Connect with Purpose

NASPO VALUEPOINT MASTER AGREEMENT FOR INMATE COMMUNICATIONS

State of Nevada RFP #99SWC-S1154

Part IA – Technical Proposal

Closing Date: April 20, 2022

Presented to:
Attention Heather Moon, Purchasing Officer II
Nevada State Purchasing Division
515 E. Musser Street, Suite 300
Carson City, Nevada 89701
775-684-0179

Presented by:
Douglas Farmer
Account Executive
Telephone: 540-935-6605
Email: douglas.farmer@viapath.net

viapath TECHNOLOGIES

3120 Fairview Park Dr. / Suite 300
Falls Church, VA 22042

March 18, 2022

Heather Moon, Purchasing Officer II
Nevada State Purchasing Division
515 E. Musser St., Ste 300
Carson City, NV 89701

RE: Request for Proposal – State of Nevada Solicitation Number 99SWC-S1154

Dear Ms. Moon:

Global Tel*Link Corporation d/b/a ViaPath Technologies ("ViaPath"), the leader in the prisoner communications industry, is pleased to submit our response to Request for Proposal – State of Nevada Solicitation Number 99SWC-S1154 for Inmate Communications for NASPO ValuePoint and the State of Nevada (Lead State). We have provided a response that reflects our nearly 33 years of demonstrated experience. ViaPath presently serves nearly 2,000 facilities and 32 DOC-class customers nationwide, along with service to Private Prisons, ICE Detention Centers, and the Federal Bureau of Prisons. More than 1.3 million prisoners use ViaPath services, representing more than 75% of the U.S. prisoner population.

We appreciate the opportunity to present our solution that not only meets but exceed the expectations for an inmate communications provider. ViaPath's offer includes our industry-leading Kiosk, Tablets, Mail Scanning, and Inmate Telephone System, as well as additional services for inmate calling including Video Relay Service, our investigative tools such as Data IQ, interfaces with JMS and commissary providers, and many other features to support DOC staff, investigators, NASPO, the State of Nevada and the public. As demonstrated throughout our proposal, ViaPath fully understands and exceeds expectations for the implementation, the service, and overall goals of NASPO and the State of Nevada.

Our technology, exemplary customer service, and outstanding people are what make the difference and reaffirms why ViaPath should be selected as your business partner. As Chief Growth Officer of ViaPath, my team and I commit to you that your experience with the ViaPath provided solutions and our service throughout the course of our partnership will be exemplary.

Sincerely,

Jonathan Walker
Chief Growth Officer

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The following are registered trademarks of ViaPath: Global Tel*Link®, ViaPath Technologies, ConnectNetwork®, Inspire®, Flex®, Flex® Link, Voice IQ®, Phone IQ®, Call IQ®, Called Party IQ®, AdvancePay®, Request2Call®, ViaPath Virtual Receptionist®, and Telmate Guardian®.

2. | Vendor Information Sheet

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VENDOR INFORMATION SHEET FOR RFP 99SWC~S1154

Vendor Must:

A) Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

B) Type or print responses; and

C) Include this Vendor Information Sheet in Tab III of the Technical Proposal.

V1	Company Name	Global Tel*Link Corporation d/b/a ViaPath Technologies ("ViaPath")

V2	Street Address	3120 Fairview Park Drive, Suite 300

V3	City, State, ZIP	Falls Church, VA 22042

V4	Telephone Number		
	Area Code: 703	Number: 955-3910	Extension:

V5	Facsimile Number		
	Area Code: 855	Number: 631-8857	Extension:

V6	Toll Free Number		
	Area Code:	Number:	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: Doug Farmer
	Title: Account Executive
	Address: Same as above
	Email Address: douglas.farmer@gtl.net

V8	Telephone Number for Contact Person		
	Area Code: 540	Number: 935-6605	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: 855	Number: 631-8857	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: Jonathan Walker	Title: Chief Growth Officer

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: 2/18/2022

3. | State Documents

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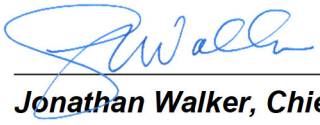
Amendment Acknowledgement

The signature page from all amendments with an original signature by an individual authorized to bind the company.



Jonathan Walker, Chief Growth Officer

Amendment #	Amendment Date	Amendment Note
1	12/14/2021 07:22:16 AM	The Insurance Schedule is mislabeled. For purposes of this amendment, the Insurance Schedule will be Attachment K. Vendors do not need to acknowledge this amendment.
2	12/14/2021 08:12:43 AM	The purpose of this amendment is to correct attachments. Vendors do not need to acknowledge this amendment. Attachment File Changes: Header 1. File 'RFP 99SWC-S1154 Inmate Communications - corrected version.docx': File 'RFP 99SWC-S1154 Inmate Communications - corrected version.docx' added .
3	12/21/2021 01:29:22 PM	The purpose of this amendment is to change the RFP opening (due date) to February 22, 2022 at 2:00 PM. Header 1. Bid Opening Date changed from "01/24/2022 02:00:00 PM" to "02/22/2022 02:00:00 PM".
4	01/21/2022 09:47:52 AM	The purpose of this amendment is to address questions received and to notify vendors of a new opening date of 3/22/22. References will be due any time before the new opening date. This amendment is also updating the cost sheet - Attachment C and notifying vendors of additional states Intent to Participate. A second Q&A period will be allowed until 2/8/22 at 5:00 p.m. Header 1. Bid Opening Date changed from "02/22/2022 02:00:00 PM" to "03/22/2022 02:00:00 PM". Attachment File Changes: Header 1. File 'Questions received - answers 1-21-22.xls': File 'Questions received - answers 1-21-22.xls' added . 2. File 'Attachment C Cost Proposal - updated.xlsx': File 'Attachment C Cost Proposal - updated.xlsx' added . 3. File 'Intent to Particpate - Montana.docx': File 'Intent to Particpate - Montana.docx' added . 4. File 'Intent to Participate - Utah.docx': File 'Intent to Participate - Utah.docx' added . 5. File 'Utah Ts and Cs.docx': File 'Utah Ts and Cs.docx' added . 6. File 'Intent to Participate - Vermont.docx': File 'Intent to Participate - Vermont.docx' added .
5	03/01/2022 01:15:41 PM	The purpose of this amendment is to address second round questions. Attachment File Changes: Header 1. File '2nd round questions - Answers.xls': File '2nd round questions - Answers.xls' added .
6	03/09/2022 07:57:05 AM	The purpose of this amendment is to extend the RFP opening due date to April 20, 2022. All vendors interested in responding to this RFP must submit a response by this date. Vendor references will be accepted from now until April 19, 2022. Header 1. Bid Opening Date changed from "03/22/2022 02:00:00 PM" to "04/20/2022 02:00:00 PM".
7	03/10/2022 07:22:17 AM	The purpose of this amendment is to notify vendors of New Jersey's terms and conditions. Vendors do not need to acknowledge this amendment. Attachment File Changes: Header 1. File 'State of New Jersey Standard Terms and Conditions.pdf': File 'State of New Jersey Standard Terms and Conditions.pdf' added .

Attachment H

ATTACHMENT H – CONFIDENTIALITY AND CERTIFICATION OF INDEMNIFICATION

Submitted proposals, which are marked "confidential" in their entirety, or those in which a significant portion of the submitted proposal is marked "confidential" **will not** be accepted by the State of Nevada. Pursuant to NRS 333.333, only specific parts of the proposal may be labeled a "trade secret" as defined in NRS 600A.030(5). All proposals are confidential until the contract is awarded; at which time, both successful and unsuccessful vendors' technical and cost proposals become public information.

In accordance with the Submittal Instructions of this RFP, vendors are requested to submit confidential information separate marked "**Part I B Confidential Technical**" and "**Part III Confidential Financial**".

The State will not be responsible for any information contained within the proposal. Should vendors not comply with the labeling and packing requirements, proposals will be released as submitted. In the event a governing board acts as the final authority, there may be public discussion regarding the submitted proposals that will be in an open meeting format, the proposals will remain confidential.

By signing below, I understand it is my responsibility as the vendor to act in protection of the labeled information and agree to defend and indemnify the State of Nevada for honoring such designation. I duly realize failure to so act will constitute a complete waiver and all submitted information will become public information; additionally, failure to label any information that is released by the State shall constitute a complete waiver of any and all claims for damages caused by the release of the information.

This proposal contains Confidential Information, Trade Secrets and/or Proprietary information.

Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part IB – Confidential Technical Information			
YES		NO	
Justification for Confidential Status			
Section V 4.5.1. Offeror Profile: ViaPath has provided our client retention rate during the past three (3) years in the Part IB Confidential Technical Proposal. As a privately held corporation, Global Tel*Link considers this information to be confidential and trade secrets has labeled it as such. We respectfully request this confidential information, submitted for the NASPO and/or NV DOC (Lead State)'s review, be removed from our proposal books prior to public display or disclosure of proposals. ***Section 2.15 Certification of Non-Debarment: A summary list of claims brought against ViaPath, subcontractors and/or proposed project team members during the past five years is considered confidential and is included in Part IB- Confidential Technical Proposal. This information could serve as a roadmap for competitors on which customers to approach. It could be used to undermine our relationship with customers. It could also be used to mine information about our business and systems through targeted efforts. The summary is not generally available as a compilation and was assembled by ViaPath through effort and expense. We respectfully request that this confidential information, submitted for the County's review, be removed from our proposal books prior to public display of proposals after opening.***			

Part III – Confidential Financial Information			
YES		NO	
Justification for Confidential Status			
Per Section 4.1 Mandatory Minimum Administrative Proposal Requirements, ViaPath's Dun and Bradstreet Number and Federal Tax Identification Number are included. Also, in support of Section V Item 4.1 Mandatory Minimum Administrative Proposal Requirements above ViaPath's latest audited financial statements have been included in Part III Confidential Financial Information section marked CONFIDENTIAL. As a privately held corporation, ViaPath considers its financial reports to be confidential and have labeled them as such. We respectfully request that this confidential information, submitted for NASPO and Lead State's review, be removed from our proposal books prior to public display or disclosure of proposals.			

Global Tel*Link Corporation (d/b/a ViaPath Technologies)

Company Name

Signature

Jonathan Walker, Chief Growth Officer

Print Name

5/19/2022

Date

Attachment G

ATTACHMENT G – VENDOR CERTIFICATIONS

Vendor agrees and will comply with the following:

(1) Any and all prices that may be charged under the terms of the contract do not and will not violate any existing federal, State or municipal laws or regulations concerning discrimination and/or price fixing. The vendor agrees to indemnify, exonerate and hold the State harmless from liability for any such violation now and throughout the term of the contract.

(2) All proposed capabilities can be demonstrated by the vendor.

(3) The price(s) and amount of this proposal have been arrived at independently and without consultation, communication, agreement or disclosure with or to any other contractor, vendor or potential vendor.

(4) All proposal terms, including prices, will remain in effect for a minimum of 180 days after the proposal due date. In the case of the awarded vendor, all proposal terms, including prices, will remain in effect throughout the contract negotiation process.

(5) No attempt has been made at any time to induce any firm or person to refrain from proposing or to submit a proposal higher than this proposal, or to submit any intentionally high or noncompetitive proposal. All proposals must be made in good faith and without collusion.

(6) All conditions and provisions of this RFP are deemed to be accepted by the vendor and incorporated by reference in the proposal, except such conditions and provisions that the vendor expressly excludes in the proposal. Any exclusion must be in writing and included in the proposal at the time of submission.

(7) Each vendor must disclose any existing or potential conflict of interest relative to the performance of the contractual services resulting from this RFP. Any such relationship that might be perceived or represented as a conflict should be disclosed. By submitting a proposal in response to this RFP, vendors affirm that they have not given, nor intend to give at any time hereafter, any economic opportunity, future employment, gift, loan, gratuity, special discount, trip, favor, or service to a public servant or any employee or representative of same, in connection with this procurement. Any attempt to intentionally or unintentionally conceal or obfuscate a conflict of interest will automatically result in the disqualification of a vendor's proposal. An award will not be made where a conflict of interest exists. The State will determine whether a conflict of interest exists and whether it may reflect negatively on the State's selection of a vendor. The State reserves the right to disqualify any vendor on the grounds of actual or apparent conflict of interest.

(8) All employees assigned to the project are authorized to work in this country.

(9) The company has a written equal opportunity policy that does not discriminate in employment practices with regard to race, color, national origin, physical condition, creed, religion, age, sex, marital status, sexual orientation, developmental disability or handicap.

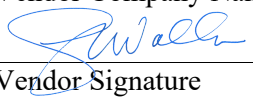
(10) The company has a written policy regarding compliance for maintaining a drug-free workplace.

(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the proposal.

(12) Vendor must certify that any and all subcontractors comply with Sections 7, 8, 9, and 10, above.

(13) The proposal must be signed by the individual(s) legally authorized to bind the vendor per NRS 333.337.

Global Tel*Link Corporation d/b/a ViaPath Technologies ("ViaPath")
Vendor Company Name



Vendor Signature

Jonathan Walker, Chief Growth Officer — 2/18/2022

Print Name — Date

Licensing Agreements

ViaPath's proposed products and services do not require a separate licensing and/or hardware and software maintenance agreements. Maintenance is included as part of any of the services product ViaPath for the full term of the contract.

Certifications and/or Licenses

ViaPath is certified with the State of Nevada by the Secretary of State and a copy of the Certificate of Authority and Certificate of Good Standing are provided on the following pages.

In addition, ViaPath is authorized to do business in any and all states that could become a party to this agreement. Upon request, ViaPath will provide the same in a timely fashion and prior to conducting business in any State electing to receive ViaPath services under this agreement.

ENTITY INFORMATION

ENTITY INFORMATION

Entity Name:

GLOBAL TEL*LINK CORPORATION

Entity Number:

E0268892018-1

Entity Type:

Foreign Corporation (80)

Entity Status:

Active

Formation Date:

05/31/2018

NV Business ID:

NV20181399197

Termination Date:

Perpetual

Annual Report Due Date:

5/31/2022

Domicile Name:

Jurisdiction:

Idaho

REGISTERED AGENT INFORMATION

Name of Individual or Legal Entity:

INCORP SERVICES, INC.

Status:

Active

CRA Agent Entity Type:

Registered Agent Type:

Commercial Registered Agent

NV Business ID:

Office or Position:

Jurisdiction:

NEVADA

Street Address:

3773 HOWARD HUGHES PKWY STE 500S, Las Vegas, NV, 89169 - 6014, USA

Mailing Address:

Individual with Authority to Act:

Karla Vazquez, President

Fictitious Website or Domain Name:

OFFICER INFORMATION

☐ **VIEW HISTORICAL DATA**

Title	Name	Address	Last Updated	Status
President	DEB ALDERSON	3120 FAIRVIEW PARK DRIVE, SUITE 300, Falls Church, VA, 22042, USA	08/21/2019	Active
Secretary	CLAUDIA REGEN	3120 FAIRVIEW PARK DRIVE, SUITE 300, Falls Church, VA, 22042, USA	08/21/2019	Active
Treasurer	JOHN PITSENBERGER	3120 FAIRVIEW PARK DRIVE, SUITE 300, Falls Church, VA, 22042, USA	08/21/2019	Active
Director	DEB ALDERSON	3120 FAIRVIEW PARK DRIVE, SUITE 150, Falls Church,	08/21/2019	Active

Title	Name	Address	Last Updated	Status
		VA, 22042, USA		

Page 1 of 1, records 1 to 4 of 4

CURRENT SHARES

Class/Series	Type	Share Number	Value
	Authorized	100,000	0.010000000000

Page 1 of 1, records 1 to 1 of 1

Unlimited Foreign Entities Only

No Stock Foreign Entities Only

Number of No Par Value Shares:

0

Total Authorized Capital:

1,000

Filing History Name History Mergers/Conversions

Return to Search Return to Results

Certificate of Business: Fictitious Firm Name **Please Print or Type**

The undersigned do hereby certify that Global Tel*Link Corporation
(Name of individual, corporation, partnership, or trust)

located at 3120 Fairview Park Drive, Suite 300, Falls Church, VA 22042 is conducting business in Carson City,
(Street Address of Business or Residence)

Nevada, under the fictitious name of ViaPath Technologies
(Fictitious Firm Name)

and that said firm is composed of the following person(s) whose name(s) and address(es) are as follows:
By signing below, I do solemnly affirm, under penalty of perjury, that all statements made in this document are true.

1. John C. Pitsenberger, Chief Financial Officer — Signature — 11/18/21
Full Name and Title — Signature — Date

3120 Fairview Park Drive, Suite 300 — Falls Church, VA 22042
Street Address — City, State, Zip

Mailing Address, if different from above — City, State, Zip

2. Full Name and Title — Signature — Date

Street Address — City, State, Zip

Mailing Address, if different from above — City, State, Zip

3. Full Name and Title — Signature — Date

Street Address — City, State, Zip

Mailing Address, if different from above — City, State, Zip

RECEIVED AND FILED
12-20-21
Date
Deputy County Clerk

Please provide the following details where verification of filing should be sent:

acollins@cahill.com
Email Address

202-862-8930
Phone Number

1990 K Street, NW Suite 950 Washington, DC 20006
Mailing Address

Return to Carson City Business License, 108 E. Proctor St., Carson City, NV 89701 with $25 filing fee

PUBLIC SERVICE COMMISSION OF NEVADA

ORDER

and

CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY

GLOBAL TEL*LINK CORPORATION

DOCKET NO. 95-8041
CPC #2080

The Public Service Commission of Nevada finds that GLOBAL TEL*LINK CORPORATION has met all the requirements of the Commission's Order dated March 18, 1996, and as a result should be authorized to become a competitive provider of telecommunications, providing resold intrastate interexchange telecommunications services including operator and confinement facilities services within the State of Nevada.

IT IS ORDERED that GLOBAL TEL*LINK CORPORATION is hereby granted this Certificate of Public Convenience and Necessity as evidence of its authority to become a competitive provider of telecommunications, providing resold intrastate interexchange telecommunications services including operator and confinement facilities services within the State of Nevada, subject to all applicable provisions of the Nevada Revised Statutes, all applicable rules, regulations and orders of the Commission, and such terms, conditions and limitations as are now or may hereafter be attached to the exercise of the privileges granted to the utility.

IT IS FURTHER ORDERED that as a condition of this Certificate, GLOBAL TEL*LINK CORPORATION shall render reasonably continuous and adequate service to the public within its service area and in pursuance of the authority granted, that nothing contained herein shall be construed to create a franchise or to constitute the grant of an irrevocable Certificate, and that failure to comply with all applicable provisions of the Nevada Revised Statutes, all applicable rules, regulations and orders of the Commission, and any applicable terms, conditions and limitations attached to the granted privileges shall comprise sufficient grounds for the suspension or revocation of this Certificate.

IT IS FURTHER ORDERED that this authority shall not be sold or transferred without the Commission's prior approval.

IT IS FURTHER ORDERED that the Commission retain jurisdiction for the purpose of correcting any errors which may have occurred in the drafting or issuance of this Certificate and Order.

By the Commission,

DONALD L. SODERBERG, Commissioner

Attest:

for WILLIAM H. VANCE, Secretary

Dated: Carson City, Nevada

5/19/01

(SEAL)

4. | Scope of Work

NASPO ValuePoint

Category 1: General Information
Category 2: Inmate Kiosk and Tablets
Category 3: Inmate Telephone System
Category 4: Digital Mail Services

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ATTACHMENT B

SCOPE OF WORK

Category 1: General Information

Category 2: Inmate Kiosks and Tablets

Category 3: Inmate Telephone System

Category 4: Digital Mail Services

Each category (Sections 1 through 4) will be evaluated separately by the Evaluation Committee. Committee members will score each category independently of the others and will make awards as in the best interest of the Lead State and NASPO ValuePoint.

ViaPath has read, understands, and will comply.

Vendors may submit a proposal for any or all of the categories listed in the Scope of Work but may not submit for less than one entire category. Vendors must clearly identify in their proposal the category or categories, the section number(s) and geographic location for which they are proposing.

ViaPath has read, understands, and will comply.

ViaPath is proposing services for Category 2 (Section 2), Category 3 (Section 3), and Category 4 (Section 4) for all geographical locations.

For all categories below, the vendor:

- **Must ensure that the facilities are in compliance with all existing DOC rules and regulations;**

ViaPath has read, understands, and will comply.

- **Must ensure all services are conducted by a State Certified/Licensed Technician;**

ViaPath has read, understands, and will comply.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems and in states where required are state certified/licensed. Additionally, our field repair staff possess the required level of knowledge relating to the network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field

repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

- **Must ensure all services are conducted in accordance with any DOC certification requirements;**

ViaPath has read, understands, and will comply.

- **May offer additional services as related to awarded categories;**

ViaPath has read, understands, and will comply.

Within the response ViaPath will describe additional services that are available to the DOC. Additionally, ViaPath is continually investigating, developing and testing new technology to better service our customers.

- **Must ensure all equipment is compatible to the best industrial standards and must function as designed after installation;**

ViaPath has read, understands, and will comply.

ViaPath ensures that all services, equipment installation and equipment provided by ViaPath in relation to its performance under this Agreement are compatible with the best industry standards and function as designed upon the completion of installation.

ViaPath conducts acceptance testing to ensure that all equipment is compatible and functioning as designed per DOC requirements. ViaPath currently has all solutions functioning as designed with other DOC customers.

- **Must designate a single point of contact to be the liaison for state information technology staff to handle the day-to-day operations. References for this designee must be submitted as part of the vendor's proposal; and**

ViaPath has read, understands, and will comply.

ViaPath's single point of contact to be liaison for state information technology staff to handle the day-to-day operations will be Frank Sanchez, Field Service Manager. Frank's references are included with Attachment F in section 4.5.1c Vendor Staff Resumes. Unlike other vendors who may throw a higher-level title out there, Frank will actually be involved in the day-to-day operations and will be the exemplary contact for your IT personnel. Frank is supported by higher level director and executive level support.

- **Shall ensure permits must be current and remain current.**

ViaPath has read, understands, and will comply.

- **Must not allow any part of the resulting contract from this solicitation be performed offshore of the United States by persons located offshore of the United State or by means, methods, or communications that, in whole or in part, take place offshore of the United States.**

ViaPath has read, understands, and will comply.

1. GENERAL INFORMATION

1.1 BACKGROUND CHECKS

1.1.1. Background check approvals for site visits are required. For security reasons, the vendor must complete a Background Check Application form, and return the completed form to the requesting DOC. Because of space considerations, each vendor shall be limited to a maximum of two (2) representatives to attend each site visit.

ViaPath has read, understands, and will comply.

1.1.2. Upon Contract award, and a least seven (7) days prior to beginning work, the awarded vendor will submit a completed DOC Background Check Application form for each employee who will be working on this project (unless previously cleared for the site visit).

ViaPath has read, understands, and will comply.

1.1.2.1. Faxed or e-mailed forms will be accepted, but the original application form must be sent by US postal mail within three (3) days or clearance may be revoked.

ViaPath has read, understands, and will comply.

1.1.2.2. Completed forms must be sent to the designated person within each Participating State's Correctional Facility.

ViaPath has read, understands, and will comply.

1.1.2.3. This form must be signed and submitted for each employee who will be

attending the site visit and/or performing any Contract work at DOC facilities.

ViaPath has read, understands, and will comply.

1.1.3. All costs associated with background checks will be at vendor's expense.

ViaPath has read, understands, and will comply.

1.1.4. It is the vendor's responsibility to ensure the following:

1.1.4.1. Vendors must not begin any billable work on the contract until clearance has been issued by the Purchasing Entity; and

ViaPath has read, understands, and will comply.

1.1.4.2. Vendor has received notification of pre-authorized access to facilities by the Purchasing Entity.

ViaPath has read, understands, and will comply.

1.1.5. No personnel entering the correctional facilities may be convicted felons.

ViaPath has read, understands, and will comply.

1.1.6. Any potential vendors who are in non-compliance with the requirements of the Security Regulations will not be allowed access to the facility.

ViaPath has read, understands, and will comply.

1.1.7. All vendor employees entering prison grounds must adhere to the DOC Security Regulations.

ViaPath has read, understands, and will comply.

1.1.8. While at the facility, the vendor must ensure that inmates do not have access to telecommunication devices in accordance with Participating State's Statutes, Rules, and Regulations.

ViaPath has read, understands, and will comply.

1.2 DEPARTMENT OF CORRECTIONS REQUIREMENTS

1.2.1. Work Area/Project Preparation

1.2.1.1. Prior to commencement of work, the awarded vendor shall ensure that:

A. Arrangements have been made for proper disposal of any waste materials;

ViaPath has read, understands, and will comply.

B. All tools, equipment and materials are on hand; and

ViaPath has read, understands, and will comply.

C. Any applicable worker training has been completed and any required documentation is on site.

ViaPath has read, understands, and will comply.

1.2.2. Securing of tools

1.2.2.1. Vendor must adhere to all DOC's policies and procedures regarding tool control.

ViaPath has read, understands, and will comply.

1.2.2.2. Vendor must ensure incarcerated individuals do not have access at any time to any tools or equipment brought in by vendor and/or its subcontractors.

ViaPath has read, understands, and will comply.

1.2.3. Health and Safety Standards

1.2.3.1. The awarded vendor shall comply with all applicable federal, state, and local requirements for protecting the safety of the Vendor's employees, building occupants, and the environment.

ViaPath has read, understands, and will comply.

1.2.3.2. The awarded vendor must comply with all Federal, State and Local rules

and regulations.

ViaPath has read, understands, and will comply.

1.3 VENDOR STAFF REQUIREMENTS

1.3.1. Vendor Staff Levels and Qualifications

The Vendor will have direct oversight, be responsible for, and monitor the performance of all Vendor staff performing services under the contract. The authorized DOC staff will provide security for the Vendor's employees and agents consistent with the security provided at all DOC facilities.

ViaPath has read, understands, and will comply.

1.3.1.1. The Vendor shall identify and define their key full-time positions supporting the DOC ITS.

ViaPath has read, understands, and will comply.

Having a strong leadership team and proven solutions are key components of any successful organization. Equally important are the people supporting them. Below, we have identified key full-time positions and responsibilities associated with support the of the DOC inmate communications solutions.

Key Positions

The Regional Vice President, Account Manager and Field Service Manager provide the DOC with the support and services of the proposed solutions. In addition, the following positions will provide the DOC the highest levels of service and support.

Account Manager: ***The Account Manager will work with the State facility leadership to provide direction and achieve all project objectives. The Account Manager will be your main point of contact for any contractual obligations and clarifications.***

Field Service Manager: ***The Field Service Manager will provide support for all day-to-day activities of operations, technical support, field maintenance support/repair and will direct all local field service activities.***

Additional Key Staff Supporting the DOC

Service Technician: The Service Technicians (ST) are responsible for responding and working remedial emergency and non- emergency repairs, and preventative maintenance, at the facilities and the DOC HQ.

1.3.1.2. All travel will be negotiated within each PA. Travel may be subject to limits of the DOC's rules and regulations.

ViaPath has read, understands, and will comply.

1.3.1.3. Additionally, the Vendor's staff will liaise with and maintain a good working relationship with DOC staff and other providers working with the DOC.

ViaPath has read, understands, and will comply.

1.3.2. Escalation Procedures During Repair Service

1.3.2.1. The Vendor will provide escalation procedures to address inadequate response to service calls, frequent repetition of the same service problem, inadequate repairs to ITS, etc. These described procedures will include the name and title of service and management personnel as well as criteria for service escalation to a certain "level" within the vendor's organization.

ViaPath has read, understands, and will comply.

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates – and provides the DOC access to our ServiceNow Portal for all service needs and resolutions. ServiceNow gives the ability for customers to open a service ticket and monitor the progress through resolution. ServiceNow will also alert our field services team prior to an issue deadline so that they might be proactive in resolution before the need for escalation.

Features of ServiceNow include:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time***

The ViaPath account team is notified and regularly monitors all service tickets. This process allows the account team to be proactive in recognizing potential escalation items and resolve them before entering the escalation path described below. This line of support by the account team has worked very well with ViaPath facilities, by intervening early in the process to engage our field service team and support staff.

Any issue that is not resolved within the expected time frame is automatically escalated to the next level of management by ViaPath technical assistance. The DOC can also directly request escalation by contacting any member of the escalation ladder at any point in time via telephone, cellphone or email.

Within our Technical Support team, each ticket that is not resolved, approved by the customer, and closed within the agreed upon service time will be escalated to the next level within fifteen minutes of a missed committed resolution time. Every fifteen minutes

that an issue is not resolved will go up an additional level. This process allows full visibility and support at some of the highest levels without long delays.

In an effort to be proactive, and resolve issues before they require escalation, the ViaPath account team will hold bi-weekly calls with DOC staff overseeing the contract. This call is structured to allow for communications of any issues occurring, review of pending and in progress projects, and to review any frequent occurring events and the party's resolution to them. In addition to the bi-weekly calls, ViaPath will institute a quarterly Business/Operational Review. In this review, the assigned ViaPath executive will come on-site to discuss performance in the last quarter, successes, opportunities for improvement, changes in the correctional landscape and updates on technology. ViaPath sees open communication as the cornerstone to the contract success for both of us and we are committed to keeping those lines of communications strong and open. This meeting is just one effort we use today.

Any issue that is not resolved within the required timelines is automatically escalated to the next level of management by ViaPath technical assistance. The first level of escalation for Field Services will be ViaPath's Field Service Manager, Frank Sanchez.

Within our Technical Support team, each ticket that is not resolved, approved by the customer, and closed within the agreed upon service time will be escalated to the Lead Technical Support Specialist/Supervisor for the State. Every fifteen minutes that an issue is not resolved will go up an additional level. This process allows full visibility and support at some of the highest levels without long delays.

In addition to ServiceNow and ViaPath's NOC, we will provide the DOC with a dedicated toll-free number, 1-877-856-3184, to our Technical Assistance Center (TAC) to request service or technical support 24x7x365. The number will be answered by highly trained technical support professionals providing superior service and the latest monitoring and alerting software in the industry.

Trouble Escalation Path

Should escalation be necessary beyond the Field Service Manager or the Lead Technical Support Specialist/Supervisor, the following departments and management personnel are contacted in the following order:

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*

Escalation Path	Field Service Escalation Personnel
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	Technical Support Escalation Personnel
Level 1	*Lead Technical Support Specialist or Supervisor (varies by State)*
Level 2	*Technical Support Manager* *(Varies by State)*
Level 3	*Director of Services* *(Varies by State)*
Level 4	*Ted Meekins* *Vice President, Technical Services*
Level 5	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 6	*Deb Alderson* *Chief Executive Officer*

When a service ticket reaches the halfway point of the allotted timeframe of the service level agreement (SLA), the Technical Support Manager and assigned Field Service Managers are automatically notified. For example, if a P1 priority level has a 2-hour response time, the Technical Support Manager and Field Service Managers are notified if the issue has not been resolved one hour after the ticket is opened.

If the ticket reaches the maximum SLA timeframe, another notification is sent to the Technical Support Director and Field Service Director who can then further escalate resolution procedures.

1.3.2.2. Updated contact names and telephone numbers of the service and management positions listed/described in the escalation procedures will be made available to the authorized DOC staff immediately upon request.

ViaPath has read, understands, and will comply.

Upon award of contract, ViaPath will provide contact information of the service and management positions listed in our escalation paths above. As contact information changes, ViaPath will update the DOC immediately.

1.3.2.3. If applicable, provide administrative staff that will be on site at DOC Headquarters to manage the DOC accounts. The Vendor shall be required to pay for all background checks processed for its on-site staff.

ViaPath has read, understands, and will comply.

If applicable, ViaPath will provide administrative personnel on site at DOC Headquarters to manage and coordinate all contract activities, ensuring compliance and support of all contract requirements. ViaPath will pay for all backgrounds checks for on-site staff.

1.3.2.4. Provide for an external audit of services on an annual basis by an independent auditing firm verifying the vendor's timing and billing systems are accurate and capture all calls. Selection of the independent auditing firm shall be subject to DOC approval. The staff that performs the audit will be subject to background checks in advance of entering DOC facilities.

ViaPath has read, understands, and will comply.

ViaPath will provide an annual, external audit of services conducted by an independent auditing firm, subject to DOC approval. Since timing and billing systems are centralized within the ViaPath back-office data system, Audit staff should not have to enter a DOC facility; however, if required such staff will submit to background checks prior to entering any DOC facilities. In addition, and if required, the staff will submit a signed "Consent to Search Authorization" form and completed Certification of COVID-19 Vaccination.

1.4 DOCUMENTATION

1.4.1. As applicable, prior to production implementation, the contracted Vendor shall provide to the DOC detailed technical system documentation, detailed system design specifications, descriptions of all proposed kiosk hardware and software, operating instructions, footprints, power and environmental requirements, model numbers, makes, serial numbers, electrical and grounding requirements, temperature and humidity ranges, software components and features, etc.

ViaPath has read, understands, and will comply.

ViaPath provides all required documentations and specifications to clients prior to implementation.

1.5 PUBLIC WORKS PROJECTS

Any projects that are federally funded may be subject to the requirements of Davis-Bacon Act and/or the Davis-Bacon Wage Decision.

ViaPath has read, understands, and will comply.

1.5.1. Labor prices for affected projects may be negotiated between the using entity and the vendor, provided the Vendor provides adequate documentation for any negotiated increase.

ViaPath has read, understands, and will comply.

1.5.1.1. Documentation may include payroll records, copies of wage decisions, and/or other information that establishes a clear difference between the contractor's standard wage and the prevailing Davis-Bacon wage for any affected employee for that project.

ViaPath has read, understands, and will comply.

1.5.1.2. Under no circumstances will that price be increased by an amount higher than the difference between the normal hourly rate and the hourly rate required by the applicable Davis-Bacon Wage Decision.

ViaPath has read, understands, and will comply.

1.5.2. Vendors must include in job quotes the standard business hours and prevailing wage rate for the job location. Quotes should include shift differential, if any, for working nights and weekends.

ViaPath has read, understands, and will comply.

1.5.3. Vendor's work areas must be cleaned to DOC's satisfaction every day.

ViaPath has read, understands, and will comply.

1.5.4. Asbestos

1.5.4.1. Asbestos may be present within State-owned facilities and may be encountered in previously inspected buildings.

ViaPath has read, understands, and will comply.

1.5.4.2. Upon discovering asbestos or a suspected asbestos-containing material (ACM), all work shall immediately stop in the affected area and the Vendor

shall contact the project manager and/or building owner;

ViaPath has read, understands, and will comply.

1.5.4.3. The project manager and/or building owner shall assume responsibility for taking material samples for testing; and

ViaPath has read, understands, and will comply.

1.5.4.4. The project manager/building owner will convey all pertinent information regarding asbestos test results to the Vendor and, if necessary, conduct any required remediation prior to resuming work in the affected area.

ViaPath has read, understands, and will comply.

1.5.5. All remediation work must be performed by a contractor specifically licensed and/or certified to perform asbestos remediation.

ViaPath has read, understands, and will comply.

1.5.6. Vendors may be held liable for violations of any applicable federal, state and/or local environmental laws or regulations, whether committed through action or inaction.

ViaPath has read, understands, and will comply.

1.6 GENERAL REQUIREMENTS

1.6.1. Vendors must guarantee workmanship at Vendors' expense for a period of twelve (12) months from date of installation.

ViaPath has read, understands, and will comply.

1.6.2. Work shall be performed in accordance with manufacturers' recommendations and with all current local codes, regulations, and installation guidelines.

ViaPath has read, understands, and will comply.

1.6.3. The awarded Vendor(s) may be required to do some work after normal business hours (8am-5pm, unless otherwise specified by the Purchasing Entity); however, it is anticipated that most work will be completed during normal business hours.

ViaPath has read, understands, and will comply.

1.6.4. Vendor staff is responsible for performing a standard site walk-through and providing competent personnel to perform the specific scope(s) required. Due to the nature of these scopes of work and the liability involved, each Purchasing Entity will have the final determination of competency in all matters regarding personnel provided by the vendor.

ViaPath has read, understands, and will comply.

1.6.5. Once the awarded Vendor(s) has possession of the equipment to be installed, the responsibility for all equipment, including storage during installation work, shall be at the awarded Vendor's expense when storage space is unavailable at the jobsite.

ViaPath has read, understands, and will comply.

1.7 STANDARD OF PERFORMANCE AND ACCEPTANCE

1.7.1. The Standard of Performance applies to all product(s) purchased under this Master Agreement, including any additional, replacement, or substitute product(s), as well as any product(s) which are modified by or with the written approval of the Vendor and acceptance by the Purchasing Entity.

ViaPath has read, understands, and will comply.

1.7.2. The Acceptance Testing period shall be seven (7) calendar days, or any other time period identified in the solicitation or the Participating Addendum, beginning with the day after the product is installed certification is received that the product is ready for Acceptance Testing.

ViaPath has read, understands, and will comply.

1.7.3. If the product does not meet the Standard of Performance during the initial period of Acceptance Testing, the Purchasing Entity may, at its discretion, continue Acceptance Testing on a day-to-day basis until the Standard of Performance is met.

ViaPath has read, understands, and will comply.

1.7.4. Upon rejection, the vendor will have three (3) calendar days to cure any Standard of Performance issue(s).

ViaPath has read, understands, and will comply.

1.7.5. If, after the cure period, the product still has not met the Standard of Performance, the Purchasing Entity may, at its option:

1.7.5.1. Declare the vendor to be in breach and terminate the order;

ViaPath has read, understands, and will comply.

1.7.5.2. Demand a replacement product from the vendor at no additional cost to DOC; or

ViaPath has read, understands, and will comply.

1.7.5.3. Continue the cure period for an additional time period agreed upon by the DOC and the vendor.

ViaPath has read, understands, and will comply.

1.7.6. Vendor shall pay all costs related to the preparation and shipping of returned products.

ViaPath has read, understands, and will comply.

1.7.7. No product shall be accepted and no charges shall be paid until the Standard of Performance is met.

ViaPath has read, understands, and will comply.

1.7.8. The warranty period will begin upon the Purchasing Entity's approval.

ViaPath has read, understands, and will comply.

1.8 TRAVEL

1.8.1. All travel will be negotiated within each PA. Travel may be subject to limits of the DOC's rules and regulations.

ViaPath has read, understands, and will comply.

1.9 AUTHORIZATION TO WORK

Contractor is responsible for ensuring that all employees and/or subcontractors are authorized to work in the United States.

ViaPath has read, understands, and will comply.

1.10 SYSTEM COMPLIANCE WARRANTY

1.10.1. Licensor represents and warrants: (a) that each Product shall be Date Compliant; will operate consistently, predictably and accurately, without interruption or manual intervention, and in accordance with all requirements of this Agreement, including without limitation the Applicable Specifications and the Documentation, during each such time period, and the transitions between them, in relation to dates it encounters or processes; (b) that all date recognition and processing by each Product will include the Four Digit Year Format and will correctly recognize and process the date of February 29, and any related data, during Leap Years; and (c) that all date sorting by each Product that includes a "year category" shall be done based on the Four Digit Year Format.

ViaPath has read, understands, and will comply.

1.10.2. Equipment must carry a minimum one (1) year warranty that it is free from defects in material and workmanship. If defects are identified, the successful vendor agrees to repair or replace defective parts promptly on a like-for-like basis without additional cost to the customer. Any and all items failing during the warranty period will be replaced promptly free of charge. Upon significant failure, the warranty period will commence again for a minimum 90 additional days. Significant failure shall be determined by the Participating State's Contract Administrator.

ViaPath has read, understands, and will comply.

1.11 TERMS AND CONDITIONS FOR GOODS

The information in this section does not need to be returned with the vendor's proposal.

ViaPath has read, understands, and will comply.

1.12 SECURITY

1.12.1. Upon approval of the contract and prior to the start of work, each of the staff assigned by the contractor and/or subcontractor to this project may be required to sign non-disclosure agreements to be determined by each Participating State.

ViaPath has read, understands, and will comply.

1.12.2. All non-disclosure agreements shall be enforced and remain in force throughout the term of the contract.

ViaPath has read, understands, and will comply.

1.12.3. All employees of vendors entering prison grounds must adhere to DOC Security Regulations.

ViaPath has read, understands, and will comply.

2. INMATE KIOSKS & TABLETS

2.1 SOFTWARE APPLICATIONS

The vendor shall provide various applications for inmate and/or staff use using the DOC's requested hardware solution – kiosks and/or tablets.

ViaPath has read, understands, and will comply.

As a part of our inmate kiosk & tablet solution, ViaPath can provide the DOC with applications inmates can access on the device's touchscreen. ViaPath's solution allows mobile communication and features for inmates on the Inspire tablet or Flex kiosk while still providing the safety and security protocols that the DOC requires. The devices allow ViaPath to provide inmates access to phone calling, inmate services, music and media content, facility and informational documents, educational content, as well as other communication products like messaging.

Applications for the ViaPath Kiosk and Tablets

The ViaPath Kiosks and Inspire tablet solutions are built on a common architecture and therefore can deliver identical facility-approved applications on either inmate device. Any or all applications can be accessed on either device as configured by system administrators. In practice, some applications are better suited for delivery on a tablet in possession of an inmate rather than a shared wall-mounted kiosk (e.g., watching a movie or listening to music). The table below summarizes the applications available from ViaPath's cloud-based platform, with indication using grey shade of those applications that are typically deployed only on tablets.

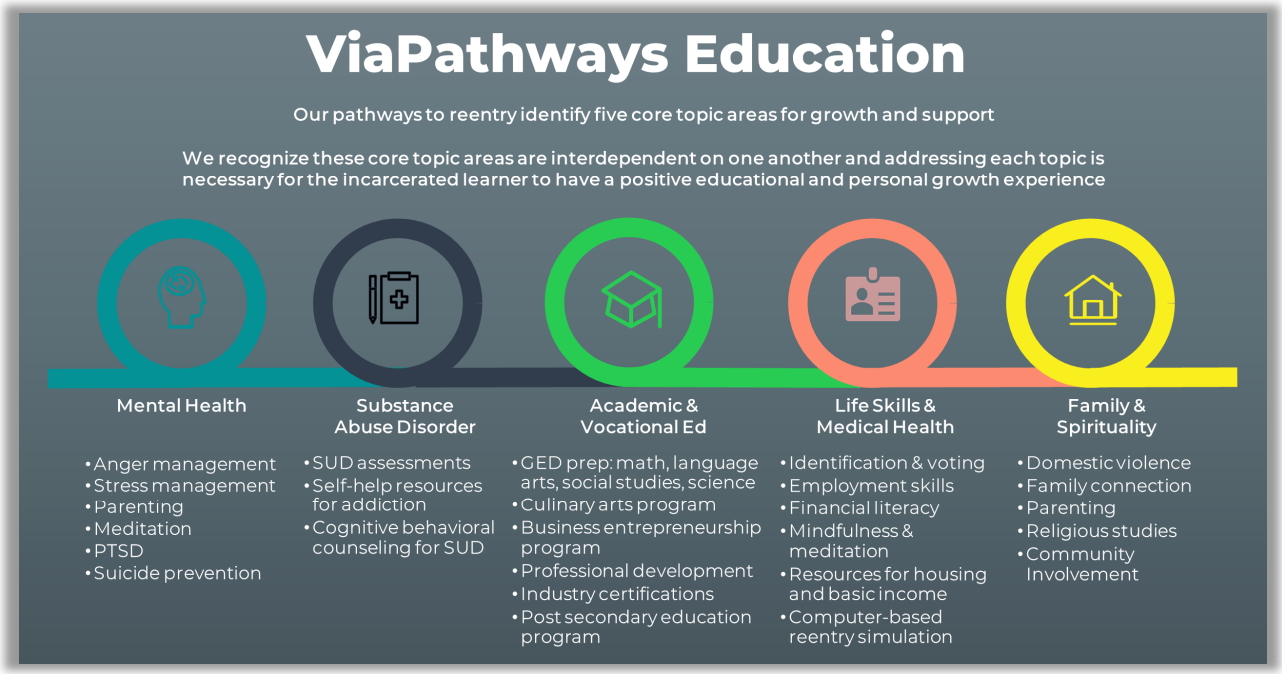
	Inmate Calling *– Inmates place calls directly through ViaPath's ITS with the same security, monitoring, and restrictions used on traditional phone calls.*		***Video Visitation*** *– Conduct video visitation sessions with all standard security protocols in place, scheduled or on demand with Visit Now.*
	Messaging *– Inmates send/receive approved email messages, helping reduce the chance of contraband entering the facility, while still allowing the inmates an avenue of communication.*		***Photo Gallery*** *– Inmates' friends and family can send photos in a secure environment, with all photos monitored by facility staff.*
	Inmate Request *– Inmates electronically submit requests, automating tasks to save paper and staff time.*		***Inmate Grievance*** *– Inmates electronically submit grievances, reducing the risk of lost or delayed paperwork while maintaining a digital paper trail.*
	Commissary Ordering *– Inmates electronically submit commissary orders to reduce staff involvement.*		***Inmate Account Information*** *– Inmates monitor their own finances with access to their trust information, current transactions, and fund balances.*

	Documents *– Distribute facility communications to inmates without printing costs or hand delivery.*		***Law Library Access*** *– Inmates access law libraries from the DOC's preferred vendor such as LexisNexis, Legal Research Associates, Fastcase, Westlaw, and Casemaker.*
	Crime Tip/PREA Reporting *– Inmates anonymously submit crime tips, so the DOC can act quickly and appropriately.*		*Other tools such as* ***ViaPath Help****,* ***Dictionary****,* ***Calculator****, or* ***Weather****.*
	Multi-Media *– Access a wide variety of approved* ***movies****,* ***TV****,* ***Audio Books****,* ***Podcasts****, and other select video content.*		***Streaming Music Service*** *– inmates can access a digital radio-streaming service.*
	Game Center *– Inmates access an arcade-style service filled with approved games.*		***News and Sports****– With no access to the outside web, inmates read approved content about news, sports, and other current events.*
Calm	***Calm –*** *A leading app for meditation and sleep.*	PTSD COACH	***PTSD Coach*** *- Provides veteran inmates with education about PTSD and information about professional care.*

Employment and Educational Apps

On the following pages we have provided additional information about select applications.

ViaPathways Education Packages: An Easy to Navigate Learning Platform with Full Suite of Education Products



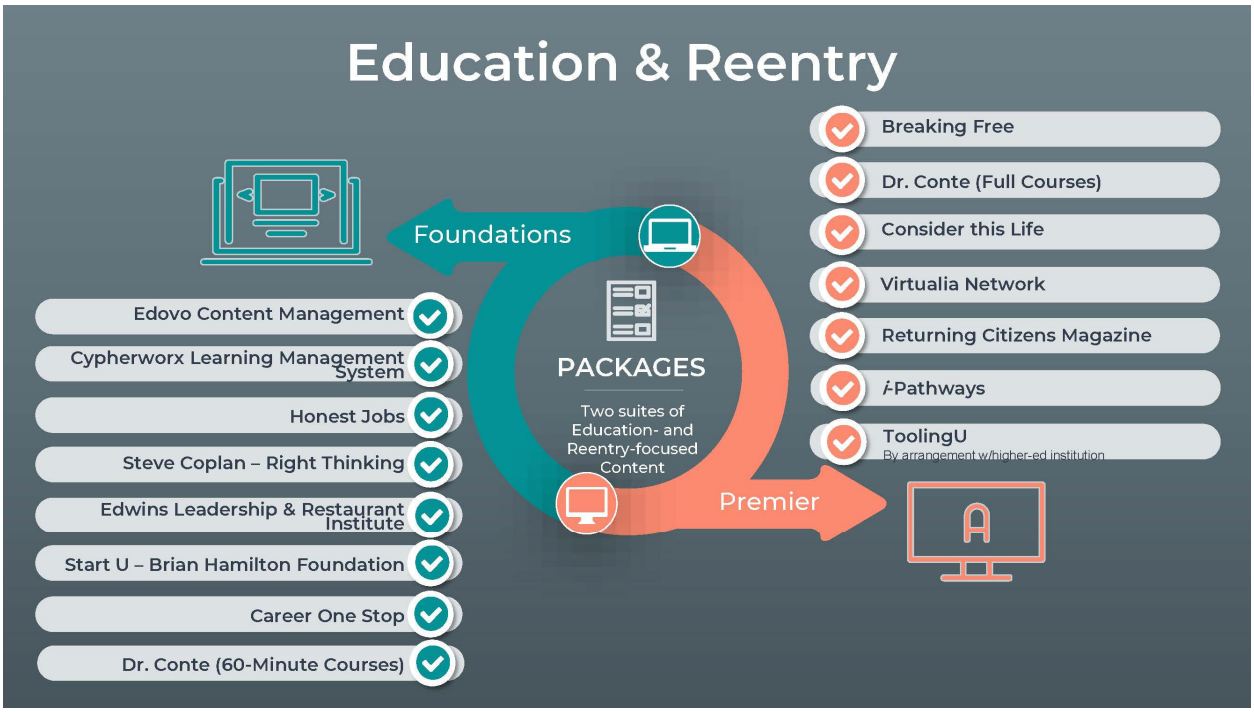
ViaPath has made a significant commitment to reducing recidivism by providing educational, self-help, mental/medical, and professional development content and programs on the ViaPath tablets. Our Education & Reentry team curates content from ***best-in-class providers to***

address the needs of the whole person. Our pathways to reentry identify five core topis areas for growth and support.

We recognize that these core topic areas are interdependent on one another and addressing each topic is necessary for the incarcerated learner to have a positive educational and personal growth experience. For example, addressing underlying mental health issues will have a positive impact on the receptiveness to educational opportunities as well as a positive impact on family relationships and substance abuse issues.

Education & Reentry Packages

ViaPath is introducing an Education and Reentry Program with two suites of Education- and Reentry-focused Content: The Foundations Package and the Premier Package offerings.



The Foundations Package is included as a standard no cost offering to our customers. This package includes a wide range of educational and reentry-focused content available through both ViaPath applications and the Edovo content management system. The content available includes over 650 courses and training programs plus 1000's of learning resources. Instructors have the ability to monitor student progress, administer testing, and provide certificates of completion.

The content is categorized in a way that is easy for learners to navigate and understand. Our Education and Reentry courses contain some of the most robust content in the industry, and include: an electronic library; rehabilitation courses intended to improve personal resilience and reduce recidivism; courses geared towards career exploration, job search and resume building; faith-based courses for religious education and self-

actualization; substance abuse and mental health self-help courses; as well as academic and vocational educational courses—all accessed securely via ViaPath tablets.

For more specialized and in-depth specialty programs, ViaPath is offering DOC a number of Premier offerings. These programs are offered á la carte and are designed to provide coursework, services, and support to both developing and mature support programs within a facility. Select topic areas covered in the Premier Package include Financial Literacy from Right Thinking (ViaPath exclusive); Mental Health, Anger Management and Parenting from Dr. Christian Conte (ViaPath Exclusive); Substance Abuse programs from Breaking Free; and GED (General Education Development) prep from iPathways. Additional programs for post-secondary education, vocational education and professional certificates are also available.

Foundations and Premier Packages on the ViaPath Tablets

The ViaPath tablet technology makes it incredibly easy for users to navigate between educational and vocational programming, facility services, and communication tools. Our user interface features a sleek and modern design, displays custom user icons, and prioritizes ease of use and optimal functionality for both staff and incarcerated learners. The Foundations Package and any/all of the Premier offerings are available on the ViaPath tablets and are presented to the offenders in a seamless integration.

The ViaPath Education and Reentry programs are used by a wide range of incarcerated students at dozens of our partner facilities, including many who have never held a tablet and/or lack basic computer literacy. We built our user interface and tutorials with these students in mind. The platform was developed as a stand-alone, self-guided user experience; therefore, the entire user interface is incredibly straightforward and user friendly.

The ViaPath tablet technology makes it incredibly easy for users to navigate between educational and vocational programming, facility services, and communication tools. Our user interface features a sleek and modern design, displays custom user icons, and prioritizes ease of use and optimal functionality for both staff and incarcerated learners. The overall Education and Reentry program provided by ViaPath will positively impact your ability to deliver comprehensive education, rehabilitation, reentry, and reintegration programs for your incarcerated population. Our streamlined interface, reporting tools, and support materials are developed with the intent to work with you to help you create and grow your existing programs.

Foundations Package

viapath EXCLUSIVE

CypherWorx

ViaPath offers eLearning through our partnership with CypherWorx. Offering more than 2,000 eLearning courses in a variety of categories, CypherWorx offers the latest online training course content, and the technology to make the training easily accessible to all.

CypherWorx offers a robust catalog of courses and is the primary provider for GED preparation, professional development and vocational/professional certifications.

Cypherworx offers over 170 professional certifications in a wide variety of professional fields, including project management, IT helpdesk, and computer networking. ViaPath is proud to provide the Cypherworx platform at no additional cost as part of the Foundations package; each of these professional certification programs would cost hundreds of dollars if privately secured.

Summary of Professional Certifications Provided in Cypherworx

• *Microsoft Office*	• *Adobe Products*	• *AWS/Cloud Tech*
• *Networking*	• *CompTIA*	• *CyberSecurity*
• *Programming (C++, Java, HTML, PHP*	• *MCSA*	• *Oracle Products*
• *SQL*	• *Linux*	• *PMP*

CypherWorx can also customize or develop new content as needed. The CypherWorx Learning Management System (LMS) and courses are designed to be easily accessed through the ViaPath Inspire tablets making training both easy and secure.

Content Management System (CMS) and CORE Content

The CMS is the heart of the ViaPath Foundations package and includes 475+ courses and over 20,000 learning resources. The entire catalog of materials is open to all users, eliminating the need for staff to assign specific courses to users to make them available; however, staff do have the ability to assign courses to specific students to help them manage their education and personal growth journey.

CORE contains free content that includes the following topic areas:

- ***Careers & Job Skills (60+ Courses)***
- ***Mental Health & Meditation (15+ Courses)***
- ***GED: Math & Finance (15+ Courses)***
- ***GED: Language Arts (100+ Courses***
- ***GED: Science & Social Science (15+ Courses)***
- ***Religion & Spirituality (175+ Courses)***
- ***Spanish Content (55+ Courses)***
- ***Medicine & Health (15+ Courses)***
- ***Family & Personal Growth (30 Courses)***
- ***Personal Growth (20+ Courses)***
- ***Resources (10+ Courses)***

The CMS also provides a platform for a number of our partners to publish their content. The use of the CMS in this manner means that most of our partner content is available through one seamless interface.

ViaPath Education Incentive Points System

ViaPath created an incentive point system that rewards engaged learners with badges, achievements and levels that are designed to build up a learner's pride in effort and self-respect. The move away from providing calls and entertainment as rewards limits the facility's financial exposure and results in more meaningful and intentional education and rehabilitation engagements.

As the learner completes assignments and coursework, the system will automatically track and reward the learner with various achievements. These more frequent, smaller rewards provide ongoing positive feedback which results in more meaningful engagement with the educational and rehabilitative programs. The incentive point system is a default offering of the Foundations Package; there is some ability to regulate what the incarcerated learner experiences with the program, but the system will keep a record of their interactions with the system and time spent in each activity.

Course Development by the Agency and Agency Partners

The platform includes a fully functional and intuitive Course Editor that allows staff members (including case managers and partner agencies who are given proper permissions) to create coursework with a wide range of customizations. Creators can add as many courses, lessons, and pages they would like to exist within a course. Each page can include any range of titles, text fields, videos (.mp4), audio files (.mp3) reading files (PDFs), images (.jpg, .png, .gif), and quiz-type questions as they would like in an order that best fits the needs of the course. Quizzes and checkpoints can include multiple choice questions (with applicable correct answers and explanations), survey questions, pre-condition logic, short answer, and essay questions. The courses created by the agency and agency partners are published and hosted at no extra cost.

Reporting and Student Certificates/Transcripts

While working within the platform, each student's activity is tracked by the system. The data on usage is available to selected agency staff on a live, web-based portal. A number of standard reports are available in the system and additional custom reports can be created for an additional fee.

The recording of the student's time spent engaged with the learning resources, including course completions, is available to both staff and students. The full transcript of courses started and/or completed has proven to be useful resource for both staff and incarcerated learners.

Dr. Christian Conte

viapath EXCLUSIVE

Dr. Christian Conte is one of the country's most accomplished mental health specialists in the field of anger and emotional management. Dr. Conte is one of only a handful of people who holds a level V anger management certification—the highest level possible—and he is the creator of the Yield Theory. Yield Theory is a way to connect with others, and it is a way to understand others; but it is also a way for us all to understand ourselves.

Dr. Conte's content addresses many difficult topics including anger management, domestic violence, parenting from behind bars, co-parenting, mindfulness, healthy relationships, and boundary setting. A number of short courses by Dr. Conte are included in the Foundations Package; additional, in-depth courses on Anger Management and Zen Parenting, and custom-tailored live or remote support, are available as Premier offerings.

The tools acquired through Dr. Conte's courses are aimed at empowering individuals to understand and manage their emotions in a productive non-violent manor to facilitate successful re-entry.

Honest Jobs

Honest Jobs is the leading national job marketplace for people affected by the criminal justice system. Roughly 9% of the U.S. workforce has a felony criminal record with an additional estimated 626,000 people coming come from jail and prison every year. These individuals are willing and determined to find sustainable employment so that they can rebuild their lives.

Honest Jobs works with dozens of large and small companies nationwide to remove the stigma of second chance hiring and to make these high-paying and rewarding jobs available to the returning citizens. Honest Jobs provides resources for returning citizens and second chance hiring, including a searchable job board and job placement services to those impacted by the justice system. Every time a user performs a job search, the system analyzes thousands of job descriptions and takes into consideration each user's skill set and unique criminal history. Users are then given a score that helps determine their compatibility with the position, resulting in a much quicker path to employment. The Honest Jobs job board is available on the ViaPath Tablets in the Foundations Package at no extra cost.

Post-release, users can create an account on the Honest Jobs website and gain access to a national "Digital Resource Center" which connects them with helpful resources such as food, transportation, housing and more.

Steve Coplan - Right Thinking Foundation

viapath EXCLUSIVE

The Right Thinking Financial Literacy course in ViaPath's Foundations Package delivers an overall understanding of how money works and provides tools to assist in making solid financial decisions. Steve Coplan, of the Right-Thinking Foundation, has developed a comprehensive set of online coursework, videos, podcasts, and support materials to give returning citizens a better chance of success post-release by changing the way they think about their personal finances. Students will learn to think and plan ahead with regards to their finances, which aids in decreasing stress and helps to prevent reverting to old habits and behaviors.

Providing encouragement, hope and motivation this course addresses: cash flow budgeting, establishing, and maintaining credit, starting a small business, and planning for your future.

Prison Fellowship

Prison Fellowship was founded to assist all those affected by crime and incarceration to transform lives and communities.

By partnering with Prison Fellowship and working toward opening the door of opportunity for approximately 70 million Americans, ViaPath hopes to raise awareness about these barriers and unlock brighter futures for people with a criminal record.

The majority of the Prison Fellowship Institute is available through the Edovo CMS.

Edwins Leadership and Restaurant Institute

Edwins Leadership & Restaurant Institute gives formerly incarcerated adults a foundation in the culinary and hospitality industry providing a support network necessary for their long-term success.

Engaging incarcerated individuals in active learning and providing realistic hope upon release, Edwins equips students with highly-sought-after job skills and training. The Foundations Package includes access to the Edwins culinary arts online course work on the ViaPath tablets.

These courses provide the incarcerated learners with the basic culinary education they need to advance into the in-person program. Upon release, individuals who have completed the Edwins tablet curricula are invited to apply to take part in the in-person training at the Edwins Leadership and Restaurant Institute in Cleveland Ohio.

Enrolling in the full Edwins program, provides returning citizens with not only vocational training but also free housing programs at their 30,000 sq. ft. Cleveland campus, legal services, basic medical care, job coaching, literacy programs, and other necessary support. Edwins Leadership and Restaurant Institute graduates nearly 100 students a year with a 95% employment rate and less than 1% recidivism rate

The Brian Hamilton Foundation

The Brian Hamilton Foundation's Starter U available in our Foundations Package builds on decades of entrepreneurial experience to provide aspiring entrepreneurs and growing business owners with the information and inspiration they need to successfully start, run, and grow their businesses.

Entrepreneurship allows individuals to start their own business and overcome the systemic discrimination they face in the job market. This course and guidance through re-entry provides individuals with a criminal background the resources and mentorship they need to overcome the stigma of their criminal charge and create a path to economic opportunity.

The StarterU content includes coursework, videos and offline work and self-reflection. ViaPath has exclusive access to seasons 1 and 2 of the Free Enterprise television show, which follows returning citizens and other entrepreneurs on their business journey, and these episodes are included in the Foundations package at no additional cost.

US Department of Labor – Career One Stop

The secure CareerOneStop Re-Entry application provides offenders, instructors, and intermediaries access to a full range of tools, resources, and information to help incarcerated individuals navigate their post-incarceration training, employment, and career paths without the risk of active internal links. This application is available to offenders during incarceration, while the more robust site with full active links, online job applications, and more is available to offenders from any computer or smart device post release.

Our shared goal is to bring educational and employment opportunities to offenders, build their hard and soft job skill sets, and reduce recidivism. The ETA also performs career assessments and matches, offers resume writing assistance, informs offenders of a position's average salary, and provides information about job matches in their area, and more. In addition, resources can be easily printed by the program/reentry staff and are available in PDF formats.

PTSD Coach

PTSD Coach is provided by the Veteran's Affairs National Center for PTSD and the Department of Defense's National Center for Telehealth & Technology. PTSD Coach is an app designed for veterans and military servicemembers who have, or may have, posttraumatic stress disorder (PTSD).

ViaPath understands that PTSD requires lifelong care and with the PTSD app we strive to provide the necessary tools to help the patient manage the symptoms related to surviving trauma.

PSTD Coach provides education about PTSD, information about professional care, a self-assessment for PTSD, opportunities to find support, and tools that can help the patient manage the stresses of daily life with PTSD. Tools range from relaxation skills and positive self-talk to anger management and other common self-help strategies.

Re-Integration Partner: Amachi

ViaPath has made a commitment to the reintegration process to help the recently incarcerated return to society. Amachi of Pittsburgh seeks to empower, protect, and nurture the most vulnerable population to the criminal justice system. By providing a volunteer based mentoring system Amachi aims to break the incarceration cycle.

They support a family oriented holistic approach, challenging Pittsburgh's youth to excel academically while learning to foster successful, meaningful relationships. Providing them with the confidence needed to overcome challenges.

PREMIER EDUCATION PACKAGES

In addition to our proposed Foundations package, we can provide some optional education and rehabilitation packages that provide more specific and in-depth specialty programs.

ToolingU

viapath EXCLUSIVE

ToolingU offers returning citizens the foundation needed to secure an in-demand job in the manufacturing field.

The user friendly, self-paced curriculum aligns to industry credentials, such as National Institute for Metalworking Skills (NIMS), Manufacturing Skills Standards Council (MSSC), American Welding Society (AWS), NOCTI, Smart Automation, Certification Alliance (SACA), Siemens Mechatronics certifications, and SME certifications for additive manufacturing, lean and certified manufacturing.

These programs provide a comprehensive review of key concepts related to these certifications. Each one provides vocabulary and definitions, interactive exercises, and pre- and post-course tests. The robust content covers assembly, composite processing, machining, maintenance, smart manufacturing, stamping/forming/fabricating and supervisory essentials. This industry-leading program provides educators with a comprehensive and effective roadmap for professional and workforce development that aligns with industry-recognized standards. ToolingU provides a curriculum that educators can adopt and assign to the incarcerated learner. Learners must be enrolled in the relevant class to gain access to the ToolingU materials, that are managed by the facility and educational institution.

Breaking Free

Breaking Free from Substance Abuse is an evidence-based and clinically robust digital behavior change intervention for Substance Use Disorders (SUD) that is tailored to secure correctional environments. The program has supported the recovery of over 100,000 people in the US, UK and Canada and the results of the treatment can be found in over 35 peer-reviewed research studies.

The Breaking Free from Substance Abuse computer assisted therapy enables recovery from dependence on drugs including opiates and new psychoactive substances. The interactive, engaging and highly personalized program delivers cognitive behavior therapy at scale and integrates therapeutic approaches such as mindfulness, motivational enhancement, and harm reduction. The 24/7 availability on the ViaPath tablets is very meaningful in a treatment setting where the patient may encounter a using-trigger outside of the normal business hours of the facility support staff. Most importantly, the Breaking Free from Substance Abuse program compliments and strengthens the existing treatment and rehabilitative programs within facilities.

In addition to reducing demand for drugs and the violence and disruption caused by substance misuse within prisons, Breaking Free from Substance Abuse provides essential continuity of care for substance-involved offenders beyond the prison walls as they can continue using it to support their recovery after they have re-entered.

Returning Citizens Magazine

Returning Citizens Magazine is a national monthly digital magazine read and used by the prison population across the country to help prepare individuals with reentry resources

and the creation of an exit strategy back to society. Resources are provided for housing, transportation, identification, insurance, substance abuse, finances and more.

Virtualia Network

The Virtualia Network vocational training teaches entrepreneurial incarcerated learners how to be a productive contributor to Freelancing networks, as well as the tactics and strategies to get 5-Star ratings for their work.

Learners can progress through the online course at their own pace. They learn how the freelancing market works, best practices for creating and managing their freelancing profile on the leading websites, and the nine digital vocations that are best suited for freelancing. This allows the incarcerated learner the ability to learn about, and select, the vocation that is most aligned with their interests and natural talents.

Freelancing is an important and valuable income generating option for returning citizens; particularly for those that are looking for employment that bypasses the traditional resume/interview process and provides them with an even playing field for sustainable work with geographic independence. An Active Freelancer does not have to produce a resume or any background information other than a name, location, and their Star rating portfolio.

Dr. Christian Conte

Dr. Conte's content addresses many difficult topics including anger management, domestic violence, parenting from behind bars, co-parenting, mindfulness, healthy relationships, and boundary setting. In addition to the short courses by Dr. Conte included in the Foundations Package; we have included additional, in-depth courses on Anger Management and Zen Parenting, and custom-tailored live or remote support.

The tools acquired through Dr. Conte's courses are aimed at empowering individuals to understand and manage their emotions in a productive non-violent manor to facilitate successful re-entry.

Pelshaw Group

Each course is created to be engaging, interesting, interactive, responsive, and targeted to add value for disadvantaged populations, without being condescending. The author of these courses is a formerly incarcerated citizen, raised on welfare in a mixed-race household but now an educated successful entrepreneur He is candid about his life experience and practical advice which gives him a unique connection with his audience. Previous students overwhelmingly appreciate the common-sense directness and feel genuinely empowered with inspiration and hope.

TOPUCU

Is there something you want to accomplish? Is there an area in your life you want to improve? Do you want to lose weight? Or get in shape? Do you want to break a bad habit...be a better student...be a better friend? Do you desire a better version of U? How many important goals in life are typically left unfinished? That workout plan….school

project….a promise made to a loved one. Whenever something is left unfinished... The Only Person "U" Cheat is "U". TOPUCU is a program designed to transform your thinking and actions. Consider it a training camp for the mind. In personal development/SEL it makes what seems complex- understandable. And, what seems insurmountable - obtainable. The program offers Seven Lessons for transformation. It's based on the secrets that successful people have been using for years - athletes, entertainers, CEOs, innovators and pioneers around the globe.

2.1.1. Education

ViaPath believes that all incarcerated persons should have access to high-quality, meaningful, and effective education and reentry programs. ViaPath understands inmate populations vary, and additional specialized programs (e.g., mental health, substance use disorder) may be necessary. ViaPath curates best-in-class providers for these specialty services. ViaPath also works with our customers' local education vendors to provide content that is already being deployed successfully inside their facilities.

We have a fully developed education department comprised of educators with traditional education backgrounds, technology education solutions, and correctional leaders with expertise in education & reentry programming.

