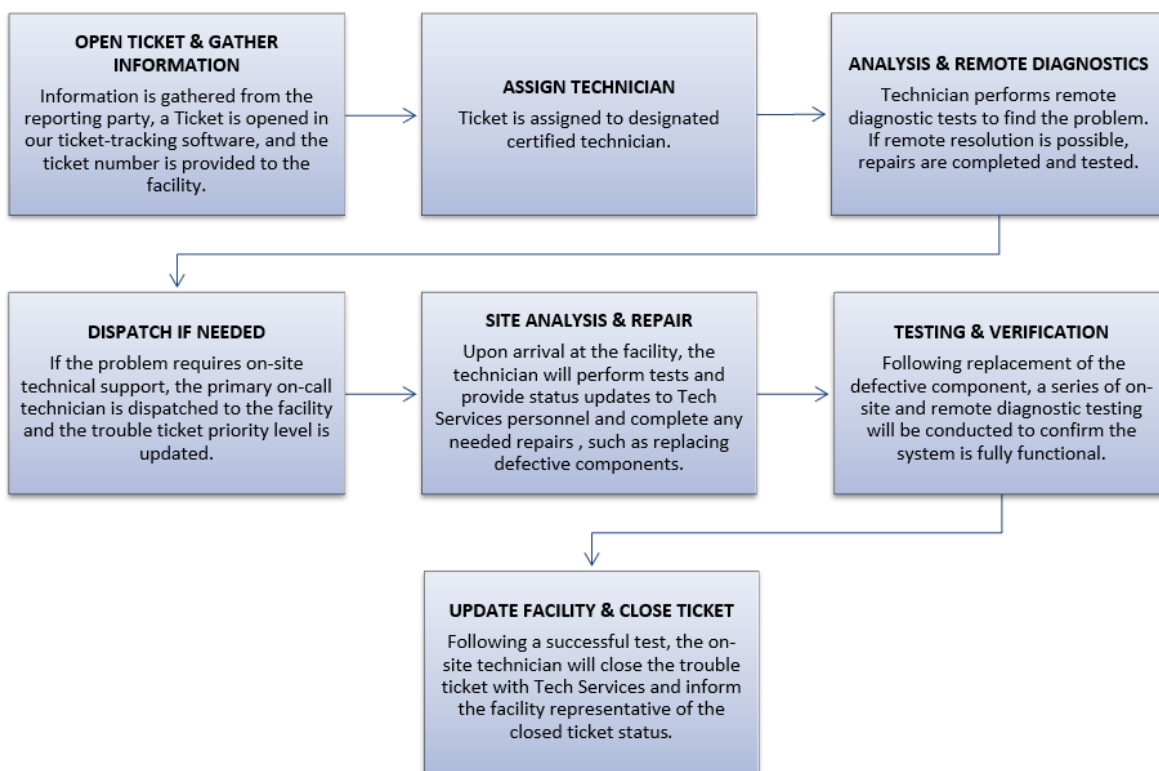
ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER® inmate communications system. Our commitment extends to all systems, telephones, video kiosks, other hardware, and software. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost whatsoever to the County for this service.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Each call is handled with care following these basic steps:



**24/7/365
Live Support Center**



TSC personnel are professionally trained and experienced in the operations of the inmate telephone system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

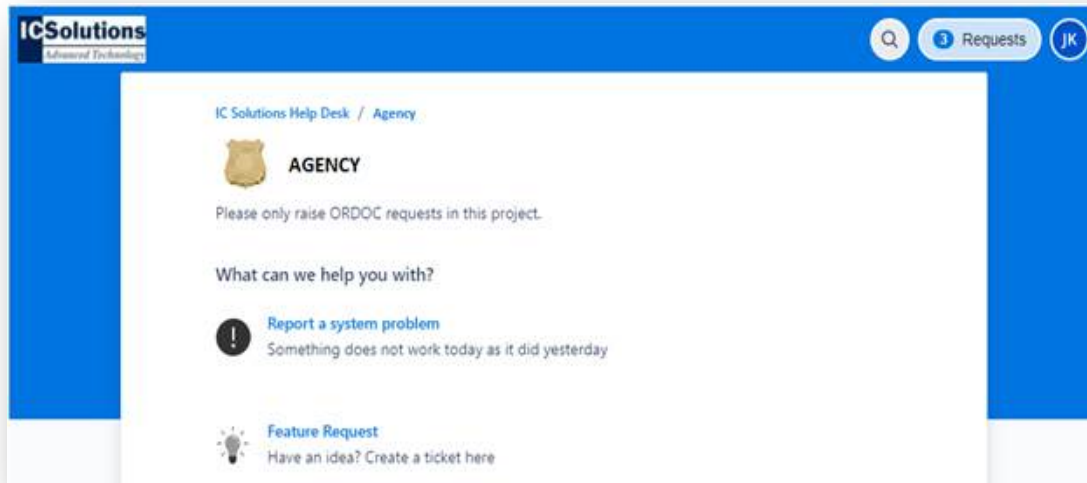
Seamless Trouble Ticketing & Tracking

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

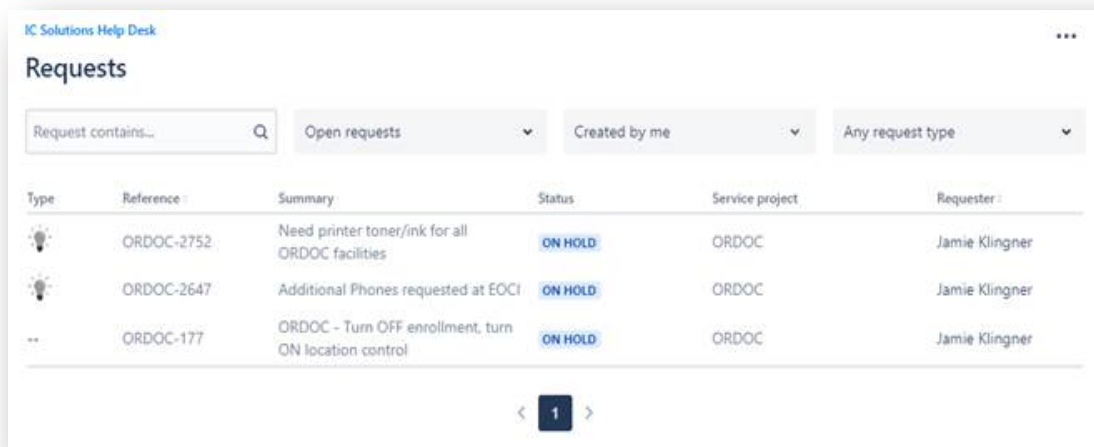


**Robust & Seamless
Trouble Ticketing
System Jira**



Create a Ticket

By clicking Requests, users can view a list of their tickets and select a specific ticket to see additional details.



View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the County's precise needs during the initial implementation and go-live process. ICSolutions will work with the County to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

Priority Schedule

The following Priority Schedule defines our service commitment offered to Oakland County Specific terms can be customized to meet the County's unique needs.

<p>Priority Level 1</p>	<p>Repair problem affecting a critical area as defined by County</p>	<p>Remote diagnostics will begin immediately upon notification</p> <p>Repair will begin immediately following diagnosis</p>
<p>Priority Level 2</p>	<p>Major Outage of Non-Critical Areas as defined by the County</p>	<p>Remote diagnostics will begin within 1 hour of notification</p> <p>Repair will begin following diagnosis</p>
<p>Priority Level 3</p>	<p>An outage that is in a non-critical area and is not considered a Major Outage</p>	<p>Remote diagnostics will begin within 2 hours of notification</p> <p>Repair will begin following diagnosis</p>

Remote Diagnostics & Onsite Support

Response and repair will begin immediately when your dedicated technician is on site. Our Technical Services Center personnel can also conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution, whether your dedicated on-site technician, Mr. Trammell is on-site or not.



**Always-on
Remote Monitoring,
Diagnosis & Repair**

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** that are not solved within the standard four hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** that are not solved within the standard 48 hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

On-Site Technician

ICSolutions will continue to provide your current on-site administrator/technician, Mr. Tony Trammell, who has supported Oakland County for 26 years. Mr. Trammell will continue to perform emergency repairs of all hardware and provide administrative support for the inmate communications system.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel who are already familiar with Oakland County's needs. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Facility will be served by a designated number of local primary field service technicians, and any additional local technicians that are needed will be assigned as backups throughout the contract term.



**LOCAL Repair
Technicians + Spare
Parts Storage =
FAST RESPONSE**

Regular Account Reviews

Mr. Brad Coens, your Regional Account Manager and main point of contact today, will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Coens to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.

SAMPLE COMMISSION REPORT

Attachment 12.1 to Appendix A



Monthly Commission Report January 2018 Settlement Date: 2/25/2018
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Client ID: 9999 - XYZ Department of Corrections Facility: XYZ Main Jail 123 Any Street Anytown, FL 99999 Attn: Accounting Department
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Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	2,825	17,163	\$ 3,604.23	55.1%	\$ 1,985.93
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	3,958	21,453	\$ 4,505.13	55.1%	\$ 2,482.33
Total Local		6,783	38,616	\$ 8,109.36		\$ 4,468.26
Intra Cell	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	387	3,301	\$ 693.21	55.1%	\$ 381.96
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	386	2,061	\$ 432.81	55.1%	\$ 238.48
Total Intra Cell		773	5,362	\$ 1,126.02		\$ 620.44
IntraLATA	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	867	6,223	\$ 1,306.83	55.1%	\$ 720.06
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	1,265	9,216	\$ 1,935.36	55.1%	\$ 1,066.38
Total IntraLATA		2,132	15,439	\$ 3,242.19		\$ 1,786.45
Intrastate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	1,922	17,353	\$ 3,644.13	55.1%	\$ 2,007.92
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	2,797	22,238	\$ 4,669.98	55.1%	\$ 2,573.16
Total Intrastate		4,719	39,591	\$ 8,314.11		\$ 4,581.07
Interstate	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	377	2,280	\$ 478.80	55.1%	\$ 263.82
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	470	3,218	\$ 675.78	55.1%	\$ 372.35
Total Interstate		847	5,498	\$ 1,154.58		\$ 636.17
International	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	75	532	\$ 356.44	55.1%	\$ 196.40
Total International		75	532	\$ 356.44		\$ 196.40
Canadian	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Canadian		-	-	\$ -		\$ -
Caribbean	Collect	-	-	\$ -	55.1%	\$ -
	PrePaid	-	-	\$ -	55.1%	\$ -
	Debit Card	-	-	\$ -	55.1%	\$ -
	Debit	-	-	\$ -	55.1%	\$ -
Total Caribbean		-	-	\$ -		\$ -
Total Collect		-	-	\$ -	55.1%	\$ -
Total PrePaid		6,378	46,320	\$ 9,727.20	55.1%	\$ 5,359.69
Total Debit Card		-	-	\$ -	55.1%	\$ -
Total Debit		8,951	58,718	\$ 12,575.50	55.1%	\$ 6,929.10
Commission Earned		15,329	105,038	\$ 22,302.70		\$ 12,288.79
Shortfall						\$ -
Guaranteed Monthly Commission						\$ 10,000.00
VoiceMail Commission		50		\$ 50.00	55.1%	\$ 27.55
Video Commission				\$ 1,833.00	50.0%	\$ 916.50
Net Commission Due						\$ 13,232.84



Appendix B

Technical & Architectural Requirements

APPENDIX B – TECHNICAL & ARCHITECTURAL REQUIREMENTS RESPONSE TABLE

This section asks you to provide information on how your solution aligns to our architectural principles and guidelines. It also helps us understand the process of how your technology is created and maintained.

Respondents should identify inapplicable items with **N/A**.

Number	Requirement	Explanation
1.0	How long is the planning roadmap for your technology/application? When will it become the old version and how long until support runs out?	Our roadmap is dynamic, continuous development. We have long term, short term and iterative planning cycles (Agile/Waterfall method). With our iterative cycles, our software is updated continuously as new upgrades become available and will always be supported. We have a minimum of four major releases, quarterly each year, with iterative releases on a continuous basis.
2.0	Provide a typical/sample architecture diagram for your proposed solution.	Include Attachment. Please find ATTACHMENT 2.0 NETWORK ARCHITECTURE at the end of this Appendix B.
3.0	Define all channels that you offer your product through (On Premise, SAAS, PAAS, IAAS, etc.).	The ENFORCER® is a hosted and managed cloud solution with a combination of web-based and cloud-based resources.

4.0	<p>How often do you have major and minor releases?</p> <p>How are releases communicated? Patches must be scheduled with the OCSO in the evening. Support & Maintenance dates/times must be approved prior.</p>	<p>THE ENFORCER® team regularly patches THE ENFORCER® software, operating system, and server firmware to correct bugs and thus ensure the highest function and security of our product. The standard schedule for patching THE ENFORCER® is every other week. Exceptions to the schedule are made as conditions merit, for example due to holidays or a critical bug. ENFORCER® software updates are evaluated first in QA before being deployed into production.</p> <p>The operating system and server firmware updates follow a similar process. They are first deployed into a quality assurance environment before being rolled out into production. As with ENFORCER® software patches, the timeline for testing and deployment to production may be shortened or lengthened as appropriate to the criticality of the fix, the impact to customers, and other circumstances. Additionally, when an OS or firmware patch is deployed to production, it is installed first to clustered servers where an interruption in function for one server will not degrade the function of the ENFORCER product as a whole.</p> <p>Finally, the patch is deployed to servers where manual intervention would be required to shift duties to a redundant server, should the patch degrade the function of the server. Thus, the patching process strives to provide the optimal customer experience by balancing the need to correct known bugs promptly with a conservative testing methodology to identify any side effects of the patch or patching process.</p>
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<i>Number</i>	<i>Requirement</i>	<i>Explanation</i>
		Major updates are typically released quarterly and minor releases on a continuous basis. New software releases are distributed through an IP connection, with no need for any onsite disruption.

5.0	Define your quality control process for your product.	<p>ICSolutions is committed to keeping your system in top working order to ensure the utmost in quality, continuous availability of calling services to inmates, and reliable revenue generation for our clients. To maintain the highest quality of service and ensure optimal performance of the phone system, we invest extensively in appropriate</p> <ul style="list-style-type: none">• Preventive maintenance• Efficient remote diagnostics• Certified local technicians• Local storage of spare parts and a “crash kit” of critical system components• Our 24/7/365 professional Technical Services call center that will connect you to a live technician• A thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve <p>All equipment proposed is shipped from ICSolutions’ San Antonio manufacturing facility following a rigorous testing procedure and approval by Quality Assurance personnel. Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. In addition, ICSolutions takes a number of proactive steps to manage system performance, including:</p> <ol style="list-style-type: none">1. ICSolutions uses the first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is
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Number	Requirement	Explanation
		<p>automatically created for any site showing such variances.</p> <ol style="list-style-type: none"> <li data-bbox="1272 391 1892 597">2. In addition, diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical support team for further investigation and resolution. <li data-bbox="1272 643 1913 878">3. Lastly, daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation <p>ICSolutions follows a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically conducts onsite maintenance testing on a monthly basis. ICSolutions can vary the frequency of these tests according to the County's preference. Your Site Administrator will provide maintenance as needed and provide regular updates of the system status, repairs made and open items, as well as other administrative and investigative support.</p>

Number	Requirement	Explanation
6.0	Define your testing process for flawed or malformed software.	ICSolutions follows a strict testing and acceptance plan for all facets of our proposed solution. Testing extends to all systems, hardware stations (phones, kiosks, tablets, etc.), software, workstations, and peripheral hardware. Testing is conducted by the Quality Control ("QC") team, who will test all features and functionality to ensure adherence to the specifications of the RFP and contract. All testing and walkthroughs are documented in our Jira ticketing system, with results being reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily. Systems testing encompasses external system interfaces, data exchange, database integrity, system access, facility workstations, Equipment & Network Preliminary Check, Quality Assurance Testing, and User Acceptance Testing.

<p>7.0</p>	<p>What is your defect resolution plan and what are the SLAs for bug fix support?</p>	<p>During implementation, changes to the schedule, resources and scope may occur. These changes are typically driven by external forces, but could include customer requested changes or internally initiated changes. All defects, changes, and any other issues are managed through our Jira ticketing system and require QA testing prior to implementation in the system.</p> <p>ICSolutions recognizes change can have positive or negative effects. Managing those effects is an important factor of success. Management of changes requires communication and planning from all sides of the project team, customer and stakeholders.</p> <p>Types of Change that can be anticipated for this project include:</p> <ul style="list-style-type: none"> • Staff changes • Schedule Changes • Process/Policy Change • Deliverables • Technical Change <p>Step-by-Step Process to Manage Defects / Change: We use the following steps as determined for the specific change proposed or encountered:</p> <ol style="list-style-type: none"> 1. Identify source and nature of the change <ol style="list-style-type: none"> a. Determine type of change (technical, schedule, resource, etc.) b. Determine potential impact and risk c. Document origin of change (who/where did it come from) d. Identify affected resources e. Communicate to rest of team as needed
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		<ol style="list-style-type: none"> 2. Analyze the effects of the change <ol style="list-style-type: none"> a. Quantify the change (risk, how long, how much) b. Compare change against current process/plan c. Identify impact against agreed upon requirements 3. Develop response and strategy plan <ol style="list-style-type: none"> a. Identify team members' level of authority for endorsement b. Document analysis into a proposal form c. Answer: What, Who, How, and Why 4. Communicate strategy and gain endorsement <ol style="list-style-type: none"> a. Present at scheduled meeting b. Gain endorsement and/or feedback c. Adjust strategy as needed 5. Implement Change <ol style="list-style-type: none"> a. Revise work plan b. Monitor and evaluate change <p>Change Management Record: The Change Management Record is a tool to document, track, and measure the impact of proposed change of critical project factors. Using the Change Management Record is considered mandatory and will include the following information at a minimum:</p> <ul style="list-style-type: none"> • Description of Change • Type of Change • Origin of Change • Analyst • Parties Contacted • Estimated Time Change • Decision Owner
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Number	Requirement	Explanation
		<ul style="list-style-type: none"> • Decision Description • Location • Decision Date <p>For ICSolutions SLAs, please refer to EXHIBIT V.</p>
8.0	Define your sources of industry-accepted system hardening standards (for example, Center for Internet Security (CIS), ISO, SANS Institute, NIST).	None. Our payment processing systems comply with the payment card industry’s CDE standard. For FBOP we follow NIST 800-53 which is the standard for federal information systems. For non-FBOP we do not attempt to meet any standard.
9.0	Contractor certifies that the technology and/or equipment was not produced, assembled or manufactured by a foreign adversary, as defined, and as prohibited by the federal government.	All call processing and recording equipment is built and assembled by in-house personnel at our corporate headquarters in San Antonio. All other onsite equipment and required resources are purchased directly from the manufacturers; no technology and/or equipment is produced, assembled, or manufactured by a foreign adversary, as defined, and as prohibited by the federal government.

