



Ottawa County

Fiscal Services Department – Purchasing
12220 Fillmore Street - Room 331 - West Olive, Michigan 49460

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SMART COMMUNICATIONS / OTTAWA COUNTY AGREEMENT EXHIBIT A: SERVICES

The County of Ottawa is requesting proposals from experienced and qualified vendors for various inmate services, including commissary services, telecommunications, video visitation, tablets and other amenities for the Ottawa County Sheriff's Office Corrections Division located at 12130 Fillmore Street, West Olive, Michigan 49460.

The County of Ottawa reserves the right to award the contract to the most responsive and responsible vendor. The County further reserves the right to consider matters such as, but not limited to quality offered, delivery terms, budget requirements, location, and service reputation of the vendor, in determining the most advantageous proposal. Ottawa County reserves the right to reject any and all proposals. For purposes of this RFP, the term "Contractor," "Vendor," "Proposer," "Respondent," or "Bidder" are considered to have the same meaning, all referring to the person(s) or Agency responding to this RFP. Additionally, the term "County," "Client," or "Owner" refers to the County of Ottawa. The term "Facility" as herein used shall be deemed as reference to the Ottawa County Jail, 12130 Fillmore Street, West Olive, MI 49460. The term "Inmate" as herein used will be deemed as reference to any person, inmate or resident in the custody of, or incarcerated in the Ottawa County Jail.

SCOPE OF WORK

Background:

The primary goal of the Ottawa County Sheriff's Office Corrections Division (Jail) is to ensure the safety of inmates, corrections personnel, and residents of Ottawa County. This is accomplished by detaining inmates in a secure manner, in the least restrictive setting possible, given inmate classification.

The Ottawa County Sheriff's Office Corrections Division strives to provide all inmates with humane living conditions and to protect inmate rights consistent with the United States Constitution, the Michigan Constitution, and the laws of the State of Michigan and Department of Corrections guidelines. The County of Ottawa is requesting proposals from experienced and qualified vendors for various inmate services, including commissary services, telecommunications, video visitation, tablets and other amenities for the Ottawa County Sheriff's Office Corrections Division located at 12130 Fillmore Street, West Olive, Michigan 49460.

Inmates are housed in sections or pods, which contains 24 cells therein. There are eight pods in the adult detention center. The jail is approximately 44,224 square feet. The average inmate count is as follows:

- 2019: 260 males / 55 females
- 2020: 194 males / 34 females

Vendors are requested to submit proposals for all inmate services in which they offer, specifically commissary, telecommunications, and tablet amenities. Additionally, vendors are encouraged to also submit information for any services outside of commissary, telecommunications, and tablet amenities. The County reserves the right to award a single contract for all services or to award contracts to multiple vendors if in its own best interest and to achieve adequate delivery, service, and product availability. In all services offered, vendor should offer current technology and offerings.

A. Telecommunications:

Ottawa County is interested in proposals from experienced and qualified vendors for fully operational, secure and reliable Inmate Telephone and Video Visitation system(s). Reliability of service is high priority. Vendor shall provide Inmate Calling Services (debit, prepaid, and collect: interstate and intrastate) that includes recording, monitoring system, and equipment, as well as a Video Visitation system including recording, monitoring, and equipment.

i. Project Requirements

Vendor is required to provide a minimum of 61 telephones (new and unused) for inmate use in Regions and Pods at the Ottawa County Detention Center, to be installed at specific locations (to be determined).

The Booking area will have one (1) phone in each of the four (4) holding cells and four (4) phones with cords in the waiting area. There will be an additional three (3) phones at locations to be determined. These phones are to be toll-free and maintained by Vendor. Arrested persons will be provided access to telephones to retain an attorney, to secure bond, or contact a person of their choice. The Booking desk will have an "On/Off" switch to control power to the phones in the holding cells and waiting area.

Central Control will need to have the ability to switch off all of the inmate telephones in the jail, including booking. The Contractor will install telephone cut-off controls in the jail's Central Control for ALL inmate phones.

In booking, one (1) phone is designated as a free phone for transportation purposes. All other calls are placed as a "collect call." Except in Booking and the phones outside of the jail lobby, all calls placed will be on a "collect call" or pre-paid basis only. Phone cards and/or phone time may be sold in the Jail Commissary system for inmate use. Inmate telephones shall have the ability to make out of country collect calls.

Telephone system should have ability to integrate with third-party vendors to provide the ability to automate the commissary ordering process via telephone. The system shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service. The system shall be capable of informing the called party of the amount that will be billed for the call prior to acceptance of the call. Billing does not begin until the call is accepted by the called party. The system shall brand all inmate calls with a pre-recorded message announcing the collect or pre-paid call, name of facility, and pre-recorded name of inmate initiating the call.

Blocking of individual numbers shall be left to the discretion of the Ottawa County Jail personnel. Contractor shall not be permitted to block inmate calls without Ottawa County's approval. No incoming calls shall be permitted. Inmate telephones shall have three-way call detection and termination – no three-way calls shall be made from inmate telephones. However, system will allow three-way call exception to attorneys or other approved numbers. System will all County to ensure victims and witnesses are not harassed.

Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations. System shall provide an integrated capability to monitor, record, store, and retrieve inmate phone conversations on a real time basis and retrieve conversations. Stored call recording should be maintained by Vendor and remain uncompressed until the authorized County personnel requests to be downloaded.

Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site name. System shall be capable of producing detailed and summary reports which reveal inmate telephone activity. Reports should include but not limited to: time of call, telephone number called, and most frequently called numbers, length of call, and call volume by phone report, 3-way call attempts, and telephone numbers called by more than one inmate.

Vendor to provide software that allows inmates to purchase phone time from the inmate pod kiosks and inquire as to account balances. All Contractor software must be able to interface as required with the County's JMS - JailTracker.

The system shall detect the difference between an accept call, an answering machine, a busy signal, and other telephone activity. The system shall have, at a minimum, multi-lingual capabilities for English and Spanish.

ii. Basic Technical Requirements

System shall be web-based equipment with multilevel password security access. Ottawa County shall have sole discretion for adding or removing any telephone lines associated with the inmate telephone system. Architecture of the system shall be expandable to allow for future growth. System must be able to utilize current PC's that are available at the County without the need for additional PC's. The system shall offer unlimited secure, remote access capability, with high-speed internet connectivity, from any PC, laptop, or mobile devices including cellphones and tablets. This remote access shall enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access shall not impair system functionality or performance in any way. System shall be password protected to permit only authorized personnel access to the system. The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

iii. Ongoing Service, Maintenance, and Support Requirements

Awarded Vendor is responsible to provide ongoing service, maintenance and support for all hardware and/or software and/or other telephone equipment on a twenty-four (24) hour, seven (7) day per week basis. Live telephone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week.

The telephone system must have the capability for remote diagnostics to minimize facility visits by the Vendor and the Vendor must respond to any major service outages within two (2) hours. Major Service Outage is defined as 30% or more of the functionality of the system. The Vendor must respond to a telephone request for maintenance within four (4) hours after initial notification and must ensure that the telephones are repaired within twenty-four (24) hours of a service call. All costs for maintenance, support, repair of all software and equipment will be borne by the awarded Vendor and will not be deducted from any commissions.

If the Vendor fails to repair the telephones or telephone system within the twenty-four hours, the vendor will be fined \$100.00 per day that the equipment remains un-repaired. Failure to repair the telephones or systems within the allotted time or on three (3) or more occasions, and failure to pay any assessed fine(s) will be cause to terminate the contract.

Live operator telephone support must be available to accept calls from inmate call recipients (friend, family, etc.) regarding customer service, billing, and prepaid account setup and funding twenty-four (24) hours a day, seven (7) days a week.

Vendor to provide full service online support including ability to setup accounts, make payments, access account information, calculate call rates, and resolve issues (including online customer service response and email support) via company website. Parties to have the ability to manage phone and/or video services from one centralized web-based portal. Vendor's website and user portal must be mobile device enabled or compatible to support mobile devices such as cell phones and tablets.

iv. Rates and Commission

At all times, the rates charged by the Vendor to the called party shall not exceed the tariffs as mandated by the Public Utilities Commission and the Federal Communication Commission for all service. Vendors are required to quote firm and fixed rates for the initial contract period as designated on the Proposal Pricing Form. Any change in rates or commission (Increase or Decrease) which is not approved by Ottawa County in writing in advance of the change shall be grounds for termination of the contract. No Vendor increase in the rate charged for calls from the jail will be allowed during the initial contract period. However, if a contract extension period is decided upon then, Vendor is granted the right to request an adjustment of rates hereunder, proportionately for increased cost, due to material cost increases that are passed on to Vendor. Vendor shall provide documentation of actual cost increases and submit them with a letter of request to the Ottawa County Commissioners.

The commission offered to Ottawa County shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described. Commission reports shall be web accessible. Commission to the County should be paid quarterly at a minimum.

Commissions shall be paid on all call types and tariff types: Collect, Direct Billed, Prepaid Collect, Debit and Debit card, local, intrastate, interstate, and international. Commissions must be paid monthly and are required to be on the same billing cycle as the local service Provider. A sample commission report should be submitted with the proposal response. The commission report at a minimum shall include the following information: date of report, time period covered, total number of calls by type, total number calls by tariff type, total number of minutes, total gross revenue.

B. Tablet:

Ottawa County is interested in proposals for Contractor to provide all equipment, software, labor, and maintenance support required for implementation and operation of utilizing Inmate Tablet amenities at the Ottawa County Detention Center.

i. Requirements

All equipment provided must be new, in current production, and considered to be state-of-the-art technology at time of installation. Contractor shall provide tablets for both inmate use and County administrative personnel use.

Upon completion of installation, Contractor must provide the County with a list of inventory of all tablets, charging station, serial numbers, and identify locations. All materials and services related to the project for proper installation at no cost to the County. Vendor must provide description of installation method and advise if County staff involvement is required. Contractor must provide on-site training and on-going training to County at no cost through term of agreement.

Tablets must be durable, tamper-free, and equipment suitable for jail environment. Contractor shall provide enough charging stations which allow safe and secure charging of tablets. Tablets must be Wi-Fi enabled and have ability to be updated wirelessly. Technology must give the inmate a bilingual option (minimum English and Spanish).

Inmate tablet technology must provide all authorized staff the ability to deactivate any or all inmate tablets, or block any or all inmates from using tablets. Functionality should be accessible from any workstation. Inmate table technology must have ability for County authorized personnel to approve all facility content accessible to inmate.

Technology must be able to provide detail reports of inmate activity on the tablets. Tablet shall display inmate name on screen. Contractor's solution shall provide security measures to prevent inmates from breaching network and to harden the firmware on the tablets. Contractor's solution shall integrate with current JMS JailTracker or other systems as applicable.

ii. Tablet Capabilities

Inmate Tablet devices will have current and minimum capabilities to provide, but not limited to, the following:

- Law Library
- Education
- Document View Applications
- Music
- Movies
- Games
- Commissary Ordering

County administrative personnel tablets shall be provided as needed. These tablets will have total control of inmate tablets. Tablets should be able to:

- Locate other tablet(s) features

- Activation/Deactivation of tablets used by inmates
- Activation/Deactivation of any or all applications used by inmates

Additionally, tablets should have the capability for e-messages as well as the ability to replace our current kite system.

iii. Ongoing Services

Service, repair, and replacement to Inmate Tablet technology must be within a twenty-four (24) hour period after notification to vendor without any additional cost to County. Contractor must provide a toll-free service line accessible twenty-four (24) hours a day. Contractor shall provide tablet distribution and refurbishment to County at no cost.

C. Additional Services

Ottawa County may be interested in the optional features and technology that each Vendor has to offer for Inmate Services. These value-added options can be additional features of the system, integrated solutions or external technologies that complement the inmate JMS system and enhance our ability to provide services and perform investigations. Technologies proposed may be included in the proposal at no cost or offered at an additional price. Vendors may submit information on additional service offerings provided by vendor's organization along with their proposal for additional consideration.

GENERAL CONTRACTOR REQUIREMENTS

Vendor will provide inmate services, installation of software and/or hardware and/or any agreed products and/or features to be completed within ninety (90) days after contract award or agreed upon installation schedule of events. The risk of loss and/or damage will be assumed by the Contractor during shipment, unloading, and installation.

The County recognizes that proper maintenance and superior service requires that service Vendors hire well-trained and dedicated staff to service buildings, as needed. Assuring the availability of a qualified staff and avoiding labor disruption and costly employee turnover to treat workers fairly and to abide by applicable labor laws. The County supports the development of a healthy business environment through the responsible management of the properties in which it is responsible. Therefore, the County maintains the following requirement. Vendors shall abide by all applicable local, state and federal laws. Vendors shall at all times maintain a safe and healthy working condition and abide by all applicable wage and hour regulations and prohibitions against child labor. Vendors' working conditions shall conform to the standards set by the Federal OSHA. Vendors shall on request provide to the County a report on their compliance. All Proposers shall provide working conditions for services of a similar character in a similar locality in which the services are performed.

Vendor will support and assist the County in the initial set-up of the proposed service(s). Vendor will train County Staff and provide vendor support the length of contract. Vendor to provide licensing and continuing support for the software throughout the length of the contract period,

including upgrade at no additional cost to the County. All training for key County personnel shall be provided, including training on the computer or other features of proposed systems and shall be conducted on a periodic basis as needed and at no charge to the County. Vendor will provide and maintain all necessary insurance and licenses. Vendor responsible to collect all sales tax and forward to the State of Michigan.

QUALIFICATIONS OF CONTRACTORS

Vendors shall submit proposals with the understanding that prior to the award of contract, the County may make investigations as deemed prudent to determine vendor's qualification and eligibility.

Vendor shall have a minimum of five (5) years of experience in in the requested services in which they have submitted proposal(s). Vendor shall be able to meet all insurance requirements outlined in the RFP. To be considered responsive, vendor must meet the requirements of this RFP. Vendor must be organized for the purpose of providing Inmate Services and with experience in correctional services. Vendor must agree that all employees, officers or agents of the Vendor who shall provide services on site at the County must successfully pass fingerprinting and background checks by the Sheriff's Office. Vendor must have the ability to provide any training necessary to the County's staff for implementation.

SECURITY CLEARANCE

Background checks (as required by the Facility) are mandatory for all Contractor employees at Contractor's cost. Background check minimum requirement must involve a security check and process that is approved by and deemed satisfactory to the County to ensure, at a minimum, that no staff has felony or domestic violence or other bar-able offence(s) convictions. The Contractor must also agree that all employees, officers or agents of the Contractor who shall provide services on site at the County must successfully pass fingerprinting searches. Security background checks shall be conducted for all employees prior to starting work.

GENERAL TERMS & CONDITIONS

CONFLICT OF INTEREST

By submission of a response, the Proposer agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, finder's fee, or any other remuneration) and shall not acquire any interest, either direct or indirect, that would conflict in any manner or degree with the performance of Proposer's services, or (2) benefit from an award resulting in a "Conflict of Interest."

DEBARMENT AND SUSPENSION

The Contractor certifies to the best of its knowledge and belief, that the corporation, LLC, partnership, or sole proprietor, and/or its' principals, owners, officers, shareholders, key

employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this form been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

INDEMNITY

The Vendor shall indemnify and hold harmless Ottawa County, its employees, agents, and volunteers against and from all claims, judgements, losses, damages, payments, costs and expenses of every nature and description, including attorney's fees, arising out of or resulting from the vendor's performance of or failure to perform the work described herein.

INDEPENDENT CONTRACTOR

The awarded vendor will perform all work and services described herein as an independent contractor and not as an officer, agent, servant or employee of Ottawa County. The vendor will have exclusive control of and the exclusive right to control the details of the services and work performed hereunder and all persons performing the same and shall be solely responsible for the acts and omissions of its officers, agents, employees, contractors and subcontractors, if any. No person performing any of the work or services described hereunder will be considered an officer, agent, servant or employee of the County nor will any such person be entitled to any benefits available or granted to employees of the County.

INCURRED EXPENSES / CONFIDENTIALITY

The County is not responsible for any cost or expense incurred by the contractor by preparing and submitting a proposal or any costs associated with meetings and evaluations of proposals prior to execution of an agreement. All proposals, (including attachments, supporting documentation, supplementary materials, addenda, and other) shall become the property of the County and will not be returned to the contractor.

INSURANCE

The vendor shall provide the following coverages:

Worker's Compensation and Employers Liability:

| | |
|----------------------------|---------------------------------------|
| Workers Compensation | Michigan Statutory |
| Employers Liability Limits | \$500,000 Each Accident |
| | \$500,000 Each Employee |
| | \$500,000 Aggregate Injury by Disease |

Commercial General Liability:

| | |
|---|-------------|
| Each Occurrence | \$1,000,000 |
| Personal and Advertising Injury | \$1,000,000 |
| General Aggregate | \$2,000,000 |
| Products/Completed Operations Aggregate | \$2,000,000 |

There shall be no Products/Completed Operations or Contractual Liability Exclusion. The General Aggregate Limit shall apply per location or project.

These coverages shall protect the vendor, its employees, agents, representatives, and subcontractors against claims arising out of the work performed or products provided.

These limits may be provided in single layers or by combinations of primary and excess/umbrella policy layers.

The County of Ottawa and Ottawa County Central Dispatch and its officers, officials, employees, volunteers and agents are to be additional insureds as respects to the service provided under this agreement. This additional insured status shall not terminate after completion of the services. A certificate of insurance shall be provided and show the required limits, and the above-mentioned shall be listed as additional insureds. A 30-day notice is required in the event of coverage termination for any reason.

IRAN LINKED BUSINESS

By submission of this form, the Contractor certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as that term is defined in the Michigan Economic Sanctions Act, 2012 P.A. 517.

LAWS

This contract shall be governed by and construed in accordance with the laws of the State of Michigan and any service or product herein shall so comply.

MINOR IRREGULARITIES AND RETAINED RIGHTS

The County reserves the right to waive minor irregularities in proposals. Minor irregularities are defined as those that have no adverse effect on the outcome of the selection process by giving a Contractor an advantage or benefit not afforded to other Contractors. The County may waive any requirements that are not material. The County may make an award under the contract in whole or in part and change any scheduled dates. The County reserves the right to use ideas presented in reply to this process notwithstanding selection or rejection of proposals. The County reserves the right to make changes to and/or withdraw this request at any time.

MODIFICATION

Any modification of this Agreement or additional obligation assumed by either party in connection with this Agreement shall be binding only if evidenced in writing, signed by each party, or an authorized representative by each party.

OWNERSHIP OF DATA

All information provided by the County and any reports, notes, and other data collected and utilized by the vendor, its assigned employees, and/or subcontractors, pursuant to this agreement, shall become the property of the County as prepared, whether delivered to the County or not. Unless otherwise provided herein, all such data shall be delivered to the County or its designee upon completion of the agreement or at such other times as the County or its designee may request.

PERMITS AND LICENSE

The Vendor, and all associated employees, at the time of proposal submission and during the term of any agreement must possess and maintain the required licenses and permits necessary to perform the services requested as a part of this proposal. Any reprimand, disciplinary action or investigation taken by any agency issuing permits and licenses required of the Vendor and/or its employee(s) must be reported to the County within 48 hours of notification by the issuing agency.

PROPOSAL ACCEPTANCE, REJECTION, CANCELLATION AND WITHDRAWAL

The County reserves the right to negotiate with the Proposer(s) within the scope of the RFP in the best interests of the County. The County may request and require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a proposal and/or to determine a proposer's compliance with the requirements of the solicitation.

The County reserves the right to reject any or all proposals, or any part thereof; and to waive any minor defects in the proposals if this is to the advantage of the County. The County's waiver of a minor defect shall in no way modify the RFP document or excuse the vendor from full compliance with its specifications if the vendor is awarded the contract. The County reserves the right to let separate contracts on any aspect of the work.

The County also reserves the right to accept or reject any and all proposals submitted or cancel this RFP in whole or in part if such cancellation is in the best interest of the County. Prior to the date and time set forth as the Proposal Receipt Deadline, proposals may be modified or withdrawn by the Proposer's authorized representative. After the proposal submission deadline, proposals may not be modified or withdrawn without the written consent of the County.

RESERVATION OF RIGHTS

The County reserves the right to reject any and all proposals, to award the agreement to other than the low proposal, to award separate agreements for separate parts of the services required, to negotiate the terms and conditions of all and any part of the proposals, to waive irregularities and/or formalities, and in general to make an award in the manner as determined to be in the County's best interest. The County may, at its discretion, cancel any request for proposal or other solicitation and/or reject all proposals in whole or in part.

SUBCONTRACTORS

Since the contract is made pursuant to the proposal submitted by the awarded vendor and in

reliance upon the vendor's qualification and responsibility, the vendor shall not sublet or assign the contract, nor shall any subcontractor commence performance of any part of the work included in the contract without the previous written consent by the County.

PAYMENT TERMS

In the absence of any prior arrangement, payment terms will be Net 30.

SAFETY

All Contractors and subcontractors performing services for the County are required to and shall comply with all Occupational Safety and Health Administration (OSHA), State and County Safety and Occupational Health Standards and any other applicable rules and regulations. Also, all Contractors and subcontractors shall be held responsible for the safety of their employees and any unsafe acts or conditions that may cause injury or damage to any persons or property within and around the work site area under this Contract.