Dr. Christian Conte is one of the country's most accomplished mental health specialists in the field of anger and emotional management. Dr. Conte is one of only a handful of people who holds a level V anger management certification—the highest level possible—and he is the creator of the Yield Theory.

Cognitive behavioral therapy-based anger management interventions have had a statistically significant impact on general recidivism showing a 42% reduction in the risk of general reconviction and a 56% percent reduction in the reconviction of violent offences in the adult male population when compared to those who did not participate in treatment. National Institute of Justice September 4, 2018, https://crimesolutions.ojp.gov/ratedpractices/76#pd

The mean odds ratio indicated that the odds of not recidivating in the 12 months after intervention for individuals in the treatment group were 1.53 times as great as those for individuals in the control group. This represents a reduction from the .40 mean recidivism rate of the control groups to a mean rate of .30 for the treatment groups, a 25% decrease. The most effective configurations of CBT (Cognitive Behavioral Therapy) produced odds ratios nearly twice as large as the mean, corresponding to recidivism rates of around .19 in the treatment groups, more than a

50% decrease from the .40 rate of the average control group. (Lipsey, Mark W. Landenberger, Nana A. Wilson, Sandra J. Effects of cognitive-behavioral programs for criminal offenders, Campbell Systematic Reviews 2007:6 DOI: 10.4073/csr.2007.6)

2.1.1.1. Learning Management System with enrollment, managing participation, virtual classrooms, ability to load third party content in SCORM or IMS

common cartridge formats.

ViaPath has read, understands, and will comply.

The ViaPath Learning Management System (LMS) with enrollment, managing participation, virtual classrooms and utilize SCORM Engine for underlying support of the LMS. The LMS is a cloud-based HTML5 platform, built upon Amazon's Elastic Compute Cloud (EC2) (a reliable tool for server uptime – with a 99.90% uptime rate). EC2 ensures scalability and ensures that the LMS will be available to our customers as reliably as possible. The security level on Amazon EC2 is the highest allowed for non-Military operations. The Amazon Cloud system is built upon a solid cloud-based infrastructure designed to support millions of learners and tens of thousands of privately branded trainer pages.

ViaPath implements a variety of tools to ensure that the learning environment is accurate and reliable. They utilize SCORM Engine for underlying support of the LMS content reporting to ensure that they are always up to date with changes in SCORM and AICC standards.

The ViaPath system conforms to SCORM, Tin Can API, and AICC specifications, ensuring smooth interaction and tracking ability. This setup also offers the ability to output courses to HTML5, enabling use on tablets, smartphones, or other mobile devices. The use of industry-standard applications also enables the inclusion of ADA 508-compliant and WCAG 2.0 AAA features. These features include compatibility with common screen reader software applications, assistive technology that reports an object's type or state to those with vision impairment, and a host of other compliance features.

ViaPath is able to provide a customized solution with our LMS capabilities. Studies have shown that a blended approach of in-person and e-learning methods can provide the most effective way to teach and train, and ViaPath recognizes this with the ability to assign online course work, as well as track in-person classes. Because ViaPath understands the importance of quality training and tracking, we've designed the LMS to be extremely user-friendly and intuitive for both users and administrators. Some of the differentiated features of the ViaPath LMS include but are not limited to the following features:

- ***Create-A-Course: A content development tool inside your site that allows users to build their own course content from video, PowerPoints, or PDF, and also add audio, web links, notes, and a quiz.***

- ***Reporting: Robust custom reporting tools and analytics that can be used to manage individuals and teams.***
- ***Reporting Groups: Create the groups that represent the highest-level reporting categories of your organization — departments, facilities, etc. Then create as many levels of subgroups under each of them as are needed to represent your reporting or management structure.***
- ***Teams: Public and private teams can be created, based on any criteria you choose, such as geography, title, facility, interest area, or start date. Teams allow for groups of people to share discussions, documents, and events in a closed environment within the site.***
- ***Events Calendar: Share live events, and include links to registration, videos, registration documents, and more.***
- ***Resources: Provides a repository for documents, webinars, links to videos, and more, searchable by category.***
- ***Batch Registration: Allows ViaPath to easily register a large number of staff into the system for the DOC, saving time with larger groups.***
- ***Assign Courses: Assign courses to individuals or groups based on your goals or learning paths.***
- ***World Class Customer Service, Training, & Hosting: All handled by ViaPath.***
- ***Assessments: By asking the right questions, assessments allow administrators to quickly review training gaps for individuals – admins can decide how much weight to give each question and define passing and failing grade ranges. Results can be used to assign targeted training and purposeful re-entry development.***
- ***Learning Paths: Provides a sequence of specific steps to accomplish a learning goal or task and can be used to create career development and advancement plans.***
- ***Discussion Boards: Create a discussion topic to post for all individuals to read.***
- ***Additional Training Record Uploads: Individuals taking a course from another agency can add additional training records to our site for tracking purposes.***
- ***Learner Transcripts: Each individual participant has access to their transcripts, 24/7.***
- ***Surveys and Course Feedback: Allows for course improvement opportunities.***
- ***Certificates: Produced at the end of the successful completion of a course and can be downloaded and printed.***

- ***Course Assignments: Easily assign courses to individuals or groups.***
- ***CEU and Clock Hour Tracking: CEUs are assigned to courses we create and are produced based on the IACET standard of 1 CEU for 10 contact hours.***
- ***Credentials: Create and manage training requirements that learners need to complete in a period of time and must renew to maintain.***
- ***Fillable PDF: Have your learner's training records automatically be imported into a fillable PDF.***

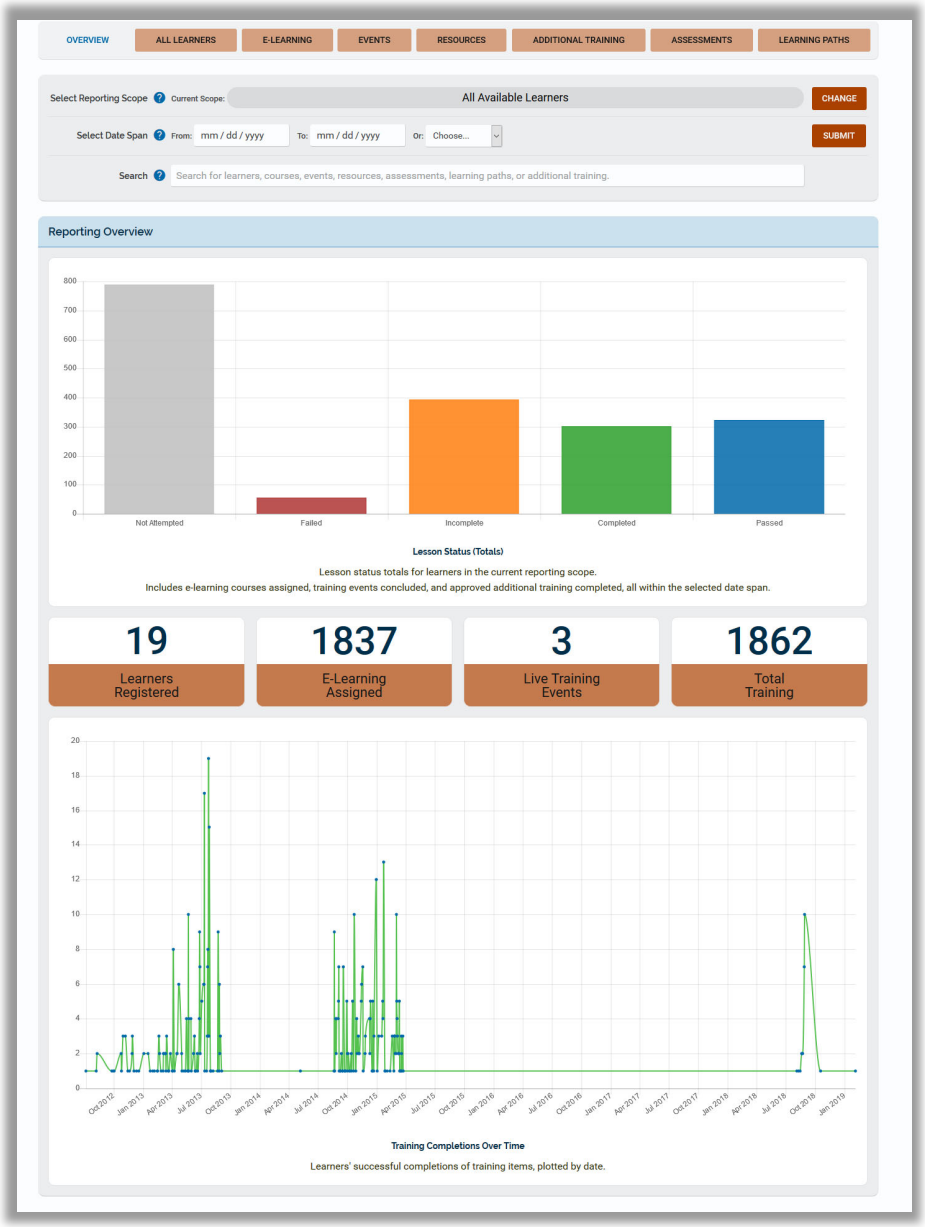
2.1.1.2. Usage, completion, and access reporting capabilities for administrative tracking.

ViaPath has read, understands, and will comply.

The ViaPath Administrative Interface includes reporting pages that help administrators find reporting information easily such as usage and completion.

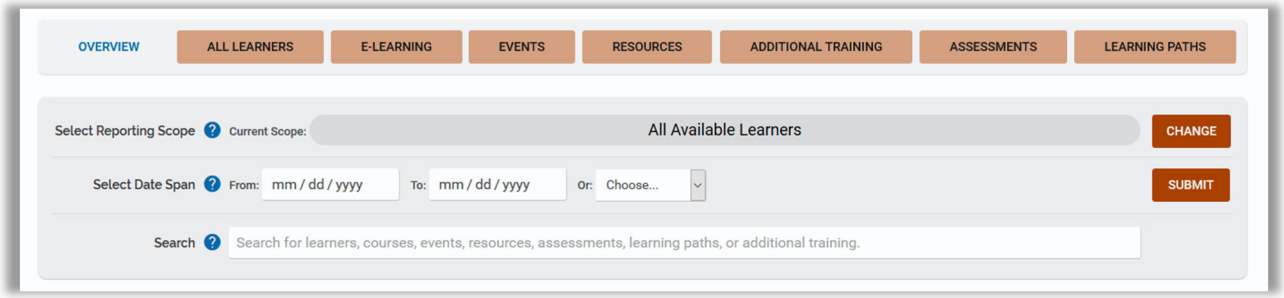
Overview

When administrators first go to the Reporting in Admin Settings, they see the Overview page. This gives administrators a glimpse of the training done by all the learners in the site. Each visualization can be hovered, clicked, or tapped to display more information.



Reporting Menus

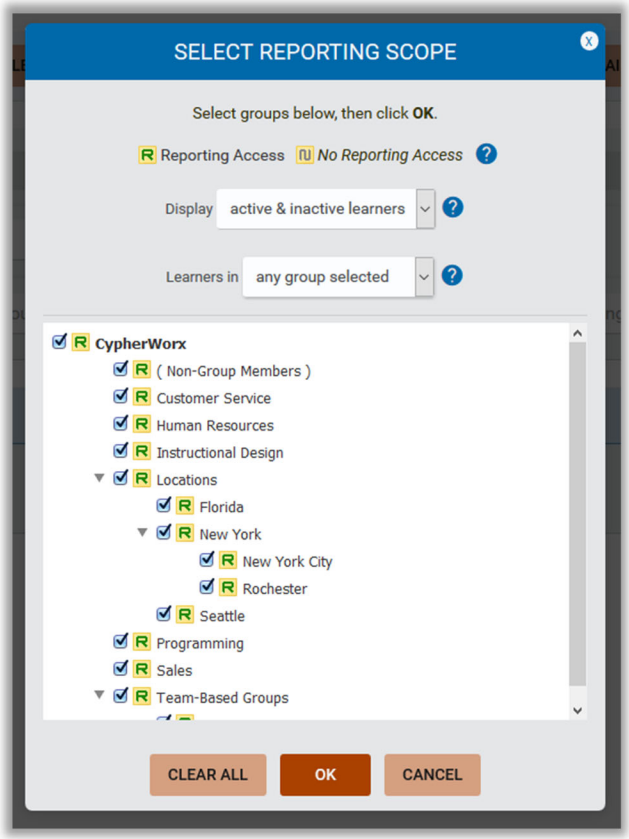
The Reporting pages have options to help administrators find reporting information more easily.



- ***Navigation: Let's you switch between the different reporting views: Overview, All Learners, E-Learning, Events, Resources, Additional Training, Assessments, and Learning Paths.***
- ***Reporting Scope: Narrow down the reporting options based on Reporting Groups and Teams.***
- ***Date Range: Set a date range to display results in Reporting.***
- ***Search: Type in anything to search for all fields, including user accounts, courses, events, resources, and additional training. You must type at least three characters.***

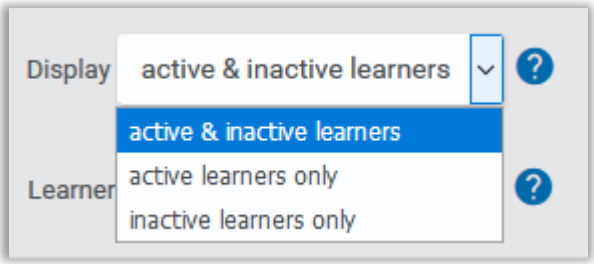
Select Reporting Scope

There is flexibility when selecting the scope for Reporting.



Display

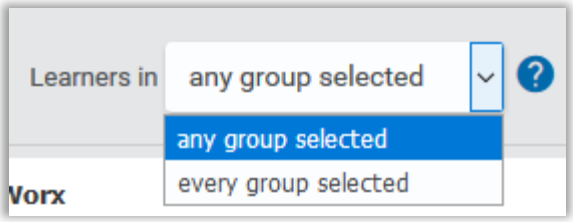
Choose whether you want to include all learners, active learners only, *or* inactive learners only. *A learner's status can be changed on Site Members*.



Learners in

Lets you select how to display the overlapping results of the report.

- ***Any group selected returns all learners in all selected groups.***
- ***Every group selected only returns the learners who appear in all selected groups.***



Reporting Groups

Give the ability to filter the Reporting Groups and Teams to display in Reporting. There are the following possibilities.

- ***Checking the organization's name will select everyone in the site.***
- ***(Non-Group Members) displays any person who is not in a Reporting Group.***
- ***When selecting a group that has subgroups then all subgroups will become selected. Can also deselect a group but still select the subgroups within it.***
- ***All Team-Based Groups will appear at the end of the list. Teams can be toggled to be available in Reporting. If a Team isn't displaying in Reporting, that Team's setting can be edited to make if display.***
- ***Administrators have access to see all Reporting Groups. If a user is a Reporting Group Administrator or Manager, they will not be able to select groups they don't have access to.***

Select Date Span

Users have the ability to change the date span for records to display. You can either enter the exact dates, or you can use the dropdown to select a predefined date range. These dates are often common ranges that administrators would need to pull reports that may make it easier to select date ranges. Those ranges include:

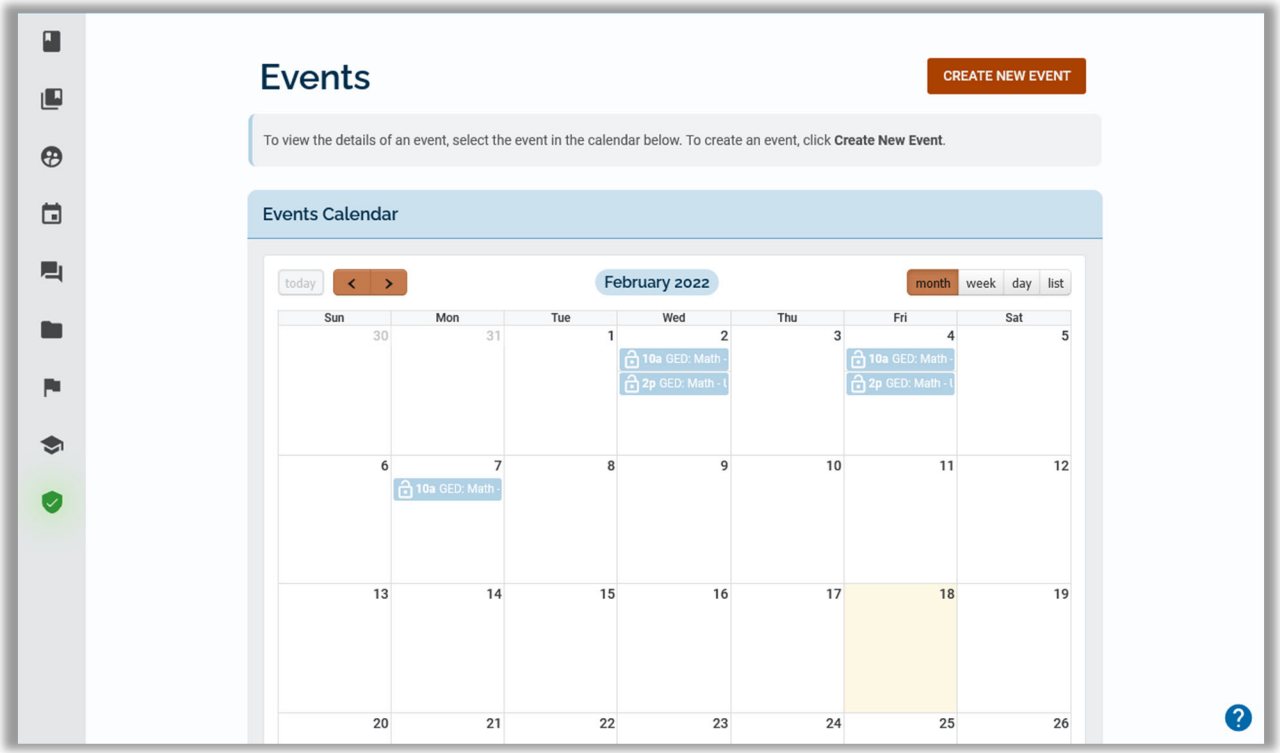
- ***This Week***
- ***Last Week***
- ***Past 30 Days***
- ***This Month***
- ***Last Month***
- ***This Quarter***
- ***Last Quarter***
- ***Past Year***
- ***Year to Date***

- ***Last Year***
- ***--- Clear Dates --- Clears the range if you would like to pull all reports***

2.1.1.3. Both self-paced and teacher-led courses (list all available).

ViaPath has read, understands, and will comply.

In Section 6. Other Informational Material, we have provided a course catalog the includes a full list of courses included. All courses are all self-paced and online, additionally some have the option of being Teacher led courses. These courses are labeled as Instructor Guides, which guide the instructor on how to teach the content themselves. Instructor-led courses can be hosted through Events, where instructors can set up live-training sessions to host for attendees.



2.1.1.4. GED Prep Courses via Essential Education and i-Pathways (or Pearson online High School).

ViaPath has read, understands, and will comply.

ViaPath will provide GED Prep Courses via Essential Education and i-Pathways. In addition, ViaPath has developed a full suite of GED prep courses. These programs are certified for HiSET, TASC, and other equivalency test preparation.

For the integrated GED prep suite, each content area includes multiple lessons, activities, and learning checks to assess student skills.

- ***Introduction to the GED: 1 clock hour***
- ***Math: 9 clock hours total***
  - ***GED: Math – Unit 1: Tools***
  - ***GED: Math - Unit 2: Introduction to Real Numbers***
  - ***GED: Math - Unit 3: Algebraic Expressions and Equations***
  - ***GED: Math - Unit 4: Introduction to Geometry***
  - ***GED: Math - Unit 5: Coordinate Plane***
  - ***GED: Math - Unit 6: Polynomials***
  - ***GED: Math - Unit 7: Rules of Exponents***
  - ***GED: Math - Unit 8: Linear Inequalities in One Variable***
  - ***GED: Math - Unit 9: Statistics and Probability***
- ***Reasoning Through Language Arts: 7.25 clock hours total***
  - ***GED: Reasoning Through Language Arts - Unit 1: Strategies for Reading Comprehension***
  - ***GED: Reasoning Through Language Arts - Unit 2: Vocabulary and Word Skills***
  - ***GED: Reasoning Through Language Arts - Unit 3: Reading Comprehension Skills***
  - ***GED: Reasoning Through Language Arts - Unit 4: Patterns of Organization***
  - ***GED: Reasoning Through Language Arts - Unit 5: Purpose and Tone***
  - ***GED: Reasoning Through Language Arts - Unit 6: The Writing Process***
  - ***GED: Reasoning Through Language Arts - Unit 7: The Extended Response***
  - ***GED: Reasoning Through Language Arts - Unit 8: Post-Test***
- ***Science: 4.25 clock hours total***
  - ***GED: Science - Unit 1: Science Practices***
  - ***GED: Science - Unit 2: Life Science***
  - ***GED: Science - Unit 3: Physical Science***
  - ***GED: Science - Unit 4: Earth and Space Science***
  - ***GED: Science - Unit 5: Post-Test***
- ***Social Studies: 4.25 clock hours total***
  - ***GED: Social Studies - Unit 1: Civics and Government***
  - ***GED: Social Studies - Unit 2: United States History***
  - ***GED: Social Studies - Unit 3: Economics***
  - ***GED: Social Studies - Unit 4: Geography and the World***
  - ***GED: Social Studies - Unit 5: Post-Test***

Total:

- ***28 courses***
- ***25.75 clock hours***

The GED courses allow inmates to complete the GED coursework as self-directed training and/or with educators at a facility in a blended learning environment.

2.1.1.5. Minimum of 1,000 Life Skills courses from SkillSoft (or comparable).

ViaPath has read, understands, and will comply.

ViaPath offers a catalog of more than 1,000 courses that are comparable to SkillSoft.

2.1.1.6. Provide access to 4,000+ Khan Academy videos and courses (or comparable).

ViaPath has read, understands, and will comply.

ViaPath will connect either through an API to Khan Academy or develop a method to display Khan Academy website through the ViaPath Learning Management System to provide access to the 4000+ Khan Academy videos and courses.

2.1.1.7. Self-Assessment Courses (list all available).

ViaPath has read, understands, and will comply.

ViaPath has provided a list of course in Section 6 Other Informational Material. The course catalog includes life skills, professional development and many other courses that allow inmates to assess their knowledge and skills. The ViaPath system utilizes these courses within a powerful Assessment module. This tool provides an avenue to allow inmates to assess their current skills and knowledge and be provided with a personalized learning plan with courses assigned to them to support their learning growth.

The Self-Assessment module of the ViaPath solution is a tool allowing your educators to add questions to competencies; based on upon answers the ViaPath system can assign training automatically. For example, the system could assign GED Math courses automatically if inmate assessment answers show that the inmate does not possess a strong knowledge of math.

2.1.1.8. Provide access to a minimum of 60,000 pieces of educational content from top providers such as: HMH, Cengage, Simon and Shuster, Pearson, Wiley, and Random House. Content and exercises should be available for all reading levels.

ViaPath has read, understands, and will comply.

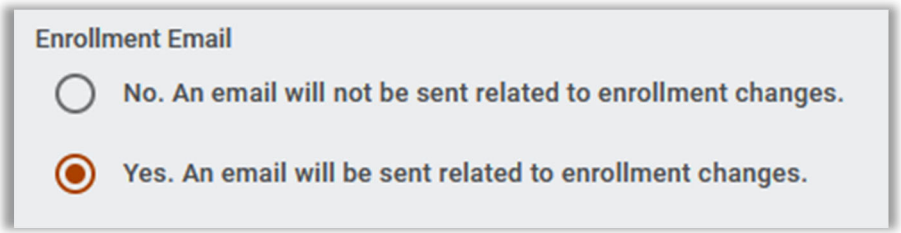
ViaPath can provide access to 60,000+ pieces of content from top providers such as those mentioned above and many others. The ViaPath education solution includes a robust library solution that can be populated with any licensed content that the agency desires. ViaPath maintains relationships with many education content providers to suit agency needs.

2.1.1.9. The features of a learning management system in tracking inmate progress and allowing teachers to assign DOC-specific content and grade inmate test results should include:

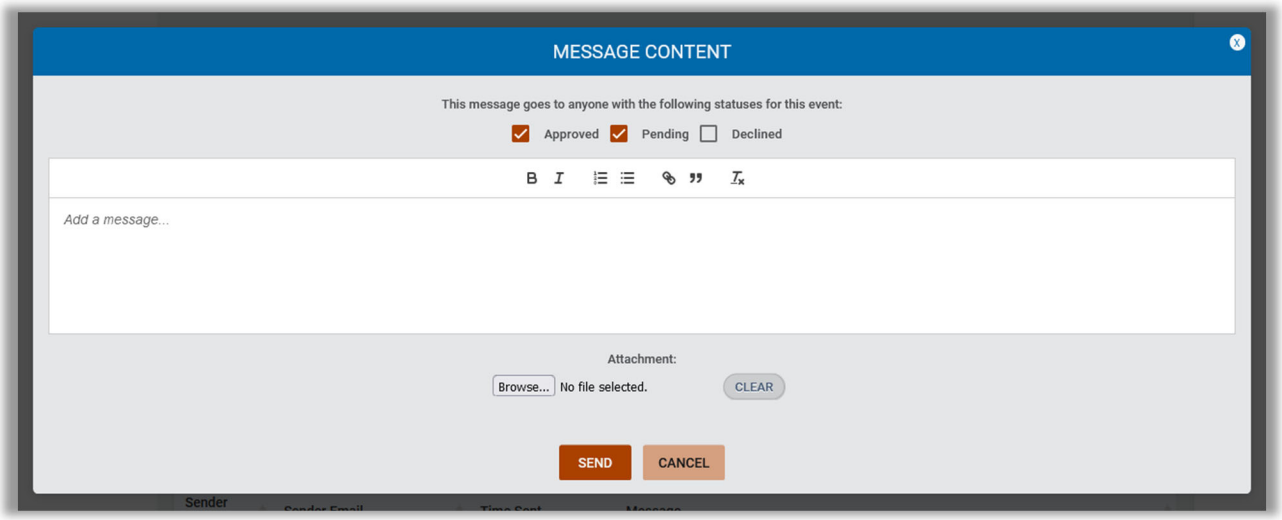
A. Automated notifications via email to managers and learners when registering for learning events;

ViaPath has read, understands, and will comply.

Event creators can toggle on and off emails pertaining to Events. They can also set up notifications to remind invitees or every inmate of the event that is coming up.

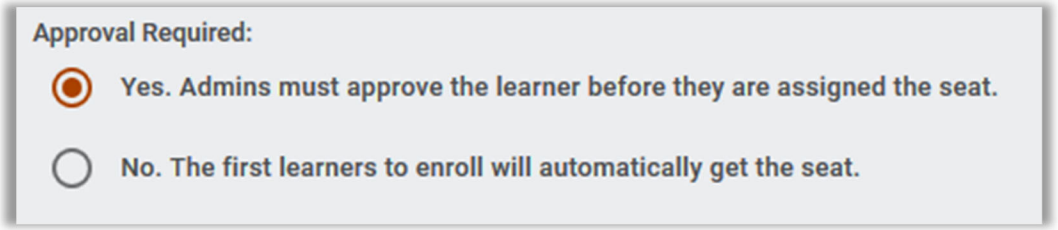


Event creators can also send out their own notifications to the invitees. This gives event creators the option to reach out for any reason, for example if there are changes to prerequisites or when the session is being held.

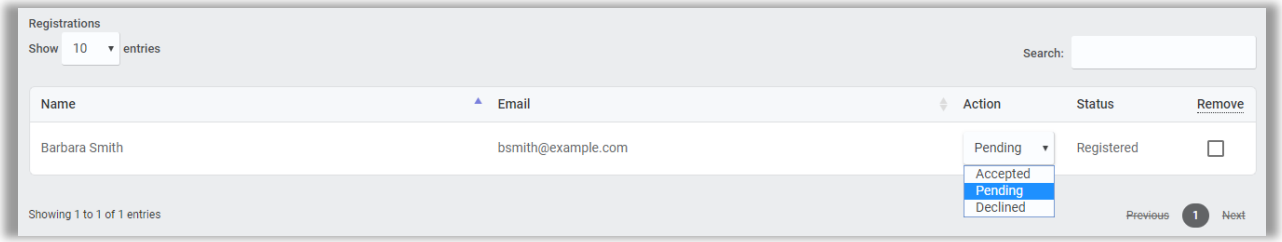


When creating or editing a learning event, the event creator can also toggle **Approval Required.** ***This gives the event creator control over who is assigned a seat for events.***

- ***Yes. Admins must approve the learner before they are assigned the seat.***
- ***No. The first learners to enroll will automatically get the seat.***



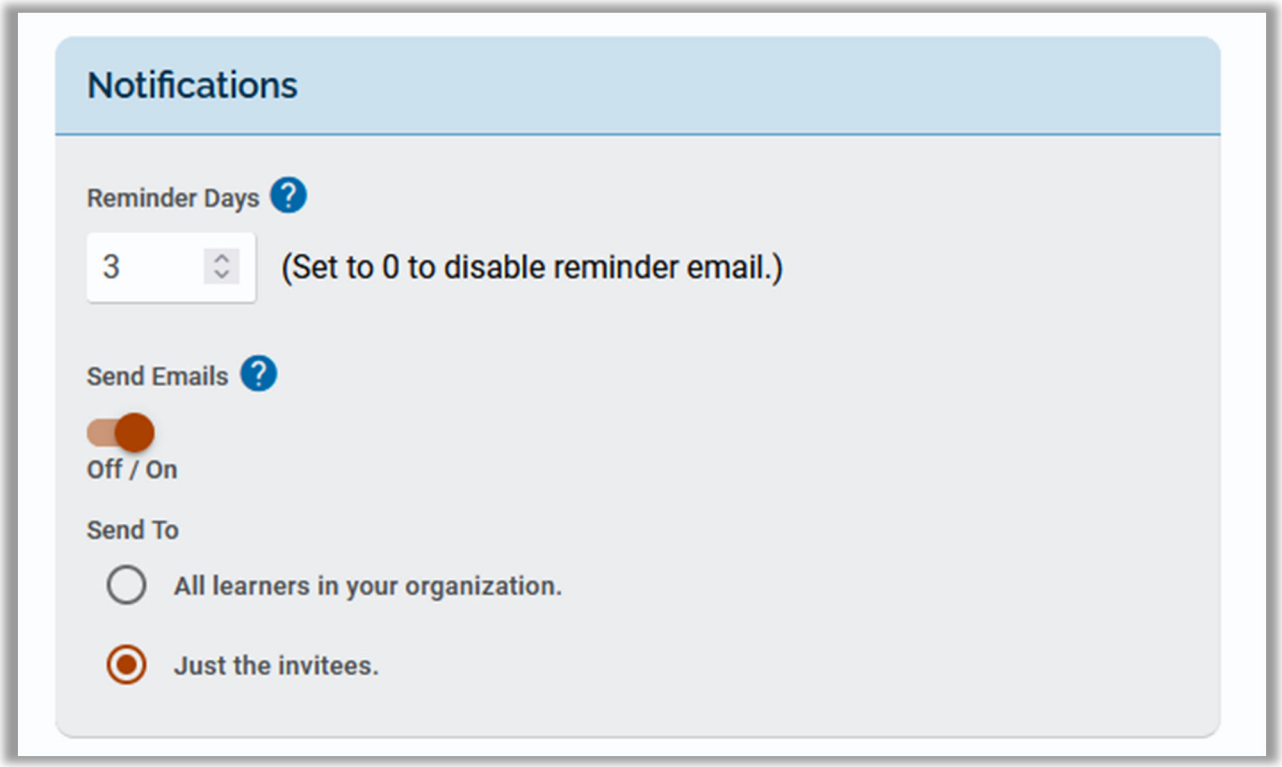
***After learners register for the session, an administrator can then go in and change their status to be* Accepted, Pending, *or* Declined.**



B. Send pre-event reminder notifications;

ViaPath has read, understands, and will comply.

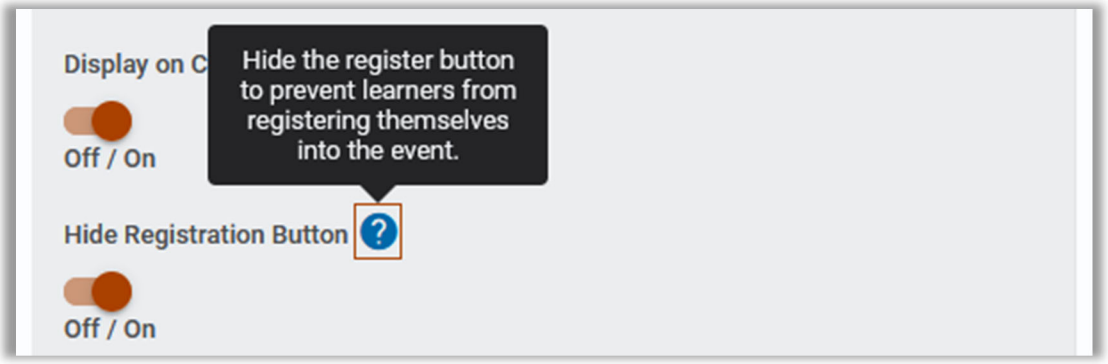
ViaPath provides the Reminder Days function to select the number of days before an event for a reminder email to be sent to your learners. There is the option to send it to everyone in the facility or just the invitees of this event.



C. Set registration open/close dates;

ViaPath has read, understands, and will comply.

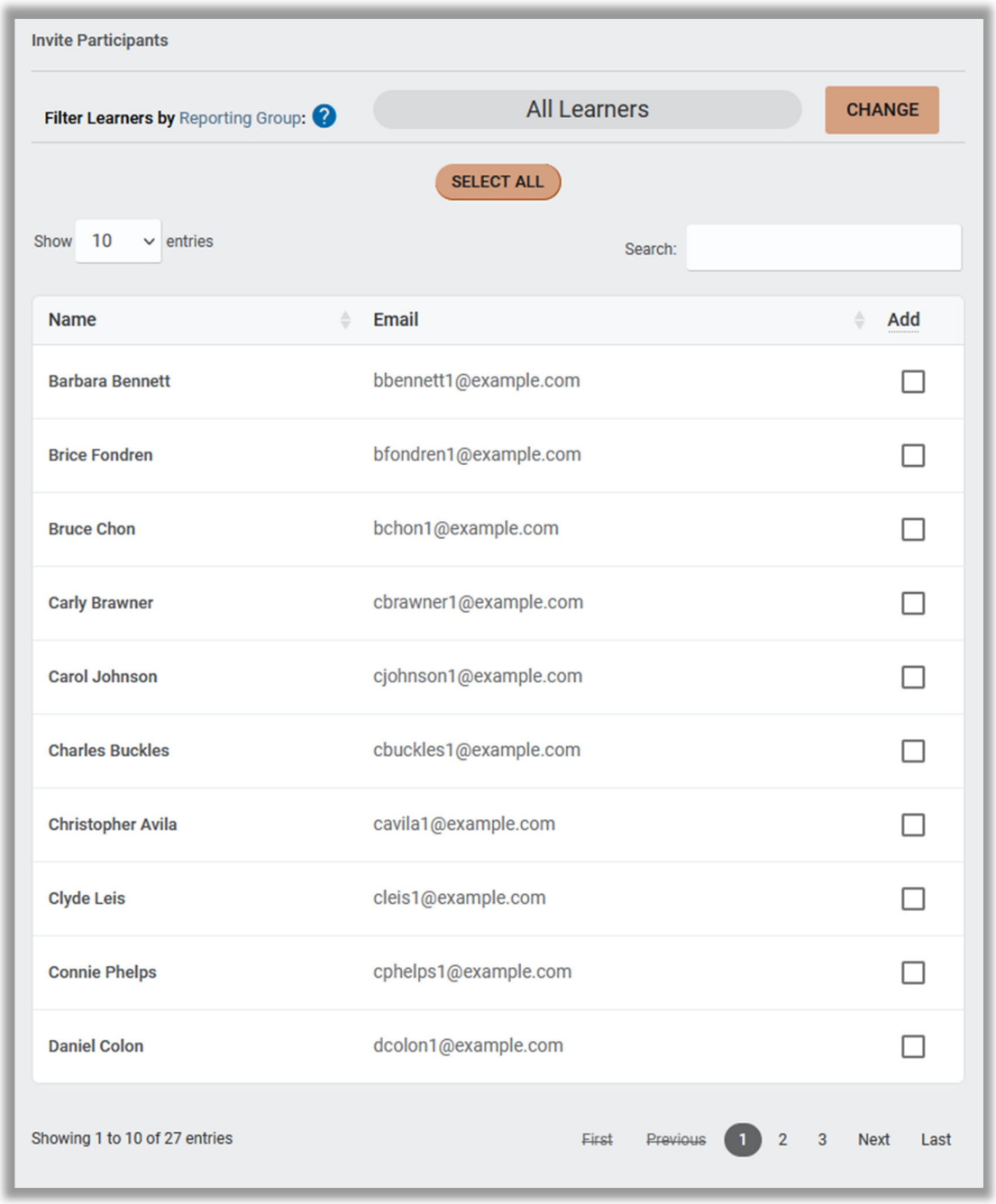
Registration is controlled by selecting "On" for the Hiding Registration Button. Once hidden, learners will not have the ability to self-register for an event. At this point, the only way that they could be added is if an administrator adds them manually.



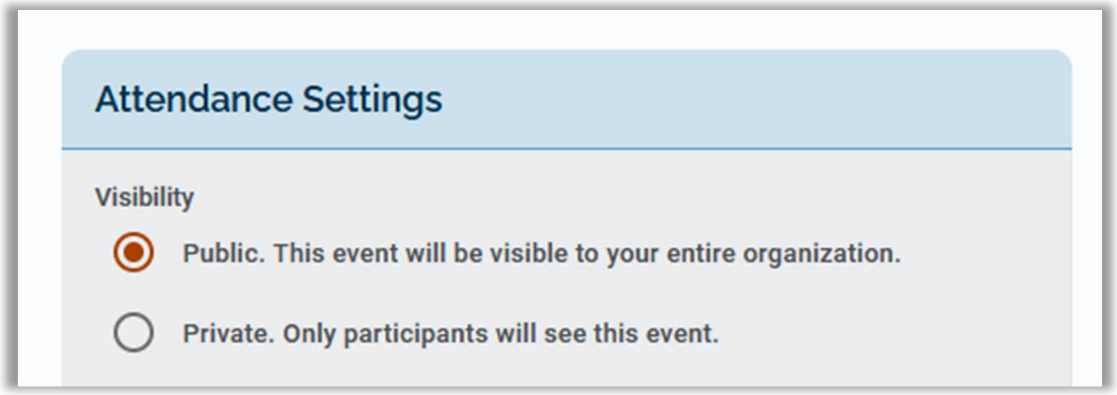
D. Permit individual and batch enrollment;

ViaPath has read, understands, and will comply.

ViaPath's LMS does permit both individual and batch enrollment. Inmates are added to the LMS through an API on the tablets. Additionally, administrators can add individual learners to the LMS and utilize a CSV to add learners in bulk. The system includes a CSV template for batch enrollment.

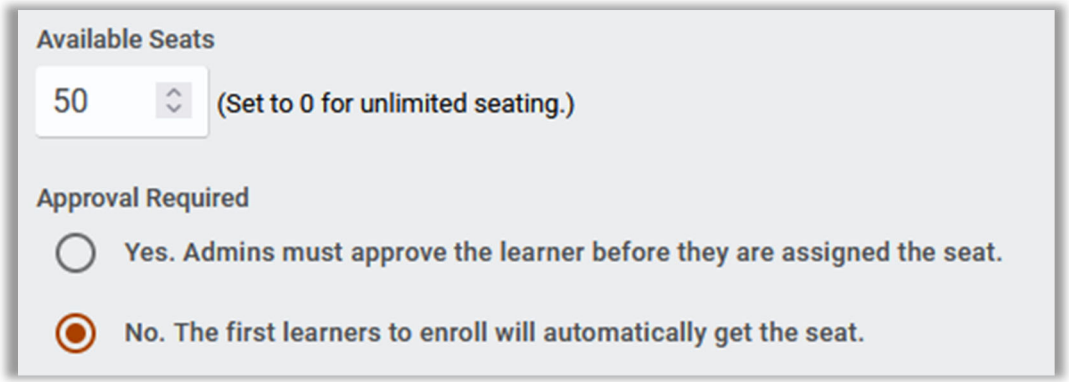


There are a few ways that individual enrollment can be handled.



Events can be set up to allow for inmates to register themselves or have administrators manage it completely.

- ***Public events will be viewable to the entire site. Registrants can sign up themselves or be added by an administrator.***
- ***Private events can only be seen by invited participants. The participants can only be added by an administrator.***



For public events, administrators can set if approval is required. So, an attendee can sign up and request approval. If the administrator approves, then the attendee can gain access to the training session. This can also be bypassed and be on a first-come-first-serve basis, especially if there are a restricted number of seats.

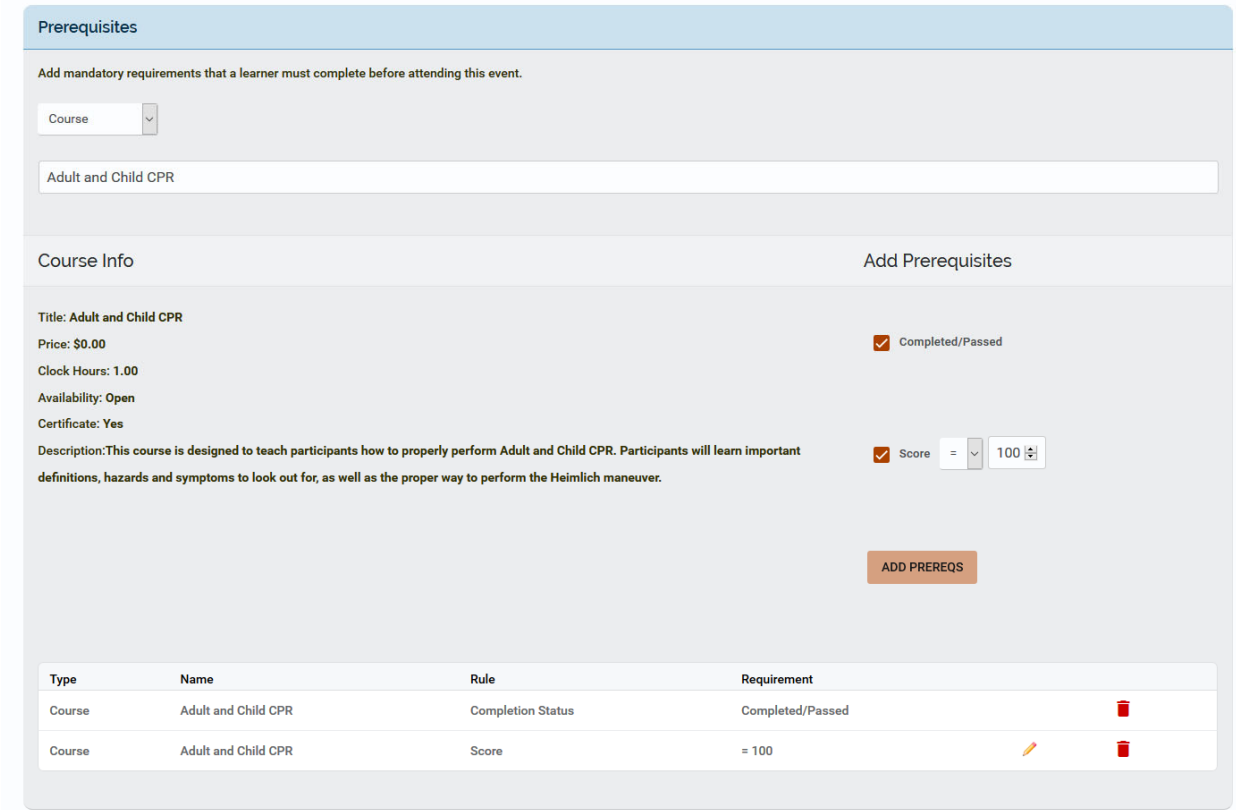
E. Handle prerequisites during training registration;

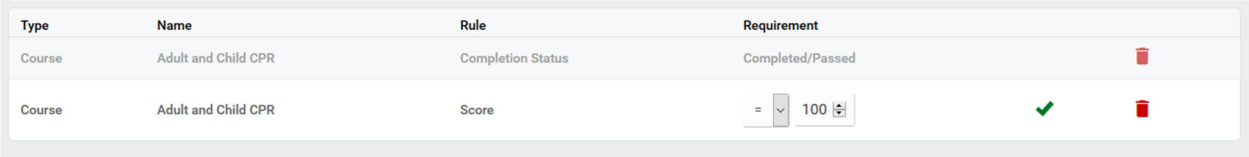
ViaPath has read, understands, and will comply.

The LMS provides a system for requiring prerequisites before an inmate can attend a training. The prerequisites can be completion of prior training events or eLearning courses. The prerequisite requirement can be based on completion status and/or test percentage.

Administrators are able to add prerequisites that learners need to meet. An inmate must meet all the entered requirements to be able to register for the select training course. An unlimited number of prerequisites can be added. There are two prerequisite types.

- ***Score: Set if a specific grade is reached***
- ***Status: The training is Completed/Passed.***



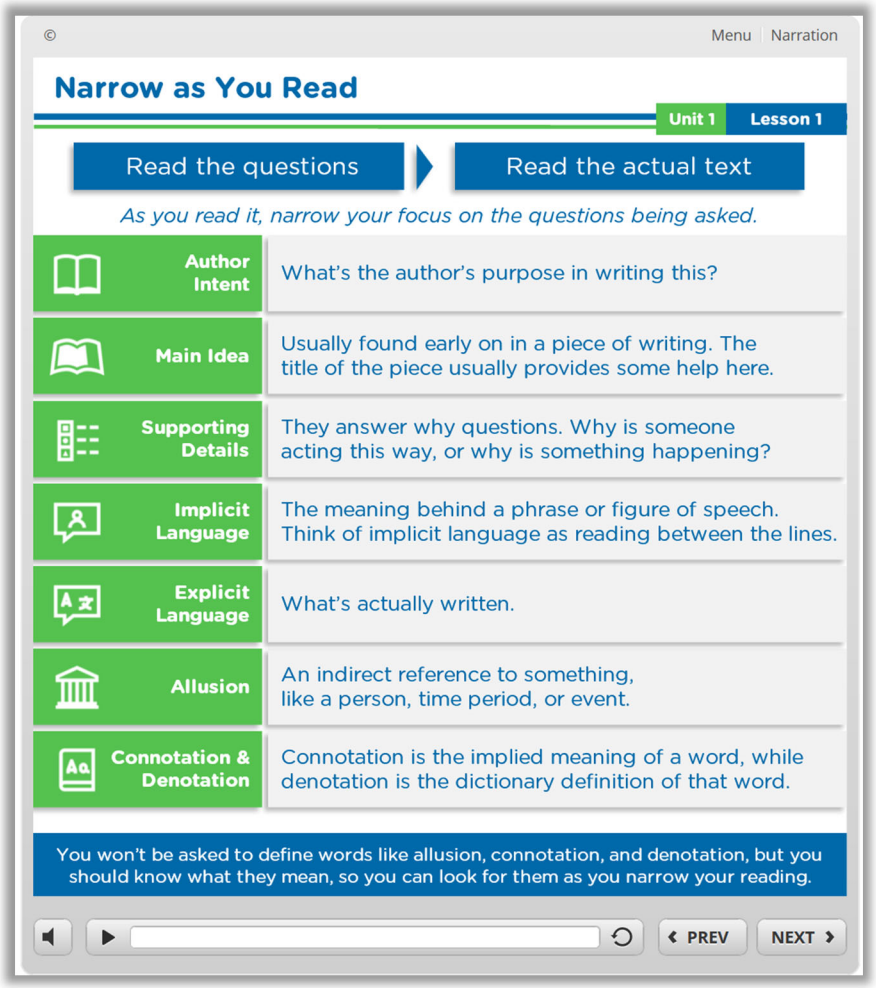


If a prerequisite is not met, learners will be unable to register for the event. The learner will be informed of what prerequisites are not met.

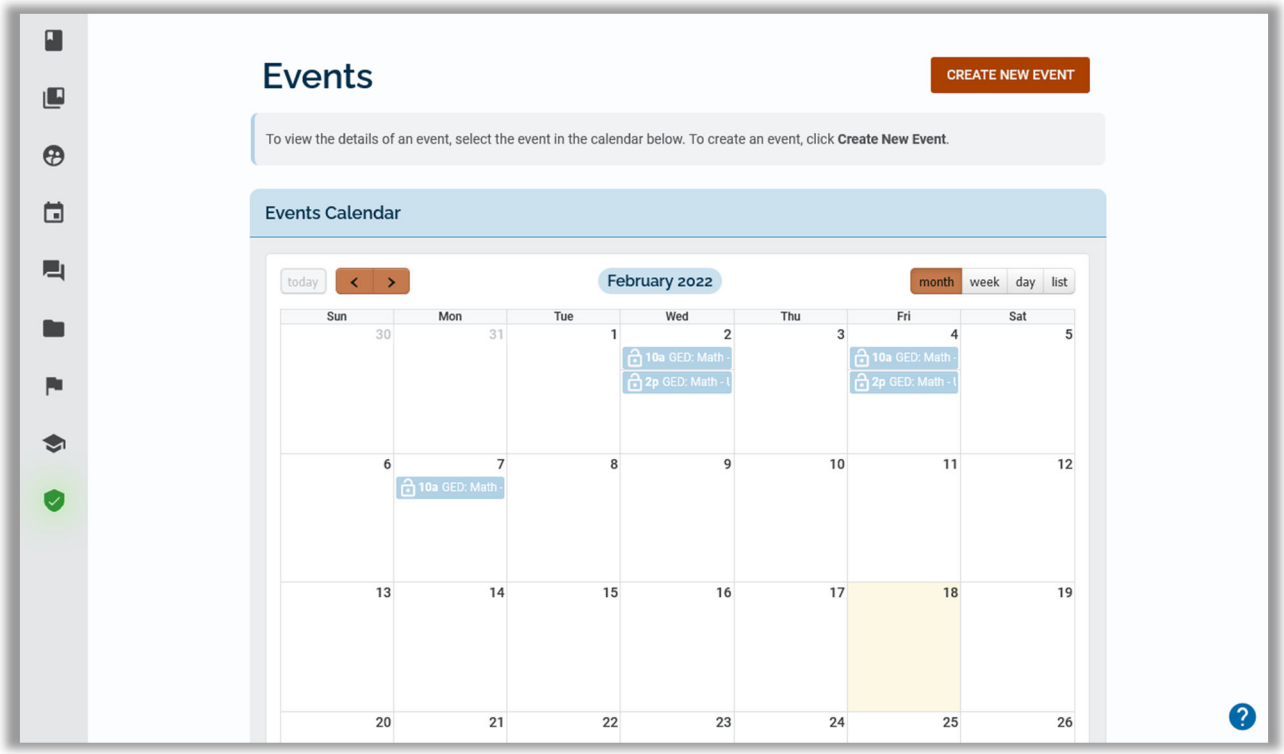
F. Track a variety of learning activities in addition to formal classroom instruction (for example, on-the-job training and e-learning);

ViaPath has read, understands, and will comply.

The LMS tracks a variety of training instances. As shown in the images below, the LMS can track, and report on, self-directed eLearning courses, remote and live training events, training from third party providers, and instructor-led courses.



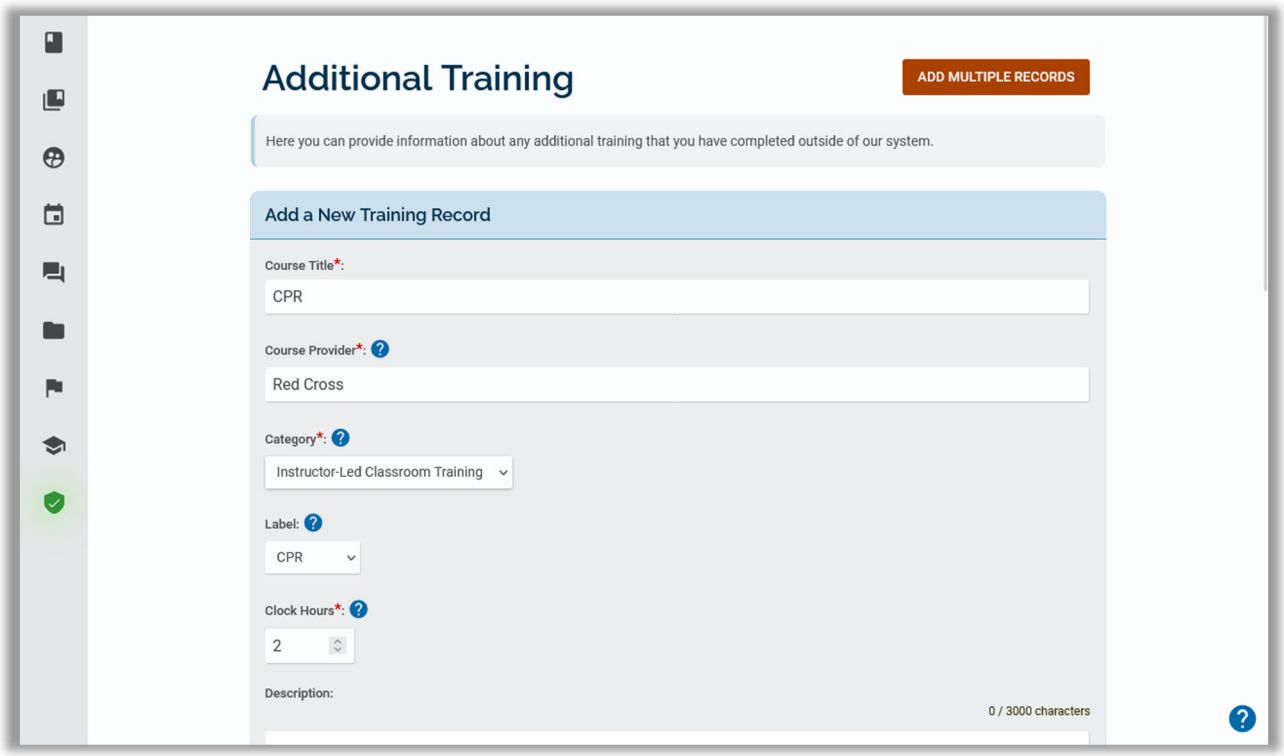
eLearning: The system conforms to SCORM, Tin Can API, and AICC specifications, allowing for online courses to be taken and tracked entirely online.



Events: Live-training sessions can be created and tracked through events. Events are used when training takes place at a specific time. This provides the ability to track:

- ***Instructor-led classroom training events***
- ***Instructor-led online training events***
- ***Self-paced events***

Events can include on-the-job training. Attendance and grades can be tracked through Events so Administrators can have a full view of everyone who participated and how well they performed.



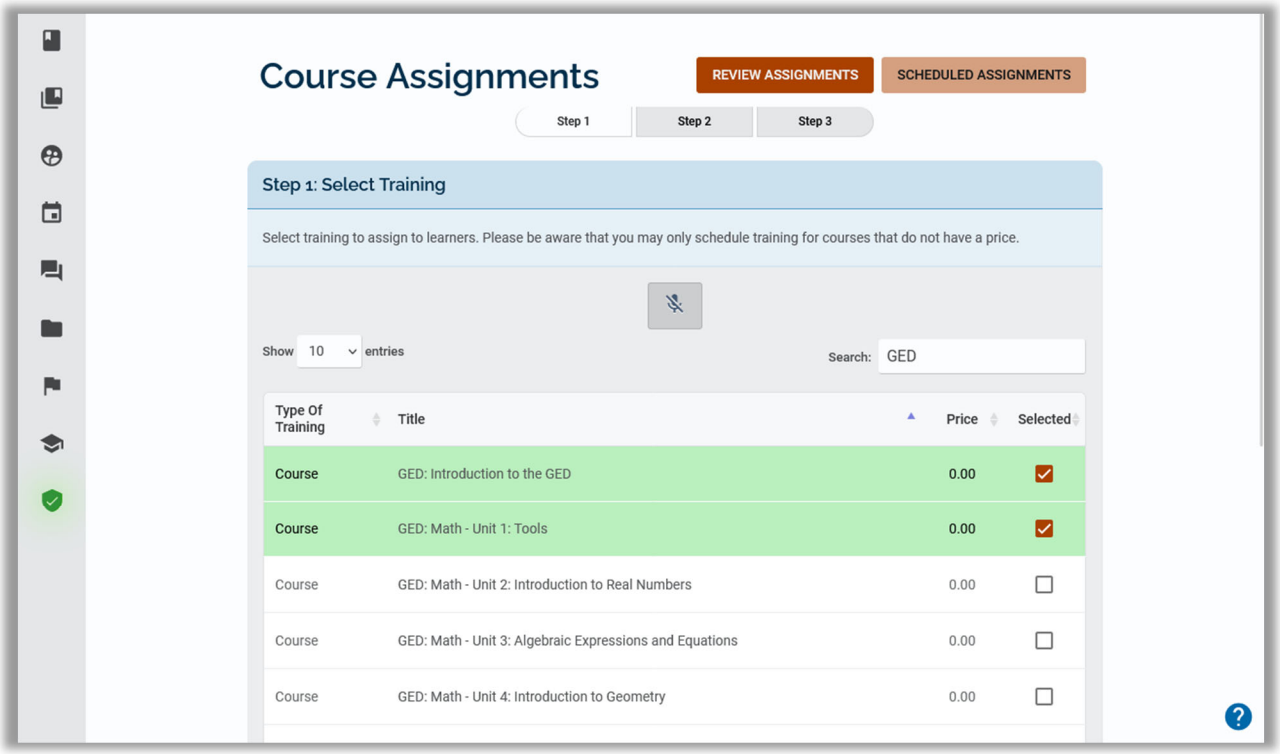
Additional Training: If training took place somewhere else, say in a different LMS, as part of another organization, or anywhere else, it can be tracked through Additional Training. This is an area where learners can submit training records and have them tracked within the system. This helps keep all training records under one roof, regardless of where it was taken.

Inmates can view their transcripts at any time to see all training completions and sort by type of training.

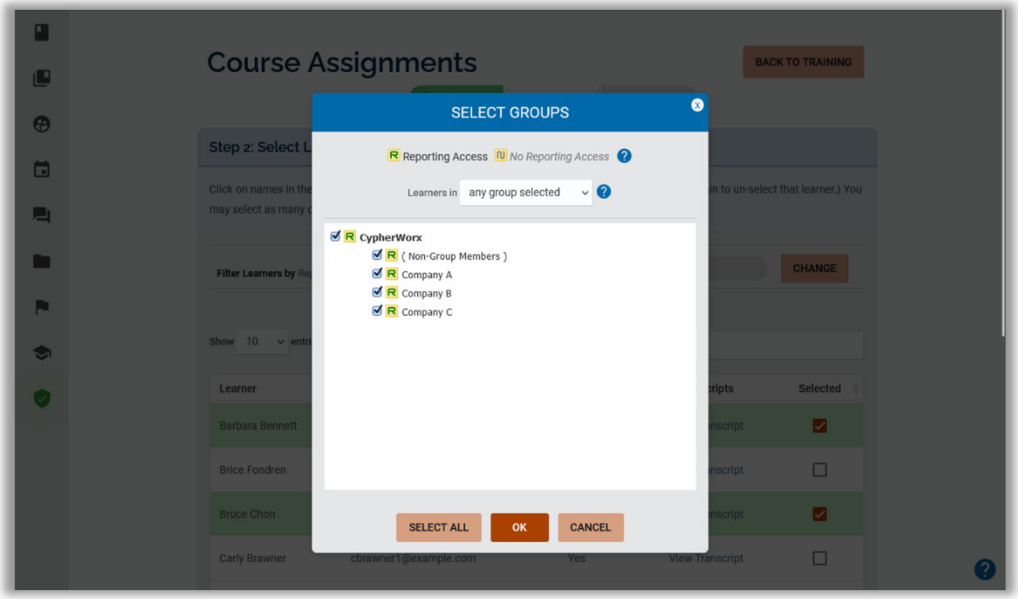
G. Manual and automatic assignment of learning plans to individual learners and groups;

ViaPath has read, understands, and will comply.

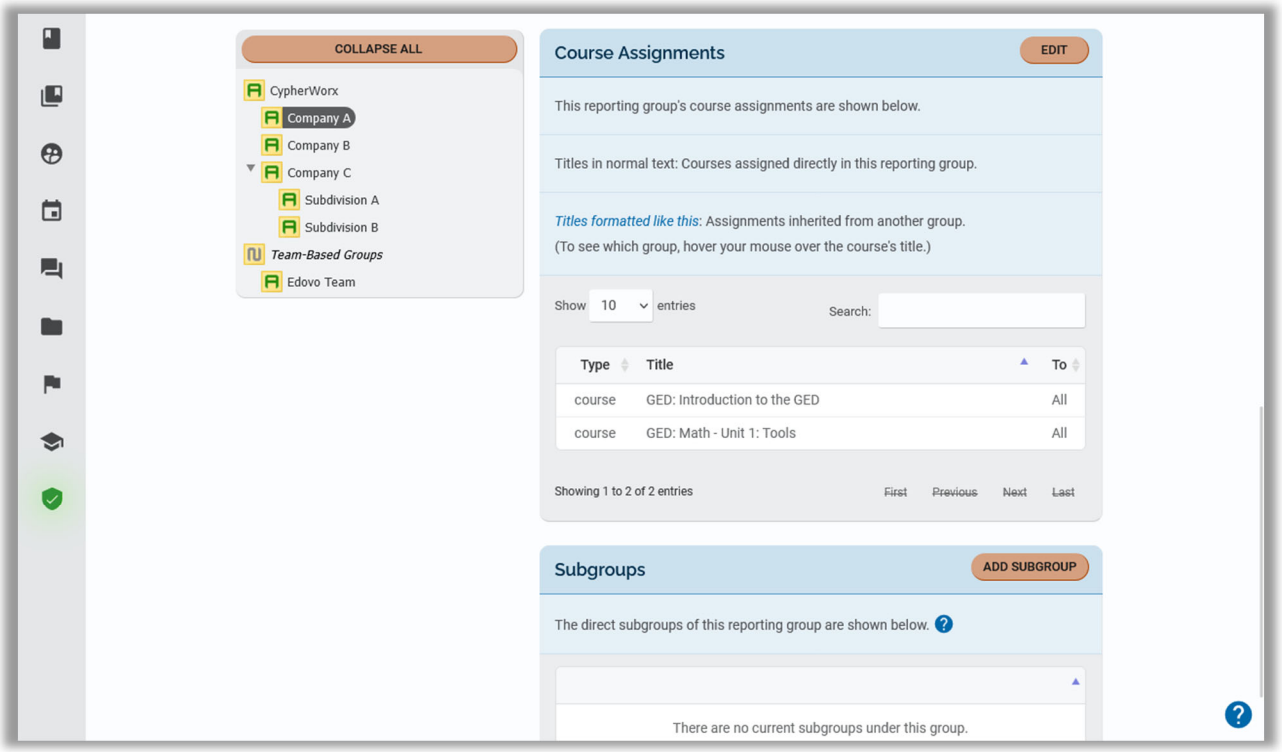
All training assignments can be automated, or assigned manually, by education staff. Training can be assigned to groups or individual inmates based on learning needs. Assignments include a variety of our training types, including online courses, live-training events, learning paths, and credentials.



The Course Assignments administrative page allows admins to select training to assign to people. Admins can also schedule when the assignment goes out and set deadlines for the learners. This is a one-time assignment that is made manually.

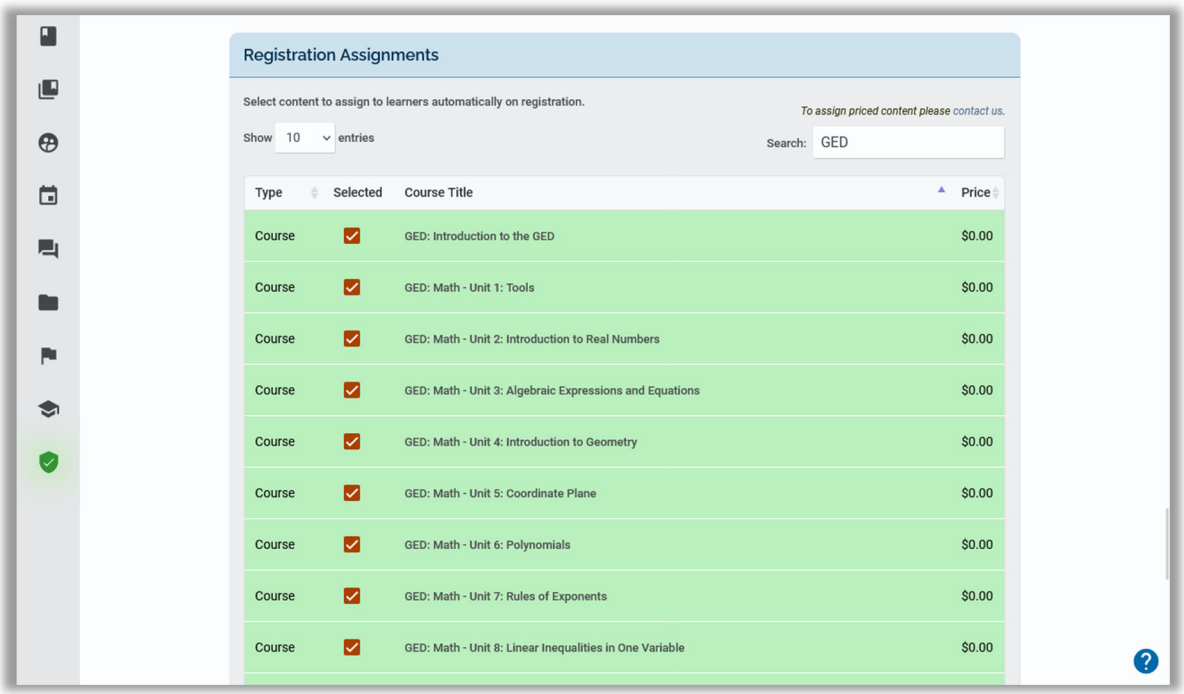


Assignments can also be sent out in bulk to Reporting Groups or Teams. After the group is set up, admins can make a one-time assignment to the people inside of these groups.