10.0	<p>Describe your software development process and if/how, you utilize offshore teams?</p> <p>Include information about your security process for passing information and code.</p>	<p>We do not develop using offshore teams. When releasing new features, updates, and bug fixes, ICSolutions follows the Agile software development process, which allows for expediency and flexibility in development. While many companies go through a long process of analysis and documentation for business justification, ICSolutions is driven by the needs and desires of the customers to get to the end result quickly and efficiently. Business justification is left to a very few cases where the requested feature will only benefit a single customer.</p> <p>The Agile Software Development process is unique in that its development methods are based on iterative and incremental development, rather than focusing on one long-term project from beginning to end. Instead, Agile breaks the development cycle into small pieces that allows for short-term planning that can be completed more quickly and fluidly. This incremental development allows developers to create solutions that evolve through collaboration with multiple cross-functional teams and in many cases, directly with the client, throughout the development process. Benefits of this type of flexibility include:</p> <ul style="list-style-type: none">• Quick turnaround, with the ability to develop and deliver working software within days or weeks• High level of customer input in every phase, allowing for adaptive change throughout the development process• Collaborative effort that evolves with internal and external feedback
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		<p>ICSolutions' Software Development Cycle includes five phases followed after the Initial Request is placed. These phases are described in detail on the following pages.</p> <p>Phase 1: Define & Analyze – Enhancements and upgrades to the ENFORCER® are predominantly driven by emerging technology and technological ideas, market demand and specific client requests. Enhancements, upgrades, or client requests are entered into our ticketing system, which are prioritized and tracked through each phase of development. Feature requests may be submitted by internal ICSolutions employees, as well as external clients.</p> <p>All feature requests are reviewed at the executive level by the Vice President of Technology, the Vice President of Business Development and other general management to determine the order of priority for each enhancement. Enhancements that are approved for development are ported into a Project List to outline the priority and order in which the enhancement will be completed. A Project Plan is then created to track progress and capture the overall essence of the project flow.</p> <p>Phase 2: Design & Develop – The Engineering Manager oversees the development of functional requirements through to the Quality Assurance Testing phase. To ensure that development is on track, Engineering SCRUMs are run three times per week. Using SCRUM methodologies in Agile, projects are broken down into smaller, more manageable pieces, known as "sprints," that can be completed within 2 to 3</p>
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		<p>days. At the end of each sprint, the Development Team meets to assess the project's progress and plan the next steps.</p> <p>ICSolutions Developers work closely with customers throughout the development phase to define and fulfill a requirement request in the most efficient and accurate way. The focus is on getting the feature developed that is most beneficial and useful to the customer, not on extraneous process and documentation. For specific customer requests, periodic work-in-progress demonstrations of the new feature may be performed for customers where appropriate.</p> <p>Phase 3: Quality Assurance & User Acceptance Testing – ICSolutions conducts thorough Quality Assurance testing, and in cases of specific customer request, User Acceptance testing. Once the Development phase of each iteration is complete, the Quality Assurance Team will define test parameters for the system, which is reviewed with the entire Development Team. The Test Parameters and Requirements document will be used to generate a QA matrix. Testing is performed in a QA Test environment to verify functionality of new enhancements, bug fixes, and software patches.</p> <p>Testing often occurs concurrently with development so that each iteration of a feature is tested as it is developed. Testing in this manner lessens the risk of a compressed test period that often occurs in traditional Software Development Cycles as a result of running out of time on the development timeline.</p>
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		<p>For enhancements resulting from specific customer requests, our Engineers will work closely with the customer to conduct User Acceptance Testing in a controlled test environment to ensure that all requirements of the requested enhancement are met. Customers will review their enhancement for the appropriate functionality and usability and report any issues or requested changes back to the Testing Engineer. While Engineers are completing QA Testing, ICSolutions' Technical Writer begins creating documentation of the new features that will go into the User Guide and Release Notes, which are released to the Facility before deployment.</p> <p>Phase 4: Development – After the Testing Phase is complete, the software is forwarded to the System Architect for incorporation into the appropriate software release. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Due to this centralized system update, downtime is minimal. An ICSolutions Client Services Representative will work with the facility to arrange a mutually agreeable maintenance schedule at the most convenient time to ensure as little disruption to site operations as possible. ICSolutions can accommodate any time of day or night for release, whether during business hours or after hours.</p> <p>Whenever an upgrade and/or enhancement to The ENFORCER® finishes testing and is ready for wide release, the Facility will be notified of the new release updates (typically within two weeks of the release) and provided documentation of the features and functions</p>
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		<p>of the new software. A white paper “Feature Flyer” will be distributed to the Facility, which describes the new system feature and its functionality. At this point, the newly updated User Guide and Release notes are uploaded online for facility users to access through THE ENFORCER® GUI.</p> <p>Phase 5: Post-Development – Our Technical Services Center is notified of all system changes in the release so that they are aware of and prepared for any potential issues that may occur. All software is built to report non-standard behavior through our central monitoring system, ENFORCER® Real Time Status (ERTS).</p> <p>System monitoring is part of the fundamental design of all components of THE ENFORCER® system. All key applications send heartbeat messages to ICSolutions’ central monitoring system, ERTS. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration, to ensure that no missing heartbeats are ignored.</p> <p>Any condition which is deemed “not normal” can cause an event to fire. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.</p>
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Number	Requirement	Explanation
		<p>ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately. Should an event occur as a result of a recent release, our Technical Services Center will work with the Engineering department to troubleshoot the issue so that Engineering can begin development of a bug fix or software patch where appropriate.</p>

11.0	<p>We require providers of external information system services to employ appropriate security controls with local, state, and Federal laws as well as applicable regulatory requirements.</p> <p>Explain your experience in complying with these?</p>	<p>ICSolutions fully complies with all applicable local, state and Federal laws as well as all applicable regulatory requirements. ICSolutions maintains compliance with all regulatory issues at all times, by ensuring that all appropriate certifications, licensing and tariffs to operate the system are current and valid. We subscribe to Inteserra (formerly Technologies Management Inc. (TMI)), the industry leader in regulatory consulting and compliance reporting. Inteserra keeps us abreast of all national and local legislative and regulatory issues, as well as assisting with ensuring all appropriate tariffs and certifications up to date. Furthermore, we have a dedicated executive manager (Ken Dawson, Director of Compliance and Regulatory), whose role is to work with Inteserra and local, state, and national agencies in maintaining full compliance with all legislative and regulatory requirements.</p> <p>ICSolutions is committed to providing a secure and reliable inmate telephone and video visitation system to meet the goals and expectations of the County. The proposed system employs multiple levels of security with the use of data encryption, firewall access, IP-address registration, multi-level password-controlled user access, user tracking and more.</p> <p>Network Security: The network over which all calls are processed and all investigative data sessions travel is a private, dedicated, managed and firewalled network. All access to THE ENFORCER® database and application is password-protected and occurs only through an SSL (Secure Sockets Layer) exchange. ENFORCER® data served out to application users is encrypted per SSL standards. Data is stored in Atlanta and backed up at</p>
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		<p>the secondary data center in San Antonio. Access to the records for retrieval is password-protected and requires specifically assigned privileges from an authorized ICSolutions or County Administrator.</p> <p>The network is secured by perimeter and internal firewalls configured with a rigid security policy. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Fortinet firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff and are also available to facility personnel, upon request.</p> <p>Data Security: The ENFORCER's design prevents the likelihood of security breaches. The ENFORCER® operates on a Linux-based operating system, which is less susceptible to security threats than Windows-based systems. The ENFORCER® system is deployed through an agency-specific website, and all access to the agency-specific website is encrypted with TLS. Thus, to access County data in THE ENFORCER®, a user must have the County-specific URL and a valid username and password. The network over which data travels is itself also encrypted.</p> <p>Access to any inmate information, billing records, payment information or client information is granted for ICSolutions employees only on a need-to-know basis and requires signed authorization from ICSolutions management before our Systems Administrators grant any such access.</p>
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		<p>All the applications proposed will function as cloud-based apps with the software running on application servers in the redundant Network Operation Centers (NOC) in Atlanta and San Antonio. These systems are firewall-protected, and use, access and operation will be monitored by ICSolutions' NetOps team 24/7/365.</p> <p>The ENFORCER® operates behind enterprise-grade firewalls, which provide both perimeter and internal network protection; therefore, the IP addressing is not exposed to the public. Netscreen supports a robust security policy whereby it will only allow access to the system from registered IP addresses and, as such, is not susceptible to operating system security issues from outsiders. This architecture greatly reduces the risk of malicious attacks.</p> <p>Access to the network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. The Juniper firewall automatically logs all denied connection requests, which are available to facility personnel upon request.</p> <p>Intrusion Testing: The ENFORCER® centralized call processing system is deployed on a secured network leveraging the Juniper SRX Series Firewalls. When a server is onsite, the SRX 300 is deployed at the facility downstream from the perimeter router. The SRX 550 is deployed at the data center. Each SRX device is configured with the Juniper IDS/IPS suite and configured to enforce various attack detection and prevention techniques, based on the network traffic that is passing through each firewall. If an intrusion</p>
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Number	Requirement	Explanation
		<p>attempt is detected, the SRX firewall will capture the packet information and trigger an email alert to the network operations team. Furthermore, all perimeter routers are configured with a restrictive ACL policy to manage network access and routing protocols.</p> <p>Additionally, ICSolutions' parent company (TKC) has contracted with 505 Labs, a professional Network Penetration Testing Services company, to perform annual network penetration testing across the entire corporate enterprise encompassing all of the ICSolutions web servers. All penetration testing results are reviewed by a contracted third party, and ongoing network security is monitored by Rapid7, a Managed Security Service Provider.</p>

Number	Requirement	Explanation
12.0	Define the interface options and transmission methods offered by your application.	<p>The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.</p> <p>ICSolutions designs, builds and runs our own back-office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the County's other vendors to support our full range of premium integrated services, all at no cost!</p> <p>We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.</p>

Number	Requirement	Explanation
13.0	Define the process or options for adding customizations to your software.	Evaluated by engineering team and define roadmap for development (what needs to be done and by whom). Once the development is complete, the component will go through an intensive QA process. Once passed QA, will be presented to customer for User Acceptance Testing.
14.0	For custom components, after the components are developed and implemented, who owns the source code?	ICSolutions maintains ownership of the source code.
15.0	Define the true-up process for your software.	There is no need for true-up processes as ICSolutions doesn't license our software.
16.0	Will you provide data dictionaries for your software?	We maintain data dictionary of our schema; however, we do not provide this because the software is proprietary.

Number	Requirement	Explanation
17.0	<p>What is your background screening process for team members and offshore workers?</p> <p>How often are people re-checked?</p> <p>For the purposes of our agreement, can all resources be required to pass our background and re-check processes?</p>	<p>All ICSolutions personnel who are required to work onsite at the facility will be subject to background checks required by the County. In addition, as part of the hiring process, all ICSolutions employees must pass a background check before they start to work. Failure to comply will result in disciplinary action up to and including termination. This report includes:</p> <ul style="list-style-type: none"> • Criminal Record (all positions) – Griffin Personnel Group • Motor Vehicle Record (selected positions) – ADP • Credit Report (selected positions) – ADP • Higher Education Verification (if listed as completed on application) – Griffin Personnel Group <p>Prior to a promotion or transfer to a new position, an employee may be required to pass a criminal background check. If the criminal background check is unacceptable, the employee may be prohibited from transferring and his or her employment status may also be subject to separation.</p> <p>ICSolutions will work with Oakland County to determine if additional background checks are required.</p>

Number	Requirement	Explanation
18.0	<p>If you use offshore resources, what are the hours that offshore team members work with onshore team members (do they all work the same day, if not, what is the overlap time)?</p> <p>Also, define the process for keeping all resources on the same page with project status and progress.</p>	<p>ICSolutions does not utilize any offshore resources. We conduct project kick off calls with all team members, and have at a minimum bi-weekly calls to discuss progress, roadblocks, etc. to enable the development to move forward as efficiently as possible. Software development is done with an Agile/Waterfall method.</p>
19.0	<p>Please provide third party research on your tool or offering relating to how you compare against your competitive set.</p>	<p>We do not perform third party research on our competitors.</p>
20.0	<p>Please provide details of your tool's performance on a VM vs. a physical machine. Be detailed in the specs used for the testing and the OS used.</p>	<p>The ICSolutions applications perform equally on physical machine or a VM infrastructure however the VM infrastructure provides efficient use and allows rapid use of available resources. We have tested our applications on a VM infrastructure comprised of:</p> <ul style="list-style-type: none"> • Dell FX hosts with dual E5-2630 v3 CPUs, each with 128G RAM • VM Storage on Dell EMC Unity Enterprise hardware with auto tiering hot storage • Networking for this infrastructure is comprised of redundant 10G connections between compute and storage.

21.0	What is the recommended back-up strategy for your software along with recovery time?	<p>The system is stored in two separate data centers (in Atlanta and San Antonio). Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If our primary site in the Atlanta data center experiences a catastrophic event, all call processing would seamlessly transfer to our San Antonio data center, resulting in zero downtime and continuous call processing and recording.</p> <p>As the manufacturer of THE ENFORCER®, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored on a 24/7/365 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at our headquarters in San Antonio, TX, on industrial quality RAID servers.</p> <p>In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), ICSolutions has a web-based procurement and inventory management system that can be used by authorized staff in San Antonio, or any other location</p>
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Number	Requirement	Explanation
		<p>to order, track and re-route parts to an alternate data center or one of the Keefe Groups regional warehouses or operations centers: New Jersey, Ohio, California, Florida, Missouri, and other geographically disparate locations have both offices and workspace available in an emergency. A team from our San Antonio Engineering center can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if a prolonged downtime at one of our data centers is expected.</p> <p>ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERS, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.</p>
22.0	Describe the provision of security features and controls that are available in your solution for government, including configuration, administration, maintenance, support, any available customization.	We follow STIG (security technical implementation guide) as provided by the NIST.
23.0	Identify whether your products, services, and/or proposed solution are currently subject to any security regulations or compliance such as HIPAA, PCI, etc. Respondents should include information about the status of their compliance with any relevant regulations	Our services must comply with the regulations of the Federal Communications Commission and the Michigan Public Service Commission.

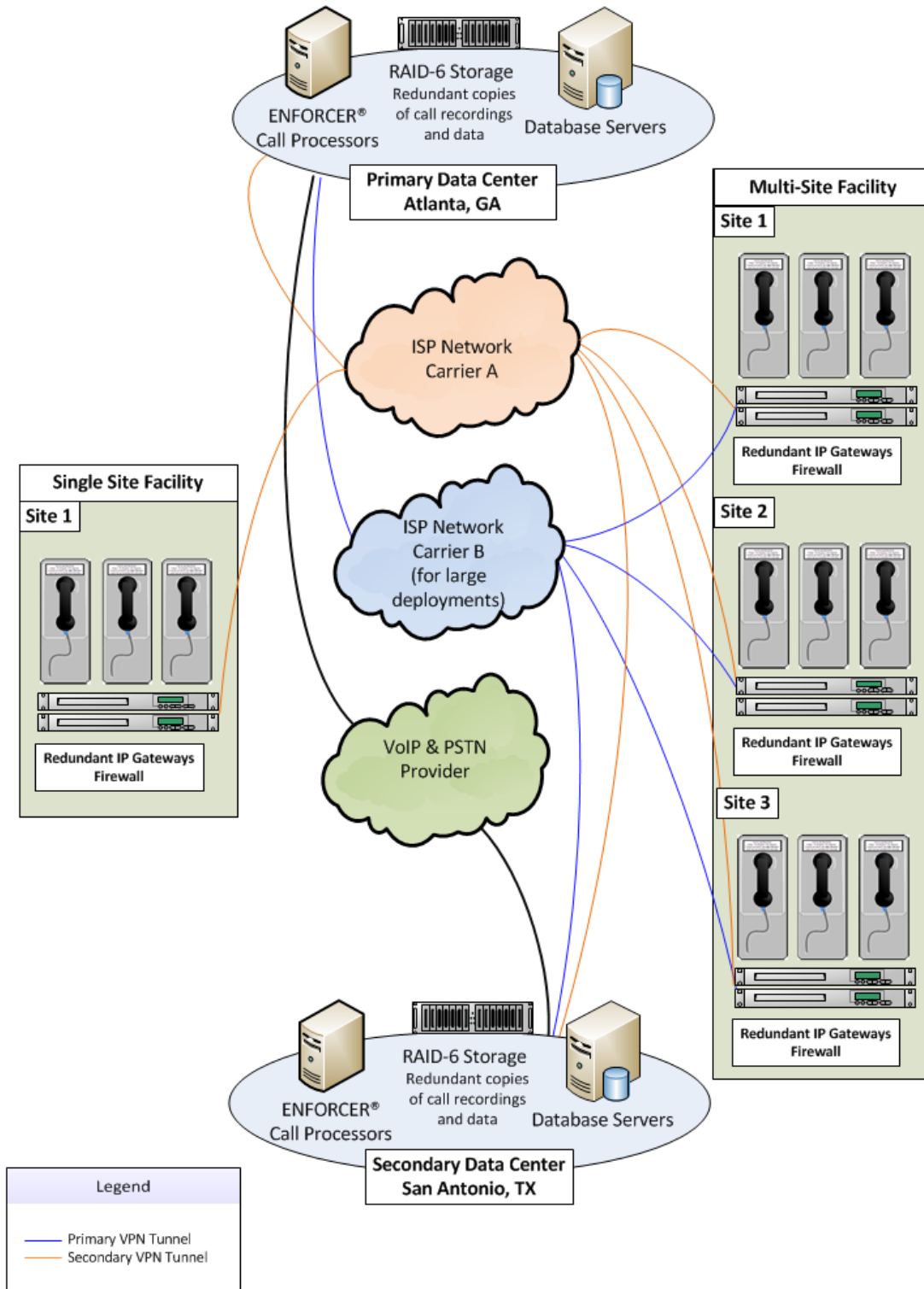
Number	Requirement	Explanation
24.0	Please indicate how you handle Authentication/Security (Active Directory, SAML, etc.). If SAML, what version is supported?	The system supports Microsoft Active Directory login authentication. Access to THE ENFORCER® is managed and granted by the County. Once the County approves access to THE ENFORCER®, the County will pass user credentials to THE ENFORCER® using a token ID. THE ENFORCER® will then perform a look-up of the user, and if the user is already established, the user will be granted access to the applicable ENFORCER® functionality. If the user is not already established on the system, THE ENFORCER® will utilize the token ID to retrieve the user information from the County, including user role and site privileges, and establish the user on THE ENFORCER®. ICSolutions has deployed similar interfaces whereby all ENFORCER® users are authenticated utilizing the LDAP central directory.
25.0	Is any third-party software or applications required? If so, please describe.	No.
26.0	Please provide your DBMS requirements and use of software and communication protocols, if applicable to your solution(s).	The ENFORCER® (which includes The Visitor™ video visitation module) utilizes the PostgreSQL Relational database management system.
27.0	Please provide the minimum client workstation and hardware requirements including operating system, Internet Browser, etc.	The ENFORCER® is accessible to anyone with a password and log-in ID granted by County administrators utilizing a computer running a modern browser. The ENFORCER® currently supports the latest versions of Chrome, Edge and Firefox officially. We support back to the latest extended support release version for all browsers.
28.0	Please provide your virus protection methodologies for all hardware.	We run FortiNet's FortiClient on all Windows systems.

Number	Requirement	Explanation
29.0	Does your product require a Java Runtime installation? If yes, please describe how your release cycle facilitates keeping current with the frequent security patches required for those products.	No.