TERMINATION

The County may terminate an award/contract for the failure to perform a term of the specifications to the satisfaction of the County, and/or when the approved progress schedule or any other requirement of this Contract is not met. The County shall provide ten (10) days advance written notice to the Contractor for the failure to perform services or for the violation of any other term of the solicitation specifications. In the event of such termination, the County may complete the contracted work and the Contractor will be liable for any excess cost occasioned by the County thereby and in such case the County may take possession of and utilize in completing the work such materials and equipment as may be on the site and necessary therefore.

An award/contract may be terminated at will by the County upon a minimum of thirty (30) days prior written notice to the other party. In the event of termination as provided in this subsection, the Contractor will be compensated for all services performed and approvable reimbursable expenses from the inception date to the termination date provided the services performed and the expenses were provided in accordance with the solicitation specifications. Payment shall be made upon the Contractor delivering to the County all information and materials retained by the Contractor in performing the services described in the specifications, whether completed or in progress.

WARRANTY

Vendor warrants that the goods and/or services supplied will be of good workmanship and material, free from defects, and if the intended use thereof is known to the seller, that they are suitable for that intended use. The awarded vendor will warrant that all equipment is free of material defects both in materials and in workmanship for a minimum of 12 months (unless otherwise state in the solicitation document) from delivery date. Awarded vendor will transfer all applicable manufacturer warranties to the County and agrees to coordinate all claims on the County's behalf.

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP# 21-02
COMMISSARY, TELECOMMUNICATIONS AND
ADDITIONAL INMATE SERVICES



COPY

SMART COMMUNICATION / OTTAWA COUNTY AGREEMENT
EXHIBIT A: SERVICES

PHONES

TABLETS

KIOSKS

MAILGUARD[®]

VIDEO VISITATION

EDUCATION

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD® — VIDEO VISITATION — EDUCATION

March 19, 2021

Ms. Sandra Brinks
Fiscal Service Department - Purchasing
12220 Fillmore St. – Room 331
West Olive, MI 49460

Dear Ms. Brinks:

Thank you for the opportunity to provide this proposal in response to Ottawa County's RFP #21-02 for Commissary, Telecommunications and Additional Inmate Services.

Our proposal demonstrates how Smart Communications' Smart-EVO™ Inmate Telephone System (ITS), SmartVisit™ Video Visitation System (VVS) and SmartInmate™ Electronic Messaging System meet and exceed the RFP's Telecommunications and Additional Inmate Services requirements and contains a generous financial offer.

With Smart Communications, the County will be paid a commission on all revenue-generating services provided with **90.0%** commissions on all ITS call types – including interstate, **100.0%** commissions on every inbound voicemail, **50.0%** commissions on remote video visitation sessions and **10.0%** commissions on electronic messaging. There are no deductions, withholdings or "creative accounting" practices employed that reduce facility commission revenue. To further strengthen the County's budget, our financial offer also includes a **\$25,000.00** technology grant.

Smart Communications' proposal is structured to also benefit inmates, their families and friends through the provision of drastically reduced ITS call rates and various other affordable communication options. As illustrated in our cost summary, we aim to keep inmates connected with their loved ones by reducing ITS call rates by up to 83.22% and will provide remote, on-demand video visitation sessions with no minimum time requirements at \$0.20/minute – one of the lowest rates in the industry.

In addition to a substantial financial offer and more affordable service rates, Smart Communications' offer includes multiple value-added technologies and services that will enhance facility safety, security and efficiency as well as inmate productivity at **no cost**:

- **Patented MailGuard® Off-Site Personal Mail Scanning and Electronic Delivery Service Provided at ZERO COST (\$82,080.00 value over 3-year term)***
- **Patented MailGuardLegal® On-Site Legal Mail Processing Service**
- **FREE Weekly Inmate Electronic Messaging (\$32,832.00 value over 3-year term)***
- **FREE Inmate Tablets with NO Rental or General Access Fees**
- **SmartRequest™ Digital Request/Grievance/Medical Form Platform Service Provided at ZERO COST**
- **SmartEd™ Inmate Education Platform Provided at ZERO COST**
- **Digital Law Library Provided at ZERO COST (\$30,000.00 value over 3-year term)**
- **Jail Management System/Commissary Interfacing to Allow Inmate to Order Commissary and Access Other Details on Phones, Tablets and/or Kiosks as well as Automated Information Services (AIS) for the Public****
- **Annual Technology Training Summit Cruise (\$63,000.00 value over 3-year term)**
- **All Network, Hardware and Software Furnished, Installed and Maintained at ZERO COST**
- **Onsite Training and 24/7/365 Live, U.S. Based Customer and Technical Support Provided at ZERO COST**

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

**Values based on inmate average daily population of 228 inmates.*

***Smart Communications' proposal does not include Commissary Services. We are vendor neutral; we have a great working relationship with all major commissary vendors. This model allows your agency total control and flexibility with the vendors of your choice, now and in the future. We have a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications' proposed solutions with Ottawa County Jail's commissary and JMS/OMS providers will be provided at **no cost** to the County.*

Smart Communications' technologies and services are administered through our SmartEco-System™ Unified Management Console. This Management Console will transform the Ottawa County Jail by providing a cohesive and centralized platform that is utilized across the entire agency footprint. This inmate technology ecosystem brings automation, intelligence and communication together. With one login to our secure, web-based system, facility staff will find the efficiency and control they've been looking for.

Smart Communications' proposal will provide a connected and rejuvenated inmate communications environment – cutting-edge, low-cost communication systems; progressive and engaging programming; safer, contraband-free facilities; automation and efficiency – all in keeping with a true technology company focused on the simplification of Corrections.

As President of Smart Communications, I am authorized to commit Smart Communications to the terms of this proposal and any resulting contract with the County. Please do not hesitate to contact me with any questions, or to discuss modifications to our offer. You may contact me by email at jon.logan@smartcommunications.us or by phone 888-253-5178.

On behalf of our entire Smart Communications team, we welcome the opportunity to partner with the Ottawa County Sheriff's Office and provide the superior technology and support you will appreciate over the coming years.

Take care, stay safe and we truly appreciate your consideration.



Sincerely,

A handwritten signature in blue ink, appearing to read "Jon Logan".

Jon Logan
President
Smart Communications

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

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OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMERCIAL
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

ATTACHMENT A – PROPOSAL FORM

Instructions: Potential vendors submitting proposals must complete this form in its entirety and accurately. Failure to submit all attachments can result in the vendor being considered non-responsive. Responses to the following questions must be submitted and signed by an authorized Company representative. This questionnaire is provided as a fillable form .pdf document. Potential Vendors may also complete all required attachments as a stand-alone response (written or typed).

PRINCIPAL OFFICE INFORMATION / ADDRESS:

Individual / Company Name: Smart Communications
Street Address 10491 72nd St.
City, State Zip Code Seminole, FL 33777
Telephone 888-253-5178
Email jon.logan@smartcommunications.us

Taxpayer Identification Number

RESPONSE: The Federal Tax ID Number for Smart Communications Holding, Inc. is [REDACTED]



OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

VENDOR QUESTIONNAIRE:

SERVICES: Which services are you submitting a proposal for? Please check all that apply.

- Commissary Services

NOTE: Smart Communications' proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications' proposed solutions with Ottawa County Jail's commissary and JMS/OMS providers will be provided at **no cost** to the County. Commissary integration will provide inmates with the ability to order commissary items via the Smart-EVO™ ITS as well the SmartTablet™ and/or SmartKiosk™ hardware provided.

- Telecommunication Services
- Tablet Services
- Additional Services not listed above (Please list in the box below)

RESPONSE: Smart Communications' offer includes multiple value-added technologies and services that will enhance facility safety and efficiency as well as inmate productivity at **no cost**:

- Patented MailGuard® Off-Site Personal Mail Scanning and Electronic Delivery Service Provided at **ZERO COST** (\$82,080.00 value over 3-year term)*
- Patented MailGuardLegal® On-Site Legal Mail Processing Service
- **FREE** Weekly Inmate Electronic Messaging (\$32,832.00 value over 3-year term)*
- **FREE** Inmate Tablets with **NO** Rental or General Access Fees
- SmartEd™ Inmate Education Platform Provided at **ZERO COST**
- Digital Law Library Provided at **ZERO COST** (\$30,000.00 value over 3-year term)
- Jail Management System/Commissary Interfacing to Allow Inmate to Order Commissary and Access Other Details on Phones, Tablets and/or Kiosks as well as Automated Information Services (AIS) for the Public**
- Annual Technology Training Summit Cruise (\$63,000.00 value over 3-year term)
- All Network, Hardware and Software Furnished, Installed and Maintained at **ZERO COST**
- Onsite Training and 24/7/365 Live, U.S. Based Customer and Technical Support Provided at **ZERO COST**

*Values based on inmate average daily population of 228 inmates.

**Smart Communications' proposal does not include Commissary Services. We have a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems.

Smart Communications' comprehensive solution will provide a connected and rejuvenated inmate communications environment – cutting-edge, low-cost communication systems; progressive and engaging programming; safer, contraband-free facilities; automation and efficiency – all in keeping with a true technology company focused on the simplification of corrections.

SOLICITATION: Do you confirm that you have thoroughly read and reviewed all documents associated with this solicitation? Yes: No:

RESPONSE: Confirmed. Smart Communications has read and thoroughly reviewed all documents associated with Ottawa County RFP #21-02 Commissary, Telecommunications and Additional Inmate Services. Please accept this statement as our acknowledgement of receipt/understanding of RFP Addendum #1 issued on 02/19/21 and Addendum #2 issued on 3/5/21.

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RESPONSE TO RFP #21-02 — COMMUNITY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

GENERAL:

To be completed by all vendors.

1. VENDOR STATEMENT: Provide information regarding your company's background and history including year established, organizational chart, former names and type of ownership. State whether there has been any form of bankruptcy or creditor protection within the past ten (10) years. Describe your overall experience providing the proposed services, including the following information:

RESPONSE: Smart Communications is a true technology company driven by a passion for innovation. For over a decade we have been delivering technologies and services that have revolutionized the corrections industry. In 2009 we launched SmartInmate™, the world's first two-way electronic messaging system exclusively designed for correctional use. SmartInmate™ not only changed corrections by giving inmates access to a fast and more affordable new option to stay connected with family and friends, it also provided an entirely new intelligence source to help investigators prevent and solve crimes. A year later we launched SmartRequest™ the corrections industry's first digital request/grievance/medical platform and deployed the first facility wide digital law library.



The experience gained by deploying these new technologies and working directly with our facility partners gave Smart Communications insight into the many other challenges the corrections industry faced and how we could utilize our technological expertise to provide solutions to help overcome them. This led to the development of our proprietary Smart-EVO™ Inmate Telephone System (ITS), SmartVisit™ Video Visitation System (VVS) and our patented MailGuard® and MailGuardLegal® Postal Mail Elimination Systems.

Smart-EVO™ ITS|

Our Smart-EVO™ ITS platform stands upon the foundation of the first Voice over Internet Protocol (VoIP) call management system designed for corrections and is an evolution of 30 years of Inmate calling technology in one new platform. Critical elements of our Smart-EVO™ ITS platform have over 30 years of proven field experience and deployments in correctional facilities of all sizes both domestically and abroad. These elements have been installed in over 450 correctional facilities and are used by more than 158,000 inmates in the United States, Canada, United Kingdom, Japan and Singapore.



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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

SmartVisit™ VVS |

Our SmartVisit™ VVS was introduced in 2015 and remains the most intelligent video visitation platform in corrections. SmartVisit™ utilizes industry exclusive content filtering software and a robust web-based scheduling application that streamlines and automates the visitation process to provide a true “self-service” video visitation experience with **zero** staff involvement. Remote SmartVisit™ VVS sessions are billed on a per/minute basis at the lowest rates in the industry with no minimum session time lengths. SmartVisit™ VVS also supports on-demand/inmate initiated remote video visitation sessions to allow inmates to communicate with their loved ones when it matters most.



Patented MailGuard® and MailGuardLegal® Postal Mail Elimination Systems |

Smart Communications’ patented MailGuard® System provides a complete solution to one of corrections’ longest running problems and security loopholes - contraband and secret communications in inmate postal mail. MailGuard® keeps correctional staff and the inmate population safe by providing a remote, virtual mailroom that processes and electronically delivers inmate postal mail with zero County staff labor or exposure risk.



MailGuard® Processing Center | Seminole, FL

The MailGuardLegal® System is Smart Communications’ patented and field-proven solution that eliminates the delivery of illicit substances through privileged legal mail without violating offender confidentiality or privacy rights. The system includes a portable MailGuardLegal® Cart that is equipped with customized hardware to allow offenders to open, scan and print their legal mail under the direct supervision of an officer. For quick and accurate offender identification, the Cart is equipped with an offender ID card scanner and requires the offender to enter a secondary, unique password to initiate the process. The Cart’s digital video camera captures the entire process and automatically uploads and stores the video recording in the offender’s profile in Smart Communications’ Management Console. Should any dispute relating to offender privileged legal mail arise, the video can be quickly accessed and reviewed by authorized investigatory staff.



Smart Communications is currently the fastest growing communications company in corrections with a 230% growth rate per year. Our revenues are reinvested in future innovative technologies. Smart Communications invests millions of dollars every year into research and development. This investment has produced other innovations including our SmartEd™ Inmate Education and SmartEntertainment™ Streaming Media platforms.

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RESPONSE TO RFP #21-02 — COMMUNICATIONS
 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES

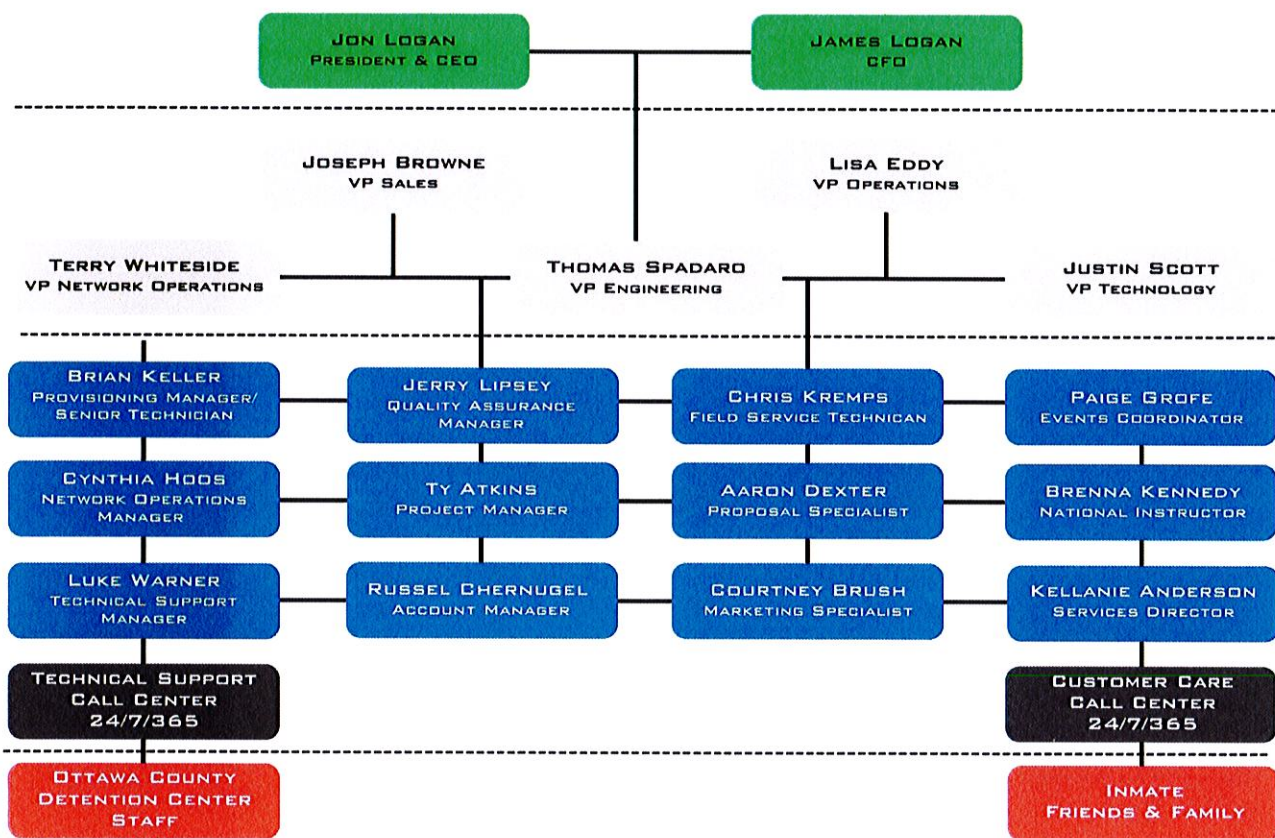


PHONES — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

All technologies and services provided by Smart Communications are solely developed, managed, supported and enhanced in-house. This ensures our partners are provided with the quickest and highest level of support available.

Smart Communications has been providing inmate communication technologies and services to local, county, state and federal correctional facilities of all sizes since the company was formed in 2009. We are privately owned corporation that has operated under the same name since its inception and has not ever filed for bankruptcy or for protection from creditors.

The following Smart Communications team members will be involved to ensure the successful implementation and ongoing support for this project.



NOTE: Levels of authority represented by segmented lines.

Account Manager – Russell Chernugel

Russell is a Michigan native who is talented and goal-driven individual with over 10 years of sales and account management experience. Russell assists with project management and the implementation of correctional facility accounts for the sale of inmate telephone services, mail scanning/processing, electronic messaging and video visitation. Russell will serve as your lead point of contact for any and all matters relating to your account and service.

Project Manager – Ty Atkins

Ty Atkins is a Management Professional and U.S. Army Veteran with 22+ years combined experience in telecommunications related project management and team leadership/training for companies such as OpticalTEL, Raytheon, CenturyLink and AT&T. As a diplomatic and tactful communicator, Ty produces effective plans which result in the successful and timely completion of complex installation projects across all levels of stakeholders. Ty

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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD™ — VIDEO VISITATION — EDUCATION

holds various certifications including: ISO Based Management Systems, ETA Fiber Optic Installer (FOI185366), ETA Fiber Optic Technician (FOT191000), OSHA and SBCA. Ty holds a B.A in Business Administration from Wright State University (Dayton, OH) and currently working towards attaining OSP Engineering Certification.

Provisioning Manager/Senior Technician – Brian Keller

Brian Keller is a detail oriented professional with over 34 years' experience in installations, troubleshooting, wiring and customer support regarding VOIP inmate telephone and video visitation systems in the correctional facility industry. He is a dedicated team player with strong organizational skills and strives to meet or exceed customer expectations. Brian also enjoys building client relationships and has a proven track record of successfully completing any installation task assigned to him. Brian holds an Associate's Degree in Electronics Technology, is a certified CISCO Network Association (CCNA) and has received Dbase III programming training.

Quality Assurance Manager – Jerry Lipsey

Jerry Lipsey has 9 years of experience in the telecommunications industry including sales, account management, project management and installations. Jerry has in depth knowledge of managing clients in the correctional industry based on his prior 23-year career in law enforcement with 10 of those years in Jail Administration. Jerry holds certification in Professional Management from Columbus State University and certifications from the GA Chiefs of Police Association Academy and ABAC College Regional Police Academy as a Peace Officer.

National Instructor – Brenna Kennedy

Brenna Kennedy possesses unique skill sets acquired through the fields of administration, education, personnel management, sales, acquisitions and corrections. As the dedicated National Instructor for Smart Communications, Brenna enjoys building new relationships and fostering positive client experiences. Brenna has developed extensive experience within the constantly changing technological environment. Her leadership skills are an important part of her successful track record and ability to identify clients' needs, quickly resolving their issues and improving the efficiency of product functionality.

Technical Support Manager – Luke Warner

Luke Warner holds certifications as both a Cisco Certified Network Associate (CCNA) and a Fortinet Network Security Expert (NSE) 3. Luke and his team ensure all cabling, power, kiosk, tablet, phone and associated equipment are installed correctly and on time. Luke has technical experience and skills in DHCP, DNS, Stackwise, Etherchannels, VLANs, VTP, DTP, NTP, OSPF, EIGRP, SNMP, IPSec, IPv6, InterVLAN Routing, Router-on-a-stick.

Project Manager (Back-Up) – Cynthia Hoos

Cynthia Hoos has more than 20 years of technical expertise in the correctional industry. Cynthia is responsible for managing Smart Communications networks and will serve as the back-up Project Manager.. Prior to joining Smart Communications, Cynthia spent 7 years as presales technical consultant with Hewlett Packard where she was a product specialist responsible for data-com, servers and communication products. Prior to HP, Cynthia spent 3 years with Scientific Dynamics as a Systems Integrator, where she was responsible for the inmate product certification.

Vice President, Technology – Justin Scott

Justin Scott was Smart Communications first employee over 11 years ago. Justin has been writing custom web applications most of his life, including the world's first inmate messaging system. Justin brings over 21 years of development experience with over half of his experience working and writing software exclusively for correctional agencies. Justin primarily uses ColdFusion and MS SQL Server. Justin also has a wealth of experience in working with a number of other web-based technologies including PHP, ASP .Net (C#), as well as building native Windows applications in JavaScript using Electron. In conjunction with his web programming, Justin has been involved with network and systems administration performing a DevOps role since before the term

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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

existed. Justin wears many hats as the IT Director and is responsible for networks deployed at multiple locations and overseeing other staff members in technical support, field services, programming and online operations.