Admins can also automatically assign the training in a few ways:

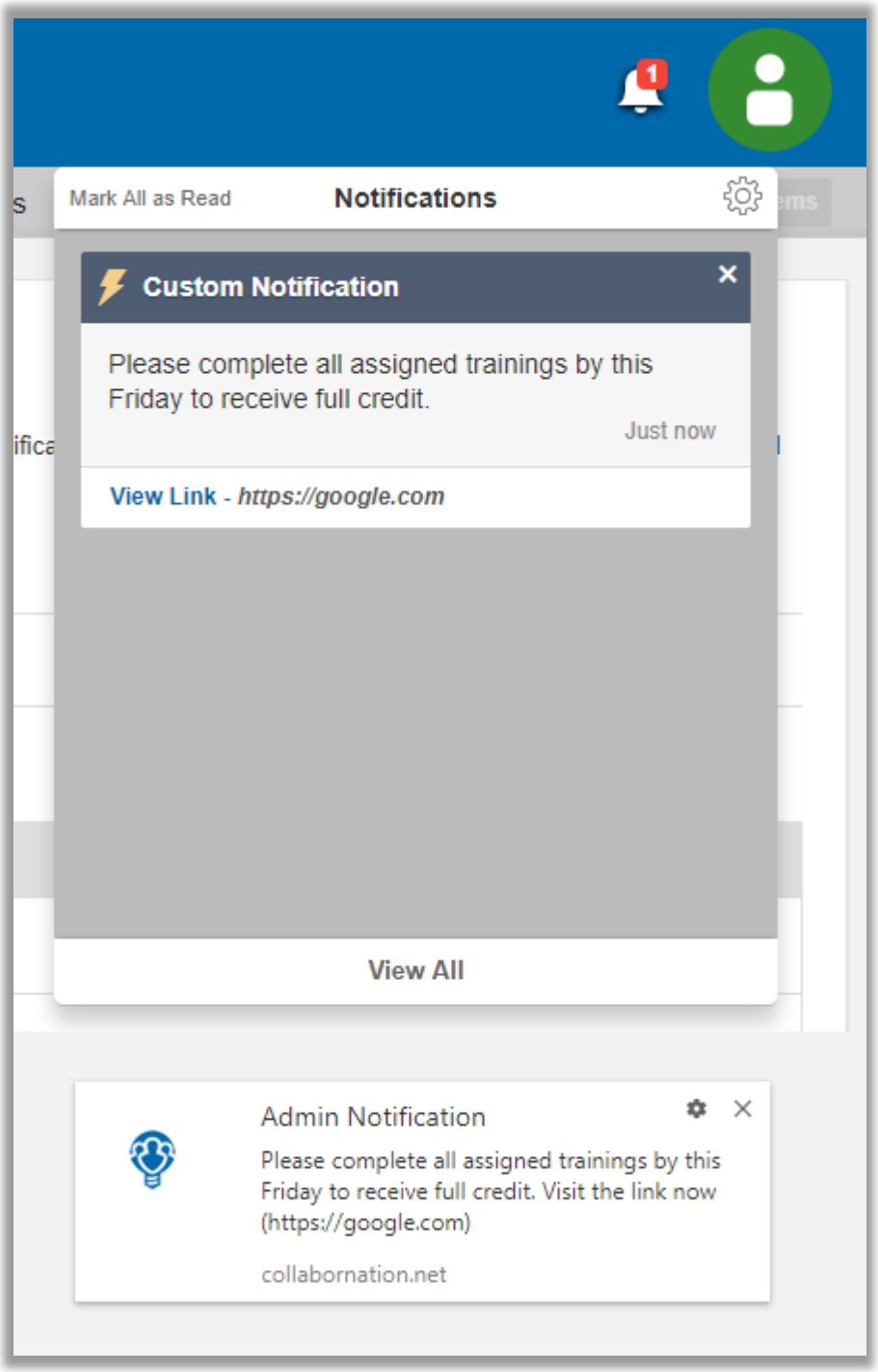
- ***Automatically assign training to everyone as soon as their account is made within the system.***
- ***Automatically assign training to members of a Reporting Group or Team any time they are added.***
- ***Assign training through the ViaPath API.***



H. Compliance and mandatory training notification, tracking and scheduling;

ViaPath has read, understands, and will comply.

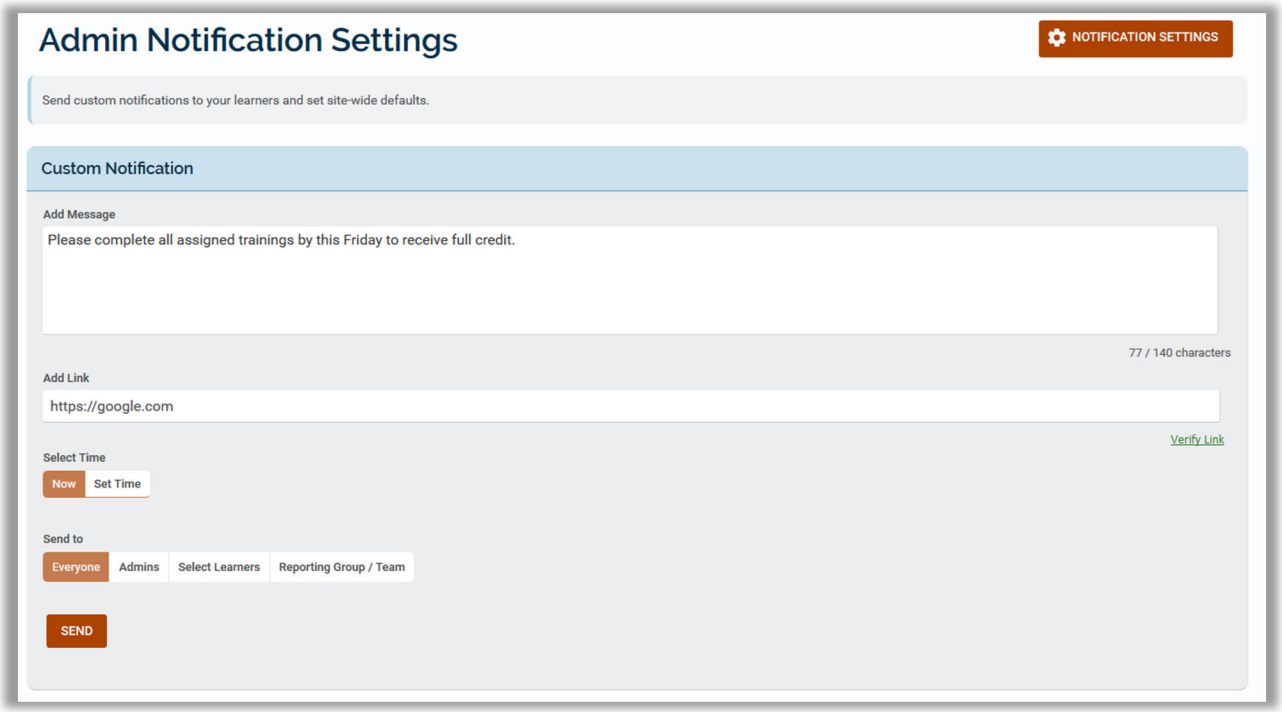
Notifications on compliance and mandatory training is critical. Because of this the ViaPath LMS has a variety of methods to ensure that inmates are aware of compliance



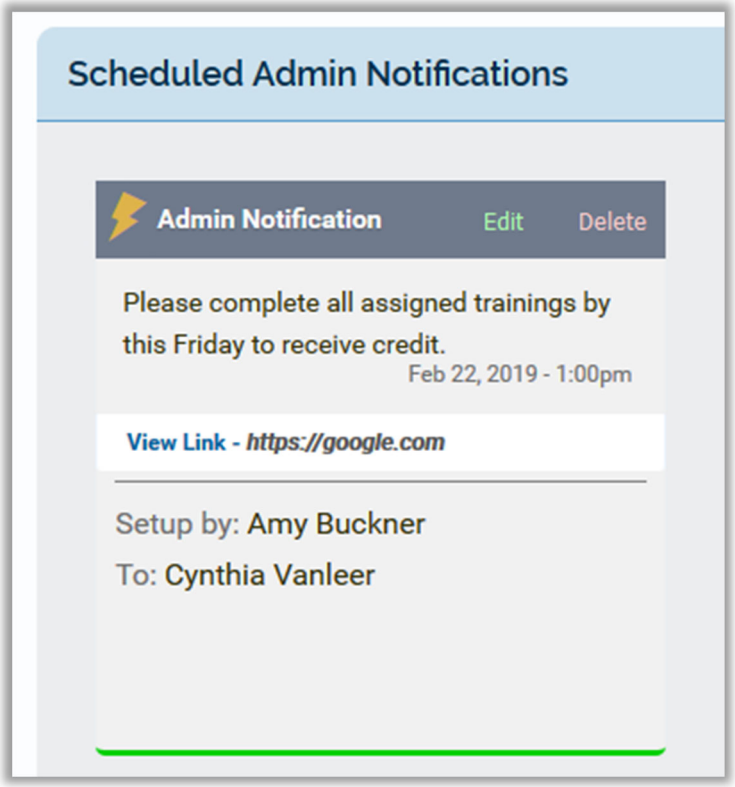
and mandated training. See the methods below that facilities can utilize to ensure notification is provided to inmates.

Notifications can be set by administrators depending on the needs of the facility and inmates. Notifications can be set on schedules, including date specific, date range, or set time periods.

Inmates can receive notifications for additional training, course assignments, course completions, and before a course reaches its deadline.



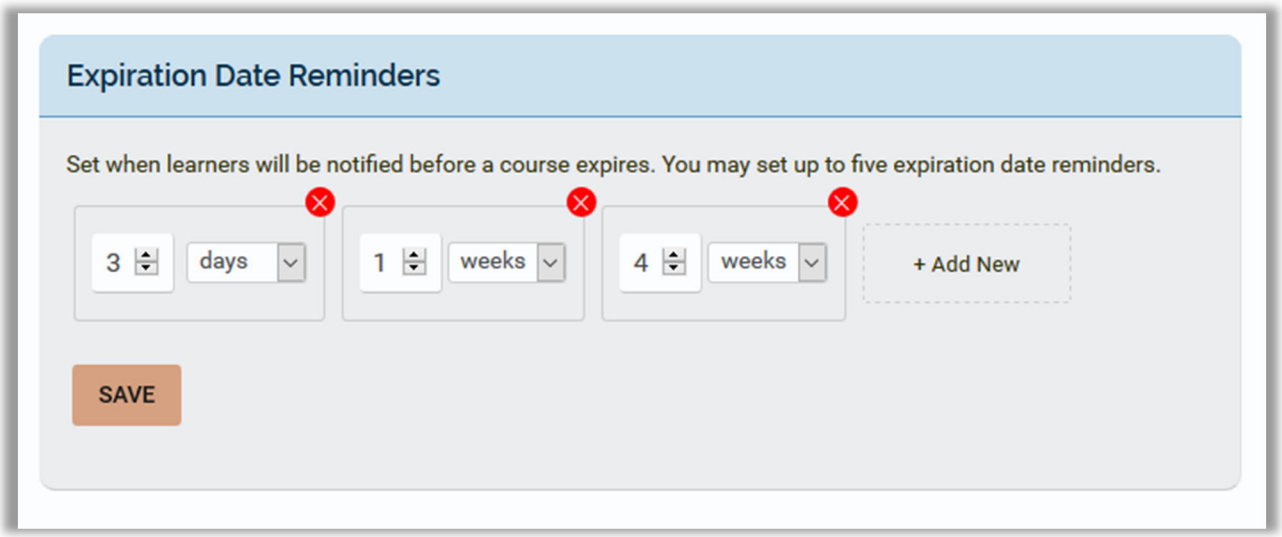
Administers have a lot of control in how notifications are managed. They can send out their own custom notification. It can be sent out immediately or at a set time. A link can be attached, which is especially helpful for push notifications, and it can be sent to specific sets of people.



A running log of all custom notifications sent by administrators is saved. Each block shows the following details:

- *The message that was sent*
- *The date the message was sent*
- *The attached link if one was included*
- *Who sent the message*
- *To whom the message was sent to*

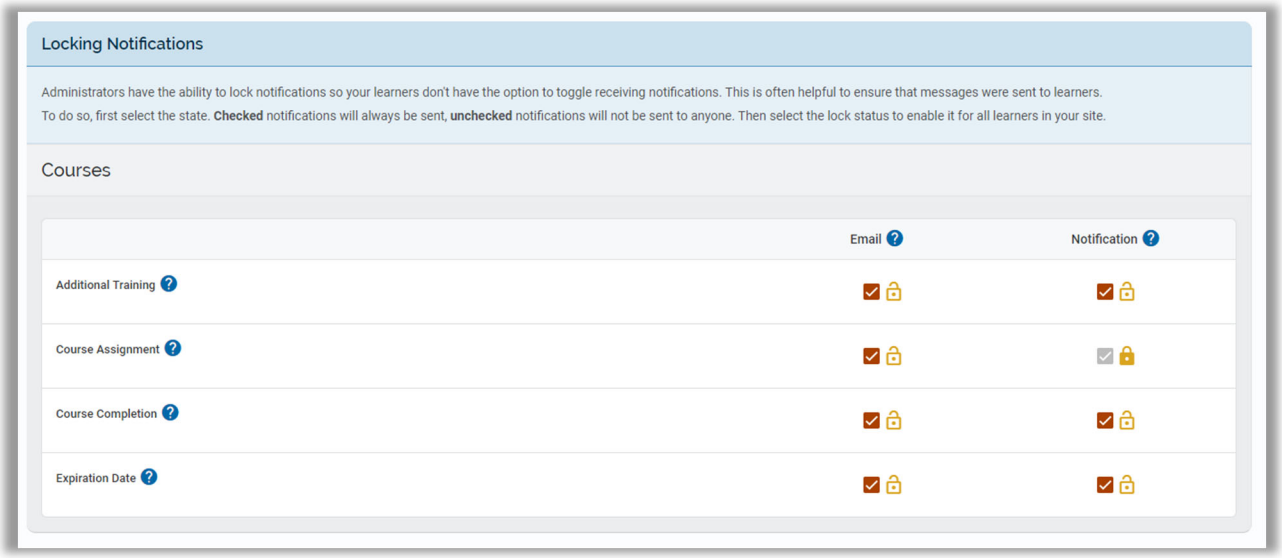
Once you schedule a custom notification to occur at a later date, it will be added to the Scheduled Custom Notifications queue. This will display all queued custom notifications that have not been sent out yet, sorted chronologically. You have the ability to edit or delete the notification before it gets sent.



Administrators can set up the site to automatically notify learners to complete their training before their course expires. This only applies to courses that have a deadline to complete the course by.

Administrators have notifications that aren't available to others which can be set on Notification Settings.

- *Additional Training Submissions: Get notified when a learner submits an Additional Training record to be reviewed.*
- *Assessment Completion: Get notified when a learner completes an Assessment.*
- *Learner Course Completion: Get notified when any learner completes a course. Reporting Group Admin or Managers will be notified of courses that learners in your groups have completed. This is toggled off by default.*



Administrators can lock notifications so that their learners don't have the ability to toggle receiving notifications. This is helpful to confirm that the learner received the notification.

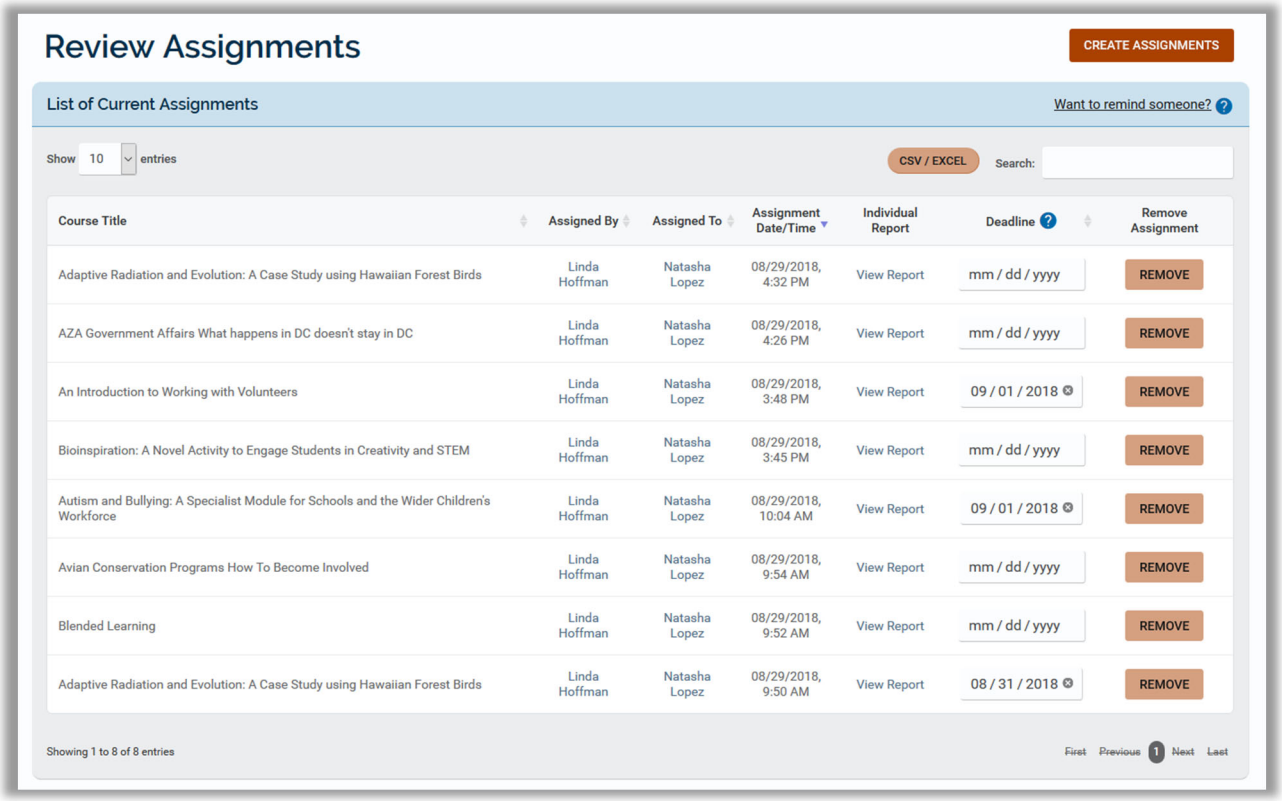
There are lock icons next to the checkboxes. Clicking on the lock icon will save that state so it applies to everyone in the facility. This will only appear for administrators; learners will not see the lock icons.

I. Assignment tracking;

ViaPath has read, understands, and will comply.

Administrators can set up assignment notifications to allow them to receive emails and other notifications on completion status for inmates that are assigned training. They can contact any inmate that has not completed assignments through the LMS, as described previously in notifications.

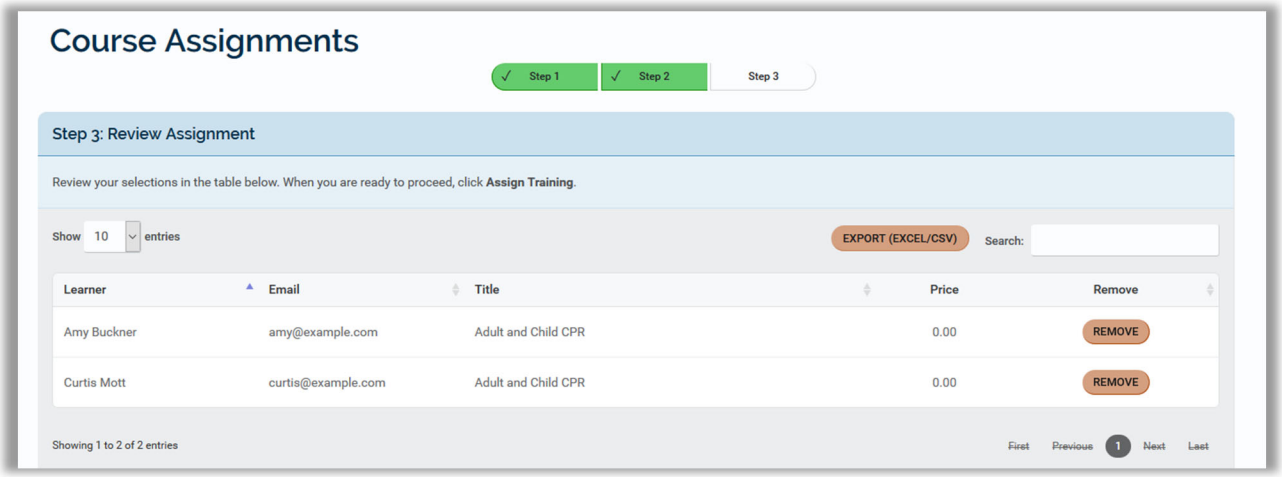
The Course Assignment page allows administrators to select the training to assign to inmates. Once it's assigned, administrators can access the Review Assignments page to see every assignment made.



- ***Assigned By: The person who assigned a course. This links to the person's user page. This can be site administrators or reporting group administrators.***
- ***Assigned To: The learner who received the course assignment.***
- ***Assignment Date/Time: The date and time that the course was assigned to the learner.***
- ***Individual Report: This links to the learner's report of that individual course, giving them the ability to see if learner's status on the course.***
- ***Deadline: Displays when the course expires if there is a deadline. This can be updated on this page.***
- ***Remove Assignment: Removing a course hides the course in the learner's account. This course will display in reporting as having been removed.***

More in-depth progress can be tracked using the Reporting function.

The system offers a handful of ways to assign courses to inmates to ensure they take the proper training. Courses can be assigned by site administrators and reporting group administrators.

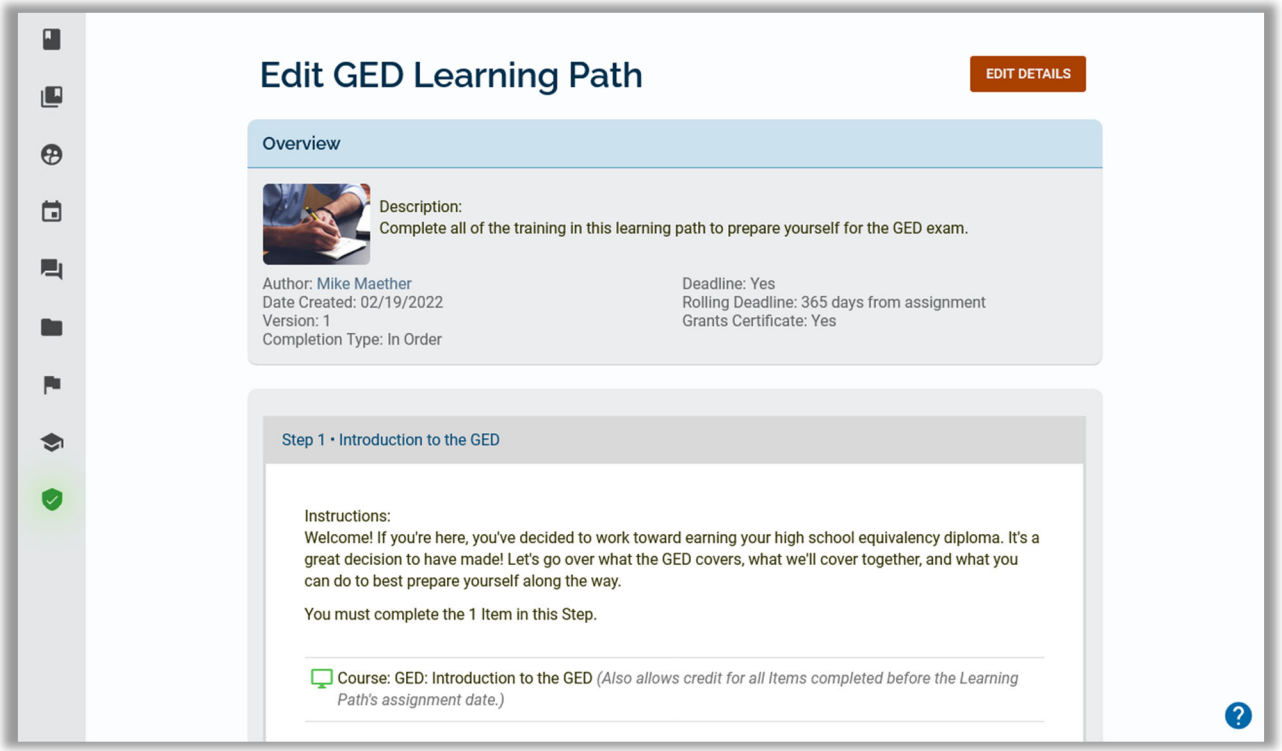


J. Continuing education and certification tracking;

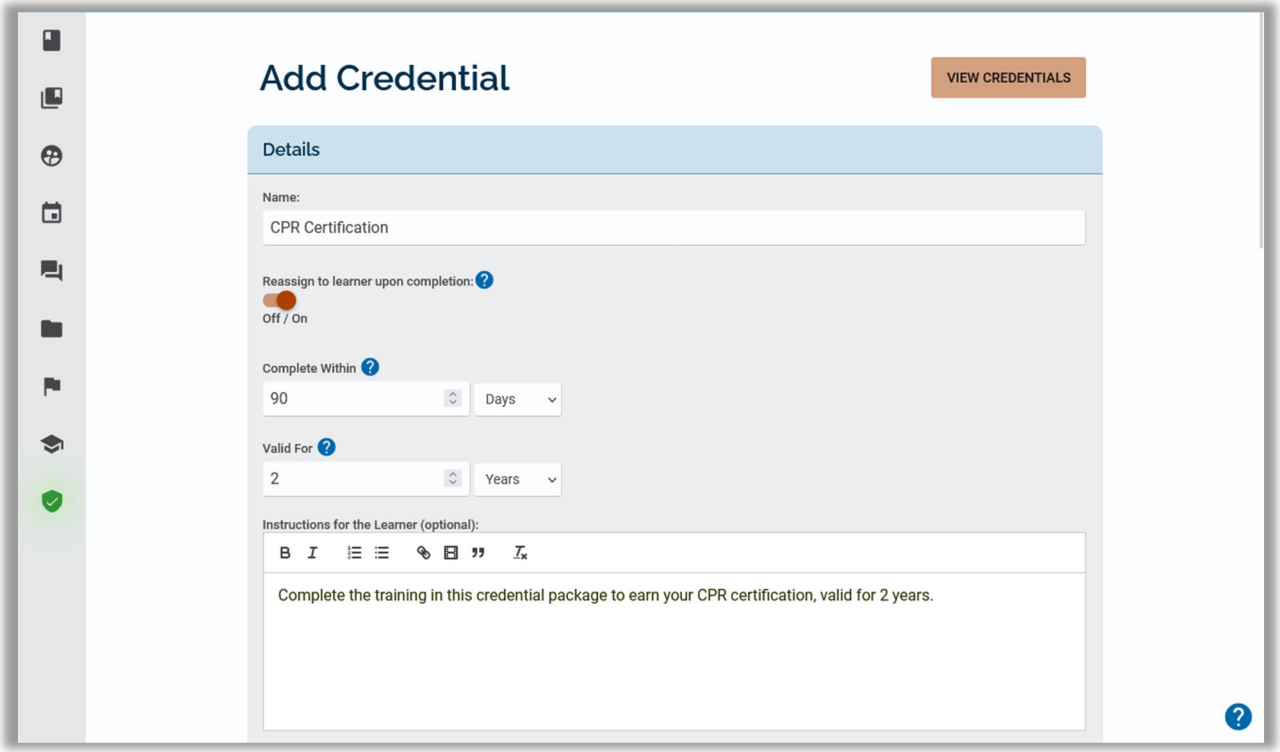
ViaPath has read, understands, and will comply.

The ViaPath LMS tracks all certification and training taken within the system, including online courses, live-training events, and all training taken outside of the system by submitting the records.

The system allows administrators to package their training in a variety of ways to meet different training and certification criteria as well.



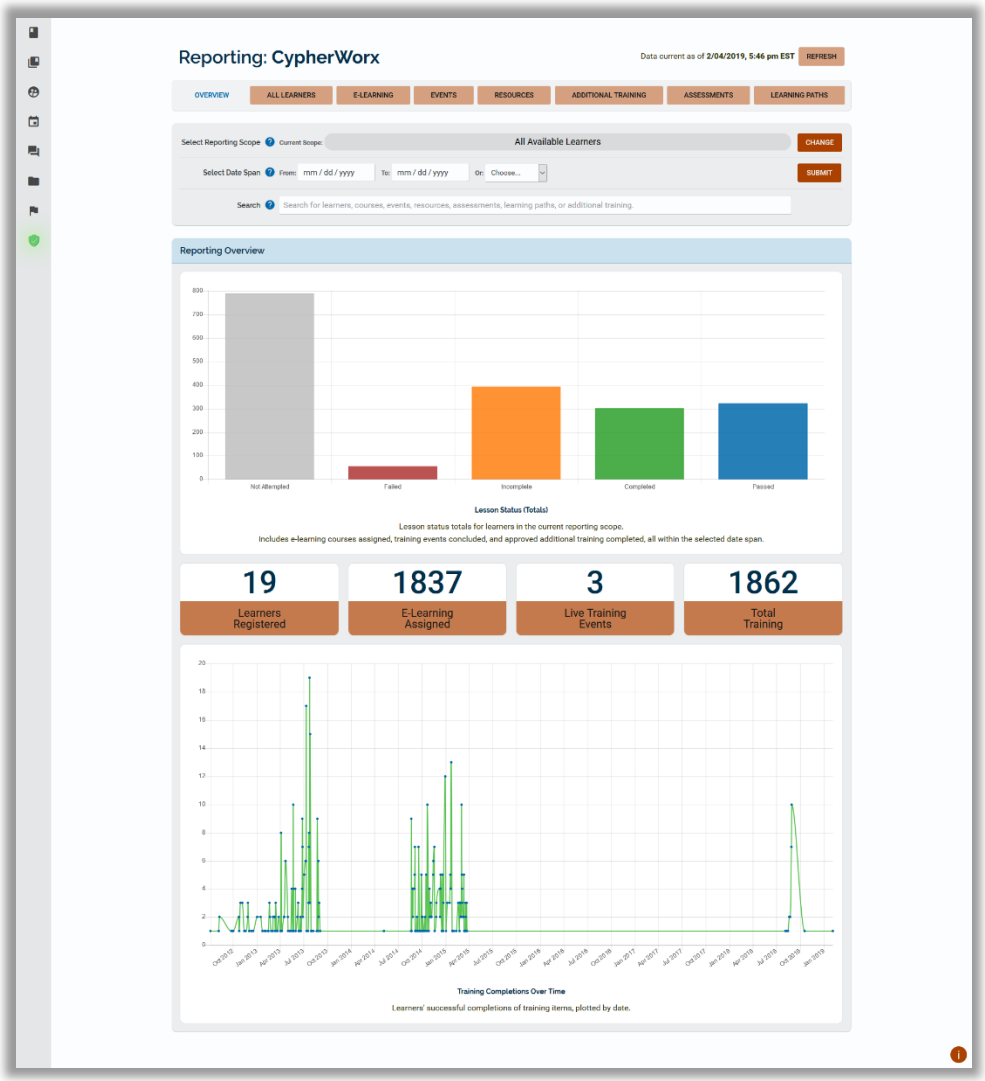
Learning Paths provides a sequence of specific steps to accomplish a learning goal or task and can be used to create career development and advancement plans.



Credentials allow admins to create and manage training requirements that learners need to complete in a period of time and must renew to maintain. As an example, you could manage CPR certifications that need to be renewed every 2 years through Credentials, where the system will automatically remind and assign required training based on the specified timeframe.

Custom Certificates can be created and branded however administrators see fit. These are produced at the end of the successful completion of a course and can be downloaded and printed.

As an IACET Accredited Provider, courses developed by ViaPath can award Continuing Education Units (CEUs), a measure used in continuing education programs that can be used to maintain licenses in certain professions or be counted as college credits where accepted.

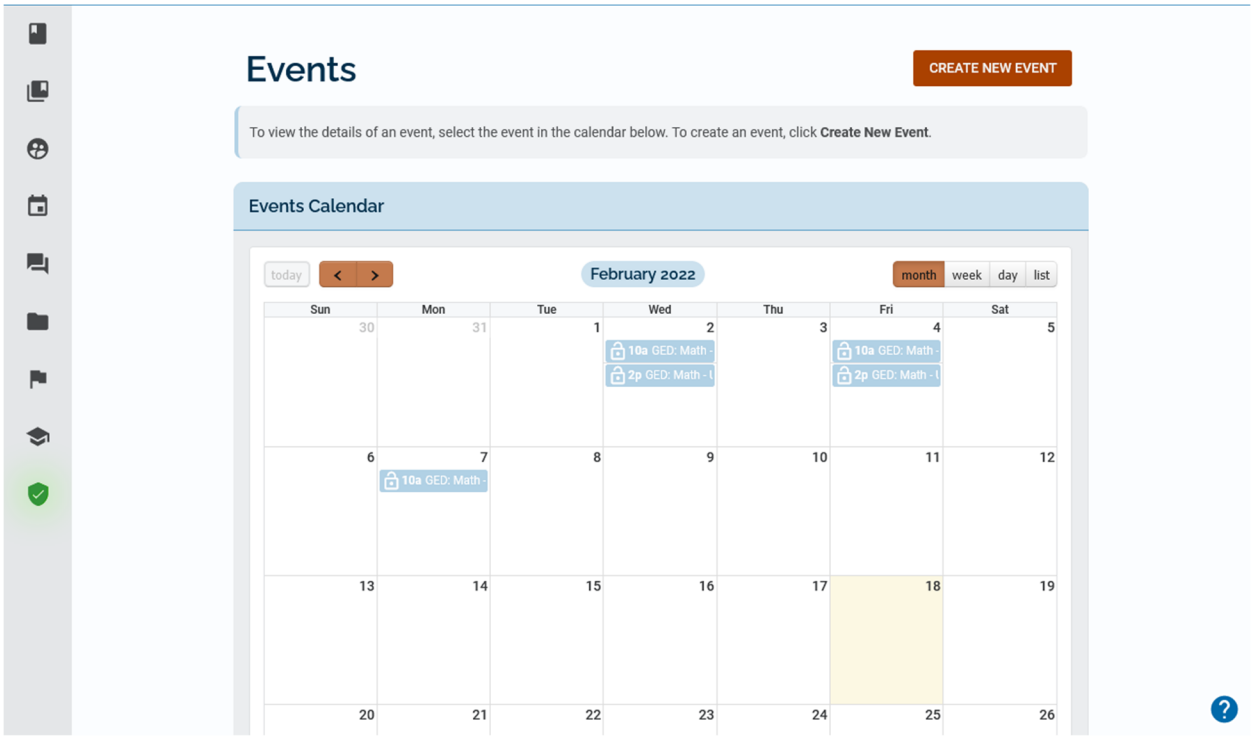


Robust custom reporting tools and analytics that can be used to manage individuals and teams. All training taken within the system can be pulled by administrators to see each person's progress with their training.

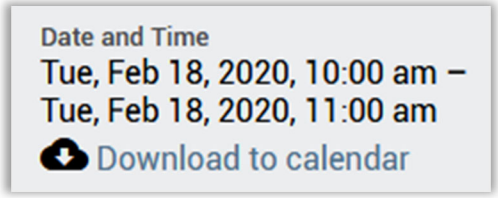
K. Calendars for learners, managers and administrators, showing courses and assignments;

ViaPath has read, understands, and will comply.

A training calendar for learners, managers, and administrators can be found within what is called Events in the system, where everyone can see live-training sessions that have been held and are coming up.

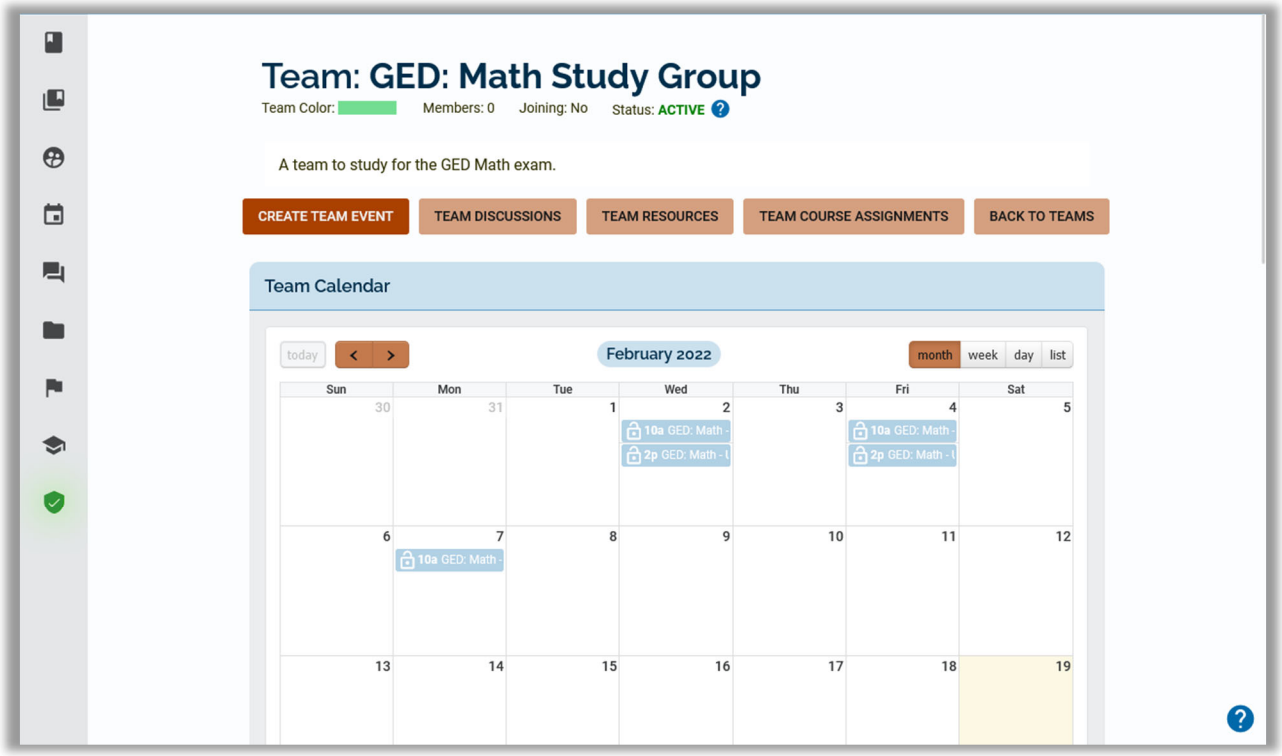


The Event calendar can display the training for the month, week, day, or as a list to make it easier for learners to see training opportunities.



On the details page for an event there is a link to download an iCalendar file (.ics) which will allow you to save the event to your own calendar.

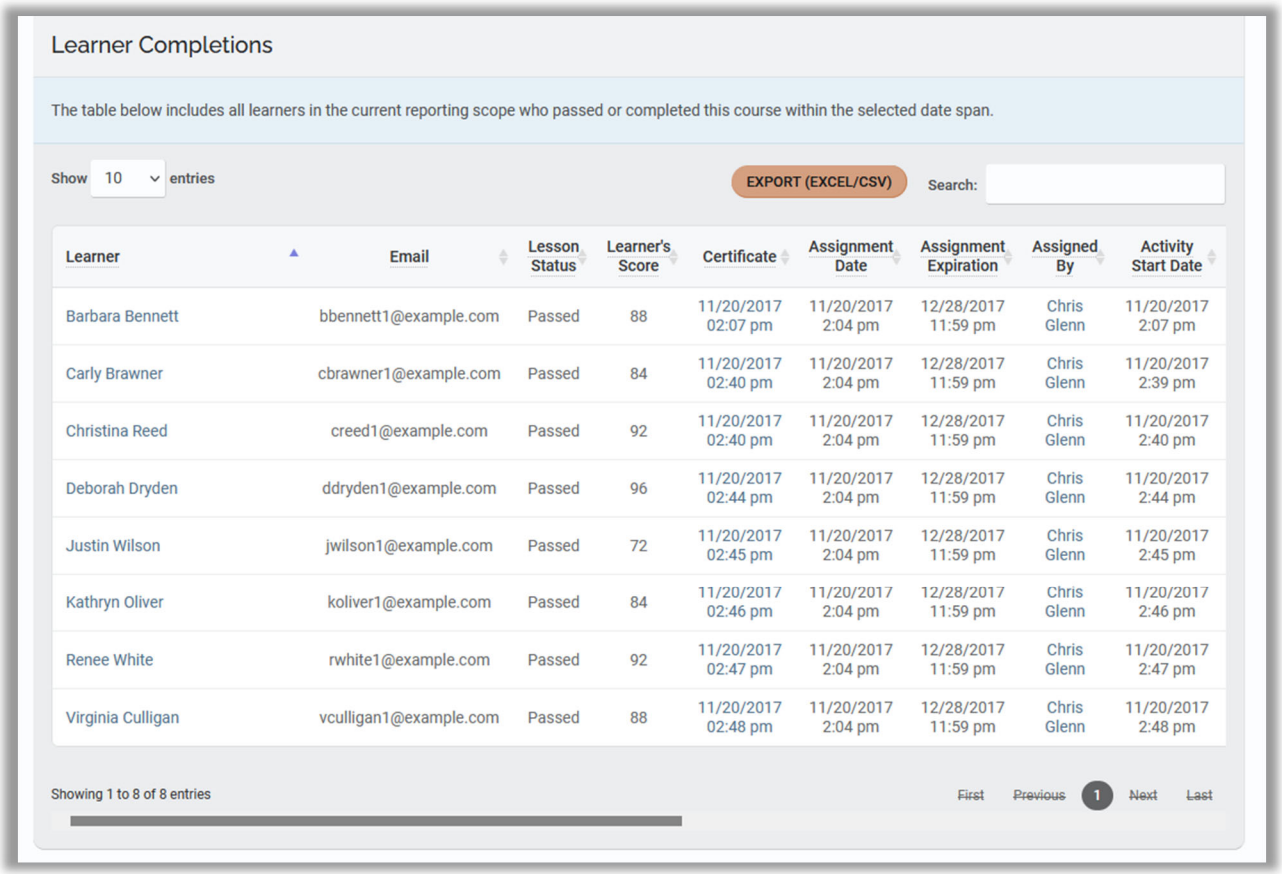
The system also has Teams, which allow for groups of people to share discussions, documents, and events in a closed environment within the site. This gives administrators the ability to make training sessions only available for selected people, rather than having it be public to everyone.



L. Access learner roster for an enrolled class;

ViaPath has read, understands, and will comply.

Reporting gives administrators the ability to pull the learner roster for any class. Administrators can view full training records on people who are assigned the course, including their status (if they completed the course or not), score, certificate date, assignment date, completion date, and more. All reports can be exported into a CSV so administrators have full control and ownership of this data.



Learner Completions

The table below includes all learners in the current reporting scope who passed or completed this course within the selected date span.

Show 10 entries EXPORT (EXCEL/CSV) Search:

Learner	Email	Lesson Status	Learner's Score	Certificate	Assignment Date	Assignment Expiration	Assigned By	Activity Start Date
Barbara Bennett	bbennett1@example.com	Passed	88	11/20/2017 02:07 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:07 pm
Carly Brawner	cbrawner1@example.com	Passed	84	11/20/2017 02:40 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:39 pm
Christina Reed	creed1@example.com	Passed	92	11/20/2017 02:40 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:40 pm
Deborah Dryden	ddryden1@example.com	Passed	96	11/20/2017 02:44 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:44 pm
Justin Wilson	jwilson1@example.com	Passed	72	11/20/2017 02:45 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:45 pm
Kathryn Oliver	koliver1@example.com	Passed	84	11/20/2017 02:46 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:46 pm
Renee White	rwhite1@example.com	Passed	92	11/20/2017 02:47 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:47 pm
Virginia Culligan	vculligan1@example.com	Passed	88	11/20/2017 02:48 pm	11/20/2017 2:04 pm	12/28/2017 11:59 pm	Chris Glenn	11/20/2017 2:48 pm

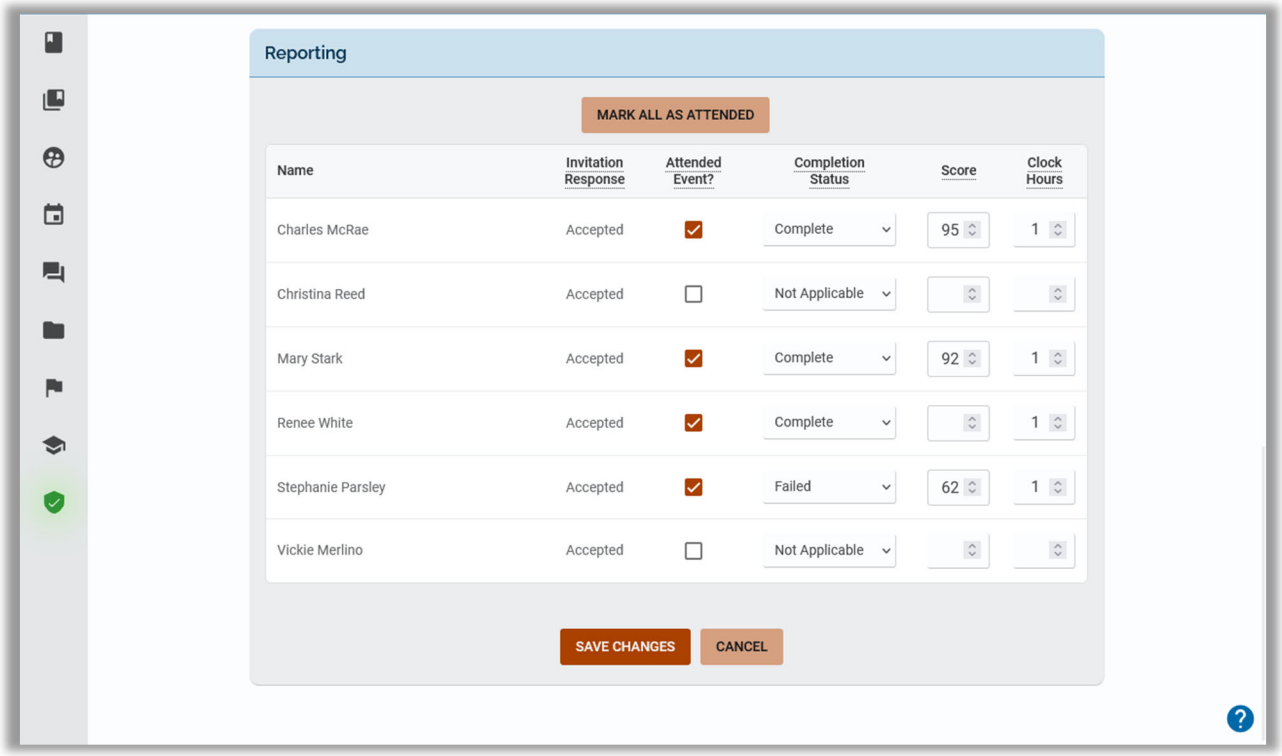
Showing 1 to 8 of 8 entries First Previous 1 Next Last

Events also allow administrators the ability to see whether the person attended the session or not, so administrators can run attendee reports.

M. Manually edit tracking and completion data for a learner;

ViaPath has read, understands, and will comply.

The administrators can mark who attended the session and submit their records, such as if they completed the training, if they passed the test, and if they earned a certificate of completion.



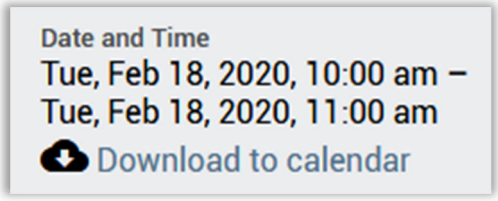
The ViaPath LMS conforms to SCORM, Tin Can, and AICC specifications. As such, tracking and completion data of online courses is tracked entirely by the system according to industry best practices. This ensures that training records are completely accurate with how the learners interact with the course.

For manual editing a request can be submitted to the ViaPath support team to investigate the course and to confirm the tracking and completion data. The support team has tools to investigate and override many of the fields that the system tracks. If for any reason the learner doesn't think that the system is tracking completion data correctly for them a request can be submitted.

N. Ability to create an appointment in a calendar (such as Outlook) when a learner signs up for a course;

ViaPath has read, understands, and will comply.

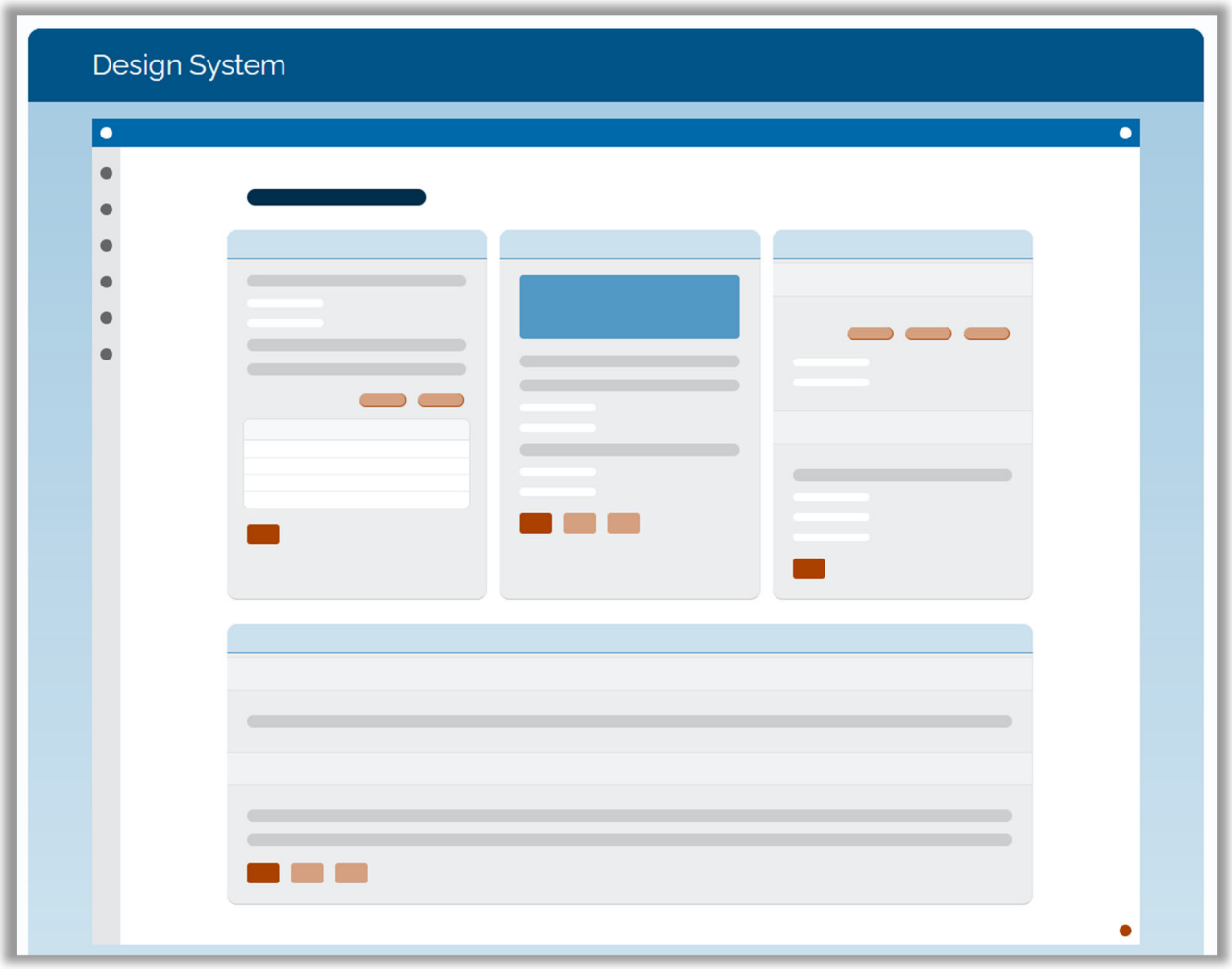
Once a learner registers, they are able to download an iCalendar file (.ics) which allows the learner to save the event to their own calendar. The download link for this file is located following the event date and time.



O. Straightforward graphical user interface (GUI) and navigation;

ViaPath has read, understands, and will comply.

The ViaPath LMS interface was designed to be simple and easy to use. The design is built to be so intuitive that anyone using the system can focus on the training itself rather than trying to determine where certain pages are. ViaPath follows many industry-best practices to accomplish this.



- ***ViaPath created a design system from the ground up to ensure all components are consistent and used site-wide.***
- ***The system is mobile-first. Training can happen at any place, at any time, so the system is built to allow learners to learn wherever they are. All components are fluid and are optimized for all types of devices including the ViaPath Inspire tablet.***
- ***All actionable items are large enough to be tapped on by mobile devices, e.g., learners can zoom in to tap small buttons.***
- ***The interface was designed with the goal of ensuring all major features can be navigated to within two clicks.***
- ***The entire system meets stringent accessibility standards to ensure anyone can access training regardless of any disabilities. This includes***

meeting color contrast requirements, ensuring all actions can be navigated via a keyboard, that text-to-speech is optimized for each page, and more.

- ***The system is built based on modern design ideologies to make the system look visually appealing.***

P. Browser-based interface;

ViaPath has read, understands, and will comply.

Authorized DOC staff have access to ViaPath's cloud based LMS system that is accessed through a browser. The latest stable release of modern browsers is supported, including Chrome, Safari, Edge, and Firefox. All features are tested thoroughly on the various browsers before deploying to production to ensure a consistent user experience for everyone.

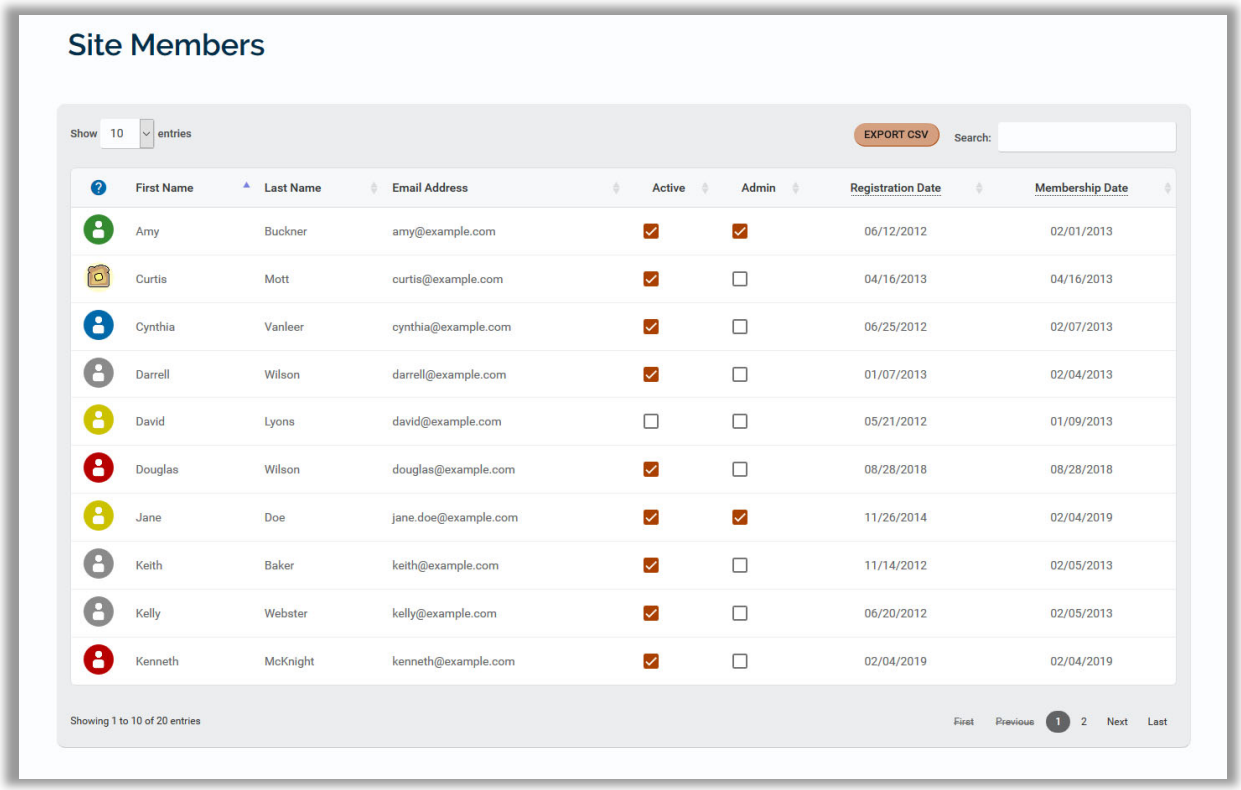
Inmates access ViaPath's full suite of education and reentry content through a secure application available on the tablet or kiosk.

Q. Access control to system and data;

ViaPath has read, understands, and will comply.

Learner: When accounts are created, they are set to be normal users. They do not have access to any of the administrative settings. Most accounts in the system are ordinary learner accounts.

Site Administrator: These administrators have full access to the entire site and can make any change. They can completely administer their training portal.



A Reporting Group Administrator is an account that has been granted administrative privileges for a reporting group. In addition to the viewing and reporting rights granted to Group Managers, Group Administrators can:

- ***Change a group's settings, including renaming the group and changing its description.***
- ***Add and remove group members, or move members to subgroups or other groups they have Administrator rights in.***
- ***Grant and revoke Group Manager and Administrator rights in that group (and its subgroups, if any).***
- ***Create and delete subgroups and rearrange their relationships.***
- ***Assign courses to group members.***
- ***Grade learners in After-Event Reporting.***

A Reporting Group Manager is an account that has been granted rights to:

- ***View a reporting group's details on the Reporting Groups management page.***
- ***Access the group's data in Reporting.***
- ***Assign courses to group members.***

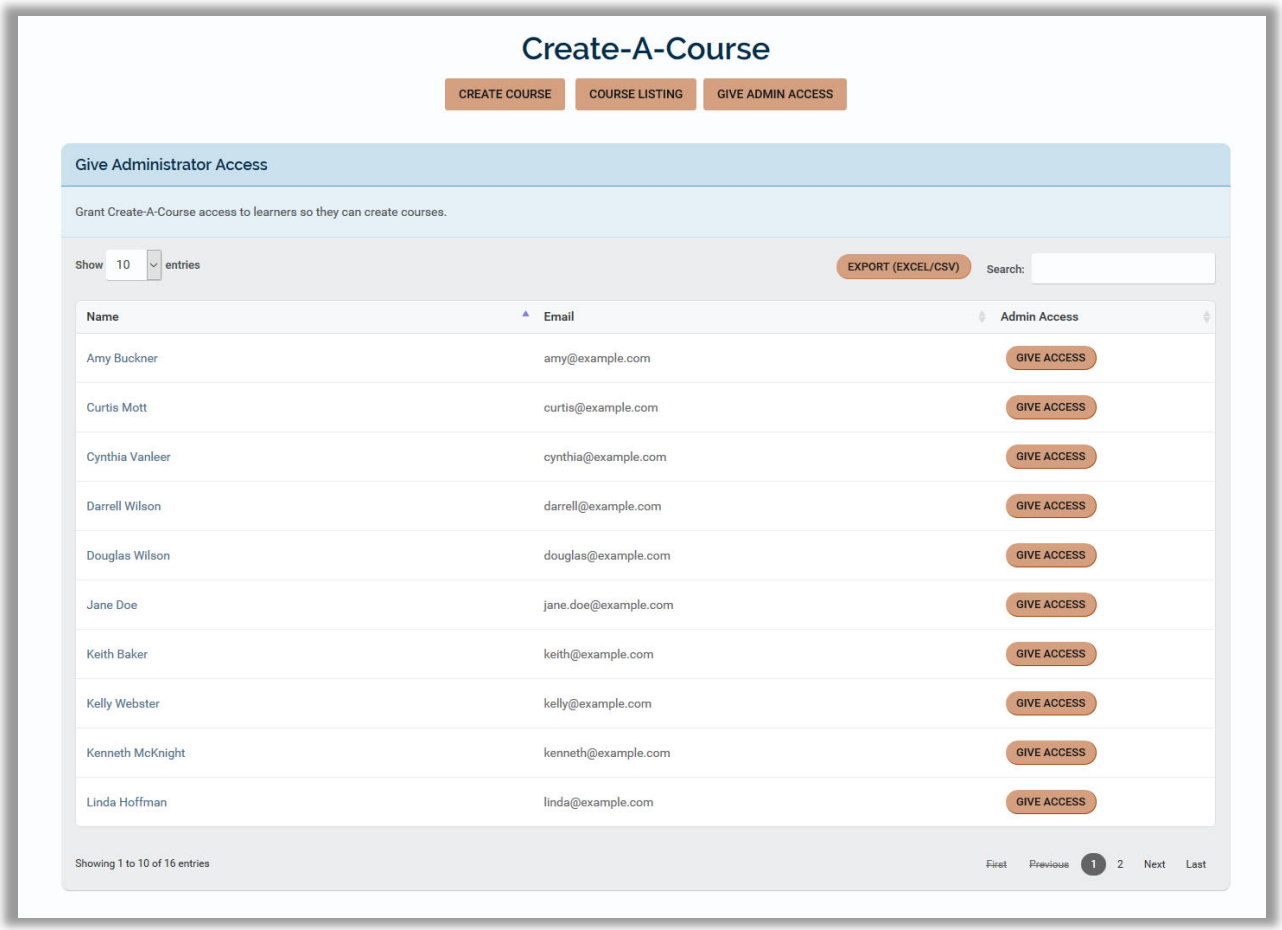
Group Managers can NOT make changes to the group's settings, membership, or management, and cannot create, delete, or rearrange subgroups.

Group Administrator and Manager privileges apply both in the specific group in which they are granted and also in that group's subgroups and their descendant groups.

Group Administrators and Managers do NOT need to be members of the reporting group in which their privileges are granted.

Create-A-Course Administrator

It's possible to give users access to Create-A-Course without making them an administrator. These users have access to create and publish courses in the site.



R. Secure login and authorization;

ViaPath has read, understands, and will comply.

ViaPath has established a secure API and closed-loop access point to the LMS to ensure that inmates cannot access any external websites through the LMS. All data and documents within the LMS are secure. When inmates access their tablet, they click on the LMS app.

Staff can access the LMS through a login on any device – desktop, laptop, tablet, or phone. They must have an account by providing an email address and password to log

in. Passwords are encrypted and are not stored in plain text to ensure that passwords are truly kept secure.

Our system supports encryption-in-transit and at-rest to ensure all interactions with the system are secure.

S. Select language and time-zone preferences;

ViaPath has read, understands, and will comply.

The system currently supports English as its language. Time zones are automatically detected, and times are displayed based on where you are located.

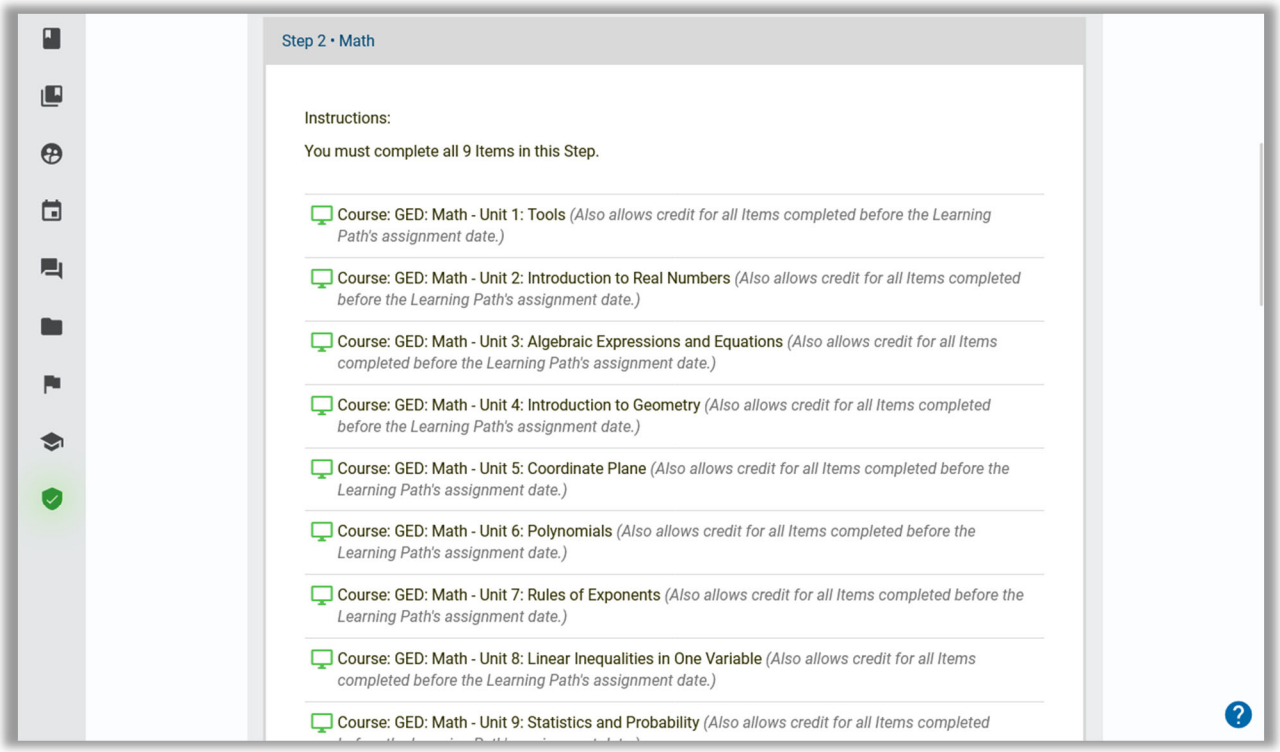
T. Create individual learning plans with completion due dates;

ViaPath has read, understands, and will comply.

The LMS allows learning plans to be established as learning paths that may include a number of learning modalities that need to be completed in the learning plan. These can include all modes within the LMS – eLearning courses, live training, discussions, documents, etc.

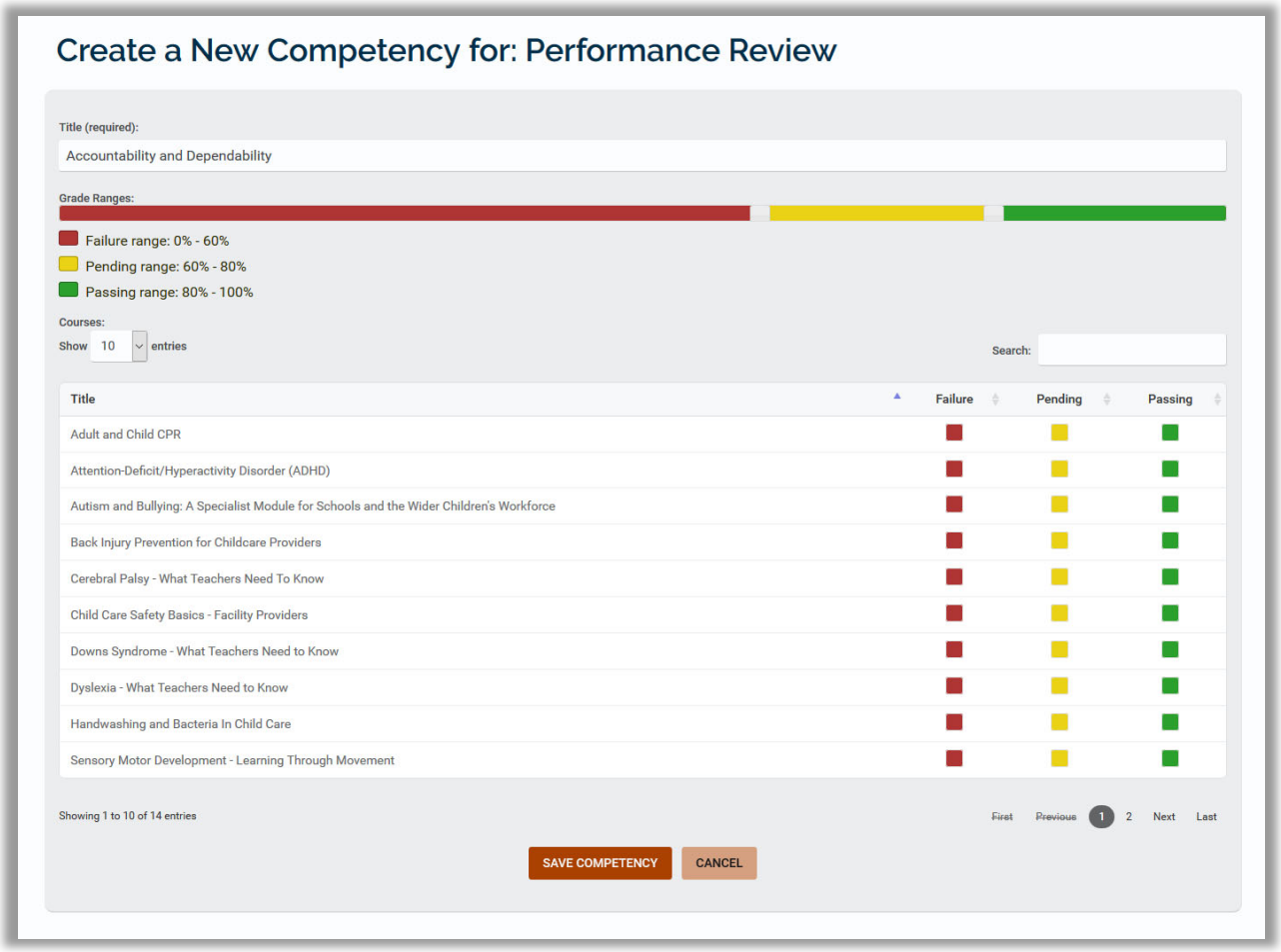
Learning plans can be created on schedules, including date specific, date range, or set time periods. The learning path can have a master time period with each element within the plan having its own completion criteria.