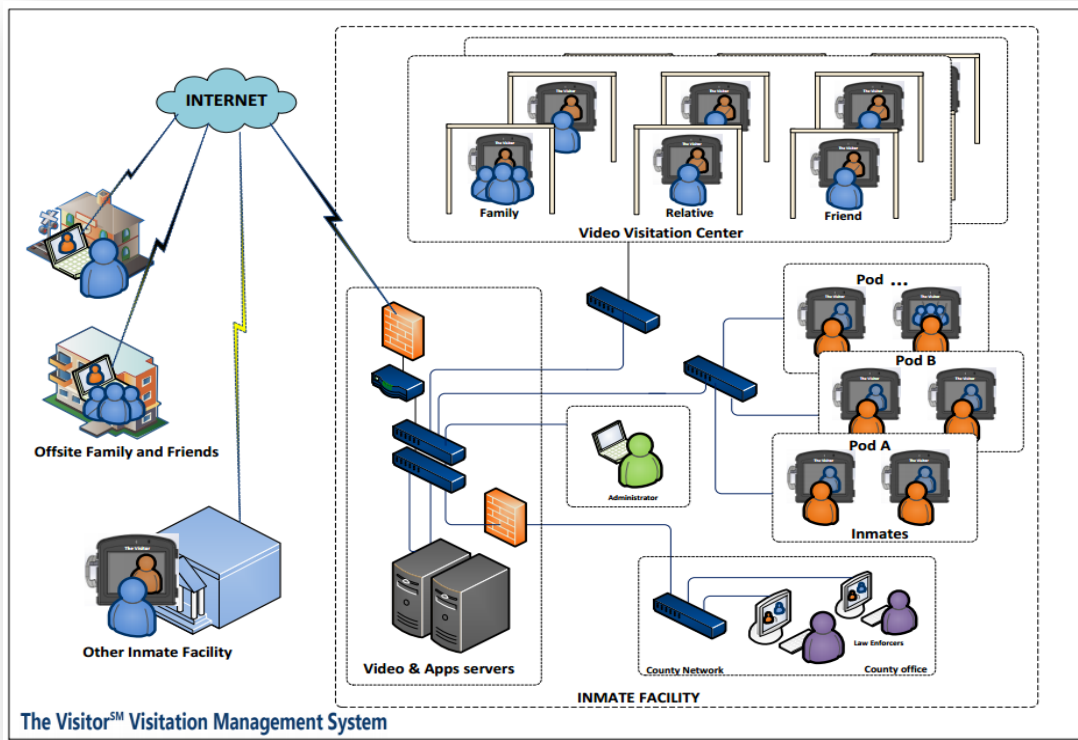
<p>30.0</p>	<p>Does your solution provide customized reporting capabilities?</p> <p>Explain the solution. If there is additional cost, please provide in Appendix D – Cost Response Tables.</p>	<p>Yes, at no cost. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.</p> <p>A facility user can generate real-time “ad hoc” reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.</p> <p>The ENFORCER® has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.</p> <p>The system also comes preconfigured with an extensive list of standard reports. And, although it’s easy to define your own report parameters in THE ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.</p> <p>Samples of the most commonly used reports are provided in ATTACHMENT 5.1 TO APPENDIX A.</p>
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NETWORK ARCHITECTURE

Attachment 2.0 to Appendix B



Centralized ENFORCER® Network Architecture



The VisitorTM Sample Network Architecture



Appendix C

Implementation Services

APPENDIX C – IMPLEMENTATION SERVICES RESPONSE TABLES

This section asks you to provide information on how your solution will be implemented. It also helps us understand the timing, roles and responsibilities for the implementation of the solution.

Respondents should identify inapplicable items with **N/A**.

<i>Number</i>	<i>Requirements</i>	<i>Explanation</i>
1.1	<p>Attach a typical implementation plan including Tasks, Owner of Task (Contractor, Oakland County) and Timeline. The following phases should be identified:</p> <ul style="list-style-type: none"> • Project Management: Contains activities to manage the project. • Technical Design and Installation: Contains activities for solution configuration. • Security: Contains activities for establishing and maintaining security controls. • Testing: Contains activities to evaluate the functionality of the product with an intent to find whether the product met the specified requirements or not and identify the defects to ensure that the product is defect free to produce the quality product. • Education, Marketing, and Policies: Contains activities for training and promotion. • Implementation: Contains activities for solution launch and disaster recovery. • Post Implementation Support: Contains activities for solution support. 	<p>Include Attachment. Please find attachment later in this APPENDIX C.</p>
2.0	<p>What is your typical duration for implementation?</p>	<p>Implementation of an inmate phone and video visitation solution typically requires 30 days where</p>

Number	Requirements	Explanation
		infrastructure is already in place. Because our inmate phone and video visitation systems are already in place, the transition to the new contract will require no downtime.
3.0	Does your implementation include customization to software? If not, list cost for customization in the cost response tables.	Yes, at no cost.
4.0	Based on the provided solution options, who would configure the solutions(s) (Contractor or Oakland County)?	ICSolutions will coordinate the implementation, including any software configurations.
5.0	What is your expectation support from Oakland County during the implementation?	<p>ICSolutions will be responsible for all phases of providing the proposed services. During transition of the contract and installation of new services, ICSolutions will only need assistance from County personnel for the following tasks:</p> <ul style="list-style-type: none"> • Clearance for the Project Team to work in approved areas without the need for a County escort • Assistance with any facility-specific challenges regarding access, delivery of hardware and circuits, install, etc. • A project manager at the County who can serve as a single point of contact for the ICSolutions project manager • At completion of installation, ICSolutions' Project manager will work with the County to ensure that all deliverables have been completed, tested, and approved by the County • Attend any new staff or refresher training

Number	Requirements	Explanation
6.0	What type of contractor access is required during implementation?	Since our services are already implemented, very little contractor access will be required. Our installation team will need access to refresh/replace phones and other onsite equipment as needed/required and to install new vPhone units at the Children’s Village, and to conduct testing and training. Contractor access can be escorted or approved by the Facility to work without an escort.
7.0	What is the method for testing your software and data prior to live rollout?	ICSolutions follows a strict testing and acceptance plan for all facets of our proposed solution. Testing extends to all systems, hardware stations (phones, kiosks, tablets, etc.), software, workstations, and peripheral hardware. Testing is conducted by the Quality Control (“QC”) team, who will test all features and functionality to ensure adherence to the specifications of the RFP and contract. All testing and walkthroughs are documented in the Jira ticketing system, with results being reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily. Systems testing encompasses external system interfaces, data exchange, database integrity, system access, facility workstations, Equipment & Network Preliminary Check, Quality Assurance Testing, and User Acceptance Testing.
8.0	How is system documentation provided (for example, digital, hardcopy, etc.)?	Printed copies of the Quick Reference Guide are provided for each facility during training. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of

Number	Requirements	Explanation
		THE ENFORCER [®] system. These online documents are updated and published to all facilities every time THE ENFORCER [®] system is updated or enhanced.
9.0	<p>Is training provided with implementation?</p> <p>If so, is it Instructor-led Training, Web-based Training, or both?</p> <p>If separate cost, please specify.</p>	<p>Yes, at no cost. ICSolutions' proposal includes initial and ongoing instructor-led training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract. Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx (instructor-led). Because ICSolutions' phone and video visitation system is already in place, the need for training will be minimized. Additional details are provided in the attached implementation plan later in this section.</p>
10.0	Please describe your procedures for maintenance and support.	Please refer to ATTACHMENT 10.2 TO APPENDIX A .
11.0	<p>Does the solution utilize proprietary data formats?</p> <p>If so, does the solution allow for data conversion?</p>	Our call recordings and data are available in non-proprietary formats.
12.0	Do you maintain a separate testing environment?	Yes. Testing is performed in a QA Test environment to verify functionality of new enhancements, bug fixes, and software patches.
13.0	If cloud based, what type of access would Oakland County have to the system?	THE ENFORCER [®] is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized

<i>Number</i>	<i>Requirements</i>	<i>Explanation</i>
		<p>user, accessible remotely and securely anytime, anywhere. Anyone with a password and login ID granted by County administrators can access the system from any computer running a modern browser, as if they were opening a website. THE ENFORCER® currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.</p> <p>THE ENFORCER® is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user remotely or onsite, whether or not they are actually at an ENFORCER® workstation. THE ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite.</p>

IMPLEMENTATION PLAN

Attachment to Appendix C

Choosing ICSolutions will prove extremely beneficial during system implementation. Transition to the new contract will be smoother and require less time, because our centralized ENFORCER® Inmate Telephone System (ITS) and VISITOR™ Video Visitation System (VVS) are already in place and we are already well acquainted with the County’s needs. Your transition to the new contract will require **no downtime**.

The primary tasks will be to refresh and/or replace onsite equipment as needed/required, install new video visitation kiosks in the Children’s Village, and to deploy any new services, such our new Argus voice biometrics solution.

Benefits to the County

Choosing ICSolutions will benefit the County’s transition by:

No Downtime	We will ensure minimal impact on facility operations and <u>no ITS or VVS system downtime</u> .
Familiar Project Team	You will continue to work with our Project Team, many of whom have been supporting your current ENFORCER® system or were involved in the initial installation.
Existing Settings & Profiles	We will maintain your current site profiles, facility layout, visitation rules, and structure that are already in place.
No Configuration Time	No configuration time is necessary for call processing or video visitation since the current system settings are already defined, in place, and up to date.
Continuous Access to Investigative Data	Investigators will have continuous access to all the County’s call and visitation data, information, and call recordings since your initial transition to THE ENFORCER®.
Familiar ITS System	Your personnel are already familiar with THE ENFORCER® system and its THE VISITOR™ module.
Existing Debit & Prepaid Accounts	Inmates and public users can continue using their existing debit and prepaid accounts.
Same Support Procedures & Personnel	Your service, support, maintenance and escalation procedures remain the same.
No Equipment Removal / Pickup	There is no potential delay from coordinating equipment removal and pickup from another vendor.
System Testing Unnecessary	ITS and VVS system testing is unnecessary since you will use the same ENFORCER® and VISITOR™ as you do today.
New Financial Terms Implemented Immediately	We will implement any new rates, fees, and/or facility compensation <i>immediately upon contract execution</i> .

Seamless Transition

We commit to providing a seamless transition to a new contract with uninterrupted service from our centralized ENFORCER® and VISITOR™ platform during the deployment of any additional features and continued exceptional support throughout the term of our agreement.

The ICSolutions' Operations Team will work together with your current ICSolutions Regional Account Manager, Brad Coens, to coordinate every aspect of transition to the new contract, including the training tailored for the Facility to ensure authorized users can make the most use of the robust tools available with THE ENFORCER®, as well as implementation of any new features or services.

Training Plan

With ICSolutions, staff training will be simplified, as Facility personnel are already familiar with THE ENFORCER® system and its THE VISITOR™ module. ICSolutions will provide refresher training to existing personnel, as well as familiarize any new personnel with daily system functions, such as blocks, reports, investigative tools as well as emergency system shut down. Our goal is to ensure that Facility staff are taking full advantage of the system's investigative and administrative capabilities.

Likewise, inmates and public users will require little to no training. Existing inmate information, calling blocks, PINs, visitation policies, and Prepaid and Debit accounts will continue to exist, and account funds can be accessed just as they always have. Nothing will change about the way inmates or the public use their calling and visitation services or access customer support.

In cases where new rates are implemented, ICSolutions can provide materials or create an instructional message with our Message of the Day feature notifying all inmates of the new rates and transition date. Any and all signage and brochures will be approved by the Facility before distribution.

Video Visitation Deployment

ICSolutions will deploy video visitation at the Children's Village facility. At the Main Jail, any existing video visitation stations that need to be replaced will be upgraded to our state-of-the-art 17" vPhone video phones, as determined by ICSolutions and requested by the County.

ICSolutions' professionally trained project team will coordinate the installation to ensure minimal impact on facility operations. ICSolutions commits to providing a seamless implementation and exceptional support following installation.

Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A detailed Video Visitation Implementation Schedule / Gantt chart has been included at the end of this attachment** and includes all major tasks that will be required to complete the installation efficiently. Installation should be completed in just 24 days!

ICSolutions follows best practices developed by the **Project Management Institute (PMI)**, which has set the standards for project management since the 1960s. Accordingly, the five major stages of our project management are Initiation, Planning, Execution, Monitoring & Controlling, and Closure.

Installation Timing

Installation of video visitation kiosks at the Children’s Village can begin immediately after the start date of the new contract. ICSolutions is flexible about the timing of this deployment will work with you to customize the attached baseline VVS Implementation Schedule to meet your needs.

Installation Testing Protocol

ICSolutions’ implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the new video visitation units are deployed and performing exactly as requested by the County. The testing procedures extend to all systems, video stations, software, workstations, and peripheral hardware.

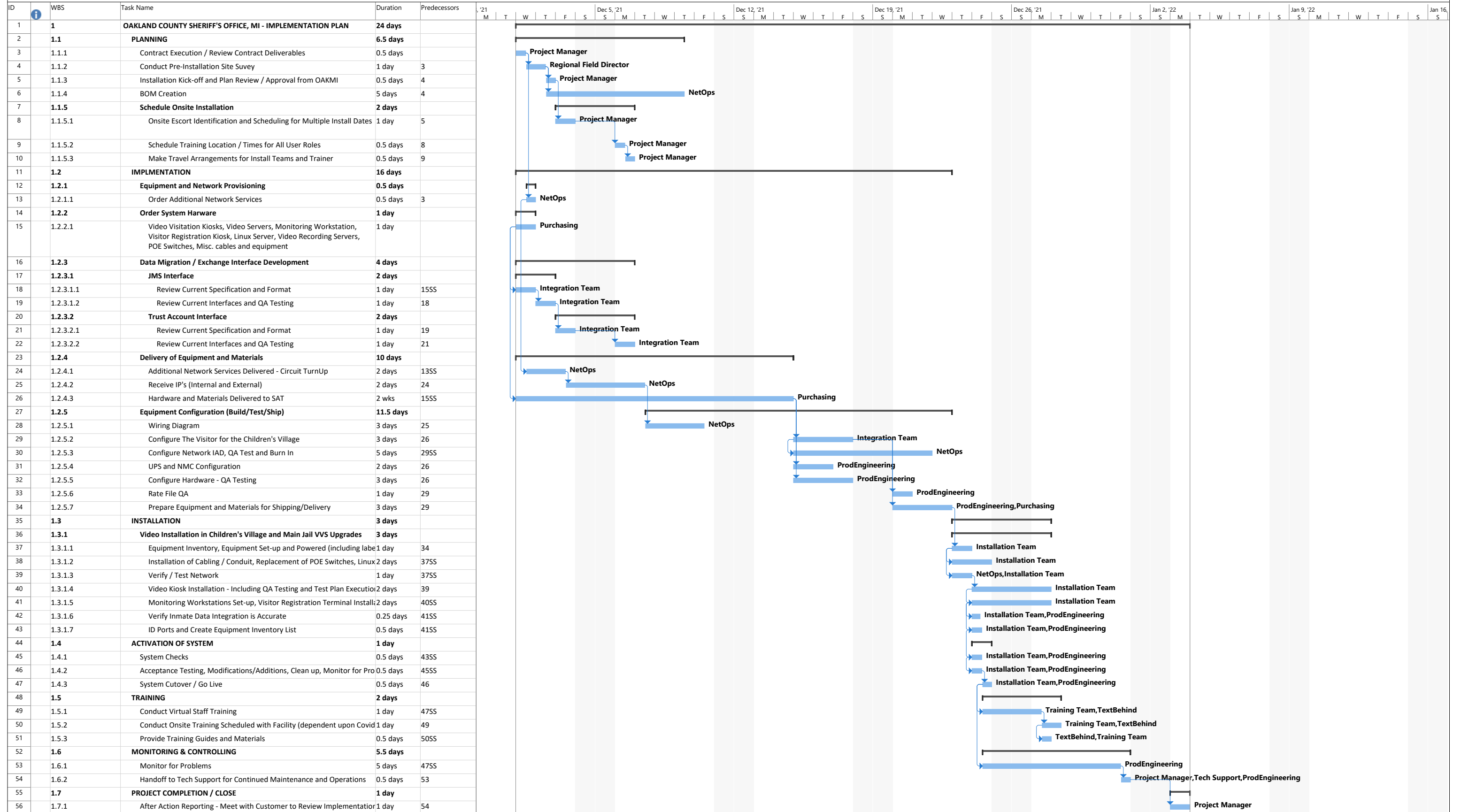
Testing of video visitation equipment will be conducted by the Quality Control (“QC”) team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP’s waterfall approach for system implementations. The QC Team documents all testing and walkthroughs, and all results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by both the Video Visitation Product Manager and the Video Visitation Project Manager.

The Visitor™ system testing will encompass the following:

<p>External System Interface</p>	<ul style="list-style-type: none"> a. Interface protocol b. Access and security c. Confirm inmate count in JMS is synced with The Visitor™ video visitation (Admin page) d. Error logging
<p>Data Exchange</p>	<ul style="list-style-type: none"> a. Data format b. File exchange/transfer timelines c. Error logging
<p>Database Integrity</p>	<ul style="list-style-type: none"> a. Inmate Table b. Approved Visitor Table c. Video Visitation Station Table d. Video Visitation Station Locations (e.g. identification, type, rules, etc.) e. Video Visitation Policies <ul style="list-style-type: none"> i. Schedule (Allowable visitation times by type of visit and visitor) ii. Rates & Fees iii. Designate free and paid visitations by visitor or type of visitation (e.g. remote visitations where the visitor is offsite using a home or office computer)

System Access	<ul style="list-style-type: none">a. User Role privilegesb. User Role assignmentsc. User name & passwordsd. Register as a new usere. Approve new user
Equipment & Network Preliminary Installation Check	<ul style="list-style-type: none">a. Check cablingb. Turn on/off systemc. Test IP devicesd. IP external assignments – confirm accuracye. IP internal assignments – confirm accuracyf. Confirm firewall setupg. Equipment setup on domainh. Database communicationsi. Software version
Quality Assurance (QA) Testing	<ul style="list-style-type: none">a. Video Visitation Station Center Applicationb. Control Software/Facility workstation(s)c. Monitoringd. Lobby Visitor Registration & Scheduling Terminale. Remote Visitorsf. Inmate Terminals
User Acceptance Testing (UAT)	<ul style="list-style-type: none">a. Coincides with hands-on trainingb. Training Curriculum & tests performed in UAT customized for facility's requests

OAKLAND COUNTY, MI INSTALLATION TIMELINE



Project: Oakland_Implementati
Date: Sat 6/5/21

Task	Milestone	Project Summary	Inactive Milestone	Manual Task	Manual Summary Rollup	Start-only	External Tasks	Deadline	Manual Progress
Split	Summary	Inactive Task	Inactive Summary	Duration-only	Manual Summary	Finish-only	External Milestone	Progress	

An aerial photograph of a large, crowded public space, possibly a transit station or a busy street, with a blue overlay. The image shows many people walking and standing, with some carrying bags or backpacks. The overall tone is dark and busy.

Appendix D

Cost

APPENDIX D – COST RESPONSE TABLES

This section asks you to provide information on how your solution is priced. [Table D-1](#) covers any one-time costs that may be associated with your solution. [Table D-2](#) covers recurring support, maintenance and other (recurring) costs. [Table D-3](#) covers pricing for any additional items not covered by Table D-1 or Table D-2.

If you wish to provide alternative pricing that does not fit into these tables, you may do at the end of the document.

Respondents should identify inapplicable costs with **N/A**.

Note: If costs that are **NOT** listed are subsequently determined by Oakland County or the contractor to be required, then contractor shall provide all unlisted costs to Oakland County at no charge beyond annual support fees.

Table D – Contractor inmate Phone/Visitation & Investigative Tools will not incur a cost to Oakland County

Cost Description	Quantity	Price	Total Implementation Cost
Implementation/Professional Services (include all costs to ensure the solution is fully installed and functional for Oakland County)	N/A	N/A	N/A
Hardware (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Software (list manufacturer, part number, model, and description for each item(s) individually)	N/A	N/A	N/A
Equipment and Installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Training (onsite or remote)	N/A	N/A	N/A
Training documentation and User Guides	N/A	N/A	N/A
	N/A	N/A	N/A
Other (list as individual line items and include description)	N/A	N/A	N/A
	N/A	N/A	N/A
Detail all discounts and savings programs	N/A	N/A	N/A
	N/A	N/A	N/A
Grand Total	N/A	N/A	N/A

Table D-2: Recurring Support, Maintenance & Other (Recurring) Cost Table – will not incur a cost to Oakland County

Cost Description	Quantity	Price	Total Recurring Cost
Recurring Hardware Support & Maintenance	N/A	N/A	N/A
	N/A	N/A	N/A
Recurring Software Support & Maintenance	N/A	N/A	N/A
Ongoing equipment and installation cost for carrier lines, circuits or ISP services and equipment to meet the solution requirements.	N/A	N/A	N/A
Other Recurring Costs	N/A	N/A	N/A
Grand Total	N/A	N/A	N/A

Table D-3: Other Cost Table – Contractor solution will not incur any costs for Oakland County

Cost Description	Pricing Structure	Price
N/A	N/A	N/A
N/A	N/A	N/A

Please list additional Cost Assumptions below:

1. N/A
2. N/A
3. N/A

ICSolutions Response:

ICSolutions will provide all required technology and services at no cost to Oakland County.