Vice President, Network Operations – Terry Whiteside

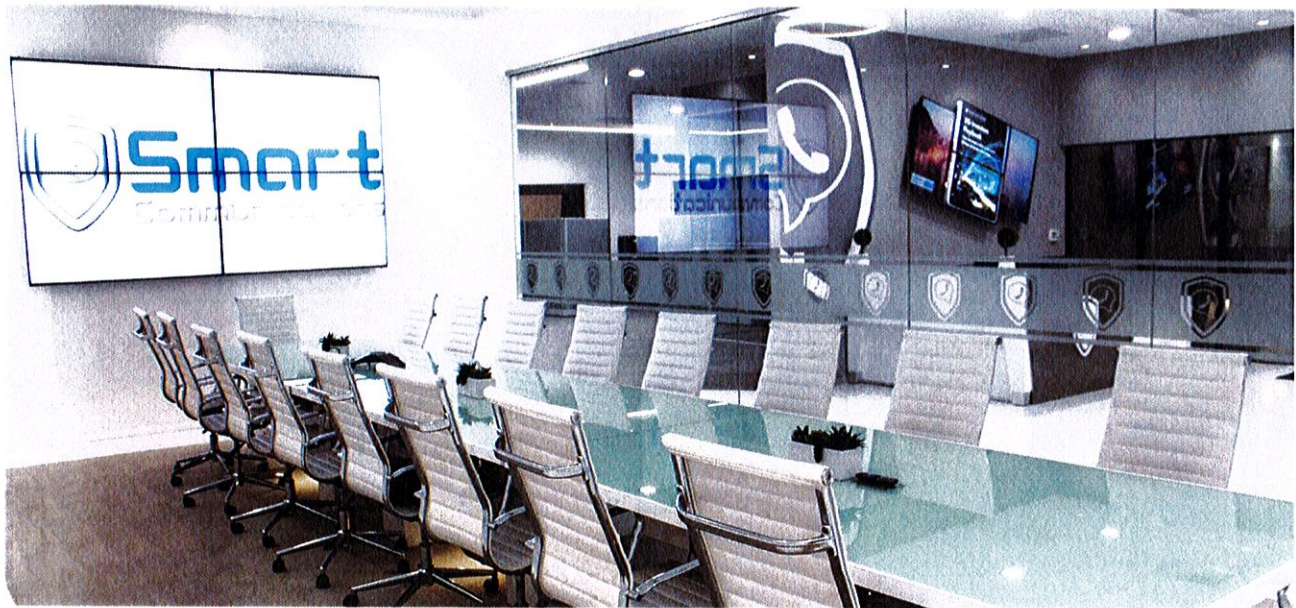
Terry Whiteside joined Smart Communications in January of 2019 and serves as VP of Network Operations. Prior to joining Smart Communications, Terry spent over 27 years in the telecommunications industry, most recently with Lattice Inc., an Inmate Phone Service Provider, where he served as their Chief Operating Officer. At Lattice Inc., Terry was responsible for leading the company on a day-to-day basis, establishing strategic direction, evaluating new services and markets, negotiating/executing contracts and wholesale agreements with the various underlying carriers, promoting the financial health of the company, ensuring the company has policies regarding customer service and ensuring that excellent technical support was provided. Prior to joining Lattice Inc. in 2007, Terry spent more than 15 years as executive and engineer in the telecommunications industry. Terry has a Bachelor of Applied Science Degree in Electronic Information Systems Engineering

Vice President, Engineering – Thomas Spadaro

Thomas Spadaro has over 30 years of experience in the design and development of real-time large-scale communications systems for corrections. Prior to this, Thomas developed voice systems for use by many of the major telecom carriers including BellSouth, Verizon, ATT, Sprint and several international carriers. Thomas is the inventor or co-inventor on several corrections industry patents including patents for Voice Over IP (VoIP) and Three-Way call detection. Thomas currently leads the software development and quality assurance teams at Smart Communications.

Vice President, Operations – Lisa Eddy

Lisa Eddy has over 25 years of experience exclusively in the inmate telecommunications industry. Lisa has a broad understanding of corrections industry, including staff training, customer service/retention, sales, marketing, contract management, installations and technical support.



Smart Communications believes this is an excellent opportunity for the Ottawa County Sheriff's Office to upgrade to an expansive, industry leading technology platform that will enhance facility safety and efficiency all at **zero cost!**

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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD® — VIDEO VISITATION — EDUCATION

a. What is your familiarity with inmate programs?

RESPONSE: We are not just familiar with inmate programs, we created many of them. Smart Communications is a company of innovators personally invested in the technology behind the company. We are currently the fastest growing communications company in corrections with a 230% annual growth rate. This explosive growth is driven by working with our correctional facility partners and reinvesting millions of dollars of our revenues to research, develop and introduce other technologies to improve communications, enhance safety and streamline facility operations. Our team is constantly creating the new technology that other corrections vendors are frequently trying to react to and eventually try to copy.

Smart Communications has consistently led the industry with technology firsts:

- 1986: Developed the industry's first purpose-built Inmate Phone Control System (IPCS) for BellSouth.
- 1997: Developed patented three-way call detection system, tested independently by major US and Canadian LECs – still considered the leading solution in the industry.
- 2000: Introduced the first Voice over Internet Protocol (VoIP) enabled IPCS and hold the earliest patent of this application.
- 2004: Introduced corrections grade voice biometric identification including dedicated Digital Signal Processing (DSP) to combat fraud unique to users in corrections.
- 2009: Developed SmartInmate™ Electronic Messaging for inmates – the first two-way electronic communications platform in corrections.
- 2010: Developed SmartRequest™, the corrections industry's first and most advanced electronic Request/Grievance/Medical system.
- 2011: Introduced a true IP based video visitation platform eliminating the complex cabling requirements of legacy video camera systems.
- 2015: Developed MailGuard®, corrections first and only patented Postal Mail Elimination system, eliminating corrections longest running problems – contraband in postal mail.
- 2015: Introduced SmartVisit™ local and remote video visitation platform with content filtering.
- 2016: Deployed the SmartEd™ and SmartEntertainment™ bringing free education and low-cost entertainment options to inmates.
- 2018: Developed MailGuardLegal™ patent-pending system for delivering inmate legal mail electronically.
- 2019: Developed SmartReentry™ the corrections industry's first, monthly reentry video broadcast series with local community content tailored to inmates and their local county, agencies, businesses and resources.

b. How many years has the company been providing the requested systems and/or services proposed?

RESPONSE: Smart Communications has been providing communication services to the corrections industry since the company was formed in 2009.

c. How many employees does the company employ (full-time employees / part-time employees)?

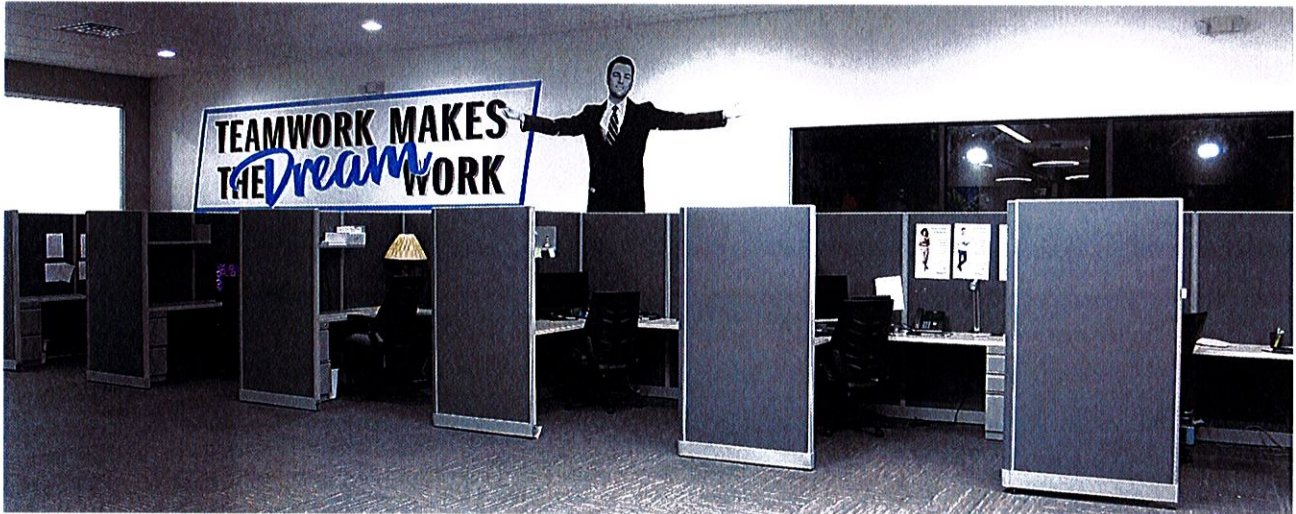
RESPONSE: Smart Communications is headquartered in Seminole, FL and employs over 150 full-time individuals. Our firm has various satellite offices located throughout the country that are staffed by experienced account and technical service representatives. Our satellite offices are in the following states: Arkansas, California, New Jersey, Ohio, Texas and Washington.

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES

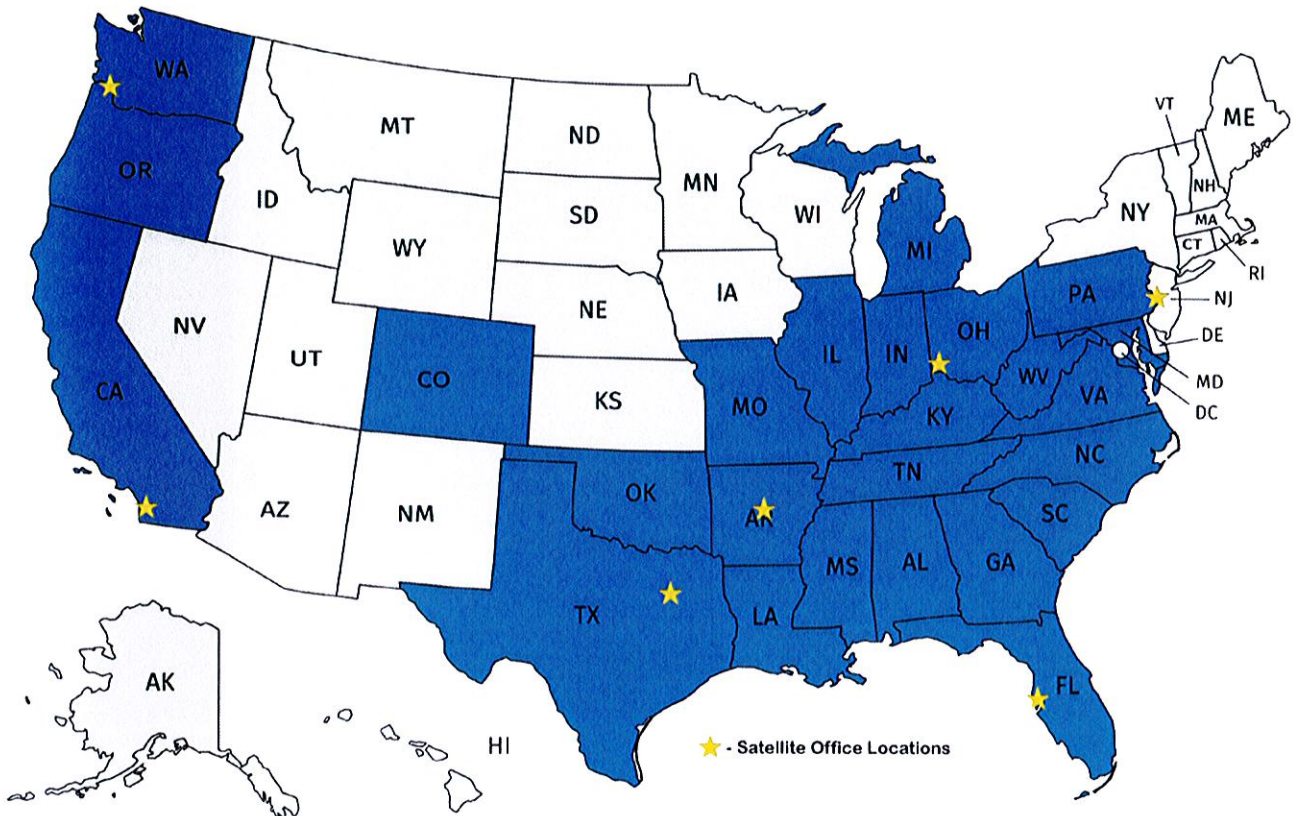


PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION



d. How many active customers does your company currently support?

RESPONSE: Smart Communications' technologies and services are currently used by more than 135 partner facilities in 25 states. Partners we serve include County jails from 100 inmates to over 3000 inmates, to the Pennsylvania Department of Corrections that houses over 50,000 inmates as well as the Massachusetts Department of Corrections with 10,000 inmates and Federal Bureau of Prisons that houses over 180,000 inmates.



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RESPONSE TO RFP #21-02 — COMMISSARY
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PHONES — TABLETS — KIOSKS — MAILGUARD™ — VIDEO VISITATION — EDUCATION

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RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL ISMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

Content Omitted as Confidential

Please note that our client partner list is proprietary and confidential. We respectfully request this information is not disclosed as disclosure may result in competitive harm.

Below are some testimonial/reference letters that we have received from a few of our of client partner facilities.

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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

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RESPONSE TO RFP #21-02 --- COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL inmate services



PHONES --- TABLETS --- KIOSKS --- MAILGUARD --- VIDEO VISITATION --- EDUCATION

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PHONES — TABLETS — KIOSKS — MAILGUARD™ — VIDEO VISITATION — EDUCATION

e. How many Michigan customers does the company serve? List separately for each proposed offering.

RESPONSE: Smart Communications currently serves one client partner in the state of Michigan, the Oakland County Sheriff's Office.

Smart Communications is maximizing safety, security, efficiency and inmate productivity at the Oakland County Jail (a 1,600+ bed facility) through the provision of the following technologies and services:

- SmartTablet™ and SmartKiosk™ devices
- Patented MailGuard® Postal Mail Elimination System service
- SmartRequest™ Digital/Grievance/Medical Platform
- SmartEd™ Inmate Education Platform
- SmartEntertainment™ Streaming Media Platform
- Digital Law Library



We were awarded the contract to provide these services via a competitive solicitation issued by Oakland County.

For additional details, please contact:

Maj. Curtis Childs
Oakland County Jail
Email: childsc@oak.gov
Phone: 248-858-1800

In addition to Oakland County, current contract negotiations with Monroe County Sheriff's office is ongoing.

f. How much expansion of services and/or equipment is anticipated to meet the requirements of the proposed services?

RESPONSE: There will be no expansion of service and/or equipment needed to meet the requirements of this proposal. Smart Communications' systems are hosted in Redundant Data Centers with excess capacity to allow for additional customers to be added as needed. Systems are continually monitored by our Capacity Planning Group to ensure there is sufficient capacity to meet current and future demand.

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COMMISSARY SERVICES:

To be completed by vendors proposing Commissary Services.

1. COMMISSARY SERVICES: Describe proposed commissary services, including a description of the selection of food, candy and gum, non-alcoholic beverages, health and drug items, and general merchandise, including quality brand-name products. Describe all ordering methods provided by your company in order to place commissary orders available to inmates, family and friends (i.e., telephone, online, lobby kiosk, order forms, etcetera)

- a. Provide a description of the proposed transition plan to initiate commissary services. Include a project timeline from kick-off to project completion, accounting for equipment ordering/delivery, cabling/wiring services, as applicable, testing, training and go-live.
- b. Describe how you maintain sufficient stock levels to limit shortages. What is your company average order fill rate?
- c. Provide a Cost Proposal Sheet of items, as described above, including brand name, product description, wholesale cost and recommended sale price.

RESPONSE: Not Applicable. Smart Communications proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications proposed solutions with Ottawa County Jail's commissary and JMS/OMS providers will be provided at **no cost** to the County.

2. TRUST ACCOUNTING: Describe your ability to process commissary orders against inmate accounts for sufficient funds. Assuming trust account transactions will be managed by the County in its Jail Management System (JMS), Core Technology JailTracker, does your system have a pre-existing integration?

- a. When there are not sufficient funds to fill an entire order, does the system have the ability to fill an order up to an available balance?
- b. Are you able to restrict commissary purchases? Describe.

RESPONSE: Not Applicable. Smart Communications proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications proposed solutions with Ottawa County Jail's commissary and JMS/OMS providers will be provided at **no cost** to the County.

3. INVENTORY MANAGEMENT: Describe your inventory management process. How do you maintain regular stock of only fresh (non-expired) products? Describe your inmate order, payment processing, delivery process.

- a. Describe your process for handling quality complaints from customers.
- b. Describe your company's process for reviewing and recommending new/different/substitute products to be added/removed from current Commissary products list.

RESPONSE: Not Applicable. Smart Communications proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications proposed solutions with Ottawa County Jail's commissary and JMS/OMS providers will be provided at **no cost** to the County.

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

4. STAFFING: Provide a description of a proposed staffing plan to accommodate the needs of commissary services, from order to delivery services.

- a. Provide Job Descriptions for proposed staff, including on-site positions, regional management, and those assigned to manage Commissary and Trust Accounting software.
- b. Describe your process for recruiting, hiring, training and scheduling staff. How do you address “no shows” or employee performance issues?
- c. What is your process to ensure that employees meet all security and ongoing background check requirements? Describe employee ID/uniform process and building access, search, personal articles, electronic devices, etcetera.
- d. How do you handle employee discipline and discharge of employees? Describe your procedure for communicating disciplinary and/or employee discharge to the County. What steps do you take to ensure employees identify any person who is a relative or personal acquaintance of that employee?

RESPONSE: Not Applicable. Smart Communications proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications proposed solutions with Ottawa County Jail’s commissary and JMS/OMS providers will be provided at **no cost** to the County.

5. REPORTING: Describe your system’s overall reporting capabilities and ability to produce performance metrics. Provide a list of any pre-built standard reports, daily sales transactions, order fulfillment, cost/price, ad hoc, other.

RESPONSE: Not Applicable. Smart Communications proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications proposed solutions with Ottawa County Jail’s commissary and JMS/OMS providers will be provided at **no cost** to the County.

6. COMPENSATION/FEES: Provide a description of any one-time and ongoing maintenance costs for any services, software or kiosks provided. Describe proposed commission percentage, as applicable, based on the gross monthly sales range.

- a. Include a description of the proposed commission reporting process summarizing the commissary count reconciliation, procedure for discrepancies between inmate trust accounts and actual inventory received and delivered, other.

RESPONSE: Not Applicable. Smart Communications proposal does not include Commissary Services. Smart Communications has a wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems. Integration of Smart Communications proposed solutions with Ottawa County Jail’s commissary and JMS/OMS providers will be provided at **no cost** to the County.

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

TELECOMMUNICATIONS (TELEPHONE AND/OR VIDEO VISITATION):

To be completed by vendors proposing Telecommunication Services.

1. TELECOMMUNICATIONS SERVICES: Provide a description of the proposed fully operation, secure and reliable inmate telephone calling services and/or video visitation system(s), including a description of proposed hardware and equipment to be installed.

» Smart-EVO™ Inmate Telephone System (ITS) Overview

Our Smart-EVO™ ITS has over 30 years of proven field experience and deployments in correctional facilities of all sizes, both domestically and abroad. Our platforms have been installed in over 450 correctional facilities and are used by more than 158,000 inmates in the United States, Canada, United Kingdom, Japan and Singapore. The Smart-EVO™ ITS is a state-of-the-art, web-based platform that delivers the features required to meet and exceed the requirements of this RFP.

- Innovative fraud prevention and detection features
- Advanced inmate calling controls and investigative tools
- Reliable system performance and superior call quality
- Standard and customizable call detail record reporting options
- Rugged, durable and tamper-proof hardware
- Multiple bill payment options
- No cost installation, training and JMS/commissary interfaces
- 24/7/365 customer service and technical support



Other notable features of the Smart-EVO™ ITS include:

- **Real-time access to inmate recordings:** All inmate recordings are saved and remain accessible for the duration of the contract with a provision to allow access of up to one year at the end of any contract in case of a contract change initiated by your agency.
- **Customizable call branding and announcements**
- **Free automatic software updates, upgrades and maintenance with minimal downtime**
- **Voicemail Exchange (VMX™):** This optional feature allows family and friends to leave a voicemail message directly for an inmate to schedule a call or to check in and say "hello." This eliminates the need of facility staff to receive, manually record and relay messages to inmates. Administrators can also use this feature to communicate important messages to all inmates simultaneously.
- **InTouch™ Inmate Hotline:** Saves time by eliminating the need for staff to address inmate phone call connection, quality or hardware issues. Inmates experiencing a phone related issue can dial *511 on any inmate phone to speak with a live, Florida-based customer service representative 365 days a year.
- **Proprietary Voice Engine:** Provides the ability for system auditory prompts and responses to be spoken in up to 99 different languages. The auditory prompts and responses are configured standard in both English and Spanish; additional languages can be added at any time at no cost to the facility.
- **ADA Compliance:** Smarts Communications provides the equipment necessary to ensure that your facility's telephone service and hardware is compliant with all requirements set forth in the Americans with Disabilities Act (ADA). This includes providing telephones which are accessible to persons in wheelchairs and providing systems that are compatible with Telephone Devices for the Deaf (TDD).