Learning Paths allow administrators to create sequences of courses that individuals can take to become a master in a topic.



As an example, it's possible to create a Learning Path for the GED that guides learners through all GED training to prepare them for the exam.

Learning Paths are a tool that administrators can use to build training tracks to guide individuals to a goal. It's been used commonly to teach entire subject topics (GED, safety), meet state requirements, and provide a clear career path.



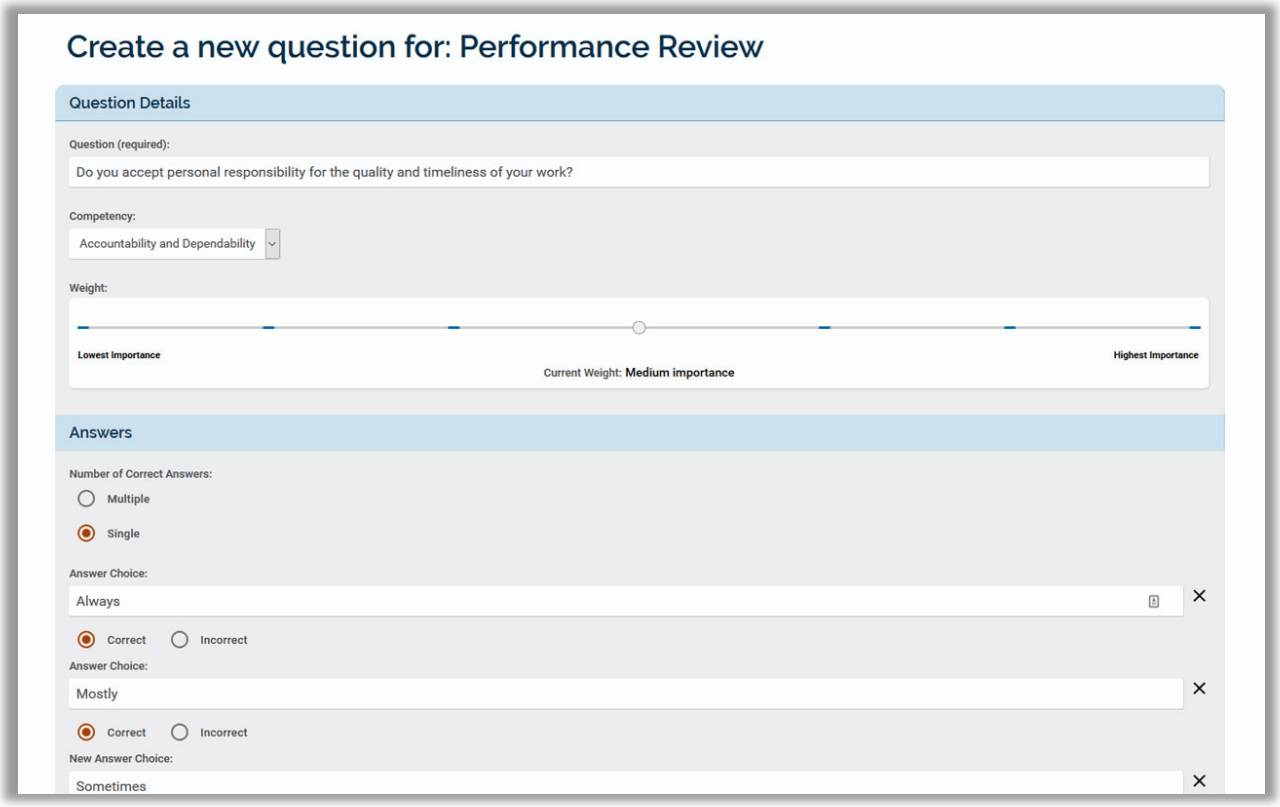
Assessments can also be used to create personalized learning plans. Assessments allow you to uncover learning needs and gaps, and then use those results to develop individualized training plans for each learner in your organization.

With assessments, you create a list of questions and sort them into competencies, focused on what you want to discover about your learners. Scores can be applied and adjusted for each competency, which you can then use to create individualized training plans for each learner.

U. Competency models with related learning activities;

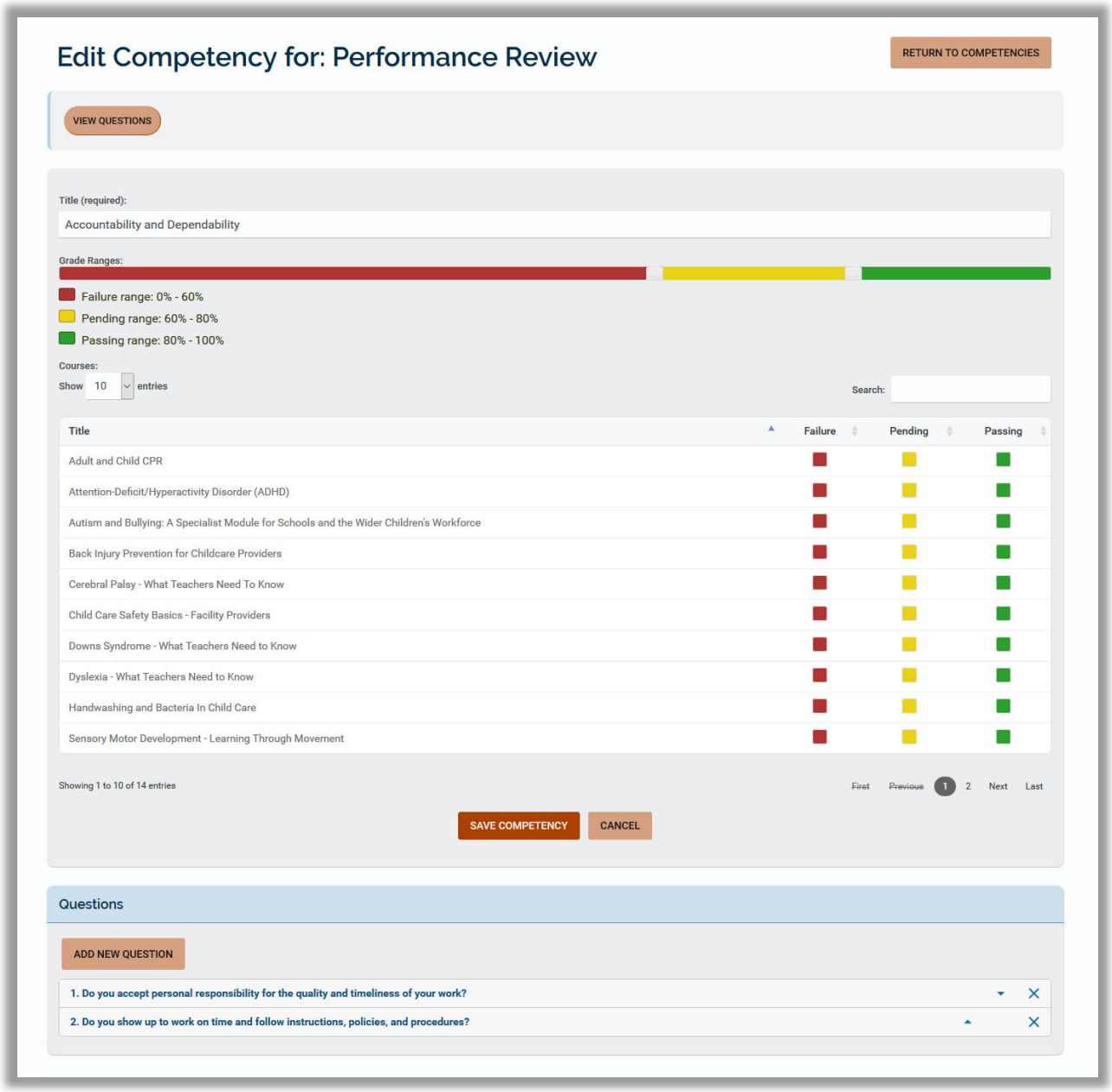
ViaPath has read, understands, and will comply.

ViaPath's LMS allows educators to build competency models by creating assessments with learning activities that will provide an understanding of the inmate's competencies or skill gaps. By asking the right questions, assessments allow administrators to quickly review training gaps for individuals – admins can decide how much weight to give each question and define competency ranges. Results can be used to assign targeted training and purposeful professional development.



Assessments give administrators the tools to create questions and tie them directly into competencies, giving you full control of how to measure someone's competency.

Based on how the learner scores either on the entire assessment or for the individual competency, administrators can assign training to personalize training assigned to every single individual to address any knowledge gaps.

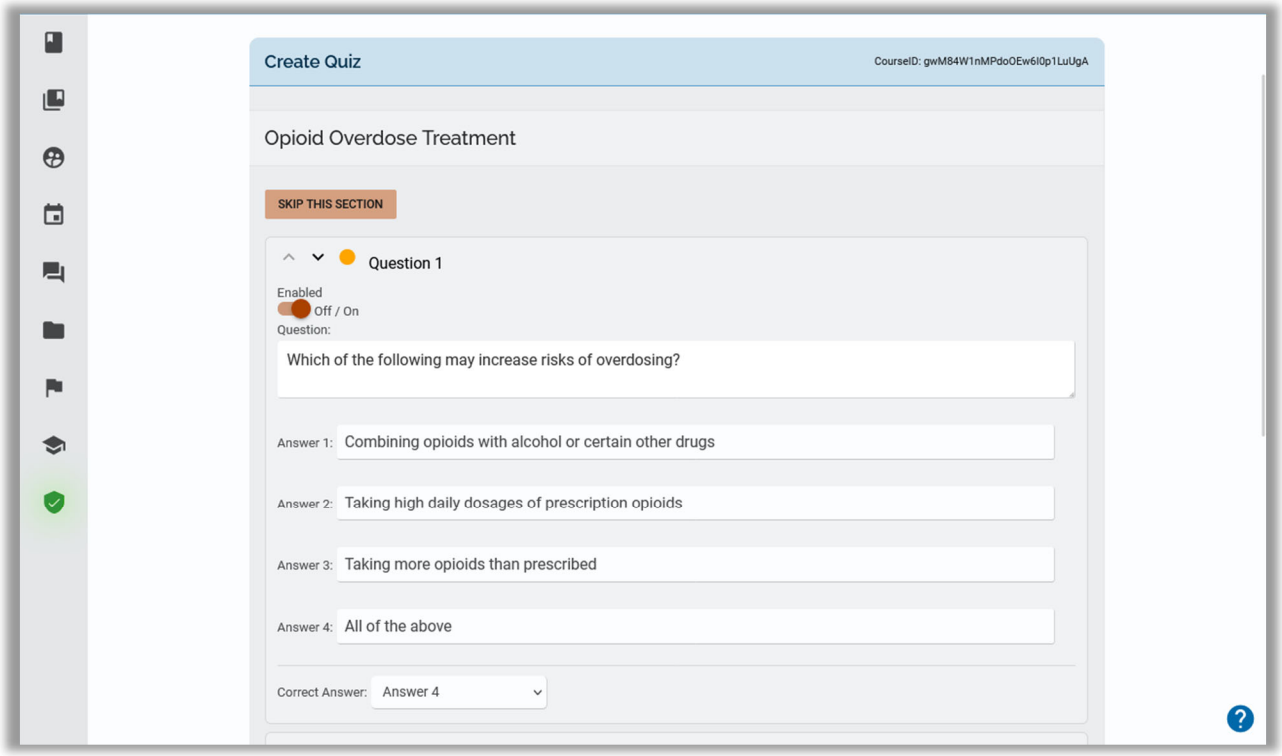


V. Create tests, exercises and surveys from question-and-answer resources;

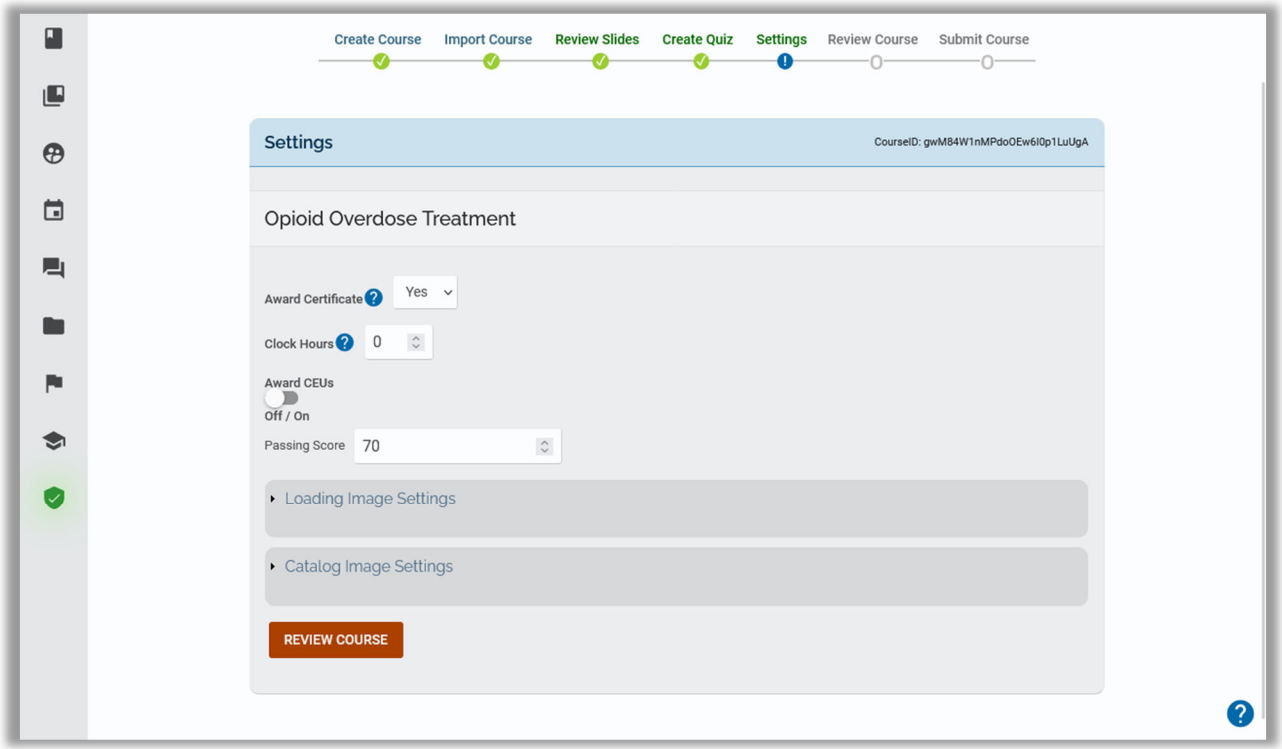
ViaPath has read, understands, and will comply.

The LMS allows administrators to set up tests, exercises and surveys. Each of these features has a distinct module for creation of tests, exercise, or surveys. The images and text below explain how each is created within the LMS.

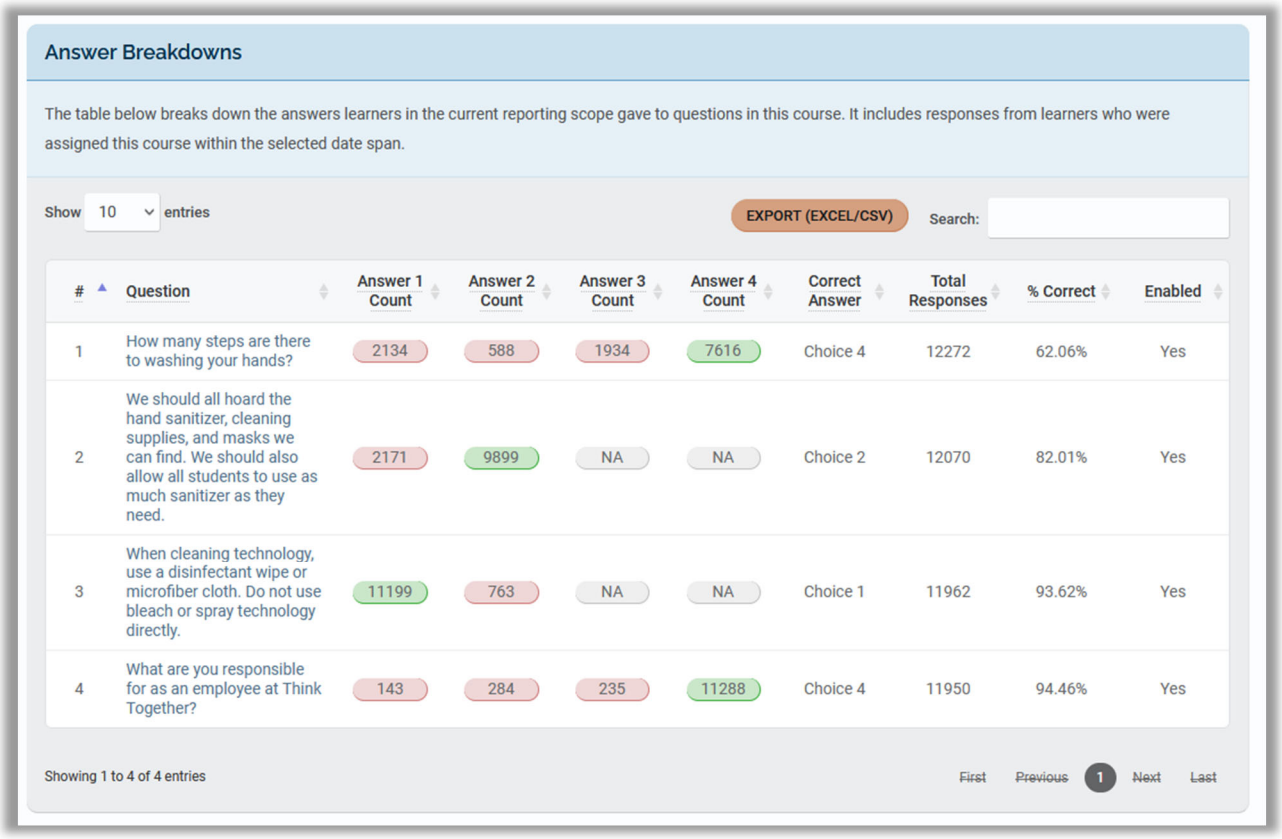
Stand-alone tests can be made with Create-A-Course. There are no limits to how many questions you can add to tests.



You can also set a passing score and set whether to award a certificate upon completion.



A complete breakdown of how these questions were answered can be found in Reporting. The data is displayed visually in bar charts, and also in tables to give a more detailed view.



Answer Breakdowns

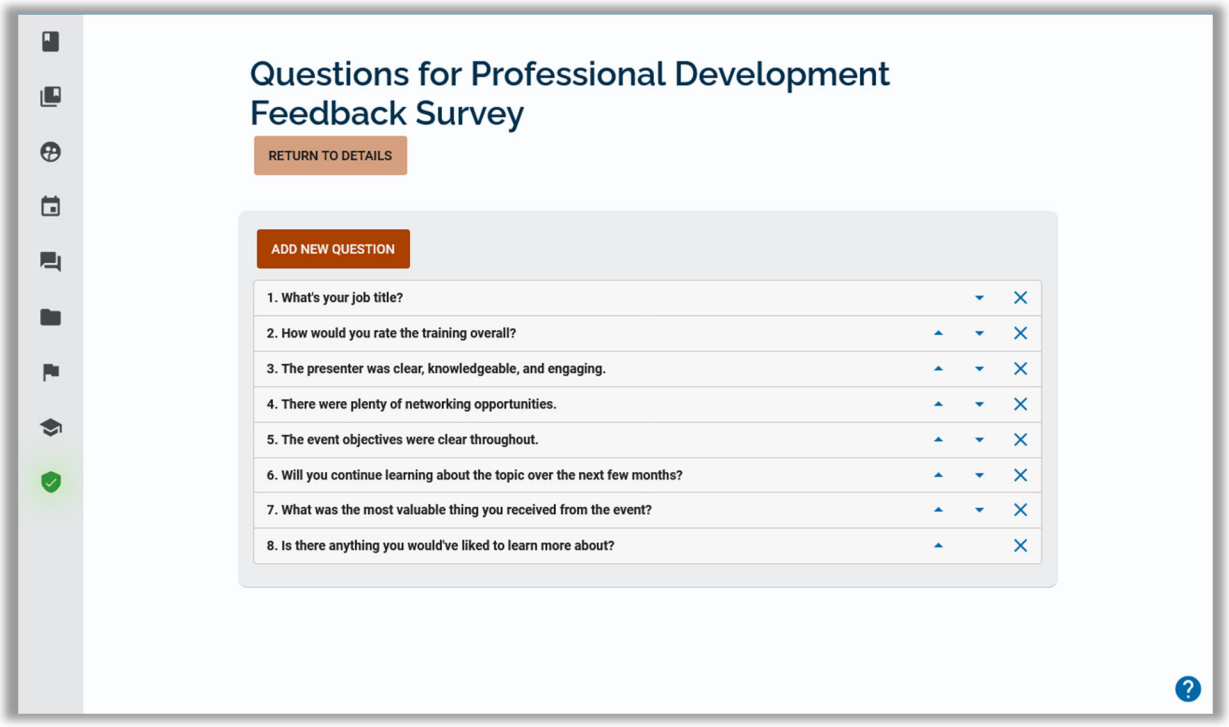
The table below breaks down the answers learners in the current reporting scope gave to questions in this course. It includes responses from learners who were assigned this course within the selected date span.

Show 10 entries | EXPORT (EXCEL/CSV) | Search:

#	Question	Answer 1 Count	Answer 2 Count	Answer 3 Count	Answer 4 Count	Correct Answer	Total Responses	% Correct	Enabled
1	How many steps are there to washing your hands?	2134	588	1934	7616	Choice 4	12272	62.06%	Yes
2	We should all hoard the hand sanitizer, cleaning supplies, and masks we can find. We should also allow all students to use as much sanitizer as they need.	2171	9899	NA	NA	Choice 2	12070	82.01%	Yes
3	When cleaning technology, use a disinfectant wipe or microfiber cloth. Do not use bleach or spray technology directly.	11199	763	NA	NA	Choice 1	11962	93.62%	Yes
4	What are you responsible for as an employee at Think Together?	143	284	235	11288	Choice 4	11950	94.46%	Yes

Showing 1 to 4 of 4 entries | First | Previous | 1 | Next | Last

Our system also has a Surveys module, which is a flexible, quantitative research tool that allows administrators to collect data from learners. Administrators can send questions to their learners and collect their feedback.



W. Set parameters for tests and exercises (e.g., duration, number of attempts allowed, passing scores, etc.);

ViaPath has read, understands, and will comply.

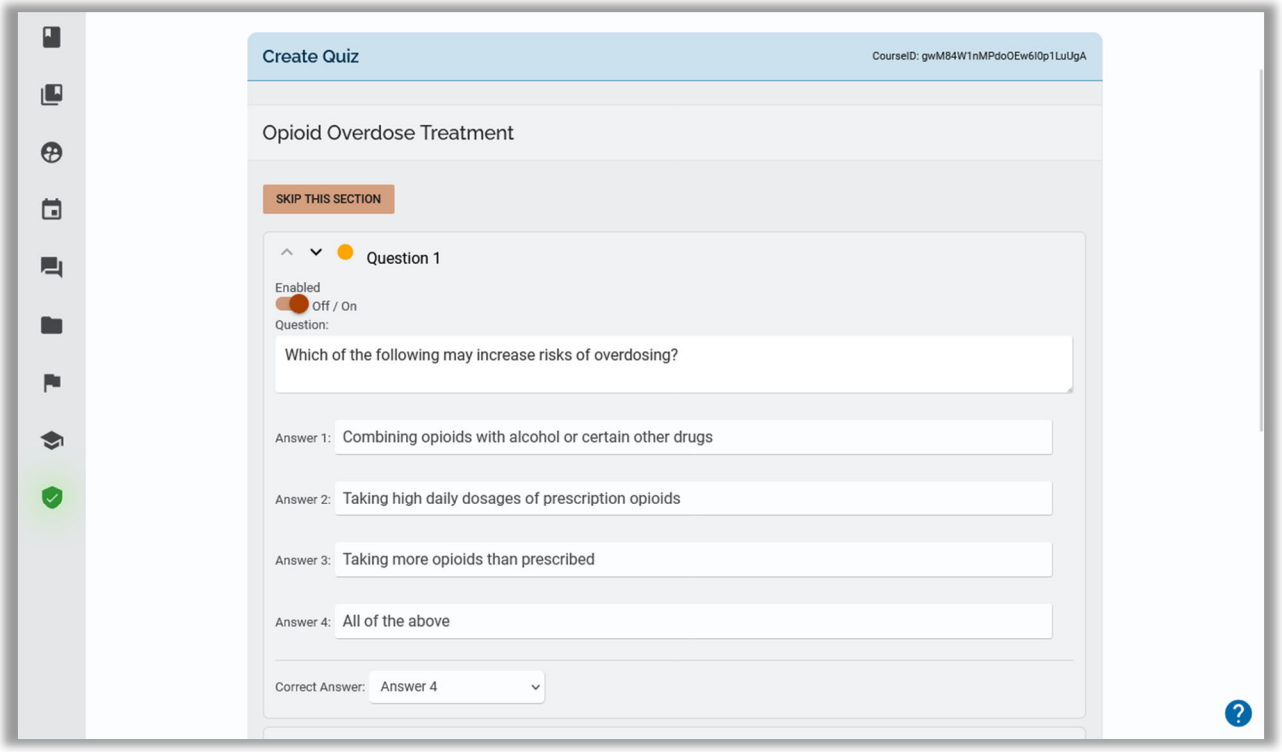
Within the LMS through Create-A-Course, you are able to add questions and answers, set the passing score, attach a certificate of completion, and designate the clock hours for the test. For more advanced testing functionality, such as setting a time limit on the test, ViaPath has the ability to create custom tests that can be used in your site. Parameters for tests and exercises are also set in SCORM-compliant courses. The LMS reports on duration, test scores, completion status, and attempts from data in the SCORM IMS manifest file.

X. Support multiple response formats (e.g., true/false and multiple choice);

ViaPath has read, understands, and will comply.

SCORM Compliant courses created and offered by ViaPath course catalogs support multiple response formats such as multiple choice, multiple response, fill in the blank, and matching. Test questions are often set up to randomize.

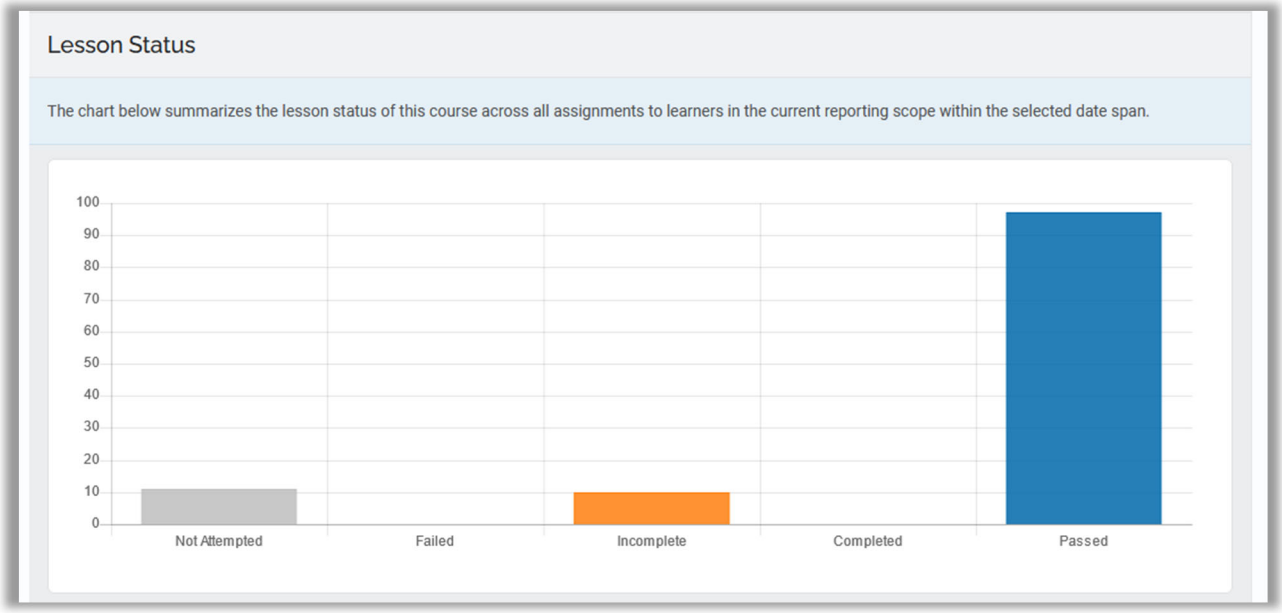
Create-A-Course allows administrators to build out courses entirely within the platform. This also supports multiple response formats such as true/false and multiple choice.



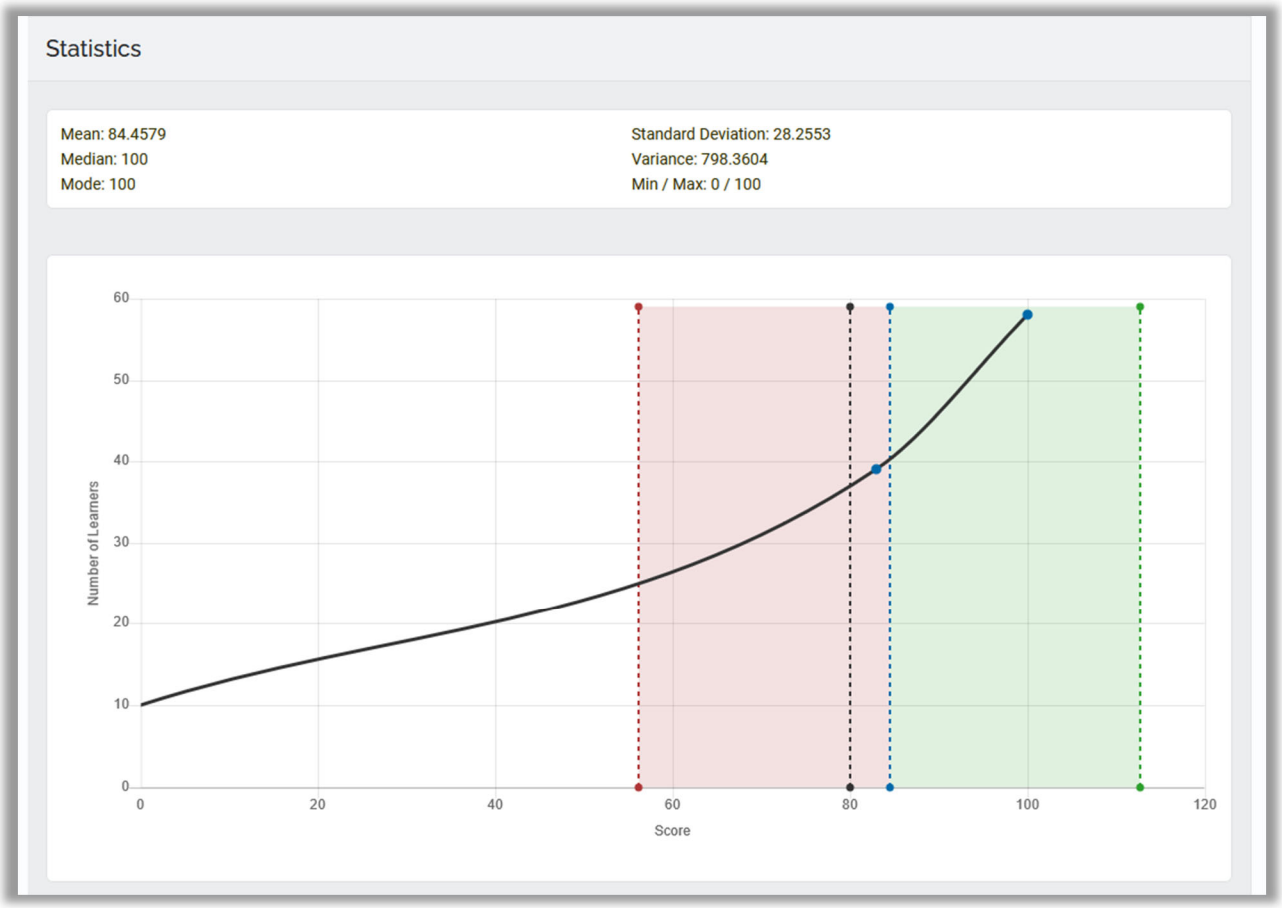
Y. Collect and analyze test results;

ViaPath has read, understands, and will comply.

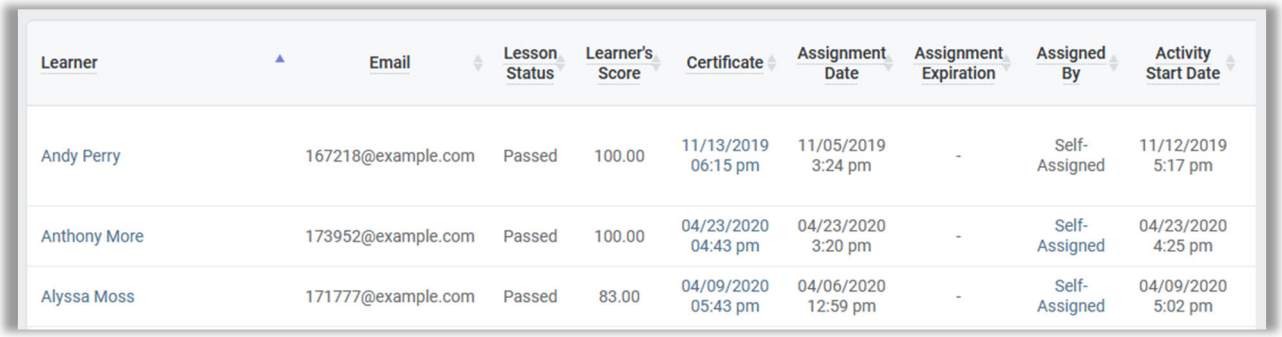
Test results are collected and are analyzed. They appear in Reporting, administrators can pull and see test results in a variety of ways.



Bar charts are provided to display the overall status of the tests for all training records.

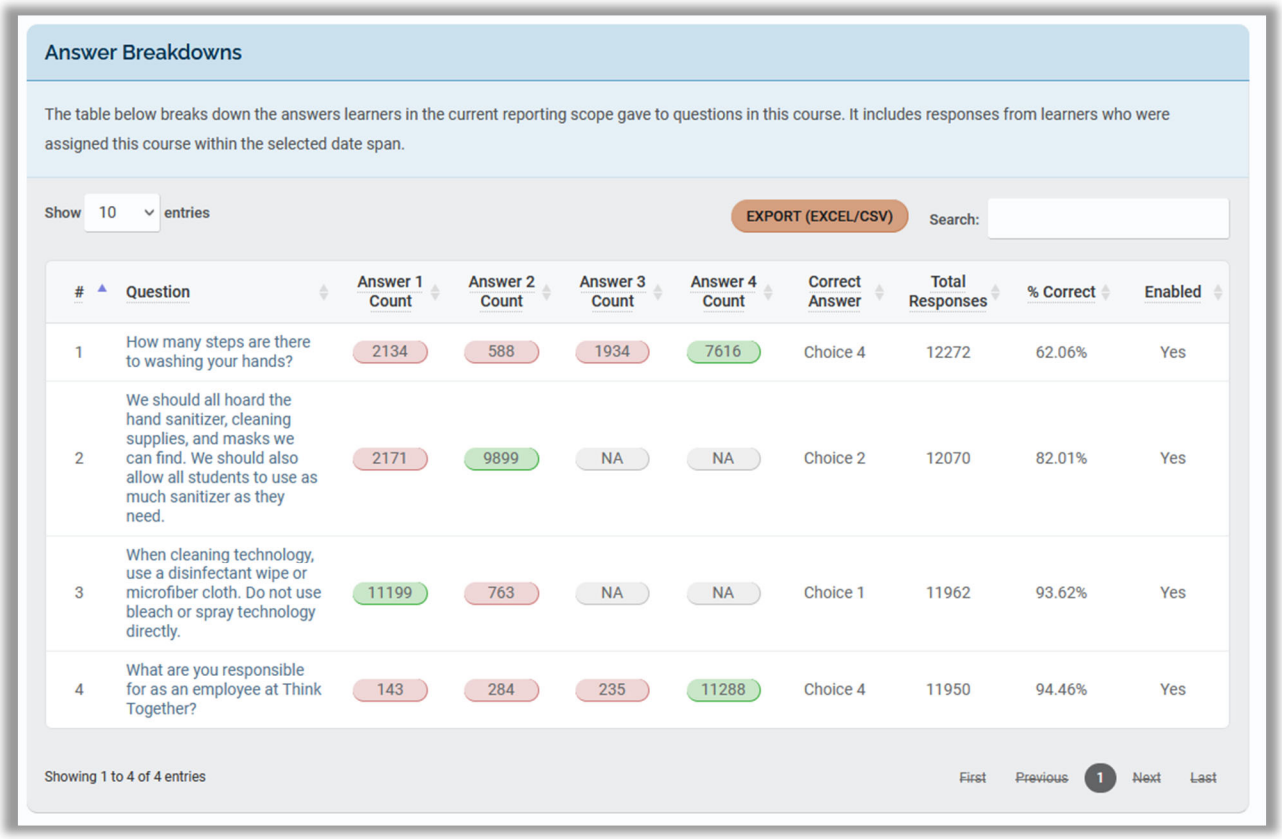


Statistics are displayed showing the mean, median, mode, standard deviation, variance, and min/max for each test for all attempts.



Learner	Email	Lesson Status	Learner's Score	Certificate	Assignment Date	Assignment Expiration	Assigned By	Activity Start Date
Andy Perry	167218@example.com	Passed	100.00	11/13/2019 06:15 pm	11/05/2019 3:24 pm	-	Self-Assigned	11/12/2019 5:17 pm
Anthony More	173952@example.com	Passed	100.00	04/23/2020 04:43 pm	04/23/2020 3:20 pm	-	Self-Assigned	04/23/2020 4:25 pm
Alyssa Moss	171777@example.com	Passed	83.00	04/09/2020 05:43 pm	04/06/2020 12:59 pm	-	Self-Assigned	04/09/2020 5:02 pm

Individual test grades are displayed for each person, along with certificates earned.



Answer Breakdowns

The table below breaks down the answers learners in the current reporting scope gave to questions in this course. It includes responses from learners who were assigned this course within the selected date span.

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1	How many steps are there to washing your hands?	2134	588	1934	7616	Choice 4	12272	62.06%	Yes
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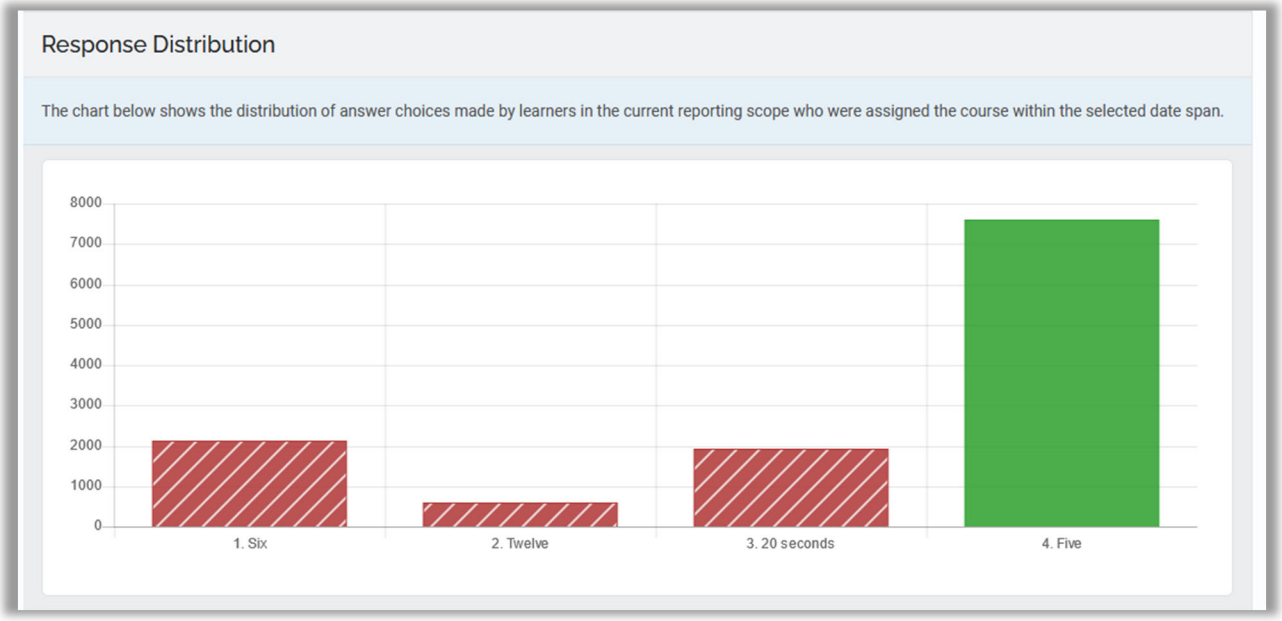
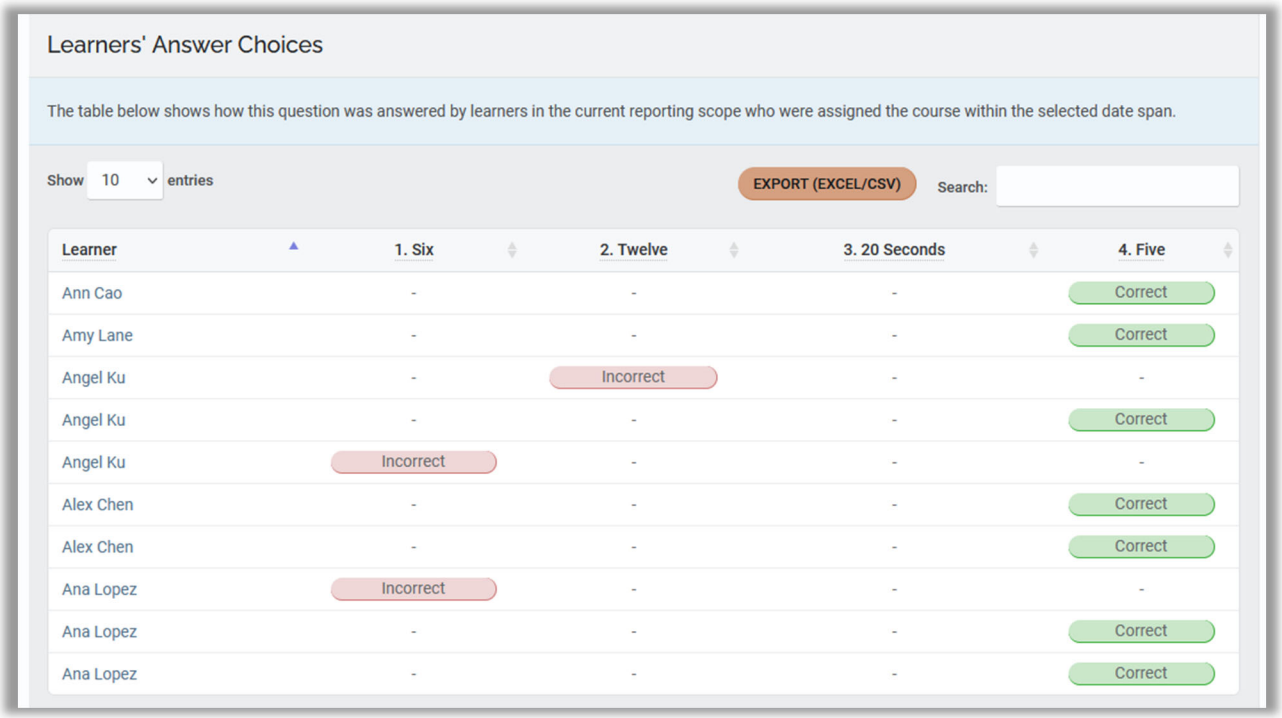
4	What are you responsible for as an employee at Think Together?	143	284	235	11288	Choice 4	11950	94.46%	Yes

Showing 1 to 4 of 4 entries First Previous 1 Next Last

For Create-A-Course tests, answer breakdowns will show the number of responses for each question, along with total responses and the percent that's correct.





Of these questions, administrators can also see a bar chart of these responses as well as individual choices per learner.

Z. Ability to set passing scores for a test;

ViaPath has read, understands, and will comply.

The system supports the ability to set a passing score for tests taken. This is supported in all types of training, including SCORM courses, Create-A-Course courses, Events, and additional training.

AA. Tests can be auto-graded by the system;

ViaPath has read, understands, and will comply.

Yes, SCORM courses with tests are automatically graded and tracked by the system.

BB. Capability to project curriculum completion based on test scores;

ViaPath has read, understands, and will comply.

SCORM-compliant courses track progress toward completion of a course. As inmates complete sections of their course, knowledge checks allow both inmates and staff to project their ability to complete the content.

Certifications, learning paths and assessments provide status of individual assignment, test scores, and courses completed, which assist staff in reviewing an inmate's progress and capabilities toward completion, allowing them to set up interventions as necessary to support inmates who may not show significant progress toward requirements.

CC. Importation of Sharable Courseware Object Reference Model (SCORM) and compliant with Aviation Industry Computer-Based Training Committee (AICC) content;

ViaPath has read, understands, and will comply.

The ViaPath system conforms to SCORM, Tin Can API, and AICC specifications, ensuring smooth interaction and tracking ability.

DD. Importation of content created using third-party applications;

ViaPath has read, understands, and will comply.

Because the ViaPath LMS conforms to all SCORM, Tin Can API, and AICC formats we can allow importation of any third-party content that conforms to any or all of those standards. Additionally, the LMS supports SCORM content sharing tools and APIs, to allow content to be fed directly from another LMS to the ViaPath LMS. The LMS also supports importation of video, Adobe, audio, Microsoft, and other file formats.

EE. Importation of custom content developed by third parties;

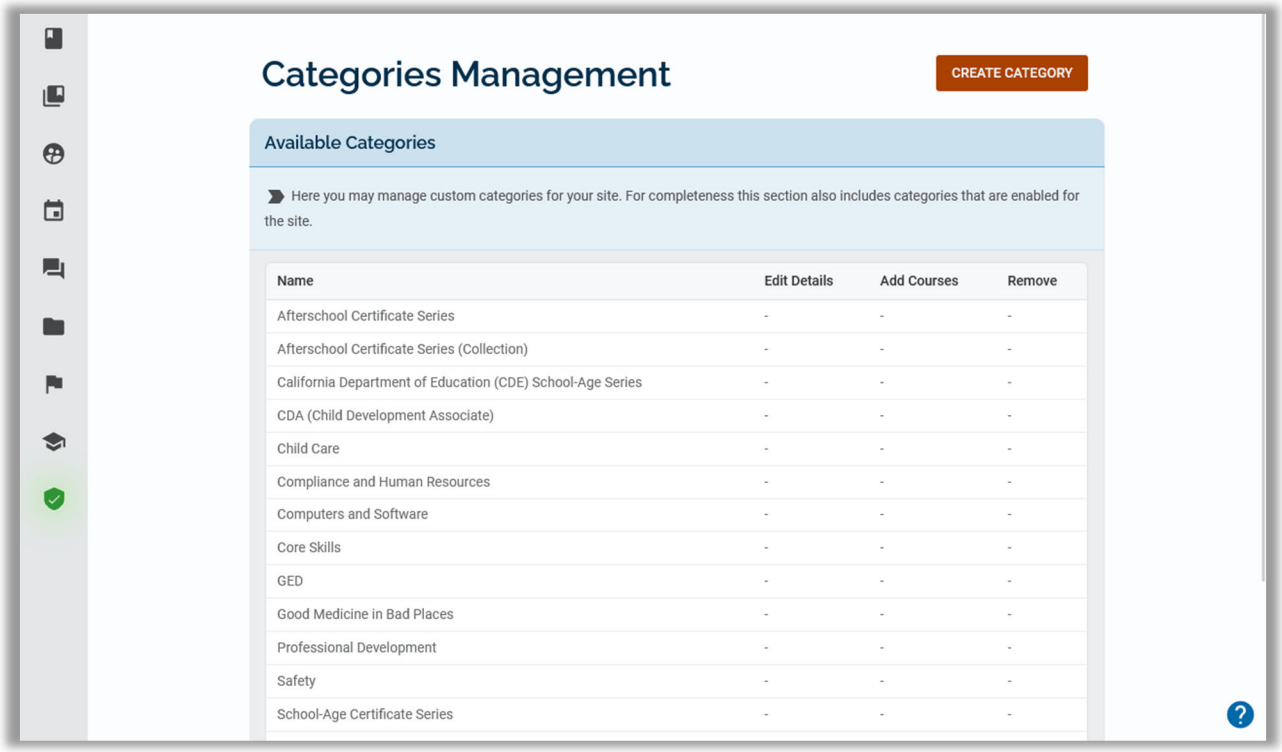
ViaPath has read, understands, and will comply.

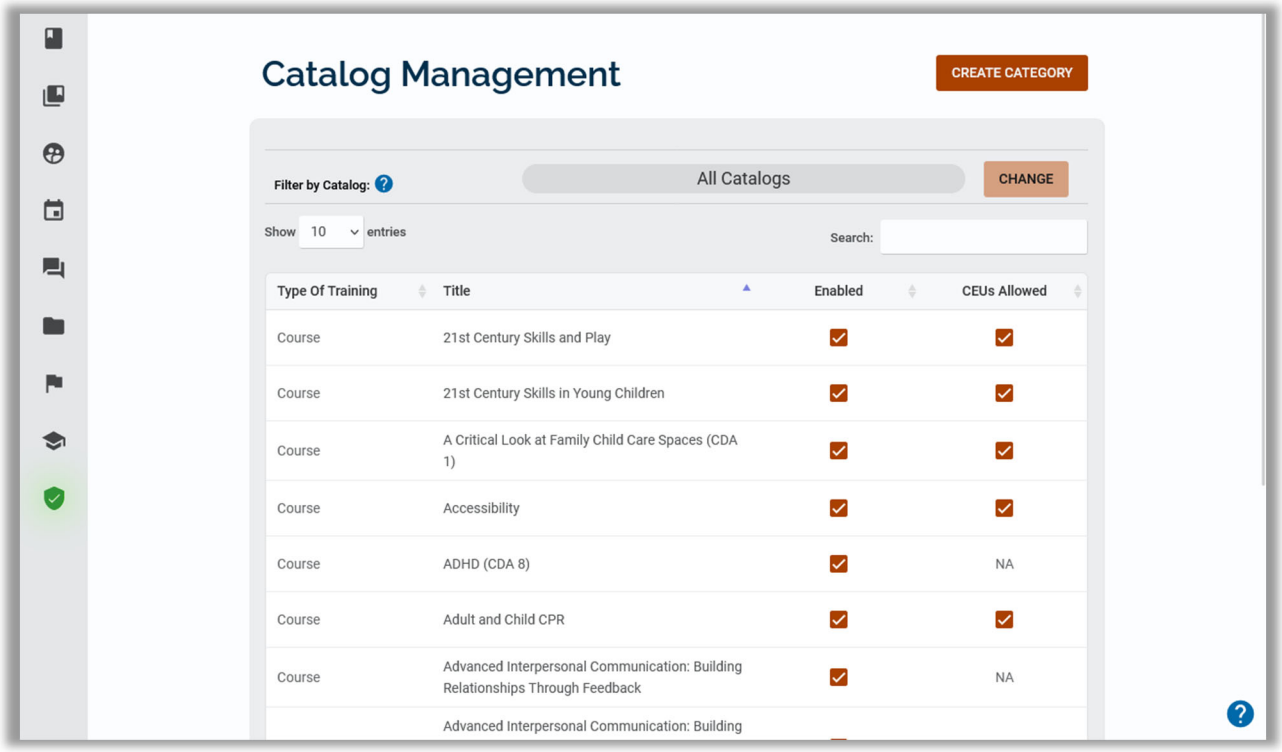
ViaPath's LMS can ingest any third-party content. Further, ViaPath's LMS is SCORM compliant. Because of this, if the third-party's content is also SCORM compliant, ViaPath's LMS will be able to track progress of the inmate in the third-party course.

FF. Courseware content repository management;

ViaPath has read, understands, and will comply.

Administrators have control over the content within their site. They can create and manage their own categories and place courses inside of them. Courses can even be toggled on or off entirely.



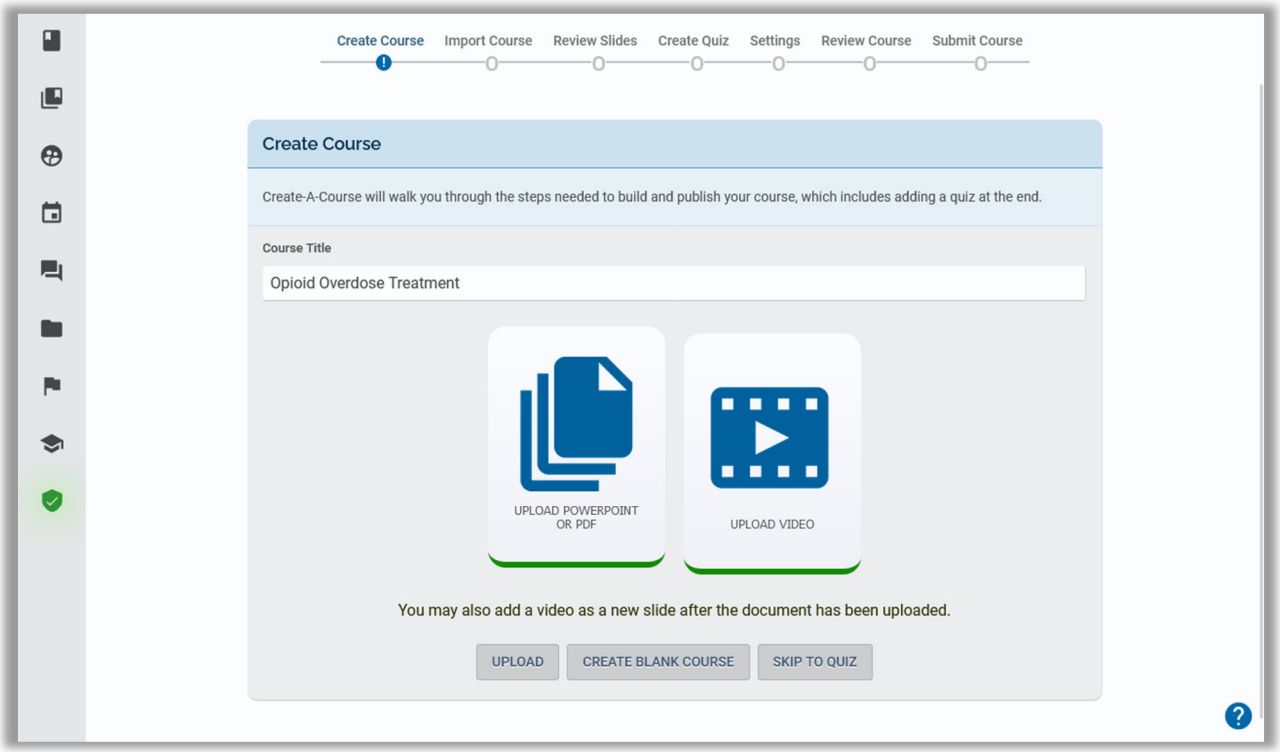


Administrators also have the ability to toggle many features within the system. If they want to, they can hide the Course Catalog and distribute courses themselves, either manually or automate all assignments.

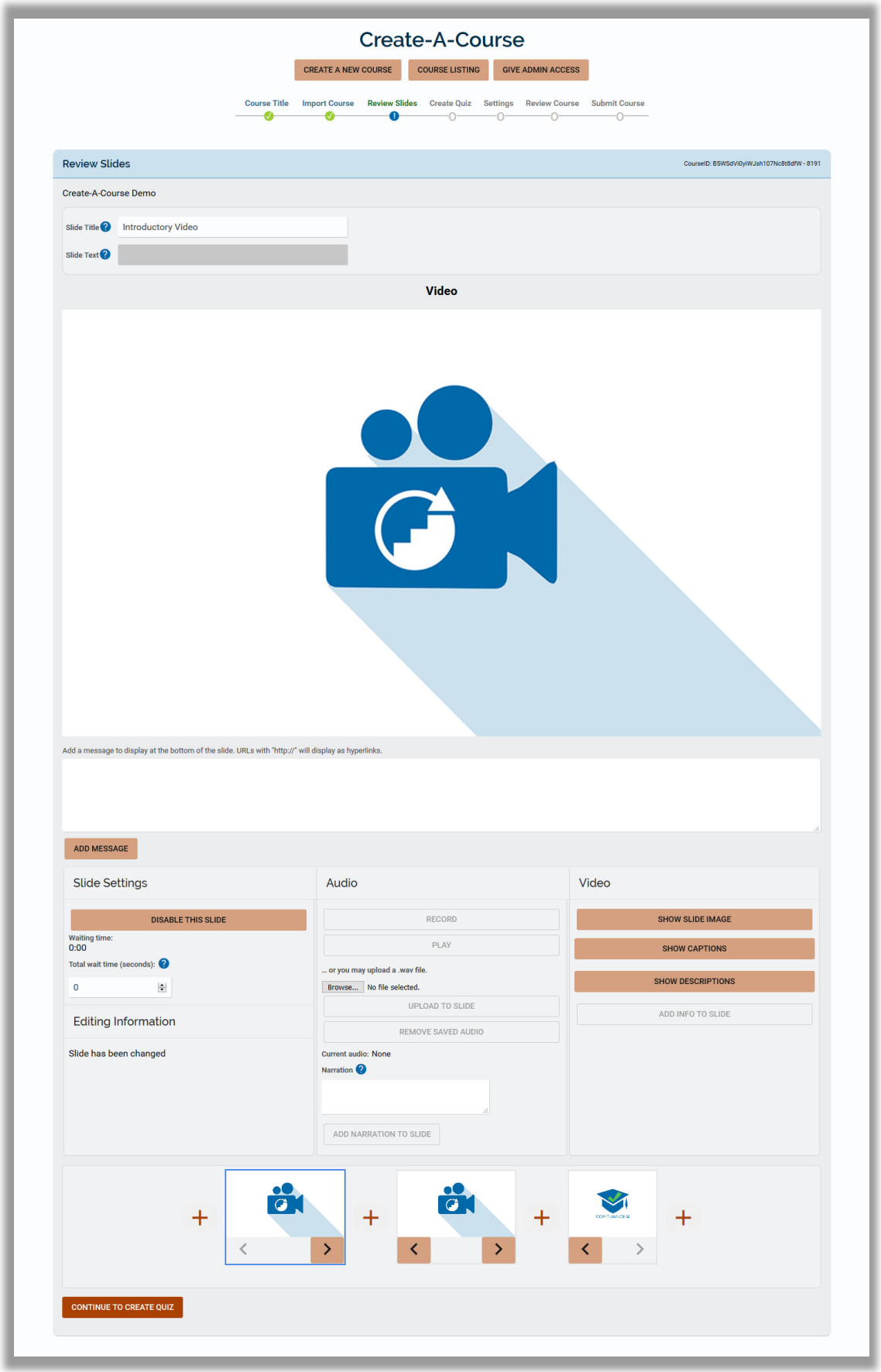
GG. Ability to build training materials, and allow for inclusion of any rich content;

ViaPath has read, understands, and will comply.

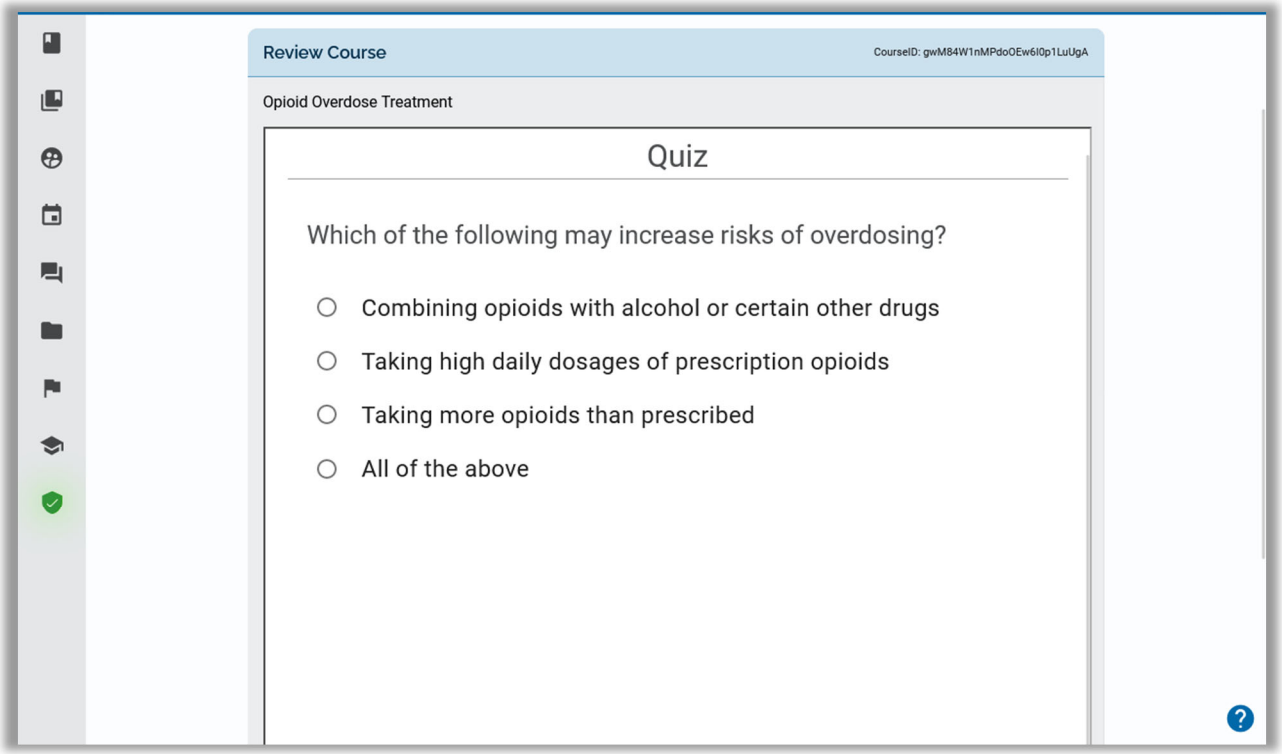
Administrators can create courses right in the LMS with Create-A-Course. It gives an interface to import training content such as PowerPoints, PDFs, and videos, and delivers it easily to inmates in your site. It can be common for correctional facilities to have PowerPoint presentations already of valuable training materials, giving you a quick way to make your training available immediately.



Administrators can use their microphones to record audio. In supported browsers, audio narrations are converted automatically into text to ensure learners can digest the training in a variety of ways.


Create-A-Course
CREATE A NEW COURSE
COURSE LISTING
GIVE ADMIN ACCESS
Course Title
Import Course
Review Slides
Create Quiz
Settings
Review Course
Submit Course
Review Slides
CourseID: B5WSdVI0yiWJsh107Nc8t8dfW - 8191
Create-A-Course Demo
Slide Title
Introductory Video
Slide Text
Video
Add a message to display at the bottom of the slide. URLs with "http://" will display as hyperlinks.
ADD MESSAGE
Slide Settings
DISABLE THIS SLIDE
Waiting time:
0:00
Total wait time (seconds):
0
Editing Information
Slide has been changed
Audio
RECORD
PLAY
... or you may upload a .wav file.
Browse...
No file selected.
UPLOAD TO SLIDE
REMOVE SAVED AUDIO
Current audio: None
Narration
ADD NARRATION TO SLIDE
Video
SHOW SLIDE IMAGE
SHOW CAPTIONS
SHOW DESCRIPTIONS
ADD INFO TO SLIDE
CONTINUE TO CREATE QUIZ

Tests can be added to these courses to test learners knowledge of the material. Administrators can add any number of questions to these tests. All results are tracked and displayed in Reporting.



Administrators have the ability to import training in a variety of ways. Aside from Crate-A-Course, they can upload documents to resources, provide third-party SCORM courses to add to their Catalog, create Learning Paths and Credentials combining these training materials, and more. All of these items are customizable and controlled by administrators.

HH. Allow for reuse of content already in the system for any other new training module;

ViaPath has read, understands, and will comply.

Content that exists within the system can be reused for other training modules and types. Some examples:

- ***Learning Paths are curated training guides that can consist of any combination of online courses, events, additional training, assessment, credential, discussion, resource, and survey.***
- ***Assessments allow administrators to create questionnaires and then assign training based on the competency of the individual taking it.***

- ***Credentials are training requirements that learners need to complete in a period of time and must be renewed to maintain. Credentials can be composed of courses, learning paths, and labels.***

Teams are private areas where groups of people can train together and can be any combination of online course assignments, events, resources, and discussions.

II. Provisioning and tracking of multiple content types;

ViaPath has read, understands, and will comply.

ViaPath supports a variety of training content types to ensure that administrators have a wealth of ways to ensure learning is engaging.

- ***Courses: Includes any combination of text, video, images, interactions, tests, and knowledge checks.***
- ***Learning Paths:***
- ***Events***
- ***Assessments***
- ***Surveys***
- ***Discussions***
- ***Create-A-Course: Allows administrators to upload PowerPoints, PDFs, and videos to convert immediately into a course.***
- ***Resources: Upload files such as PDFs, Word Docs, zip files, and more to share with inmates***
- ***Certificates***
- ***Credentials***
- ***Additional Training***

JJ. Ability to combine multiple types of learning (e.g., static content, videos, podcast) into a single course;

ViaPath has read, understands, and will comply.

ViaPath's platform provides access to different modes of instruction, including educational PDFs, electronic textbooks, videos, add audio, web links. Many courses combine text and video content to encourage learner engagement throughout the duration of their tablet use. Some courses are text-based and require the incarcerated student to answer check-in questions or submit written responses, encouraging attention to the course at hand.

KK. Course delivery to mobile devices such as smartphones and tablets;

ViaPath has read, understands, and will comply.

ViaPath Mobile-First™ development tools output courses to HTML5, enabling use on tablets, smartphones, and other mobile devices that are increasingly becoming the technology of choice for a variety of demographics, and are not reliant on Adobe Flash. All ViaPath educational content can be provided on the ViaPath Inspire tablet.