Alternate Proposal

- Three Year Contract
- Five Year Contract

ICSolutions Response:

ICSolutions will provide all required technology and services at no cost to Oakland County, regardless of the initial contract length.

APPENDIX D-4: MONTHLY COMMISSION RATES PROPOSAL TABLE FOR INMATE PHONE/VIDEO VISITATION

Note: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico, and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

**

<i>Collect Calling Rates</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. XX.XX%</i>	<i>Monthly Commission Earned 5 yrs. XX.XX%</i>
Local Station to Station	\$0.00	\$0.16	0	0	0	94.00%	96.00%
Intrastate/Intra-LATA	\$0.00	\$0.16	0	0	0	94.00%	96.00%
Interstate/Inter-LATA	\$0.00	\$0.16	0	0	0	94.00%	96.00%
Interstate	\$0.00	\$0.16	0	0	0	94.00%	96.00%
International	\$0.00	\$0.24	0	0	0	94.00%	96.00%
Total			0	0	0	94.00%	96.00%

<i>Prepaid & Debit Calling Rates</i>	<i>Surcharge</i>	<i>Rate/Minute</i>	<i>Average # Calls/Month</i>	<i>Average Monthly Minutes</i>	<i>Monthly Earned Revenue</i>	<i>Monthly Commission Earned 3 yrs. XX.XX%</i>	<i>Monthly Commission Earned 5 yrs. XX.XX%</i>
Local Station to Station	\$0.00	\$0.16	22,619	187,664	\$30,026	94.00%	96.00%
Intrastate/Intra-LATA	\$0.00	\$0.16	42,837	351,400	\$56,224	94.00%	96.00%
Interstate/Inter-LATA	\$0.00	\$0.16	2,605	22,339	\$3,574	94.00%	96.00%
Interstate	\$0.00	\$0.16	6,380	57,564	\$9,210	94.00%	96.00%
International Debit	\$0.00	\$0.24	18	99	\$24	94.00%	96.00%
Total			74,459	619,066	\$99,058	94.00%	96.00%

** Fees must be consistent and follow the FCC rules and regulations and must not exceed amounts set by the FCC.

Alternate Proposal

- Three Year Contract
- Five Year Contract

ICSolutions Response:

Please note that both the three-year and five-year contract options also include Prepaid Annual Commission Payments beginning at **\$1 Million** for the first contract year.

The **full \$1,000,000.00 upfront payment** will be made to the County within 10 days of commencement of the new contract. At the end of the contract year, we will true up the prepaid commissions for the year based upon actual revenues generated by ICSolutions' services and the County's selected commission rate. At this time, we will also prepay the County's estimated commissions for the next year based upon 100% of the commissions earned in the previous year.

Prepaid Annual Commission Payments will give the County cash in hand at the *beginning* of each contract year to address your most pressing budgetary needs!

Additional Rates, Fees & County Compensation

Per the instructions on this form and in the County's answers to vendor questions, Respondents are required to disclose all rates and fees related to the proposed services. In the sections below, we have described all rates, fees, and County compensation not captured in the above tables, as well as any commission-impacting optional services.

All rates and fees fully comply with the FCC Rate Change 2021 document provided in RFP Amendment #05.

Prepaid Account Funding

ICSolutions' funding fees comply with all FCC regulations, and they help to recover the costs of processing credit/debit cards. In some cases, third party fees may apply, such as Western Union transaction fees (\$5.50), but these fees are charged directly to the customer by the third party, with no involvement by ICSolutions.

Funding Type	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	\$3.00 per transaction	Prepaid
Funding Fee – Live Agent	\$5.95 per transaction	Prepaid
Mail-In Payment	\$0.00 – ICS provides at No Charge!	Prepaid
Payments by Western Union	\$0.00 – ICS provides at No Charge!	Prepaid
Inmate Purchase from Trust Account	\$0.00 – ICS provides at No Charge!	Debit

There are no fees of any kind associated with mailing in payments. Please note that **ICSolutions minimizes funding fees** by maintaining a single prepaid account that can be used to pay for any combination of Inmate Calling, Remote Video Visitation, and Inmate Voicemail.

Single-Pay Calls

Our QwikCall® program gives call recipients the option to pay for a single call a credit/debit card, without the need to set up or fund a calling account. Call recipients pay the standard 16¢-per-minute rate for U.S. QwikCalls, plus the FCC-approved \$6.95 service fee. For QwikCalls, the County will receive the **same commission rate** that you will receive for all other types of calling, based on the standard 16¢ per-minute calling rate.

Video Visitation

All onsite video visitation will be offered at no cost to the inmate or the visitor. ICSolutions will continue to offer remote visitation, whereby the visitor is located outside of Oakland County facilities. To use this service, the visitor will pay the reduced rate of **\$5.00 per visit** (up to 30 minutes).

The County will receive **50%** of each visitation fee as commission income.

Inmate Voicemail

ICSolutions will continue to offer our Inmate Voicemail solution that is in place today. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of **\$1.00 per message**.

The County will receive **50%** of each message fee as commission income.

Inmate Email/Text Messaging

Our proposal includes the option to deploy ICSolutions’ email/text messaging solution on the touchscreen video visitation kiosks. If deployed, public users will be able to send email/text messages to inmates at NO COST. Inmates can respond at the rate of **\$0.50 per message**.

The County will receive **25%** of each message fee as commission income.

Inmate Accounting Services

Access Corrections’ deposit services and optional bail payment services will incur the following fees:

Handling Charge Structure for Deposit Services				
Gross Amount Deposited	Credit/Debit Deposits via Web/Mobile App	Credit/Debit Deposits via Phone	Credit/Debit Deposits via Lobby Kiosk	Cash Deposits via Lobby Kiosk
\$0.01 - \$19.99	\$3.95	\$4.95	\$3.00	\$3.00
\$20.00 - \$99.99	\$6.95	\$7.95	\$3.00	\$3.00
\$100.00 - \$199.99	\$8.95	\$9.95	\$3.00	\$3.00
\$200.00 - \$300.00	\$10.95	\$11.95	\$3.00	\$3.00

Walk-In up to \$900:

Service/Fee Charge
\$5.95

Bail/Bond Fee Structure				
Gross Amount Deposited	Credit/Debit Deposits via Website	Credit/Debit Deposits via Phone	Credit/Debit Deposits via Lobby Kiosk	Cash Deposits via Lobby Kiosk
\$ 0.01 - \$1,500.00	7.00%	7.00%	7.00%	7.00%
\$ 1,500.01 - \$5,000.00	N/A	N/A	N/A	7.00%

Commission-Impacting Options

The following optional products/services would impact the County’s commission rate as described below, if deployed:

- CEIA Cell Phone Detectors
- Cellebrite’s UFED Ultimate
- Fusion Center

CEIA Cell Phone Detectors

ICSolutions can supply the County with three (6) portable cell phone detection units, which can be rapidly deployed anywhere in the jail facilities to detect contraband cell phones. The County’s commission rate for inmate calling would be reduced by **1 percent**.

Cellebrite’s UFED Ultimate

ICSolutions can supply the County with two (2) UFED Touch Ultimate devices to enable the extraction and analysis of data contained in contraband cell phones. This solution will also include ongoing staff training and licensing. The County’s commission rate for inmate calling would be reduced by **1 percent**.

Fusion Center

ICSolutions can provide our Fusion Center services, whereby ICSolutions forensic personnel will monitor 5% of calling minutes to identify potentially illicit activities. The County’s commission rate for inmate calling would be reduced by **8 percent**.



Appendix E

G2G Marketplace

APPENDIX E – G2G MARKETPLACE RESPONSE TABLE

<i>Number</i>	<i>G2G Marketplace Response Table</i>	<i>Response (Yes, No)</i>	<i>Comment</i>
1.0	Contractor is interested in participating in the G2G Marketplace.	Yes	ICSolutions is interested in participating in the G2G Marketplace. We have reviewed the G2G Marketplace Boilerplate Contract and will agree to all terms as written, with the exception of Section 10.3(b), to which we propose the adding the following clarification language since ICSolutions does not develop its platforms for the exclusive use of any single agency: Section 10.3(b) shall apply only to programs, inventions and other works created for and paid for in full by Agency. All other programs, inventions and works developed or created by Contractor during its performance under the Contract shall remain, at all times, the Intellectual Property of Contractor or its licensors, and Agency shall have no ownership rights therein. ICSolutions will grant Agency unlimited licenses for use of ICSolutions' software programs during the contract period.



Appendix F

**Acknowledgement of
Independent Employee Status**

APPENDIX F - ACKNOWLEDGEMENT OF INDEPENDENT EMPLOYMENT STATUS (SAMPLE FORM)

I, _____, acknowledge that I am an employee or subcontractor of
(Name of Contractor's Company): _____
(hereinafter "Company") under Contract #: _____, and

- At all times during my assignment at Oakland County, I will remain an employee or subcontractor of the Company
- I am not an employee of Oakland County; and,
- I may not represent myself as an employee of Oakland County.

I understand that:

- Company is responsible for establishing the conditions of my assignment to Oakland County; and
- Company is solely responsible for compensating me for my services; and
- I understand and agree that as an employee or subcontractor of Company, I am not eligible to participate in or accrue any benefits under any of Oakland County's employee benefits or benefit plans, including retirement, deferred compensation, insurance (including without limitation: health, disability dental and life insurance), vacation pay, and any other similar plans and programs. However, if I am a retired County employee, I may receive vested post-employment benefits such as retiree healthcare and pension benefits from Oakland County. I understand that the post-retirement benefits I receive from the County cannot be enhanced by my work for the above Contractor.

I acknowledge that:

- I have no copyright, patent, trademark or trade secret rights to any Oakland County Intellectual Property, or any work developed by me while providing services to Oakland County; and,
- If I will be given access to the County Network, I will comply with the Oakland County Electronic Communications and Use of Technology Policy.
- I will comply with and sign the FBI Criminal Justice Information Services Security Addendum if I will have access to CJIS Data.

Signed: _____

Date: _____

Any and all required employees and/or subcontractors will execute this form as required. ICSolutions does not intend to use any subcontractors in the performance of this contract.

END OF DOCUMENT

An aerial, high-angle photograph of a busy pedestrian walkway, possibly in a transit station or airport. The walkway is marked with white vertical lines and is filled with many people walking in various directions. The image is overlaid with a semi-transparent dark blue filter. A white rectangular box is positioned in the upper right quadrant of the image, containing the title and subtitle.

Exhibit I

Letters of Reference



HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

CIVIL/COURTS
(707) 445-7335

MAIN STATION
826 FOURTH STREET • EUREKA CA 95501-0516
PHONE (707) 445-7251 • FAX (707) 445-7298

CUSTODY SERVICES
(707) 441-5159

Duane Christian, Captain
Humboldt County Sheriff's Office
Custody Services Division
826 4th Street
Eureka, CA 95501


September 10, 2020

Delivered via Email

RE: ICSolutions Reference Letter

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,


Duane Christian
Correctional Captain
Humboldt County Sheriff's Office

MCKINLEYVILLE STATION
(707) 839-6600

GARBERVILLE STATION
(707) 923-2761

CORONER'S OFFICE
(707) 445-7242

ANIMAL CONTROL
(707) 840-9132

TRINITY RIVER STATION
(530) 629-1025



SHERIFF'S OFFICE

A TRADITION OF SERVICE SINCE 1856

CARLOS G. BOLANOS, SHERIFF
MARK C. ROBBINS, UNDERSHERIFF

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,


Sergeant Jim Gilletti
Administrative Classification Unit



CORRECTIONAL INSTITUTION

**Evan Joseph
Warden**

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

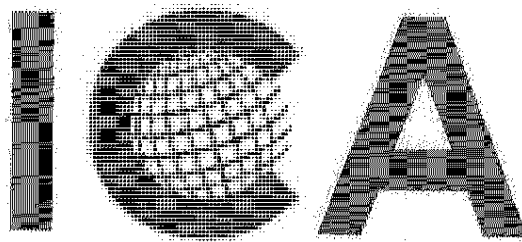
Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).



Evan Joseph- Warden

Richmond County Correctional Institution
2314 Tobacco Road - Augusta, GA 30906
(706) 798-5572 - FAX (706) 798-8110
www.augustaga.gov



IMMIGRATION CENTERS OF AMERICA

508 Waterworks Road
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

A handwritten signature in black ink, appearing to read 'Eric Rodriguez', written in a cursive style.

Eric Rodriguez
IT Manager
ICA-Farmville
508 Waterworks Road
Farmville, Virginia 23901

**WASHINGTON COUNTY SHERIFF'S OFFICE
LARRY R. MINCKS, SR., SHERIFF**



Chief Deputy Mark A. Warden
Major Brian Schuck – Administration
Major Troy Hawkins – Operations Commander
Major Greg Nohe – Jail Administrator
Captain Brian Rhodes-Criminal Division Commander



October 11, 2019

Letter of Recommendation for ICSolutions

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

A handwritten signature in blue ink that reads "Major Greg Nohe".

Major Greg Nohe
Jail Administrator
Washington County Sheriff's Office



CALDWELL COUNTY SHERIFF'S OFFICE

**** SHERIFF ALAN C. JONES ****

2351 MORGANTON BLVD. SW * LENOIR, NC 28645

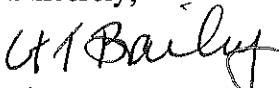
PHONE: 828-758-2324 * FAX: 828-757-8685

October 7th, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't be fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,


Lieutenant T. Bailey



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road
Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

A handwritten signature in black ink, appearing to read "Johnny Weaver".

Johnny Weaver, Warden
Jackson County Correctional Institution
Jefferson, Georgia 30549



HALL COUNTY CORRECTIONAL INSTITUTION

Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department

HUNTINGTON COUNTY SHERIFF'S DEPARTMENT

CHRISTIAN E. NEWTON, SHERIFF
CHAD HAMMEL, CHIEF DEPUTY



332 EAST STATE STREET
HUNTINGTON, IN 46750

ADMINISTRATIVE: 260-356-2520
DISPATCH: 260-356-8316
JAIL: 260-356-3110
FAX: 260-358-4877

TO: JOHN GARNER
FROM: CTP. JEFF KYLE
DATE: FRIDAY, OCTOBER 4, 2019
RE: ICS

John,

I wanted to let you know how much I appreciate the partnership between the Huntington County Sheriff's Department and Inmate Calling Solutions. We have partnered together for many years. When we started talking about adding new services to our facility, ICS offered us great ideas and now they are getting implemented. The one thing I truly appreciate is the customer service. If a glitch happens, a simple phone call takes care of the problem. Many companies try to sell themselves as being strong in customer service, ICS follows through.

Thank you for being a partner with us, and I look forward to many more years of working with ICS.

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

Cpt. Jeff Kyle
Huntington County Jail Commander
Huntington, IN



SHERIFF

TUSCOLA COUNTY

SHERIFF GLEN SKRENT

UNDERSHERIFF ROBERT BAXTER

420 COURT STREET, CARO, MI 48723

Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

Kane County Sheriff's Office



37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff

Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.



Lieutenant J. Hickey #709

Kane County Sheriff's Office

hickeyjohn@co.kane.il.us

Office: 630-762-2725



**STEBEN COUNTY
SHERIFF'S OFFICE**

Rodney L. Robinson, Sheriff
206 EAST GALE STREET • ANGOLA, INDIANA 46703
(260) 668-1000 ext 5000 • Fax (260) 665-9476
www.steubensheriff.com

TO: John Gardner

FROM: Capt. Jason Hufnagle

DATE January 6, 2020

RE: ICSolutions

John,

I would like to let you all know how pleased we are with the partnership between ICSolutions and the Steuben County Sheriff's Office. We are extremely pleased with the VizVox kiosk for video visitation, the Edovo tablets and the phone service ICSolutions supplies. If we have any technical issues it takes one phone call to fix it, or ICSolutions will have a technician on site normally within 24 hours.

Thank you for the services that you provide, and we look forward to working with ICSolutions for years to come.



Capt Jason Hufnagle



Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

A handwritten signature in blue ink, appearing to read "Raul S. Banasco".

Raul S. Banasco, MPA, CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF



Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

501 W. Highway 66 • Kingman, Arizona 86401
PHONE: (928) 753-0759 • FAX: (928) 753-8553



GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

A handwritten signature in black ink that reads "P.J. Allred".

Sheriff Preston J. Allred



SPALDING COUNTY

CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.



MOHAVE COUNTY SHERIFF'S OFFICE



JIM McCABE
SHERIFF

August 21, 2014

Jim Crouch, Account Manager
ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear Jim,

As you know, Mohave County became a new customer of ICSolutions for our inmate telephone system which began ramping into full operation mid-June. As we worked through the process of selecting a new inmate telephone service provider we really had only two main objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

The agreement in place with our previous telephone provider supplied us with an on-site technician, which I never really saw any benefit from. With assurances from ICSolutions, we opted to NOT have a company provided technician and I assigned one of my staff members to administer the system and she is doing a wonderful job. As the information populates and grows with use, we are able to use more and more of the features and have been very happy so far.

Literally, as I write this letter a woman is being booked into the facility for conspiracy to commit escape. Her boyfriend, a current inmate, will be re-booked with new charges before I complete the letter. We were able to intercept the planned crime because of the continuous voice recognition feature of your product. This inmate is currently on pre-trial status for armed robbery, aggravated assault with a deadly weapon and kidnapping. Good catch!

We are excited as we look forward in becoming more skilled and knowledgeable with the features ICSolutions system offers. I am a satisfied customer of ICSolutions and the Enforcer product. I should add that in several of the unrelated calls I have monitored, our "users" has repeatedly expressed their satisfaction with the more reasonable fees associated with the ICSolutions inmate telephone system.

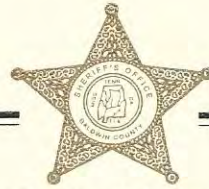
Thank you for helping me accomplish my objectives and more importantly, keeping our community safe!

Cmdr. Don Bischoff
Detention Division Director

600 West Beale Street • P.O. Box 1191 • Kingman, Arizona 86402
PHONE: (928) 753-0753 • FAX: (928) 753-0765

OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA
SHERIFF HUEY HOSS MACK



310 Hand Avenue
Bay Minette, Alabama 36507
(251) 937-0210
Fax (251) 580-1687

June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

ICSolutions installed their ENFORCER inmate Telephone System for Baldwin County in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

We have been very pleased with the services and excellent support provided by ICSolutions. Without raising rates or fees, ICSolutions has increased our annual commissions by 60 plus % from approximately over \$200,000 with our previous vender to nearly \$400, 000 a year with ICSolutions.

Not only did ICSolutions increase our commission revenue, but they did so while providing us with robust new technology. I recommend ICSolutions as a responsive, competent, and reliable inmate phone provider.

Should you require additional information about our experience with ICSolutions, please do not hesitate to contact me at 251-580-2524

Sincerely,

Major Jimmy Milton,

A handwritten signature in black ink, appearing to read "J. Milton".

Commander
Baldwin County Sheriff's Office
Corrections Command

Lt. Gregory Thicklin,

A handwritten signature in black ink, appearing to read "G. Thicklin".

Lt. over Support Services
Baldwin County Sheriff's Office
Corrections Command



JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA

265 I. W. Davis Road

Jefferson, Georgia 30549



706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution

ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF



Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michelle Sanborn', is located below the 'Sincerely,' text.

Michelle Sanborn
Jail Administrator



BOARD
OF
COUNTY
COMMISSIONERS

*Corrections
Department*

*Sherry Johnson,
Chief*

*Nancy DeFerrari,
Deputy Chief*

**Osceola
County**

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

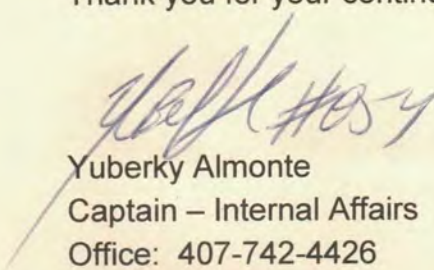
RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.