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- **A Single-Source Provider:** Smart Communications does not subcontract any portion of the technology and services offered. We custom-design and engineer our own software and technology, allowing us to offer superior value, service and support.
- **Free and Non-Recorded Public Defender Calls (at request of facility)**

» SmartVisit™ Video Visitation System (VVS) Overview

Smart Communications' SmartVisit™ VVS is the most intelligent video visitation platform in corrections. SmartVisit™ utilizes industry exclusive content filtering software and a robust web-based scheduling application that streamlines and automates the visitation process to provide a true "self-service" video visitation experience with zero staff involvement. Our advanced content filtering software eliminates the need for staff to "baby-sit" a visitation session by placing a globe around the visitation users faces and graying out all other content such as gang signs/hand gestures, nudity and other "virtual contraband".



Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.

(168091)

Smart Communications' SmartVisit™ VVS is the most intelligent video visitation platform in corrections. SmartVisit™ utilizes industry exclusive content filtering software and a robust web-based scheduling application that streamlines and automates the visitation process to provide a true "self-service" video visitation experience with zero staff involvement. Our advanced content filtering software eliminates the need for staff to "baby-sit" a visitation session by placing a globe around the visitation users faces and graying out all other content such as gang signs/hand gestures, nudity and other "virtual contraband". In addition to exclusive content filtering software, notable SmartVisit™ VVS features include:

- The user-friendly scheduling application allows individuals to schedule their own onsite and remote video visitation sessions.
- Scheduling application incorporates intelligent, conflict checking algorithms to ensure that hardware is available during the visitation time requested.
- Scheduling application will automatically cancel and send an email notification if the inmate's visitation eligibility status has changed or if the inmate has been moved to a location that doesn't allow or doesn't have video visitation available.

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- Supports on-demand inmate video visitation initiation on both SmartKiosk™ and SmartTablet™ devices.
- Ability to conduct 12 video visitation sessions simultaneously from a single housing unit.

Details relating to the hardware provided to support these systems/services has been provided in response to item "a." below.

a. Provide detailed information describing the type, manufacturer and physical makeup of the hardware/software your company is proposing.

NETWORK HARDWARE AND UNINTERRUPTIBLE POWER SUPPLY (UPS)

The Smart-EVO™ ITS and SmartVisit™ VVS are centralized system that requires minimal equipment installation at the facility. The equipment is installed in a half height standard 19.0" equipment rack and consists of a Firewall, Ethernet Switch, PoE Switch, two Analog VoIP Gateways, a Media Server and an Uninterruptible Power Supply (UPS). Two 66 blocks are mounted to the backboard that is used to terminate inmate phones to the Analog VoIP Gateways. The UPS maintains enough battery capacity to provide a minimum of two hours of emergency operation.

| FIREWALL HARDWARE | |
|------------------------|--|
| Description: | Firewall is a 19.0" Rack Mountable 1U Device |
| Depth: | 13.0" |
| Width: | 17.2" |
| Height: | 1.7" |
| Weight: | 6.6 lbs |
| Power: | AC Power at 100-240 volts and 50-60 Hz, 110 Watts max. |
| Operating Temperature: | 32° to 104° F |
| Humidity Range: | 10-90% (non-condensing) |



| ANALOG VOIP GATEWAY HARDWARE | |
|------------------------------|---|
| Description: | Analog VoIP Gateway is a 19.0" Rack Mountable 1U Device |
| Depth: | 10.0" |
| Width: | 17.0" |
| Height: | 1.75" |
| Weight: | 7.0 lbs |
| Power: | AC Power at 100-240 volts and 50-60 Hz, 110 Watts max. |
| Operating Temperature: | 32o to 122o F |
| Humidity Range: | Maximum relative humidity 95% (non-condensing) |



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ETHERNET SWITCH HARDWARE

| | |
|------------------------|---|
| Description: | Ethernet Switch is a 19.0" Rack Mountable 1U Device |
| Depth: | 6.70" |
| Width: | 12.90" |
| Height: | 1.70" |
| Weight: | 3.57 lbs |
| Power: | AC Power at 100-240 volts and 50-60 Hz, 13.5 Watts max. |
| Operating Temperature: | 32o to 104o F |
| Humidity Range: | Maximum relative humidity 95% (non-condensing) |



PoE ETHERNET SWITCH HARDWARE

| | |
|------------------------|---|
| Description: | PoE Ethernet Switch is a 19.0" Rack Mountable 1U Device |
| Depth: | 6.65" |
| Width: | 12.91" |
| Height: | 1.70" |
| Weight: | 3.07 lbs |
| Power: | AC Power at 100-240 volts and 50-60 Hz, 147 Watts max. |
| Operating Temperature: | 32o to 122o F |
| Humidity Range: | Maximum relative humidity 90% (non-condensing) |



MEDIA SERVER HARDWARE

| | |
|------------------------|--|
| Form factor: | 1U rack |
| Processors: | Intel® Xeon® processor E5-2600 product family |
| Processor sockets: | 2 |
| Internal interconnect: | 2 x Intel QuickPath Interconnect (QPI) links: 6.4 GT/s, 7.2 GT/s, 8.0 GT/s |
| Cache: | 2.5MB per core; core options: 2, 4, 6, 8 |
| Chipset: | Intel C600 |
| Memory ¹ : | Up to 768GB (24 DIMM slots): 2GB/4GB/8GB/16GB/32GB DDR3 up to 1600MT/s |
| I/O slots: | 3 PCIe slots: (10-drive-bay configuration is available only with the 3 PCIe slot option) Two x16 slots with x16 bandwidth, half-height, half-length One x16 slot with x8 bandwidth, half-height, half-length or 2 PCIe slots: One x16 slot with x16 bandwidth, full-height, 3/4 length |

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| | |
|--|--|
| | One x16 slot with x16 bandwidth (or x8 with one processor only), half-height, half-length |
| RAID controller: | <p><i>Internal controllers:</i> PERC S110 (SW RAID) PERC H310 PERC H710 PERC H710P</p> <p><i>External HBAs (RAID):</i> PERC H810</p> <p>External HBAs (non-RAID): 6Gbps SAS HBA</p> |
| Drive bays: | Up to ten 2.5" hot-plug SAS, SATA, or SSD or up to four hot-plug 2.5" SAS, SATA, or SSD + two PCIe SSD |
| Maximum internal storage¹: | Up to 10TB |
| Hard drives: | <p>Hot-plug hard drive options: 2.5" PCIe SSD, SAS SSD, SATA SSD, SAS (15K, 10K), nearline SAS (7.2K), SATA (7.2K)</p> <p>Self-encrypting drives available</p> |
| Embedded NIC: | <p>Broadcom® 5720 Quad Port 1GbE BASE-T (no TOE or iSCSI offload) Intel I350 Quad Port 1GbE BASE-T (no TOE or iSCSI offload)</p> <p>Intel X540 Dual Port 10GbE BASE-T with 2 x 1GbE (FCoE capability enabled on the 10GbE ports) Broadcom 57800S Dual Port 10GbE Base-T with 2 x 1GbE (TOE and iSCSI offload available on 10GbE ports) Broadcom 57800S Dual Port 10GbE SFP+ with 2 x 1GbE (TOE and iSCSI offload available on 10GbE ports)</p> |
| Power supply: | Titanium efficiency, hot-plug redundant 750W power supply; Platinum efficiency, hot-plug redundant 495W or 1100W power supplies; 1100W DC power supply; Auto-ranging power supplies |
| Availability: | High-efficiency, hot-plug, redundant power supplies; hot-plug hard drives; TPM; dual internal SD support; hot-plug, redundant fans; optional bezel; information tag; ECC memory; interactive LCD screen; extended thermal support; ENERGY STAR® compliant; switch independent partitioning |
| Remote management: | <p>iDRAC7 with Lifecycle Controller</p> <p>iDRAC7 Express (default), iDRAC7 Enterprise (upgrade option), 8GB vFlash media (upgrade option), 16GB vFlash media (upgrade option)</p> |
| ¹ GB means 1 billion bytes and TB equals 1 trillion bytes; actual capacity varies with preloaded material and operating environment and will be less. | |



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| UNINTERRUPTIBLE POWER SUPPLY (UPS) HARDWARE | |
|---|---|
| Description: | UPS is a 19.0" Rack Mountable 2U Device |
| Depth: | 19.0" |
| Width: | 17.50" |
| Height: | 3.50" |
| Weight: | 44.1 lbs |
| Power: | AC Power at 100-240 volts and 50-60 Hz, 1440 Watts max. |
| Operating Temperature: | 32o to 104o F |
| Humidity Range: | Maximum relative humidity 95% (non-condensing) |
| | |



INMATE TELEPHONE STATIONS

Smart Communications will provide a minimum of 64 inmate telephone stations specifically designed to meet the unique security, safety and durability needs of correctional facilities.

All inmate telephone station ringers are disconnected and will not allow incoming calls. These inmate telephone stations are manufactured of high-strength, tamper-proof heavy gauge steel that is coated in a graffiti/scratch resistant finish. The telephone handsets are constructed of heavy-duty polycarbonate molded plastic and feature no removable parts. These handsets attach to the base station via a steel armored, stretch/break/pull resistant cable. The length of the cable can be customized to meet facility-specific requirements.

Inmate telephone station dial pads are constructed of heavy-duty metal and are sealed to prevent moisture and allow for use in inclement weather conditions. In addition to these security and durability features, all Smart-EVO™ ITS hardware used by inmates are line powered and have no parts that can be removed without use of a specialized tool. These prevent damage and inhibit inmates from using telephone parts to manufacture weapons.

Smart Communications will also supply "hands-free" telephones for inmate use where suicide threat is present.



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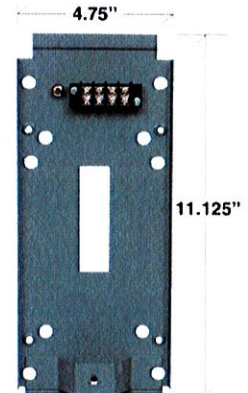
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FEATURES:

- Built-in user-controlled "LOUD" button for ADA mandated volume control (user-controlled volume amplification and volume resets to normal with on-hook)
- Confidencer technology 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 duty 14-gauge brushed stainless steel provides rugged housing designed for inmate use with mounting backboard
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths; 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: IDATE0SBITC-254, IC:3267A-ITC254



PORTABLE INMATE TELEPHONE STATIONS |

Smart Communications will provide a minimum of 3 portable inmate telephone stations securely mounted on a rolling base constructed of heavy-duty 14-gauge steel and featuring four 4.0" lockable wheels.

SPECIFICATIONS:

- Weight: 95.0 lbs
- Dimensions:
 - Base: 24.0" X 24.0"
 - Floor to Top: 51.0"
 - Base to Top: 44.0"
- Telephone Keypad Center Height: *
 - High: 40" approx. from Floor
 - Low: 30" approx. from Floor

*Varies depending on phone model installed.



TDD/TTY DEVICES |

Smart Communications will provide a minimum of 2 Ultratech SuperPrint 4425, a TDD/TTY telephone devices that comply with ADA requirements and is compatible with the Smart-EVO™ ITS. This device has been used extensively in correctional facilities.

To help eliminate the staff time needed to escort an inmate to a specific area for TDD/TTY use, the Ultratech SuperPrint 4425 is battery powered. This provides the convenience of not requiring power connections and allows the relay service 800 number to be called through the Smart-EVO™ ITS for seamless TDD/TTY usage.

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FEATURES:

- Built-in, 24-character printer
- 3 selectable print sizes
- 32k memory
- Date/time printed at the beginning of each call
- Turbo Code and Auto ID™
- E-Turbo for simplified relay calling
- Built-in ring flasher
- Arrow keys for easy review of memory
- Convenient GA/SK keys
- Easy-touch greeting memory
- TTY Announcer™ tells hearing callers you are using a TTY
- Baudot code (45.5/50 baud rate)
- Sticky key feature (for single-handed typing)
- ASCII code is available



SYSTEM ADMINISTRATION WORKSTATIONS |

Smart Communications' will provide a minimum of 4 System Administration Workstations. The System Administration Workstations can be used by authorized facility staff with access to the Management Console to provide them with the ability to access and manage various features our proposed solutions (i.e. call monitoring and recording, reports, etc.).

The System Administration Workstations provided will include components that meet and/or exceed the following specifications:

- Core i-5 3.1 GHz (or equivalent) Processor
- 500 GB hard disk drive with 6 GB RAM
- Integrated 10/100 network interface
- Windows 10 Professional 64 bit (licensed)
- 16x DVD +/- RW with data/audio burning software
- 17" flat panel color monitor
- 2 button USB optical mouse with scroll, USB keyboard and external speakers
- HP Ink/Deskjet Multi-Function Color Printer/Copier/Scanner



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VIDEO RELAY SERVICE (VRS) DEVICES |

Video Relay Service (VRS) and Video Remote Interpreting (VRI) on Smart Communications' hardware is provided by Purple Communications. Purple Communications' VRS and VRI are FCC-certified solutions for deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA).

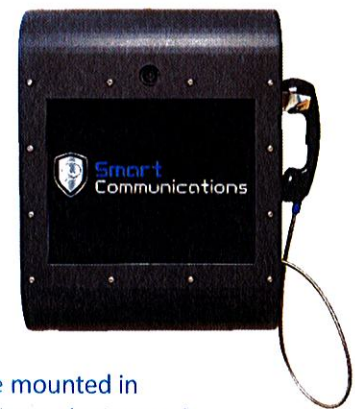
Purple Communications' VRS and VRI are fully interoperable with our SmartVisit™ VVS allowing sessions to be monitored, recorded and administered in the same manner as a standard video visitation session.



SMARTKIOSK™ AND SMARTTABLET™ DEVICES |

Smart Communications has over a decade worth of experience in the research, development and delivery of custom, correctional-grade kiosks and tablets. Our SmartKiosk™ and SmartTablet™ devices are engineered to withstand inmate abuse and meet the unique safety and security requirements of correctional facilities.

Each SmartKiosk™ device connects via Cat5e or Cat6 Ethernet cable to a dedicated port on an Ethernet switch that is connected to a dedicated Local Area Network (LAN). This connection allows SmartKiosk™ devices to connect to other allowable devices on the LAN or over the Wide Area Network (WAN). All SmartKiosk™ devices feedback to a central router and firewall located within the facility. A secure connection from the facility to the SmartVisit™ application located in Smart Communications' data center is provided to allow SmartKiosk™ devices to be managed. SmartKiosk™ devices are capable of being powered by 110VAC or PoE via the connected network Ethernet cable.



The SmartKiosk™ is composed of a 17.0" touchscreen LCD display designed for high-threat environments, a high-definition IP camera and other electrical/computer hardware mounted in a 22.0 X 18.0 X 5.0" (HxWxD) high-strength, 12-gauge steel housing. The housing fully encloses the internal components and does not have any openings or external hinges which prevents tampering and exposure to liquids. The housing also features smooth rounded edges to prevent injury and a rounded top design prevent beverages from being placed on the device. To provide optimal sound quality and user privacy, SmartKiosk™ devices are equipped with a corded telephone handset. The handset is constructed of heavy-duty polycarbonate molded plastic and does not contain any removable parts. The handset's cable is contained in a flexible, stainless steel, armored sheathing with a pull strength that exceeds 1,000 ft-pounds and is attached to a SmartKiosk™ device via a bayonet lock method.



Every aspect of our SmartTablet™, including the device's body, battery, camera and wireless charging stations, were engineered from the ground up in partnership with our private manufacturer in Asia. This makes the SmartTablet™ different from our competitor's tablets that are nothing more than an off-the-shelf, consumer grade tablet housed inside a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications' custom, proprietary operating system that will only allow the device to connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (i.e. Samsung) tablets run on non-

proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain access to the Internet. The SmartTablet™ device's 7.0" touch screen LCD display is constructed of 3X thick Gorilla Glass and pass durability/drop, chemical stain and other quality control tests at our production facility.

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| SMARTTABLET™ SPECIFICATIONS | |
|-----------------------------|--|
| Display Size: | 7.0" LCD Touchscreen w/ 3x thicker Gorilla Glass |
| Resolution: | 1024 x 600 |
| Operating System: | Android 6.1 (Customized and Secured) |
| Processor: | ARM Cortex A7, 4 cores, 1.2GHz |
| Memory: | 1 GB DDR3 Ram/8GB Storage |
| Battery Life: | 8+ Hours (rechargeable/non-removable) |

SmartTablet™ devices are charged via our custom, wall mounted, self-service wireless charging stations. Each station charges up to ten SmartTablet™ devices simultaneously. Zero staff involvement is required to charge a SmartTablet™ as they are charged wirelessly by inserting the device into any available charging bank. When inserted, small metallic contacts on the SmartTablet™ device's enclosure contact the charging pins in the charging bank. When contact is made, the charging bank bi-colored LED indicator will turn on to indicate the current charge status of the SmartTablet™. The LED will be red when the battery is charging and green when the battery is fully charged.



b. List features and functionality of hardware and software proposed, including but not limited to payment options (debit, prepaid, collect, other) online, interstate and intrastate calling, video visitation, call recording, and monitoring, etcetera.

Payment Options

Smart Communications offers a variety of calling account and payment options to help inmates stay in touch with their family and friends. Our Smart-EVO™ ITS supports the following calling account/payment options: Collect, Prepaid Collect, PIN Debit and Direct Bill. The Smart-EVO™ ITS can also be programmed to provide the called party with immediate access to a live, Customer Care Center representative to assist with account setup when an inmate attempts their first call.

Collect

Depending on the family or friend's local telephone service provider, they may be eligible to pay for collect calls from inmates. Collect call attempts are authenticated using real time LIDB validation to determine if the call can be billed by the called party's local telephone service provider. If collect calls can be billed, their charges will appear on the called party's telephone bill. If a collect call is rejected by the validation process or has exceeded the monthly collect call threshold, the called party has the option of setting up a Prepaid Collect account.

Prepaid Collect

Prepaid Collect (PPC) is the best solution if an inmate's family or friend cannot receive collect calls or wants to control how much they spend on receiving inmate phone calls. Funds deposited into a PPC account allow family or friends to pay for collect phone calls they receive from an inmate in advance. Funds can be deposited into PPC accounts many ways, including:

- Customer Care Center (Live Operators): 888-843-1972
- Interactive Voice Response (IVR): 888-843-1972
- Online: www.SmartInmate.com
- On-site deposit kiosk (if installed)
- Western Union or money order

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PIN Debit

PIN Debit is an inmate-owned prepaid phone account. A PIN Debit account allows an inmate to pay for phone calls they make in advance so there is no cost to the called party. Funds may be deposited into a PIN Debit account by inmates' family members or friends, or by an inmate initiating a commissary account funds transfer.

Unlike a PPC account, a PIN Debit account is owned by the inmate and is therefore not restricted to calling the telephone numbers specified by a family member or friend. PIN Debit account funds may be used by inmates to pay for calls to any facility-approved telephone number they choose.

Direct Bill

Direct Bill is an option designed specifically for customers such as bail bondsmen and other organizations that typically don't accept credit card payments. An organization interested in setting up a Direct Bill account may do so by contacting our Customer Care Center at 888-843-1972.

Smart-EVO™ ITS Call Recording and Monitoring

The Smart-EVO™ ITS can record all inmate calls or be configured to selectively record calls based on inmate PIN, called numbers or inmate telephone station. The Smart-EVO™ ITS can also be configured to disable call monitoring and recording on attorney phone numbers to preserve attorney/client privilege. If an attorney has accepted calls before informing the facility that their number should be marked as privileged, the Smart-EVO™ ITS will automatically delete any previous recordings as soon their phone number is marked as privileged.

Call recordings are immediately accessible online via the SmartEco™ Unified Management Console. Authorized users can use any computer with Internet access to securely log into the Smart-EVO™ ITS Facility Manager. Once logged in to the SmartEco™ Management Console, users that have been assigned the appropriate permissions have ability to playback and/or download the call recordings; no additional hardware or software is necessary.

Recordings are downloadable in a compressed .mp3 format. Groups of call recordings can be assembled into a download set to help track calling. Download sets can be quickly shared with other staff members or investigators, eliminating the need to download the call recordings separately, transfer them to a media storage device (CD, DVD, USB Flash Drive, etc.) and send the media storage device from the facility. If call recordings must be downloaded and transferred to a media storage device, the SmartEco™ Management Console provides a simple point-and-click interface. The interface allows users to download one or a group of recordings and retain all pertinent call detail information with the recordings, for ease of use at alternate locations.

All Smart-EVO™ ITS call detail records and recordings are stored and backed-up on redundant Storage Area Networks (SAN) located in our data centers in Philadelphia, PA and Tampa, FL. These storage systems can scale dynamically with no limitation on total capacity. Our software systems do not impose a limit on the number of inmate records or call detail records that can be stored. All call detail records and recordings will remain online and immediately available for the full duration of the contract and beyond the contract if required. Backups can be fully automated and scheduled daily during off-peak hours.