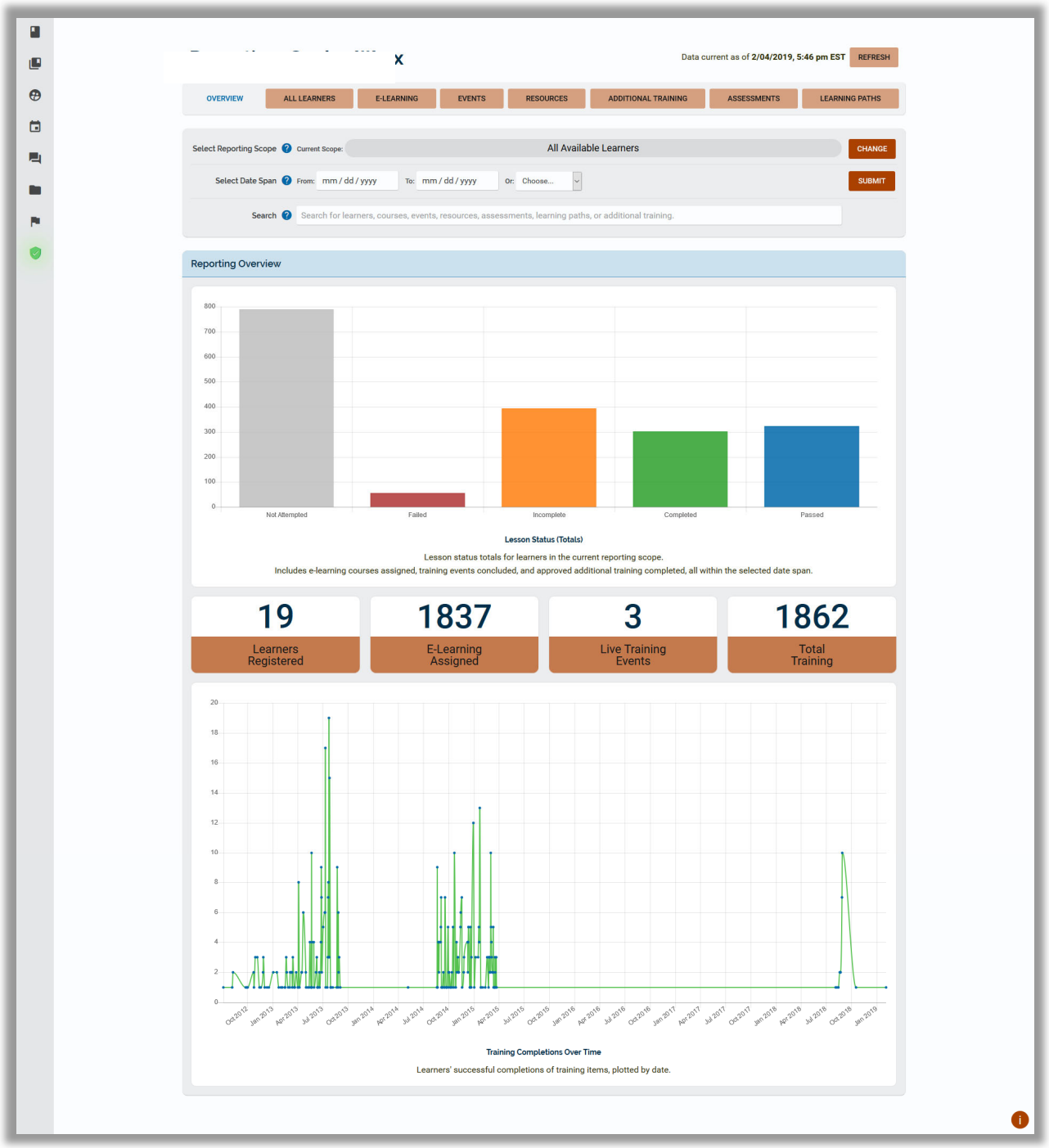
LL. Dashboard and analytics for executives, managers and administrators;

ViaPath has read, understands, and will comply.

Different account roles are listed earlier under access control. Based on permissions assigned to the executives, managers, and administrators, access to different reporting scopes is enabled or disabled. All dashboards and data visualizations remain the same for all roles, but what changes is in which accounts the user can see reports.

- ***Site Administrators will see all reports on everyone.***
- ***Reporting Group admins can pull reports on their users and make any updates if need be.***
- ***Reporting Group managers can pull reports on their users but cannot make any changes. They can see but not touch.***

Feature	Site Administrator	Reporting Group Administrator	Reporting Group Manager	Create-A-Course Administrator	Team Manager
Reporting					
View Reporting on all learners	✓				
View the group's data in Reporting (must have access to those groups)	✓	✓	✓		✓ (Only for team members)
Reporting Groups					
Create/edit Reporting Groups	✓	✓			
Add or remove users from groups	✓	✓			
Grant and revoke Group Manager and Administrator rights in that group	✓	✓			
Assign courses to group members	✓	✓	✓		✓ (Only to team members)



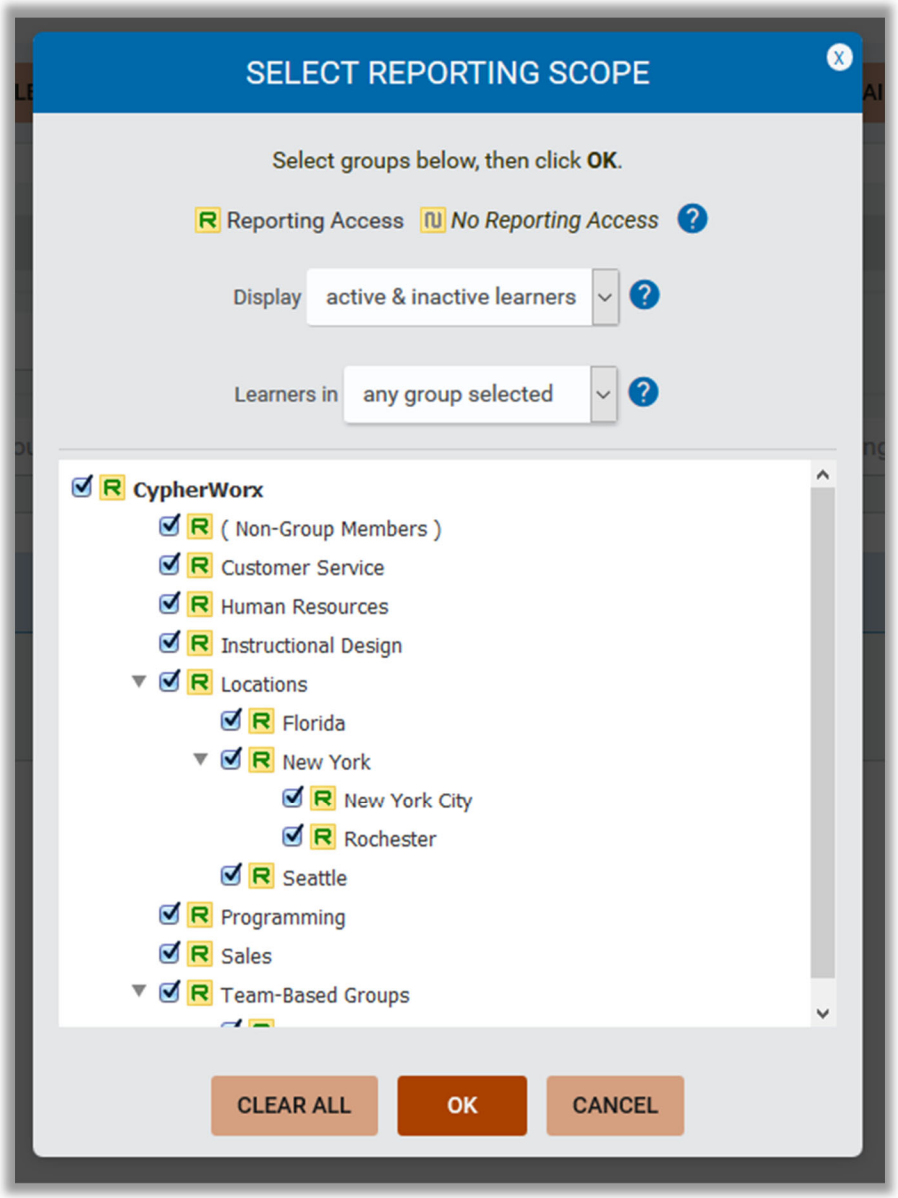
MM. Allow access to reports based on role;

ViaPath has read, understands, and will comply.

Administrators have the ability to filter the Reporting Groups and Teams to display in Reporting. There are the following possibilities.

- ***Checking the organization's name will select everyone in the site.***

- ***(Non-Group Members) displays any person who is not in a Reporting Group.***
- ***Select a group that has subgroups results in all subgroups also being selected. You can also deselect a group but still select the subgroups within it.***
- ***All Team-Based Groups will appear at the end of the list.*** Teams ***can be toggled to be available in Reporting. If a Team isn't displaying in Reporting, edit that Team's setting.***
- ***Administrators have access to see all Reporting Groups. If a person is a Reporting Group Administrator or Manager, they will not be able to select groups they don't have access to.***

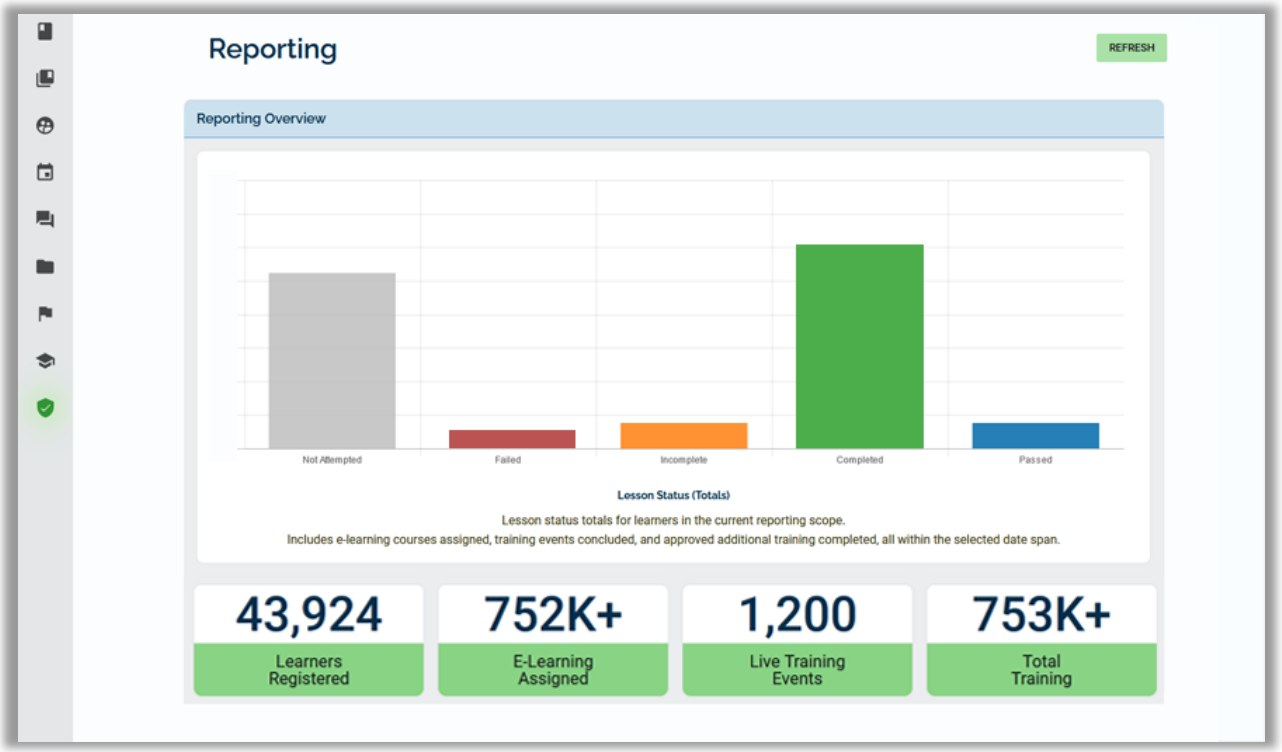


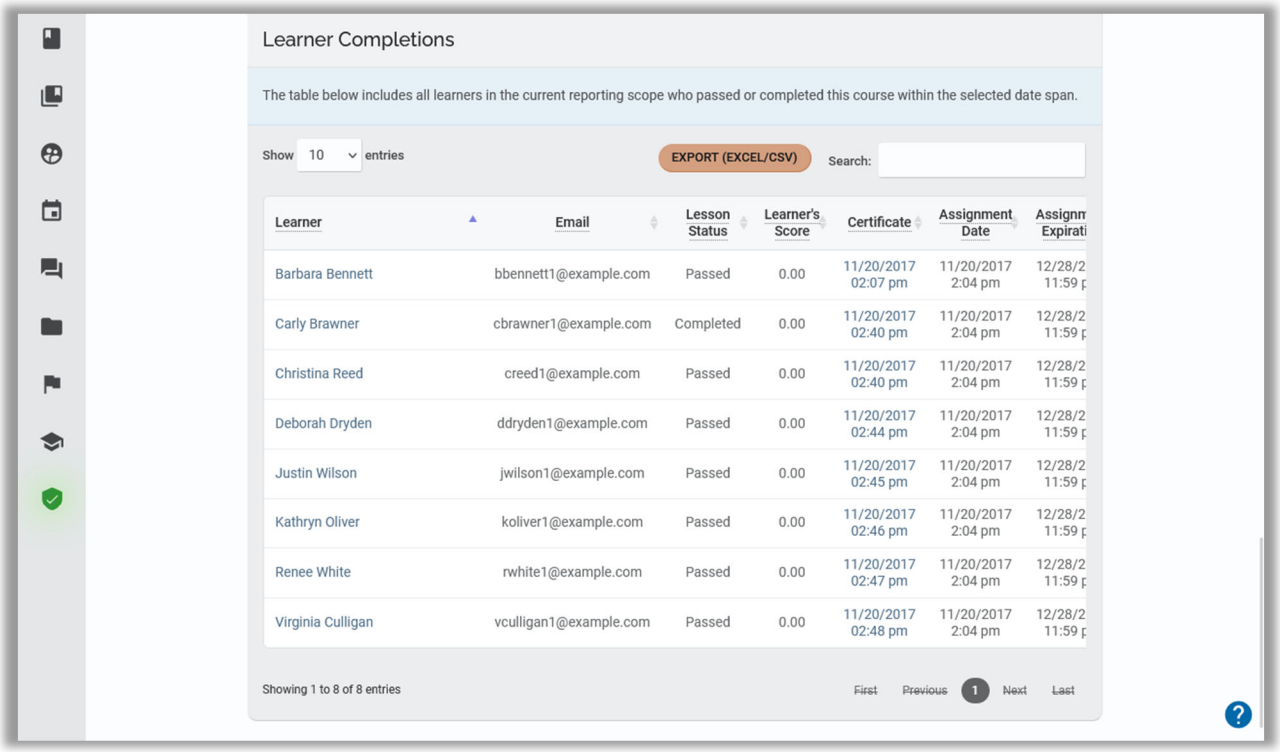
NN. Offer graphical as well as textual representations of data;

ViaPath has read, understands, and will comply.

All training records can be retrieved as textual representations and graphical in Reporting. Data is stored in tables that can be exported as CSVs and shared or analyzed at the administrator's discretion.

The data is also visualized in a variety of ways, including bar charts, line graphs, donut charts, and more based on the training type.

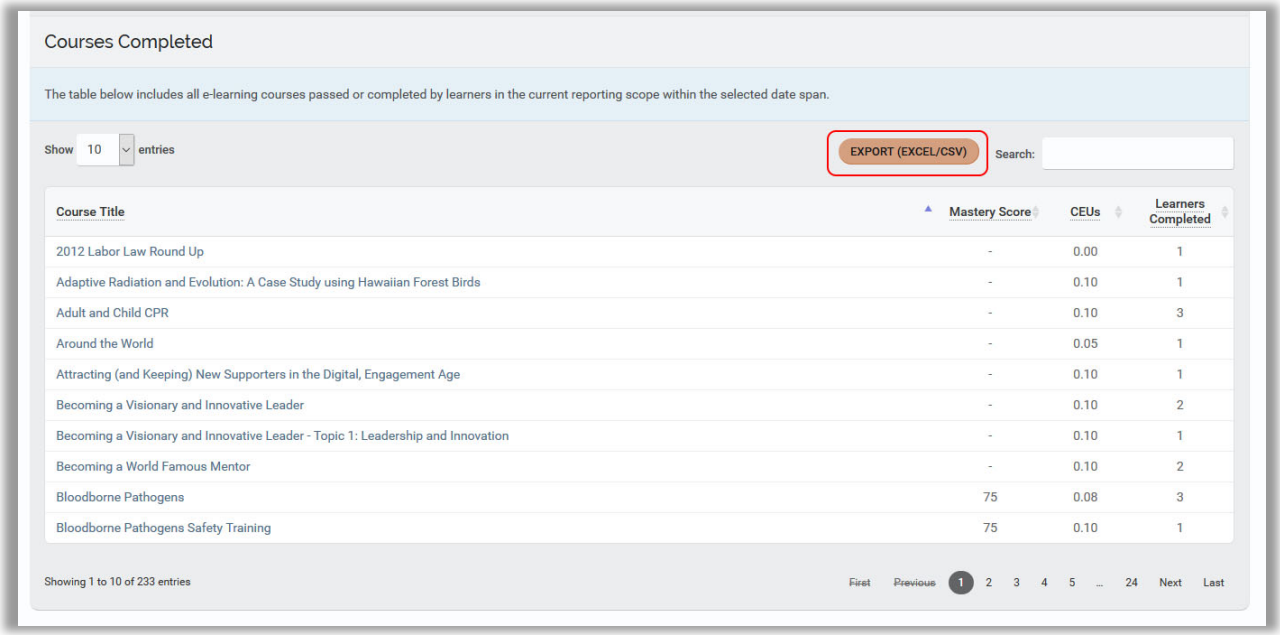




OO. Export to other applications (e.g., as CSV, Excel, etc.);

ViaPath has read, understands, and will comply.

Any report can be exported as a CSV, which can be opened in Excel. Reports can also be sent via an API, XML or SFTP format to other applications.



PP. Provide services to develop custom reports; and

ViaPath has read, understands, and will comply.

As described earlier, the ViaPath platform provides the tools to create custom reports on the data that is collected. Administrators can create and save a custom report composed of any combination of the ~25 data points that our system collects. Data points include:

- ***Lesson Status***
- ***First Completion Date***
- ***Learner's Score***
- ***Assignment Source***
- ***Start Date***
- ***Last Access Date***
- ***Assignment Source***
- ***And more***

Administrators then have the option to enter filters based on the selected fields. This includes only pulling courses that are completed, records that were completed after a specific date, and more. Reports can also be filtered based on Reporting Groups.

These report formats can then be saved and rerun at any point. Reports can also be shared between administrators.

2.1.1.10. Evidenced based risk/needs assessment tool that has been certified by a valid third party.

ViaPath has read, understands, and will comply.

Our IACET accreditation requires annual reporting and assessment of prescribed learning standards, with a renewal every five years. Our courses have been assessed for learning outcomes and efficacy by third parties, including San Diego State University and the University of Rochester.

Our assessment, learning path, and credential/certification modules support implementation and integration of validated third-party, evidence-based risk/needs assessments for any facility that requires a particular assessment model.

As described earlier, the ViaPath platform provides the tools to create custom reports on the data that is collected. Administrators can create and save a custom report composed of any combination of the ~25 data points that our system collects. Data points include:

- ***Lesson Status***
- ***First Completion Date***
- ***Learner's Score***

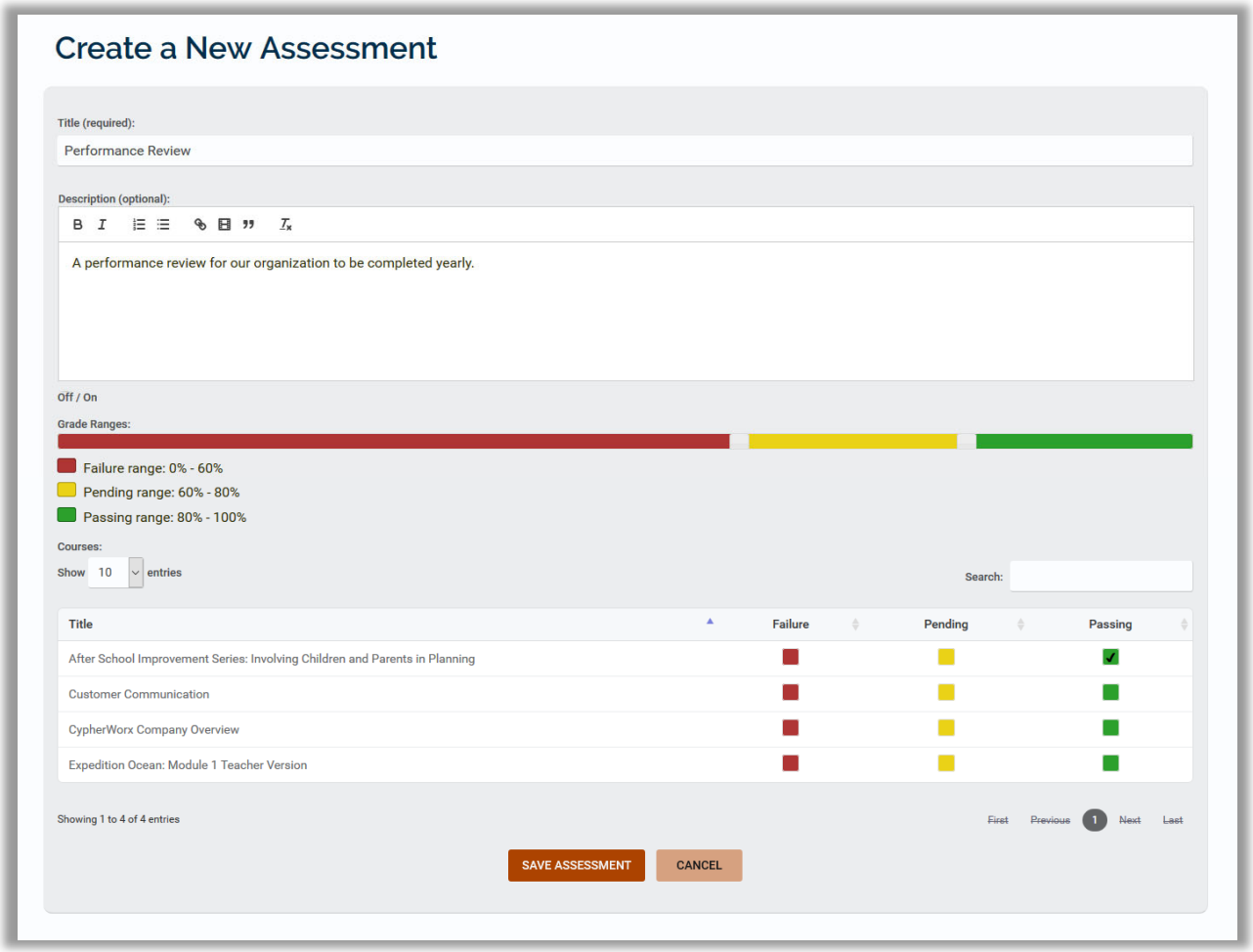
- ***Assignment Source***
- ***Start Date***
- ***Last Access Date***
- ***Assignment Source***
- ***And more***

Administrators then have the option to enter filters based on the selected fields. This includes only pulling courses that are completed, records that were completed after a specific date, and more. Reports can also be filtered based on Reporting Groups.

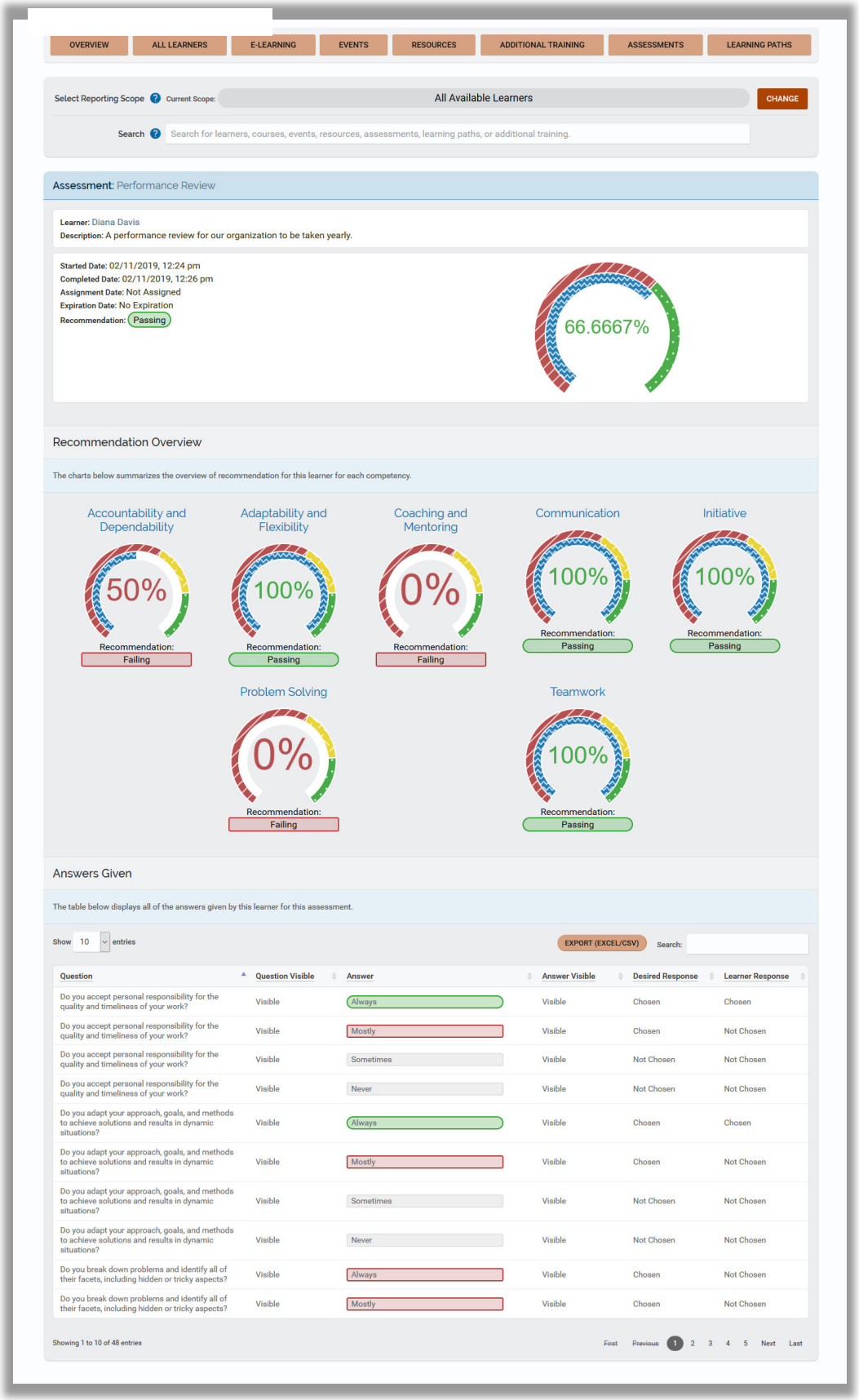
These report formats can then be saved and rerun at any point. Reports can also be shared between administrators.

Included in our LMS is an Assessments module. Assessments allow you to uncover learning needs and gaps, and then use those results to develop individualized training plans for each learner in your organization.

With assessments, administrators create a list of questions and sort them into competencies, focused on what you want to discover about your learners. Scores can be applied and adjusted for each competency, which you can then use to create individualized training plans for each learner.



Assessments give administrators full control to create their own set of questions, competencies, and assign any training within their site based on those results. There is no restriction to the number of assessments that the administrators build.


OVERVIEW
ALL LEARNERS
E-LEARNING
EVENTS
RESOURCES
ADDITIONAL TRAINING
ASSESSMENTS
LEARNING PATHS
Select Reporting Scope
Current Scope:
All Available Learners
CHANGE
Search
Search for learners, courses, events, resources, assessments, learning paths, or additional training.
Assessment: Performance Review
Learner: Diana Davis
Description: A performance review for our organization to be taken yearly.
Started Date: 02/11/2019, 12:24 pm
Completed Date: 02/11/2019, 12:26 pm
Assignment Date: Not Assigned
Expiration Date: No Expiration
Recommendation: Passing
66.6667%
Recommendation Overview
The charts below summarizes the overview of recommendation for this learner for each competency.
Accountability and Dependability
50%
Recommendation:
Failing
Adaptability and Flexibility
100%
Recommendation:
Passing
Coaching and Mentoring
0%
Recommendation:
Failing
Communication
100%
Recommendation:
Passing
Initiative
100%
Recommendation:
Passing
Problem Solving
0%
Recommendation:
Failing
Teamwork
100%
Recommendation:
Passing
Answers Given
The table below displays all of the answers given by this learner for this assessment.
Show 10 entries
EXPORT (EXCEL/CSV)
Search:
Question
Question Visible
Answer
Answer Visible
Desired Response
Learner Response
Do you accept personal responsibility for the quality and timeliness of your work?
Visible
Always
Visible
Chosen
Chosen
Do you accept personal responsibility for the quality and timeliness of your work?
Visible
Mostly
Visible
Chosen
Not Chosen
Do you accept personal responsibility for the quality and timeliness of your work?
Visible
Sometimes
Visible
Not Chosen
Not Chosen
Do you accept personal responsibility for the quality and timeliness of your work?
Visible
Never
Visible
Not Chosen
Not Chosen
Do you adapt your approach, goals, and methods to achieve solutions and results in dynamic situations?
Visible
Always
Visible
Chosen
Chosen
Do you adapt your approach, goals, and methods to achieve solutions and results in dynamic situations?
Visible
Mostly
Visible
Chosen
Not Chosen
Do you adapt your approach, goals, and methods to achieve solutions and results in dynamic situations?
Visible
Sometimes
Visible
Not Chosen
Not Chosen
Do you adapt your approach, goals, and methods to achieve solutions and results in dynamic situations?
Visible
Never
Visible
Not Chosen
Not Chosen
Do you break down problems and identify all of their facets, including hidden or tricky aspects?
Visible
Always
Visible
Chosen
Not Chosen
Do you break down problems and identify all of their facets, including hidden or tricky aspects?
Visible
Mostly
Visible
Chosen
Not Chosen
Showing 1 to 10 of 48 entries
First
Previous
1
2
3
4
5
Next
Last

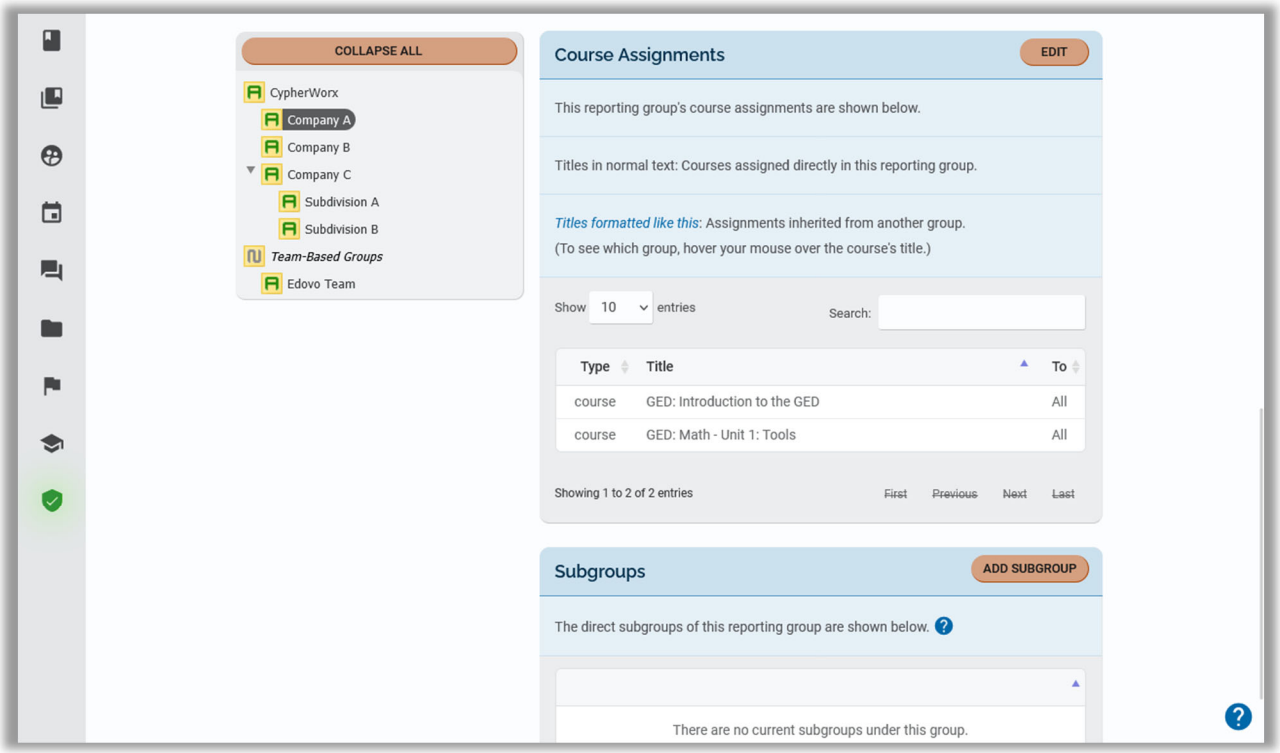
Assessments can be assigned to the inmates to complete, and then a complete breakdown of their results based on individual questions and on competencies is displayed in Reporting.

2.1.1.11. Automated matching of participants to available programs based on pre-defined matching and eligibility criteria (including research-based assessment results, geographic location, gender, and other responsivity factors).

ViaPath has read, understands, and will comply.

For research-based assessment results, administrators can use Assessments to assign questionnaires to the inmates, and upon completion will automatically assign training to them based on its results.

Specific criteria that can be tied to each profile, such as their geographic location, gender, and age, can be managed as a Reporting Group. These groups can be any combination of people, and training can be automatically assigned to anyone who is added to the group.



This can also be tied through the API, so criteria existing in the facility can be passed along and tied to the account through the API to completely automate the training assignments.

2.1.1.12. Ability for agency staff to make referrals to, schedule appointments for, and monitor progress in appropriate treatment programs and

interventions with multiple programs offered in in-custody environments and providers within the community.

ViaPath has read, understands, and will comply.

DOC staff can use Teams to accommodate for these requests. Dedicated areas could be set up to coordinate referrals through the discussion boards, and then create events to schedule appointments. Progress would be monitored through Reporting of treatment programs and interventions.

2.1.1.13. Ability for case managers to assign, facilitate, and monitor educational coursework and programming through the use of a Learning Management System (LMS).

ViaPath has read, understands, and will comply.

The ViaPath LMS gives administrators the ability to assign, facilitate, and monitor educational coursework and programming.

Case Managers could be added as Site Administrators, so they have full access to manage coursework for all inmates. Alternatively, they could be added as Reporting Group Administrators or Team Managers so that they have control over a smaller subset of inmates.

2.1.1.14. Coursework assigned to an inmate must be made available to the inmate on a tablet.

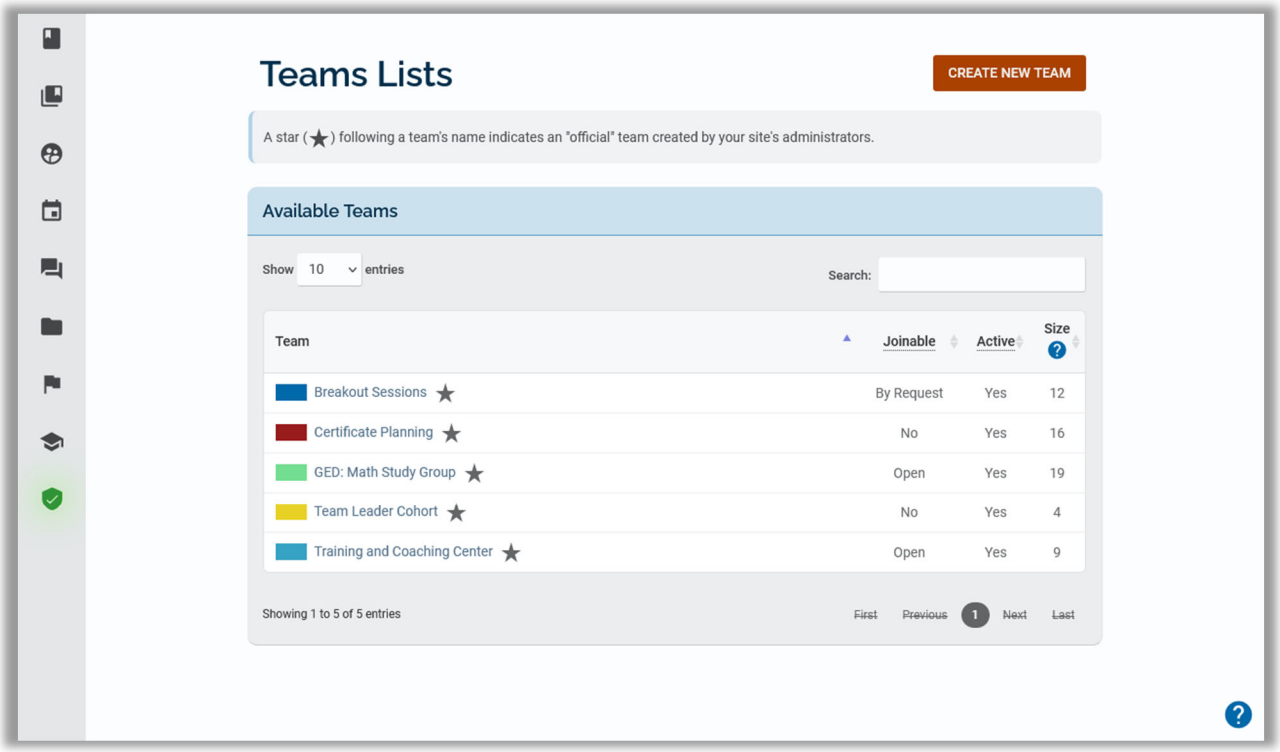
ViaPath has read, understands, and will comply.

All coursework assigned to incarcerated learners is always available through tablets, laptops, or other approved connected devices present in the correctional facility.

2.1.1.15. Ability for agency staff, provider staff, and inmates, or clients, to collaborate in case management through the use of shared case communication and progress.

ViaPath has read, understands, and will comply.

Teams are dedicated areas where groups of people can collaborate in a private section of the system. Teams consist of private discussions, events, resources, and course assignments that can be combined to offer a private and dedicated environment for people.

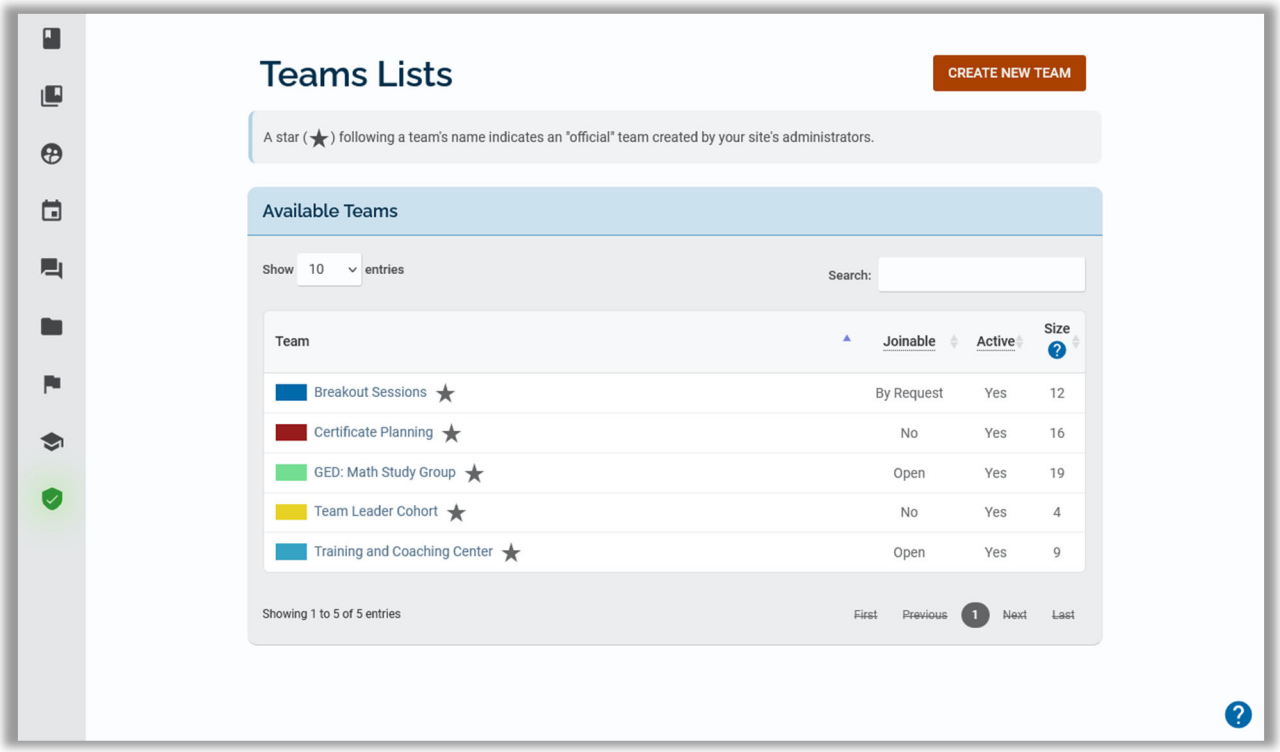


Teams can be used where agency staff, provider staff, and inmates or clients can group together and focus on case management. Training can be assigned for health needs and to provide the fundamental knowledge to promote safety that the inmates may need. The private discussion board can be used to plan and discuss care coordination. Assessments, Surveys, and Learning Paths could be used to measure and evaluate progress towards the inmate's and/or client's needs to ensure optimum levels of wellness and functional capability.

2.1.1.16. Shared client data such as demographics and client service needs between agency staff and providers.

ViaPath has read, understands, and will comply.

Teams are dedicated areas where groups of people can collaborate in a private section of the system. Teams consist of private discussions, events, resources, and course assignments that can be combined to offer a private and dedicated environment for people.



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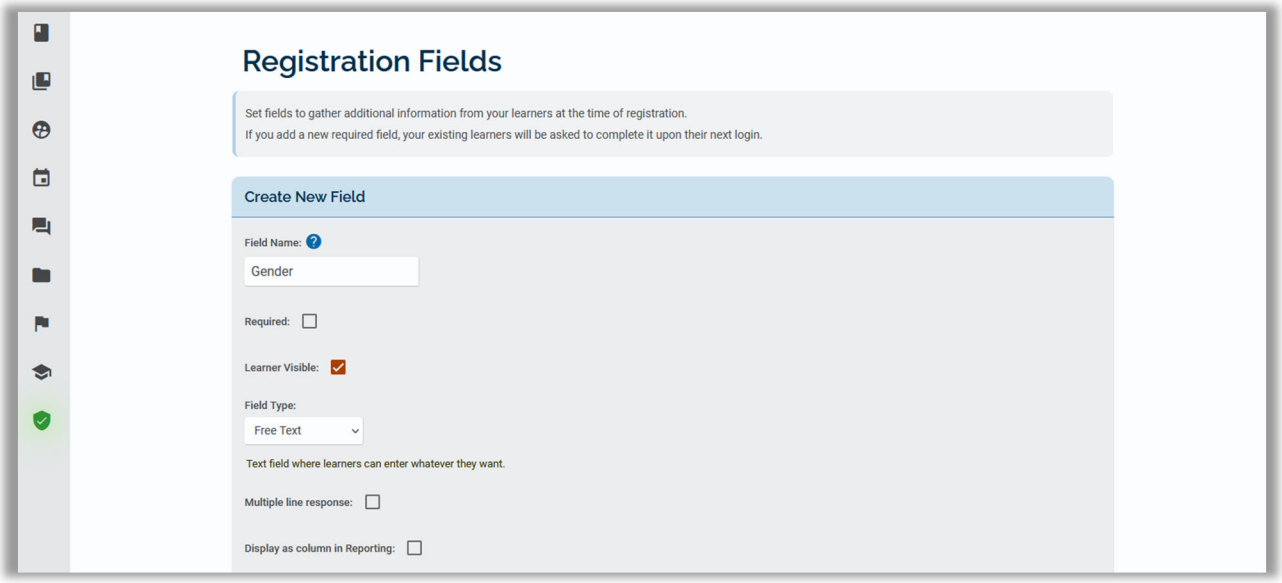
The ViaPath LMS allows each site to set up its own registration fields. This allows any set of customized data to be tied to each user account. Demographic data sets (such as gender, geographic location, race) and client service needs could be created and tied to each inmate, so reports can be pulled based on these fields.

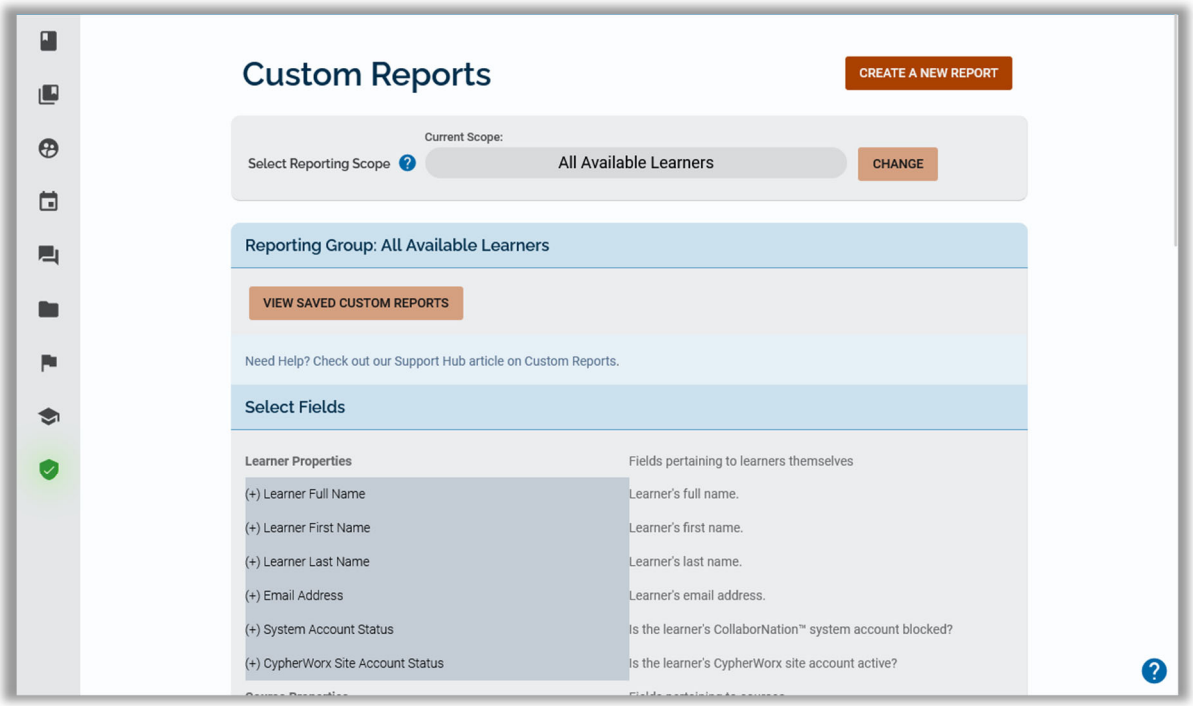
Agency staff and providers can then be given elevated permissions to run reports on this data set.



2.1.1.17. Staff and service level reports that can be customized to the needs of the jurisdiction.

ViaPath has read, understands, and will comply.

Administrators can either use standard staff and service level reports that our system makes available out of the box, or they can create their own custom reports by selecting specific fields. Reports can be filtered to only show inmates from specified Reporting Groups or Teams. All reports can be exported as a CSV to give full control of the data.



2.1.2. Video Visitation

ViaPath has led the digital Video Visitation market since our first deployment in 2003 at Orange County Corrections in Florida. The advancement from analog to digital allowed ViaPath to continue to enhance its functionality, scalability, and benefits to facilities and has continued this expansion ever since. Our experience in the market and extensive customer base has instilled ViaPath as the clear leader in the video visitation and visitation management market. By incorporating customer feedback into the development process, we continue to provide the most comprehensive and robust visitation platform available on both our Flex kiosk, as well as our Inspire wireless tablets. We like to say: our Video Visitation Solution is made for Corrections professionals, through feedback from corrections professionals.

Our proposal to the DOC includes our complete, secure Video Visitation System (VVS) platform. ViaPath is the ONLY vendor that can provide a solution that manages ALL types of visitations in the Corrections market, in a single platform. Whether a facility utilizes face-to-face contact, non-contact through glass, on-premise video, remote video, Professional (on-site or remote), or any combination thereof, ViaPath VVS is the complete solution! In addition, we design, develop, and support this premier video visitation and visitation management solution internally. Our VVS platform gives authorized facility staff the tools to manage and control all visitation categories through a single web interface: contact, face-to-face, video, Internet (at-home) and professional.

Over 285 correctional agencies across North America have chosen ViaPath's visitation management system based on the platform's unmatched level of depth and efficiency, as well as our proven track record within the industry. The system is utilized by correctional entities ranging in size from less than 100 beds to nearly 20,000 beds.

viapath ADVANTAGE

Other facts to consider when making your selection:

- ***ViaPath manages over 13 million visits per year.***
- ***ViaPath manages more than 20,000 active visitation stations.***
- ***ViaPath maintains all visitation software development, quality assurance, support, implementation, and project management in house.***
- ***ViaPath offers 24x7x365 support.***

The depth and maturity of the ViaPath VVS system make us uniquely positioned to focus on innovation and incorporate new features and functionality into our solution. We update our centralized system remotely and regularly include new customer feature requests to ensure your staff has the latest toolset. toolset. ViaPath's customers all benefit from the feedback helping shape these solutions.

Our system can be configured with the DOC rules and policies specific to each visitation method and type allowing you to schedule, manage, and track all visits and visit history

in one system. Utilizing our solution results in tremendous labor savings and operational efficiencies for correctional institutions of all sizes.

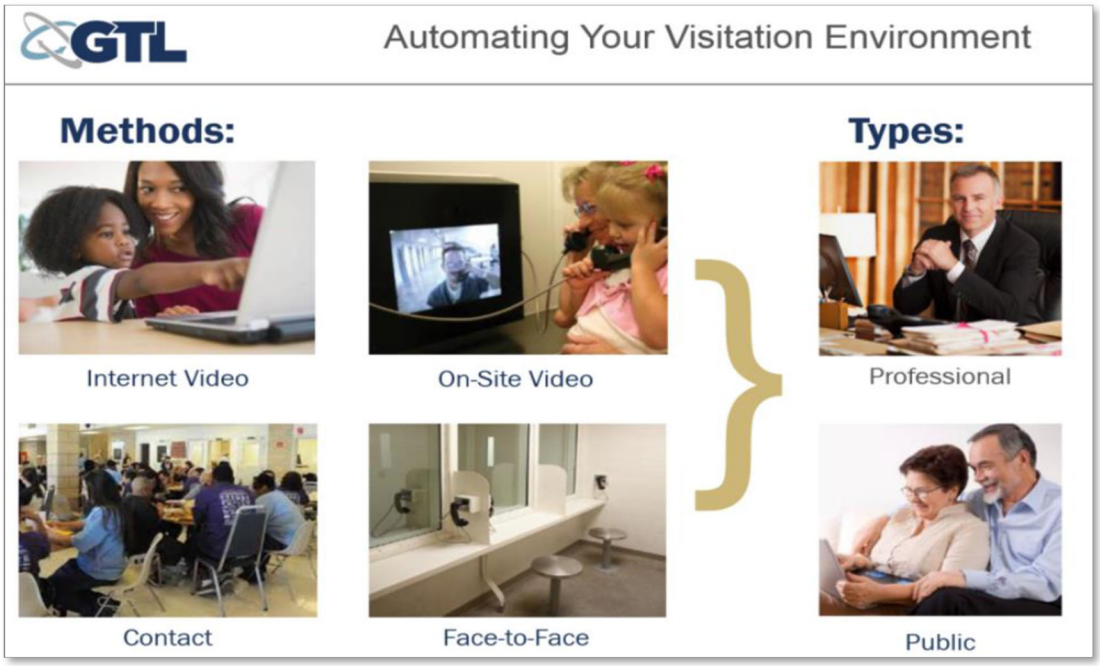
2.1.2.1. System shall be able to manage visits of various types (e.g., video, face-to-face, contact, etc.).

ViaPath has read, understands, and will comply.

Visitation Scheduling & Automation

Our all-encompassing Visitation Scheduling Management (VSM) application was developed specifically for the corrections market. The scheduling software is designed to allow each agency to configure the system with unique policies and procedures—without the need for custom development or other interventions on ViaPath's part. Based on your needs, the platform can handle any combination of visitation methods including traditional contact or non-contact barrier type visits, video visits, remote (Internet) video visits, and professional visits.

Agency policies can be set up globally for all facilities or housing units or applied uniquely to certain facilities or housing units (e.g., visitation quotas, restrictions, approved visitor lists, visitation hours, etc.). Our system can provide the DOC with a combination of visitation methods based on the classification of inmates or the type of visit (public or professional).



Public Web-Based Registration and Scheduling

The multilingual public cloud-based scheduling interface allows you to offer online visitor registration and scheduling. Visitor information is then confirmed at the time of

check-in. With this module, the public is responsible for registration and scheduling visitations – freeing up your staff to perform more mission-critical tasks.

Professional Web-Based Registration and Scheduling

The multilingual professional cloud-based scheduling interface allows those registered visitors you deem as a "professional" to schedule visits with an inmate. In addition, you can set unique professional visitation policies that enable professionals to enter their station preferences and select visitation times appropriate to their needs.

Facility Registration and Scheduling

If necessary, DOC staff can easily register visitors using an ID card reader, which reduces errors and saves time. Once registered, visitation staff can effortlessly schedule a session for the future – with the system automatically considering scheduling policies, quotas, restrictions, and visitation schedules.

Walk-In Visitation Appointments

ViaPath's video visitation solution enables DOC visitation staff to set up visits for walk-in visitors with the same policies, quotas, and restrictions as prescheduled. Not only can you set visitation durations, but you can also establish start delays allowing inmates and visitors time to reach their stations prior to the start of the visit.

Automated Inmate Updates and Cancellation Notices

Inmate bookings, movements, and releases are immediately propagated throughout the system, providing up-to-date visitation schedules, with visibility across the facility. When an inmate's housing unit or status changes our solution will automatically reschedule affected visits. If visits cannot be rescheduled, they are canceled, and visitors are notified via email — eliminating the need for your visitation staff to manually notify visitors.

Functionality Summary:

- *Comprehensive inmate visitation management platform*
- *Public and facility scheduling interfaces*
- *Automated rescheduling and cancellation notices*
- *Visitor warrant check management*
- *Quota management for both inmates and visitors*
- *Global and housing unit policy management*
- *Restriction management at both inmate and visitor level*

- ***Approved visitor list management***
- ***Visitation display showing current and upcoming visits***
- ***Special event management***
- ***Integrated Reporting Tools***

2.1.2.2. System shall allow the facility to manage visitation hours, time slots, scheduling, recording & monitoring rules, and policies.

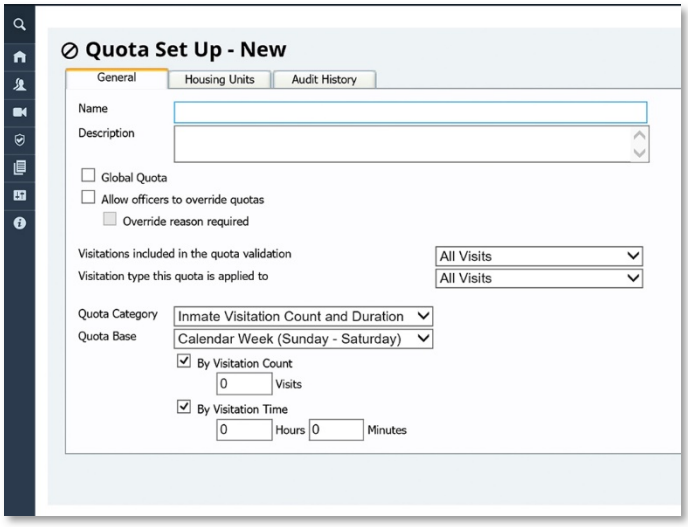
ViaPath has read, understands, and will comply.

Our VVS scheduling software is designed to allow the DOC or each facility to configure the system with its own specific rules, policies, and procedures—without the need for custom development or other interventions on ViaPath's part. Rules may be restrictive and/or promotional.

Visitation Policy Configuration

Setup	Time Blocks	Quotas	Restrictions
• Global Visitation Policies • Policies for Minors	• Start/End Times by Visit Type • Block Groups	• Inmate Quotas • Visitor Quotas	• Allow/Prohibit Overrides • Allow/Prohibit Restriction Types

Rules may be set up globally or applied only to certain housing units (visitation quotas, restrictions, approved visitor lists, etc.). Often, facilities offer a combination of these types of visits based on the classification of inmates or the type of visit (public or professional). The system can handle any combination of traditional contact or non-contact barrier type visits, video visits, remote (internet) video visits and professional visits. In addition, Visitation Rules may be specific to each visit type. The DOC can schedule, manage, and track all visits and visit history in this one system.

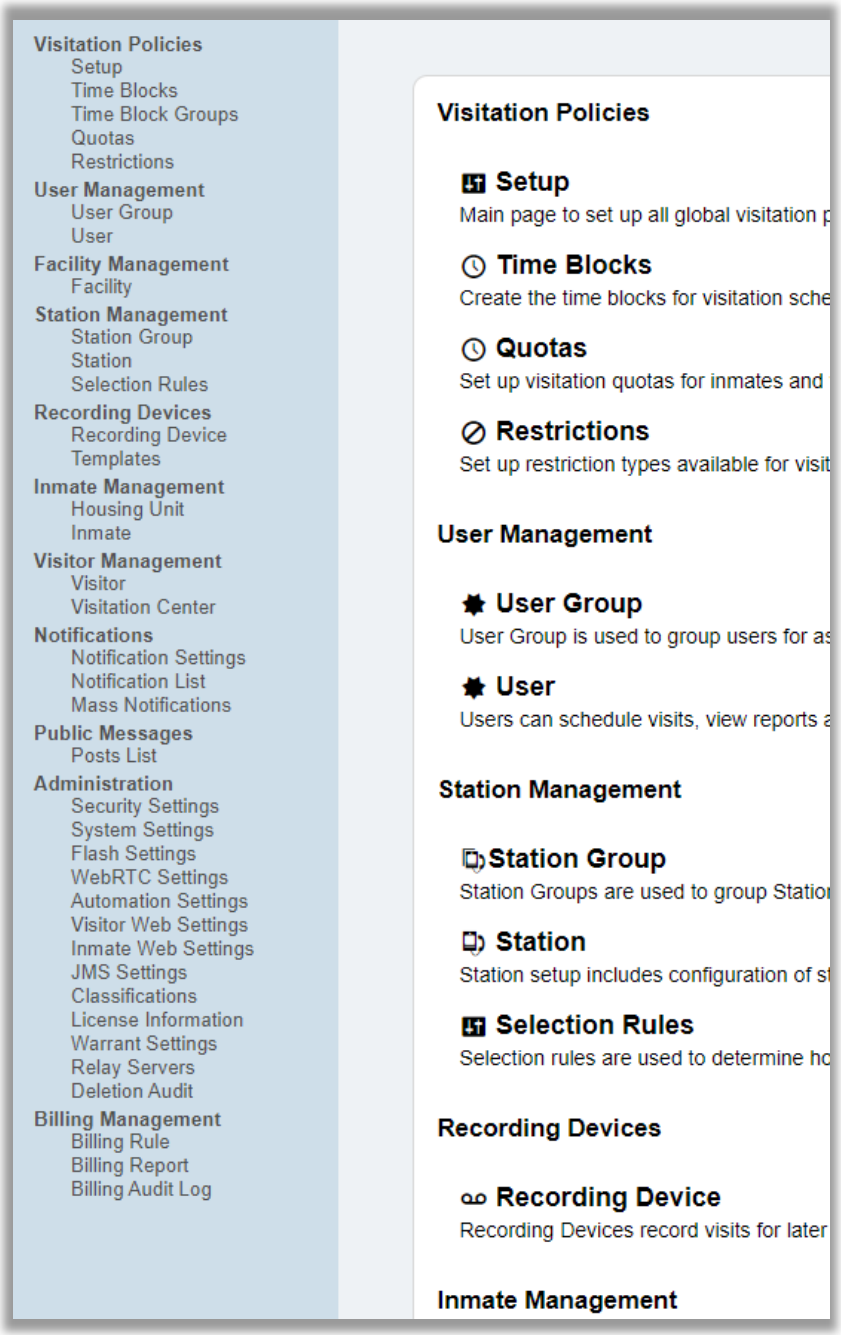


Staff Interface for Visitation Policy Management

ViaPath's VVS web-based interface ViaPath Command provides complete staff control of setting visitation policies, system operation rules, visitor control, and staff scheduling of visits.

The interface offers two main modes, "Setup" and "Scheduling."

The "Setup" mode of the interface (illustrated following) provides a set of submenus for all policy and visitor management. Submenus are limited based on the user's system permissions to ensure only authorized users have access.



2.1.2.3. System shall have the ability to record visitations.

ViaPath has read, understands, and will comply.

By default, every video visit is recorded simultaneously with other visits, unless the visit is exempted from recording in the system ("privileged"). Each recording is timestamped and assigned a unique identification number. All video recordings and data will be made available online, accessible immediately 24 hours a day, seven days a week.

Visits may be recorded globally by visit type or visitor type, ad-hoc, by user type or manually selected when a visit is scheduled by authorized staff.

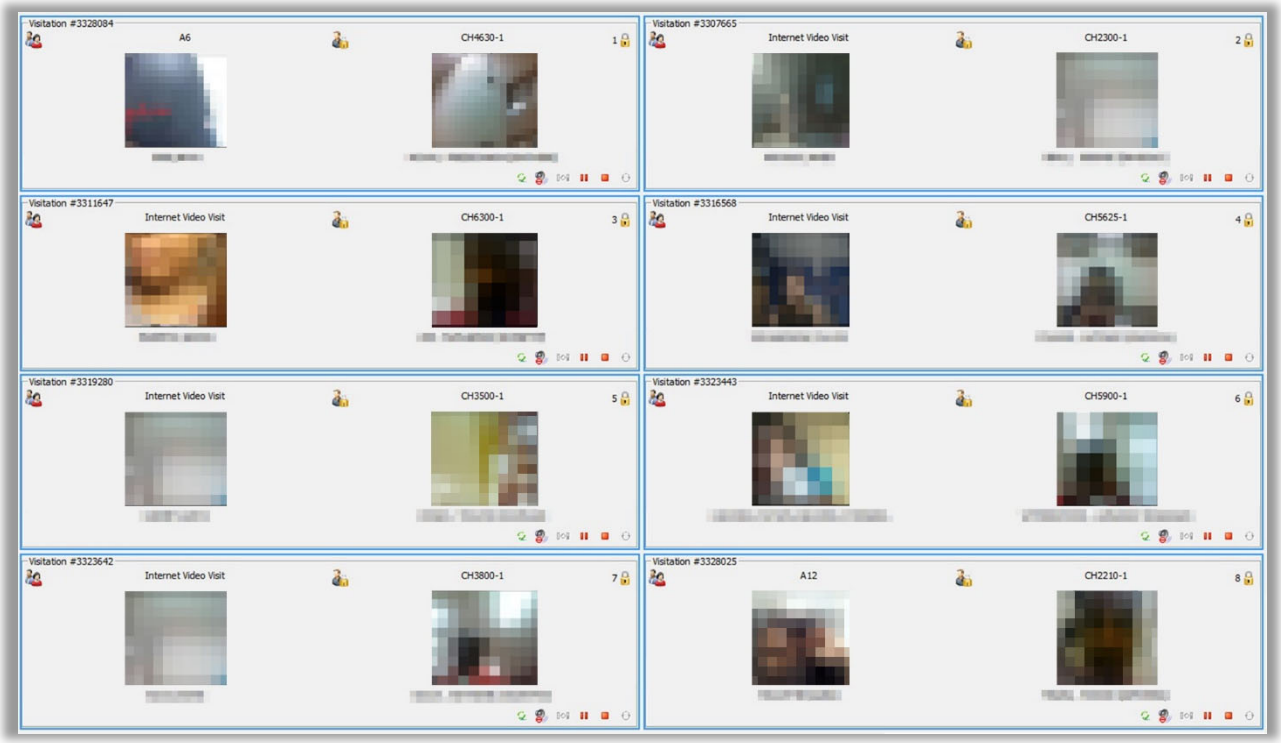
2.1.2.4. System shall have the ability to:

A. Allow designated DOC staff to monitor real-time visitation and terminate the visit as needed'

ViaPath has read, understands, and will comply.

ViaPath's VVS allows live monitoring utilizing the browser based VVS system. Live monitoring captures both audio and video of the visit. The monitoring system displays multiple visits at one time and includes such information as visitor and inmate names, ID numbers, and both stations in use. Reviewer may terminate visit at any time by clicking on the red stop button.

If the number of visitation sessions in progress exceeds the display limit, the system is configured to slowly scroll through all active visits at a rate variable and configurable for each user. Any session may be selected from the list of actively running visits and watched in any viewing pane. If a specific visit needs constant attention, clicking either



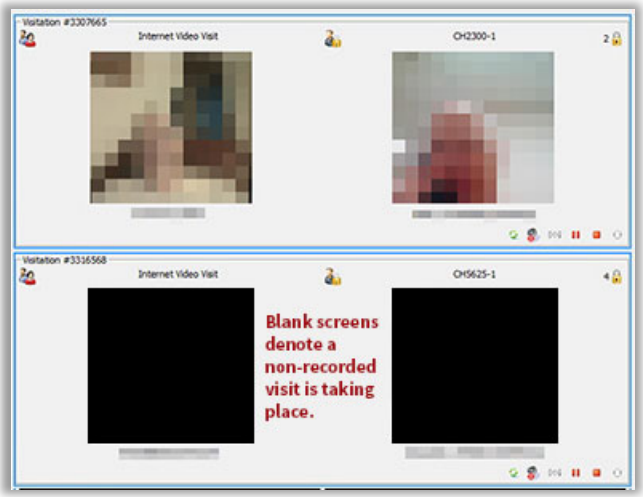
Multiple Visitation Monitoring Example

side of the image will anchor that session to the screen while other visits continue to scroll.

Users monitoring any visit can interrupt the conversation by selecting the "pause" button or "stop" button on the appropriate pane. Additionally, authorized the DOC users monitoring an inmate visit can pause, mute, stop, resume, and manually record (if not set to auto-record) a visit in real-time. From this screen the monitoring officer has complete control over all active visits.

Our VVS supports monitoring of remote (Internet) visits with authorized login to the browser-based interface on any device with internet access.

Private and Privileged Visits



ViaPath offers non-recorded video visitation for attorneys, clergy, medical staff, or any other persons as designated by the DOC by registering these visitors as "professional." Visitors must specifically register with professional status including information that is used to validate that status. The DOC personnel can review these applications and either approve or deny them. Once approved, visits scheduled by these professional visitors will be classified as professional visits and will not be recorded or be subject to monitoring. The DOC can set up unique professional visitation policies that enable professional visitors to enter their station preferences and select visitation times appropriate to their needs.

When monitoring video visitation, blank screens designate a private or privileged video conversation is in progress.

B. Prevent 3-way video calls;

ViaPath has read, understands, and will comply.

The ViaPath VVS provides sessions between one inmate endpoint and one visitor endpoint. Third parties cannot join the session.

C. Prevent incoming calls, if DOC requirement;

ViaPath has read, understands, and will comply.

The default configuration for ViaPath's VVS prevents incoming calls.

D. Prevent 911 calls; and

ViaPath has read, understands, and will comply.

Visits with inmates are only allowed with approved visitor contacts, which will never include 911 service.

E. May not display a call history or call log to inmates.

ViaPath has read, understands, and will comply.

2.1.2.5. System shall include an option for Video Relay Service (VRS) separate from video visitation for hearing impaired/inmates. Video visitation capabilities should include, but are not limited to:

- **A. Integrated into wall-mounted kiosks;**
- **B. Allow inmate to initiate call to approved visitor;**
- **C. Specify service provider of sign language interpreters;**
- **D. Option for VRS application to be available to specific users based on inmate PIN;**
- **E. Automatically route VRS calls through a VRS interpreter for calls placed to a non-VRS registered phone number. Must have the capability of making a direct connection to a called party without the need for an interpreter when calling a VRS registered phone number.**
- **F. Allow inmate to choose English or other language speaking video relay interpreter;**
- **G. Allow option for Voice Carry Over;**
- **H. Have live monitoring of VRS calls; and**
- **I. Record VRS calls.**

ViaPath has read, understands, and will comply with items A-I.