Yuberky Almonte
Captain – Internal Affairs

Office: 407-742-4426

Cell: 321-624-1867

Fax: 407-742-4517

E-Mail: yalm@osceola.org

An aerial, top-down view of a busy pedestrian walkway. The walkway is marked with white vertical lines and is filled with many people walking in various directions. The overall color palette is dark blue and grey. A white rectangular box with a thin blue border is positioned in the upper right quadrant of the image, containing the text 'Exhibit II' and 'Equipment Spec Sheets'.

Exhibit II

Equipment Spec Sheets

Mini Stainless Steel

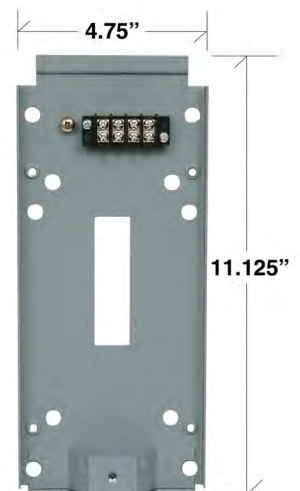
7010SS



- Built-in user controlled volume “LOUD” button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart



Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Wintel[®] Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear[®] Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel[®] phones or retrofitting DuraClear[®] Technology from Wintel[®] will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates “Can’t be heard” complaints and is not affected by moisture or weather. DuraClear[®] handsets have shown below 7% replacement rates over the course of a year!

Wintel[®] maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel[®] employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.
- **Designed for Inmate Use:** Wintel[®] Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel[®] phones are designed to be offender phones.
- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel[®] phones feature a LOUD button to the right of the keypad.
The competitors phones have No button = no user control = non-compliant!
- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.
- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.
- **Rhino[®] Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.
- **DuraClear[®] Technology:**
Magnetically activated transmitter replaces the old style carbon transmitters
Four times (4X) the life of the standard carbon transmitter and no more
Performs even in the poorest line conditions found in State Prison Systems
i.e. low loop current, low voltage, high resistance
Looks the same, to the user, as the standard Rhino[®] Handset
DuraClear[®] is unaffected by moisture and humidity, unlike carbon transmitters
DuraClear[®] is new and patented technology, found ONLY at Wintel[®]
The sound is much Louder, Clearer and Crisper with DuraClear[®].



Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is \$100 to replace a handset, the longer a handset lasts, the better your bottom line.

Wintel®

A Division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

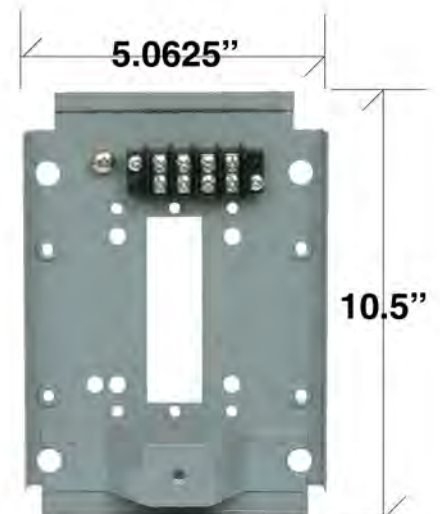
Half Size

Stainless Steel

7005SS



- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be counted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume “LOUD” button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user’s location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA).
- Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered
US:1DATE05BITC-254, IC:3267A-ITC254.



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407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Visitation Kit 7429VST



- *Strong & Durable*
- *Long Lasting*
- *Standard Wintel Phone Parts*
- *Rhino Handset*
- *Wiring Options*
- *Double-Gang Mounting Box*
- *Magnetic Hook Switch*
- *14-Gauge Stainless Steel Faceplate*

Face Plate

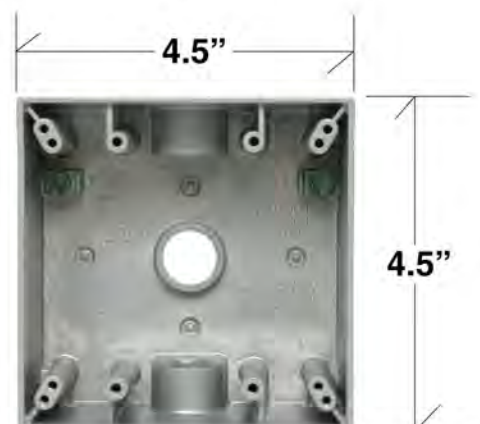
- 14-Gauge Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics

- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module



Wintel®

A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com



TMG, Inc.

TM-24-7 4-Wheel Phone Cart

Body: High Security, 14 Gauge Steel

Size: Post - 51 3/4"H x 10"W x 4"D

Foot: 7"H x 23 3/4"W x 22"D

Paint: Scratch Resistant Black Powder Coat

Shipping Weight: 65 lbs. Each

Mounting: Pattern for Mini and Standard Size Phone

Phone Stability: Large heavy 4-wheel base helps to prevent tipping

Product Description

The TM-24-7 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions as a rolling pedestal. When a TMG Inmate Telephone is mounted on the TM-24-7 the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess telephone line cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

The TM-24-7 will accommodate all TMG Inmate Telephones, coin telephones and most competitor telephones. Call to verify which pattern will work for your existing telephone.

Repair and Refurbishment Services Available

Telcom Marketing Group, Inc. -- 1380 Weber Industrial Drive -- Cumming, GA 30041
Phone: 770.844.1346 Fax: 770.844.9079 Toll Free 877.844.1366
www.inmatetelephones.com

The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

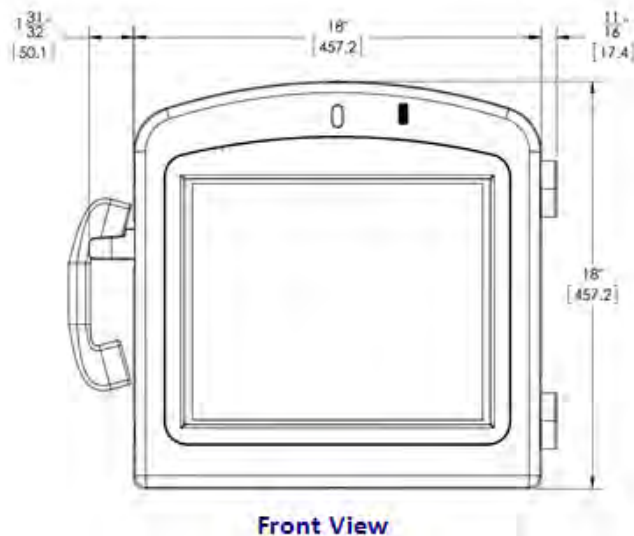


- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capability
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:



HOME	PRODUCTS	ABOUT US	RESOURCES	CUSTOMER SUPPORT	CONTACT US
----------------------	--------------------------	--------------------------	---------------------------	----------------------------------	----------------------------

Home » Products » Text Telephones » Non-printing TTYs » Minicom IV

Minicom IV



This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- [BUY ONLINE](#)
- [Download User Guide](#)

Minicom IV

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

Products

CapTel
Text Telephones
Simplicity Signalers
Amplified Phones

Company

Company Information
Headlines
Technology

Customer Support

Product Support
Repairs
FAQs
Dealer Locator
Request a Catalog
Contact Us

Contact

(800) 482-2424 (V/TTY)
(608) 238-3008 (FAX)
Email Us

Ultratec, Inc.
450 Science Drive
Madison, WI 53711

Overview of the Minicom IV™

Top view

Acoustic cups

On/Off switch

Display

Signal light

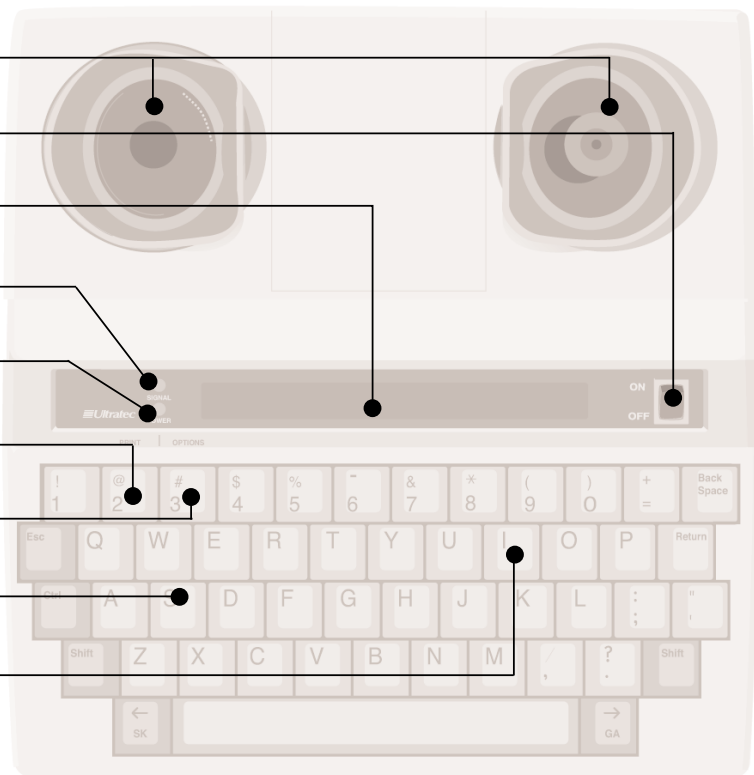
Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

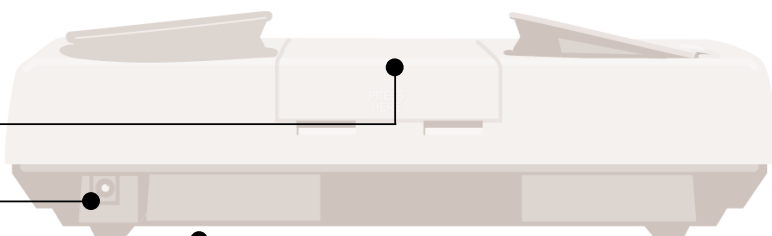


Back view

External printer port
(inside)

AC adapter jack

Battery compartment
(underneath)



SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter-9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows
Control key plus 4 function keys
Sticky Keys for single-handed typists
Character set: A-Z, 0-9, Backspace,
Return/LF, Space, +=-\$'O"/:;?.,*# GA, SK.

Display

Blue/green vacuum-fluorescent
20 characters
0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:

45.5 and 50 baud

Sensitivity = -45 dbm, 67 dBSPL (min)

Output = -10 dbm

Turbo Code:

Enhanced communication protocol with interrupt capability.

100 baud (average)

7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

Total Access

900E Series

Market Leading IP Business Gateways



Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional

telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.



TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queuing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- Three Ethernet Interfaces (WAN/LAN Support):
 - One Gigabit
 - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- Feature Group D
- Signaling Methods:
 - E&M Wink
 - E&M Immediate
- T1 CAS Support
- RJ-48C

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- FXS 2-wire Impedances:
 - 600Ω
 - 600Ω +2.16μF
 - 900Ω
 - 900Ω +2.16μF
- FXO 2-wire Impedances (Lifeline FXO):
 - 600Ω
 - 600Ω+2.16μF
 - 900Ω
 - 900Ω+2.16μF
- Signaling Methods:
 - Loop Start

■ FXO 2-wire impedances (Standard FXOs):

- 600Ω
- 600Ω+2.16μF
- 900Ω
- 900Ω+2.16μF

■ Integral FXO (900e Series)

■ Signaling Methods:

- Loop Start
- Ground Start

■ FXO 2-wire Impedances:

- 600Ω+2.16μF
- 900Ω+2.16μF
- Rs 220 ohms, Rp 820 ohms, Cp 115nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF
- Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
- Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
- Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
- Rs 370 ohms, Rp 620 ohms, Cp 310nF
- Rs 800 ohms, Rp 100 ohms, Cp 50nF

■ Signaling Methods:

- Loop Start
- DPT
- Ground Start

Craft

- DB-9

Memory

- RAM: 512 MB RAM
- Flash: 128 MB Flash

VoIP

- SIP
- MGCP (FXS Interfaces Only)

Packet-based Voice Resources

- CODECs
 - G.711-64k PCM
 - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

Market Leading IP Business Gateways

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- Local Tone Generation:
 - Dialtone
 - Busy
 - Call Waiting
 - Alternate Call Waiting
 - Receiver Off Hook
- Ringing:
 - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- Caller ID:
 - Name and Number (MDMF, SDMF)
 - Call Waiting Caller ID
- Voice Mail:
 - Stutter dialtone
 - Visual Message Waiting Indicator (VMWI)
- Call Hold
- Call Forward:
 - Busy Line
 - No Answer
- Call Transfer:
 - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call Return
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- IPsec Tunnel Mode: 100 Tunnels
- Encryption: DES, 3DES, and AES
- Authentication Mechanisms: XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Management and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- Operating Temperature: 32° to 122 °F (0° to 50 °C)
- Storage Temperature: -40° to 158 °F (-40° to 70 °C)
- Relative Humidity: Up to 95%, Non-condensing
- Maximum Altitude: 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:**
1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:**
1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
 - Voice
 - Status
 - Gig 1
 - USB
 - T1 1 - 4
 - Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200



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ADTRAN
Certified
Supplier



NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch



Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANs
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use troubleshooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.





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TL19.1270



NSAI

ADTRAN is an ISO 9001, ISO 14001, and a TL 9000 certified supplier.

61700570F1-9C July
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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

Product Specifications

Physical Interface

Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- LAN: Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command[®] support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	1700570F1
NetVanta 1000BaseSX SFP Transceiver	1200480E1
NetVanta 1000BaseLX SFP Transceiver	1200481E1
NetVanta 1 Meter SFP Interconnect Cable	1200484G1
NetVanta 3 Meter SFP Interconnect Cable	1200484G3
Dual Mounting Tray	1700508F1
Wall Mount Brackets	1200884G1
19 in. Rack Mount Brackets	1700511F1

Smart-UPS 120 V

Advanced line interactive power protection
for servers and network equipment



The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

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

- Reliable
- Intelligent
- Efficient
- Manageable



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

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



[SMT750]



[SMT1500RM1U]



[SMT1500RM2U]



[SMT1500RM2U]



[SMT750]

Standard Features

High-efficiency Green Mode:

Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):

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

Alphanumeric LCD Display:

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

Battery Disconnect:

Convenient way to disconnect battery for transport

Network-grade Power:

Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:

Serial, USB, and SmartSlot™ for accessory cards

Advanced Battery Management:

Temperature-compensated charging extends life and advanced algorithms recommend replacement date

Smart-UPS Extended Run 750 – 3,000 VA

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



[SMX3000LV]



[SMX1500RM2U]



[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)

Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

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

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen

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

Power Status:

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

Control:

UPS and outlet group settings

Configuration:

- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:

Initiate battery and runtime calibration tests

Logs:

See explanation of last 10 transfers and faults

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

About:

UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators

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

Escape:

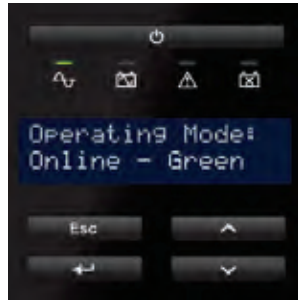
Exits to the previous menu or screen

Return:

Used to enter or confirm settings

Navigation Arrows:

Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel-100 – 240 V; 30 A; BBM; Hard-wire Input/Output



AP9631



SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000	
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA	
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R		
Switched outlet groups	-	1				
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	RBC48	RBC6	RBC7	RBC55		
Runtime estimates						
200 W	:22	:45	1:24	2:17	2:29	
500 W	:05	:10	:23	:51	:55	
700 W		:06	:12	:34	:37	
1,000 W			:07	:21	:23	
1,400 W				:13	:14	
1,600 W				:10	:12	
Full load	:05	:06	:07	:07	:06	
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays					
Emergency power off (EPO)	Optional			Yes		
Surge protection and filtering						
Surge energy rating	459 J	480 J				
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0	
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7	
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5	
Net weight (pounds)	29	42	53	112	116	
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J	540 J	459 J	480 J		
Filtering meets	Full-time multi-pole noise filtering; 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116	APCRBC115	APCRBC117			
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and \$150,000 lifetime EPP		

An aerial photograph of a busy walkway, possibly in a transit station, with many people walking. The image is overlaid with a semi-transparent dark blue filter. A white rectangular box is positioned in the upper right quadrant, containing the title and subtitle.

Exhibit III

Staff Résumés

Bradley V. Coens

Regional Account Manager, Inmate Calling Solutions, LLC

SUMMARY

- Three decades of experience meeting customers' needs,
- Dedicated to the telecommunications and IT industry since 1989
- Proven leadership in strategic sales management and development.
- C-Level Relationship Selling
- Experience in Branch Management and Sales Management

PROFESSIONAL EXPERIENCE

Regional Account Manager, Inmate Calling Solutions, LLC 2011 - Present
As a Regional Account Manager, duties include managing, training, and working with county, state, and privately owned correctional institutions within the assigned region. The assigned region consists of Michigan, New York, Ohio, Pennsylvania, and West Virginia. The primary responsibility of a Regional Account Manager is to ensure the satisfaction of clients by being a primary point-of-contact for all inmate telephone system questions and investigative solutions.

Strategic Alliance Sales Manager, Comm Works, LLC 2009 - 2010
As a Strategic Sales Manager, duties included providing professional services and solutions in order to sell in the Direct and Channel Markets. Company product included infrastructure, energy management, collaboration, and security. While employed with Comm Works, I accomplished the signing of 13 new MSA contracts with major consulting firms, carriers, VARs, and Fortune 500 Enterprise clients across the United States of America.

Business Development Manager, Siemens Communications 2003 - 2009
As the Business Development Manager, duties included the Successful Solution Selling and Business Case/ROI skills for IT and Software solutions: Voice, Data, Video, UC, Contact Center, Mobility, Managed & Professional Services, and Identity Management.

Business Development Manager, Corliant Inc. 2000 - 2003
As the Business Development Manager, duties included providing professional services for Cisco and Nortel. In order to properly service these companies, Siemens certification was required. Achieved 300% growth in 12 months, sales to AA, SABRE, IBM, NEC, SBC, and Valor Telecom. Solutions and Consulting services for Cisco Systems, Microsoft, Nortel, Checkpoint and Motorola.

Branch Sales Manager, MCI Communications 1989 - 2000
As the Branch Sales Manager, duties included the management of sales and operations for the Fort Worth and East Texas territories. The product provided to clients included paging services, conferencing services, prepaid card programs, and international private lines. Part of the job duties also include team management and training, territory development, client procurement, development and management of new sales plans, and monitoring financial reports and audits to ensure profitable revenue was generated.

Territory Account Executive, Beecham products 1986 - 1988
As the Territory Account Executive, duties included managing territories that provided consumer product sales to retail, wholesale, and mass merchandisers. Furthermore, other duties included client generation and procurement, team management and coaching, territory development, and monitoring sales growth in order to forecast projected revenue growth in territories.

EDUCATION

Bachelor of General Studies, Major in Communications, Kansas University, Lawrence, KS

Melissa Mitchell

Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Accomplished business professional with extensive experience providing the leadership and support needed to drive the achievement of key organizational business goals and objectives. Skilled at coordinating the logistics needed to see project through from inception through to successful complete. Demonstrated strength building and maintaining strong, long-term relationships with strategic business partners and project stakeholders based on the effectiveness of the leadership provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments.

Areas of Expertise

- Operational Improvements
- Stakeholder Communication
- Project Requirements Definition
- Team Leadership
- Training
- Process Management-Lean Six Sigma Yellow belt
- Risk Assessments & Mitigation
- Project Resource Allocation
- Business Process Improvement
- Strategy & Execution
- Budget Management
- Regulatory Compliance
- Business Relationships
- Project Management

PROFESSIONAL EXPERIENCE

Project Manager, Inmate Calling Solutions, LLC 2020 - Present
Responsible for managing the installation, including development of each facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

Project Manager, GTL 2019 - 2020
Managed and coordinated up to 20 simultaneous project implementations nationwide for GTL's proprietary technology solutions. Monitored and identified proposed expenditures that could cause a project to fail to meet projected budgetary cost objectives. Benchmarked project progress throughout implementation to include milestones specific to task requirements, planning, installation, system settings, and testing. Managed project plans specifying deliverables, end goals, scheduling, identification of risk, and contingency plans. Coordinated day-to-day activities of project personnel to ensure each project moved forward on the published project schedule. Maintained project status updates to keep management, clients, and others informed of to date project status and related issues. Coordinated and responded to requests for changes from original specifications. Developed and maintained all project deliverable documentation. Managed relationships with County, State and/or Federal Correctional entities. Trained facility staff on technology products.