All Smart-EVO™ ITS calls that are not protected by attorney/client privilege can be monitored by authorized staff or investigators in real-time via SmartEco™ Management Console. When an authorized user logs into the SmartEco™ Management Console, they can view all calls in progress and select the call they wish to monitor. There is no indication when a call is being monitored; therefore, the inmate and called party are not able to detect if their call is being monitored.

SmartVisit™ VVS Recording and Monitoring

Smart Communications' SmartVisit™ VVS supports the recording and storage of all video calls. Video call recordings are generated by our custom internal recording subsystem. This subsystem processes and mixes

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video visitation audio and video data and embeds metadata into the recording file in real-time. Completed recordings are readily accessible to authorized users via the SmartEco™ Management Console just like Smart-EVO™ ITS call recordings. Video call recordings can be reviewed directly through the user's Internet browser or downloaded for future review.

Video call recordings are stored in MP4 format. Since MP4 is a popular and non-proprietary video file format, there is no additional software required to playback downloaded video call recording files. The downloaded video call recording file can be played back on the pre-installed media player on common operating systems.

Video call recordings are stored as a single file that contain both the inmate and visiting party audio and video feeds as well as other important visitation data such as the video endpoints used, session timer and date/time of the visit. Any messages displayed during the visitation are recorded in the video call recording file also.

Content Omitted as Confidential

SmartVisit™ VVS calls that are not protected by attorney/client privilege can be monitored by authorized staff or investigators in real-time via SmartEco™ Management Console. When an authorized user logs into the SmartEco™ Management Console, they can cycle through different SmartVisit™ VVS calls in progress and select the call they wish to monitor. There is no indication when a call is being monitored; therefore, the inmate and called party are not able to detect if their call is being monitored. While monitoring SmartVisit™ VVS call, authorized facility staff may enter text message/notification to be displayed to both parties.

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c. List and describe any investigative tools or software that are available with the proposed system(s).

RESPONSE: Smart Communications' proposed Smart-EVO™ ITS and SmartVisit™ VVS share many of the same investigative tools and features such as live call monitoring and access to recordings described above. Additional investigative and features shared by these communication systems include:

Call Watch Lists

When an inmate placed on the call watch list makes a Smart-EVO™ ITS or SmartVisit™ VVS a notification is automatically sent to alert to investigative staff via email, phone or text. Upon receipt of the alert, investigative staff can login to the SmartEco™ Management Console to monitor the call and for ITS calls can dispatch staff to the telephone station location to positively identify the caller.

Investigate Interface/Case Folders

The Investigate Interface provides a secure interface between the correctional facility and external law enforcement agencies. The Investigate Interface is designed to aid facility staff and investigators with tracking and managing assets for specific incidents or individuals with case folders.

The Investigate Interface allows for the creation of new "cases" by system administrators. Once a case is created, users can publish various digital, text-searchable case-note assets such as:

- Call detail records
- Call recordings
- Voicemail messages
- Electronic and scanned paper documents
- Text data entries and more

To keep confidential case information safe, the Investigate Interface also provides investigators with the ability to choose who can access the information stored in case files. Case files marked as "private" are only accessible to the investigator. Case files marked as "shared" are only accessible to select, user-defined facility staff. Case files marked as "public" are accessible to any staff member with domain access.

These investigative tools are fully integrated and leverage the communications infrastructure in real-time. There is no need to export or transfer data between systems.

Unique investigative tools and features of the Smart-EVO™ ITS include:

"Best Known Name and Address"

To further aid in investigations, the Smart-EVO™ ITS incorporates a unique, "best known name and address" feature. When available, the Investigate Interface will query external data sources to locate the "best known name and address" associated with the phone number called by an inmate. If located, the address of the telephone called will be displayed via an interface with Google Maps.

Call Detail Record (CDR) Analysis and Customizable Reports

The Smart-EVO™ ITS features a comprehensive call detail record analysis tool with an extensive set of parameters that allows investigators to identify trends and patterns in phone usage and activity.

SmartInmate™ Electronic Messaging System Investigative Features and Tools

Our proposed SmartInmate™ Electronic Messaging System has many built-in investigative features that make the system an invaluable intelligence gathering, crime solving and powerful crime prevention tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing user/investigator defined keywords or names are transmitted, or inmates being shadowed under investigation

OTTAWA COUNTY DETENTION CENTER

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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

send or receive messages or connect with a new public user. Furthermore, SmartInmate™ messages are fully keyword searchable. Keywords are highlighted in the search results to allow users/investigators to quickly locate content of interest.

SmartInmate™ also collects statistics, data and information on public users in the community that are in communication with inmates at your agency. Information such as connected inmates, phone numbers, IP-addresses, email addresses, credit card and bank information, GPS locations, devices used and more.

Message Viewer: RE: GOTTA PRAY

Info Activity Log

Reference #: 59,104,955 [Print](#)

Subject: RE: GOTTA PRAY [Print Message](#)

From: STEVEN BARNES (275979) [FLAGGED!](#)

To: Mariah Lucas [Reason: \[1\] Found 'blunt' in message.](#)

Sent: 04/24/2020 4:46 PM [Review](#)

Status: Pending C.O.D. [This message has not been reviewed.](#)

Message

I need u to do that for me baby this weeknd sit back with mariah an chill smoke a blunt with her an drink some wine and eat an chill with the babies an u gotta think about it the reason they going so now is that cause this happen b4 i told u the last time when i tlk the lady when i was on the fourth floor she said if they come back they wont go away so easy so just keep doing they lil classes an seeing them every week an pray everything will b ok cause god will make it ok they just trying to make sure this never happen again thats all just keep cool an stick to what im telling they have nothing they just trying to scare u thats all bae

[Translate to English](#)

There are other messages associated with this conversation. [View Previous Message](#)

Sent From

Location
Lee County Jail

Housing Area
Core - Pod P

MailGuard® Postal Mail Elimination System Investigative Tools and Features

Smart Communications' proposal includes the provision of our patented MailGuard Postal Mail Elimination System® service at **no cost** to the County. In addition to eliminating the risk of contraband entering your facility via mail and providing a streamlined, labor-free, automated means to process inmate postal mail, MailGuard® also serves an invaluable investigative/ intelligence gathering tool. Digital mail is database searchable to allow your facility to gain intelligence and eliminate secret communication.

d. Provide a list of mandated, regulatory and/or company-initiated policies related to telecommunications services. Prepaid Account Deposit Minimum? After what period of inactivity does a prepaid account balance expire?

RESPONSE: There is no minimum deposit amount required for a Smart-EVO ITS Prepaid Collect Account. When no activity is present on a Prepaid Collect Account for a period of six months, the account is considered dormant and will automatically expire. This time period is not configurable.

For SmartVisit™ VVS and the minimum deposit amount of \$5.00. Prepaid SmartVisit™ VVS funds never expire.

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2. HARDWARE/SOFTWARE INSTALLATION AND CONFIGURATION: Provide a description of the work plan for the design, order, installation, and configuration of all proposed telecommunications equipment and applications.

- a. Include a project timeline from kick-off to project completion, accounting for equipment ordering/delivery, cabling/wiring services, as applicable, testing, training and go-live.**

IMPLEMENTATION PLAN NARRATIVE

Smart Communications will provide the Ottawa County Sheriff's Office with a fully operational, secure and reliable, state of the art inmate communications solution at no cost to the County. Smart Communications will provide all labor, materials, and services requested in this RFP and will be responsible for furnishing, installing, and maintaining the proposed Smart-EVO™ ITS, SmartVisit™ VVS, and SmartTablet™ based solution. Smart Communications has the operating, quality control and assurance procedures in place to ensure a high level of quality services to the County's inmate population.

The transition period will begin as soon as the contract is signed and will be completed within 40 days. Smart Communications' Project Manager will present a preliminary project plan within 5 days after the contract is executed with the County.

The project will be implemented in the following phases and are described in detail below:

- 1.1. Initiation Phase
- 1.2. Planning Phase
- 1.3. Execution Phase
- 1.4. Quality Assurance and Testing Phase

INITIATION PHASE (1.1)

- **Initial Meeting/Site Survey (1.1.1 – 1.1.3):** Upon contract award, a Smart Communications Project Manager will organize an introductory/scheduling call to the individual at the County that will be overseeing the project. The call results in scheduling a date for Smart Communications to conduct an initial on-site planning meeting and facility site survey. The scheduled on-site planning meeting/site survey between Smart Communications' Project Manager/Implementation Support Team and the County project overseer and other key staff will be conducted.

The discussions during the planning meeting include a re-examination/confirmation of project scope, objectives and requirements, a review of the High-Level Implementation Timeline, a review of the facility's existing inmate communications systems and processes, a review of the facility's IT requirements (Internet access, operating systems, browsers, firewalls/network security), installation action plan/time schedule and security concerns. The site survey to identify electrical and cabling requirements, network design and installation points for hardware and Jail Management System (JMS)/Commissary systems are reviewed to determine integration requirements will be conducted.

NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approximately 3 to 6 weeks. These circuits need to be in place before installation may proceed. To help expedite installation and cut-over time, Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase.

PLANNING PHASE (1.2)

- **Provisioning Design Document (1.2.1):** Based on information gathered during the Initiation Phase, a Smart Communications Provisioning Manager will create a Provisioning Design Document detailing network design/infrastructure/architecture, hardware details/specifications, voice and data facility

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details/specifications and resources needed to complete tasks and objectives. This document will also detail revised schedules/timelines and subcontractor information (if required).

The information contained in the Provisioning Design Document will include:

Site Information Details:

- Site and shipping addresses
- Site and shipping contact name, phone number(s) and e-mail address
- Site entry advanced notification requirements
- Background checks
- Tool checks and escort requirements

Communication Device and Network Infrastructure Details:

- Condition of existing facility wiring
- Type of existing phones and new back plate requirements
- Telephone handset cord length requirements
- TTY device quantity and installation locations
- Public Video Visitation Terminals quantity and location
- SmartTablet™ quantity and location
- Access Point quantity and mounting locations
- Charging station quantity and location
- Cable/wire and electrical requirements

Telephone Equipment Room Details:

- Room number/location and dimensions
- Location of telephone demark
- Distances between telephone demark and communications equipment installation points
- Inside cable requirements
- Cabinet or rack mount requirements
- Power and surge protection requirements
- Telecom block type and backboard space requirements
- Distances between telecom blocks and communications equipment installation
- HVAC requirements

IT Details:

- IT contact name, phone number(s) and e-mail address
- Facility workstation Internet access, operating system and browser requirements
- Facility firewall and network security requirements

The completed Provisioning Design Document is received by the Smart Communications Project Manager. Based on this information, the Project Manager finalizes the Project Plan and submits to the County for review and approval (1.2.2). Smart Communications will initiate the Execution Phase (1.3) shortly after the Project Plan has been reviewed and approved by your facility.

EXECUTION PHASE (1.3)

- After the Project Plan has been approved by the County, the broadband circuits and necessary hardware materials (telephone hardware, VVS server, Inmate tablets, charging stations, access points, networking equipment, voice gateways, equipment rack, Uninterruptible Power Supply (UPS), router, switches, cabling, conduit, wiring blocks, etc.) will be ordered and/or built (1.3.1).

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The Execution Phase includes the following tasks as detailed in the "Implementation Timeline":

- **Hardware Materials Receipt, Build, Configuration, Testing and Delivery (1.3.2)** - Hardware will be assembled, pre-configured, tested, packaged and shipped to the County facility. Materials will be scheduled to arrive at the Facility just prior to the start of installation.
- **Jail Management System (JMS) Commissary Interface (1.3.3)** - The County's JMS and commissary system integration with SmartEco™ Management Console to be implemented and fully tested prior to going live.
- **Systems Configurations (1.3.4)** - The County information will be populated in the SmartEco™ Management Console and administration accounts set up. All assets will be entered in the SmartEco™ Management Console and applications that will be utilized by the County will be configured.
- **Data Conversion and Loading (1.3.5)** - Request Inmate PINs, PANs and Account Balances data from current vendors and scrub and load into the system.
- **Site Installation (1.3.6)** - All cables, wiring, networking equipment, ITS stations, charging stations, access points, etc. are installed.
- **On-Site Training (1.3.7)** - Comprehensive on-site training is provided to County staff relating to the administration, operation and reporting of the system. Training sessions are designed to focus on the needs of staff based on System user/permission level: (1) Staff, (2) Staff Administrator, (3) Investigator and (4) System Administrator. Training session topics include: System Overview, System Administration, Inmate PIN Management, Inmate Phone Management, Investigative Features, Reports, Call Processing and Technical Support Services. Documentation and training guides are provided at the time of training. Training is provided to the satisfaction of the facility and additional on-site training may be requested any time during the contract at no cost.
- **Cut-Over/Turn-Up (1.3.8)** - After Data Conversion and Loading (1.3.5) and Site Installation (1.3.6) is complete, the inmate telephones are cut-over. The cut-over will take place during off-hours to minimize service outage risk. Each inmate telephone station is cut-over by a team consisting of two technicians. One technician moves the single wire pair from the incumbent's punch-down block to the Smart-EVO™ ITS punch-down block while the other team member tests the phone to ensure proper functionality.

NOTE: Smart Communications attempts to minimize the involvement of facility staff during Site Installation (1.3.6) and On-Site Training (1.3.7). However, we will need to establish a primary contact at your facility who will work with the Project Manager to supervise the processes to reduce installation and cut-over time.

Other responsibilities of the primary point of contact would include:

- Providing our technicians with security clearance and escorts to perform work within the facility
- Helping to ensure that the appropriate facility staff is available to attend systems training sessions that will be conducted by a certified Smart Communications Instructor.

QUALITY ASSURANCE AND ACCEPTANCE PHASE (1.1.4)

- After the Cut-Over/Turn-Up (1.3.8) tasks are complete, the 5-day Customer Acceptance Period will commence. During the acceptance period, the County systems are closely monitored remotely by our Network Operations Center (NOC) to ensure functionality and optimal performance. An on-site Smart Communications technician will also be available during the acceptance period to address any system issues that may arise as well as provide additional support to your facility staff.

Key system functionality tests that will be verified/confirmed with your facility staff for acceptance:

- Each Smart-EVO™ ITS station is providing excellent call and audio and quality
- Calls are not being lost
- Call lengths are correct

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PHONES — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

- Call prompts function/display properly in both English and Spanish languages
- Call rates are correct and calls are being rated properly
- Prepaid payments are credited to accounts properly
- Smart-EVO™ ITS and SmartVisit™ VVS scheduling features are functioning properly
- Privileged and restricted numbers are loaded and configured properly
- All recording and monitoring features are functioning properly
- SmartTablet™ devices are connecting to a wireless network properly
- All SmartTablet™ applications are working properly

IMPLEMENTATION PLAN TIMELINE

| OTTAWA COUNTY SHERIFF'S OFFICE HIGH LEVEL IMPLEMENTATION PLAN | | |
|--|---|----------------|
| Task | Description | Duration |
| 1.0 | INSTALLATION AND CUT-OVER/TURN-UP | 40 days |
| 1.1 | INITIATION PHASE | 1 day |
| 1.1.1 | Place introductory call - schedule onsite planning meeting and site survey | 0.5 hrs |
| 1.1.2 | Conduct onsite planning meeting - review project scope, objectives and requirements, Implementation Timeline, existing inmate communications systems/processes, IT requirements, installation action plan, security concerns | 3.5 hrs |
| 1.1.3 | Conduct site survey - identify electrical and cabling requirements, network design and installation points for hardware; review JMS/Commissary systems to determine integration requirements | 4 hrs |
| NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approx. 3 - 6 weeks. To expedite installation and cut-over time, Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase. | | |
| 1.2 | PLANNING PHASE | 4 days |
| 1.2.1 | Provisioning Design Document | 2 days |
| 1.2.1.1 | Create Provisioning Design Document - details network design/infrastructure/architecture, hardware specifications, voice and data facility specifications, necessary resources, revised timelines and subcontractor information | 16 hrs |
| 1.2.2 | Project Manager receives Provisioning Design Document; finalizes Project Plan and submits to County for review/approval | 2 day |
| 1.2.2.1 | Project Plan: Installation schedules and timelines, provisioning and infrastructure design document, risk management plan, resource plan, communications plan, stakeholder management plan, change management plan and test plan. | 14 hrs |
| 1.2.2.2 | Project Manager submits Project Plan and Infrastructure Plan to County for approval | 2 hrs |
| 1.3 | EXECUTION PHASE | 30 days |
| 1.3.1 | Hardware Materials Procurement | 2 days |
| 1.3.1.1 | Order/build broadband circuits and hardware materials (ITS hardware, media Server, Tablets, charging stations, voice gateways, equipment rack, UPS, router, switches, cabling, conduit, wiring blocks, etc.); NOTE: Task duration only reflects time required to order materials (delivery/build lead times are not included) | 16 hrs |
| 1.3.2 | Hardware Materials Receipt, Build, Configuration, Testing and Delivery | 4 days |
| 1.3.2.1 | Assemble, pre-configure and test hardware materials ordered and/or built (1.1.3.1) | 24 hrs |
| 1.3.2.2 | Assembled/configured/tested hardware materials are packaged and shipped to installation site | 8 hrs |
| 1.3.3 | JMS and Commissary Interface | 2 days |
| 1.3.3.1 | Review specifications for integration and address security concerns | 2 hrs |
| 1.3.3.2 | Design and develop integration interfaces | 8 hrs |

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| | | |
|--------------|--|---------------|
| 1.3.3.3 | Integration interface Quality Assurance (QA) testing | 6 hrs |
| 1.3.4 | Systems Configurations | 9 days |
| 1.3.4.1 | Setup and configure the County in the Management Console | 6 hrs |
| 1.3.4.2 | Setup administrative and user accounts for County | 6 hrs |
| 1.3.4.3 | Assign assets (Smart-EVO™, SmartTablet™, network equipment, etc.) to the Management Console | 8 hrs |
| 1.3.4.4 | Configure Smart-EVO™ ITS | 8 hrs |
| 1.3.4.5 | Configure SmartVisit™ VVS application (Schedules, restrictions, etc.) | 8 hrs |
| 1.3.4.6 | Configure SmartTablet™ application (Schedules, housing unit assignment, restrictions, PREA, etc.) | 4 hrs |
| 1.3.4.7 | Configure SmartInmate™ Electronic Messaging | 4 hrs |
| 1.3.4.8 | Configure request, grievances and medical based on County requirements | 6 hrs |
| 1.1.3.4.9 | Configure Law Library | 4 hrs |
| 1.3.4.10 | Configure approved digital educational, vocational and life skills programing | 4 hrs |
| 1.3.4.11 | Configure Entertainment applications, movies, books, games, radio, etc. | 4 hrs |
| 1.3.4.12 | Configure Customer Care Center for friends and family support/payment options and InTouch™ hotline | 2 hrs |
| 1.3.4.13 | Collect calling set-up with BSG | 2 hrs |
| 1.3.4.14 | Configure Technical Support Center Ticketing System | 2 hrs |
| 1.3.4.15 | Configure interfaces with JMS and commissary providers | 2 hrs |
| 1.3.4.16 | Configure system network monitoring and reporting faculties | 2 hrs |
| 1.3.5 | Data Conversion and Loading | 2 days |
| 1.3.5.1 | Request Inmate PINs, PANs and Account Balances data from current vendors | 1 hr |
| 1.3.5.2 | Scrub received Inmate PIN, PAN and Account Balance data and load into Smart-EVO™ ITS platform | 14 hrs |
| 1.3.5.3 | Load facility specific automated operator announcement and voice prompts into Smart-EVO™ ITS | 1 hr |
| 1.3.6 | Site Installation | 7 days |
| 1.3.6.1 | Install cabling, fiber and conduit for wireless network access points | 16 hrs |
| 1.3.6.2 | Run electrical, install and test tablet charging stations | 16 hrs |
| 1.3.6.3 | Test and accept installed broadband data circuit | 2 hrs |
| 1.3.6.4 | Install/test networking equipment hardware in main telephone room (equipment rack, firewall, switch, media server, UPS, VoIP Gateways, Terminal Blocks, etc.) | 4 hrs |
| 1.3.6.5 | Install, configure and test Access Points | 3 hrs |
| 1.3.6.6 | Turn up, test and accept Local Area Network end-to-end | 2 hrs |
| 1.3.6.7 | Install and test inmate telephone hardware | 6 hrs |
| 1.3.6.8 | Install and test inmate TDD hardware | 1 hrs |
| 1.3.6.9 | Test and accept SmartVisit™ VVS | 4 hrs |
| 1.3.6.10 | Final system configuration and initial system performance acceptance testing | 2 hrs |
| 1.3.7 | On-Site Training | 2 days |
| 1.3.7.1 | On-site training provided to County staff relating to administration, operation and reporting. Training sessions are based on System user/permission level. | 16 hrs |
| 1.3.8 | Cut-Over/Turn-Up | 2 days |
| 1.3.8.1 | Smart-EVO™ ITS telephone stations cut-over and tested to ensure proper functionality | 8 hrs |
| 1.3.8.2 | SmartVisit™ VVS turned up and tested to ensure proper functionality | 4 hrs |
| 1.3.8.3 | Tablets distributed and SmartTablet™ based solution turned up and tested to ensure proper functionality and tablets are connecting properly to the wireless network | 4 hrs |
| 1.4 | QUALITY ASSURANCE AND ACCEPTANCE PHASE | 5 days |
| 1.4.1 | County systems are monitored remotely by our NOC to ensure functionality and optimal performance. An on-site Smart Communications technician will be available to address system issues and provide additional support to your facility staff. | 40 hrs |

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

3. SUPPORT/MAINTENANCE: Provide a comprehensive description of the maintenance and County administrative personnel support available with the proposed solution, including products upgrades, updates and local, online, on-call, email and other support options.

a. Describe, in detail, your company's service and maintenance program. Include remote programming, diagnostics, downloading and troubleshooting. Describe how the phones are polled, how often, and what information is gathered during remote diagnostics. Describe your system diagnostic process and tools.