Meet ADA communication guidelines for the hearing-impaired

The DOC can ensure your hearing-impaired population will have the same calling privileges and security restrictions as all other inmates. ViaPath partners with Purple Communications, one of the largest and most respected VRS providers in the United States and adheres to all requirements in this section (item C). The ViaPath VRS App facilitates real-time video conversation directly between parties or through English and Spanish speaking American Sign Language (ASL) interpreters, who would also be on the telephone with the called party.

With regard to item A, the DOC can use ViaPath VRS app on the Flex kiosks to replace or complement standard phone or TTY/TDD calls. We will mount Flex kiosks where you designate. For those who can't use the wall-mounted kiosks, mobile Flex kiosk carts are also available.

This is an IP-based communication solution where the inmate communicates in sign language with a video translator via our Flex kiosk and the ViaPath VRS application. While the same hardware platform can be used for phone calls and video visitation, VRS is a separate application.

ViaPath VRS fully-integrates with the ViaPath ITS platform. Calls can be live-monitored and recorded, including audio and video. VRS calls are subject to the same protocols, privileges, controls, recording, reviewing, and security protocols as traditional calls. This includes PIN and PAN protocols, restricted numbers, and call length (item B). Like all call records, VRS Call Data Records are created, stored, and ready for analysis on our inmate telephone platform.

Restricted Access

Since VRS interpreter services are funded by the FCC, VRS calls are provided at no cost to users. Therefore, it's imperative only eligible inmates have access to this powerful communication tool. Access is granted solely by the DOC and attached to the inmate's PIN. Upon login, only inmates with proper PIN permission will see the ViaPath VRS icon on their touch screen.

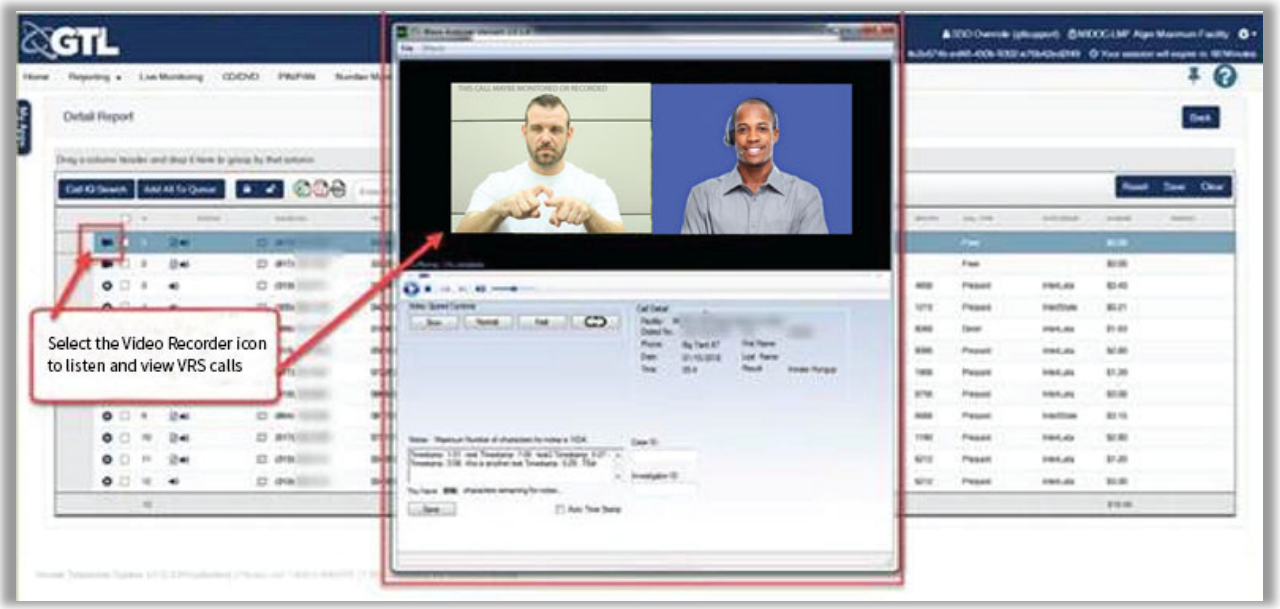
Call Settings

Once placed, the call is routed through our partner, Purple Communications. They supply the video-call platform and ASL interpreters. Purple is a leading provider of video relay services to the hearing-impaired community and has served their communication needs for over 35 years.

With regard to item E, the VRS call type is determined based on the phone number dialed. If the call is to another registered VRS user, a direct connection is established, and no interpreter is engaged. This is per FCC requirements as VRS providers must connect two VRS users directly to one another via video, eliminating the need for an interpreter since the two VRS users can communicate directly via sign language. If the call is to any other telephone number not registered as a VRS phone number, an English or Spanish speaking ASL interpreter, dependent on the inmate's language selection (item F), joins the call to translate the conversation between sign language and spoken words.

Monitoring, Recording, and Analysis (items H, I)

Because ViaPath VRS is integrated into the ViaPath ITS, VRS calls can be live-monitored or recorded for later analysis, delivering necessary reporting and investigative features. VRS Call Data Recordings include audio and video, and like all calls, records are stored on our inmate telephone platform.



VRS data is included in call detail reports, giving your investigative staff a more inclusive view of what's happening inside the DOC's facilities. Like traditional telephone calls, personal calls are recorded while privileged calls are not.

How It Works—Placing a Call

Using the ViaPath VRS app is simple and intuitive, allowing the DOC's hearing-impaired population to fully communicate with their attorneys, friends, and family.

To place a call using ViaPath VRS, an inmate logs into the Flex kiosk using their PIN. Once logged in, the ViaPath VRS app icon appears on the touchscreen. The icon will only appear if the DOC has granted the inmate access (item D).

The inmate selects Off or One-line option for Voice Carry Over (VCR). One-Line enables the called party to hear their voice. VCO Off is selected by default (item G).

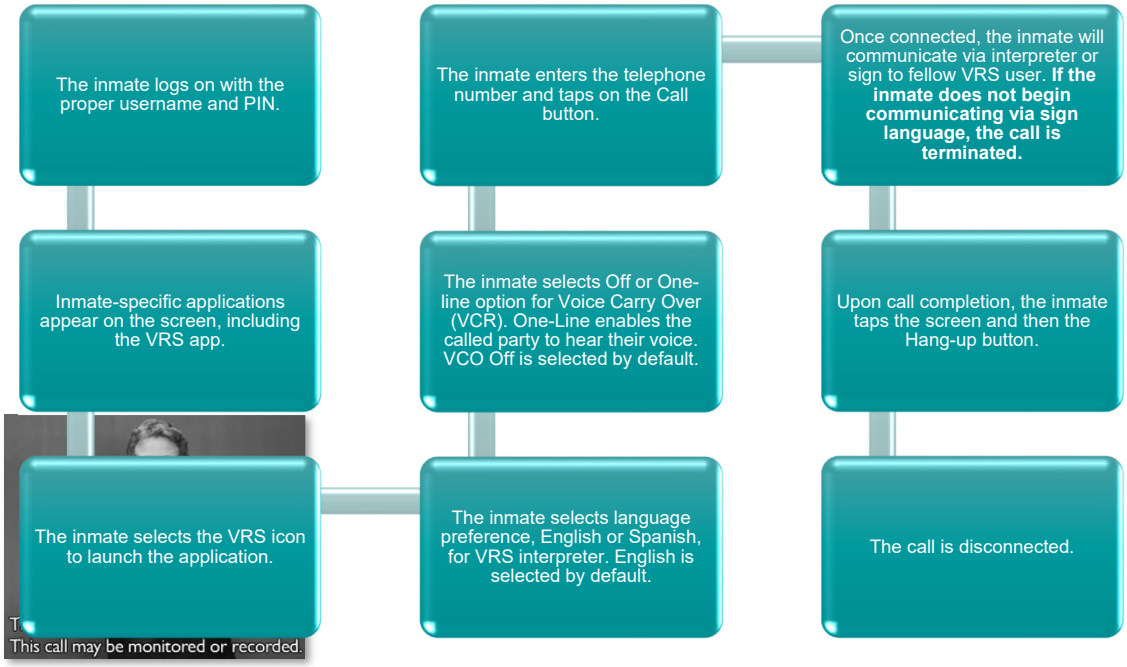
After tapping the icon to initiate a call, the inmate selects the interpreter language, English or Spanish.

As an extra security measure, the inmate must reenter the PIN followed by the telephone number they wish to dial. ViaPath ITS performs all standard checks to ensure the number is not banned and is on the approved list.

The call is connected either to a video interpreter or directly to the called party as described earlier. An onscreen ASL video and text message informs the inmate the VRS call may be monitored and recorded. Depending on the type of call, the receiving party will either hear a recording via telephone or see the ASL video and text message if they are also a VRS user.

To prevent fraud, if the inmate does not begin communicating via sign language, the call is terminated.

If there is a call time limit, a visual indicator will announce that the call will end soon as a countdown begins. The inmate may also end the call at any time directly through the VRS app.



2.1.2.6. Have automated announcement to called party / interpreter to inform called party that the call is from a correctional facility and that calls may be monitored and recorded:

A. Display on screen message to inmate that video calls may be monitored and recorded.

ViaPath has read, understands, and will comply.

An onscreen ASL video and text message informs the inmate the VRS call may be monitored and recorded.

2.1.2.7. Vendor to describe estimated impact of video visitation on the DOC network.

ViaPath has read, understands, and will comply.

The Video Visitation System offered by ViaPath runs on our secure, independent network and platform which will be completely isolated from the DOC network. There is no estimated impact to the DOC network.

A. Provide a plan for data lines should capabilities at the facilities be limited as a result of this implementation.

ViaPath has read, understands, and will comply.

Since ViaPath's network will be separate from the DOCs, ViaPath does not foresee an issue with limitation of data lines within a facility. For connectivity outside of the facility, ViaPath works with several major bandwidth providers throughout the U.S. and has flexibility within our wide area network solutions should carriers have limited availability of bandwidth coming into a facility.

B. Vendor to offer an alternative solution to reduce stress on DOC network or provide solution separate from DOC network infrastructure.

ViaPath has read, understands, and will comply.

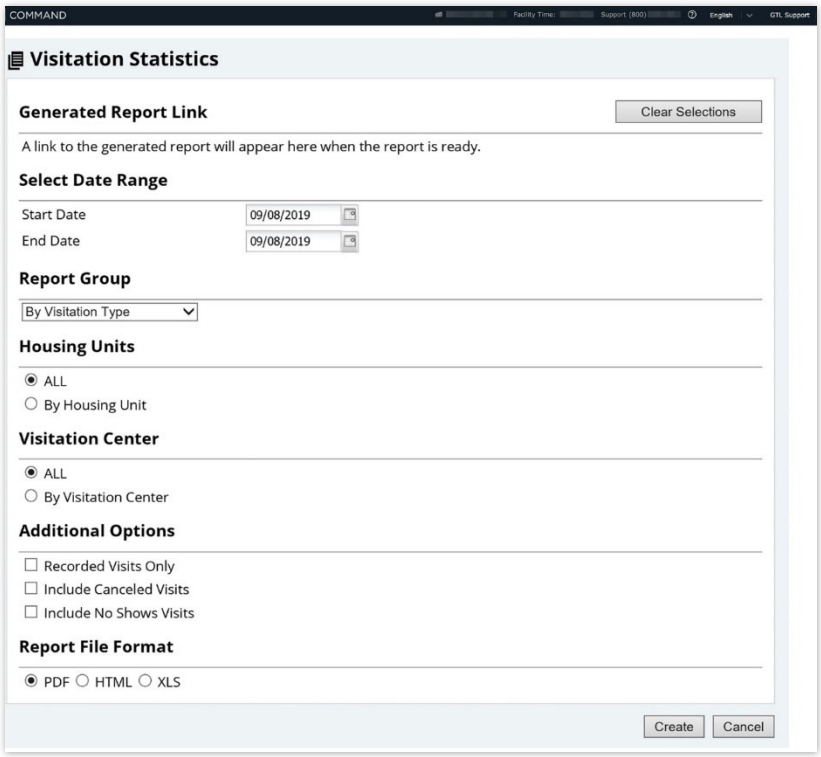
Since ViaPath provides all necessary networking as part of our turn-key solution, we do not anticipate any stress on the DOC network.

2.1.2.8. The vendor to describe ability to track, research and investigate visitation history by various factors including, but not limited to, visitation date, visitor, inmate, etc.

ViaPath has read, understands, and will comply.

The VVS will automatically record, and store recorded video visitations online, just as we do with inmate phone calls. Our VVS includes detail of video control option capabilities, and investigators can easily retrieve audio and video recordings of video visitation conversations online from the video records search screen via the VVS user interface.

The ViaPath VVS allows for searches and can produce a wide variety of reports including



which inmates have visits each day, at what time, with whom, and at what video visitation station or visitation booth. Because the VVS is a complete visitation management solution, reports can be easily assembled for all types of visits: face-to-face, on-site video visits, internet video visits, professional visits These reports can be as broad or as specific as necessary. For example, you may run a report to see all visits scheduled across the entire facility or you can narrow it down to a certain housing unit or a certain inmate and/or visitor, timeframe, type of visit, etc. Reports can be generated as PDF files, Excel files, or HTML (onscreen report).

List Reports

In addition to the formal reports listed below, note that any "grid" view of data in the web-based application (such as search results) can be sorted by any column (ascending or descending) and exported to PDF, XLS, or HTML.

There is an abundance of grids used through the system covering items such as:

- ***Visitors***
- ***Inmates***
- ***Users***
- ***User groups***
- ***Facilities***
- ***Housing units***

Visitation centers

Stations

Station groups

Visitation search results

Visitor check-in

Visitation time blocks

Visitation time block groups

Quotas

Notifications

Billing rules

Etc.

All standard reports listed below give the option to output to XLS, PDF, or HTML.

Daily Report

The Daily Report is designed to be used in the housing units or by housing unit staff as another method of displaying for inmates their upcoming visits. As such, the visitor information has been removed from the report so that potential issues do not arise.

Can Select Start and End Date

Select All Housing Units or By Housing Units

Select All Visitation Centers or By Visitation Center (if applicable)

Filter by Professional, Recorded Only

Include/Exclude Canceled Visits

Visitation Statistics Report

- ***Can Select Start and End Date***
- ***Select Grouping***
  - ***By Visitation Type***
  - ***By Day***
  - ***By Day of the Week***
  - ***By Week***
  - ***By Month***
  - ***By Station***
  - ***By Station Group***
  - ***By Housing Unit***
  - ***By Time Block***
  - ***By Visitation Status***
  - ***By Visitation Center***
- ***Filter by Housing Unit or all Housing Units***
- ***Filter by Visitation Center***
- ***Options to include Canceled Visits and No Visitor Check-in***

Visitation Schedule Report

- ***Can Select Start and End Date***
- ***Select All Housing Units or By Housing Units***

- ***Select All Facilities or By Facility***
- ***Select All Visitation Centers or By Visitation Center (if applicable)***
- ***Select All Visitors or only specific visitor(s)***
- ***Select All Inmates or only specific Inmate***
- ***Select All Visits or only Visits when Visitor checked-in for the Visit.***
- ***Select All Visits or only Professional Visits***
- ***Select All Visits or only Recorded Visits***
- ***Include/Exclude Canceled Visits***

Station Report

- ***Can Select Start and End Date***
- ***Select All Facilities or By Facility***
- ***Select All Visitation Centers or By Visitation Center (if applicable)***

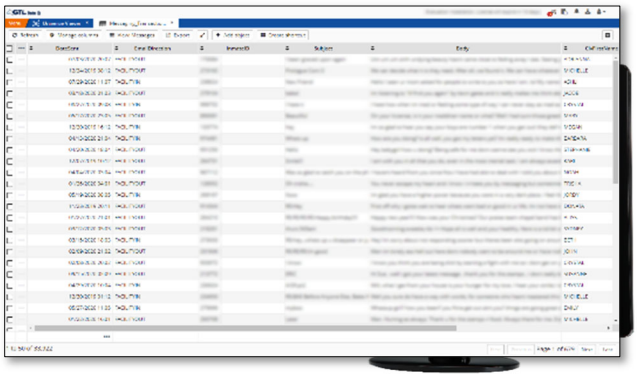
Warrant Check Report (Only if warrant check management feature is in use)

- ***Can Select Start and End Date of visits scheduled***
- ***Option to include All visitors with outstanding warrants even if no future visit scheduled***
- ***Filter by upcoming visits x days out so staff can compare to DOC's warrant data***

Billing Reports

- ***Can Select Start and End Date***
- ***Filter by Invoice Type***
- ***Filter by Free, Voided, and Refunded visits***
- ***Select Grouping***
  - ***By Day***
  - ***By Day of the Week***
  - ***By Week***
  - ***By Month***
  - ***By Visitation***
  - ***By Visitor(s)***
  - ***By Inmate***
  - ***By Housing Unit***
  - ***By Visitation Center (if applicable)***

ViaPath Data IQTM (DEX)— Advanced Investigative Data Analysis



Transforming raw data into actionable intelligence has become a critical cornerstone for modern day law enforcement and correctional agencies; applying intelligence-led principles and concepts to solve and prevent crimes. The successful implementation of these strategies require the right combination of data, technology, and trained personnel. With ViaPath Data IQ™ (DEX), agencies are equipping their personnel with critical data and technology designed to efficiently and effectively allow investigations and analysis in a modern big-data world.

Investigative Data Sources

Information Source	GTL Data IQ	Others
Inmate Phone Calls	✓	✓
Billing Name and Address	✓	✓
Visitation Data	✓	✗
Financial Transaction Data	✓	✓
Jail Management System	✓	✗
Kiosk Data	✓	✗
Security Threat Groups	✓	✗
Incident Reports	✓	✗
Cell Phone Forensic Data	✓	✓
Public Information Data	✓	✗
Data Sources Unique to Facility	✓	✗

Big Data Architecture

Like many industries around the world, the correctional industry has experienced a transformation deploying digital services resulting in more data points which generate more raw data than ever before. The increased volume of both structured and unstructured data (such as offender messaging) has challenged law enforcement and correctional agencies to seek solutions designed specifically around big-data and the delivery of both efficient and effective solutions.

Unlike traditional row structured solutions, Data IQ (DEX) leverages a columnar data structure resulting in faster data queries and faster results. Data IQ (DEX) combines the right architecture with the ability for agencies to functionally ingest any data point, regardless of data type or structure. With this strategy, ViaPath can offer the DOC an all-around enhanced user experience.

ViaPath provides a portfolio of solutions readily available to be digested within Data IQ (DEX), providing the DOC with the latest safety and security intelligence solution. Data IQ (DEX) contains all the power of integrating with the ViaPath data sources provided to the DOC. Additionally, unlike other solutions in the market, Data IQ (DEX) can ingest ANY data point (commissary and JMS systems, trust accounting, public information) without software development. For the DOC, this means that when new data sources are identified or added, ViaPath Data IQ (DEX) is ready to ingest them with only a simple adjustment to the data model. Examples of data that can be ingested include:

Inmate telephones	*Messaging*	*Commissary*	*Trust Accounting*
Video Visitation	*Employee Data*	*Visitation data*	*Public Information*
Wireless Tablets	*Lobby/Intake Kiosk*	*Payment Services*	*Case Management*

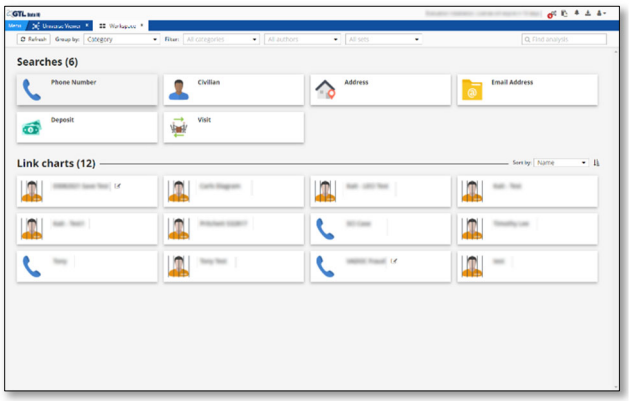
ViaPath's Data IQ™ (DEX) is the industry leading solution designed to provide an intuitive user experience and faster delivery of actionable intelligence. Currently there are over 20 state Department of Corrections agencies who rely on ViaPath Data IQ (DEX) to process and analyze over 1 billion records spread across 14 otherwise disparate data sources.

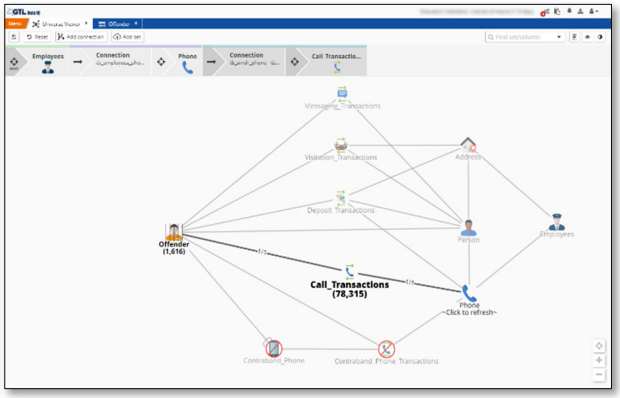
User Experience

> *"Data IQ DEX is the perfect balance between the complexity of analysis and the simplicity of design."*
>
> - Mitch Volkart, VP Intelligence Solutions

Providing a solid foundation in data structure is a fundamental start, but ViaPath goes beyond by recognizing the need for an enhanced user experience. Data IQ (DEX) balances the complexity of analysis with simplicity of design, allowing users to effectively leverage the solution to quickly mine data and turn otherwise raw data into actionable intelligence.

Each individual user's workspace within Data IQ (DEX) can be configured to show a variety of views including a customized user page which consists of simple object buttons and saved queries or the ever-efficient "Universe Viewer" that allows the user to immediately start datamining from the home screen.





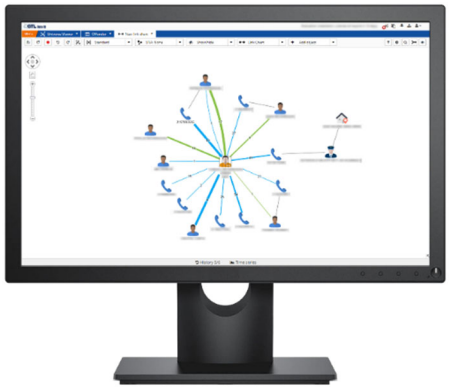
Object Searching and Associations

Searching for objects within datasets has never been easier than with Data IQ (DEX). Users can perform reactive searches (i.e. the user has a known starting point) using a variety of methods which include the Search pane, Workspace, the Universe Viewer, or folder. This flexibility allows users to customize their experience to what is most comfortable for them.

Leveraging the capability of first- and second-degree associations, users can analyze individual transactional data. For example, users can analyze individual timelines plotted on a time series or stay high level and simply associate two objects without the underlying transactional objects. This flexibility in design enables users to easily interpret the link diagram allowing the discovery of patterns and associations.

Data IQ (DEX) is equipped with several visualized data layouts including:

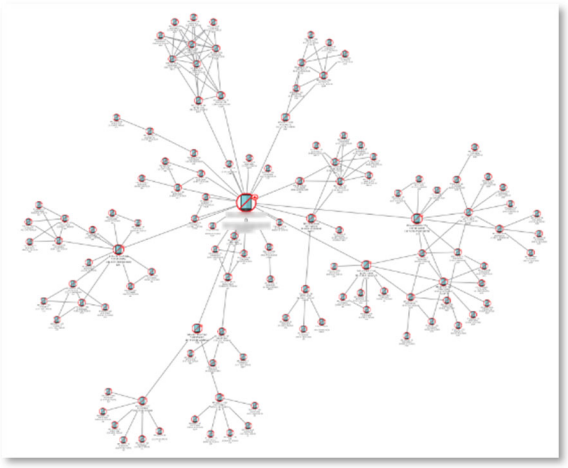
- ***Lens***
- ***Radial***
- ***Standard***
- ***Structural***
- ***Hierarchy Top***
- ***Hierarchy Bottom***
- ***Hierarchy Left***
- ***Hierarchy Right***



Social Network Analysis (SNA)

Analyzing data in today's digital age not only focuses on "who is connected to whom and how", but also focuses on the strength of those connections. Social Network Analysis (SNA) automatically changes the sizes of displayed objects depending on their connectivity in the network. Social network algorithms include:

- ***Degree – node resizing depending on how many connections an object has***
- ***Betweenness – identify nodes that may bridge between networks***
- ***Closeness – find the closest nodes to the other nodes in a network***
- ***Page Rank – identify important nodes by assigning each a score based upon its number of incoming links***
- ***Eigenvector – measure of influence that considers the number of links each person has and the number of links their connections have***



Data Exchange (DEX) Network

ViaPath's Data IQ (DEX) software analyzes data and provides critical connections across other allied data exchange agencies. Data IQ (DEX) allows users to output results and diagrams to users both via standard formats and through the application itself. This allows users to interact dynamically with shared diagrams rather than having a static picture.

ViaPath Data IQ (DEX) allows users to search for objects that exist across multiple facilities. For example, a user may have an object set from their own data and choose to search it against a second set of data or model. Once again, the power of Data IQ includes the ability to query any data source or object type, not being limited to particular objects such as phones and/or phone numbers.

2.1.3. External Electronic Mail

Our Messaging App is more than just a secure e-messaging application that allows the DOC to restrict senders and receivers. Messages to and from approved contacts allow inmates a simple, affordable communication method—and your investigators a whole new channel of evidence. A wide range of facility review and approval options is included.

Inmates can stay in touch with their friends and family through secure messaging and facility approved photo sharing. Friends and family can message their inmates and send photos from any standard personal computer or handheld device with web access. These services are complete with 24/7/365 bilingual (English and Spanish) U.S.-based customer support by email or phone.

Alarms and Alerts – ViaPath's system allows for automated alarm notifications and alerts. The DOC (Lead State) staff can add an alarm for a specific inmate or a specific device. They may even assign a staff member to specific message recipients. Authorized staff are sent an email and/or text message notifying them when an alarm is triggered.

Alarms and alerts are simply flagged within the software and may be set to trigger an email.

Staff-to-inmate communication – ViaPath allows direct communication to individual inmates or groups by the DOC staff using the Facility Messaging App.

2.1.3.1. Electronic mail services shall include the ability to restrict senders and receivers.

ViaPath has read, understands, and will comply.

Inmates initiate first contact with friends and family (F&F) by sending an email invitation to someone on their contacts list on the Contacts app. These invitations can only be sent to email addresses the inmate knows. There is no information sent by the inmate other than their name and facility, and the inmate cannot include any comments. Friends and family cannot initiate communication through messaging but must accept the invitation and activate an account for messaging communication to occur.

Friends and family establish an account for electronic messaging via the easy-to-use web portal from any standard personal computer or handheld device with web access. These services are complete with 24/7 bilingual (English and Spanish) customer support by email or phone. The registration includes contact information for the person establishing the account. The requesting inmate is now linked to the account. If additional inmates send an invitation to the account holder, they can be added to the existing account.

Once the account is activated, all messaging communication goes through ViaPath's website using the account and not through standard email. All messaging accounts are subject to review and/or suspension by the DOC. Electronic messages can only occur

between an inmate using the Messaging app on the tablet and the friends and family web/app account. Messaging between inmates using the Messaging app is not allowed.

2.1.3.2. Keyword search capabilities on both incoming and outgoing messages.

ViaPath has read, understands, and will comply.

The ViaPath Messaging app includes a keyword/word-scan security feature. It identifies specific words as "Red" or "Yellow" for scan filtering. When a "Red" word is detected in a message, the message is flagged and held in a queue for officer review. "Yellow" word detection flags the message but allows it to be delivered. The facility user can then view the "Yellow" messages and if needed they can block future messages from the inmate or visitor.

ViaPath allows facilities to identify red and yellow flagged terms which are shown with an overlay highlight in the reviewer's view of the message. Various, customizable denial reasons are available. The original message text and presentation is not altered.

☐	View Denied - Violen	Message	11:49 EDT 10/14/2020		No Subject	We are also picking up some w33d
☐	View Denied - Violen	Message	11:53 EDT 10/14/2020		No Subject	I need you to kill that damn dog next door too
☐	View Denied - Inappr	Message	11:56 EDT 09/02/2020		No Subject	I am going to kill someone
☐	View Denied - Inappr	Message	11:57 EDT 09/02/2020	11:57 EDT 09/02/2020	No Subject	I need some w33d

If facility staff denies a message from an inmate's friend/family, then the sender receives a notification. The DOC can customize the content of the denial message to include the reason that the message was denied; for security purposes if the message was denied for investigative reasons, the reason will be "Denied: Other."

The feature provides tremendously increased efficiency in staff monitoring of messaging. Automated messaging can reduce monitoring time by 80% or more.

A. Keyword search may be edited at any time.

ViaPath has read, understands, and will comply.

The ViaPath platform allows authorized users to add or remove words from the system at any time, such as local slang or local gang-related terminology. This feature can also identify messages with critical words such as "suicide," "escape," or "death." You can also easily remove words that may be causing false positives and are not relevant in current criminal language.

2.1.3.3. Capability for the DOC to manage email approvals at either a facility level and/or the DOC level.

ViaPath has read, understands, and will comply.

ViaPath has the capability to allow DOC staff to review and approve or reject messages to inmates at either the facility level and/or the DOC level.

2.1.3.4. Incoming photos

A. System may allow for separate viewing of messages and photos as well as the ability to reject/accept any combination of messages and/or photos.

ViaPath has read, understands, and will comply.

The ViaPath Messaging App supports 4 message types, Text, Photo, Video, and e-Card. Each of those are sent as separate events within a single message thread between an offender and the friend and family (F&F) contact. Each of these Message App events can be viewed and approved separately. For example, the friend and family contact sends a textual message, a photo, and an e-card in a single communication message.

- ***The textual message gets approved***
- ***The e-Card bypasses approval queue (all e-Cards are pre-approved canned messages)***
- ***The photo message gets denied (denial message communicated to friends and family but NOT Offender)***

The ViaPath Messaging view approval also allows for common display and approval of any combination of messages and photos.

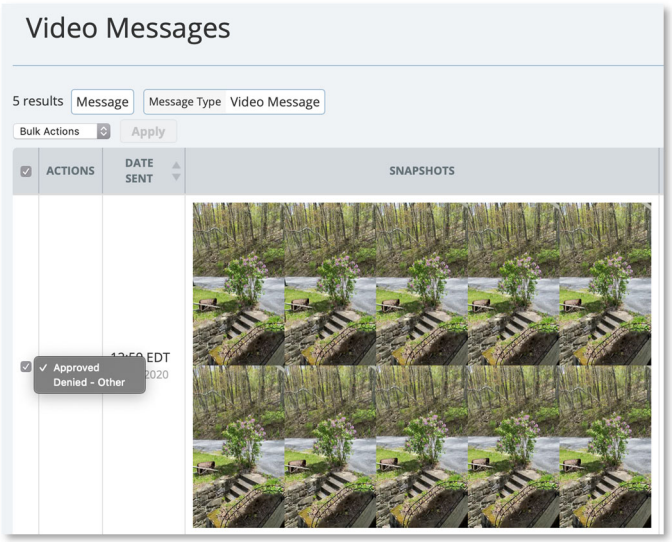
2.1.3.5. Incoming video attachments

A. System may allow for separate viewing of messages and videos as well as the ability to reject/accept videos.

ViaPath has read, understands, and will comply.

ViaPath's system allows for separate viewing of message and videos as well as the ability to reject/accept videos. Visitors record messages on a smartphone or video-camera-enabled device. Messages are recorded and can be reviewed by the DOC facility staff with a playback and snapshots. Staff can also tag a video as inappropriate as needed or can approve and forward to the inmate.

Before sending the video, the user be asked to agree to the Terms and Conditions, which includes notification that the video can be monitored by facility staff. The video is not sent if they do not actively agree.



Review Queue Showing Periodic Still Images

Once enabled at the facility, staff will see the "Video Message Review" option in the Work Queue navigation menu. Here they can take a bulk action to approve/deny videos in batches or individually. Staff can review the periodic stills taken from the video for convenience or they may view the entire video file with full play/pause/speed up tools at their disposal. Authorized the DOC staff can also transcribe the audio recording of each video message to text.

Once approved, the inmate receives a message that they have been sent a video message. The inmate can view the video full screen, pause, and rewind.

2.1.3.6. Offender electronic mail must be storable by vendor and/or transferrable to DOC storage.

ViaPath has read, understands, and will comply.

ViaPath will store offender electronic mail and make it transferrable to DOC storage.

2.1.3.7. Vendor to describe estimated impact of electronic mail on the DOC

network.

ViaPath has read, understands, and will comply.

ViaPath's electronic mail solution will run on ViaPath's dedicated network, as such, there should be no impact to the DOC's network.

A. Provide a plan for data lines should capabilities at the facilities be limited as a result of this implementation.

ViaPath has read, understands, and will comply.

As stated previously, there will be no impact on data lines of the facility.

B. Vendor to offer an alternative solution to reduce stress on DOC network or provide solution separate from DOC network infrastructure.

ViaPath has read, understands, and will comply.

Since ViaPath provides all necessary networking as part of our turn-key kiosk solution, there will be no stress (or any impact) on the DOC network.

C. Vendor to describe file size limitations if any and additional cost associated.

ViaPath has read, understands, and will comply.

The maximum size of a photo file upload is 5MB and photos are limited to one photo per message. Video maximum length is configurable but is generally limited to a size of 15 to 30 seconds per clip.

2.1.3.8. Vendor to provide both electronic viewing of messages and ability for DOCs to print messages and photos. For printing function, the vendor to supply printers and consumables, including, but not limited to, toner and paper at no additional cost.

ViaPath has read, understands, and will comply.

The ViaPath messaging application includes the ability of DOC staff at each facility to filter incoming messages to their specific facility and print those messages for distribution to inmates. ViaPath supplies printers and consumables for printing.

A. Vendor to describe process for DOC to order consumable supplies.

ViaPath has read, understands, and will comply.

As part of ViaPath's regular facility services maintenance, our staff will ensure that all consumable supplies are never depleted. Should supplies run out sooner than anticipated, requests for printing supplies can be directed to specified, on-site ViaPath maintenance personnel. In addition, requests can be processed through ViaPath's ServiceNow Portal. The portal will provide the ability for customers to submit requests directly as well as track and report on all requests.

B. Vendor to submit a plan on how the toner will be recycled.

ViaPath has read, understands, and will comply.

ViaPath site maintenance will collect used toner cartridges when providing filled cartridge. Used cartridges will be recycled per the ink brand's guidelines at an appropriate location. We also make use of Staples Recycling Services (https://www.staples.com/sbd/cre/marketing/sustainability-center/recycling-services/).

ViaPath is dedicated to making the most of current technology while preserving our environment, conserving energy, and protecting our natural resources. Two of the most fundamental tenants of our green initiatives are: Use Less and Recycle. These important goals are supported by the design of our equipment, the methods by which we deliver our services, and our company's commitment to recycling.

2.1.3.9. The vendor to describe ability to track, research and investigate messaging history by various factors including, but not limited to, send date, sender, recipient, etc.

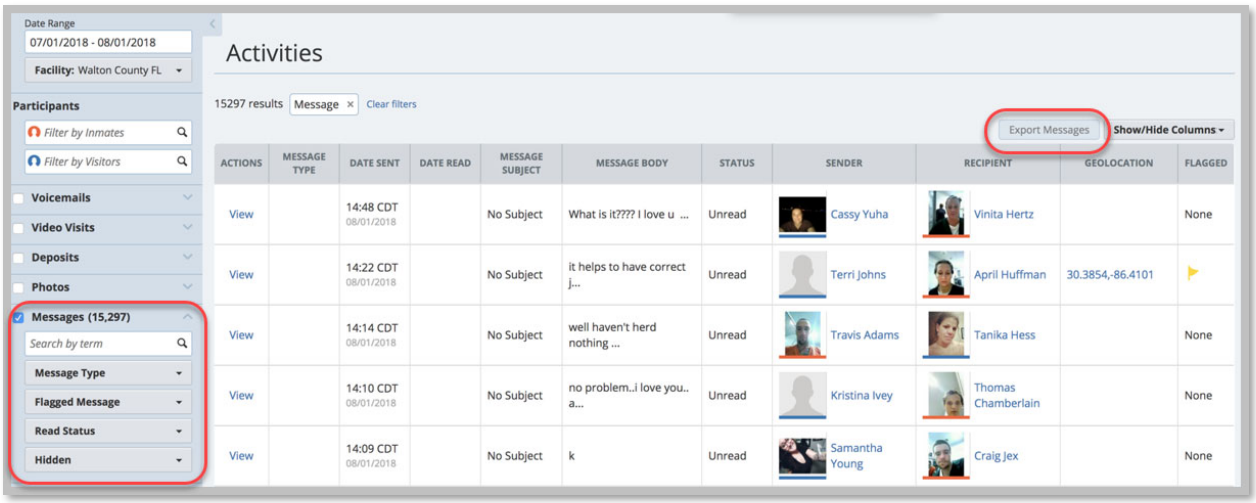
ViaPath has read, understands, and will comply.

Authorized staff can monitor and track messaging history with ViaPath Command, our flagship web-based user interface. ViaPath Command provides a comprehensive suite of tools specifically designed to deliver a unified solution for remote monitoring, tracking, controlling, reporting, investigation, and auditing of ViaPath's solution. From the interface, you can observe device status and real-time inmate usage, detect non-compliance, enable or disable the devices, and more. Authorized users can access the ViaPath Command application on any internet-enabled device using a standard web browser, including Internet Explorer, Firefox, Safari, and Chrome.

Each device collects data ranging from non-privileged communication to usage history for real-time or future investigations. Authorized staff can easily review and search data for audits, analysis, and criminal investigation. The DOC staff permissions within ViaPath

Command are controlled by user roles, allowing a variety of permission sets. Each user is assigned a login name and password to access their authorized role.

Users can search the message data by various factors including, but not limited to, send date, sender, recipient, keywords or watch words, message type, flagged or alerted messages, or read status.



2.1.4. Internal Electronic Mail/Communications

2.1.4.1. Vendor to provide internal communications/document routing between DOC staff and inmates and vice versa for various operational functions including, but not limited to:

A. General inquiries;
B. Grievances;
C. Medical appointments;
D. Pharmacy refills orders; and
E. Access to DOC-approved forms/documents.

ViaPath has read, understands, and will comply.

ViaPath offers a fully integrated and comprehensive paperless grievance and inmate request system on both the Flex kiosks and Inspire tablets that simplifies grievances and inmate requests for facility staff. The devices have a built-in tracking and monitoring portal which allows for better management of grievances and requests. The electronic request and response system creates a digital record of every transaction with timestamps and a digital audit trail that is designed for judicial review. This system archives all the exchanges. They can be searched by the parameters listed, and reports can be created based on type, time, and status.

This solution can replace pen and paper as a means for secure inmate-facility communication, such as:

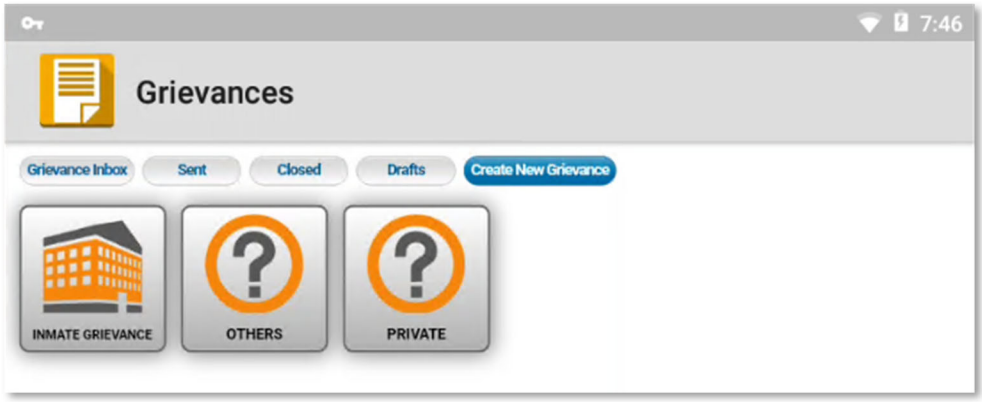
- ***Grievances***

- ***Medical appointments/Sick call slips***
- ***Pharmacy refills orders/Inmate requests***
- ***Access to DOC-approved forms/documents***
- ***Inmate-facility correspondence***
- ***Commissary ordering***
- ***PREA reports***

Staff can read and follow up on inmate communication from any web-enabled device.

The Grievances App

The ViaPath Grievances app is a no-cost, digital, and customizable solution. We can create custom forms and other content designed specifically for the DOC facilities. We can review your existing grievance forms, and upon your authorization, convert then to paperless digital forms, make them available on the tablets, and ensure they are routed to the correct staff. Grievances can also be sorted by severity level, and access by County staff to the different severity levels can be set accordingly. Finally, we can program in your grievance flow processes including escalation as stated by your policies.



The ViaPath Grievances app offers a fully integrated and comprehensive paperless electronic grievance system that automates and simplifies the time-consuming and paper-driven grievance process for the DOC staff. The Grievance application can also be used for PREA reporting, crime tips, and other sensitive communications that are subject to legal oversight. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail that is designed for judicial review. Grievance forms are created and managed using the same interface that is used for requests templates, but with additional information included such as severity levels and appeal frequency limitation. Grievance forms include a formal appeal process. ViaPath can program your grievance flow into the system.

The ViaPath Command interface archives all the exchanges between DOC staff and the inmate. DOC staff can search grievances, and can generate reports based on type or grievance, time of the grievance, and the grievance status. Staff can read and investigate inmate grievances from any web-enabled device. Grievance data can also be forwarded

by email to outside personnel such as attorneys. The Grievance application allows for PDF attachment files to be included in the record of the grievance.

Grievance Levels

Grievances can be assigned different levels of authority. Based on their level, authorized staff can access, respond, and act on a filed grievance. A typical grievance follows these steps:

1. *Inmate creates and submits a grievance.*
2. *Level 1 facility staff member responds and closes grievance.*
3. *Inmate appeals (and reopens) grievance, if necessary.*
4. *Level 2 facility staff member responds and closes grievance.*
5. *Inmate appeals (and reopens) grievance, if necessary.*
6. *Level 3 facility staff member responds and closes grievance (Supports up to 8 grievance levels).*
7. *Grievance appeal process is exhausted. The inmate can no longer appeal the grievance.*

Note: The facility can set the number of levels (usually 3, but 8 levels are available) for grievances. Levels only apply to grievances. Requests do not have assigned levels.

A detailed description of features available with our Grievances app are provided later in this response.

The Requests App

ViaPath's Requests app offers a fully integrated and automated electronic system that simplifies inmate requests for facility staff. The Request App provides the DOC with a new level of operational efficiency by digitizing clerical processes – allowing staff to remain focused on safety and security.

The application software allows for authorized staff to define an unlimited variety of form types using the ViaPath Command interface. Any form that you have can be replicated in electronic format on the Requests application. Examples are requests for materials, repair requests, legal forms, complaints, and problem reports. ViaPath can review your existing forms, convert them to paperless digital forms, ensure they meet or exceed your forms, and configure for routing them to the correct DOC staff.

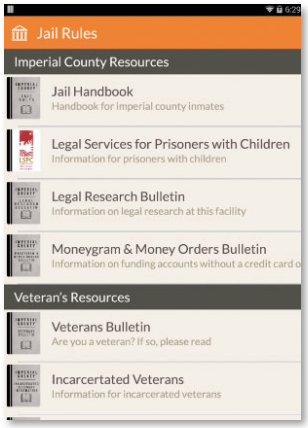
The ViaPath approach is ideal for facilities looking to migrate their inmate request processes to a new platform. Because we provide universal access to all inmates, the Requests app is free to use for inmates. Regardless of their financial standing, indigent inmates can always access free services and administrative resources on our tablets. If only a partial population of inmates has access to the tablets, a comprehensive

administrative solution may not be possible, which is why we developed our universal access model.

With ViaPath's Grievances app and Requests app, DOC staff can create and manage customized forms, control how the inmates respond to grievances and requests by using canned replies, and create reports based on grievances or requests.

Using ViaPath Command, DOC staff can also track, query, respond to, and print reports on all grievance and request activity. Below is a screen shot of the incoming requests and grievances, and the criteria that DOC staff can search and query on.

Documents and Facility Info



The Document App provides the DOC a way to organize and digitally distribute facility documents to inmates. The DOC can easily upload an unlimited number of PDF files to the Document App. Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications, as well as educational information (such as PDF books) through our easy-to-use interface. Files can be organized using naming conventions and a choice of numerous icons to help the inmate find what they need.

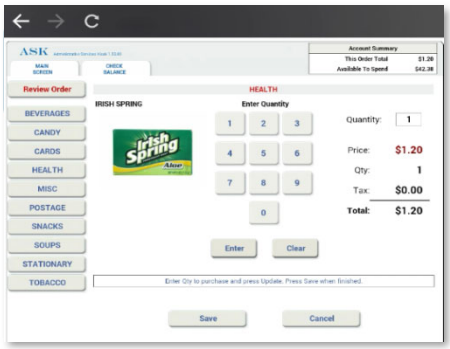
2.1.5. Inmate Commissary

2.1.5.1. Provide tablets and implementation services to enable devices to interface with the DOC commissary vendor so that offenders may be able to place commissary orders from tablets. The vendor shall fully cooperate with the commissary vendor to enable commissary orders via tablets. There shall be no fees charged to the DOC or to offenders for the interface enabling offenders to place commissary orders from tablets.

ViaPath has read, understands, and will comply.

ViaPath will fully cooperate with the DOC's commissary vendor to allow inmates to place their commissary orders via tablet. There will be no fees charged to the DOC or to inmates for the interface enabling ordering on the tablets/kiosk.

Commissary Ordering



ViaPath provides an interface for inmates to select and order items to be filled directly by the commissary vendor, through their secure, browser-based portal. The system can apply inmate access rules to the commissary application individually by inmate and by inmate group. ViaPath has successfully integrated with more than a dozen different commissary companies, including Aramark, Keefe, and Trinity.

2.1.5.2. View receipts of commissary purchases.

ViaPath has read, understands, and will comply.

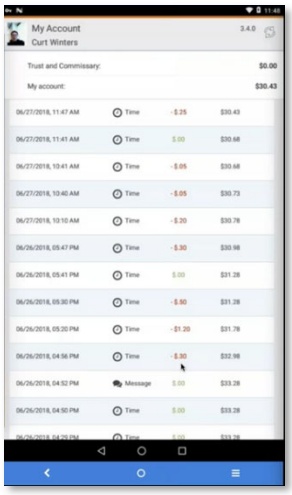
2.1.6. Inmate DOC Trust/Commissary/Phone Account(s)

2.1.6.1. The vendor shall work with the inmate banking system and/or inmate telephone system vendor(s) to provide balance of accounts at no cost additional cost to the DOC and inmate;

ViaPath has read, understands, and will comply.

ViaPath will work with the inmate banking system and/or inmate telephone system vendors to provide balance of account at no cost.

Inmate Account Information



ViaPath supports an interface between the wireless tablet and the DOC inmate account management system, which will allow DOC inmates to check banking information.

With our Account Info App, inmates have access to their trust account information regarding fund balances.

- ***Inmates can check their account usage on the tablet***
- ***Inmates (and facility staff) can view deposits into accounts***
- ***If trust accounting integration is active, then inmates can transfer funds from their trust account to their inmate account***

2.1.6.2. View account statements; and

ViaPath has read, understands, and will comply.

2.1.6.3. Request DOC-approved account transactions.

ViaPath has read, understands, and will comply.

2.1.7. Music

2.1.7.1. Offer music for sale as music downloads and also offer streaming music available at a monthly fee. The DOC will decide whether to implement the music download model or the streaming music model, or both.

ViaPath has read, understands, and will comply.

ViaPath's music program offers the greatest flexibility for inmates and staff, with options for music to be offered for sale as a music download, cached music and live streamed music for a recurring fee (weekly, bi-weekly, or monthly). The following shows the four ways that inmates can use ViaPath's Music Program:

1. ***Streaming subscription – available in 7-, 14-, and 30-day packages – inmate can choose specific songs, create playlists, and cache playlists locally on the tablet for offline playback.***
2. ***Streaming per minute – available at a cost per minute or purchased as a bundle of minutes – inmate can select music genres from a curated catalog.***
3. ***Music for sale per song/album – inmates can choose individual songs and albums to purchase and download for offline listening.***
4. ***Offline mode – this option allows the inmate to do the following, without being connected to the Wi-Fi network:***
    a. ***Access songs and albums that have been purchased and downloaded to the tablet***
    b. ***Access songs and playlists that have been cached from the streaming subscription service***
    c. ***Access music that has been transferred from another provider. ViaPath is the only provider to have interfaced with a previous music provider to download inmates' music, map it to their accounts, and then make it available to them on the ViaPath tablets.***

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2.1.7.2. Offer a large variety of titles and genres available for purchase and ensure that all audio files offered to offenders are the industry sanitized versions and appropriate for a correctional setting.

ViaPath has read, understands, and will comply.

ViaPath music program offers the largest variety of titles and genres and includes only sanitized versions that are appropriate for a correctional setting. Inmates will have access to more than 20 million tracks from music labels across the industry.

2.1.7.3. Vendor must be able to customize music catalog based on DOC approval.

ViaPath has read, understands, and will comply.

2.1.7.4. Alternative methods that allow the inmates to search and choose music (to place in a queue) without being connected to the kiosk. This includes the ability to choose order of preference and deleting selections in the queue.

ViaPath has read, understands, and will comply.

ViaPath's music program works with ViaPath tablets that are connected to ViaPath's wireless network within the facility, so there is no connection to a kiosk to search or choose music. For Streaming music per minute, the inmate simply opens the app and begins listening to music. For the Streaming subscription, the inmate need only add the subscription to their shopping cart, execute the purchase and then begin listening to music. For the Purchase/download option, the inmate selects songs from the catalog, adds them to their shopping cart, executes the purchase and the songs begin to immediately download to the tablet. There is no need for a queue since all transactions happen in real-time.

2.1.7.5. Vendor must provide expected download/data retrieval times.

ViaPath has read, understands, and will comply.

Since ViaPath's music program works off a persistent wireless connection, transactions happen in real-time. The estimated time to download an average 5 MB song is approximately 30 seconds but ultimately depends on available bandwidth and proximity to a wireless access point. Wireless signal is heavily influenced by the environment including, but not limited to walls, doors, windows, stairs, and other building material, electrical components such as microwave ovens, radio communications and other wireless networks and devices. Wireless signal quality may fluctuate periodically throughout the day which may reduce the quality of services. Company will make

reasonable best efforts to maximize wireless signal quality but may not be able to resolve all coverage issues.

2.1.7.6. Describe security features and if features can be disabled upon inmate's release for normal use including any locking features to prevent music sharing, etc.

ViaPath has read, understands, and will comply.

ViaPath's tablets offer a number of administrative security features, including the ability to lock access to the tablet and applications. Our ViaPath tablets feature a built-in camera. The inmate's photo is taken at the beginning of the session to verify their identity, along with their PIN. The station takes a photo every 10 seconds to ensure the inmate is the same person throughout the video visit. The tablet takes photos at random intervals throughout an inmate's session.

In ViaPath's standard tablet deployment model, inmates do not purchase or own the tablet, so they do not take the tablet with them upon release. Where tablets are deployed in an unassigned model, no change need be made to the tablets upon an inmate's release. Where tablets are assigned to individual inmates, they need only be unassigned from the Inmate's PIN.

For content that must be provided to an inmate upon release, the inmate can access and download that data from ViaPath's cloud locker. This might include messages, attachments or purchased music.

A. Vendor to describe theft prevention features.

ViaPath has read, understands, and will comply.

In ViaPath's tablet program, the inmates don't buy or own the tablets, so the concept of "theft" is limited to theft of the entertainment content. The inmates have no way to "steal" music subscriptions or songs and move them from one tablet to another, so "theft" is limited to unauthorized access of another inmate's content. This unauthorized access usually boils down to theft of the target inmate's ID and PIN to access the target inmate's content. Besides protection of one's ID and PIN, ViaPath's tablets offer the capability to take a photo of the user of the device. In this way, security staff can verify that unauthorized access has occurred. ViaPath's tablet administration portal offers the ability to lock a device and also reset an inmate's password.

2.1.7.7. Describe the capabilities of the proposed device to be used.

A. Is the base version upgradable?

ViaPath has read, understands, and will comply.

ViaPath's tablets include the latest in hardware and software. While the software is upgraded throughout the life of the contract, the memory and chipset are not upgradable (already at 32GB).

B. What are the minimum and maximum gigabyte capacities?

ViaPath has read, understands, and will comply.

ViaPath's proposed tablets have 32GB of flash memory. While some vendors provide various levels of memory, from 8GB to 32GB, and charge differently for each memory levels, ViaPath believes in providing the best solution to all inmates at no additional cost.

2.1.7.8. Describe power features and how recharging of the device is achieved.

ViaPath has read, understands, and will comply.

ViaPath offers a variety of charging methods for mobile tablets. This includes:

- ***Wall-mounted (9-15 tablet capacity) and mobile charging cabinets (48 tablet capacity).***
- ***Individual plug-in chargers.***

ViaPath highly recommends our magnetic charging technology. The magnetic tip on the wall charger connects to the magnetic charging port on the tablet. A key benefit to magnetic charging over barrel and USB chargers is that it doesn't require the tip of the charger to be inserted into the tablet to charge. This eliminates one of the top causes of breakage of the tablets, internal components broken due to rough handling of the charging port.

2.1.7.9. The system shall be able to catalog inmate songs in a database and provide inmates with the ability to manage their total music library.

ViaPath has read, understands, and will comply.

For songs that are purchased and downloaded or cached via the streaming subscription, the system will catalog those songs in a database and provide inmates with the ability to manage their music library.

2.1.7.10. Device shall have a transparent housing to provide viewing of internal components.

ViaPath has read, understands, and will comply.

Our wireless tablet has a transparent housing to discourage inmates from trying to hide contraband inside the device.

2.1.7.11. Vendor must have contractual rights to distribute digital media from major music labels or other entertainment fields to provide reasonable volume of acceptable media content.

ViaPath has read, understands, and will comply.

For all ViaPath's proposed music programs, ViaPath has contractual rights to distribute the digital media. ViaPath is not offering access to straight internet radio stations where the content is not licensed, and the vendor has no ability to sanitize or curate what is played. This is an important distinction when qualifying streaming music programs from various bidders.

2.1.8. The vendor shall describe additional applications available including, but not limited to:

2.1.8.1. Job Readiness Skills Training;

ViaPath has read, understands, and will comply.

ViaPath delivers a wide range of resources to help inmates learn, grow, and succeed upon release. The ViaPath Education program described in Section 2.1.1 includes a large number of courses directly related to job skills (e.g., safety courses, trades).

Our CMS is the heart of the ViaPath Foundations package and includes 475+ courses and over 20,000 learning resources. The CMS contains free content that includes 60+ courses for Careers & Job Skills.

ViaPath also offer the following:

Honest Jobs

Honest Jobs is the leading national job marketplace for people affected by the criminal justice system. Roughly 9% of the U.S. workforce has a felony criminal record with an additional estimated 626,000 people coming come from jail and prison every year. These

individuals are willing and determined to find sustainable employment so that they can rebuild their lives.

Honest Jobs works with dozens of large and small companies nationwide to remove the stigma of second chance hiring and to make these high-paying and rewarding jobs available to the returning citizens. Honest Jobs provides resources for returning citizens and second chance hiring, including a searchable job board and job placement services to those impacted by the justice system. Every time a user performs a job search, the system analyzes thousands of job descriptions and takes into consideration each user's skill set and unique criminal history. Users are then given a score that helps determine their compatibility with the position, resulting in a much quicker path to employment. The Honest Jobs job board is available on the ViaPath Tablets in the Foundations Package at no extra cost.

Post-release, users can create an account on the Honest Jobs website and gain access to a national "Digital Resource Center" which connects them with helpful resources such as food, transportation, housing and more.

Edwins Leadership and Restaurant Institute

Edwins Leadership & Restaurant Institute gives formerly incarcerated adults a foundation in the culinary and hospitality industry providing a support network necessary for their long-term success.

Engaging incarcerated individuals in active learning and providing realistic hope upon release, Edwins equips students with highly-sought-after job skills and training. The Foundations Package includes access to the Edwins culinary arts online course work on the ViaPath tablets.

These courses provide the incarcerated learners with the basic culinary education they need to advance into the in-person program. Upon release, individuals who have completed the Edwins tablet curricula are invited to apply to take part in the in-person training at the Edwins Leadership and Restaurant Institute in Cleveland Ohio.

Enrolling in the full Edwins program, provides returning citizens with not only vocational training but also free housing programs at their 30,000 sq. ft. Cleveland campus, legal services, basic medical care, job coaching, literacy programs, and other necessary support. Edwins Leadership and Restaurant Institute graduates nearly 100 students a year with a 95% employment rate and less than 1% recidivism rate

The Brian Hamilton Foundation

The Brian Hamilton Foundation's Starter U available in our Foundations Package builds on decades of entrepreneurial experience to provide aspiring entrepreneurs and growing business owners with the information and inspiration they need to successfully start, run, and grow their businesses.

Entrepreneurship allows individuals to start their own business and overcome the systemic discrimination they face in the job market. This course and guidance through re-entry provide individuals with a criminal background the resources and mentorship

they need to overcome the stigma of their criminal charge and create a path to economic opportunity.

The StarterU content includes coursework, videos and offline work and self-reflection. ViaPath has exclusive access to seasons 1 and 2 of the Free Enterprise television show, which follows returning citizens and other entrepreneurs on their business journey, and these episodes are included in the Foundations package at no additional cost.

Prison Fellowship

Prison Fellowship was founded to assist all those affected by crime and incarceration to transform lives and communities.

By partnering with Prison Fellowship and working toward opening the door of opportunity for approximately 70 million Americans, ViaPath hopes to raise awareness about these barriers and unlock brighter futures for people with a criminal record.

Re-Integration Partner: Amachi

ViaPath has made a commitment to the reintegration process to help the recently incarcerated return to society. Amachi of Pittsburgh seeks to empower, protect, and nurture the most vulnerable population to the criminal justice system. By providing a volunteer based mentoring system Amachi aims to break the incarceration cycle.

They support a family oriented holistic approach, challenging Pittsburgh's youth to excel academically while learning to foster successful, meaningful relationships. Providing them with the confidence needed to overcome challenges.

US Department of Labor's Education

ViaPath can also provide inmates with access the US Department of Labor's Education and Training Administration (ETA) job search help content and tools, such as: career assessments and matches, resume writing assistance, average salary information, job matches in their area, and much more. ETA content works in conjunction with our other programs to facilitate inmates' access to the help, training, and resources they need to improve their chances of success once released.

Our mission is to provide inmates with access to technology, education, and other products and services that improve their personal outcomes during incarceration and prepare them for a life after release. By providing access to the DOL application, ViaPath adds to its holistic approach to improve conditions for inmates and increase chances of successful reentry.

CareerOneStop content, sponsored by the US Department of Labor, is included with our No Cost Basic Education Package. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. ReEntry.CareerOneStop provides a full range of career, training, and job search resources.

The secure CareerOneStop ReEntry application is available inside correctional facilities that have Inspire tablets. All external links and maps are disabled, providing inmates, instructors, and other intermediaries access to a full range of tools, resources, and information to help incarcerated individuals navigate their post-incarceration training, employment, and career paths without the risk of active Internet links. This application is available to inmates inside jails and prisons, while the more robust site with all active links, online job applications, and more is available to inmates from any computer or smart device after their release.

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To date, ViaPath is the first and only corrections communication company to work with the US Department of Labor's Education and Training Administration (ETA). Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs inmates of a position's average salary, and lets them know about job matches in their area, and more. Additional resources can be easily printed for those who work with incarcerated individuals and are available in PDF formats.

The app helps inmates identify the types of roles and jobs that are best suited to their skills and interests, as well as any work restrictions they may have related to their conviction. It provides job descriptions, videos, training information, wage information, education information, and more to allow them to fully grasp if a specific job is right for them. The job tools also provide resume writing help and interview tips for discussing a criminal record.

Inmates and their reentry coordinator can utilize the app to identify employment opportunities. The app compiles information from major employment sites about job openings, which can be easily searched by keywords or zip codes. Our shared goal is to bring educational and employment opportunities to inmates, build their hard and soft job skill sets, and reduce recidivism.

2.1.8.2. Self-Improvement Programs;

ViaPath has read, understands, and will comply.

ViaPath continually adds programs related to self-improvement and mental well-being. Two such examples are Calm and PTSD Coach.

Calm is a leading app for meditation and sleep. Calm lowers stress, lessens anxiety, and gives more restful sleep through guided meditations, sleep stories, breathing programs, masterclasses, and relaxing music. Top psychologists, therapists, and mental health experts recommend this app.

Guided meditation sessions are available in durations of 3, 5, 10, 15, 20, or 25 minutes. Topics include:

Body Scan	*Breaking Habits*	*Calming Anxiety*
Deep Sleep	*Focus and Concentration*	*Forgiveness*
Gratitude	*Happiness*	*Loving-Kindness*
Managing Stress	*Non-judgement*	*Relationships*
	Self-Esteem	

PTSD Coach was designed for veterans and military servicemembers who have or may have Post-traumatic Stress Disorder (PTSD). This app provides veteran inmates with education about PTSD, information about professional care, a self-assessment for PTSD, opportunities to find support, and tools that can help users manage the stresses of daily life with PTSD. Tools range from relaxation skills and positive self-talk to anger management and other common self-help strategies. Users can customize tools based on their preferences. This app can be used by people who are in treatment as well as those who are not. PTSD Coach was created by VA's National Center for PTSD and DoD's National Center for Telehealth and Technology.

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The Right Thinking Financial Literacy course in ViaPath's Foundations Package delivers an overall understanding of how money works and provides tools to assist in making solid financial decisions. Steve Coplan, of the Right-Thinking Foundation, has developed a comprehensive set of online coursework, videos, podcasts, and support materials to give returning citizens a better chance of success post-release by changing the way they think about their personal finances. Students will learn to think and plan ahead with regards to their finances, which aids in decreasing stress and helps to prevent reverting to old habits and behaviors.

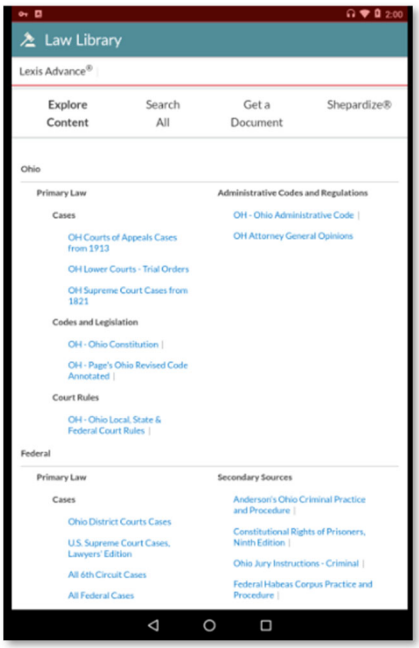
Providing encouragement, hope and motivation this course addresses: cash flow budgeting, establishing, and maintaining credit, starting a small business, and planning for your future.

Additionally, ViaPath's CMS contains free content that includes the following topic areas:

- ***Mental Health & Meditation (15+ Courses)***
- ***Religion & Spirituality (175+ Courses)***
- ***Medicine & Health (15+ Courses)***
- ***Family & Personal Growth (30 Courses)***
- ***Personal Growth (20+ Courses)***
- ***Resources (10+ Courses)***

2.1.8.3. Law Library Research;

ViaPath has read, understands, and will comply.



Through the touchscreen interface, ViaPath can provide inmates access to law library resources anywhere there is connectivity. We have existing integration with the DOC's preferred law library provider Lexis Nexis, and can deliver this resource to DOC inmates on our kiosks and tablets.

ViaPath also has existing relationships with the following other Law Library vendors:

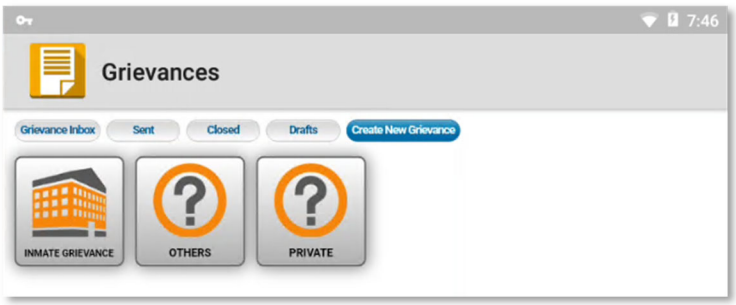
- ***Casemaker***
- ***Fastcase***
- ***Westlaw***
- ***Legal Research Associates***

Should the DOC decide to contract with a Law Library provider not already in our portfolio, ViaPath with will work directly with the contracted provider on your behalf.

2.1.8.4. Inmate Grievances;

ViaPath has read, understands, and will comply.

ViaPath's Grievances App offers a fully integrated and comprehensive paperless electronic grievance system that automates and simplifies the time-consuming and paper-driven grievance process for DOC staff. The grievance application can also be used for PREA reporting, crime tips, and other sensitive operations that are subject to legal oversight. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail designed for judicial review. Our system creates and manages grievance forms using the same interface that is used for requests templates, but with additional information included, such as severity levels and appeal frequency limitation. Grievance forms include a formal appeal process.



Our kiosk/tablet interface archives all the exchanges between DOC staff and the inmate. DOC staff can search grievances and generate reports based on type or grievance, time of the grievance, and the grievance status. Staff can read and investigate inmate grievances from any web-enabled device. Authorized users can also forward grievance data by email to outside personnel such as attorneys. The Grievance application allows users to attach PDF files in the record of the grievance.

Users can search for and sort grievances by severity level, and role permissions determine DOC staff access to the different severity levels. ViaPath Command supports up to eight severity levels. The Grievance application supports grievance escalation and appeals to higher levels. In addition, administrators can track and audit the response times, as well as report on closures and resolutions, all through our secure tablet interface.

Additional detail on Grievance automation is given in response to 2.1.4.1.

2.1.8.5. Electronic Books;

ViaPath has read, understands, and will comply.

ViaPath's E-Books Service is a library-like service that provides inmates access to our growing catalog of fiction and non-fiction e-books. Inmates can search categories such as science fiction, drama, mystery, action, adventure, and much more! With the ViaPath usage model, inmates are not owed any e-books upon their release.

ViaPath's e-reader app is designed specifically for the corrections market. The app was designed without any external links or ads for additional security. ViaPath controls the app development, and there are no backdoor routes to tablet settings or profile setting fields that could be used to pass unsecure messages to other inmates. ViaPath will continue to update and improve the app experience based on inmate and facility feedback.

2.1.8.6. Games;

ViaPath has read, understands, and will comply.

ViaPath's games are offered specifically to keep inmates entertained and occupied. All games are non-violent and thoroughly tested to ensure that they are not only appropriate for inmates and fun to play, but that they also adhere to ViaPath's strict security policies regarding app development.

Our games are specifically chosen for the corrections market. With security in mind, the games do not include external links.

2.1.8.7. News;

ViaPath has read, understands, and will comply.