Service Coordinator, Southwest Airlines 2018 - 2019
Managed the resolution of escalated calls in a timely, professional manner to maintain the customer's levels of satisfaction. Walked through call flows and scenarios to help representatives handle escalated calls. Provided comprehensive employee technical support, including training call center representatives to correct errors on company applications. Served as the designated individual to help customer service representatives with questions regarding company policies and procedures.

Customer Service and Sales Agent, Southwest Airlines

2016 - 2018

Delivered exceptional levels of service while helping customers with reservations, including itinerary modifications, cancellations, bookings, and accommodations to create increased satisfaction and loyalty. Worked to deliver results that met and exceeded target metrics in terms of call handling and sales. Notable achievements: Selected as a designated floor walker to help other employees with the new reservation system implementing in 2017.

Director National Accounts, BSG Clearing Solutions

2009 - 2016

Led in the comprehensive management of Telecom clients for both account and project management issues inclusive of sales, customer service, regulatory, contract negotiations, implementation, and problem resolution. Led customer projects from initiation to completion while documenting processes, communicating progress to clients, and working with internal customers as well as external vendors to meet deadlines. Responsible for successful initiation, planning, design, monitoring and execution of large multi-platform projects for large Telecom companies. Spearheaded enhanced relationships with both new and existing Telecom clients including contract negotiation and rates specific or customized to meet the needs of Fortune 500 clients including AT&T CenturyLink, Qwest TELUS and Verizon Business. Developed efficient procedures for projects that were delivered to client but dynamic enough to modify the plan according to changing circumstances. Coordinated day-to-day activities of project team to ensure each project proceeded according to the published project schedule. Responsible for communicating with both the internal team and the client on status of project as well as documenting all conference calls, onsite meetings and internal meetings. Analyzed and successfully addressed specific client needs with creative solutions and customization, including internal and external coordination. Continually reviewed sales, telemarketing, 3rd party scripts, and internet marketing to ensure regulatory compliance. Served as the primary contact for 450+ clients regarding customer service, projects, accounting, help desk, regulatory, and IT support and functionality. Notable achievements: Managed C-suite relationships for the top 40 highest revenue generating clients, producing a 15% increase in revenue annually with key accounts including AT&T, CenturyLink, Verizon Business, and Qwest.

Director, Client Services, BSG Clearing Solutions

2002-2009

Managed and worked to enhance relationships with a global client base, including total account management support for sales, service, regulatory, contract negotiations, implementation, project management and problem resolution. Led a team of Project Managers to ensure projects met published schedule and approved budget. Responsible for helping motivate the Project team to hit their goals. Led in the development of a high performing Account Management Team that included new streams of revenue on top of a \$150M revenue stream with a 97% client retention rate yearly and detailed account metrics. Served as the primary contact for 450+ telecom clients regarding all facets of customer service, regulatory, accounting, project management and IT support and functionality. Assumed a proactive approach to the training and support for account managers in terms of escalated issues. Notable achievements: Supported the creation, design, and implementation of a quality assurance program that supported all current and on-going Federal Trade Commission requirements, resulting in the development of a Company Best Practices Program while serving as the impetus for change within the industry.

EDUCATION & CERTIFICATIONS

Studied Criminal Justice – University of Texas San Antonio/Texas Tech University

Lean Six Sigma Yellow Belt Certified

Jamie Klingner, PMP
Project Manager, Inmate Calling Solutions, LLC

SUMMARY

Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. Proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Possesses excellent relationship building and communication skills.

Core Competencies

- Client & Account Management
- Project Management
- Contract Negotiation
- Relationship Development
- Financial Analysis
- Budgeting & Allocation
- Multi-Task 100+ Projects a Month
- Planning & Execution
- Event Planning

Additional Proficiencies

- Microsoft Office Suite: Word, Excel, Outlook, PowerPoint, Publisher, Project and OneNote
- Basecamp by 37 Signals and Cosential for team collaboration and project and client management
- Business Development communications skills with ability to analyze client needs to meet expectations
- Marketing and business procurement and relationship development
- Effective team member, comfortable with leading or collaborating
- Quickbooks, Quickbooks Point of Sale
- Adobe Creative Suites, Corel 9, Wacom Tablet, Printing Press Pro Extreme

PROFESSIONAL EXPERIENCE

Project Manager, PMP, Inmate Calling Solutions 2016 - Present
Subject Matter Expert of Enforcer and The Visitor user interface and VRS. Assists with onsite training for all. Collaborates with engineers to prioritize and manage product development for improved user experience. Creates custom websites for each deployment of The Visitor™ with Agency-specific information and helpful links. Produces product documentation for all module with functionality from the user perspective. Coordinates between Product Development and Documentation departments to assist with highly technical information needed for RFP responses. Conducts contract analysis for necessary development to meet contractual needs. Develops project plans in Microsoft Project Gantt charts. Manages project development of The Visitor™ and continued product improvement.

National Accounts Manager, Praeses 2014 - 2016
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from \$7,000 and \$200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

Account Executive, Gremillion & Pou Integrated Marketing 2012 - 2013
Led coordination, management and execution of day-to-day campaign and project responsibilities on behalf of clients, prioritizing and managing a high volume of detailed work and providing excellent client service. Provided strategic planning and execution of long and short term integrated marketing campaigns. Developed and presented marketing campaigns with annual budgets exceeding \$250,000. Developed online campaigns across search advertising, email, website promotions employment acquisitions and social networking platforms. Supervised 100+ projects monthly from conceptualization to creative production, traffic and research. Communicated daily with both clients and vendors to assure timely delivery of projects and client satisfaction. Maintained status reports on all open projects. Processed account-specific billing and maintained budgets.

Project & Business Development Manager, Slack Alost Development 2011 - 2012
Evaluated risk and proposed mitigation to eliminate affect the project's budget or schedule. Scheduled project timing and budget to include land acquisition, financing, design, construction, finishing phases, and delivery to meet customer deadlines and company budget. Managed projects from planning phase through delivery to maintain project timing and budget. Trained project teams on communication skills and analysis required to effectively market services and meet client expectations. Spearheaded development of proposals and marketing materials distributed to potential sales leads. Led research of client project management systems and recommended chosen software for tracking clients and projects from lead to contract completion. Established and maintained Basecamp account for project team collaboration and file sharing. Conducted webinars and on-site training sessions on company software.

Paralegal, Capital Assistance Project of Louisiana 2009 - 2011
Prepared legal documents and evidence for civil, criminal, and capital murder cases and file pleadings with court. Met with clients and other law professionals to discuss details of cases. Gathered and analyzed research data, such as statutes, decisions, legal articles, and codes.

Owner / Founder / Manager, Mint Julep Paperie 2003 - 2009
Established custom stationery, announcement and gift retail store that grew from one to six employees and produced a profit in the first year with sales beating break-even projections by 12%. Created custom stationery, invitations and announcements using Adobe Illustrator, Corel 9, Wacom Tablet and Printing Press Pro Extreme. Attended national and regional markets to purchase and price merchandise. Designed retail space, company logo, website, and advertising material. Exceeded customer's expectations in offerings, product results, and production time. Developed business plan analyzing both retail and wholesale custom stationery and gift industry to determine potential profitability of each.

Wholesale Stationery, Deahlco Designs 1998 - 2003
Sold stationery, invitations and holiday greetings locally through home shows which proved business potential. Created custom artwork and integrated custom designs into marketable products. Developed plan for national wholesale stationery business.

Third-Grade Teacher, Trinity Episcopal School, New Orleans, Louisiana 1994-1996
Taught reading, math and science to third-grade students. Acquired skills in access needs the needs of individual students. Evaluated students and communicated results at parent teacher conferences.

Sales Associate Manager, James Avery Craftsman 1993-1994
Trained new sales associates and coordinated their responsibilities while also serving customers. Balanced sales and prepared deposits for bank each evening. Responsible for safely storing jewelry valued in excess of \$750k and closing the store.

EDUCATION & CERTIFICATIONS

PMP Certification

B.A. Communication, Denison University, Granville, Ohio May 1993

Completed coursework towards Masters in Education, Tulane University, New Orleans, Louisiana, May 1996

Timothy P. McAteer

President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

- Selected to serve as President & General Manager of ICSolutions in 2010
- Joined the corrections industry with the Keefe Group Companies as a Staff Accountant in 1992
- Gained nearly 20 years of experience with Keefe Group companies serving as Vice President and General Manager for Keefe Supply Company, Access Corrections, Access Securepak, and the Vice President/COO for Keefe Commissary Network
- Extensive experience working directly with correctional facility Administrators and Staff
- Demonstrated expertise at ensuring efficient and compliant operations, high quality services, and advanced technologies.
- Received Bachelor's of Science in Accounting from the University of Missouri, St. Louis in 1992.

PROFESSIONAL EXPERIENCE

President & General Manager, Inmate Calling Solutions, LLC 2010 - Present
ICSolutions is a leading provider of telecommunications products and services designed specifically for the security aspects of corrections. As President & GM of ICSolutions, responsible for all aspects of the company including the employees, assets, products, services, operations, regulatory compliance, and financials. In its first year of operations under the Keefe Group companies, ICSolutions had an exceptional year exceeding projected financial plan and growing inmates under contract by 29% from the previous year.

Vice President & General Manager, Keefe Group 2008 - 2010
Keefe Supply Company, Access Securepak, and Access Corrections provide commissary products, services, and technologies to correctional facilities. As Vice President and GM, responsibilities included all aspects of the company including employees, assets, products, services, operations, and financials.

Vice President & Chief Operations Officer, Keefe Group
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As VP/COO, responsibilities included operations, company assets including more than \$35 Million in product inventory, facilities, operations, employees, and financials.

Vice President of Operations, Keefe Group 2003 - 2005
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Vice President of Operations for Keefe Group, responsibilities included all operations including our on-site operations, employee management at correctional facilities, our facilities, equipment, and inventory. Managed startup commissary operations in nine statewide DOC's, some of which had inmate population over 1,000 inmates. The responsibilities included development of operational plans, hiring and training of all staff, selection and procurement of facilities and equipment, contract compliance, and startup operations in numerous jail facilities including those with inmate populations above 1,000 inmates.

Director of Operations, Keefe Group 2001 - 2003
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Director of Operations, responsibilities included employee management, operations, facility management, and equipment management for Keefe Commissary Network.

Regional Manager, Keefe Group 1995 - 2001
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Regional Manager, responsibilities included the sales pursuit and customer retention for the entire Midwest region with Keefe Commissary Network.

Purchasing Agent, Keefe Group

1995 - 2001

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Purchasing Agent, responsibilities included keeping facilities stocked with ample inventory levels to ensure the product needs of our correctional facility customers. This included analyzing inventory levels, placing product purchases, and sourcing new products and suppliers.

Staff Accountant, Keefe Group

1992 - 1994

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Staff Accountant, responsibilities included financial reporting of the business and the Accounts Receivables and Payables departments.

EDUCATION

Bachelor's of Science in Accounting, University of Missouri St. Louis

1992

Michael Kennedy

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC 2004 - Present
Leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. Responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

President/ Vice President Sales, Infinity Networks, Inc. 1997 - 2003

- Provided oversight when company converted from sales and marketing organization to full service provider.
- Organized and trained sales force, customer service representatives and MIS personnel.
- Increased sales from \$2 million to \$12 million.
- Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings \$800,000.
- Responsible for all RFP and bid analysis.
- Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.

Director Carrier Services, Schlumberger/Global Tel-Link 1992 - 1997

- Introduced new billing product for operator service companies generating sales of \$2 million.
- Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.
- Launched long distance resell product
- Managed direct sales and agent sales in ten cities throughout southeast.
- Member of corporate sales team that saw annual sales increase from \$8 million to \$32 million.

Account Manager, National Data Corporation 1989 - 1992

- Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.
- Assigned validation product manager responsibilities.
- Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.

Field Service Technician, PAR Microsystems 1988 - 1989

- Installed and serviced data communication, networking equipment for POS systems.

Avionics Technician, United States Marine Corps 1980 - 1988

- Avionics Technician for F/A-18 and EA-6B aircraft.
- Received meritorious citations for managing squadron training program.

EDUCATION

University of South Carolina, Columbia, SC - 3 years completed in B.A. Business Administration

INTERESTS

Technology, college athletics, furniture restoration.

Brendan Philbin

Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

Executive with nearly two decades of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in the telephony billing, collections, bad debt management and inmate telephone services

PROFESSIONAL EXPERIENCE

Vice President of Product Development, Inmate Calling Solutions, LLC 2002 - Present
Responsible for the design & development of all technologies, products, and applications deployed by ICS for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Chief Operating Officer, Integretel Billing Solutions 1996 - 2002
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

Vice President Operations, Value Added Communications 1989 - 1996
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System, which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Graduated with honors from Ballinacorney College in Southern Ireland. Prior to immigrating to the United States, acquired a broad knowledge base including sales, product development, accounting and management.

Brian P. Dietert

Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

- Three decades of installations experience in the corrections industry
- Results-driven telecommunications director
- In-depth knowledge of core telecommunications business processes and technologies
- Proven ability to perform business growth objectives of a telecommunications company
- Extensive knowledge of local and toll network architecture
- Effective management abilities in established and start-up environments

PROFESSIONAL EXPERIENCE

Director of Operations, Inmate Calling Solutions, LLC 2011 - Current
Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Director of Network & Field Services, Public Communications Services, Inc. 2008 - 2011
Supervised and trained field services technicians on the installation, maintenance, and repair of inmate telephone systems. Configured the VPNs/network components connecting each facility to company WAN and data centers.

Director of Partner Relations, AGM Telecom Corporation 2005 - Present
Accountable for driving a multi layered sales and customer service organization that included creating sales proposal and contracts, cost analysis, customer presentations, and financial modeling. Managed and staffed inbound and outbound call center ensuring accuracy for customer transactions and processing using numerous payment methods. Directed Partner sales channel to establish new customer products and procedures from beginning to end.

Installed and maintained numerous calling and network platforms for Direct and Partner channel facilities.

Provide Leadership to startup operation that has grown from three installations (\$3K per month Call Revenue) in 2005 to one hundred twenty five installations (\$3.6M per month Call Revenue) in 2007.

Director of Billing Operations, T-NETIX, Inc. 2003 - 2005
Directed day to day operations of multi-vendor transaction based Billing System. Daily interface with cross functional team and manage customer expectations internal and external. Client base includes high profile companies such as AT&T, Sprint, SBC, and Qwest. Managed, measured, and increased efficiency of department that processes 1.4M transactions daily. Departmental accountability for end to end process from download to rating to out-clearing to the respective partner.

Sales Engineer 4/2003 - 11/2003
Created and managed sales engineering process for start to finish. Provided sales staff with design and delivery of all systems to respond to RFP. Supported Senior Level Management with presentation material and delivery to Key accounts. Identified solutions for Partner success from cost savings to increased efficiency.

Director of Sales Engineering, Solutions, Evercom Systems, Inc. 1998 - 2003
Directed all aspects of a \$24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.
Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations 2000 - 2002
Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding \$12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over \$300M annualized revenue.

Director of Network Engineering 1999 - 2000
Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

Director of Operations 1998 - 1999
Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

Director of Engineering, NAI/TSC/VAC 1990 – 1998
Developed and maintained the Domestic and International least-cost routing design for the long distance network.
Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support 1992 - 1996
Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

Installation Manager 1986 - 1992
Responsible for the management and installation of all correctional facilities.
Responsibilities included design, procurement, and implementation of all associated hardware.
Supervised a team of several installers and inside support personnel.

Justin D. Naquin

Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC 2004 - Present
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for IC Solutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Service Manager, Infinity Communications, Southern Louisiana Communications 1993 - 2004

- Installation of all Jail Equipment
- Supervision of seven field technicians.
- Maintenance of communication and payphone systems.
- Administrative duties such as ordering and RMA
- Inventory management of assets within the shop.
- Training of technicians and preventive maintenance

Correctional Coordinator of Louisiana Operations, Tel-Link 1991 - 1993

- Installation of Jail Equipment
- Servicing and maintaining prison phone systems.
- Inventory control and daily production reporting.

Service Technician/Manager Coin Call Corporation 1986 - 1991

- General Maintenance of Payphones and equipment.
- Dispatching of Payphone Technicians and Inventory.

Machine Shop Foreman, Gemoco 1981 - 1986

- Supervise Machinist and Quality Control.

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

Omniphone Inc. Mobile, AL ~ Certificate of Completion 1998 - 1999

- Training on new equipment for prison phone systems.

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

Technical Services Manager, Inmate Calling Solutions, LLC 2004 - Present
Built, installed, and maintained inmate telephone systems in city, county, and state facilities. Trained and supported customers and internal teams. Managed team of buyers, programmers, and system administrators. Took personal responsibility for 24/7/365 operation of 200+ systems, including on call duties. Managed configuration of Apache, Postgresql, and telephony servers. Lead programmers in developing custom inventory system to manage \$3+ million in assets. Developed inmate e-mail product. Worked closely with CIO and COO to provide creative, reliable, and cost effective technical solutions for customers and internal teams. Provided management with statistical analysis of financial performance of telephone systems.

Student Asst. IV, IET MediaWorks, UC Davis April - Sept. 2003
Developed interactive lessons for Spanish classes using Adobe Flash.

Information Systems Consultant, Los Gatos High School 2001 - 2002
Managed 500+ Windows and Macintosh desktop systems, MacOS X Servers, and Windows 2000 servers. Reconfigured Mac labs to use NetBoot, OpenDirectory, and AFS. Planned and implemented software, hardware, and network upgrades. Trained users. Created and implemented security standards. Maintained and secured school administration/student information system. Managed upgrade of school telephone and IVR system. Supervised student assistants and volunteers.

Teaching Assistant/Advisor, Steve Wozniak June - Sept. 2001
Assisted in teaching classes and provided general technology advice and assistance.

General Manager/Systems Administrator, HotlineHQ LLC 1999 - 2002
HotlineHQ LLC operated HotlineHQ.com, a Hotline search engine and information site. At its peak in 2001, we served 15 million hits monthly. Founded company and managed all business aspects including service marks, accounting, and strategic alliances; maintained Macintosh servers running Linux; created web site.

Information Services Specialist, Research Services, Inc. 1998 - 2000
Responsible for purchasing; maintenance of file, domain, VPN, and PPP servers; primary tech support contact for national and international employees; managed IT budgeting and staffing.

Private consulting and tutoring

SKILLS

Computer: Linux primarily RedHat/Fedora, Mac OS Classic and X, Windows
Languages: JavaScript, HTML, PHP, BASH scripting, SQL, some proficiency with Java, C, C++, Python

EDUCATION

University of California, Davis - B.S. in Psychology with an emphasis on Biology, Classes included C and C++

Sylvia Castillo

Director of Client Services, Inmate Calling Solutions, LLC

SUMMARY

Executive serving customers and providing client leadership in the telecommunications industry since 1993, delivering innovative customer and client management. Proven track record of leading staff in order to deliver outstanding customer and client services. Extensive knowledge of billing regulations and compliance, collections policies and procedures, as well as in-depth knowledge of all of ICSolutions' clients.