RESPONSE:

Network Operation Center

Smart Communications' 24/7/365 Network Operations Center (NOC) is responsible for maintaining the network infrastructure that supports the hardware and services provided to your facility. The NOC continuously monitors the health, security and capacity of all communications equipment, applications and associated networks to help ensure 99.9% uptime with uninterrupted reliable operations. Proactive monitoring allows Smart Communications to diagnose and resolve issues before they become a problem and affect service.

The NOC provides preventive and ongoing maintenance and repairs to help minimize the disruption of services. Proactive maintenance and repair are conducted as often as necessary to keep the systems and support components in good operational status. Regular system updates to software and hardware are performed based on availability of new features, updates of 3rd party content and bug fixes. The NOC will make every attempt to preform service maintenance during our normal maintenance window of 1:00am - 6:00am EST. If maintenance requires system downtime, your facility will be notified by your Account Manager 24 hours in advance.

Technical Support Center

Smart Communications' Technical Support Center serves as a single point of contact for your facility to report problems ranging from minor maintenance issues, to service outages or to request assistance with the administrative features of our communications platforms. Our highly trained Technical Support Specialists can be reached 24/7/365 toll-free by calling 844-346-0988 or emailing support@smartcommunications.us.

Our Technical Support Specialists manage all service requests via a service request ticketing system. Service calls are routed directly to a Technical Support Specialist who will obtain the specifics of the service request and open a ticket. Each service request ticket is assigned a priority level (P1, P2 or P3) based on the percentage of the system or service that is being adversely affected. The priority level assigned determines the target resolution time, client communications and updates, as well as the escalation path.

The Technical Support Specialist will have full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe(s). When required, the Technical Support Specialist will engage our NOC or engineering teams to help resolve the issue. If required, a Field Service Technician will be dispatched to assist in resolution of the service issue and the Technical Support Specialist will notify client when technician will arrive on site. Once a service request has been resolved, the Technical Support Specialist will close the ticket and update the customer.

SERVICE REQUEST TICKET PRIORITY LEVELS AND ESCALATION PATHS

| Priority Level | % of Service Affected | Response Time | Target Resolution | Client Updates | Escalation Path |
|----------------|-----------------------|---------------|-------------------|----------------|---|
| P1 | ≥30% | 2 hours | <8 hours | Every 3 hours | Immediately escalated up to Service Level 3 - VP of Network Operations. |
| P2 | ≥5% <30% | 4 hours | <24 hours | Every 6 hours | P2 issues not resolved within 24 hours are automatically escalated to Service Level 2 – Network Operations Manager. |
| P3 | <5% | 8 hours | <48 hours | Every 24 hours | P3 issues not resolved within 48 hours are automatically escalated to Service Level 1 - Technical Support Manager. |

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RESPONSE TO RFP #21-02 — CRIMINAL JUSTICE
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MailGuard — VIDEO VISITATION — EDUCATION

Field Support Technicians

Our service is further enhanced by using certified local and regional technical support personnel to provide on-site installation, support and repair when needed. We also maintain a local supply of system components and replacement parts to help minimize service restoration time. Your facility will be served by designated local Field Service Technicians and additional local technicians will be assigned as backups upon contract award. A Field Service Technician will arrive on-site within 6 hours of being dispatched.

b. Describe live support availability to accept calls or online service requests from inmate call recipients (friends/family) regarding customer service, billing, prepaid account setup and funding.

RESPONSE: Confirmed. Friends and family of inmates who need assistance utilizing or experience an issue with a Smart Communications solution are serviced by our Customer Care Center. Our Customer Care Center can be reached 24/7/365 by calling our toll-free line 888-843-1972. All calls will be answered by a live, fully trained, U.S.-based representative.

4. TRAINING –COUNTY/ADMINISTRATOR AND END-USER/INMATE: Provide a full description of training plan and services provided with an emphasis on how end-users and system administration/corrections staff will be engaged. Identify training provided, including and not limited to in-person, by phone/webinar, online training/testing environment, electronic and print materials, software user groups, other.

RESPONSE: All technologies and services provided by Smart Communications include a comprehensive on-site training at **no cost** to the facility. Training is focused on the SmartEco™ Unified Management Console, which is a secure, web-based application that allows for our technologies and services to be administered/accessed both on-site and off-site by authorized facility staff.

SmartEco™ Management Console Functions:

| | | |
|-------------------|-----------------|-----------------|
| Dashboard | Inmates | Photos |
| Lockdown | Public Users | Postal Mail |
| Support | Commissary | Keywords |
| Reports | Requests | Visitation |
| Schedules | Grievances | Documents |
| Calendar | Medical | Notices |
| Housing Areas | Phones | Admin Users |
| Kiosks & Tablets | Case Management | Feedback |
| Content Providers | Messages | Change Password |
| Education | Quarantine | Log Out |

Training is typically provided in eight-hour sessions. These sessions are divided into separate course modules designed to focus on the needs of the different SmartEco™ Management Console permission/access levels: Staff, Staff Administrator, Investigator and System Administrator. Each class will correspond to the specific level of user access, system capabilities and user responsibilities. Typically, the Administrator training will include Staff and Staff Administrator training, with additional time allocated accordingly.

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| On-site training will cover the following topics: | |
|--|---|
| System Overview <ul style="list-style-type: none"> • Accessing and navigating the system • Logging in, logging out and changing passwords • Accessing online help | System Administration <ul style="list-style-type: none"> • Creating user accounts • Assigning permissions • Administering passwords • Auditing and activity tracking |
| Inmate Personal Identification Number (PIN) Management <ul style="list-style-type: none"> • Adding inmates into the system • Adding/editing PIN restrictions • Adding/editing Personal Allowed Number (PAN) lists (ITS only) • Suspending/deactivating PINs • Setting up system alerts | Inmate Phone Management <ul style="list-style-type: none"> • Setting up inmate phone parameters • Turning inmate phones on/off • Managing phone numbers • Managing restricted/privileged phone numbers • Blocking/unblocking phone numbers • Using reverse look-up SmartKiosk™ and SmartTablet™ Device Management <ul style="list-style-type: none"> • Setting up inmate parameters • Turning inmate devices on and off |
| Investigative Features <ul style="list-style-type: none"> • Accessing and playing back recordings • Downloading recordings for transfer to CD, DVD or other portable media storage • Adding notes to recordings • Monitoring live calls • Setting up/managing call watches • Managing custom call detail record reports | Reports <ul style="list-style-type: none"> • Understanding reporting capabilities • Searching and understanding call detail records • Generating standard reports • Generating custom reports • Downloading and printing reports |
| Calling Processes <ul style="list-style-type: none"> • Placing a call • PIN debit calls • Collect calls • Prepaid collect calls | Technical Support Services <ul style="list-style-type: none"> • Reporting an issue/creating a trouble ticket • Issue response and resolution times • Issue prioritization and escalation levels • Checking trouble ticket status |

To ensure new and existing users are provided with the most current information, our web-based SmartEco™ Management Console features dynamic pop-up definitions on key system terms and functions. Many of the pop-up definitions include step-by-step instruction to help staff better understand and complete both basic/common and advanced tasks. These pop-up definitions can be printed if desired. If additional assistance is ever needed, Smart Communications' trained, U.S. based Technical Support Specialists may be reached 24/7/365 toll-free by calling 844-346-0988 or emailing support@smartcommunications.us.

In addition to on-site training, Smart Communications offers remote/web-based training. These online, instructor-led training courses serve as a great way to introduce new facility staff to Smart Communications' technologies and services or to refresh the knowledge base of existing staff. Both on-site and remote training is available at the request of the facility at **no cost** throughout the contract term.

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5. COMPENSATION: PROPOSAL PRICING/COMMISSION RATES: Describe the call rates and commissions proposed for each call type. Vendors are required to submit one commission offer form for each rate option proposed. Additional rate options are also encouraged, including postalized rates which offer the same pricing for all call destinations.

COMMISSION OFFER FORM(s):

Smart Communications is presenting to different ITS call rate options, Call Rate Option #1 and Call Rate Option #2. Both call rate options include the same 90.0% commission rate and ancillary service charges of fees. Both call rates options also include voicemail at a rate of \$1.00/message with 100.0% commissions.

CALL RATE OPTION #1

Call Rate Option #1: COLLECT CALLS

| CALL CATEGORY | SURCHARGE OR CONNECT FEE | FIRST MINUTE RATE | EACH ADD' L MINUTE RATE | COMMISSION % OFFERED |
|---------------|--------------------------|-------------------|-------------------------|----------------------|
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Intra-LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% |
| Inter LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% |

Call Rate Option #1: PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS

| CALL CATEGORY | SURCHARGE OR CONNECT FEE | FIRST MINUTE RATE | EACH ADD' L MINUTE RATE | COMMISSION % OFFERED |
|---------------|--------------------------|-------------------|-------------------------|----------------------|
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Intra-LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% |
| Inter LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% |

Call Rate Option #1: PREPAID DEBIT OR DEBIT CARD

| CALL CATEGORY | SURCHARGE OR CONNECT FEE | FIRST MINUTE RATE | EACH ADD' L MINUTE RATE | COMMISSION % OFFERED |
|---------------|--------------------------|-------------------|-------------------------|----------------------|
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Intra-LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% |
| Inter LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% |

CALL RATE OPTION #2

Call Rate Option #2: COLLECT CALLS

| CALL CATEGORY | SURCHARGE OR CONNECT FEE | FIRST MINUTE RATE | EACH ADD' L MINUTE RATE | COMMISSION % OFFERED |
|---------------|--------------------------|-------------------|-------------------------|----------------------|
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% |

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RESPONSE TO RFP #21-02 — COMMISSARY
 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES

PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

| | | | | |
|------------|--------|--------|--------|-------|
| Intra-LATA | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Inter LATA | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Interstate | \$0.00 | \$0.16 | \$0.16 | 90.0% |

Call Rate Option #2: PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS

| CALL CATEGORY | SURCHARGE OR CONNECT FEE | FIRST MINUTE RATE | EACH ADD' L MINUTE RATE | COMMISSION % OFFERED |
|---------------|--------------------------|-------------------|-------------------------|----------------------|
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Intra-LATA | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Inter LATA | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Interstate | \$0.00 | \$0.16 | \$0.16 | 90.0% |

Call Rate Option #2: PREPAID DEBIT OR DEBIT CARD

| CALL CATEGORY | SURCHARGE OR CONNECT FEE | FIRST MINUTE RATE | EACH ADD' L MINUTE RATE | COMMISSION % OFFERED |
|---------------|--------------------------|-------------------|-------------------------|----------------------|
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Intra-LATA | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Inter LATA | \$0.00 | \$0.16 | \$0.16 | 90.0% |
| Interstate | \$0.00 | \$0.16 | \$0.16 | 90.0% |

NOTE: Rates shown are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

Unlike other ITS providers, Smart Communications pays commission based on “true” ITS Gross Call Revenue, including interstate. This means every single revenue-generating call from OCSO inmates will be commissioned at the rates described. There are no deductions, withholdings or “creative accounting” practices employed that reduce facility commission revenue.

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

ANCILLARY SERVICE CHARGES OF FEES (TELEPHONE SYSTEM):

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

| FEES - DESCRIPTION | FEE AMOUNT | APPLICABLE TO COLLECT, PREPAID COLLECT, DIRECT BILLED AND/OR DEBIT? |
|---|------------|---|
| Prepaid Account Setup Fee | \$0.00 | |
| Prepaid Account Funding Fee via Internet | \$3.00 | |
| Prepaid Account Funding Fee via Telephone | \$3.00 | When using a credit card via automated operator |
| Prepaid Account Close-out Fee | \$0.00 | |
| Live agent fee, i.e. phone payment or account set up with optional use of a live operator | \$5.95 | When using a credit card with live agent |
| Refund Fee | \$0.00 | |
| Automated Payment Fee | \$0.00 | |
| Account Maintenance Fee | \$0.00 | |
| Inactive Account Fee | \$0.00 | |
| Regulatory Cost Recovery Fee | \$0.00 | |
| Paper Bill / Statement Fee | \$0.00 | |
| Single Bill Fee | \$0.00 | |
| Other? Describe any other fees that are not covered above | N/A | |

VIDEO VISITATION SYSTEM

| SESSION LENGTH | RATE | COMMISSION % OFFERED |
|----------------|---------------|----------------------|
| 20 Minutes | \$0.20/minute | 50.0% |
| 30 Minutes | \$0.20/minute | 50.0% |
| 40 Minutes | \$0.20/minute | 50.0% |

Commission payments are paid on total “true” remote visitation gross revenue, which is calculated by multiplying the total number of minutes used by the commission rate. Unlike other providers, Smart Communications does not require a minimum number of remote paid visits to provide remote VVS service or pay commissions. There are no deductions, withholdings, minimum usage requirements or “creative accounting” practices employed that reduce or eliminate facility commission revenue.

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

ANCILLARY SERVICE CHARGES OF FEES (VIDEO VISITATION SYSTEM):

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies

| FEES - DESCRIPTION | FEE AMOUNT / DESCRIPTION | APPLICABLE TO? DESCRIBE |
|---|--|-------------------------|
| Prepaid Account Setup Fee | \$0.00 | |
| Prepaid Account Funding Fee via Internet | \$1.50 | |
| Prepaid Account Funding Fee via Telephone | N/A | |
| Prepaid Account Close-out Fee | \$0.00 | |
| Live agent fee, i.e. phone payment or account set up with optional use of a live operator | N/A | |
| Refund Fee | \$0.00 | |
| Automated Payment Fee | N/A | |
| Account Maintenance Fee | \$0.00 | |
| Inactive Account Fee | \$0.00 | |
| Regulatory Cost Recovery Fee | N/A | |
| Paper Bill / Statement Fee | N/A | |
| Single Bill Fee | N/A | |
| Remote Paid Threshold needed to achieve to receive payment? | A minimum deposit amount of \$5.00 is required for remote SmartVisit™ VVS, SmartInmate™ Electronic Messaging or SmartEntertainment™. | |
| Minimum number of remote paid visits (per inmate / per month) | Not Applicable. Unlike other providers, Smart Communications does not require a minimum number of remote paid visits to provide remote VVS service or pay commissions. | |
| Other? Describe any other fees that are not covered above | N/A | |

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

TABLETS / SOFTWARE APPLICATION SERVICES:

To be completed by vendors proposing Tablet Services and other Software Application Services.

1. **TABLET PROGRAM:** Provide comprehensive description of a proposed inmate Tablet Program.

» SmartTablet™ Devices Provided at ZERO COST with NO Inmate Rental Fees |

Smart Communications' proprietary SmartTablet™ devices are specifically engineered from the ground up to withstand harsh inmate abuse as well as meet other safety and security requirements that are unique to correctional environments. The purpose-built engineering of our SmartTablet™ devices makes them different than tablet solutions offered by other vendors that are typically nothing more than an off-the-shelf tablet placed inside a case.



The SmartTablet™ devices provided will give inmates access to various applications and services, including:

- Send and receive messages and photographs with SmartInmate™ Electronic Messaging
- Receive administration messages/notifications, review inmate rule books and other documents, complete and submit requests/grievances/medical forms with SmartRequest™
- Read personal postal mail digitized and electronically delivered via MailGuard™
- Participate in on-site and remote video visitation sessions with family members and friends with SmartVisit™*
- Access educational and vocational resources with SmartEd™
- Access movies, tv shows, games, audio books and more with SmartEntertainment™

To help ensure inmates are provided with equal access to these devices, usage is monitored remotely by our Network Operations Center (NOC). If high device/network usage is detected, we will provide additional SmartTablet™ devices at **no cost** to the OCSO.

Smart Communications will also provide the facility with a pool of spare SmartTablet™ devices to allow for a damaged or inoperable device to be immediately replaced. The facility will be provided with pre-printed shipping labels and boxes to return the damaged/inoperable SmartTablet™. Upon receipt of the damaged/inoperable device, we will send the facility a replacement to replenish their device pool. There will be no cost to the facility for excessive damage incurred to the devices.

a. Provide detailed information describing the type, manufacturer and physical makeup of the hardware/software your company is proposing. How many devices are recommended for both inmate use and County administrative personnel use?

RESPONSE: Smart Communications' custom, wireless and ruggedized SmartTablet™ devices are correctional-grade, designed to withstand inmate abuse as well as meet the unique safety and security network requirements of correctional facilities. Every aspect of our SmartTablet™, including the device's body, battery, camera and wireless charging stations, were engineered from the ground up in partnership with our private manufacturer in Asia. This makes the SmartTablet™ different from our competitor's tablets that are nothing more than an off-the-shelf, consumer grade tablet housed in a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications' custom, proprietary operating system that will only allow the device to connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (i.e. Samsung) tablets run on non-proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain access to the Internet.

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PHONES — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

SmartTablet™ devices are programmed at the operating system level to only connect to our secure networks and will never connect to open networks or other secure networks that may be present. The wireless network feeds back to a central router and firewall which provides for network services (DHCP, DNS, NTP, etc.) as well as a deny-by-default ruleset which denies all outgoing traffic by default. Network access is only opened on specific ports and remote IP addresses as needed to support our services; all other network access would be denied.



| SMARTTABLET™ SPECIFICATIONS | |
|-----------------------------|--|
| Display Size: | 7.0" LCD Touchscreen w/ 3x thicker Gorilla Glass |
| Resolution: | 1024 x 600 |
| Operating System: | Android 6.1 (Customized and Secured) |
| Processor: | ARM Cortex A7, 4 cores, 1.2GHz |
| Memory: | 1 GB DDR3 Ram/8GB Storage |
| Battery Life: | 8+ Hours (rechargeable/non-removable) |

SmartTablet™ devices are generally issued on a ratio of 1 tablet for every 6 inmates. Based on the Ottawa County Jail's current ADP of 228 we would provide 38 tablets to meet the 1:6 ratio as well as an additional 10 spare tablets for an initial total tablet quantity of 48. To help ensure an adequate quantity of SmartTablet™ devices are available for inmate use, network and device usage activity is remotely monitored by our Network Operations Center (NOC). If our NOC detects a pattern of limited device availability (device is occupied more than 40% of the time), your facility will be notified by your Account Manager who will offer to provide and install additional SmartTablet™ devices and wireless charging stations at *no cost*.

System Administration Workstations are generally provided on a ratio of 1 workstation for every 100 beds.

b. List features and functionality of tablet technology including but not limited to law library, educational materials/training, document view applications, music, movies, games, commissary ordering, kite services, other.

» Digital Law Library |

Smart Communications' SmartTablet™ devices provided will be configured to provide inmates with self-service access to a digital Law Library (\$30,000.00 value over 3-year term). This value-added benefit reduces staff burden by eliminating the need to escort inmates through the facility to access legal resources. The Law Library is kept current with real-time updates, meeting the legal needs of inmates; it provides inmates with access to Federal and State statutes and case law, a legal dictionary, a practice manual and other legal aides to assist them with research pertinent to their case. The time an inmate spends accessing the Law Library is logged and retained in our system. The retention of this information creates an audit trail to provide proof of access to help reduce and counter legal disputes.



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PHONES — TABLETS — KIOSKS — MAILGUARD™ — VIDEO VISITATION — EDUCATION

Smart Communications Reset Interface ⚙️
Danny Baker (80016)



Exit Law Library

| | |
|-------------------------|----------------------------------|
| Advanced Caselaw Search | Search Statutes |
| Search Regulations | Search Constitutions |
| Search Court Rules | Search Attorney General Opinions |

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Current Location is Smart Communications Lab, QA Lab 1, Kiosk 6, Computer TC-52104

» SmartEd™ Inmate Education Platform |

Each SmartTablet™ device will be equipped with SmartEd™, Smart Communications' inmate education platform. In addition to the 20,000 instructional videos, 7,000 practices exercises relating to core educational subjects and extensive employment resources delivered standard, the SmartEd™ platform can also be configured to include iPathways. iPathways is a complete Learning Management System (LMS) that has a successful track record of use in corrections including throughout the Illinois Department of Corrections. iPathways provides inmates with engaging, comprehensive and self-paced instruction in the areas of Language Arts (Reading and Writing), Math, Social Studies, Science and Consumer Education. Placement tests are available to identify strengths and weaknesses and guide students to the appropriate lessons. Each lesson begins with an introduction to the content with guiding questions and learning objectives. Lessons also include key terms to help students develop academic vocabulary and activate background knowledge. Students can complete assessments, engage in the instant feedback activities and prepare for their High School Equivalency Exams. Administration personnel can track student progress and provide feedback.



i-Pathways

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PHONES — TABLETS — KIOSKS — MEGUARD — VIDEO VISITATION — EDUCATION

» Document Viewer and SmartRequest™ Platform Service |

Authorized users have the ability to upload ad hoc PDF documents at any time via the SmartEco™ Management Console without the need to submit a request through Smart Communications.