ViaPath provides access in several categories:

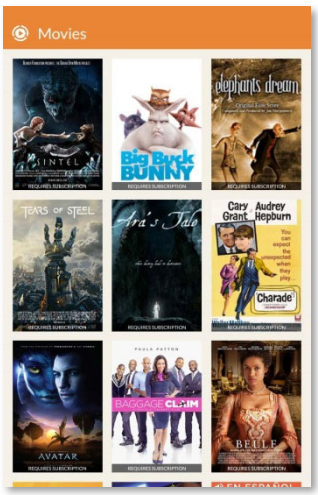
- ***News- News feeds such as ABC News and CNN***
- ***Sports–news, analysis, and commentary about favorite sports, teams, and leagues such as ESPN, FIFA, Fox Sports, and more***

2.1.8.8. Movies;

ViaPath has read, understands, and will comply.

Multi-Media Applications

ViaPath's Movies/Video On-Demand App is a custom application designed specifically for the corrections market. The app delivers secure inmate access to movies and television shows, including more than 200 approved titles, which are updated throughout the year. The app is designed with security as a top priority. While inmates can watch movies and television shows, the app is locked down, preventing inmates from navigating to unwanted websites. Features include:



- ***More than 200 popular commercial-free titles***
- ***More than 500 movie subtitle tracks available in English, Spanish, French, Chinese, and Korean***
- ***Select titles with Spanish audio***
- ***Netflix-like user experience***
- ***No commercials***
- ***R-Rated content edited to be "Airplane-appropriate"***
- ***Content stored locally to eliminate external bandwidth concerns***
- ***Catalog refreshed regularly (partial library rotation occurs every 90-120 days)***

Inmates can purchase access to the Movies App through the ViaPath tablet usage model.

2.1.8.9. Podcasts;

ViaPath has read, understands, and will comply.

Custom-built and easy to use, ViaPath's Podcast App provides inmates access to NPR's Podcast network. Inmates can search for podcasts based on genres like music, business, technology, film, and more. Inmates can save podcasts to a favorites list for quick and easy access. With one low-cost subscription, the Podcast App provides inmates unlimited audio entertainment while they are in your custody.

ViaPath's Podcast App is custom-built for the corrections market. With security in mind, the app has NO external links or visual ads.

Podcasts App Features

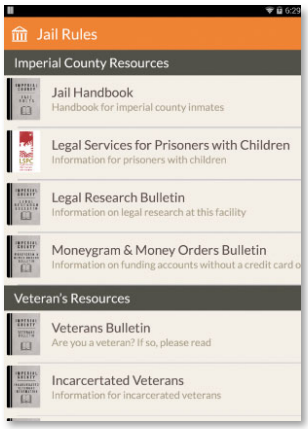
Inmates can:

- ***Search for podcasts based on genre***
- ***Play favorite podcasts on tablet***
- ***Create a Favorites List for quick and easy access***

2.1.8.10. PDF Document Viewing;

ViaPath has read, understands, and will comply.

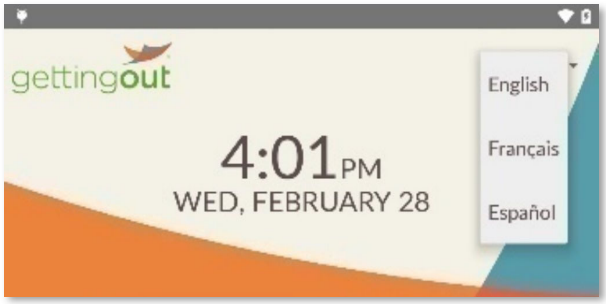
Documents and Facility Info



The Document App provides DOC a way to organize and digitally distribute facility documents to inmates. DOC can easily upload an unlimited number of PDF files to the Document App. Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications, as well as educational information (such as PDF books) through our easy-to-use interface. Files can be organized using naming conventions and a choice of numerous icons to help the inmate find what they need.

2.1.8.11. Translation from English to other languages;

ViaPath has read, understands, and will comply.



The ViaPath application environment (both kiosk and wireless tablet) provides the ability for inmates to select the language of choice for use on the device and within select applications. Inmates select their language at login. Since our devices use native Android support, any Android-supported app supports the selected language. Most of our current native apps support the language translations, including

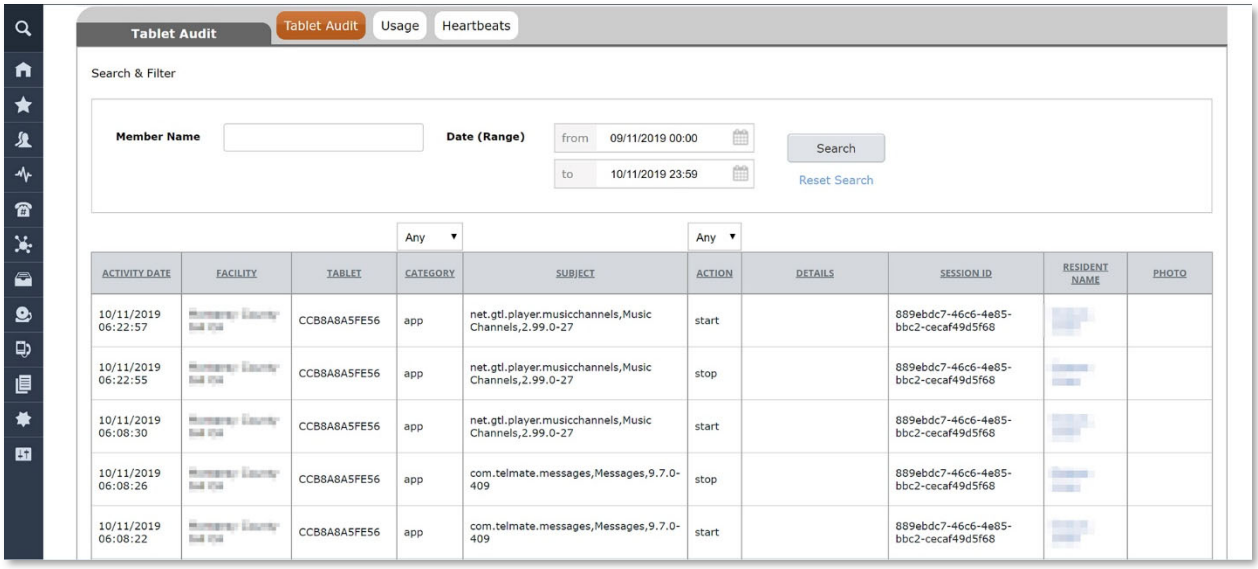
the base user screen, phone dialer, messaging app, inmate request app, and inmate grievance app.

Languages that are currently supported are English, Spanish and French Canadian. Additional languages can be provided by ViaPath if required.

2.1.8.12. Inmate management tools (e.g., capability for DOC staff to conduct inmate counts);

ViaPath has read, understands, and will comply.

ViaPath's application management framework is equipped with an audits feature that will track inmate usage of the kiosk/tablets.



The system also keeps a record of all inmates authorized for usage of the kiosks/tablets and the conditions upon which they can be used (e.g., housing unit location). Status of individual inmates can be pulled up through the Command interface.

2.1.8.13. Religious Content;

ViaPath has read, understands, and will comply.

Religious Content in the CORE education and life skills package described in response to section 2.1.1 includes:

- ***Topics in Islam***
- ***Topics in Judaism (Dozens of providers, 100+ courses)***
- ***Topics in Christianity (50+ providers, 500+ of courses)***
- ***Topics in Mormonism (Dozens of providers, 250+ courses)***

2.1.8.14. Court Appointments/Hearings Video Conferencing; and

ViaPath has read, understands, and will comply.

ViaPath's will leverage our Visitation Scheduling Management's professional** registration **features to allow for private remote communication between inmates and Courts professionals such as judges and attorneys. The VSM allows for Agency staff to easily establish a professional relationship of the Courts personnel to the inmate. In this application, the Court Appointments/Hearings conferences are provided enhanced visitation rules such as:

- ***The sessions can optionally be exempted from having visits monitored and recorded (e.g., attorney/client); the system will then automatically encrypt those video visits to ensure privacy. Or the visit can be recorded for public record.***
- ***No limit on visits per week.***
- ***Different or multiple visitation lengths offered.***
- ***Option for no charge for these visits.***

Agency staff has complete control over registration of Court personnel for professional visits with an inmate. Optionally, staff can configure the registration page to ask questions that are relevant to Court professional status.

Visits scheduled for Court sessions will default to a professional visit. Whenever a Court visitor logs on to the scheduling website, the account information will be proceeded by "Professional Account".

2.1.8.15. Agency provided content to work with agency direct.

ViaPath has read, understands, and will comply.

ViaPath offers multiple mediums for Agency provided content to be supplied to inmates.

- ***As described in Section 2.1.1, ViaPath's LMS enables either existing Agency course content to be loaded or the Agency to create new content resident on the LMS (using the Create-a-Course feature)***
- ***The Documents app on the kiosk and tablet allows for loading of Agency content of multiple media including static documents (e.g., Facility Handbook) or video (e.g., Orientation Video). Inmate acknowledgement can be required for inmates to access further activities on the tablet.***
- ***ViaPath can import existing Agency grievance and request forms/templates into the Grievances and Requests apps.***

2.1.9. DOC should have the ability to customize applications available in accordance with the agency's regulations and operating procedures.

ViaPath has read, understands, and will comply.

2.2 KIOSK HARDWARE

2.2.1. Turnkey Kiosks - all hardware and software necessary to provide any related services the vendor provides. Should include locked down operating systems, security patches, remote monitoring and software upgrade, network security, application hosting on dedicated cloud services and secure data center.

ViaPath has read, understands, and will comply.

ViaPath is offering three kiosk options that meet three very different operational needs. The first is the in-pod ViaPath Flex kiosk for inmate services, the second is the lobby kiosk for outside parties to make deposits and payments for inmates and the third is the intake kiosk for cash and coin held by an inmate at the time of their booking.

ViaPath will provide the DOC with our latest, secure, state-of-the-art turnkey kiosk solution, which includes all the required hardware, wiring, infrastructure, software, and applications. An advantage of ViaPath's kiosk system is that it shares a common software application environment with our Inspire wireless tablet solution. Therefore, applications can be used seamlessly between the kiosk and tablet devices, subject to facility controls.

The ViaPath Flex® kiosks were designed exclusively for the corrections environment. ViaPath offers to the DOC our state-of-the-art Flex kiosk solution. The full-service Flex kiosk bundles a variety of applications into one secure and hardened unit. In addition, the Flex Multi-Service Kiosks can be utilized as video visitation kiosks for use with our optional video visitation application solution.

ViaPath's kiosk is designed for the rigors of the correctional environment and for easy deployment of future applications. The ViaPath Flex kiosk uses a hardened touch screen within a stainless-steel enclosure. This fully integrated self-service touch screen kiosk offers secure, interactive services to the DOC facility inmates. Our Flex kiosks are custom-built by ViaPath with a secure operating system. ViaPath builds our kiosks from the ground up blending our custom-built OS with secure, durable hardware.

The ViaPath Flex kiosk is designed for growth as the DOC may want to expand in the device's functionality in the future. With security as a top priority, inmates have no access to the internet or other restricted information and systems.

Flex Hardware

ViaPath's Flex Multi-Service Kiosk is our latest technology in replacing antiquated pay phone service allowing for unlimited expansion of services to inmates while helping the

DOC streamline otherwise inefficient clerical processes. The 15-inch touchscreen kiosk platform can allow the DOC to add new products and services for inmates and staff over time. With ViaPath's multi-layered security design, Inmates have no access to the internet or other restricted information and systems.

Our Flex Multi-Service Kiosk enclosures have the following characteristics:

ViaPath' s Flex Multi-Service Kiosk offers:

- ***ViaPath custom built secure Android OS***
- ***Power and data over standard Cat5+ cable (PoE)***
- ***Remote reboot and diagnostic tools***
- ***Custom stainless-steel enclosure***
- ***15.6" Hi-res Multi-touch capacitive screen***
- ***1920 x 1080 Display***
- ***2GB RAM, 32GB ROM Memory***
- ***High resolution 8MP front facing camera***
- ***Hardened handset and armored lanyard***

ViaPath's patent-pending design allows the kiosk to fit in the same footprint and on the same mounting brackets as inmate phones. Like inmate phones, ViaPath's Flex Multi-Service Kiosk enclosure can be mounted to pedestals and other inmate phone hardware should future hardware expansion be needed and/or required. What's more, with the Flex Kiosk integrated handset and software, inmate phones can be easily swapped out for Flex Multi-Service Kiosk enclosures without the need for alterations to the facility structure.

With limited wall space and infrastructure considerations, the Flex Kiosk's unique design and dramatically smaller footprint allows for future expansion without compromising the facility infrastructure and aesthetics.

Feature	*Flex Kiosk*
Enclosure	Custom stainless-steel external housing
Operating System	Proprietary ViaPath OS built on Android
CPU	Octa Core 1.5GHz
Display Resolution	1920 x 1080 megapixels
RAM	2 GB DDR3
ROM	32 GB EMMC Flash

Touchscreen	15.6” TFT/Capacitive multipoint
Camera	8.0 megapixel
Audio	3.5mm Audio jack; 1 x 1W Speaker
Dimensions	13" (h) x 16.5" (w) x 10" (d)
Power and Data Connection	Power over Ethernet Type 2 (PoE+) support
Audio Formats	AAC, AMR, APE, FLAC, MP2, MP3, OGG, and WAV
Video Formats	3GP, AVI, MOV, MP4, MKV, FLV
Image Formats	JPG, BMP, PNG
Handset	Single or Dual with 24-inch hardened cable
Weight	30 pounds

Security

The administrative interface allows the DOC facility staff to manage applications through whitelisted (allowed) and blacklisted (restricted) sites at the global level and the facility level. This allows a greater amount of flexibility for the preferences of the allowed content on the Flex kiosk. Changes to the whitelisted and blacklisted sites can be made in real time and are quickly adopted by the ViaPath Secure Network.

A two-step authorization is required for offender login on the Flex kiosk. The login credentials would include the 8-digit Personal Identification Number and an additional security PIN that the incarcerated individual must create before the system can be used. Each time the incarcerated individual logs into the kiosk, they must enter both the PIN and the security PIN to prevent unauthorized use of their profile.

Operating System Security

Each of our kiosks runs a ViaPath custom version of Android Operating System (ROM). Inmates cannot reset the Flex devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control).

The operating system on our Flex kiosk is designed to use the camera for security only. By design the inmate is not able to access the camera for picture taking or recording. Photos are taken at login and for audit purposes only and can only be reviewed by facility staff with specific permissions.

Firmware Security

ViaPath wrote and has full control over the firmware and source codes that appear on our kiosk. Tablets are connected online through our secure network infrastructure. If security vulnerabilities are detected, updates occur immediately, eliminating the need for offline synchronization, a common business practice among our competitors.

2.2.1.1. Kiosk should contain a touch screen; however, a durable security centered keyboard will also be considered especially supporting disabled inmates who could not access the kiosks.

ViaPath has read, understands, and will comply.

Our Flex Multi Service Kiosks use a 15' touchscreen protected by chemically strengthened bonded glass. Our kiosk's software includes multiple Accessibility feature for disabled inmates; these are described in detail in response to 2.2.9.6

ViaPath's wireless tablet hardware and OS are purpose-built to excel in the environment for which they were built: corrections.

2.2.2. Deposit Kiosks

2.2.2.1. Kiosk should accept incoming inmate deposits from outside parties to include credit cards and cash.

ViaPath has read, understands, and will comply.

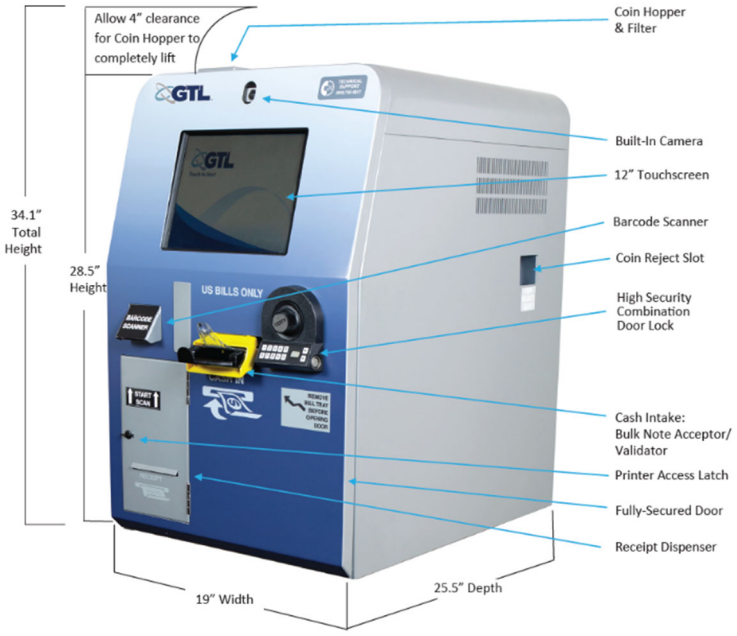
Our intake kiosk accepts, and counts, up to 30 bills and up to 300 coins at a time. Bulk bill and coin processing is unique to our Intake Kiosk. While our competitor's kiosks only process one coin and one bill at a time.

Our Lobby Deposit Kiosk provides a variety of methods through which funds including commissary accounts, inmate trust accounts, and prepaid telephone accounts may be deposited. Our Lobby Deposit Kiosk will accept cash, as well as Visa and MasterCard credit or debit cards. Transactions are made in real time and operating the kiosk is as simple as using an ATM. With easy-to-follow step-by-step instructions, deposits to inmate accounts can be made in minutes.

ViaPath's Financial Services Lobby Kiosk is built with a rugged, all metal design, an impact-resistant touchscreen, and fully secured door to withstand high-traffic environments and rigorous use.

All payment transactions are made through TouchPay Holdings, LLC d/b/a ViaPath Financial Services, a licensed money transmitter and wholly owned subsidiary of ViaPath

We are proposing our Intake and Booking Kiosk as well as our Lobby Kiosk. Our Intake and Booking Kiosk automates the counting, processing, and depositing of an arrestee's cash bills and coins in DOC facility intake and booking areas. Funds collected are deposited to the inmate's trust fund, available for commissary purchases during the inmate's incarceration.



The ViaPath Financial Services Intake Kiosk was specifically designed to replace manual, time-consuming currency processing, and cash-management activities. It can simultaneously count and process U.S. cash bills and coins, thus reducing the time, labor, and expense of manually processing cash during booking. The kiosk's rugged design is built with advanced technology to withstand the rigorous booking environment.

2.2.2.2. The vendor to detail how it will track deposits on the kiosks and provide pick-up services to process onto the inmates' accounts.

ViaPath has read, understands, and will comply.

Upon each deposit, kiosk automatically records transaction information locally as well as transmitting to central location. Transactions, that are in question, can be tracked by technician via remote access into the kiosk and then querying the data base. ViaPath couriers service the kiosk based on an established scheduled which is based on previous deposit history/volume. Each Kiosk is equipped with Bill Monitoring feature; in the event the kiosk nears capacity early than expected, Bill Monitoring feature will alarm service center ViaPath will request a service technician be dispatched outside of the regularly scheduled service calls.

Each business day funds are transferred via ACH from ViaPath's Concentration Bank Account to the appropriate the DOC account(s).

2.2.2.3. Kiosk may allow outside parties and/or inmates to post payments towards court-ordered fees and/or fines.

ViaPath has read, understands, and will comply.

Our Lobby Kiosk will allow for court-ordered payments including fees, fines, and restitution to be posted by outside parties and/or former inmates (parolees).

2.2.3. The vendor shall provide its application(s) that will run on a hosted or cloud-based operating system, per DOC requirements, that is capable of being upgraded at no cost to the DOC.

ViaPath has read, understands, and will comply.

ViaPath's kiosk/tablet solution is a hosted, cloud-based system. All upgrades are provided at no cost to the DOC.

2.2.4. Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

ViaPath has read, understands, and will comply.

ViaPath works with our Flex Kiosk and tablet device vendors to procure the hardware for our correction industry customers and with this we offer a custom version of the Android Operating System (OS). The custom OS we offer is constrained by the processor that will function with our device. This constraint will only allow us to upgrade the OS within the boundaries of the security and safety required for our industry which is not aligned with publicly available kernels. With that, ViaPath will provide that latest version of our custom OS available as updates become available.

2.2.5. The vendor must provide following technical support services for all hardware equipment and software for services provided including, but not limited to:

2.2.5.1. Updates and upgrades;
2.2.5.2. Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, and/or workarounds.
2.2.5.3. All upgrades, bug fixes, enhancements to the software and/or hardware shall receive prior approval by the authorized DOC staff, if required by the DOC.

ViaPath has read, understands, and will comply with sections 2.2.5.1 – 2.2.5.3.

ViaPath will provide technical support for ViaPath's hardware and services to include updates, upgrades, patches, service packs, hot fixes and/or workarounds. If required, ViaPath will work with DOC to establish the notification and approval process for relevant upgrades, bug fixes and enhancements. Prior approval of upgrades, bug fixes, and enhancements generally relates to software instances that are dedicated to the

agency or custom development for the agency and do not apply to global instances that are shared by all customers.

A. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

ViaPath has read, understands, and will comply.

ViaPath has an existing test environment for all software updates, upgrades, and patches to be thoroughly validated prior to deployment into the production environment. If requested, ViaPath will work with DOC staff to provide a test environment or other method to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

2.2.6. The vendor shall propose, provide, and describe their solution for change management. These must include at a minimum:
2.2.6.1. Version number;
2.2.6.2. Description of the change;
2.2.6.3. How the change was initiated (e.g. user or system support);
2.2.6.4. Person requesting the change;
2.2.6.5. Person responsible for the change; and
2.2.6.6. Date and time of the change.

ViaPath has read, understands, and will comply.

All approved software or hardware changes to the system operating environment are carefully planned and managed by ViaPath's Technology Team. We have clearly defined processes and regulatory steps to ensure that each change is compatible and in compliance with the contractual Agreement and requirements for system functionality.

ViaPath leverages Salesforce and JIRA (an agile development management system from Atlassian) to control change management. All Change Requests are managed through a combination of Salesforce and JIRA. In the case of a customer-requested change, the request is initiated through Sales Force by the Account Manager, which subsequently flows into JIRA for development estimation. If accepted, the development life cycle of the feature will be managed in JIRA. Internal product development is managed with JIRA. JIRA tracks all aspects of change management including versions, detailed description of change/enhancement, all personnel involved in the development, and time tags for each step of the change/enhancement. Any JIRA item will be assigned to a version release and documented as such.

ViaPath Internal Change Management Processes

Product Management	*PRODUCT MANAGEMENT will provide proper documentation on the business requirements needed for a requested change to PROJECT MANAGEMENT in a charter template.*
Rough Order of Magnitude (ROM)	*PROJECT MANAGEMENT works with the appropriate development groups to provide a ROM and high-level overview of the tasks that would need to be done.*
D1 Approval	*The Charter with the ROMA and high-level overview of tasks will be sent to the Executives of PRODUCT MANAGEMENT, DEVELOPMENT, SERVICES, and SECURITY to approve the charter. If a CUSTOMER approval is required, then this will be obtained by PRODUCT MANAGEMENT working with the appropriate ViaPath ACCOUNT EXECUTIVE who will work with the CUSTOMER.*
Design	*If approved, the SYSTEMS ARCHITECT performs the design work needed and passes onto the TEAM LEAD.*
Schedule	*The TEAM LEAD for the development groups constructs a schedule for the development piece and submits to the PROJECT MANAGER who will work with other groups (Quality Assurance, Operations Support Team, Network, Security) to construct their schedules for this project as well. PROJECT MANAGEMENT then manages the schedule with weekly, or as needed meetings with all stakeholders.*
Development	*TEAM LEAD manages the development resources while reporting back to PROJECT MANAGEMENT.*
Unit Testing/Integration	*Unit Testing/Integration testing is performed by the development team.*
Documentation	*Documentation is created that will show what is being modified, how to install, how to verify install, and how to roll-back if needed.*
Install Instructions	*TEAM LEAD will get with the installation group to go over all installation instructions to make sure that everyone understands what is being deployed and how to deploy it. Further, a meeting with the CUSTOMER will be held to discuss the installation, discuss impacts, if any, and to discuss mitigation strategy.*
Quality Assurance	*QA performs testing on the developed item.*
D3 Approval	*Once all development, testing, and any other network related item is ready, then the PROJECT MANAGER will host a D3 MEETING with all appropriate stakeholders to obtain the final approval to begin deployment. CUSTOMER approval will be obtained before deployment by the ViaPath's Account Executive for that customer before their deployment.*
Virtual Source Safe	*All Development documentation/code is put into a **Virtual Source Safe** to store our changes so that all code is properly secured.*
Deployment & Verification	*Customers will be notified of any deployment that will affect them and make sure that there are no issues before the deployment. Deployment could have a beta period using a beta customer. Verification plans will be created to verify the software was installed correctly and to verify the new software works as expected. A log is also kept of all deployments in our **Technology Change Management Log** so that one can determine what had been deployed on that day if there were issues to arise later.*

Among other things our Software Change Control Process involves:

- ***Management Approval: All changes must be approved by ViaPath management prior to being placed in the production environment.***
- ***Security Department Approval: Any changes to security elements (firewalls) or features that have the potential to impact security must be reviewed and approved by ViaPath's Security Department.***
- ***Impact Analysis: Identification of all features, applications, and processes related to the change that may impact functions available to system users.***
- ***Test Plan: Planned tests, specific to the change, to verify that the change accomplished does what it was supposed to do and does not adversely affect other system components.***
- ***Rollback Procedure: A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.***
- ***Test Environment: All software changes must be rigorously tested on the quality assurance test network isolated from the production network.***

2.2.7. Hardware Requirements

2.2.7.1. Vendor must describe the capability for the development of future applications and implementing these applications on the proposed hardware configuration.

ViaPath has read, understands, and will comply.

ViaPath applies modern, best software development practices, to bring to market reliable and scalable software solutions. These practices take the form of a reproducible process that covers all stages of the software life cycle. The result is a commercial, off the shelf (COTS) product that is flexible enough to be applied to a wide variety of installations with little or no customization required.

Requirements

ViaPath receives new software requirements for the application suite from several sources: Contractual obligations from new accounts, and Internal market and technology research and analysis. This means that new customers, existing customers, and ViaPath itself help to drive the functional and technological direction of the products. The requirements stage of the software lifecycle consists of requirements analysis and requirements specification with the result being a specification document that captures the nature of the new functionality. The specification document describes all the necessary information regarding what the new system or functionality must do and the constraints that it must operate under.

Analysis

Requirements analysis takes several forms depending on the source of the new requirements. In keeping with ViaPath's Mission to provide customers with defect-free, user-friendly software, we follow a proven approach to the design of our software applications; thus, involving our Interaction Designers early and often. ViaPath makes a lifetime commitment to its users, continually enhancing the software based upon feedback gathered during field visits and internal Subject Matter Expert reviews, thereby offering criminal-justice facilities the latest in technology and innovation.

A discussion of the three main sources of new requirements suffices to describe the process that ViaPath employs when gathering requirements.

New Accounts and Change Orders

New accounts generate requirements that are traced to a contractual obligation. Additional requirements to a contract may be introduced through the change order process and may or may not involve additional costs based on the scope and complexity of the change. Because these requirements are derived from a contract and represent a legal obligation on the part of ViaPath, these types of requirements are approached in the most formal manner. Development for a new account maybe takes the form of a new software module or customization to an existing product. The general nature of the requirements is defined during contract negotiations. The first task of new development after contract signing or execution of a change order is formal specification of new software modules or customizations that have been agreed to by ViaPath and the client.

A project manager is assigned and becomes the liaison between the client and ViaPath responsible for analysis and delivery of the specification document. One or more subject matter experts from ViaPath and one or more subject matter experts from the client in analyzing the new requirements assist the project manager. ViaPath provides both technical and functional subject matter experts. ViaPath can provide functional subject matter experts due to building staff from the ranks of former correctional officers, police officers, probation/parole officers, and officers of the court. In addition, ViaPath has nearly 20 years of software development dedicated to the corrections arena. Through a combination of onsite visits, conference calls, and technical exchange meetings, a draft specification is developed. The specification is then reviewed and refined in an iterative manner until both the client and ViaPath are satisfied that the requirements have been captured and described to a level of granularity that is sufficient to proceed with development.

Internal Requirements

ViaPath invests a great deal of time performing market analysis and maintaining an awareness of emerging technologies that may be applicable to corrections arena. When new opportunities are identified for product improvement through awareness of either technology or the market, a combination of analysis techniques are applied including brainstorming, prototyping, and modeling. The result of analysis for internal requirements is typically an informal written specification and/or a working prototype or demonstration of concept. During the Analysis Phase of the process, our Interface

Designers are primarily concerned with understanding: 1) who our users are, 2) the tasks that they will be performing, and 3) what expectations they have for the system. This information is gathered through performing the following tasks and utilizing tools such as TaskArchitect:

- ***Observing users at work***
- ***Interviewing users***
- ***Creating Workflow documents***
- ***List major tasks***
- ***List subtasks***
- ***Identify order***

Specification

As discussed in the above section, a specification is always developed to capture the nature and function of new software requirements. The source of the new requirements determines the degree of formality associated with the artifacts created to capture the requirements. Contractual obligations are captured in a formal specification that allows both the client and ViaPath a very clear understanding of the scope of the requirements, external interfaces, performance expectations, and how completion is measured. This information is captured in a Requirements Document, and subsequently added to the project plan to include resource allocation, milestones, and associated completion dates.

Design

After the requirements phase of the software lifecycle is complete, the Software Requirement Specifications (SRS) is turned over to software engineering for design and implementation. There are two basic design activities that take place during the Design phase: 1) Data design and 2) Software design. Also, during the design phase, the following activities take place:

- ***Brain-storming sessions to discuss design possibilities***
- ***Prototype creation based on requirements***
- ***Prototype reviews with end-users, and internal SMEs to ensure that the requirements have been captured accurately and perform initial usability testing***

Specification

All design is recorded formally using the Functional Specification Document (FSD) which:

- ***Describes interaction pathways through the product***
- ***Describes all screen elements***
- ***Describes behaviors***

- ***Demonstrates visual design***

Implementation

After the software and data models have been reviewed and approved, a software team is assigned the task of implementing the new modules and/or requirements. The software team consists of a chief engineer responsible for the overall task and the appropriate number of support engineers for the size of the task. The chief engineer is the team leader responsible for tasking the support engineers, monitoring the progress of implementation, conducting code reviews, and integrating all modules into the core system. Periodically during the implementation phase of the lifecycle, the engineering team is required to present formal reviews of the product including an evolution of the data or software models as well as spot code reviews to the developer managers. This series of peer reviews is used to validate and verify that the implementation is traced to the requirements as well as ensure the quality of the code being produced.

2.2.7.2. Vendors to describe in detail the ability to provide the electrical equipment to operate on a regular 120 volt, 60 hertz, AC power and be "UL" or equivalently listed and be certified by a Nationally Recognized Testing Laboratory to be compliant with the FCC regulations.

ViaPath has read, understands, and will comply.

This applies to the Lobby Deposit kiosk and the Intake/Booking kiosk; these devices are UL tested and use 120 V 60Hz AC power. Our Flex unit kiosks are powered by Power over Ethernet (PoE).

2.2.7.3. Kiosks to support communications via:

A. Cable;
B. Fiber;
C. Wireless; and
D. Other.

ViaPath has read, understands, and will comply.

Communications for the Lobby Deposit kiosk and the Intake/Booking kiosk are accomplished with standard Cat 5/6 Ethernet. In-Pod Flex kiosks generally make use of standard Cat 5/6 Ethernet as well, although an option for a wireless kiosk (essentially a locked-down wireless tablet) is available should it be needed.

2.2.7.4. Kiosks may or may not connect to DOC network infrastructure. Vendor to detail plans to support their proposal both ways.

ViaPath has read, understands, and will comply.

As to maximize the security of both our network and the Customer's, ViaPath recommends that our applications be provided on a separate, dedicated network provided and maintained by ViaPath. ViaPath recognizes that some interfaces to the Customer IT infrastructure is required (e.g., integration to JMS and Commissary systems).

Should there be a necessity to use elements of the Customer's IT infrastructure (e.g., customer wireless access points), ViaPath recommends VLAN segmentation and firewall deployment to strictly control the information allowed between networks. ViaPath will work with Customer IT personnel in implementation of such an arrangement.

2.2.7.5. Vendor must allow for the kiosks to be data linked within a facility, and best case to be linked throughout the DOC.

ViaPath has read, understands, and will comply.

ViaPath's Lobby Deposit kiosks are all interconnected to a central control and monitoring system that allows authorized users to access all kiosks within a facility and also DOC-wide.

2.2.8. Kiosk Enclosure

2.2.8.1. The vendor shall provide a kiosk design to be of standalone style for inside/outside locations. The kiosk enclosure/housing needs to be self-contained, rugged and secure. There shall be no crevices that can enable inmates to damage or spill into the enclosure and damage the kiosk.

- **A. Outside kiosks will be located outside and able to withstand extreme weather elements (e.g., rain, snow, wind, sun, etc.). Kiosks should withstand temperatures from -20 to 120 degrees Fahrenheit, and up to 100% humidity.**
- **B. This requirement is not mandatory and will be determined by the type of kiosk proposed. If there are no enclosures, vendors are to explain in detail the plan for mounting and securing the hardware.**

ViaPath has read, understands, and will comply.

ViaPath has experienced no equipment failure or performance degradation due to environmental conditions in any correctional deployment. This includes multi-year deployments in environments where extreme temperature and humidity are encountered (e.g., Florida, Texas, Minnesota, and Vermont). Our system has demonstrated ability to successfully function in typical correctional environment temperatures and humidity. ViaPath's kiosk enclosures are self-contained, rugged and secure. Components are custom fitted so inmates should not be able to spill into the enclosure and damage the kiosk.

2.2.8.2. Kiosk enclosures may have, but not limited to, the following:

A. Heavy duty locking mechanisms, hinges, door mechanisms capable of resisting inmate tampering and vandalism. Hardware must be contained in the kiosk enclosure.

ViaPath has read, understands, and will comply.

2.2.8.3. Kiosks shall have floor and/or wall anchors. The vendor shall ensure that each kiosk can be easily unsecured from the floor or the wall by personnel authorized by the DOC.

ViaPath has read, understands, and will comply.

2.2.8.4. The kiosk enclosure must be of a neutral color and easily cleaned.

ViaPath has read, understands, and will comply.

2.2.8.5. When applicable, and if required by the agency, the vendor must ensure that all openings are secured with detectors where entry might be forced. Kiosk alarms must be:

A. Manually set to ring for a period of time with shrill alarm;

ViaPath has read, understands, and will comply.

ViaPath's lobby kiosks can be equipped with detectors that notify our technicians that kiosk door is opened, either by force or by improper closure, by the Courier, at the time of secluded service. The alarm will continue to signal till the door is properly closed. There are several sensors/switches located along the kiosk door as well as the cash vault that ensures effective notification/alarming. Upon request from the client/facility ViaPath will deliver the requested lobby alarm technology. It should be noted that ViaPath 100% guarantees all deposits made in our kiosks from loss.

The Flex offender kiosks are a self-contained integrated tablet device that cannot be forced open, so no alarming is necessary.

B. Capable of activation and deactivation at a remote location designated by the State DOC and proven not to provide false signaling regarding remote alarm.

ViaPath has read, understands, and will comply.

ViaPath has the remote access capability into the kiosks and can activate and deactivate the entire unit or specific function on the kiosk such as printer or touch screen. Based on the positioning of sensors/switches installed on the kiosk false signals, pertaining to the remote alarm, are extremely rare.

C. When necessary, the vendor shall include battery replacement when required.

ViaPath has read, understands, and will comply.

ViaPath Lobby and Intake kiosk come equipped with battery back-up and will replace as needed.

2.2.8.6. Kiosks shall have sealed opening(s) for power and phone lines as needed.

ViaPath has read, understands, and will comply.

2.2.9. Kiosk Monitors

2.2.9.1. Kiosk monitors must be Energy Star Compliant ~~with a minimum level of EPEAT Bronze~~, having an associated graphics control board with video drivers.

ViaPath has read, understands, and will comply. EPEAT Bronze requirement deleted per Question #103 of the Response to Vendor Questions received 1/21/2022.

Note that the Flex offender kiosks are a self-contained integrated Android-based tablet device that does not include a graphics control board.

2.2.9.2. Kiosks shall have a touch screen video display monitor (if DOC required) capable of displaying digitized photographs, graphics, and videos, etc.

ViaPath has read, understands, and will comply.

Each of our ViaPath kiosks has touchscreen video display monitor capable of displaying digitized photographs, graphics, videos, etc.

2.2.9.3. Touch screen monitor must be secure, safe and capable of withstanding heavy usage in a correctional environment. It must be scratch resistant. Vendor must provide any special care required to keep the screen clean

and prolong the viewing and usage life expectancy.

ViaPath has read, understands, and will comply.

The Flex® kiosk comes standard with a chemically bonded and scratch/shatter-resistant, tempered glass touchscreen covered by an anti-glare protector which provides protection against screen breakage. The Flex kiosk screen is encased in a 14-gauge stainless-steel enclosure with security bit screws for additional safety and protection from damage. Because the touchscreen is completely encased, the Flex kiosk is protected from being damaged by liquids.

The Lobby [and Intake if applicable] kiosks are built with scratch/shatter-resistant, tempered glass. The kiosks are constructed of steel to withstand the everyday challenges of correctional environment. The kiosks' touchscreens are calibrated on as needed basis, approximately every 6 to 8 months depending on the volume of transactions. Upon removal of the funds from the cash box, ViaPath couriers follow a cleaning process of the kiosk touch screens.

2.2.9.4. Touch screen monitor shall not be of the "overlay" or "membrane" type. If a "surface acoustic" or "capacitive" technology is not utilized, the vendor must provide an explanation of why another technology is being proposed.

ViaPath has read, understands, and will comply.

ViaPath touchscreens use capacitive multipoint technology.

2.2.9.5. Describe the monitors privacy attributes to reduce the ability for others to read the kiosk screen when viewed from the side.

ViaPath has read, understands, and will comply.

Touch screen monitors on kiosks will reduce the ability to read the kiosk screen when viewed from the side to prevent others from viewing displayed information. If there are kiosks that require additional privacy to prevent viewing from the side, ViaPath has the capability to also offer privacy screen filters.

2.2.9.6. Describe proposed solutions for offenders with disabilities that could be accommodated by kiosks or tablets (e.g., large print options, text reader options for the blind, and assistive key-stroke functionality for paralyzed offenders).

ViaPath has read, understands, and will comply.

ViaPath's lobby kiosks provide for unobstructed wheelchair accessibility with a maximum highest access point requiring user interaction within the ADA requirements. The reach depth of the touch screen is within the 10-inch ADA requirement. There are no peripherals that are below 15 inches from the finished floor. There are no audio issues for the hearing impaired. For the visually impaired, ViaPath offers an interactive IVR system that provides the same deposit functionality as our lobby kiosks.

Inmate Kiosk Accessibility Features

ViaPath is leading the industry in ADA compliant, accessible kiosks and tablets. Working together with Android Accessibility Suite tools, our kiosks and tablets allow inmates with a variety of impairments to make full use of our apps and features by utilizing tools such as the screen reader, magnification gestures, captions and subtitles, and color correction for color blindness, to name a few. Also being developed is speech-to-text transcribe capability. By striving to adhere to WCAG 2.0 guidelines, our kiosks offer a highly usable communication, multimedia, and educational experience for all inmates.

Accessibility Feature	Description	Details
Screen Reader	*Provides spoken feedback so you can use your device without looking at the screen. Especially helpful for people who are blind or have low vision.*	*Swipe left/right to move between items.* *Drag two fingers at once to scroll.* *Double tap to activate/select the item you're currently on.*
Select to Speak	*Tap on a specific item on your screen to hear it read aloud.*	*Drag your finger across the screen to select multiple items.* *Tap Play button to hear everything on the screen.*
Text-to Speech Output	*Set Language – ex: Spanish will read aloud in a native Spanish voice with correct inflections/accent*	*Speech Rate – slider to change speed of speech.* *Pitch – slider to adjust high or low.*
Speech-to-Text (when generally available)	*Inmates can have speech transcribed to text for text apps (e.g., Requests/Grievances).* *Hearing impaired inmates can read spoken language in text form*	*Sight impaired users can use the Live Transcribe feature to speak into the tablet microphone and have the speech transcribed (speech-to-text) to be used for textual-based communication on the tablet.*
Font Size	*Makes text on screen larger or smaller.*	*Slider with 4 settings.*
Display Size	*Makes the items on your screen smaller or larger. Some apps may change position. Slider with 3 sizes.*	*Slider with 3 sizes.*
Magnification	*Two options to toggle on – magnify with triple tap or magnify with button*	*Triple tap = quickly tap the screen 3 times, drag two fingers to scroll, pinch 2 or more fingers to adjust zoom.* *Tap the accessibility button and then tap and hold anywhere on the screen. Lift finger to zoom out.*
Color Correction	*Toggle on or off to correct for color blindness.*	*Can choose between Deuteranomaly (red-green), Protanomaly (red-green), or Tritanomaly (blue-yellow).*
Color Inversion	*Toggle on/off. Changes light colors dark and dark colors lighter.*	

Remove Animations	*Toggle on/off to remove animations that may be distracting for those with attention or cognitive disabilities*	
Captions	*Toggle on/off – displays captions on any audio content.*	*Set Language. Defaults to device language* *Adjust text size – Very small, Small, Normal, Large, Very Large.* *Caption Style - white on black, black on white, yellow on black, yellow on blue, custom (opens extra options to set font, text color, opacity, etc.).*

2.3 KIOSK TECHNICAL ENVIRONMENT

2.3.1. Kiosk Configuration

2.3.1.1. Vendor shall ensure kiosks are maintained on the most current version of the vendor's operating system, with no more than two versions at any one time across all kiosks.

ViaPath has read, understands, and will comply.

ViaPath will provide system upgrades for the life of the contract. We believe it is important for our customers to always run the most current version of our system, with all security and investigative features included.

2.3.1.2. Vendor shall provide a method of insuring inmate ID security. Methods may include fingerprint scan or other biometric possibilities, ID card scanning (magnetic or barcode), and/or voice options.

ViaPath has read, understands, and will comply.

Inmates must login to use a Flex kiosk, including the use of PIN unique to the inmate which is validated prior to allowing access to the kiosk. Our Flex kiosks feature a built-in camera. The inmate's photo is taken at the beginning of the session to verify their identity during entry of their PIN.

The Intake Kiosk includes a barcode scanner that Automates inmate identification and eliminates manual entry and identification errors.

The Lobby Kiosk includes a barcode scanner that can read barcodes from approved identification such as driver's license. The kiosk includes a camera that takes a photo of the person accessing the kiosk at every use.

2.3.1.3. Pictures, artist renderings or technical drawings of the proposed kiosk

design shall be included with the proposal.

ViaPath has read, understands, and will comply.

Please refer to response 1.4.1 for images of our proposed kiosks.

2.3.1.4. Kiosks shall comply with the most up-to-date ADA standards for accessible design to ensure ease of access for individuals with disabilities.

ViaPath has read, understands, and will comply.

Public Kiosk Accessibility Features

ViaPath's kiosks meet all ADA requirements for accessible design. The kiosks operate through large sensitive touch areas on the touchscreens to complete the steps of the payment process, graphics are easily read by people with limited vision, and there are no flashing elements that could trigger optical disturbances. To be accessible to users with physical disabilities, the interactive touchscreen complies with the height requirements of the ADA.

ViaPath's lobby kiosks provide for unobstructed wheelchair accessibility with a maximum highest access point requiring user interaction within the ADA requirements. The reach depth of the touch screen is within the 10-inch ADA requirement. There are no peripherals that are below 15 inches from the finished floor. There are no audio issues for the hearing impaired. For the visually impaired, ViaPath offers an interactive IVR system that provides the same deposit functionality as our lobby kiosks.

Inmate Kiosk Accessibility Features

ViaPath is leading the industry in ADA compliant, accessible kiosks and tablets. Working together with Android Accessibility Suite tools, our kiosks and tablets allow inmates with a variety of impairments to make full use of our apps and features by utilizing tools such as the screen reader, magnification gestures, captions and subtitles, and color correction for color blindness, to name a few. Also being developed is speech-to-text transcribe capability. By striving to adhere to WCAG 2.0 guidelines, our kiosks offer a highly usable communication, multimedia, and educational experience for all inmates.

Accessibility Feature	Description	Details
Screen Reader	*Provides spoken feedback so you can use your device without looking at the screen. Especially helpful for people who are blind or have low vision.*	*Swipe left/right to move between items.* *Drag two fingers at once to scroll.* *Double tap to activate/select the item you're currently on.*
Select to Speak	*Tap on a specific item on your screen to hear it read aloud.*	*Drag your finger across the screen to select multiple items.* *Tap Play button to hear everything on the screen.*

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Display Size	*Makes the items on your screen smaller or larger. Some apps may change position. Slider with 3 sizes.*	*Slider with 3 sizes.*
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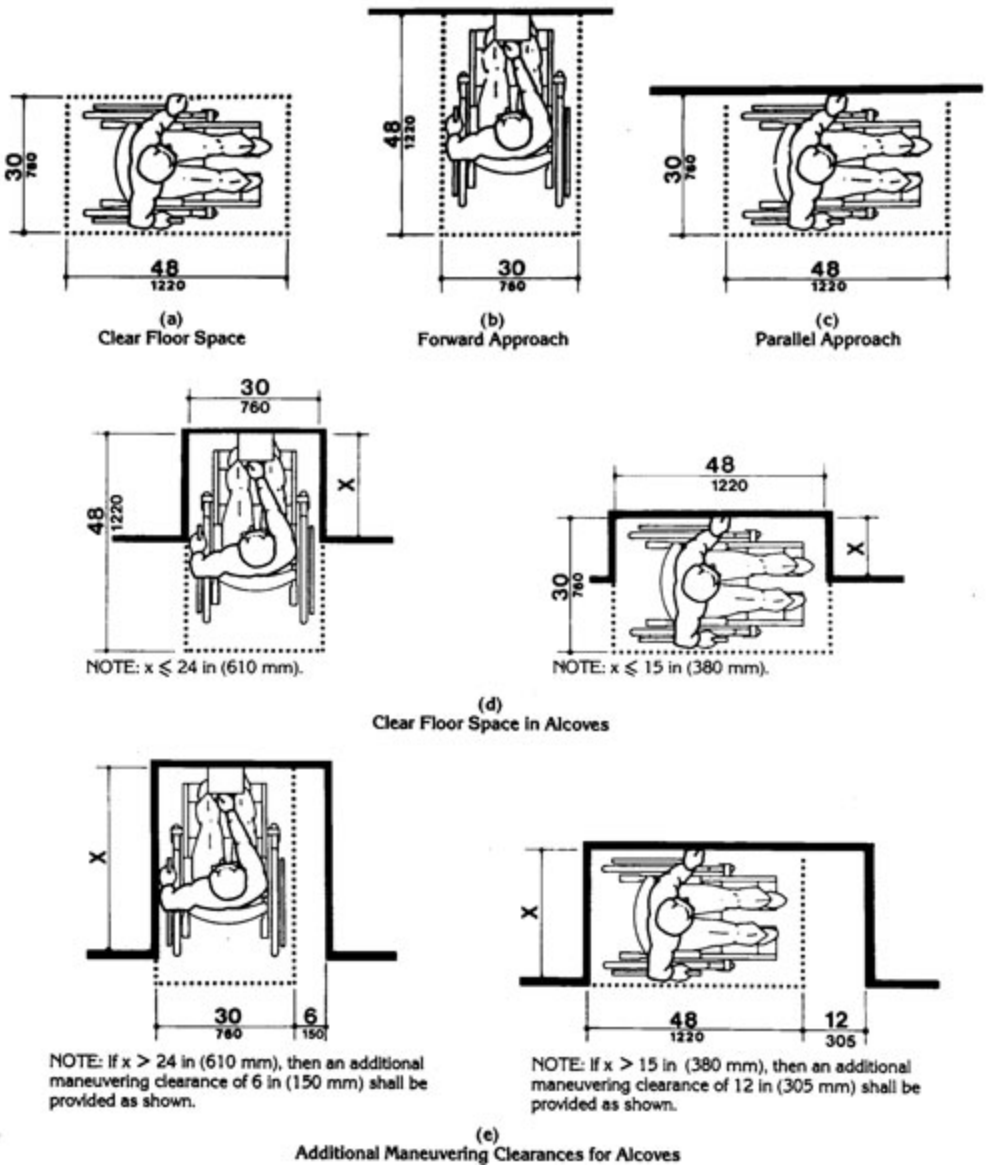
Color Inversion	*Toggle on/off. Changes light colors dark and dark colors lighter.*	
Remove Animations	*Toggle on/off to remove animations that may be distracting for those with attention or cognitive disabilities*	
Captions	*Toggle on/off – displays captions on any audio content.*	*Set Language. Defaults to device language* *Adjust text size – Very small, Small, Normal, Large, Very Large.* *Caption Style - white on black, black on white, yellow on black, yellow on blue, custom (opens extra options to set font, text color, opacity, etc.).*

ViaPath can also install kiosks to accommodate wheelchair access. ADA regulations specify that the minimum clear floor or ground space required to accommodate a single, stationary wheelchair and occupant is 30 inches by 48 inches (760 mm by 1220 mm). The minimum clear floor or ground space for wheelchairs may be positioned for forward or parallel approach to an object. Clear floor or ground space for wheelchairs may be part of the knee space required under some objects.



2.3.1.5. Kiosks shall have adequate ventilation to include fans if needed for components.

ViaPath has read, understands, and will comply.

Note that inmate kiosks are solid-state tablet devices that do not require fan ventilation.

2.3.1.6. The kiosk shall not bear company names or logos.

ViaPath has read, understands, and will comply.

Note that Lobby Deposit kiosks can be outfitted with facility informational "toppers" as directed by the facility.

2.3.1.7. The operating system should allow the DOCs the ability to customize the applications offered to inmates.

ViaPath has read, understands, and will comply.

ViaPath's application environment includes a "profile" definition and deployment feature that allows for DOC staff to customize what applications are available to inmates and specific kiosk locations.

2.3.1.8. Deposit kiosks shall print receipts.

ViaPath has read, understands, and will comply.

Each kiosk provides a printed receipt once a transaction is complete. The receipt includes details of the transaction, as well as ViaPath's toll-free Customer Support number.

2.3.2. Remote Management

2.3.2.1. At minimum, remote Keyboard/Video/Mouse (KVM) reset is required.

ViaPath has read, understands, and will comply.

Our cloud-based kiosk management system allows for remote reset of kiosk devices.

2.3.2.2. Vendor to detail remote management capabilities. To include, but not limited to the following:

- **A. Monitoring;**
- **B. Diagnostics;**
- **C. Error resolution;**
- **D. Software problem assistance;**
- **E. Intelligence reporting;**
- **F. Application and software updates and upgrades; and**
- **G. Rebooting and controlling the remote kiosks from a central location.**

ViaPath has read, understands, and will comply.

DOC will receive our definitive inmate monitoring, reporting, and tracking system. Designed to deliver a unified solution for remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration, management, and investigative tools. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable them, and more. Authorized facility staff can access the application on any currently

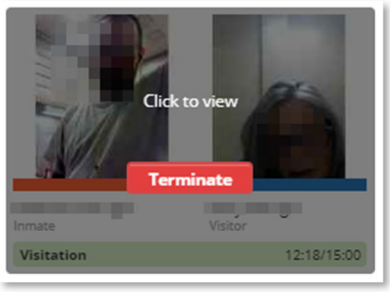
supported browser. You have complete kiosk/tablet control and oversight. No special equipment or software necessary.

Each device collects data ranging from non-privileged communication to usage history for real-time or future investigations. This includes pre-approved content like music, books, and education material. Authorized staff can easily review and search data for audits, analysis, and criminal investigations.

System Controls and Restrictions

DOC staff permissions are controlled by user roles, allowing a variety of permission sets. Authorized users can establish tablet usage policies such as days/times when devices function.

Inmate privileges can be suspended with an automated end date for individual inmates, groups, or entire housing units in just a few clicks. Authorized users can lock/unlock an individual kiosk/tablet or ALL kiosks/tablets.



Should DOC staff need to suspend a friend or family member's privileges, they can do so easily via any web browser.

Authorized users can terminate kiosk/tablet phone calls as well as visitation sessions from the Live Monitoring screen.

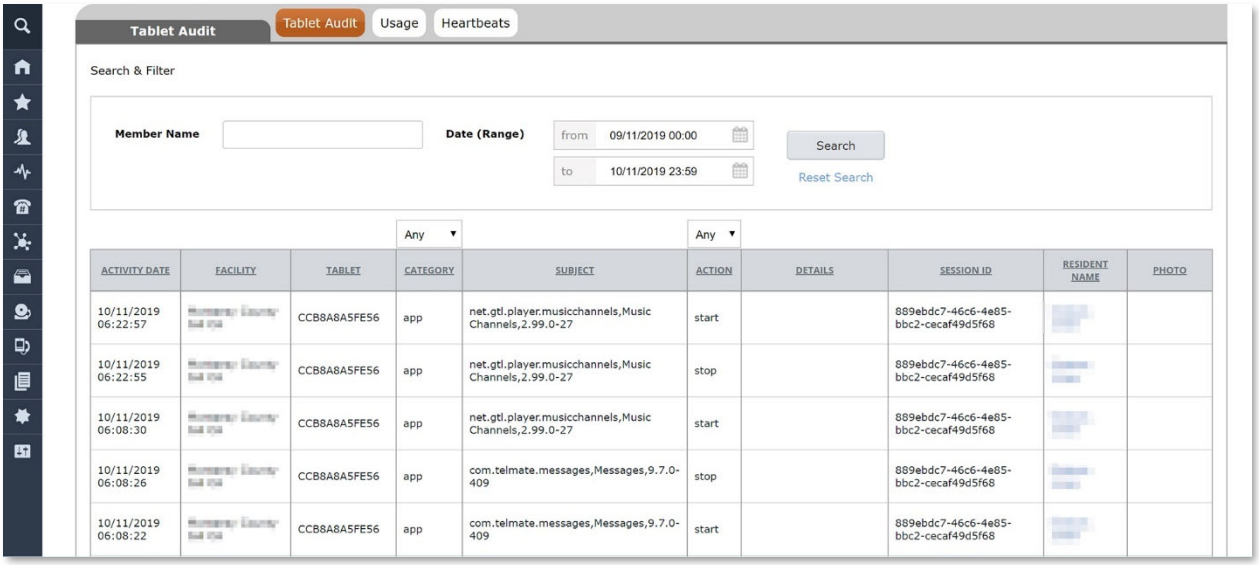
Monitoring Activity

Designed to give you remote monitoring and control capabilities, this powerful, web-based application delivers password-protected access to a comprehensive suite of configuration and management tools.

Inmates do not own the devices when using the ViaPath shared usage model. If the facility needs to restrict an inmate’s access for disciplinary reasons, the staff member can do so with a few mouse clicks. There is no need to rescind property and increase the risk of a violent confrontation.

Should DOC staff need to suspend a friend's or family's privileges, they can do so from any web browser.

From ViaPath Command, you can observe device status and real-time usage, detect non-compliance, enable or disable devices, and more. Using any internet-enabled device, authorized facility staff can access the application using a standard web browser, including Edge, Firefox, and Chrome. DOC has complete control and oversight. No special equipment or software is necessary.

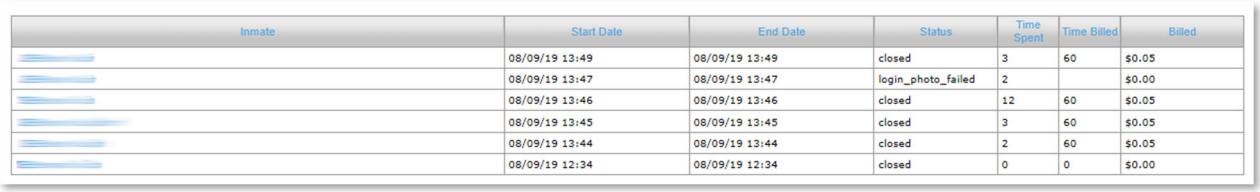


ViaPath Command: Tablet Audit Screen showing inmate and tablet activity

Reporting

ViaPath's system features highly configurable reporting options for DOC staff that provide detailed information of what the inmates are doing with the devices. All inmate activity on the kiosk/tablet creates an audit trail for monitoring purposes. This includes the following:

- ***Device ID***
- ***Device location***
- ***Inmate identifications***
- ***Applications accessed***
- ***Time spent on each application***
- ***Duration of access on device***
- ***Inmate photographs upon login***
- ***Inmate account usage from a financial perspective***
- ***Inmate account usage on free profile***
- ***Inmate education usage on learning profile***



2.3.2.3. Remote management should be set through a security access

designation.

ViaPath has read, understands, and will comply.

2.3.2.4. Vendor to describe how to ensure malware is not going to infiltrate the State's system.

ViaPath has read, understands, and will comply.

The DOC will be using a fully secure system. Both hardware and software components of the kiosk have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources. Additionally, most of our physical equipment is located off-site in secure data centers, which have multiple layers of security to protect your information.

Info@Risk an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on Inspire, ViaPath's corrections-grade wireless inmate tablet. ViaPath remediated vulnerabilities found by Info@Risk, and subsequent retesting confirmed that all significant vulnerabilities were successfully eliminated. As of September 2020, Info@Risk certified that our tablet, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors.

Operating System Security

Each of our kiosks and tablets runs a ViaPath custom version of Android Operating System (ROM). Inmates cannot reset the Flex or Inspire devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control).

The operating system on our Flex kiosk and Inspire tablet is designed to use the camera for security only. By design the inmate is not able to access the camera for picture taking or recording. Photos are taken at login and for audit purposes only and can only be reviewed by facility staff with specific permissions.

ViaPath's wireless tablet hardware and OS are purpose-built to excel in the environment for which they were built: corrections.

Firmware Security

ViaPath wrote and has full control over the firmware and source codes that appear on our kiosk. Tablets are connected online through our secure network infrastructure. If security vulnerabilities are detected, updates occur immediately, eliminating the need for offline synchronization, a common business practice among our competitors.

2.3.3. Software Requirements

2.3.3.1. The vendor shall allow for additional applications to be added as determined necessary by the DOC. Upon mutual agreement between the vendor and the DOC, additional applications can be added via change order to the device while this contract or its extensions are in effect, at the DOC's option.

ViaPath has read, understands, and will comply.

ViaPath must conduct vulnerabilities assessment as part of any new applications introduced to the system.

2.3.3.2. Vendor must provide, at no cost to DOC or inmates, any and all upgrades that become available during the term of the contract.

A. Vendor to describe how they will manage transferring any purchased media including but not limited to music and approved messages (e.g., text and photos) if new devices are introduced during the life of the contract and/or if a new vendor is chosen upon contract termination.

ViaPath has read, understands, and will comply.

For inmates accessing the ViaPath Streaming music, this music can be accessed by any tablet, so there is no issue with the introduction of new tablets or replacement of damaged tablets. Inmates also have access to any personal messages, photos, or videos from any tablet.

For music that has been purchased, ViaPath will provide inmates receiving a new tablet with access to cloud storage for download of their owned content to the new tablet.

Transfer to a new vendor: ViaPath will provide music and database keys to the new vendor in a mutually agreed format.

2.3.3.3. Third Party Acquisition of Software: Vendor shall notify the Participating State/DOC, in advance and in writing whenever its intellectual property, business, or all of its assets are being acquired by a third party.

ViaPath has read, understands, and will comply.

2.3.3.4. Title of Software: Vendors submitting a proposal represents and warrants that it is the sole owner of the software or, if not, the owner, that it has received all legally required authorizations from the owner. The vendor shall provide the following documentation:

A. Terms of software license.

B. Rights to computer software.

ViaPath has read, understands, and will comply.

During the term of this Agreement, ViaPath grants the DOC a non-exclusive, non-transferable, license to use the IP solely for accessing the products and services supplied by ViaPath in the manner contemplated by the Agreement between ViaPath and the DOC. The DOC shall not: (a) make available or distribute all or part of the IP to any third party by assignment, sublicense or by any other means; (b) copy, adapt, reverse engineer, decompile, disassemble, or modify, in whole or in part, any of the IP; or (c) use the IP operate in or as a time-sharing, outsourcing, or service bureau environment, or in any way allow third party access to the IP. The use of software is supplied in object code only, and nothing herein shall be construed as granting any license whatsoever to the underlying source code that is used to generate the software or creating an implied license in any IP.

ViaPath will supply all software and licensing for the proposed solution. There is no need for the DOC to obtain any licenses or permits for the ViaPath solution.

2.3.3.5. Documented Application Programming Interface (API) and tool kit ad.

ViaPath has read, understands, and will comply.

2.3.3.6. Custom changes to the Interface API.

ViaPath has read, understands, and will comply.

2.3.3.7. Interfacing

A. Vendor to detail their capability to interface vendor's applications to DOC applications.

B. Data transfer in vendor's operating system. Vendor to include specification for extendable Markup Language (XML) or other standard interface options, to tie in a kiosk-based application with offender management systems.

C. Security and capability when interfacing to DOC applications.

ViaPath has read, understands, and will comply.

Integration can be provided for DOC's systems using web service functions based on platform-independent Service-Oriented Architecture using real-time XML, as well as any vendor system that implements standardized protocols, such as SQL, PCIP, HTTP, FTP, FSTP, 3270, and the like. ViaPath can also work with standard-based middleware to create an interface with external systems. ViaPath's system architecture is designed to be platform independent and to accommodate advances in investigative techniques, thus avoiding obsolescence. ViaPath has developed web service functions based upon Service-Oriented Architecture which are platform independent. It is critical for an inmate telephone service technology to link with other databases and create a pathway for information exchange—and not require these other databases to conform to one

vendor's proprietary protocol. The proposed system architecture is designed by ViaPath to be platform independent and to accommodate advances in investigative techniques.

ViaPath Interface Capabilities

Following is a partial list of the technologies used by ViaPath in the past for completing foreign (third party) system interfaces:

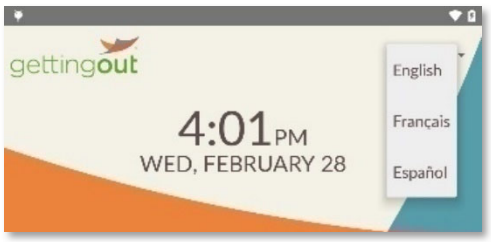
- ***Web Services – This type of interface is preferred by ViaPath. We have developed a full set of integrated web services for booking, pre-booking, and accounting. A specification outlining these web services can be delivered to a vendor for integration. These services are fully integrated and can be turned on with a small configuration change to the application. Also, our offender management applications can easily support outbound requests to a published WSDL for integration with a third-party vendor utilizing the interface platforms, IEngine and Mule ESB. The web service team utilizes numerous development tools (Mule ESB, MapForce, XMLSpy, and SoapUI) to deploy and test any custom outbound interfaces that are written to a published web service. These tools allow the team to develop to a specific WSDL prior to live testing with the third-party vendor. This allows for a faster development cycle of the interfaces. These tools can also be used to support any non-standard (not using the integrated web services) inbound interface requests as well.***
- ***XML – Our preferred transport protocol for information sharing is by utilizing the GJXML subset of the NIEM 1.0-1.1 schema. We have implemented several interfaces utilizing XML and GJXML 3.3, most notably for a Pennsylvania initiative for the court system. ViaPath implemented a fully GJXML compliant messaging server to accept court case events for offenders to be automatically updated and entered into the DSI-ITI Offender Management System and the DSI-ITI Adult Probation System. The messages originated from several different sources and were seamlessly integrated into the OMS and AP products. The AOPC (Administrative Office of Pennsylvania Courts) and the PCCD (Pennsylvania Commission on Crime and Delinquency) presented this solution at a national NIEM/GJXML conference in September 2006 in San Diego.***
- ***Direct Database Access – This type of interface falls into two general categories: 1) shared "interface" tables and 2) custom read-only database views. One or more tables that are created to post data to and read data from characterize the first category. These tables are not actually owned by either system but are shared by both. The systems publish data to these tables as triggering events occur and watch the tables for new data that may be of interest. This type of interface provides strict control over what data is made available to the foreign system and can run as an automatic process. An example of a system employing this type of interface is the interface to SCT Banner. The second type of interface is characterized by a custom database view that is provided to allow one system to pull data***

from the other. This scenario is usually applied to one-way interfaces that are executed on demand rather than as an automatic process.

- *Shared File System – This type of interface leverages the existing facility network file system as a communication mechanism. In this scenario, data structures are exchanged as files. The interface can run in near real time and exchange single messages as in the Identix and DBI interfaces where offender demographic information is exchanged, or can be batch data, such as used by most commissary vendor interfaces. The Shared File System scenario typically employs a "watchdog" application to monitor specific directories for the appearance of new files. The files can be actual data or request/acknowledgement type messages.*
- *FTP – The FTP protocol is sometimes used as an alternative to the shared file system when the file systems may not be on the same network Interfaces of this type share many of the same characteristics as the shared file system. For example, ViaPath implemented an interface to the Printrak AFIS system where a NIST-compliant fingerprint packet is created and sent to the AFIS system via FTP.*
- *Batch Export to File – This approach works in conjunction with several others listed here. Batch export is characterized by an on-demand or scheduled export of selected information to a specific file format by import to another system. One example of this is the ViaPath supplied process to create a file for submission of inmate data to the Social Security Administration.*
- *Watchdog Applications – ViaPath has optional "watchdog" applications that can watch ODBC/OLE databases, the file system, FTP sites, and web sites for triggering events. These applications can be configured to perform a variety of tasks when a triggering event occurs such as an update an ODBC/OLE data source, send e-mail, write a file, FTP a file, print a report, execute a process, and others. An example of an interface that implements this functionality is the Versterm RMS interface; it watches the OMS database for triggering events and then packages a message as XML and sends the message to a shared file system.*
- *Socket Communication – Socket communication is the standard for NCIC messaging. ViaPath uses socket communication to query the NCIC through the Georgia state GCIC infrastructure. Sockets are also used as the transport mechanism for the HL7 medical interface.*
- *Application Program Interfaces – ViaPath uses native Win32 API for a variety of interfaces including interface of biometric equipment and portable data collection units. We have created native APIs for loose coupling or own systems and are willing to do the same for third party vendors where a high-performance interface with rich functionality is required.*

2.3.3.8. Customer Interaction Messages to be available in English and other languages as requested by the DOC, and at no additional cost to DOC.

ViaPath has read, understands, and will comply.



Inmates can select their preferred language to use on the ViaPath wireless tablet interface and within certain applications.

Inmates select their language at login. Since our tablets use native Android support, any Android-supported app supports the selected language. Most of our current native apps support language translations, including the base user screen, phone dialer, messaging app, inmate request app, and inmate grievance app.

Languages currently supported are English, Spanish, and French Canadian. We can provide additional languages upon request.

2.3.3.9. Provide application instructions to the inmates which are clear and to the point, with no large blocks of text.

ViaPath has read, understands, and will comply.

2.3.4. Scalability

2.3.4.1. Vendor to recommend number of inmate to kiosk ratio and how their system can adjust based on changing inmate populations.

A. Provide all assumptions used to identify required computing power and/or hardware.

ViaPath has read, understands, and will comply.

ViaPath's solution is highly configurable based upon the wants and needs of the DOC. The assumptions ViaPath uses to identify required computing power and/or hardware include the following: average daily population (ADP), minimum hardware to ADP ratio based on service level agreements, software services deployed on hardware, expected network usage for bandwidth calculations, live monitoring of CPU and memory usage, and determination of the appropriate hardware based on the service mix and deployment methodology.

2.3.4.2. Vendor shall ensure that the system architecture is scalable and designed to easily and inexpensively accommodate changes (future applications,

etc.) resulting from DOC rules and workflows.

ViaPath has read, understands, and will comply.