PROFESSIONAL EXPERIENCE

Director of Client Services, Inmate Calling Solutions, LLC 2010 - Present

As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions 2003 - 2010

As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

Regulatory Supervisor, Billing Concepts, Inc. (Bci) 1993 - 2003

As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

University of the Incarnate Word 2003
Bachelor of Business Administration, San Antonio, Texas

San Antonio College 1995
Associate of Art Degree, San Antonio, Texas

Latisha Steger

Director of Sales Engineering, Inmate Calling Solutions, LLC

SUMMARY

Dynamic, performance driven sales and management professional with proficiency in relationship building at all levels. Excellent interpersonal skills with a strong ability to multitask with outstanding organizational and follow-up skills. Ability to identify problems, perform proper troubleshooting, and resolve issues quickly. Solid knowledge of customer service expectations and client needs. Ability to perform independently beyond expectations, maintain a high level of professionalism, and confidentiality with company affairs. Quickly obtains knowledge and use systems proficiently in a minimum amount of time.

PROFESSIONAL EXPERIENCE

Director of Sales Engineering, Inmate Calling Solutions, LLC 2012-Present
Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

Work as a liaison between Corporate Support Staff and Engineering; provide updates and training on new features and system developments. Product development and support to all ICS personal in developing and implementing training programs. Work with all ICS vendor partners and support partner accounts. Manage voice biometrics implementation and training. Provide feedback to update marketing materials such as brochures, website, and user manuals. Assist with user interface to support system design and feature enhancements.

Regional Account Manager, Inmate Calling Solutions, LLC 2007 - 2012
Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Sales and support across the Southeast region, growing accounts and supporting existing customers. Conduct software demonstration and customer trainings. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs

Senior Recruiter, MISource, Inc. 2006 - 2007
Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

Account Support Manager, Pro Tech Monitoring, Inc.

2006 - 2007

Support 40-50 accounts across the Midwest territory requiring travel to Wisconsin, Minnesota, Iowa, Illinois, Kentucky, Tennessee, and Arkansas. Maintain regular contact with customers to include site visits and host trainings 3-4 times per year for each account. Offer products and demo software functionality to new and prospective clients. Assist customers with troubleshooting and answer questions. Work with Directors and Management to resolve any issues, ensure proper billing, inventory control, and provide monthly reports. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs. Conduct training for groups of 20-30 people on equipment and software over an eight hour day or two four hour days. Customize training manuals and materials and complete updates as necessary. Work with Call Center staff to understand call trends and review customer calls. Inventory tracking, review and approve orders. Generate reports to assist customers in meeting contract requirements of maintaining a low percentage of spare inventories. Provide documentation for customers to develop budgets and figure quarterly projections. Setup and manage company booth at conferences and trade shows to demonstrate product and software to increase sales. (ACA-NC, WCA-WI, MCA-MN, ICA-IA, & ACA-FL) Seek out State and local Directors to meet and discuss product options and begin sales process. (TN, IL, IN, IA, AR, WI, & GA State Commissioners)

Senior Representative, Verizon Wireless

2000 - 2006

Assist customers with activation and programming, discuss bills and explain details, make changes to wireless plan and features. Investigation, resolution, and documentation of verbal and written complaints. Interact with all other departments. Assist store agents in activating phones and programming. January 2006 assist in training of new Data products. Conduct demonstrations of PDA's and air cards. Conduct training for GPS in children's phones used as a chaperone. July 2003 participate in Pilot Test of ACSS. (Enhancement to current system) May 2003 conduct training for IEX. (Allows employees to check their schedules daily) September 2002 Diversity Banner Project. I have been chosen for many of these projects due my coordination and creativity skills. 2000 Open Help Desk/Escalations Department: handle customer complaints and request for supervisor. Assist representatives with changes and understanding billing. Assisted with Vision transition. (new billing system) Help desk trained first. I acted as a floor supervisor to assist representatives after training.

EDUCATION

American InterContinental University, Bachelor's Degree/Business Administration
Florida Metropolitan University, Associates Degree

2005 - 2007
2003

Don Newsome

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC

SUMMARY

- Gained nearly 20 years of experience in the corrections industry serving as Deputy Sheriff and Corrections Sergeant for Wakulla County Sheriff's Office and Lee County Sheriff's Office
- Extensive experience working directly with correctional facility Administrators and Staff
- Uniquely familiar with correctional procedures and processes to enhance his ability to optimize specifically for correctional facilities
- Received a degree from Tallahassee Community College in 1992

PROFESSIONAL EXPERIENCE

Corporate Account Manager / Training Department, Inmate Calling Solutions, LLC 2017 - Present
Don works directly with the facility to provide initial training during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers on all services face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Project Manager, CTS - SmartCOP 2007 - 2017
As project manager, Don was responsible for implementation of CTS Software Projects.

Deputy Sheriff, Wakulla County Sheriff's Office, Crawfordville, Florida 2003 - 2007
Don worked in the Patrol Unit, K-9 Unit, and Narcotics Intervention.

Corrections Sergeant / Accreditation Team, Wakulla County Sheriff's Office 2002 - 2003
Don's major responsibilities included training new officers in the Booking Unit on Procedural and State Requirements and to train all employees on CTS America's Jail Management System.

Deputy Sheriff, Lee County Sheriff's Office, Ft. Myers, Florida 1999 - 2002

Corrections Deputy / Training Officer, Lee County Sheriff's Office, Ft. Myers, Florida 1998 - 1999

Law Enforcement Instructor, Madison County Community College, Madison, Florida 1995 - 1998

Corrections Sergeant / Training / Accreditation Manager, Florida DOC 1995 - 1998

Corrections Deputy, St. John's County Sheriff's Office, St. Augustine, Florida 1992 - 1995

Communication Officer, Leon County Sheriff's Office, Tallahassee, Florida 1988 - 1991

EDUCATION

A.A. Degree, Tallahassee Community College 1992

Stephen L. Shieldes

Director of Information Technology, Inmate Calling Solutions, LLC

SUMMARY

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

PROFESSIONAL EXPERIENCE

Director Information Technology, Inmate Calling Solutions, LLC 2013 - Present
Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software Engineering department and works with our in-house team to address any software issues and prioritize ongoing enhancements and upgrades.

Manager Database Development, Carnegie Technologies 2011 – 2013
As manager of database development I report to the CIO and responsible for DB team of database developers/architects in the creation, maintenance and deployment of custom software and applications.

Manager Database Operations, Pocket Communications 2006 - 2011
As manager of database operations I reported directly to the CIO and responsible for a DBA team that managed all data and databases at pocket communications (11 Oracle Instance, 31 MySQL servers, 10 MS SQL Servers). I designed and built the companies data warehouse on a MySQL Linux platform integrating data from multiple vendor data sources, and implemented SAP Business Objects suit of products for report and data delivery . Designed and built an ETL and report tracking system to monitor and report on 300+ daily ETL and Reporting jobs. Implemented Excelsious dashboard software to provide strategic, tactical and operational dashboards enterprise wide.

Sr. Database Administrator, Clear Channel World Wide 2000 – 2006
As Director Web Services for 18 months, I was responsible for a team of 12 people, an operational budget of 2.5 million, and 3000+ Web Properties of Clear Channel Worldwide. Reduced the operational cost by 50% while increasing the performance, growth and reliability of the Clear Channel Web Farm. Once it was stable and efficient, it was turned over to Clear Channel Radio Interactive in Cincinnati OH. Lead DBA on the implementation of People Soft ERP solution which manages all of Clear Channel's Human Resources and Financials. Lead DBA on the migration of the People Soft ERP solution from ORACLE on HP/UX to MS SQL SERVER 2000. I was also responsible for all Oracle instances, and assist the administration of over 200 Microsoft SQL server instances.

Sr. Database Administrator, Billing Concepts 1998 – 2000
At Billing Concepts, I managed a team of DBAs and System Administrators. Managed the development and database architecture for Aptis Software, which was a subsidiary of Billing Concepts that developed and sold billing software based on Oracle's database. Implemented Oracle Project and managed Oracle applications running on HP/UX and implemented and maintained a company run ISP.

Database Administrator, ILD Telecommunications 1997 – 1998
I was responsible for (8) ORACLE 7.3 instances. The largest Oracle instances were 61 GB, running 24 X 7. Responsible for upgrading all of the instances from ORACLE 7.3.2 to ORACLE 7.3.4. Reorganized the datafiles of the 61 GB Oracle instance for superior disk access gaining a 25% improvement in performance. Responsible for the Migration the 61 GB ORACLE instance from DG/UX (SVR4) to Solaris 7.

Lead Systems Programmer, WorldCom. 1994 - 1997
I was responsible for the development and maintenance of a telephone billing system that processed an average of 2 million records a day. The billing system was written using ORACLE (ver 7.3) with Proc*C / C applications and written on a Data General Avion running DG/UX (SVR4).

Programmer/Analyst, Operational Technologies 1993 – 1994
I was responsible for maintenance of all C / Pro*C ORACLE applications, on a VAX/VMS System using ORACLE (ver 6). Developed a portable User Interface to port between VMS, MS-DOS and UNIX. The User Interface was accomplished in half of the time budgeted. Developed standard operating procedures for change requests. These standards decreased the time used in communication between Management and software developers by 50%.

Journeyman Analyst, Technology Systems 1992 - 1993
I supervised and controlled the conversion of all development software to a Code Management System. Automated the code Management System with the development of MAKE type DCL programs on VMS. Supervised & Helped Maintain all C/ Pro*C ORACLE applications on VAX/VMS system using ORACLE (ver 6).

Programmer, OAO Corporation 1990 - 1992
I supervised and controlled the conversion of all developed software from ORACLE Ver. 5 to ORACLE Ver. 6 to include testing and documentation. Developed data validation software, in Pro*C & SQL for analyzing and loading data into ORACLE database on a VAX/VMS system. Developed installation program for software distribution on the PC in C. Assisted in the design of a data validation program for the PC.

EDUCATION

1989 Associate of Applied Science. Major: Computer Programming San Antonio College, San Antonio, Texas

1989 Associate of Applied Science. Major: Computer Applications Design San Antonio College, San Antonio, Texas

Latoya Coleman

Technical Support Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Technical Support Manager, Inmate Calling Solutions 2015 - Present

Oversee Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Work to resolve escalated client issues quickly and efficiently.

Systems Engineer, Inmate Calling Solutions 2012 - 2015

Assembling and testing Linux servers Responding to trouble tickets reported in ticketing system Configuration of ICSolutions developed software for new installs Updating ICSolutions developed software in a production environment

Tech Support Representative, Inmate Calling Solutions 2009 - 2011

Assisted customers with product related issues. Assisted in troubleshooting hardware and software issues across multiple Microsoft Windows and Linux platforms. Coordinated with field tech via telephone to change hardware and software configurations. Field tested new applications on live systems.

Tier II Technical Support Representative, Comcast 2008 - 2009

Provided customer service/technical support for hardware/software, and operating system issues, as well as, installation of hardware and software (Windows and Macintosh Environments).

Computer Forensics Lab Teachers Assistant, Jackson State University 2006 - 2007

Assisted in testing and maintaining forensics hardware for lab usage. Also, created procedural study material for student testing.

Voluntary Internship, CyberCrime Fusion Center of MS 2005 - 2006

Assisted with development of informational material regarding various cybercrimes and prevention.

EDUCATION

B.S. in Computer Science/Minor in Math, Jackson State University 2008



Exhibit IV

Insurance Certificate



CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
11/20/2020

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	CONTACT NAME: PHONE (A/C. No. Ext): (866) 283-7122 FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:	
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Inmate Calling Solutions, LLC dba ICsolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER A: Liberty Insurance Corporation 42404	
	INSURER B: Liberty Mutual Fire Ins Co 23035	
	INSURER C: LM Insurance Corporation 33600	
	INSURER D:	
	INSURER E:	
	INSURER F:	

Holder Identifier :

COVERAGES **CERTIFICATE NUMBER: 570085007202** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS. **Limits shown are as requested**

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GENL AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			EB2651291759060 SIR applies per policy terms & conditions	12/01/2020	12/01/2021	EACH OCCURRENCE	\$1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	\$1,000,000
							MED EXP (Any one person)	\$5,000
							PERSONAL & ADV INJURY	\$1,000,000
							GENERAL AGGREGATE	\$10,000,000
							PRODUCTS - COMP/OP AGG	\$2,000,000
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY			AS2-651-291759-070	12/01/2020	12/01/2021	COMBINED SINGLE LIMIT (Ea accident)	\$1,000,000
							BODILY INJURY (Per person)	
							BODILY INJURY (Per accident)	
							PROPERTY DAMAGE (Per accident)	
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$10,000			TH7651291759090	12/01/2020	12/01/2021	EACH OCCURRENCE	\$2,000,000
							AGGREGATE	\$2,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			WC5651291759040	12/01/2020	12/01/2021	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT	\$1,000,000
							E.L. DISEASE-EA EMPLOYEE	\$1,000,000
							E.L. DISEASE-POLICY LIMIT	\$1,000,000

Certificate No : 570085007202

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
The County of Oakland and County Agents are named as additional insureds under general liability are required by written contract.

CERTIFICATE HOLDER**CANCELLATION**

Oakland County Michigan Attn: Purchasing Division 2100 Pontiac Lake Road Bldg 41w Waterford MI 48328 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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Exhibit V

Service Level Agreements

SERVICE LEVEL AGREEMENTS FOR OAKLAND COUNTY, MI

**Prepared in Response to
RFP Solicitation Event ID: 005218**

**The ENFORCER®
Inmate Communications Services**



THE ENFORCER®

Inmate Telephone System

A. INTRODUCTION

ICSolutions is committed to meeting the goals and expectations of the County Inmate Telephone System. The purpose of Service Level Agreements (SLAs) is to document the procedures that will facilitate a consistent and reliable level of performance in fulfilling this commitment.

This document describes the standards, performance measurements, and corrective actions for seven levels of service:

1. Installation and change order intervals
2. Maintaining a sufficient number of trunks for the number of inmate telephones installed
3. Ensuring the Inmate Telephone System remains operational during power outages
4. Repair response times
5. Quality assurance inspections
6. Call processor and network uptime and data availability
7. Customer service response times and performance

B. AUTHORITY

These Service Level Agreements have been authorized by Tim McAteer, ICSolutions' President and General Manager.

C. ACCOUNTABILITY

All ICSolutions employees whose job responsibilities fall within the scope of these SLAs shall be accountable for following procedures and methods outlined in this document. ICSolutions has specifically assigned the following individuals as the key personnel responsible for these SLAs and their related processes and documentation:

- **Onsite Technician** – Your dedicated Onsite Technician will be onsite 40 hours per week to perform emergency repairs of all hardware and telephones, as well as to provide administrative support for the inmate telephone system.
- **Service Technicians** – Local technicians will perform onsite repair and maintenance to equipment located at the County facilities, including telephones and network connectivity devices. Remote repair and maintenance of the centralized ENFORCER® calling system will be performed by service technicians at our secure data centers.
- **Technical Service Center Technicians** – Technical Service Center (TSC) Technicians will be available by phone 24 hours a day, 7 days a week, 365 days a year, to answer calls to our toll-free TSC hotline. These technicians will be trained to assist the County with administrative, customer service, and technical support tasks. They will dispatch technicians as necessary to provide all necessary repair and maintenance.

- **Implementation Project Manager** – The Implementation Project Manager will manage technical deliverables and review relevant documentation before submission to the customer.
- **Regional Account Manager** – Your ICSolutions Regional Account Manager, Mr. Brad Coens will provide overall guidance for the implementation project, and will be the primary liaison for the County throughout the contract duration. This individual will have overall responsibility for ensuring client satisfaction.
- **Vice President of Sales & Marketing** – The Vice President of Sales & Marketing, Mr. Mike Kennedy, will have overall responsibility for efficient and effective customer service delivery to our three distinct sets of customers: County facilities and employees (technical assistance); County inmates (quality assurance and system uptime); and County inmate families and friends (billing and technical assistance).

D. MANAGEMENT RESPONSIBILITIES

1. The ICSolutions Regional Account Manager will provide overall quality control guidance for the project, and will be the primary liaison for the County's Project Manager. This individual will have overall responsibility for ensuring client satisfaction throughout the contract period and any extensions.
2. The ICSolutions Implementation Project Manager will manage deliverable development, as well as conduct reviews of documentation before submission to the customer during the pre-implementation and implementation periods.
3. All ICSolutions project team members will follow the deliverable expectations set, participate in peer reviews when requested, and identify problems that interfere with the team's ability to provide high quality deliverables and services.
4. Technical Service Center Technicians will be trained to assist the County on administrative, customer service, and technical support issues, including repair and preventive maintenance. They will dispatch technicians as necessary and coordinate their activities to resolve repair and maintenance issues.
5. Technicians will perform onsite and remote repair and maintenance of the equipment related to Inmate Telephone Service.

E. TOOLS USED TO TRACK PERFORMANCE

ICSolutions has many tools for use in tracking performance. We collect data from various sources to determine compliance with the areas of the contract, including quality of service, reliability of the Inmate Phone Systems, accuracy of pre-programmed numbers, etc. Among the tools utilized by ICSolutions are:

- Trouble ticket system
- Network monitoring
- Call reports and call detail records
- Inmate complaint forms and/or paperless grievance reports (voice mail)
- Automated logging of system and network problems
- Annual (or semi-annual or quarterly, at the County's discretion) Business Reviews

F. SERVICE PROCEDURES

The ICSolutions Technical Services Center (TSC) operates 24 hours a day, 7 days a week, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031), County personnel will be connected with a live Level 1 TSC technician. Each call is handled with care, following these basic steps:

1. OPEN TICKET & GATHER INFORMATION – Information is gathered from the reporting party; a Ticket is opened in Mantis, and the number is provided to the facility.
2. ASSIGN TECHNICIAN – Ticket is assigned to designated technician.
3. ANALYSIS & REMOTE TESTING, REPAIR – Technician will access the site equipment remotely and perform a series of tests to determine the root cause of the problem. If remote resolution is possible, repairs are completed and tested.
4. DISPATCH IF NEEDED – If problem requires onsite technical support, the technician is dispatched to the facility and the trouble ticket is upgraded to a Level 3 priority.
5. SITE ANALYSIS & REPAIR – Upon arrival at the facility, the onsite technician will test and provide to TSC personnel and complete recommended repairs. Onsite technician will carry a replacement set of all major components to replace the defective component.
6. TESTING & VERIFICATION – Following replacement of the defective component, a series of onsite and remote diagnostic testing will be conducted to confirm the system is fully functional.
7. UPDATE FACILITY & CLOSE TICKET – Following a successful test, the onsite technician will close the trouble ticket with TSC and inform the facility representative of the closed ticket status.

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data and to automatically update the facility with repair progress via email or fax. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools available through The ENFORCER® calling system.

G. GENERAL WARRANTY

ICSolutions warrants that The ENFORCER® calling platform, services, and software used in performing any requirements of the RFP, and any requirements of a contract awarded to ICSolutions under the RFP, shall be performed in a professionally diligent manner by qualified personnel consistent with the standards of the industry. In addition, the services, ENFORCER® calling platform, and software provided in performance of a contract shall conform to the specifications described in the RFP and all attachments thereto. ICSolutions also warrants that The ENFORCER® calling platform, services, and software used in performing any requirements of the RFP and any requirements of a contract awarded to ICSolutions under the RFP shall contain no computer instructions, circuitry, or other technological means whose purpose is to disrupt, damage, or interfere with the County's use of its computer or telecommunications systems or facilities.

H. EQUIPMENT WARRANTY

ICSolutions warrants that The ENFORCER® calling platform and equipment provided to the County in performance of the specifications of the RFP, and any contract awarded under it, shall be in good working order and shall be new or "like new," except for equipment in good working order, already in place, and previously installed under prior contracts between the County and ICSolutions, or between the County and another contractor. The ENFORCER® calling platform and equipment provided by ICSolutions shall conform to the specifications described in the RFP and any contract awarded under it.