Authorized users navigate to the "**Documents**" section to upload PDF files, and as required, they can opt to:

- Set a specific date range to display documents
- Target documents to the entire facility or to specific housing areas
- Specify acknowledgement is required

This is existing functionality in the platform and is currently in production.

The SmartTablet™ devices provided will also include Smart Communications' SmartRequest™, the world's first digital inmate request/grievance/medical form platform in corrections.

SmartRequest™ is the easiest to use, most customizable and detailed electronic form submission platform available.

SmartRequest™ automates the inmate form process and helps eliminate paperwork. Electronic forms are centrally tracked and managed, putting an end to shuffling paper forms around the facility. Requests are responded to electronically allowing inmates to get answers quickly; the system can provide automated standard responses and status updates to all involved. The workflow on the SmartRequest™ platform is

custom-tailored to department policies and is easy to customize without vendor assistance. Limitations, timers, forwarding, notes, reassignment, escalating, appeals, Jail Management System (JMS) integration, automated reporting (including keyword tracking) and more are all standard features.

» SmartEntertainment™ Streaming Media Platform |

Smart Communications' SmartEntertainment™ platform on SmartTablet™ devices helps keep inmates occupied while providing the facility with the ability to earn additional commissions.

The SmartEntertainment™ Platform contains a virtually endless supply of streaming media choices including the latest tv series and movies from the some of the most popular studios in the world like Warner Brothers, Paramount, Walt Disney Pictures, Dreamworks, MGM, Sony Pictures, HBO, NBCUniversal, Food Network, Columbia Pictures, Amazon Studios and more.

With Smart Communications' SmartEntertainment™ platform, inmates can also stream select music, radio stations, audio books and video games as well read popular classical eBook titles from the Project Gutenberg Library such as "Pride and Prejudice," "The Adventures of Sherlock Holmes," "War and Peace," "The Call of the Wild" and more.

By carrying G or PG-13 rating, all content accessible on the SmartEntertainment™ platform is "correctional-friendly." The secure, web-based Management Console also gives authorized facility staff complete control over what content is made available to inmates on a SmartTablet™ device.



Content Omitted as Confidential



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PHONES — TABLETS — KIOSKS — MAILGUARD® — VIDEO VISITATION — EDUCATION

Inmates are provided with free access to basic SmartEntertainment™ content including Library eBooks. Premium content may be streamed at a low, flat \$0.01 per minute rate detailed under the summarized proposed costs.

Additional applications, features and functionalities available on the SmartTablet™ devices include:

- **Commissary** – allows offenders to place orders for commissary items. Integration with the County's commissary provider is performed by Smart Communications and is provided at no cost.
- **Phone Calls** – offenders can speak to friends and family members using our Smart-EVO™ Inmate Telephone System (ITS) platform.
- **Video Visitation** – offenders can participate in onsite and remote video sessions via our SmartVisit™ Video Visitation System (VVS) platform.
- **Messaging** – offenders can send and receive text messages from friends, family members and facility staff. Offenders may also receive photographs and video messages.
- **MailGuard®** – provides offenders with free access to personal mail that is processed off site daily at our state-of-the-art MailGuard® processing center. Our patented MailGuard® provides keeps facility staff and offenders staff by eliminating the risk of contraband entering your facility via mail and by providing a streamlined, labor-free, automated means to process offender postal mail. MailGuard® also serves an invaluable investigative/ intelligence gathering tool. Digital mail is database searchable to allow your facility to gain intelligence and eliminate secret communication.
- **Job Search** – helps offenders return to the job market and move past their criminal record by providing access to the U.S. Department of Labor's CareerOneStop website. CareerOneStop provides resources to help inmates find out what employers hire ex-offenders and how to talk their conviction.
- **Inmate Videos** – allows offenders to access MP4 video files uploaded by authorized facility staff (i.e., video version of offender handbook, facility orientation video, etc.).

Additional information about these applications, features and functionalities available on the SmartTablet™ are explained in greater detail throughout our proposal.

c. Describe maintenance and support available with the proposed solution, including products upgrades, updates and local, online, on-call, email and other support options.

RESPONSE: Smart Communications has a reputation for providing the highest quality of customer service and technical support available – this helps to ensure our solutions are always operating efficiently and effectively. The objective of our support team is to eliminate administrative burdens on your facility staff by providing unmatched customer service and support to your facility staff, inmates and families and friends. Our service and maintenance programs include the following capabilities and features:

- Account Manager
- Network Operations Center (24/7/365)
- Technical Support Call Center (24/7/265)
- Field Services Team
- Customer Care Call Center (24/7/365)



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RESPONSE TO RFP #21-02 — COMMERCIAL
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

Network Operation Center

Smart Communications' 24/7/365 Network Operations Center (NOC) is responsible for maintaining the network infrastructure that supports the hardware and services provided to your facility. The NOC continuously monitors the health, security and capacity of all communications equipment, applications and associated networks to help ensure 99.9% uptime with uninterrupted reliable operations. Proactive monitoring allows Smart Communications to diagnose and resolve issues before they become a problem and affect service.

The NOC provides preventive and ongoing maintenance and repairs to help minimize the disruption of services. Proactive maintenance and repair are conducted as often as necessary to keep the systems and support components in good operational status. Regular system updates to software and hardware are performed based on availability of new features, updates of 3rd party content and bug fixes. The NOC will make every attempt to preform service maintenance during our normal maintenance window of 1:00am - 6:00am EST. If maintenance requires system downtime, your facility will be notified by your Account Manager 24 hours in advance.

Technical Support Center

Smart Communications' Technical Support Center serves as a single point of contact for your facility to report problems ranging from minor maintenance issues, to service outages or to request assistance with the administrative features of our communications platforms. Our highly trained Technical Support Specialists can be reached 24/7/365 toll-free by calling 844-346-0988 or emailing facilitysupport@smartcommunications.us.

Our Technical Support Specialists manage all service requests via a service request ticketing system. Service calls are routed directly to a Technical Support Specialist who will obtain the specifics of the service request and open a ticket. Each service request ticket is assigned a priority level (P1, P2 or P3) based on the percentage of the system or service that is being adversely affected. The priority level assigned determines the target resolution time, client communications and updates, as well as the escalation path.

Support Tickets

Inmates, Friends, Family, and Media Inquiries

If the Inmate, their family, friends, or any other public end-user or media outlet has questions or concerns, please direct them to the support option on our public website at www.SmartJailMail.com.

Internal Facility Support

Phone: 1-844-346-0988 option 3

E-Mail: facilitysupport@smartjailmail.com

You may also open a ticket directly by submitting a form below. Responses will be sent to your e-mail address at brian.keller@smartcommunications.us.

Request Type

General Support

Subject

Question or Concern

[Open Support Ticket](#)

The Technical Support Specialist will have full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe(s). When required, the Technical Support Specialist will engage our NOC or engineering teams to help resolve the issue. If required, a Field Service

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Technician will be dispatched to assist in resolution of the service issue and the Technical Support Specialist will notify client when technician will arrive on site. Once a service request has been resolved, the Technical Support Specialist will close the ticket and update the customer.

SERVICE REQUEST TICKET PRIORITY LEVELS AND ESCALATION PATHS

| Priority Level | % of Service Affected | Response Time | Target Resolution | Client Updates | Escalation Path |
|----------------|-----------------------|---------------|-------------------|----------------|---|
| P1 | ≥30% | 2 hours | <8 hours | Every 3 hours | Immediately escalated up to Service Level 3 - VP of Network Operations. |
| P2 | ≥5% <30% | 4 hours | <24 hours | Every 6 hours | P2 issues not resolved within 24 hours are automatically escalated to Service Level 2 – Network Operations Manager. |
| P3 | <5% | 8 hours | <48 hours | Every 24 hours | P3 issues not resolved within 48 hours are automatically escalated to Service Level 1 - Technical Support Manager. |

Field Support Technicians

Our service is further enhanced by using certified local and regional technical support personnel to provide on-site installation, support and repair when needed. We also maintain a local supply of system components and replacement parts to help minimize service restoration time. Your facility will be served by designated local Field Service Technicians and additional local technicians will be assigned as backups upon contract award. A Field Service Technician will arrive on-site within 6 hours of being dispatched.

Customer Care Center

Confirmed. Friends and family of inmates who need assistance utilizing or experience an issue with a Smart Communications solution are serviced by our Customer Care Center. Our Customer Care Center can be reached 24/7/365 by calling our toll-free line 888-843-1972. All calls will be answered by a live, fully trained, U.S.-based representative.

Service and Support Contacts

| Title | First and Last Name | Authority Level | Phone | Email Address |
|--|---------------------|-----------------|---------------------------|--|
| Account Manager | Russell Chernugel | 0 | 727-313-2672 | russell.chernugel@smartcommunications.us |
| Services Director/ Customer Care Center | Kellanie Anderson | 0 | 888-253-5178 | kellanie.anderson@smartcommunications.us |
| Technical Support Center Manager | Luke Warner | 1 | 844-346-0988 | luke.warner@smartcommunications.us |
| Senior Technician/ Provisioning Manager | Brian Keller | 2 | 856-910-1160 | brian.keller@smartcommunications.us |
| Project Manager | Ty Atkins | 2 | 888-253-5178 | ty.atkins@smartcommunications.us |
| Network Operations Manager | Cynthia Hoos | 2 | 856-910-1160 ext. 2578 | cynthia.hoos@smartcommunications.us |
| VP of Network Operations | Thomas Spadaro | 3 | 856-910-1160 | thomas.spadaro@smartcommunications.us |

Software Enhancements, Patches and Updates

All software enhancements and patches for all Smart Communications’ components are developed and tested by our in-house software engineering and quality assurance teams. Dedicated and authorized service personnel

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PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

are permitted remote access to the servers and video endpoints through firewall permissions which only permit access from our corporate network. Software updates are applied and tested. Each update has processes in place to back out and restore a previous version, if necessary. SmartTablet™ devices can be updated over the air (OTA) under the control of our management system. SmartTablet™ device updates are systematically managed and metered which prevents too many devices being updated simultaneously, ensuring devices are always available for use during an update cycle. All software is version-controlled and devices report currently running versions back to a central management system.

d. Provide a pricing summary of one-time and ongoing maintenance costs for any services, hardware, software, contractor services, other.

RESPONSE: Smart Communications will provide all maintenance and support for communications hardware and software related to our proposed technologies and services at **no cost** to the County.

e. Summarize proposed costs/fees, compensation and/or commission rates proposed.

RESPONSE: Smart Communications is pleased summarize our proposed costs/fees and compensation and commissions offer to the Ottawa County Sheriff's Office.

With Smart Communications, the County will be paid a commission on all revenue-generating services provided with **90.0%** commissions on all ITS call types – including interstate, **100.0%** commissions on every inbound voicemail, **50.0%** commissions on remote video visitation sessions and **10.0%** commissions on electronic messaging. There are no deductions, withholdings or “creative accounting” practices employed that reduce facility commission revenue. To further strengthen the County's budget, our financial offer also includes a **\$25,000.00** technology grant.

In addition to a substantial financial offer and more affordable service rates, Smart Communications' offer includes multiple value-added technologies and services that will enhance facility safety, security and efficiency as well as inmate productivity at **no cost**:

- **Patented MailGuard® Off-Site Personal Mail Scanning and Electronic Delivery Service Provided at ZERO COST (\$82,080.00 value over 3-year term)***
- **Patented MailGuardLegal® On-Site Legal Mail Processing Service**
- **FREE Weekly Inmate Electronic Messaging (\$32,832.00 value over 3-year term)***
- **FREE Inmate Tablets with NO Rental or General Access Fees**
- **SmartRequest™ Digital Request/Grievance/Medical Form Platform Service Provided at ZERO COST**
- **SmartEd™ Inmate Education Platform Provided at ZERO COST**
- **Digital Law Library Provided at ZERO COST (\$30,000.00 value over 3-year term)**
- **Jail Management System/Commissary Interfacing to Allow Inmate to Order Commissary and Access Other Details on Phones, Tablets and/or Kiosks as well as Automated Information Services (AIS) for the Public****
- **Annual Technology Training Summit Cruise (\$63,000.00 value over 3-year term)**
- **All Network, Hardware and Software Furnished, Installed and Maintained at ZERO COST**
- **Onsite Training and 24/7/365 Live, U.S. Based Customer and Technical Support Provided at ZERO COST**

*Values based on inmate average daily population of 228 inmates.

**Smart Communications proposal does not include Commissary Services. We have wealth of experience integrating our proposed technologies and services with third party commissary and jail manager/offender management systems.

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Integration of Smart Communications proposed solutions with Ottawa County Jail's commissary and JMS/OMS providers will be provided at **no cost** to the County.

» Smart-EVO™ Inmate Telephone System (ITS) Rates and Commissions |

Call Rate Option #1:

| SMART-EVO™ ITS COLLECT CALL RATES AND COMMISSIONS | | | | | |
|---|--------------------------|-------------------|------------------------|----------------------|---------------------------|
| COLLECT CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% | \$2.40 |
| Intra-LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% | \$3.75 |
| Inter LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% | \$3.75 |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% | \$3.15 |
| PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% | \$2.40 |
| Intra-LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% | \$3.75 |
| Inter LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% | \$3.75 |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% | \$3.15 |
| PREPAID DEBIT OR DEBIT CARD CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% | \$2.40 |
| Intra-LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% | \$3.75 |
| Inter LATA | \$0.00 | \$0.25 | \$0.25 | 90.0% | \$3.75 |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% | \$3.15 |
| ITS Inbound Voicemail (60 seconds) | N/A | \$1.00 | N/A | 100.0% | N/A |

Call Rate Option #2:

| SMART-EVO™ ITS COLLECT CALL RATES AND COMMISSIONS | | | | | |
|---|--------------------------|-------------------|------------------------|----------------------|---------------------------|
| COLLECT CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% | \$2.40 |
| Intra-LATA | \$0.00 | \$0.16 | \$0.25 | 90.0% | \$2.40 |
| Inter LATA | \$0.00 | \$0.16 | \$0.25 | 90.0% | \$2.40 |

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MHL GUARD — VIDEO VISITATION — EDUCATION

| | | | | | |
|--|---------------------------------|--------------------------|-------------------------------|-----------------------------|----------------------------------|
| Interstate | \$0.00 | \$0.21 | \$0.21 | 90.0% | \$2.40 |
| PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% | \$2.40 |
| Intra-LATA | \$0.00 | \$0.16 | \$0.25 | 90.0% | \$2.40 |
| Inter LATA | \$0.00 | \$0.16 | \$0.25 | 90.0% | \$2.40 |
| Interstate | \$0.00 | \$0.16 | \$0.21 | 90.0% | \$2.40 |
| PREPAID DEBIT OR DEBIT CARD CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.16 | 90.0% | \$2.40 |
| Intra-LATA | \$0.00 | \$0.16 | \$0.25 | 90.0% | \$2.40 |
| Inter LATA | \$0.00 | \$0.16 | \$0.25 | 90.0% | \$2.40 |
| Interstate | \$0.00 | \$0.16 | \$0.21 | 90.0% | \$2.40 |
| ITS Inbound Voicemail (60 seconds) | N/A | \$1.00 | N/A | 100.0% | N/A |

NOTE: All rates provided are exclusive of mandatory Federal, State and Local taxes and regulatory fees. Smart Communications will pass through these charges from the taxing/regulating agency to the called party and no commission will be paid on these items.

Unlike other ITS providers, Smart Communications pays commission based on “true” ITS Gross Call Revenue, including interstate. This means every single revenue-generating call from OCSO inmates will be commissioned at the rates described. There are no deductions, withholdings or “creative accounting” practices employed that reduce facility commission revenue.

Based on public record data acquired prior to the issuance of the RFP, we learned of the current call rates and commissions pertaining to the County’s incumbent provider to be as follows:

| INCUMBENT ITS CALL RATES AND COMMISSIONS | | | | | |
|--|---------------------------------|--------------------------|-------------------------------|-----------------------------|----------------------------------|
| COLLECT CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$3.35 | \$0.35 | 81.0% | \$8.25 |
| Intra-LATA | \$0.00 | \$4.64 | \$0.69 | 81.0% | \$14.30 |
| Inter LATA | \$0.00 | \$4.64 | \$0.69 | 81.0% | \$14.30 |
| Interstate | \$0.00 | \$0.25 | \$0.25 | 0.0% | \$3.75 |
| PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |

OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

| | | | | | |
|--|---------------------------------|--------------------------|-------------------------------|-----------------------------|----------------------------------|
| Local | \$0.00 | \$0.16 | \$0.35 | 81.0% | \$8.25 |
| Intra-LATA | \$0.00 | \$0.25 | \$0.69 | 81.0% | \$14.30 |
| Inter LATA | \$0.00 | \$0.25 | \$0.69 | 81.0% | \$14.30 |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 0.00% | \$3.15 |
| PREPAID DEBIT OR DEBIT CARD CALLS | | | | | |
| Call Category | Surcharge or Connect Fee | First Minute Rate | Each Add'l Minute Rate | Commission % Offered | Cost for a 15 Minute Call |
| Local | \$0.00 | \$0.16 | \$0.35 | 81.0% | \$8.25 |
| Intra-LATA | \$0.00 | \$0.25 | \$0.69 | 81.0% | \$14.30 |
| Inter LATA | \$0.00 | \$0.25 | \$0.69 | 81.0% | \$14.30 |
| Interstate | \$0.00 | \$0.21 | \$0.21 | 0.00% | \$3.15 |
| ITS Inbound Voicemail (45 seconds) | N/A | \$1.99 | N/A | 20.0% | N/A |

Smart Communications proposed ITS call rates offers a drastically lower call costs (up to 83.22%) for inmates and higher commissions as illustrated in the table below:

Call Rate Option #1 Comparison to Incumbent

SMART-EVO ITS CALL RATE OPTION #1 VS. INCUMBENT ITS CALL RATES AND COMMISSIONS COMPARISON

| | | | | | | |
|--|--|--|--|------------------------------------|--|-----------------------------------|
| COLLECT CALLS | | | | | | |
| Call Category | Smart Communications' Cost for a 15 Minute Call | Smart Communications' Commission Rate % | Incumbent's Cost for a 15 Minute Call | Incumbent's Commission Rate | 15 Minute Call Cost Price Reduction % | Commission Rate Increase % |
| Local | \$2.40 | 90.0% | \$8.25 | 81.0% | -70.91% | 9.0% |
| Intra-LATA | \$3.75 | 90.0% | \$14.30 | 81.0% | -73.78% | 9.0% |
| Inter LATA | \$3.75 | 90.0% | \$14.30 | 81.0% | -73.78% | 9.0% |
| Interstate | \$3.15 | 90.0% | \$3.75 | 0.0% | -16.00% | 100.0% |
| PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS | | | | | | |
| Call Category | Smart Communications' Cost for a 15 Minute Call | Smart Communications' Commission Rate % | Incumbent's Cost for a 15 Minute Call | Incumbent's Commission Rate | 15 Minute Call Cost Price Reduction % | Commission Rate Increase % |
| Local | \$2.40 | 90.0% | \$8.25 | 81.0% | -68.97% | 9.0% |
| Intra-LATA | \$3.75 | 90.0% | \$14.30 | 81.0% | -72.03% | 9.0% |
| Inter LATA | \$3.75 | 90.0% | \$14.30 | 81.0% | -72.03% | 9.0% |
| Interstate | \$3.15 | 90.0% | \$3.15 | 0.00% | 0.00% | 100.0% |
| PREPAID DEBIT OR DEBIT CARD CALLS | | | | | | |

OTTAWA COUNTY DETENTION CENTER



RESPONSE TO RFP #21-02 — COMMISSARY
 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES

PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

| Call Category | Smart Communications' Cost for a 15 Minute Call | Smart Communications' Commission Rate % | Incumbent's Cost for a 15 Minute Call | Incumbent's Commission Rate | 15 Minute Call Cost Price Reduction % | Commission Rate Increase % |
|---------------|---|---|---------------------------------------|-----------------------------|---------------------------------------|----------------------------|
| Local | \$2.40 | 90.0% | \$8.25 | 81.0% | -70.97% | 9.0% |
| Intra-LATA | \$3.75 | 90.0% | \$14.30 | 81.0% | -72.03% | 9.0% |
| Inter LATA | \$3.75 | 90.0% | \$14.30 | 81.0% | -72.03% | 9.0% |
| Interstate | \$3.15 | 90.0% | \$3.15 | 0.00% | 0.00% | 90.0% |

Call Rate Option #2 Comparison to Incumbent

SMART-EVO ITS CALL RATE OPTION #2 VS. INCUMBENT ITS CALL RATES AND COMMISSIONS COMPARISON

| COLLECT CALLS | | | | | | |
|---|---|---|---------------------------------------|-----------------------------|---------------------------------------|----------------------------|
| Call Category | Smart Communications' Cost for a 15 Minute Call | Smart Communications' Commission Rate % | Incumbent's Cost for a 15 Minute Call | Incumbent's Commission Rate | 15 Minute Call Cost Price Reduction % | Commission Rate Increase % |
| Local | \$2.40 | 90.0% | \$8.25 | 81.0% | -70.91% | 9.0% |
| Intra-LATA | \$2.40 | 90.0% | \$14.30 | 81.0% | -73.78% | 9.0% |
| Inter LATA | \$2.40 | 90.0% | \$14.30 | 81.0% | -73.78% | 9.0% |
| Interstate | \$2.40 | 90.0% | \$3.75 | 0.0% | -36.00% | 100.0% |
| PREPAID COLLECT, DIRECT BILLED COLLECT OR ADVANCE PAY CALLS | | | | | | |
| Call Category | Smart Communications' Cost for a 15 Minute Call | Smart Communications' Commission Rate % | Incumbent's Cost for a 15 Minute Call | Incumbent's Commission Rate | 15 Minute Call Cost Price Reduction % | Commission Rate Increase % |
| Local | \$2.40 | 90.0% | \$8.25 | 81.0% | -70.91% | 9.0% |
| Intra-LATA | \$2.40 | 90.0% | \$14.30 | 81.0% | -83.22% | 9.0% |
| Inter LATA | \$2.40 | 90.0% | \$14.30 | 81.0% | -83.22% | 9.0% |
| Interstate | \$2.40 | 90.0% | \$3.15 | 0.00% | 23.81% | 100.0% |
| PREPAID DEBIT OR DEBIT CARD CALLS | | | | | | |
| Call Category | Smart Communications' Cost for a 15 Minute Call | Smart Communications' Commission Rate % | Incumbent's Cost for a 15 Minute Call | Incumbent's Commission Rate | 15 Minute Call Cost Price Reduction % | Commission Rate Increase % |
| Local | \$2.40 | 90.0% | \$8.25 | 81.0% | -70.91% | 9.0% |
| Intra-LATA | \$2.40 | 90.0% | \$14.30 | 81.0% | -83.22% | 9.0% |
| Inter LATA | \$2.40 | 90.0% | \$14.30 | 81.0% | -83.22% | 9.0% |
| Interstate | \$2.40 | 90.0% | \$3.15 | 0.00% | 23.81% | 100.0% |

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RESPONSE TO RFP #21-02 — COMMISSARY
 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONE — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

» SmartVisit™ Video Visitation System (VVS) Rates and Commissions|

| SMARTVISIT™ VVS RATES AND COMMISSIONS | | | |
|---------------------------------------|------------------|-----------------|-----------------|
| Visitation Type | Per Visit Charge | Per Minute Rate | Commission Rate |
| Local (On-site) | N/A | N/A | N/A |
| Remote (Off-site) | N/A | \$0.20 | 50.0% |

Commission payments are paid on total “true” remote visitation gross revenue, which is calculated by multiplying the total number of minutes used by the commission rate. Unlike other providers, Smart Communications does not require a minimum number of remote paid visits to provide remote VVS service or pay commissions. There are no deductions, withholdings, minimum usage requirements or “creative accounting” practices employed that reduce or eliminate facility commission revenue.

» SmartInmate™ Electronic Messaging Details, Rates and Commissions|

This highly intelligent and field proven system allows inmates to stay in contact with their friends and family via a controlled electronic messaging platform like email; it was invented by Smart Communications and launched in 2009. SmartInmate™ has many built-in investigative features that make the system an invaluable intelligence gathering, crime solving and powerful crime prevention tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing user/investigator defined keywords or names are transmitted, or inmates being shadowed under investigation send or receive messages or connect with a new public user. Furthermore, SmartInmate™ messages are fully keyword searchable. Keywords are highlighted in the search results to allow users/investigators to quickly locate content of interest.



SmartInmate™ also collects statistics, data and information on public users in the community that are in communication with inmates at your agency. Information such as connected inmates, phone numbers, IP-addresses, email addresses, credit card and bank information, GPS locations, devices used and more.

Message Viewer: RE: GOTTA PRAY

Info Activity Log

Reference #: 59,104,955 Print
 Subject: RE: GOTTA PRAY Print Message
 From: STEVEN BARNES (275979) **FLAGGED!**
 To: Mariah Lucas Reason: [1] Found 'blunt' in message.
 Sent: 04/24/2020 4:46 PM **Review**
 Status: Pending C.O.D. This message has not been reviewed.

Message

I need u to do that for me baby this weeknd sit back with mariah an chill smoke a **blunt** with her an drink some wine and eat an chill with the babies an u gotta think about it the reason they going so now is that cause this happen b4 i told u the last time when i tlk the lady when i was on the fourth floor she said if they come back they wont go away so easy so just keep doing they lil classes an seeing them every week an pray everything will b ok cause god will make it ok they just trying to make sure this never happen again thats all just keep cool an stick to what im telling they have nothing they just trying to scare u thats all bae

[Translate to English](#)

There are other messages associated with this conversation.

[View Previous Message](#)

Sent From

Location
Lee County Jail

Housing Area
Core - Pod P

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 TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD® — VIDEO VISITATION — EDUCATION

The SmartInmate™ Electronic Messaging System will allow approved contacts to share digital photos with inmates. Prior to delivery to an inmate, staff can electronically approve or reject the photo. If “virtual” contraband (nudity, offensive gestures/behaviors, etc.) is detected during the review process, the photo is rejected and is not delivered to the inmate. The sender is notified when a digital photo they had attempted to share with an inmate is rejected. This notification includes an explanation/reason as to why the photo was rejected/not delivered.



The photo sharing/delivery function of SmartInmate™ only allows approved contacts to share digital photos with inmates. Inmates are not able to take or share photos with their approved contacts.

| SMARTINMATE™ ELECTRONIC MESSAGING RATES AND COMMISSIONS | | |
|---|----------------|-----------------|
| Message Type | Rate | Commission Rate |
| Text (up to 30,000 characters) | \$0.50/message | 10.0% |
| Photo Delivery | \$1.00/photo | 10.0% |

To ensure all inmates can communicate with their family and friends regardless of their financial situation, Smart Communications will donate 8 **FREE** SmartInmate™ Messages every month to each OCSO inmate (\$32,832.00 value over 3-year term based on an inmate ADP of 228) – no inmate is left behind. Since 2009, Smart Communications has donated over 36 million free messages to inmates.

To send or receive messages from an inmate, a friend or family member must open a free SmartInmate™ account. A SmartInmate™ account can be set-up quickly and with ease online by visiting www.SmartInmate.com or contacting our Customer Care Call Center at 888-843-1972.

» SmartEntertainment™ Streaming Media Platform Rates and Commissions |

Smart Communications’ SmartEntertainment™ platform on SmartTablet™ helps keep inmates occupied while providing the facility with the ability to earn additional commissions.

Inmates are provided with free access to basic SmartEntertainment™ content including Library eBooks. Premium content may be streamed at a low, flat \$0.01 per minute rate detailed below.



| SMARTENTERTAINMENT™ PLATFORM RATES AND COMMISSION | | |
|---|-----------------|-----------------|
| Entertainment Category | Per Minute Rate | Commission Rate |
| Basic Content | No Charge | N/A |
| Premium Content | \$0.01 | 50.0% |

OTHER INMATE AMENITIES:

To be completed by vendors that wish to communicate additional offerings provided by their company. Include any information that would be helpful to the County.

In addition to free tablets, Smart Communications offer is unique because it also includes the provision of our patented MailGuard® services and much more at absolutely **no cost**.

Information about all aspects of our offer, are explained in greater detail in the sections that follow.

OTTAWA COUNTY DETENTION CENTER

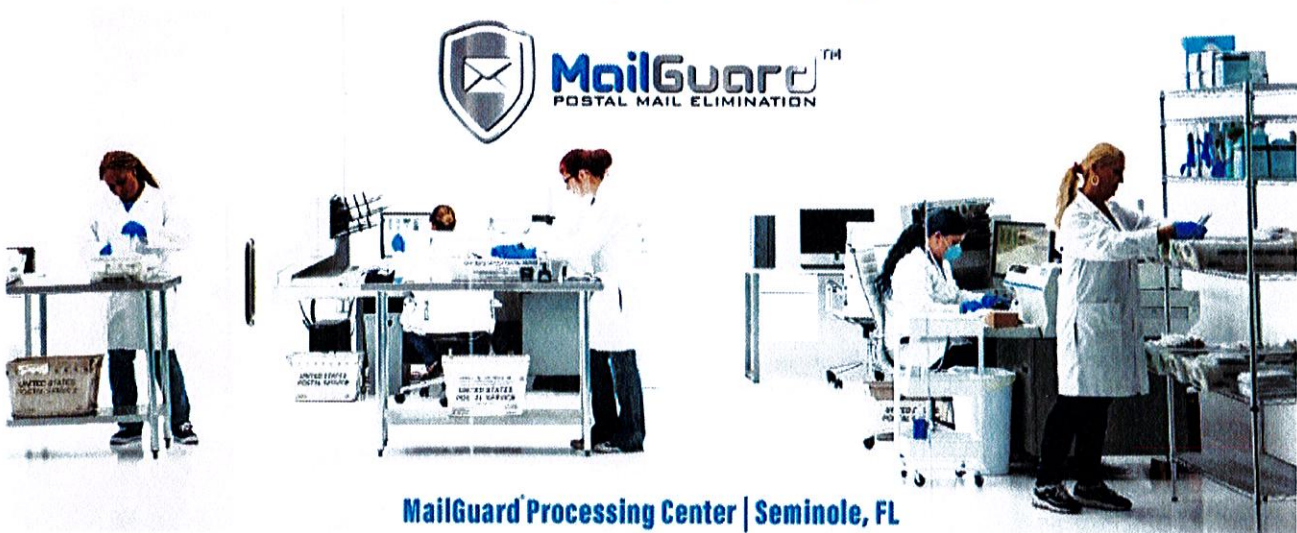
RESPONSE TO RFP #21-02 — COMMISSION
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

» Patented MailGuard® Off-site Personal Mail Scanning and Electronic Delivery Service Provided at ZERO COST|

Smart Communications' offers include our patented MailGuard® Postal Mail Elimination System service that will further enhance safety and efficiency at the OCSO for *no charge* (\$82,080.00 value over 3-year term based on an inmate ADP of 228). MailGuard® provides a complete solution to one of corrections' longest running problems and security loopholes - contraband and secret communications in inmate postal mail. MailGuard® will keep correctional staff and the inmate population safe by providing a remote, virtual mailroom that processes and electronically delivers inmate postal mail with zero agency staff labor or exposure risk.



Inmate postal mail is sent off site to our MailGuard® processing center located in Seminole, FL. At the processing center, our highly trained staff utilizes cutting-edge, customized equipment to convert the inmate postal mail into a high-definition, color, digital file format. These digital files are then uploaded to Smart Communications' intelligent MailGuard® platform where it is filtered in accordance with the OCSO's security settings. When processed through the security filters, the digital files are automatically delivered electronically to the inmates via the SmartTablet™ devices provided.

In addition to eliminating the risk of contraband entering your facility via mail and providing a streamlined, labor-free, automated means to process inmate postal mail, MailGuard® also serves an invaluable investigative/intelligence gathering tool. Digital mail is database searchable to allow your facility to gain intelligence and eliminate secret communication.

Another value-added feature of Smart Communications' MailGuard® System is MailGuardTracker.com. MailGuardTracker.com is a public website which allows mail senders to check the delivery status of their mail by signing up for a free account. When an account is created, users are assigned a unique MailGuard® Sender ID enabling them to log in to the MailGuardTracker.com website. Once logged in, users can check to see if their mail has been received, approved or rejected. Users are also provided with the option to sign up for email or text message notifications to receive status updates when their mail has been received, approved or rejected. Users are also able to have all rejected mail returned to them electronically and available for print.

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TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAILGUARD — VIDEO VISITATION — EDUCATION

» Patented MailGuardLegal® On-site Legal Mail Processing Service at ZERO COST |

The MailGuardLegal® System is Smart Communications' patented and field-proven solution that eliminates the delivery of illicit substances through privileged legal mail without violating offender confidentiality or privacy rights. The system includes a portable MailGuardLegal® Cart that is equipped with customized hardware to allow offenders to open, scan and print their legal mail under the direct supervision of an officer. For quick and accurate offender identification, the Cart is equipped with an offender ID card scanner and requires the offender to enter a secondary, unique password to initiate the process. The Cart's digital video camera captures the entire process and automatically uploads and stores the video recording in the offender's profile in Smart Communications' Management Console. Should any dispute relating to offender privileged legal mail arise, the video can be quickly accessed and reviewed by authorized investigatory staff.



Unlike traditional printers, copiers and scanners that will retain a copy of the processed document in the device's memory cache that can later be retrieved, the MailGuardLegal® Cart's truly customized hardware runs exclusively on Smart Communications' proprietary software. Our special software application provides unparalleled security by automatically deleting any trace of a scanned document the moment an offender selects one of the following options: 1) print, 2) send or 3) print and send.

If the offender selects the "send" or the "print and send" option, the scanned copy is transmitted in real-time over a secure network and is stored in a separate encrypted server that is completely inaccessible to facility staff. For additional security, an offender must enter a secondary confidential password to log in to their legal mail folder in the SmartKiosk™ or SmartTablet™. Only after the offender has entered both passwords will they gain access to view scanned copies of their privileged legal mail on the device.

Not having an actual system or a good track record of keeping privileged information secure does not mean a real and secure solution does not exist. It does – Smart Communications created and patented it.

As a responsible correctional technology provider, Smart Communications routinely employs independent third-party technology firms to conduct extensive security/vulnerability assessments of our networks. These assessments are necessary to keep our partner's facility staff and offender information safe and out of the hands of nefarious hackers. We are pleased to announce that Smart Communications' networks have never been breached – a fact that we are proud of and something that many other correctional vendors can't honestly claim.



» JMS/Commissary/AIS Service Integration Provided at ZERO COST |

Smart Communications will integrate with the OCSO's JMS and host your commissary vendor's menu. This integration will allow inmates to order commissary through the SmartEVO™ ITS, SmartTablet™ or SmartKiosk™ device. Furthermore, Smart Communications will provide 24/7/365 Automated Information System (AIS) service with English and Spanish language interfaces at **no cost** to the OCSO. The AIS provides both inmates and external users with access to a variety of general facility and other information over the phone. Inmates access the AIS by entering a speed dial number on any designated inmate phone. Once connected,



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Inmates can use the AIS to access the following information: charges, court dates, visitation eligibility, bond amount, etc. External users access the AIS by dialing the facility's main telephone number. Once connected, external users can use the AIS to access the following information: facility address and directions, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, inmate bond amount, etc. The AIS also provides external users with the option to set up and fund a personal prepaid account or deposit funds into an inmate's PIN debit account.

» All Network, Hardware and Software Furnished, Installed and Maintained at ZERO COST |

All network, hardware and software to deliver our proposed solution will be furnished, installed and maintained by Smart Communications' at ZERO COST. These items include, but are not limited to:

- Secure, independent wireless network
- Wireless network hardware and uninterruptible power supplies
- A minimum of 64 ADA Compliant Inmate Telephone Stations
- Portable Phone Carts, TDD/TTY Hardware (QTY TBD) and Video Relay Services (VRS)
- A minimum of 48 SmartTablet™ devices with 5 Wireless Charging Stations
- SmartKiosk™ devices (QTY TBD)
- A minimum of 4 System Administration/Management PC Workstations equipped with:
 - Core i-5 3.1 GHz (or equivalent) Processor
 - 500 GB hard disk drive w/ 6 GB RAM
 - Integrated 10/100 network interface
 - 16x DVD +/- RW with data/audio burning software
 - 2 button USB optical mouse with scroll w/USB keyboard
 - Windows 10 Professional 64 bit (licensed)
 - 34" flat panel color monitor/TV w/ external speakers
 - Laser printer with print cartridges



» Annual Technology Training Summit Cruise |

To ensure key staff are provided with the latest training and information relating to technology designed to help make correctional facilities safer and more efficient, Smart Communications will provide OCSO Staff with three complimentary rooms (up to 6 registration tickets) to attend our annual Technology Training Summit Cruise a (\$63,000.00+ value over 3-year term). This exclusive, invitation-only event sails out of Tampa Bay to the Caribbean each year and includes accredited workshops and training classes along with tours of our patented MailGuard® processing facility and company headquarters.



SMART COMMUNICATION / OTTAWA COUNTY AGREEMENT
EXHIBIT A: SERVICES
OTTAWA COUNTY DETENTION CENTER

RESPONSE TO RFP #21-02 — COMMISSARY
TELECOMMUNICATIONS AND ADDITIONAL INMATE SERVICES



PHONES — TABLETS — KIOSKS — MAIL GUARD — VIDEO VISITATION — EDUCATION

» Summary |

Thank you for your careful consideration of our proposal and financial offer. Smart Communications is different because we are a true technology company driven by a passion for innovation and bettering the lives of everyone involved with incarceration. We did not start out as an inmate phone company; instead, we started with inmate technology and a focus on providing a faster, more affordable and more intelligent way for inmates to interact with the evolving world around them. For over a decade, we have been innovating technologies and services that continue to revolutionize the corrections industry. In 2009 we launched SmartInmate™, the world's first two-way electronic messaging system exclusively designed for correctional use. SmartInmate™ not only changed corrections by giving inmates access to a faster and more affordable new option to stay connected with family and friends, it also provided an entirely new intelligence source to help investigators prevent and solve crimes. A year later we launched SmartRequest™, the corrections industry's first digital request/grievance/medical platform and deployed the first facility wide digital law library.



Today, Smart Communications' technologies and services are currently used by more than 135 partner facilities in 25 states. Partners we serve include the Pennsylvania Department of Corrections that houses over 50,000 inmates as well as the Federal Bureau of Prisons that houses over 180,000 inmates.

If you have any questions relating to our proposal or would like to propose modifications our financial offers please contact us directly at 888-253-5178 or email jon.logan@smartcommunications.us.

We welcome the opportunity to partner with the Ottawa County Sheriff's Office and look forward to providing you with the technologies and services you will appreciate over the coming years.

VENDOR QUALIFICATIONS:

Please confirm that your organization has the capacity and qualifications to complete the project from start to finish at a standard at or above industry standards. Please check each box to confirm qualifications.

- Vendor shall have a minimum of five (5) years of experience in in the requested service laid out in this RFP.
- Vendor shall be able to meet all insurance requirements outlined in the RFP. To be considered responsive, vendor must meet the requirements of this RFP.
- Vendor must be organized for the purpose of providing Inmate Services and with experience in correctional services.
- Vendor must agree that all employees, officers or agents of the Vendor who shall provide services on site at the County must successfully pass fingerprinting and background checks by the Sheriff's Office.
- Vendor must have the ability to provide any training necessary to the County's staff for implementation.



REFERENCES:

Please state references of similar that required similar size and scope of project. All boxes must be completed. Providing information at a later date is not acceptable.



Content Omitted as Confidential

The undersigned hereby authorizes the County to obtain all information that said recipient may have concerning the undersigned's contract performance history and releases all parties from all liability for any damage that may result from furnishing the same to the County. A photocopy of this authorization shall be deemed equivalent to the original.

Authorized Representatives Signature

3-19-2021

Date

Jon Logan, President, Smart Communications Holding, Inc.

Authorized Representative's Printed Name, Title, and Company Name (and Legal Name) for Business



ATTACHMENT B – VENDOR CONDITIONS

Vendor has read the solicitation documents in their entirety and agrees to the conditions set forth below.

Incurred Expenses / Confidentiality:

The County is not responsible for any cost or expense incurred by Contractor preparing and submitting qualifications prior to execution of an agreement.

Conflict of Interest:


By submission of a response, the vendor agrees that at the time of submittal, he/she: (1) has no interest (including financial benefit, commission, etc.) and shall not acquire any interest, direct or indirect, that would conflict in any manner or degree with the performance of vendor's services, or (2) benefit from an award resulting in a "Conflict of Interest." Contractor shall identify interests, and the individuals involved, on separate paper with the response and understand that the County, at its discretion may reject their submission.

Iran Linked Business:

By submission of this form, the Contractor certifies, under civil penalty for false certification, that it is fully eligible to do so under law and that it is not an "Iran linked business," as that term is defined in the Michigan Economic Sanctions Act, 2012 P.A. 517.

Debarment & Suspension

The Contractor certifies to the best of its knowledge and belief, that the corporation, LLC, partnership, or sole proprietor, and/or its' principals, owners, officers, shareholders, key employees, directors and member partners: (1) are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency; (2) have not within a three-year period preceding this form been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property; (3) are not presently indicted for or otherwise criminally charged by a governmental entity (Federal, State or local) with commission of any of the offenses enumerated in (2) of this certification; and, (4) have not within a three-year period preceding this proposal had one or more public transactions (Federal, State or local) terminated for cause or default.

BY: 
Signature of Authorized Representative

3-19-2021
Date

Jon Logan, President, Smart Communications Holding, Inc.

Authorized Representative's Printed Name, Title, and Company Name (and Legal Name) for Business