I. ESCALATION

All standards outlined in this document will be monitored by your Regional Account Manager ("Project Supervisor"), Mr. Brad Coens, throughout the contract duration. The following Escalation List may be used by either Mr. Coens, by an ICSolutions Technical Service Center Technician, or by authorized County personnel at any time a service standard is not met, or whenever the County feels that escalation of a particular issue is in order:

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll-free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com
Level Three	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Brad Coens Regional Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 bcoens@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

1. The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.
2. Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.

Following are the basic criteria for escalation at each level:

1. **P1 Issues** – Issues are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.
2. **P2 Issues** – Issues that are not solved within the standard four-hour timeframe are escalated to Level P1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.
3. **P3 issues** – Issues that are not solved within the standard 48-hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.

ITS Service Level Agreements

ICSolutions adheres to the following service delivery standards. Upon contract award, ICSolutions will negotiate specific Service Level Agreements with the County. These Service Level Agreements will be designed to address the particular size, characteristics, and service needs of the County.

A. INSTALLATION AND CHANGE ORDER INTERVALS

Standard

Installation of inmate phones will be completed with no downtime of the inmate phone system, as ICSolutions is your current vendor. ICSolutions' professionally trained project team will replace and refresh inmate phones and other equipment as needed to ensure minimal impact on facility operations, including no disruption to ongoing calling services. The ICSolutions Operations Team will work together with the ICSolutions Regional Account Manager to coordinate the implementation process. ICSolutions' Implementation Project Manager will conduct biweekly status meetings (or another interval, if desired by the County) to monitor and track the project's progress.

Change order (MAC – moves, adds, and changes) requests will receive a response within the same business day as long as the request is received one (1) or more hour(s) prior to the end of that business day, or the next business day if the request is received during the last hour of the business day in which the request was made. Work will be complete within ten (10) business days of receiving the MAC request.

Performance Measurement

Following a pre-installation project-planning meeting and requirements gathering with the County, ICSolutions will submit an official Implementation Plan to the County, which will guide the ITS installation, to replace and refresh inmate phones and other equipment as needed. Since our system is already in place, implementation will require no down time. Regular project status meetings will ensure that the project stays on track. Following installation and testing, the County will be given an acceptance form that consists of all features outlined in the Proposal response, contract, and project plan. Each feature/function

will be reviewed by the County and accepted in writing before the implementation is considered complete.

A ticket will be opened for each MAC request, allowing ICSolutions to track and measure response and work completion times.

Corrective Action

If at any time during installation a delay or service disruption is anticipated, the Implementations Project Manager will report the anticipated delay or service disruption to the County's project manager, along with an explanation of the cause, and a corrective action plan when corrective measures are warranted. While some types of delays may be unavoidable – for example, a delay in receiving circuits from the Local Exchange Carrier (LEC) – all avoidable delays will be managed in conjunction with the County's Project Manager to ensure an acceptable resolution for the County.

Any MAC request ticket not closed within ten (10) business days will be escalated, and a report of this delay will be submitted to the County. ICSolutions will provide a cause for any non-compliant service tickets, and a corrective action plan to address recurrent non-compliance issues.

B. MAINTAINING A SUFFICIENT NUMBER OF TRUNKS FOR THE NUMBER OF INMATE TELEPHONES INSTALLED

Standard

There will be a sufficient number of station and trunk ports available to provide acceptable off-hook availability to all inmate telephones. ICSolutions will increase the trunk line concentration in the event it is demonstrated that service is compromised or adversely affected.

The acceptable level will be established by ICSolutions and the County based on the number of inmate call attempts during the busiest hour.

Performance Measurement

Specific to call completion, ICSolutions will provide at least a P.01 Grade of Service for all types of calls (local, InterLata, etc.). This means that less than 1 call in 100 would be denied even during the busiest hour. This is generally regarded as a very high standard for both government and corporate telecommunications systems. ICSolutions will adjust this service level to meet the requirements of the County.

Corrective Action

A service ticket will be opened when the P.01 Grade of Service is not met and ICSolutions determines that a root cause analysis is required. All such service tickets will be tracked, and the expected close time of any of these service tickets will be five (5) business days. Any service ticket not closed within five (5) business days will be escalated, and a report of this delay will be submitted to the County. ICSolutions will provide a cause for any non-compliant service tickets, and a corrective action plan to address recurrent non-compliance issues.

C. ENSURING INMATE TELEPHONE SYSTEM REMAINS OPERATIONAL DURING POWER OUTAGES

Standard

Our data center is housed in a climate-controlled, fireproof, floodproof building with unique redundant fiber lines to the national grid, multiple independent power sources and multi-level, multi-technology access control for unequaled security and database and network uptime. ICSolutions maintains an Uninterruptible Power Supply (UPS) system capable of providing operational power to the centralized inmate telephone system (including call processors, system servers, and recording equipment) for a minimum of four (4) hours in the event of a loss of commercial power at our data center. In the event of a power outage extending beyond the constraints of the UPS, service would immediately and seamlessly fail over to our backup data center, located approximately 900 miles away from the primary data center.

At the County facilities, ICSolutions will maintain a UPS system capable of providing operation power to the onsite equipment (including telephones and Adtran gateways) for a minimum of one (1) hour in the event of a loss of commercial power at the facility.

Performance Measurement

System must continue ongoing normal operation after loss of commercial power at ICSolutions' primary data center, with no disruption to service. In the unlikely event that commercial power is lost at both ICSolutions' primary data center and our backup data center, system must continue normal operation at least one (1) hour after loss of power in both locations. Thereafter, system will automatically fail over to generator power to ensure no disruption to service.

Corrective Action

In the event of any instance where the onsite UPS failed to provide at least one (1) hour of backup power during a loss of commercial power, ICSolutions shall within five (5) business days provide a detailed report to the County explaining the cause of the UPS outage and explaining the actions to be taken by ICSolutions within the next thirty (30) days to correct the problem.

D. REPAIR RESPONSE TIMES

Standard

The following Priority Schedule defines our service commitment offered to Oakland County Specific terms can be customized to meet the County's unique needs.

Priority Level 1	Repair problem affecting a critical area as defined by County	Remote diagnostics will begin immediately upon notification Repair will begin immediately following diagnosis
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<p>Priority Level 2</p>	<p>Major Outage of Non-Critical Areas as defined by the County</p>	<p>Remote diagnostics will begin within 1 hour of notification</p> <p>Repair will begin following diagnosis</p>
<p>Priority Level 3</p>	<p>An outage that is in a non-critical area and is not considered a Major Outage</p>	<p>Remote diagnostics will begin within 2 hours of notification</p> <p>Repair will begin following diagnosis</p>

Performance Measurement

1. Priority Level 1 – Remote diagnostics and commencement of repairs will begin immediately upon notification
2. Priority Level 2 – Remote diagnostics will begin within 1 hour; commencement of repairs will begin following diagnosis
3. Priority Level 3 – Commencement of remote diagnostic and/or repairs within 2 hours; commencement of repairs will begin following diagnosis

Corrective Action

If ICSolutions fails to meet 90% of its service response times over a six (6)-month period, then ICSolutions will report such result to the County. ICSolutions will concurrently create an internal task force to analyze the root cause(s) of such failure and implement a comprehensive corrective action plan to prevent future instances.

E. QUALITY ASSURANCE INSPECTIONS

Standard

ICSolutions will conduct monthly quality assurance inspections to ensure that inmate telephones at each of the correctional facilities are maintained in good working order. In addition, ICSolutions proactively monitors system performance using all of the following methods:

1. ICSolutions uses an Agency’s first few months of call activity to define a pattern of typical activity. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%) An exception report is automatically created for any site showing such variances.
2. Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.
3. Daily call data is compared against normal call activity characteristics such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

Performance Measurement

A service ticket will be opened for all repair issues uncovered in the course of quality assurance inspections at each facility, and for any problems uncovered by the remote monitoring and diagnostic routines described above.

Corrective Action

ICSolutions will provide a written explanation to the County in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

F. CALLING SYSTEM UPTIME AND AVAILABILITY

Standard

The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each ENFORCER® call processor utilizing enterprise-grade components, which provide the highest level of performance and reliability. The Quality Standard for The ENFORCER® calling platform is 99.999% system availability.

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

1. **Network Redundancy** – For each supported facility, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.
2. **Call Processing Redundancy** – While the primary call processor is housed in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away at our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.
3. **Storage Redundancy** – Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. For an additional layer of redundancy, ICSolutions can provide an onsite storage device to store a third copy of call data and recordings, or we can back up CDRs in another separate location.

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

Performance Measurement

ICSolutions' standard for The ENFORCER® calling system availability is 99.999% or better for every month.

Corrective Action

If the call processor uptime or availability is less than 99.999% for any calendar month, a service ticket will be opened to investigate the root cause, if not already known and identified. The County will be notified when the ticket is opened and a report of the cause will be provided to the County.

G. CUSTOMER SERVICE RESPONSE TIMES AND PERFORMANCE

Standard

ICSolutions maintains a dedicated, toll-free customer service hotline for families/friends to call for assistance with establishing prepaid accounts or billing questions. All calls will be answered within an average of three (3) minutes. A minimum of 90% of issues will be resolved on the first call, with an average talk time of five (5) minutes or less.

Performance Measurement

ICSolutions will provide adequate resources and network capacity to maintain an average wait time (Average Speed of Answer) of no more than three (3) minutes for all inbound calls to the customer service line. Live, U.S.-based customer service representatives will be available 24 hours a day, 7 days a week, 365 days a year, to provide first-call resolution within the established timeframes.

Corrective Action

If the average customer service wait time or issue resolution parameters are not met in any given calendar month, then a service ticket will be opened to investigate the root cause. The County will be notified when the ticket is opened and a report of the cause and corrective action will be provided to the County.

VVS Service Level Agreements

ICSolutions adheres to the following service delivery standards for The Visitor™ Video Visitation System. Upon contract award, ICSolutions will negotiate specific Service Level Agreements with the County. These Service Level Agreements will be designed to address the particular size, characteristics, and service needs of the County.

A. INSTALLATION AND CHANGE ORDER INTERVALS

Standard

Installation of the video visitation system at the Children's Village will be completed within 24 days. At the Main Jail, any existing video visitation stations that need to be replaced will be upgraded to our state-of-the-art 17" vPhone video phones, as determined by ICSolutions and requested by the County. ICSolutions' professionally trained project team will coordinate the transition to the Children's Village Visitor™ video visitation system to ensure minimal impact on facility operations, including no disruption to ongoing calling services. The ICSolutions Operations Team will work together with the ICSolutions Regional Account Manager to coordinate the implementation process. ICSolutions' Implementation Project Manager will conduct biweekly status meetings (or another interval, if desired by the County) to monitor and track the project's progress.

Change order requests (aka MAC requests – moves, adds, and changes) will receive a response within the same business day, as long as the request is received one (1) or more hour(s) prior to the end of that business day, or the next business day if the request is received during the last hour of the business day in which the request was made. Work will be complete within ten (10) business days of receiving the MAC request.

Performance Measurement

Following a pre-installation project-planning meeting and requirements gathering with the County, ICSolutions will submit an official Implementation Plan to the County, which will guide the Children's Village VVS installation process to completion in 24 days. Regular project status meetings will ensure that the project stays on track. Following installation and testing, the County will be given an acceptance form that consists of all features outlined in the Proposal response, contract, and project plan. Each feature/function will be reviewed by the County and accepted in writing before the implementation is considered complete.

A ticket will be opened for each MAC request, allowing ICSolutions to track and measure response and work completion times.

Corrective Action

If at any time during installation a delay or service disruption is anticipated, the Implementations Project Manager will report the anticipated delay or service disruption to the County's project manager, along with an explanation of the cause, and a corrective action plan when corrective measures are warranted. While some types of delays may be unavoidable – for example, a delay in receiving circuits from the Local Exchange Carrier (LEC) – all avoidable delays will be managed in conjunction with the County's Project Manager to ensure an acceptable resolution for the County.

Any MAC request ticket not closed within ten (10) business days will be escalated, and a report of this delay will be submitted to the County. ICSolutions will provide a cause for any non-compliant service tickets, and a corrective action plan to address recurrent non-compliance issues.

B. ENSURING VIDEO VISITATION SYSTEM REMAINS OPERATIONAL DURING POWER OUTAGES

Standard

ICSolutions maintains an Uninterruptible Power Supply (UPS) system capable of providing operational power to the video visitation system (including processors, system servers, and recording equipment) in the event of a loss of commercial power at our data center.

At County facilities, ICSolutions will maintain a UPS system capable of providing operation power to the onsite equipment (including video processing & recording servers) for a minimum of one (1) hour in the event of a loss of commercial power at the facility.

Performance Measurement

System must continue ongoing normal operation after loss of power with no disruption to service. In the unlikely event that power is lost, system must continue normal operation at least one (1) hour after loss of power. Thereafter, system will automatically fail over to generator power to ensure no disruption to service.

Corrective Action

In the event of any instance where the onsite UPS failed to provide at least one (1) hour of backup power during a loss of commercial power, ICSolutions shall within five (5) business days provide a detailed report to the County explaining the cause of the UPS outage and explaining the actions to be taken by ICSolutions within the next thirty (30) days to correct the problem.

C. REPAIR RESPONSE TIMES

Standard

The following Priority Schedule defines our service commitment offered to Oakland County. Specific terms can be customized to meet the County's unique needs.

Priority Level 1	Repair problem affecting a critical area as defined by County	Remote diagnostics will begin immediately upon notification Repair will begin immediately following diagnosis
Priority Level 2	Major Outage of Non-Critical Areas as defined by the County	Remote diagnostics will begin within 1 hour of notification Repair will begin following diagnosis

Priority Level 3	An outage that is in a non-critical area and is not considered a Major Outage	<p>Remote diagnostics will begin within 2 hours of notification</p> <p>Repair will begin following diagnosis</p>
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Performance Measurement

1. Priority Level 1 – Remote diagnostics and commencement of repairs within 1 hour
2. Priority Level 2 – Remote diagnostics within 1 hour, commencement of repairs within 8 hours
3. Priority Level 3 – Commencement of remote diagnostic and/or repairs within 48 hours

Corrective Action

If ICSolutions fails to meet 90% of its service response times over a six-month period, then ICSolutions will report such result to the County. ICSolutions will concurrently create an internal task force to analyze the root cause(s) of such failure and implement a comprehensive corrective action plan to prevent future instances.

D. QUALITY ASSURANCE INSPECTIONS

Standard

ICSolutions will conduct monthly quality assurance inspections to ensure that video visitation units at each of the correctional facilities are maintained in good working order. In addition, ICSolutions proactively monitors system performance. Diagnostic routines are constantly being performed to confirm system availability. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.

Performance Measurement

A service ticket will be opened for all repair issues uncovered in the course of quality assurance inspections at each facility, and for any problems uncovered by the remote monitoring and diagnostic routines described above.

Corrective Action

ICSolutions will provide a written explanation to the County in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

E. SYSTEM UPTIME AND AVAILABILITY

Standard

The Visitor™ is designed to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each Video Processing call processor utilizing enterprise-grade components which provide the highest level of performance and reliability. The video processor and recording storage

servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver the Quality Standard of 99.999% system availability.

ICSolutions employs redundancy to ensure 99.999% uptime for The Visitor™ video visitation platform, as well as to protect against data loss and ensure continuous availability of visit recordings and data:

Video Processing Redundancy – While the primary video processor is housed in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away at our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt video processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.

Storage Redundancy – Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

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

Performance Measurement

ICSolutions' standard for The Visitor™ system availability is 99.999% or better for every month.

Corrective Action

If the system uptime or availability is less than 99.999% for any calendar month, a service ticket will be opened to investigate the root cause if not already known and identified. The County will be notified when the ticket is opened and a report of the cause will be provided to the County.

F. CUSTOMER SERVICE RESPONSE TIMES AND PERFORMANCE

Standard

ICSolutions maintains a dedicated, toll-free customer service hotline for families/friends to call for assistance with establishing prepaid accounts or billing questions. All calls will be answered within an average of three (3) minutes. A minimum of 90% of issues will be resolved on the first call, with an average talk time of five (5) minutes or less.

Performance Measurement

ICSolutions will provide adequate resources and network capacity to maintain an average wait time (Average Speed of Answer) of no more than three (3) minutes for all inbound calls to the customer service line. Live, U.S.-based customer service representatives will be available 24 hours a day, 365 days a year, to provide first-call resolution within the established timeframes.

Corrective Action

If the average customer service wait time or issue resolution parameters are not met in any given calendar month, then a service ticket will be opened to investigate the root cause. The County will be notified when the ticket is opened and a report of the cause and corrective action will be provided to the County.

G. QUARTERLY SYSTEM UPGRADES

Standard

All system upgrades are automatically made available to all clients at no cost. Whenever an upgrade or enhancement to The Visitor™ finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. ICSolutions releases updates to The Visitor™ on a quarterly basis to ensure the system is always state-of-the-art. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. ICSolutions will also notify the County of system enhancements in advance to obtain permission to apply these updates to the County Visitor™ configuration.

Performance Measurement

ICSolutions will notify the County of new release updates whenever the feature is tested and ready for release. Upgrades will be completed on a quarterly basis.

Corrective Action

In the event that an upgrade is not released during the quarter, ICSolutions will notify the appropriate County representative, as necessary.

H. THE VISITOR™ HARDWARE MAINTENANCE

Standard

Our offer for the County includes maintenance and support for the term of the contract. The Visitor™ equipment is updated and refreshed regularly throughout the contract term. Damaged equipment will be repaired or replaced immediately, and aging equipment will be replaced as needed. ICSolutions will handle the replacement of any modular parts that are defective or in need of repair. ICSolutions will also maintain an inventory of spare parts either onsite or with the technician, and will refresh that inventory as needed throughout the contract. Keeping spare parts immediately available eliminates extra time for delivery. The ICSolutions technician will be certified to supply onsite hardware support and replacement of modular parts for The Visitor™ video visitation units.

Performance Measurement

Onsite repair of The Visitor™ equipment will be made by ICSolutions personnel within 24 hours.

Corrective Action

ICSolutions will provide a written explanation to the County in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

I. THE VISITOR™ SOFTWARE MAINTENANCE

Standard

ICSolutions' software maintenance and support for The Visitor™ Visitation Management & Video Visitation module, provides for any and all system enhancements, bug fixes, updates, and periodic training updates and preventative maintenance reviews for the life of the contract. The Visitor™ software is updated regularly with updates pushed remotely to each installed unit.

Performance Measurement

A service ticket will be opened for all software issues uncovered in the course of daily use, or for any problems uncovered during the preventative maintenance reviews or software updates described above.

Corrective Action

ICSolutions will provide a written explanation to the County in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

SERVICE LEVEL AGREEMENTS FOR OAKLAND COUNTY, MI

**Prepared in Response to
RFP Solicitation Event ID: 005218**

**The ENFORCER®
Inmate Communications Services**





Exhibit VI

E-Verify Certification

Company ID Number:19170

Client Company ID Number:1363883

Employer IC Solutions	
Name (Please Type or Print) Sara LaMartina	Title
Signature Electronically Signed	Date November 30, 2018
E-Verify Employer Agent NCYCLES	
Name (Please Type or Print) Kelly Lang	Title
Signature Electronically Signed	Date November 30, 2018
Department of Homeland Security - Verification Division	
Name USCIS Verification Division	Title
Signature Electronically Signed	Date November 30, 2018

Company ID Number:19170

Client Company ID Number:1363883

Information Required for the E-Verify Program	
Information relating to your Company:	
Company Name	IC Solutions
Company Facility Address	2200 Danbury Street San Antonio, TX 78217
Company Alternate Address	2200 Danbury Street San Antonio, TX 78217
County or Parish	Bexar
Employer Identification Number	82-0559085
North American Industry Classification Systems Code	Telecommunications (517)
Parent Company	
Number of Employees	100 to 499
Number of Sites Verified for	1

Company ID Number:19170

Client Company ID Number:1363883

Are you verifying for more than 1 site? If yes, please provide the number of sites verified for in each State:

Texas	1
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Company ID Number:19170

Client Company ID Number:1363883

Information relating to the Program Administrator(s) for your Company on policy questions or operational problems:

Name	Sara LaMartina
Phone Number	(314) 214-2725
Fax Number	
Email Address	slamartina@tkcholdings.com