The premise of ViaPath's solution is that it is web-based, unified platform like Salesforce, Amazon Web Services (AWS), Oracle and other SaaS solutions. The software itself can scale to an unlimited number of customers. Our data center capacity is limited only by the number of servers and storage that we put online. ViaPath serves large state and federal facilities with high concurrent usage without interruption. ViaPath's solutions are highly scalable to meet your current and future needs.

ViaPath's solution is engineered to the specifications of each customer including the number of kiosk/tablets and the calculated network capacity required. Our experienced implementation team works closely with our network engineering department to determine the right circuit plan and network architecture for DOC's infrastructure. ViaPath service members install, maintain, and provide any necessary hardware replacements for the term of the contract.

We monitor the network and usage from our data centers and distribute updates remotely (tablets are updated via the wireless network). Updates and additional features are provided when available. The updates are issued in real-time but scheduled for low- or no-usage periods. Updates for the ViaPath system software include:

- ***general availability of new features***
- ***development of custom features requested by customers***
- ***updates of 3rd-party content such as movie and music catalogues***
- ***technical updates***

2.3.5. Training

2.3.5.1. The vendor shall provide training to the authorized DOC staff personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities. Video conferencing and/or webinar are acceptable.

ViaPath has read, understands, and will comply.

A major factor in the success of a great inmate communication system is the knowledge its users have of the solution. ViaPath's highly experienced training staff have carefully designed a training plan that reaches every user of the system to ensure that DOC staff, inmates, and friends and family get the most out of the features the system offers. As a key part of our mission to provide the best customer service and satisfaction, we ensure that facility staff are trained from launch and implementation through day-to-day operations.

Training Process for DOC Staff

The ViaPath training team uses onsite and web-based training to meet the diverse needs of individuals working in the corrections environment. ViaPath trainers use demonstrations, question-and-answer sessions, hands-on activity, and process reviews to help correctional staff quickly master the features and functionality of the system while learning by doing.

- ***On-Site Training – Upon installation, and typically before Go-Live, the ViaPath training team will provide in-depth training on all aspects of the system. During on-site training, the ViaPath trainer will lead a review of system features and functionality and actively encourage each participant to ask questions and perform hands-on activity in the system where applicable. The ViaPath trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick-tip cards. On-site training will be available throughout the life of the contract as new features and functionalities are added, upgrades and expansions become available, or anytime upon request of DOC.***
- ***Web-Based Training – In conjunction with initial on-site training, our certified trainers can lead web-based training, allowing users to view the system via an online meeting and interact with the trainers and other participants on a toll-free conference bridge. This type of training will continue to be available throughout the life of the contract just as on-site training is. In fact, many facilities find that on-going web-based training is more beneficial after initial on-site training, because it allows ViaPath to train users at a time and place that is convenient for them. This ensures nearly every work schedule can be accommodated.***
- ***Training Documentation – All materials presented during training sessions will be left with DOC staff for references, along with full system user guides. In addition, ViaPath will provide DOC with an online portal that allows users to access all documentation, from training agendas to how-to guides. ViaPath will also provide "Quick Tip" posters to be mounted near facility workstations for quick refreshers on common system features.***

2.3.5.2. Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC. Manuals provided must be in electronic format or access available via the web.

ViaPath has read, understands, and will comply.

2.3.5.3. Informational pamphlets will be available for inmate's relatives to explain applicable features and functionalities of the kiosks when requested by

the authorized DOC staff, at no cost to the DOC.

ViaPath has read, understands, and will comply.

2.3.6. Maintenance

2.3.6.1. Vendor to provide maintenance and service plan to include frequency and speed of maintenance. Downtime shall not extend past a 24-hour period.

ViaPath has read, understands, and will comply.

ViaPath is committed to providing the DOC with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment associated with our provided solutions are maintained for the life of the contract.

- ***ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, kiosks, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.***
- ***Maintenance and repair services provided entirely without cost to the DOC.***
- ***Malfunctioning equipment repaired or replaced as needed and inquires by the DOC staff are answered quickly and courteously.***
- ***Responses to service interruptions or equipment malfunctions within the agreed-upon timeframes.***

ViaPath has more than 1,000 employees across the county, with three employees serving Southern Nevada and plans to add an additional eight throughout the state. Our Field Service Manager, Frank Sanchez, oversees our NV technicians and is based out of ViaPath's Fruitland, ID office. As we deploy inmate communication services in participating states, we will set up dedicated offices with experience ViaPath personnel.

ViaPath Maintenance and Support Plan

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, ViaPath service technicians nearby will be dispatched to the site within the required time limit.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- ***Operational test of call processing equipment and perform routine maintenance and cleaning.***
- ***Testing of the video visitation system to ensure proper functionality***
- ***Testing of the tablets to ensure proper functionality***
- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***

- ***Real-time dashboards to tickets submitted by the facility and friends and families***

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*

Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.* • *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*
Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason, we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	Technical Support Escalation Personnel
Level 1	Lead Technical Support Specialist or Supervisor (varies by State)
Level 2	Technical Support Manager (Varies by State)
Level 3	Director of Services (Varies by State)
Level 4	Ted Meekins Vice President, Technical Services
Level 5	Aaron Webster Senior Vice President, Service Excellence
Level 6	Deb Alderson Chief Executive Officer

2.3.6.2. The vendor shall provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State's time zone.

A. Vendor must provide the toll-free number for agency to call when service is needed.

B. The vendor shall provide detailed plan for customer support during non-business hours. Non-business hours are 5:00 pm to 8:00 am Monday through Friday, weekends and holidays.

ViaPath has read, understands, and will comply.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

In addition, ViaPath provides toll-free access (877-650-4249) to both live operator assistance and a fully functional automated IVR. Knowledgeable operators are available seven days (7) per week, and up to twenty-four (24) hours per day. ViaPath provides customer service in both English and Spanish and maintains a robust escalation protocol for quick resolution of any technical issues. Every ViaPath operator has access to all customer records in real-time, ensuring they can handle any billing, blocking, call history, or account request.

While most customers prefer our fully functional automated IVR, since it can rapidly service many of their needs, ViaPath is committed to providing the highest quality live operator assistance, as well. Customers can reach a live operator easily without a series of "press throughs." Moreover, hold times for the live operator queue are the shortest in the industry (we can provide you historical data, as well as commit to sending you a hold time report on a monthly, or even weekly, basis).

ViaPath's name and toll-free number for Billing Customer Service appear on all telephone bills for customers who accept collect calls from DOC inmates.

2.3.6.3. The vendor shall maintain levels of service and machine installation at no cost to state.

ViaPath has read, understands, and will comply.

2.3.6.4. There shall be no additional installation cost to the DOC for changing out machines that need repair or replacement. The vendor shall be responsible for any expenses required for the repair or replacement of the equipment.

ViaPath has read, understands, and will comply.

2.3.6.5. The vendor will coordinate its service schedule in advance with the facility.

ViaPath has read, understands, and will comply.

2.3.6.6. The vendor shall contact the facility for entry approval regarding maintenance and repairs.

ViaPath has read, understands, and will comply.

2.3.6.7. The vendor shall provide the necessary labor, parts, materials, and transportation to maintain the hardware and software for the kiosks

and/or tablets in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the DOC for maintenance of the network infrastructure.

ViaPath has read, understands, and will comply.

ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, kiosks, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.

2.3.6.8. The vendor shall provide for continuous on-line diagnostics and continuous supervision as well as local remote offline control access for advanced programming and diagnostics of the tablet environment. Access to the built-in advanced diagnostics and program control will be accessible via network by service center personnel and will provide failure reports, service history and other diagnostics.

ViaPath has read, understands, and will comply.

Remote Monitoring, Diagnostics, and Troubleshooting Overview

ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, integrated incident and problem management, and historical statistical information to our internal experts.

DOC Benefits

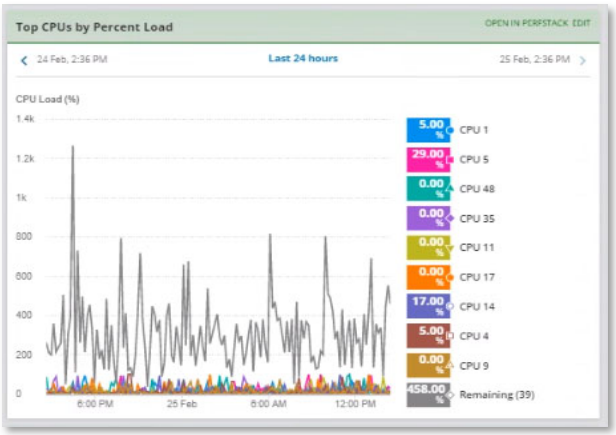
Our NOC and TSC teams are taking a cohesive look at multiple data sources to monitor, troubleshoot, and—even more importantly—anticipate the health of our services before issues even become noticeable.

We utilize a scalable platform specifically built for complex network infrastructure management. What this means to the DOC is that ViaPath's ability to monitor the quality of service grows right alongside the deployments. Everything we learn—from the trends we monitor to the post-event analysis—is looped back to our in-house development team. This feedback allows us to continually adjust and improve our products and our backbone.

Network Operation Center (NOC)

ViaPath proactively monitors our communication systems provided to the DOC from our Network Operations Center (NOC). The ViaPath NOC provides monitoring for all ViaPath communication platforms, network, back-office systems, and data centers.

Deployment Monitoring: Monitoring trends in network performance before, during, and after deployments of additional devices or updated software features allows ViaPath to provide proactive support.



Data Center Server Function Details

We staff our NOC with the most knowledgeable professionals in the industry. Our network experts are fully certified in all the system hardware and software solutions that monitor our platforms and network we offer to our customers. Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting, performance history, data, and network information are available to our staff when needed.

Our NOC staff monitor every aspect of the communication systems we provide to our customers from network performance and application monitoring to automation in data storage resource management. These technologically advanced monitoring tools keep ViaPath ahead of system incidents and provide for proactive updates and adjustments.

NOC Proactive Management and Performance Tools

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the systems we provide to the DOC including the suite of network performance modules through SolarWinds®. The SolarWinds monitoring software modules allow the NOC personnel to continuously monitor all hardware, software, and solution metrics. Monitoring trends in network security and performance before, during, and after deployments of additional devices or updated software features allows ViaPath to provide proactive support.

The many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, integrated incident and problem management, and historical statistical information.

Security and Performance

- ***Monitoring Network Performance***
- ***Monitoring Applications***
- ***Monitoring Storage Resources***
- ***Monitoring Traffic***
- ***Monitoring Signal Quality***

Network Performance Monitor (NPM) - With this module, ViaPath can monitor for circuit availability, performance, tracking hardware and bandwidth utilization to ensure that circuits are both available and right-sized for your deployed system. ViaPath is working to ensure your staff are always able to do their administrative or investigative tasks using our system.

Server and Application Monitor (SAM) - Provides deep visibility into our application and server (physical and virtual) performance issues giving proactive performance alerting and faster troubleshooting for our customer's systems. Receives issue alerts before they become problems.

Network Configuration Manager (NCM) - Reduces downtime by ensuring that the network is compliant and secure. In the unlikely event of a component failure, ViaPath can quickly and easily replace the exact configuration. We can watch for any changes to a configuration—spotting failures or threats.

IP Address Manager (IPAM) - More than just identifying who and where and what device, these tools allow ViaPath to track IP subnet utilization, planning, and inventory in our network. By employing the IPAM, users save time with a more reliable network.

Storage Resource Monitor (SRM) - With SRM, the DOC data storage is proactively tracked for consumption and capacity allowing ViaPath to make accurate adjustments before a problem can occur. Your data storage is more efficient through a more detailed view of storage hardware making it easier to identify performance issues quickly and easily repair them.

Web Performance Monitor (WPM) - Automation of monitoring the performance for web-based applications increases the usability of our platform user interfaces and provides for more efficient detection, tracking and location of performance issues. This reduces the likelihood of a slow on-line experience for your facility staff using ViaPath Command, our communication interface software.

Netflow Traffic Analyzer (NTA) - Allows for better bandwidth usage tracking so ViaPath can predict where adjustments can be made to provide our customers with faster service and reduce periods of slowdown.

Voice and Network Quality Manager (VNQM) - Proactively identifies and eliminates distortion, latency, and noise from communication signals making a clearer calling signal for calls placed from our platform.

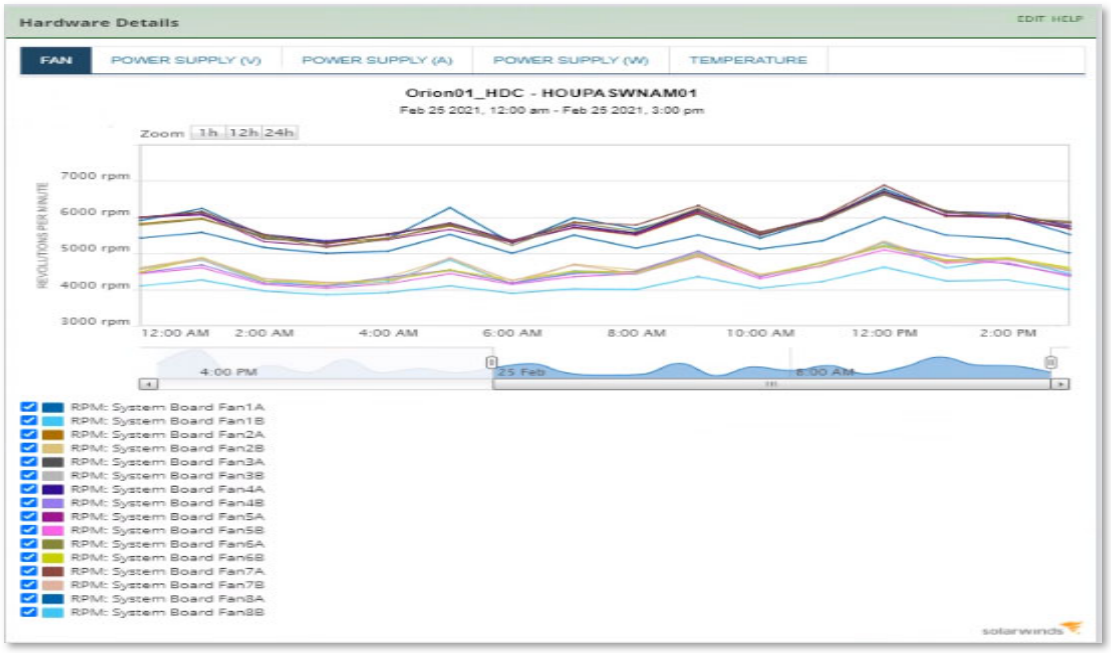
Technical Support Center

The management and monitoring of ViaPath technical customer support services are located at our Technical Support Center (TSC). ViaPath offers the DOC best-in-class customer support with our highly trained technical professionals providing 24x7x365 superior service and the latest monitoring and alerting software in the industry.

Over the past year we have worked to increase our remote network and system monitoring capability to include greater load balancing capacity as well a 47% increase in the network elements we monitor and a 23% increase in the number of Network Devices backed up in our configuration manager.

Our Technical Support Center monitors on-site hardware, software, and network traffic for the DOC facilities through the SolarWinds state-of-the-art monitoring software. the DOC equipment at the site is monitored and polled by technical support staff. System hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time with ViaPath's robust network performance management capabilities.

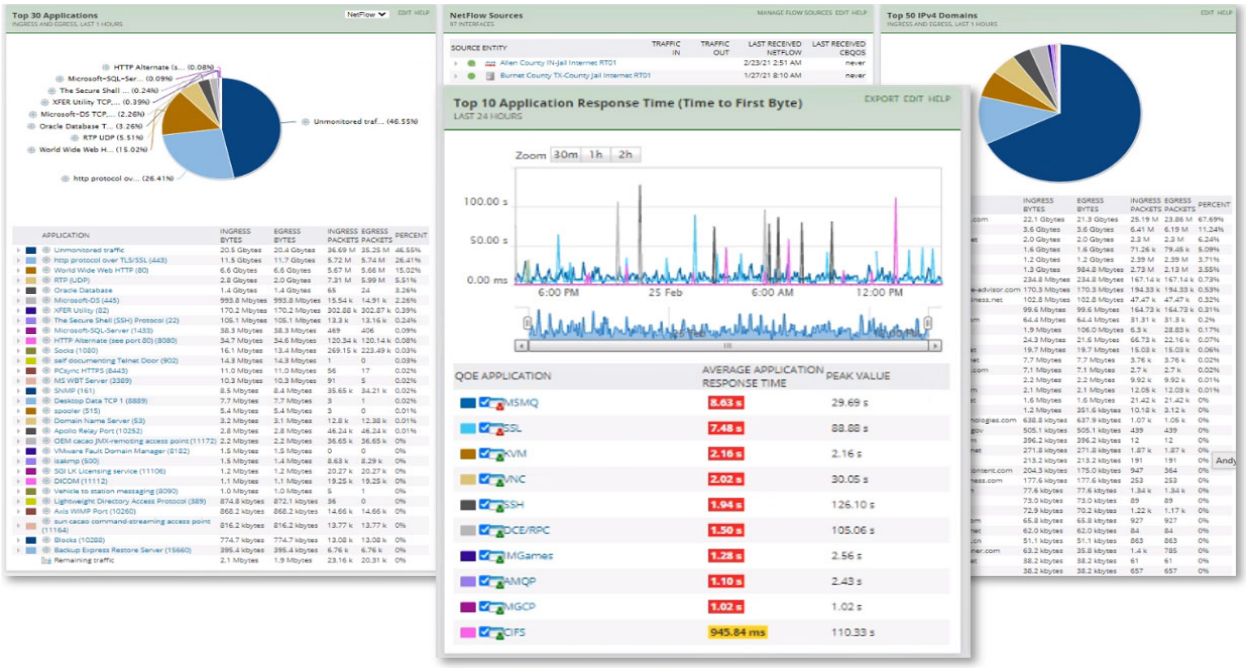
Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, including but not limited to PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, managing local carrier outages, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame. Our technical support staff are available to the DOC 24x7x365 through our single source contact.



Customer Site Hardware Details

Software Performance Monitoring

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level performance leveraging skilled site reliability engineers using APM tools including New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including application performance and web portal response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for the DOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.



Customer Application Summary

2.3.6.9. The vendor shall provide a sample service level agreement to detail their escalation plan, on-site repair time, method, and proposed level of services for the facilities. Vendors shall detail their ability to handle emergencies.

ViaPath has read, understands, and will comply.

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.* • *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*
Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	*Technical Support Escalation Personnel*
Level 1	*Lead Technical Support Specialist or Supervisor (varies by State)*
Level 2	*Technical Support Manager* *(Varies by State)*
Level 3	*Director of Services* *(Varies by State)*
Level 4	*Ted Meekins* *Vice President, Technical Services*
Level 5	*Aaron Webster* *Senior Vice President, Service Excellence*

Escalation Level	Technical Support Escalation Personnel
Level 6	Deb Alderson Chief Executive Officer

2.3.6.10. Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem.

ViaPath has read, understands, and will comply.

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet the DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed the DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***
- ***Real-time dashboards to tickets submitted by the facility and friends and families***

A. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable for lost commissions during times the kiosks and/or kiosk network infrastructure is in need of repair and not properly operating.

B. The specific lost commission amount will be calculated by the State and the State will advise the vendor of all such amounts due.

C. The vendor will pay the calculated lost commission with the next commission payment due the State.

D. Vendor will be allotted time between the notification and the next commission payment due date to validate the lost commission. If the Vendor does not dispute in writing an amount due for commission loss and at the same time present written evidence of a different amount determined to be acceptable to DOC, the original amount calculated by DOC for the loss shall be considered as accepted by the Vendor and payment shall be due as described above.

ViaPath has read, understands, and will comply.

When an escalation need arises, the escalation path(s) provided by ViaPath will be followed.

ViaPath exceeds most customer expectations by understanding that not all maintenance issues can be resolved onsite at times it requires offsite resolution and/or both are required. For that reason, we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

2.3.6.11. The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians etc. The vendor's management office and emergency telephone numbers must also be furnished.

ViaPath has read, understands, and will comply.

Upon award of contract, ViaPath will provide all required contact information for its contractors/subcontractor, managers, administrators, technicians, etc.

2.3.6.12. The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

ViaPath has read, understands, and will comply.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- ***Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound network circuits for dial tone and proper PIC code. Complete all required inmate phone repairs.***
- ***Operational test of call processing equipment and perform routine maintenance and cleaning.***
- ***Testing of the video visitation system to ensure proper functionality***
- ***Testing of the telephones to ensure proper functionality***
- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

2.3.6.13. Either party will report to the other party any misuse, destruction, damage, vandalism, etc. to the kiosks and/or kiosk environment infrastructure. The DOC shall not be liable for any such misuse, destruction, damage, or vandalism, etc.

ViaPath has read, understands, and will comply.

2.3.6.14. All issues surrounding the tablet environment will be reported by the

vendor to the authorized DOC staff.

ViaPath has read, understands, and will comply.

2.3.7. Provide the capability of producing reports, including but not limited to:

2.3.7.1. Use and statistical reports by function (e.g., banking, commissary orders, grievances, medical appointments, etc.);

ViaPath has read, understands, and will comply.

NOTE that the ViaPath kiosks and tablets systems share the same application environment. The reports available for both environments are described below.

Authorized staff can track individual inmates and audit usage across all kiosks or by individual kiosks, which multiple inmates may use. DOC staff has instant access to kiosk data that includes all non-privileged inmate communications, kiosk-usage history, kiosk revenue, and kiosk content that can be reviewed and customized to meet facility needs. Kiosk details can be reviewed and searched, providing a wealth of information for audits, data analysis, and criminal investigations. The web-based kiosk application generates reports and allows authorized users to view it interactively online and print or export it. The ViaPath kiosk user application can export reports in CSV and PDF formats. The user controls the fields displayed in each report.

- ***Device Usage Audit—For tablets selected from the Tablet Status report, defines activities performed on the tablet.***
- ***Device User Audit—For kiosks selected from the Kiosk Status report, defines which inmates have logged on and used the kiosk.***
- ***Inmate Detailed Audit—Kiosk ID, Kiosk Location, Inmate ID, Applications Accessed, Time spent on each application, Duration of access on kiosk, Inmate photographs upon login, (OPTIONAL: Gallery of periodic photographs of inmate during usage), Inmate Account Usage (charged and free profiles.***
- ***Kiosk Summary—Provides summary statistics including total Usage, Total Paid Usage, Total Free Usage, Total Promotional Usage, Total Usage of Apps, Total Messages, Top 10 Websites Accessed, Dorm Totals, Top 5 Inmate Users by Dorm.***
- ***Internet—List of each website accessed with the kiosks with information including Date/Time, Location, Inmate, and Duration.***

Individual applications also include integrated reporting. For example, the Commissary Ordering app can provide a report of all commissary orders, Grievance and Request apps can show reports including total open grievances, communication, grievances resolved, requests by type (e.g., medical treatment), etc.

2.3.7.2. Accounting reports;

ViaPath has read, understands, and will comply.

ViaPath has the capability to report on a daily basis all deposits made to inmate trust accounts. To support the DOC's reconciliation of accounts, ViaPath's payment systems will be configured to send an automated daily email that states the total amount of money ACH'ed for inmate accounts and a listing of the individual transactions. The emailed information can be formatted to best suit the DOC's purposes. For example, transactions and totals can be segregated by deposit source (e.g., booking kiosks, lobby kiosks, website, IVR) or by facility/institution. The email provides transactions in HTML format and also includes an Excel attachment to allow easy importing of the transaction records into other software applications.

2.3.7.3. Kiosk Operational Statistics to include:

A. At minimum, internal operational software.
B. Ability to look at up-time logging data and monitor kiosks.
C. Full monitoring capabilities; KVM/Power.

ViaPath has read, understands, and will comply.

The ViaPath Command interface provides the ability to monitor the status of all kiosks in the facility or even DOC-wide. Historical status can also be reported (reference response 2.3.7.1

2.3.7.4. Touch screen buttons and font sizes large enough to be easily read by the vast majority of customers, and to DOC's satisfaction.

ViaPath has read, understands, and will comply.

Font size adjustment is one of the accessibility features available as described in response to 2.2.9.6.

2.3.8. Vendors are to describe in detail the following:

2.3.8.1. Transaction processing messages;

ViaPath has read, understands, and will comply.

Transaction processing messages are specific to each application and will prompt for all required inputs to perform a function and clearly label results. For example, the Messaging app will present the inmate the option to search messages, read a message,

send a message, etc. Another example: the Grievance and Request apps will prompt for the desired form and then present a template for the inmate to input information.

2.3.8.2. Message prompts relayed to the inmates during their usage of the kiosk;

ViaPath has read, understands, and will comply.

Initially, the kiosk will prompt the inmate to enter PIN to access the kiosks. Should the facility have any notices that must be acknowledged, the inmate will be required to read and acknowledge the notice prior to completion of login. The inmate is then presented with applicable usage profiles and can choose a profile and then an application within the profile. From this point forward, messages are specific to the application as required to solicit input and display results.

2.3.8.3. Error messages relayed, and whether or not the messages can be customized;

ViaPath has read, understands, and will comply.

Upon login attempt, and invalid PIN entered will result in a notice that PIN is not correct and to re-enter PIN. Upon login, error messages are specific to the application. ViaPath can customize error messages for the facility.

2.3.8.4. Ability for DOC to input instructional prompts and/or messages.

ViaPath has read, understands, and will comply.

Upon login attempt, the DOC can select thorough the ViaPath Command interface any notices / acknowledgment that will be displayed to the inmate. Most ViaPath applications also include the ability to use the ViaPath Command interface to create categories, customize prompts/messages, create custom Grievance / Request forms, etc.

2.4 TABLET DEVICE

2.4.1. Tablet must be a corrections-grade device (e.g., tamper-proof seal to easily identify inmate alterations). The vendor is to provide detailed specifications for proposed tablet(s).

ViaPath has read, understands, and will comply.

Our wireless tablet has rugged external housing and was drop-tested to meet military-grade 810G (MIL-STD-810G) standards. The ViaPath wireless tablets were created exclusively for the corrections environment. Using cutting-edge technology, Agency

inmates use hardened, handheld tablets through our secure wireless network as multimedia communications devices. Our tablet device uses a "clear-view" body (front, back, and all sides) to help prevent contraband from being hidden in the device. The tablet includes a clear shock absorption padding on the front, back, and corners to assist in damage prevention. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws which require a custom tool to remove. ViaPath wireless tablets are "flat" form factor offering an 8" multi-touch screen matrix with an LED backlight.

The Inspire tablet's 8" screen is a more than 30% increase in screen viewing area over competitor's 7" screen

Our wireless tablets are custom-built by ViaPath with a secure operating system, offering vastly superior security over product offerings based on stock "off-the-shelf" tablets.

Tablet Specifications

- ***OS:*** ***Proprietary ViaPath OS built on Android***
- ***CPU:*** ***Octa-Core 1.5 GHz***
- ***Display Resolution:*** ***1280 x 800 pixels***
- ***8" capacitive multi-touch screen***
- ***RAM:*** ***2GB DDR3***
- ***Flash Memory:*** ***32GB eMMC Flash***
- ***Battery:*** ***8000mAh, 3.7V rechargeable Li-Polymer***
- ***Playback hours:*** ***Approximately 8 hours***
- ***Camera:*** ***5.0 MP auto-focus front-facing camera***
- ***Wi-Fi:*** ***802.11 a/b/g/n/ac, dual band 2.4/5GHz***
- ***LTE:*** ***3.5GHz CBRS [when AWN deployed]***
- ***Audio:*** ***3.5mm Headphone jack***
- ***I/O Interface:*** ***Micro USB 2.0 port; On/off button; Volume +/- button; NFC; DC In***
- ***Charging: AC:*** ***100-240V, 50/60Hz; DC: 5V/2A***
- ***Integrated Functions: FM radio; RFID***
- ***Volume Controls:*** ***Adjustable via physical buttons on the side of the tablet***
- ***Headphones:*** ***HD earbud/mic combo***
- ***Audio Formats:*** ***AAC, AMR, APE, FLAC, MP2, MP3, OGG, and WAV***
- ***Video Formats:*** ***3GP, AVI, MOV, MP4, MKV, FLV***
- ***Image Formats:*** ***JPG, BMP, PNG***

- ***Screen Orientation:*** ***Screen orientation changes with the position of the device, vertical or horizontal***
- ***Tablet Identification:*** ***Each tablet has a unique serial number, easily readable, protected under the clear case. In addition, the serial number, inmate identification, housing unit or other information could be displayed on the tablet screen***

Key Hardware Features:

ViaPath is dedicated to providing DOC and others the highest-quality, custom-built, hardened tablet in the market. Key hardware features of the ViaPath Inspire tablet include:

- ***8-inch 1280 X 800 pixels IPS touchscreen display — High-resolution display and screen size enhances services like video visitation, games, photo gallery, e-books, and messaging.***
- ***Extended life battery — 7+ hours of screen time from a single charge reduces time spent managing charging cycles.***
- ***Enhanced chipset — Faster processing speeds, increased memory, and enhanced wireless capabilities combine to ensure fast, smooth delivery of services.***
- ***Integrated RFID — Tracks devices to within 5m, even when the tablet is powered off.***

2.4.2. The tablet device shall be secure for all correctional environments to access a secure network within facilities and allow the use of DOC-approved applications.

ViaPath has read, understands, and will comply.

ViaPath will provide a secure network within facilities that allow only DOC approved applications that are accessible by the tablet device. Both hardware and software components of the tablets have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources. Additionally, most of our physical equipment is located off-site in secure data centers, which have multiple layers of security to protect your information.

Info@Risk an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on Inspire, ViaPath's corrections-grade wireless inmate tablet. ViaPath remediated vulnerabilities found by Info@Risk, and subsequent retesting confirmed that all significant vulnerabilities were successfully eliminated. As of September 2020, Info@Risk certified that our tablet, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors.

Network Security

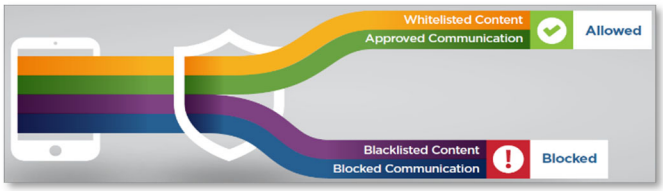
ViaPath has two wireless radio connectivity options available. We offer a traditional Wi-Fi based on 802.11 a/b/g/n/ac Dual-Band 2.4/5GHz. We also offer our** exclusive **Advanced Wireless Network (AWN) wireless network solution is based on "private" Carrier Grade Long-Term Evolution (LTE cellular) technology in the Citizen Band Radio Service (CBRS) (3.5GHz) band. Additional information on the AWN technology is provided in Section 2.5.6.2.

ViaPath uses best-in-class security measures to ensure wireless devices and the wireless networks are properly protected from malicious behavior. This ensures only our devices can access the network while prohibiting connection from unauthorized devices.

All Wi-Fi communications route over an encrypted VPN running on a highly secure, invisible, wireless (WPA2) network. AWN transmits/receives wireless signals from ViaPath-installed antennas to our proprietary tablets which are equipped with chipsets to receive/transmit on the CBRS channels. The use of the ViaPath AWN wireless infrastructure provides an extra layer of security to your facilities. This is because most contraband cellphones do not have the chipsets required to operate on the AWN frequency spectrum.

Additionally, our network architecture routes all communication through a ViaPath gateway server appliance, serving as both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet).

The ViaPath network gateway blocks inmate-to-inmate communication on our wireless tablets, acting as a firewall to strictly prohibit internal communication. The wireless network design ensures that, in the event of any component failure, there will be no escalation of privileges, and inmates cannot gain open access to the Internet. We have designed these features to execute the highest data access security within your facilities.



Operating System Security

Each of our tablets runs a ViaPath custom version of Android Operating System (ROM), which is configured to connect to approved, secure wireless access points on our independent network. Inmates cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control) and ViaPath devices cannot see or access alternate wireless networks. Our wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

The operating system on our tablets is designed to use the camera for security only. By design the inmate is not able to access the camera for picture taking or recording. Photos are taken at login and for audit purposes only and can only be reviewed by facility staff with specific permissions.

ViaPath has the most secure inmate tablet solution in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on our wireless Android tablets. The assessment included attempting both hardware- and software-based attacks from an inmate or external collaborator. As part of testing, "ethical hackers" configured our wireless tablet in conjunction with ViaPath to simulate an actual deployment, including the secure networking components.

Firmware Security

ViaPath wrote and has full control over the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities are detected, updates occur immediately, eliminating the need for offline synchronization, a common business practice among our competitors. In addition, ViaPath can push ROM updates over the air. These updates typically occur monthly, but we can tailor the frequency to meet the needs of DOC.

ViaPath's wireless tablet hardware and OS are purpose-built to excel in the environment for which they were built: corrections.

Hardware Security

A rugged, shatter-resistant design prevents inmates from accessing the interior components like the motherboard. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws, which require a custom tool to remove. The tablet's durable, clear body adds another layer of security to help prevent inmates from hiding contraband in the device. Our Inspire tablet also includes additional features to ensure DOC's facility safety and security.

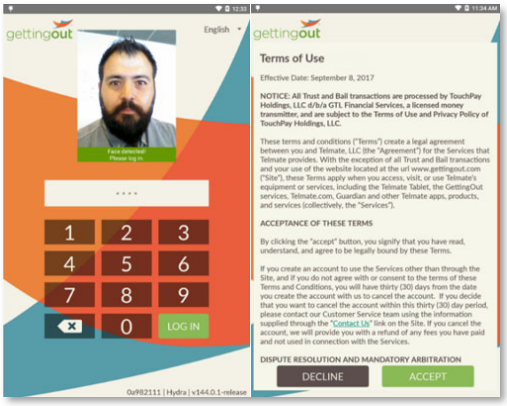
Wireless Security

ViaPath uses best-in-class security measures to ensure wireless device and the wireless networks are protected properly from malicious behavior. This ensures only ViaPath devices can access the network, while unauthorized devices cannot. If a device tries to connect to access an unauthorized Wi-Fi signal, the device is detected, and its wireless connectivity is disabled, rendering it unusable.

Application Security

ViaPath's management software controls all tablet software applications. This security allows for easy and quick deployment of applications and firmware changed over the air (OTA), without any end user interaction required.

The administrative interface allows facilities to manage whitelisted (allowed) and blacklisted (restricted) sites at the global and facility levels. This allows a greater amount of flexibility for the preferences of the allowed content. Our secure network can make changes to the whitelisted and blacklisted numbers in real time and adopt them quickly.



Our application security is designed to:

- ***Eliminate external linkages***
- ***Deny unapproved content***
- ***Remove back-door access to tablet settings***

2.4.3. Provide tablets with a minimum one-year warranty.

ViaPath has read, understands, and will comply.

ViaPath will coordinate with the DOC for equipment replacement <u>throughout the contract duration</u>, recognizing that performance in your facilities is our highest priority. ViaPath procedures allow for replacement of equipment based on usage, support of software or firmware, and technology advancement. For example, tablets are generally replaced in less than three years due to technology advancement and wear on the devices. Core network equipment will be replaced as required to accommodate bandwidth/functionality needs of the facility and in support of software or firmware updates.

2.4.3.1. Vendor to provide detailed information regarding coverage under warranty:

A. When is repair considered?
B. When is tablet replaced?

ViaPath has read, understands, and will comply.

ViaPath is offering a turn-key solution for inmate tablets, which includes repair and replacement. All repairs and replacements will be handled by ViaPath. Repair is considered when the tablet is damaged in a way that affects usability but is still functional.

ViaPath warranties the tablets against manufacturer defects in materials and workmanship throughout the life of the agreement. This warranty shall in no manner cover equipment that has been damaged or rendered unserviceable due to negligence, misuse, acts of vandalism, or tampering by anyone other than employees or agents of ViaPath. ViaPath's obligation under its warranty is limited to the cost of repair of the warranted item.

2.4.3.2. Vendor to provide any exclusions related to warranty.

ViaPath has read, understands, and will comply.

This warranty shall in no manner cover equipment that has been damaged or rendered unserviceable due to negligence, misuse, acts of vandalism, or tampering by anyone other than employees or agents of ViaPath.

There are no exclusions to the warranty stated in the response to requirement 2.4.3.1

2.4.3.3. Vendor to provide turn-around time for repair/replacement.

ViaPath has read, understands, and will comply.

As part of ViaPath's standard service and repair program, tablet spares will be stored on-site and available immediately for repair/replacement.

ViaPath will replace a broken/defective tablet with a new spare tablet as required. ViaPath keeps spare tablets on-site to replace tablets quickly if needed. DOC staff can also do this if they prefer. ViaPath's usage model allows inmates to utilize any working tablet, reducing the concern to the inmate of turnaround for repair/replacement time. If a tablet is in need of repair, an inmate can simply pick up another tablet and start working.

2.4.3.4. Vendor to provide if there is extended warranty coverage option.

ViaPath has read, understands, and will comply.

There is a one-year manufacturer warranty; however, ViaPath warranties the tablets against manufacturer defects in materials and workmanship throughout the life of the agreement. This warranty shall in no manner cover equipment that has been damaged or rendered unserviceable due to negligence, misuse, acts of vandalism, or tampering by anyone other than employees or agents of ViaPath. ViaPath's obligation under its warranty is limited to the cost of repair of the warranted item or a or a mutually agreed upon percentage of replacements per year to cover normal wear and tear, as determined by ViaPath.

2.4.4. Provide tablets in multiple form factors and adaptive for the sensorial disabled, the wireless tablet will offer a solution that integrates with the offender phone system and other vendor's services such as mail, library, law library, commissary, grievances, documentation, education programs, vocational training, cognitive behavioral therapy, and entertainment.

ViaPath has read, understands, and will comply.

The ViaPath tablet solution includes a fully integrated application suite that includes communication (phone calls through the ViaPath ITS, messaging, video visitation), facility automation (Document/Notices, Commissary Ordering, Grievances/Requests), Education/Training/Therapy, and entertainment (Music, Videos, Books, Games). These applications are described in detail in sections 2.1 and 4 of this proposal.

Regarding the sensorial disabled, ViaPath is leading the industry in ADA compliant, accessible kiosks and tablets. Working together with Android Accessibility Suite tools, our kiosks and tablets allow inmates with a variety of impairments to make full use of our apps and features by utilizing tools such as the screen reader, magnification gestures, captions and subtitles, and color correction for color blindness, to name a few. Also being developed is speech-to-text transcribe capability. By striving to adhere to WCAG 2.0 guidelines, our kiosks offer a highly usable communication, multimedia, and educational experience for all inmates.

Accessibility Feature	Description	Details
Screen Reader	*Provides spoken feedback so you can use your device without looking at the screen. Especially helpful for people who are blind or have low vision.*	*Swipe left/right to move between items.* *Drag two fingers at once to scroll.* *Double tap to activate/select the item you're currently on.*
Select to Speak	*Tap on a specific item on your screen to hear it read aloud.*	*Drag your finger across the screen to select multiple items.* *Tap Play button to hear everything on the screen.*
Text-to Speech Output	*Set Language – ex: Spanish will read aloud in a native Spanish voice with correct inflections/accent*	*Speech Rate – slider to change speed of speech.* *Pitch – slider to adjust high or low.*
Speech-to-Text (when generally available)	*Inmates can have speech transcribed to text for text apps (e.g., Requests/Grievances).* *Hearing impaired inmates can read spoken language in text form*	*Sight impaired users can use the Live Transcribe feature to speak into the tablet microphone and have the speech transcribed (speech-to-text) to be used for textual-based communication on the tablet.*
Font Size	*Makes text on screen larger or smaller.*	*Slider with 4 settings.*
Display Size	*Makes the items on your screen smaller or larger. Some apps may change position. Slider with 3 sizes.*	*Slider with 3 sizes.*
Magnification	*Two options to toggle on – magnify with triple tap or magnify with button*	*Triple tap = quickly tap the screen 3 times, drag two fingers to scroll, pinch 2 or more fingers to adjust zoom.* *Tap the accessibility button and then tap and hold anywhere on the screen. Lift finger to zoom out.*
Color Correction	*Toggle on or off to correct for color blindness.*	*Can choose between Deuteranomaly (red-green), Protanomaly (red-green), or Tritanomaly (blue-yellow).*
Color Inversion	*Toggle on/off. Changes light colors dark and dark colors lighter.*	

Remove Animations	*Toggle on/off to remove animations that may be distracting for those with attention or cognitive disabilities*	
Captions	*Toggle on/off – displays captions on any audio content.*	*Set Language. Defaults to device language* *Adjust text size – Very small, Small, Normal, Large, Very Large.* *Caption Style - white on black, black on white, yellow on black, yellow on blue, custom (opens extra options to set font, text color, opacity, etc.).*

2.4.5. Provide personal cloud storage at no cost that holds offenders files such as email, photos, music, eBooks and other document content. This feature shall provide offenders with the ability to retrieve their digital content during their incarceration and after their release from DOC custody.

ViaPath has read, understands, and will comply.

ViaPath's Inspire tablet solution is cloud-based and includes cloud storage of both personal data (inmate messages, photos/videos, grievances/requests, etc.) and all common-access digital content such as streaming music/videos, eBooks, and facility documents. Inmates must identify themselves by PIN to log onto the tablet; they will subsequently only have access to their own person cloud-stored data and common data as permitted by their profiles.

For post-release, ViaPath with work with the (Agency) to identify eligible content to be made available to the inmate upon release. Utilizing a standard web browser, an inmate can login to our secure site to retrieve their content and will have the option to download. This capability will be available in 2nd half of 2022.

2.5 WIRELESS TABLETS TECHNICAL ENVIRONMENT

2.5.1. The vendor shall provide its application(s) that will run on an operating system, mutually agreed upon by the vendor and the DOC, that is capable of being upgraded at no cost to the DOC.

ViaPath has read, understands, and will comply.

Each of our tablets runs a ViaPath custom version of Android Operating System (ROM), which is configured to connect to approved, secure wireless access points on our independent network.

2.5.2. Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel unless restricted by hardware capabilities or security gaps in newer versions

ViaPath has read, understands, and will comply.

ViaPath works with our Flex Kiosk and tablet device vendors to procure the hardware for our correction industry customers and with this we offer a custom version of the Android Operating System (OS). The custom OS we offer is constrained by the processor that will function with our device. This constraint will only allow us to upgrade the OS within the boundaries of the security and safety required for our industry which is not aligned with publicly available kernels. With that, ViaPath will provide that latest version of our custom OS available as updates become available.

2.5.3. The vendor must provide following technical support services for all hardware equipment and software for services provided including, but not limited to:

2.5.3.1. Updates and upgrades;

2.5.3.2. Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, and/or workarounds.

2.5.3.3. All upgrades, bug fixes, and enhancements to the software and/or hardware shall receive prior approval by the authorized DOC staff, if required by the DOC.

ViaPath has read, understands, and will comply with sections 2.5.3.1 – 2.5.3.3.

ViaPath works with our tablet device vendor to procure the tablet hardware for our correction industry customers and with this we offer a custom version of the Android Operating System (OS). The custom OS we offer is constrained by the processor that will function with our tablet device. This constraint will only allow us to upgrade the OS within the boundaries of the security and safety required for our industry which is not aligned with publicly available kernels. With that, ViaPath will provide that latest version of our custom OS available as updates become available.

A. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the update, upgrade, fix and/or enhancement is compatible with the current operating environment.

ViaPath has read, understands, and will comply.

ViaPath has an existing test environment for all software updates, upgrades, and patches to be thoroughly validated prior to deployment into the production environment. If requested, ViaPath will work with DOC staff to provide a test environment or other

method to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

B. Vendor to describe how they will manage the transfer of any purchased media, including but not limited to, music and approved messages (e.g., text and photos) to new devices introduced during the life of the contract, if DOC moves from a purchased tablet model to a leased model, and/or if a new vendor is chosen upon contract termination. Vendor shall explain any size limitations in transferring data.

ViaPath has read, understands, and will comply.

ViaPath's tablet program can be deployed in an unassigned model, up to 1:1 or community/shared, or an assigned model. For the unassigned model, nothing is downloaded to the tablet, so there is no need to transfer anything from the device. Music, messages and photos are accessed from the cloud. In the assigned model, if there is purchased/downloaded content on the device, ViaPath will make that content available in the media cloud so that it can be downloaded to the new device. If a new vendor is chosen upon contract termination, ViaPath will work with that vendor to determine the optimal way to transfer the data to the new vendor. ViaPath is not aware of any size limitations in transferring data.

2.5.4. The vendor shall provide over-the-air security-related updates to its device operating system in a manner similar to how such updates are provided for commercial Windows based computer systems and for operating systems on smart phones.

ViaPath has read, understands, and will comply.

ViaPath wrote, and has full control over, the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities are detected, updates occur immediately, eliminating the need for offline synchronization, a common business practice among our competitors. In addition, ViaPath can push ROM updates over the air. These updates typically occur monthly, but we can tailor the frequency to meet the needs of DOC.

2.5.5. The system may or may not be deployed using a wireless network. The vendor shall detail plans to support their proposal both ways.

ViaPath has read, understands, and will comply.

The ViaPath Inspire table solution is intrinsically a non-wired solution. Although we have some existing deployments using older "dock and download" technology, ViaPath currently allows for all aspects of content access, including download to tablet devices,

without the need of wired connection to a kiosk or other wired access point. All providers but one have moved away from wired technology.

ViaPath has an exclusive capability to provide a tablet solution using either Wi-Fi or LTE connectivity (our Advanced Wireless Network, or AWN based upon the DOC's needs). AWN technology uses radio spectrum that does not interfere with any existing Wi-Fi wireless networks.

2.5.5.1. Tablets may or may not connect to DOC network infrastructure. The vendor shall detail plans to support their proposal both ways.

ViaPath has read, understands, and will comply.

To maximize the security of both our network and the Customer's, ViaPath recommends that our applications be provided on a separate, dedicated network provided and maintained by ViaPath. ViaPath recognizes that some interfaces to the Customer IT infrastructure are required (e.g., integration to JMS and Commissary systems).

Should there be a necessity to use elements of the Customer's IT infrastructure (e.g., customer wireless access points), ViaPath recommends VLAN segmentation and firewall deployment to strictly control the information allowed between networks. ViaPath will work with Customer IT personnel in implementation of such an arrangement.

2.5.5.2. The vendor shall provide a system that does not interfere with any wireless equipment (two-way radios, Wi-Fi equipment, etc.) already operating at a DOC facility.

- **A. This includes but is not limited to two-way radio systems, telephone and data systems (other than applicable cellular devices), fire alarm systems, environmental control systems, lighting, motors, pumps, and electrical equipment.**
- **B. The vendor shall be responsible for any repairs required should any damage occur.**

ViaPath has read, understands, and will comply.

ViaPath has two wireless radio connectivity options available. We offer a traditional Wi-Fi based on 802.11 a/b/g/n/ac Dual-Band 2.4/5GHz. We also offer our *exclusive* ***Advanced Wireless Network (AWN) wireless network solution is based on "private" Carrier Grade Long-Term Evolution (LTE cellular) technology in the Citizen Band Radio Service (CBRS) (3.5GHz) band. Additional information on the AWN technology is provided in Section 2.5.6.2.***

ViaPath does extensive site planning with specialized equipment in determination of placement and configuration of Wi-Fi access points. In addition to our dual-band 802.11 wireless solution, access point deployment and configuration is designed to prevent interference with existing wireless infrastructure in the DOC facilities.

The ViaPath AWN solution is based on LTE spectrum that will not interfere with the 802.11 band, radios (700-800Mhz bands) or other non-802.11 wireless bands.

ViaPath will be responsible for all maintenance of the wireless network infrastructure including resolving of in-facility interference for the duration of the contract.

2.5.5.3. The DOC shall have the authority to determine which channels are to be used by the vendor.

ViaPath has read, understands, and will comply.

As described above, ViaPath has flexibility in the configuration of Wi-Fi channels; we have the ability to limit wireless channels to those directed by the DOC.

ViaPath's Advanced Wireless Network (AWN) infrastructure is composed of access points that operate in the 3.5GHz frequency (CBRS) and deliver a private LTE connection to ViaPath-controlled tablets. This is guaranteed to not interfere with wireless channels prohibited by the DOC.

A. The vendor shall allow DOC SNMP monitoring of these tablets devices, at a minimum.
B. The vendor shall allow DOC complete audit and read-only access to entire vendor infrastructure located on any DOC premises.

ViaPath has read, understands, and will comply.

ViaPath actively monitors the ViaPath equipment, platform, and network activities continuously, for DOC facilities in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, alert history, and statistical information to our internal experts.

Network Operation Center (NOC)

ViaPath proactively monitors our tablet system provided to the DOC from our Network Operations Center (NOC). The ViaPath NOC provides monitoring for the ViaPath platform, network, back-office system, and data centers. Our NOC staff monitor every aspect of the tablet system from network performance and application monitoring to automation in data storage resource management.

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the tablet system for the DOC including the suite of network performance modules through SolarWinds®. SolarWinds monitoring software modules allow NOC personnel to continuously monitor all hardware, software, and solution metrics. The

many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, alert history, and statistical information.

Technical Support Center

The management and monitoring of ViaPath technical customer support services are located at our Technical Support Center (TSC). Our Technical Support Center monitors all the on-site hardware, software, and network traffic 24/7/365 for DOC facilities through the SolarWinds state-of-the-art monitoring software. DOC equipment at the site is monitored and polled by technical support staff. System hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time with ViaPath's robust network performance management capabilities. The poll interval is programmable and usually set to poll each device at 2-minute intervals.

Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame. Our technical support staff are available to the DOC 24x7x365 through our single source contact.

Software Performance Monitoring

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level performance using New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including CPU performance and web site response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for DOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.

Reporting

ViaPath's system features highly configurable reporting options for DOC staff that provide detailed information of what the inmates are doing with their tablets. All inmate activity on the tablet creates an audit trail for monitoring purposes. This includes the following:

- *Tablet ID*
- *Tablet location*
- *Inmate identifications*
- *Applications accessed*
- *Time spent on each application*

- ***Duration of access on tablet***
- ***Inmate photographs upon login***
- ***Inmate account usage from a financial perspective***
- ***Inmate account usage on free profile***

2.5.6. The vendor shall provide all equipment and software necessary to provide tablet services including, but not limited to: hardware, wiring, network equipment, etc.

ViaPath has read, understands, and will comply.

ViaPath's wireless tablet solution includes all the required hardware, wiring, infrastructure, software, and applications.

2.5.6.1. The vendor may utilize any existing hardware belonging to the DOC that is available, provided it is deemed to be suitable and approved by the DOC.

ViaPath has read, understands, and will comply.

2.5.6.2. The vendor shall install and manage wireless networking equipment that will allow all offenders to obtain the services requested in all areas, grounds, and buildings designated by the DOC.

ViaPath has read, understands, and will comply.

ViaPath has two wireless radio connectivity options available. We offer a traditional Wi-Fi based on 802.11 a/b/g/n/ac Dual-Band 2.4/5GHz. We also offer our exclusive Advanced Wireless Network (AWN) wireless network solution is based on "private" Carrier Grade Long-Term Evolution (LTE cellular) technology in the Citizen Band Radio Service (CBRS) (3.5GHz) band. Although in some situations standard Wi-Fi can provide sufficient in-cell wireless connectivity, our exclusive AWN solution is available to provide this connectivity should Wi-Fi not be sufficient.

By offering connected in-cell coverage, we can create opportunities through additional communication streams to inmates to restore and maintain relationships within their families and to promote self-improvement and reduce recidivism through educational offerings. With connected in-cell coverage, inmates can communicate in real-time with their families, access mental health support videos, and enrich their lives with educational content, music, movies, and games. When connected, all this content can be streamed live, no downloads or caching required. While downloading won't be required due to the expansive coverage of ViaPath's wireless solution, offline/cached content can be available for service such as music and games so that the inmates may continue using their entertainment services should they lose access to the network.

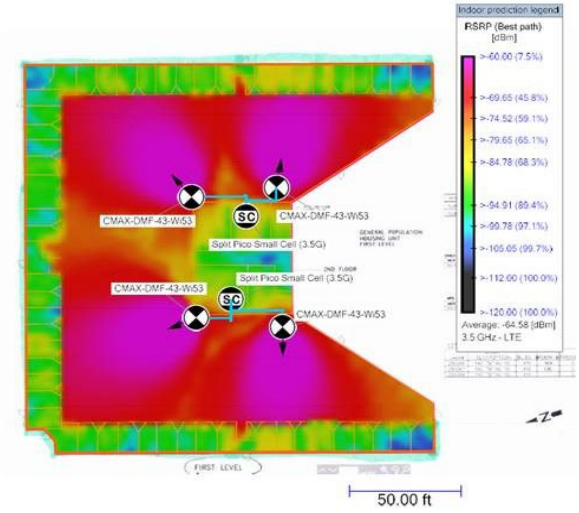
How AWN Works

Our AWN wireless network solution is based on "private" Carrier Grade Long-Term Evolution (LTE cellular) technology in the Citizen Band Radio Service (CBRS) (3.5GHz) band connecting our tablets. This means that the AWN transmits/receives wireless signals from ViaPath installed antenna to our proprietary tablets which are equipped with chipsets to receive/transmit on the CBRS channels. LTE technology provides a higher density signal which handles greater inmate access while providing high data transfer rates. This permits multiple inmates to concurrently use streaming media, voice, video and messaging services without latency and signal degradation in the inmate facilities.

Benefits to the DOC

When compared to a traditional 5 GHz Wi-Fi model, ViaPath's LTE solution is superior. Using standard Wi-Fi as an example, inmates only have access to stream content when they are within the range of the limited number of wireless access points (WAPs) deployed. As soon as they are out of range, they lose access to live content and may only use whatever has been downloaded to their tablet. This means that when the inmate is back in their cell, they cannot send or receive a message or access allowed content. This also means the inmate would be unable to interact with any the DOC or third-party system that would require the tablet to send and receive data.

The use of the ViaPath AWN wireless infrastructure provides an extra layer of security to your facilities. This is because <u>most contraband cellphones do not have the chipsets required to operate on the AWN frequency</u>.



The illustrative heat map above shows the possible WiFi coverage with ViaPath's advanced wireless network solution.

In the correctional environment, connectivity is critical, and no one can offer the level of real-time online connectivity that ViaPath is offering with this advanced wireless network solution. We believe this level of connectivity is critical to meeting the DOC's goal of preparing inmates to successfully reintegrate with communities.

Some of the benefits of ViaPath's advanced wireless network as compared to a traditional Wi-Fi network are described below:

ViaPath AWN (Advanced Wireless Network)
Advantages over Other Solutions

- Shorter pre-installation planning: Less site survey and planning time
- Faster completed install:
  - Less equipment to deploy
  - Less infrastructure and no or limited pathway required
  - Less solution test points
  - Fewer facility escorts required
- Better network coverage: In-cell coverage is possible
- High reliability: commercial grade network
- Resistance to interference: Does not use Wi-Fi or Bluetooth wireless bands
- Less maintenance: Fewer points of failure
- Better monitoring: Better software tools for network KPIs

Traditional WiFi Networks: **Core Challenges**

- Lengthy pre-installation planning
- Lengthy installation times
- Installation crews can be tied up, delaying future sites
- Significant facility disruption
- Rare to achieve reliable in-cell coverage
- Significant wiring requirements
- Delayed access to tablets for inmates, creating frustration and inefficiency

2.5.6.3. All equipment should be tamper resistant, of durable construction, and considered by industry standards as appropriate for a correctional environment.

ViaPath has read, understands, and will comply.

Our wireless tablet has rugged external housing and was drop-tested to meet military-grade 810G (MIL-STD-810G) standards. Inmates will find it difficult to break the tablet or access interior components, like the motherboard. Inspire tablets feature a black, bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws, which require a custom tool to remove.

2.5.6.4. The vendor shall maintain and repair all networking and wireless network hardware and software for the offender network for the services requested

ViaPath has read, understands, and will comply.

2.5.6.5. The vendor shall be responsible for all charges related to the purchase, installation, repair, or maintenance of all hardware and software related to the offender network for the services requested. This responsibility includes, but is not limited to, all costs which may result from: (1) the provision of services to any newly constructed building(s) at an existing

DOC facility; (2) the provision of services resulting from modifications made necessary by DOC changes at the correctional facility; (3) negligent or deliberate damage or loss; and (4) any other damage or loss related to theft, fire, explosion, water damage, electrical power incident(s), acts of God (such as earthquake or flood).

ViaPath has read, understands, and will comply.

2.5.6.6. The DOC requires the vendor to provide reliable high speed fiber optic cabling at each facility, at no cost to the DOC. The fiber optic network will be used for inmate phone calls and wireless tablet services including but not limited to music downloads, secured messaging, commissary ordering, inmate scheduling, banking, e-books, learning and training.

ViaPath has read, understands, and will comply.

2.5.6.7. Provide the DOC a percentage of the infrastructure solution (bandwidth) for the DOC to deliver shared applications and other educational content to offenders within the facilities for educational and reentry purposes. Besides the fiber optic strands that will be used by the vendor for inmate phone and wireless tablet services, the DOC seeks to have the vendor provide the DOC with additional fiber optic strands specifically for the DOC and managed by the DOC for educational and reentry purposes. The strands shall be terminated, tested, and ready for the DOC's use.

ViaPath has read, understands, and will comply.

Where ViaPath is required to install new fiber optic strands to support ViaPath's Tablet and Kiosk solution, ViaPath can add fiber strands for the DOC to be managed by the DOC for educational and reentry purposes. The strands will be terminated, tested, and ready for the DOC's use.

2.5.6.8. Agree to transfer the vendor-provided network at no cost to the DOC upon expiration of contract. This shall include all applicable cabling and wireless equipment.

ViaPath has read, understands, and will comply.

2.5.7. Vendor must describe in detail all of the security features built into their respective systems at the hardware, operating system, wireless infrastructure, network, and application layers.

ViaPath has read, understands, and will comply.

The DOC will be using a fully secure system. Both hardware and software components of the tablets have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources. Additionally, most of our physical equipment is located off-site in secure data centers, which have multiple layers of security to protect your information.

Info@Risk an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on Inspire, ViaPath's corrections-grade wireless inmate tablet. ViaPath remediated vulnerabilities found by Info@Risk, and subsequent retesting confirmed that all significant vulnerabilities were successfully eliminated. As of September 2020, Info@Risk certified that our tablet, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors

Network Security

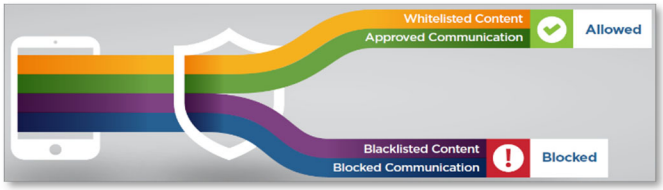
ViaPath has two wireless radio connectivity options available. We offer a traditional Wi-Fi based on 802.11 a/b/g/n/ac Dual-Band 2.4/5GHz. We also offer our** exclusive **Advanced Wireless Network (AWN) wireless network solution is based on "private" Carrier Grade Long-Term Evolution (LTE cellular) technology in the Citizen Band Radio Service (CBRS) (3.5GHz) band. Additional information on the AWN technology is provided in Section 2.5.6.2.

ViaPath uses best-in-class security measures to ensure wireless devices and the wireless networks are properly protected from malicious behavior. This ensures only our devices can access the network while prohibiting connection from unauthorized devices.

All Wi-Fi communications route over an encrypted VPN running on a highly secure, invisible, wireless (WPA2) network. AWN transmits/receives wireless signals from ViaPath-installed antennas to our proprietary tablets which are equipped with chipsets to receive/transmit on the CBRS channels. The use of the ViaPath AWN wireless infrastructure provides an extra layer of security to your facilities. This is because most contraband cellphones do not have the chipsets required to operate on the AWN frequency spectrum.

Additionally, our network architecture routes all communication through a ViaPath gateway server appliance, serving as both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet).

The ViaPath network gateway blocks inmate-to-inmate communication on our wireless tablets, acting as a firewall to strictly prohibit internal communication. The wireless network design ensures that, in the event of any component failure, there will be no escalation of privileges, and inmates cannot gain open access to the Internet. We have designed these features to execute the highest data access security within your facilities.



Operating System Security

Each of our tablets runs a ViaPath custom version of Android Operating System (ROM), which is configured to connect to approved, secure wireless access points on our independent network. Inmates cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control) and ViaPath devices cannot see or access alternate wireless networks. Our wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

The operating system on our tablets is designed to use the camera for security only. By design the inmate is not able to access the camera for picture taking or recording. Photos are taken at login and for audit purposes only and can only be reviewed by facility staff with specific permissions.

ViaPath has the most secure inmate tablet solution in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on our wireless Android tablets. The assessment included attempting both hardware- and software-based attacks from an inmate or external collaborator. As part of testing, "ethical hackers" configured our wireless tablet in conjunction with ViaPath to simulate an actual deployment, including the secure networking components.

Firmware Security

ViaPath wrote and has full control over the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities are detected, updates occur immediately, eliminating the need for offline synchronization, a common business practice among our competitors. In addition, ViaPath can push ROM updates over the air. These updates typically occur monthly, but we can tailor the frequency to meet the needs of DOC.

ViaPath's wireless tablet hardware and OS are purpose-built to excel in the environment for which they were built: corrections.

Hardware Security

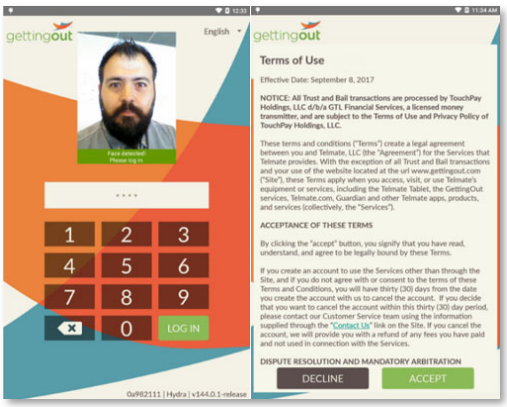
A rugged, shatter-resistant design prevents inmates from accessing the interior components like the motherboard. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws, which require a custom tool to remove. The tablet's durable, clear body adds another layer of security to help prevent inmates from hiding contraband in the device. Our Inspire tablet also includes additional features to ensure DOC's facility safety and security.

Wireless Security

ViaPath uses best-in-class security measures to ensure wireless devices and the wireless networks are properly protected from malicious behavior. This ensures only our devices can access the network while prohibiting connection from unauthorized devices.

Application Security

ViaPath's management software controls all tablet software applications. This security allows for easy and quick deployment of applications and firmware changed over the air (OTA), without any end user interaction required.



The administrative interface allows facilities to manage whitelisted (allowed) and blacklisted (restricted) sites at the global and facility levels. This allows a greater amount of flexibility for the preferences of the allowed content. Our secure network can make changes to the whitelisted and blacklisted numbers in real time and adopt them quickly.

Our application security is designed to:

- ***Eliminate external linkages***
- ***Deny unapproved content***
- ***Remove back-door access to tablet settings***

2.5.7.1. The vendor shall detail its ability to disable devices such as FM radio, Bluetooth radio, etc. as required by the DOC.

ViaPath has read, understands, and will comply.

ViaPath has the ability through the tablet ROM administration interface to disable individual communications media such as FM radio, Wi-Fi, or AWN LTE. The device currently has Bluetooth disabled by default.

2.5.7.2. In order to be classified as disabled, a device must be disabled in BIOS and have no installed operating system driver.

ViaPath has read, understands, and will comply.

2.5.8. The system at each DOC Facility must allow for designated DOC personnel located either at the facility or central administration to locally or remotely access each of the systems via a secure, password protected method.

ViaPath has read, understands, and will comply.

ViaPath's hosted solution has a Web-based interface that is accessible to authorized individuals via connection to ViaPath's private website.

ViaPath provides Anywhere Anytime Access to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system

workstation, the DOC's on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain features.

After connecting to the private website, a person must log into the DOC's system with a valid username and password (user has option to allow password digits to be displayed during entry). Each user's password is linked to an assigned Role defined by the DOC which dictates exactly which features and functionality will be available to that person after log-in.

Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

2.5.8.1. Specified DOC personnel must have the ability to modify or view any data, privileges, accesses or restrictions pertaining to inmates based on DOC-defined administrative rights.

ViaPath has read, understands, and will comply.

All system users are subject to security level assignment. All data are accessed on a "need to know" basis.

2.5.9. The system features shall include, but are not limited to:
2.5.9.1. Remote wiping and/or blocking;
2.5.9.2. Central and remote site network administration;
2.5.9.3. Centralized management of installed / accessible packages;
2.5.9.4. AP isolation or other technology to prevent unapproved communication between tablet devices and other networks;
2.5.9.5. Centralized management of authentication mechanisms; and
2.5.9.6. System reporting.

ViaPath has read, understands, and will comply with items 2.5.9.1 – 2.5.9.6.

2.5.10. The vendor shall propose, provide, and describe their solution for change management. These must include at a minimum:
2.5.10.1. Version number;
2.5.10.2. Description of the change;
2.5.10.3. How the change was initiated (e.g. user or system support);
2.5.10.4. Person requesting the change;
2.5.10.5. Person responsible for the change; and
2.5.10.6. Date and time of the change.

ViaPath has read, understands, and will comply.

The application environment of the wireless tablets is identical to the Flex Multi Service Kiosk, so the change management process is the same as described in response to 2.2.6.

2.5.11. Training

2.5.11.1. The vendor will provide training to the authorized DOC staff personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities. Training conducted via Video conferencing and/or webinar are acceptable.

ViaPath has read, understands, and will comply.

A major factor in the success of a great inmate communication system is the knowledge its users have of the solution. ViaPath's highly experienced training staff have carefully designed a training plan that reaches every user of the system to ensure that DOC staff, inmates, and friends and family get the most out of the features the system offers. As a key part of our mission to provide the best customer service and satisfaction, we ensure that facility staff are trained from launch and implementation through day-to-day operations.

Training Process for DOC Staff

The ViaPath training team uses onsite and web-based training to meet the diverse needs of individuals working in the corrections environment. ViaPath trainers use demonstrations, question-and-answer sessions, hands-on activity, and process reviews to help correctional staff quickly master the features and functionality of the system while learning by doing.

- ***On-Site Training – Upon installation, and typically before Go-Live, the ViaPath training team will provide in-depth training on all aspects of the system. During on-site training, the ViaPath trainer will lead a review of system features and functionality and actively encourage each participant to ask questions and perform hands-on activity in the system where applicable. The ViaPath trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick-tip cards. On-site training will be available throughout the life of the contract as new features and functionalities are added, upgrades and expansions become available, or anytime upon request of DOC.***
- ***Web-Based Training – In conjunction with initial on-site training, our certified trainers can lead web-based training, allowing users to view the system via an online meeting and interact with the trainers and other participants on a toll-free conference bridge. This type of training will continue to be available throughout the life of the contract just as on-site training is. In fact, many facilities find that on-going web-based training is***

more beneficial after initial on-site training, because it allows ViaPath to train users at a time and place that is convenient for them. This ensures nearly every work schedule can be accommodated.

- ***Training Documentation – All materials presented during training sessions will be left with DOC staff for references, along with full system user guides. In addition, ViaPath will provide DOC with an online portal that allows users to access all documentation, from training agendas to how-to guides. ViaPath will also provide "Quick Tip" posters to be mounted near facility workstations for quick refreshers on common system features.***

2.5.11.2. Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC.

ViaPath has read, understands, and will comply.

2.5.11.3. Informational pamphlets, in both hardcopy and electronic form, will be available for inmate's relatives to explain applicable features and functionalities of the tablet(s) when requested by the authorized DOC staff, at no cost to the DOC.

2.5.12. Maintenance

2.5.12.1. Vendor to provide maintenance and service plan to include frequency and speed of maintenance. System downtime shall not extend beyond a 24-hour duration for any reason.

ViaPath has read, understands, and will comply.

ViaPath is committed to providing the DOC with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment associated with our provided solutions are maintained for the life of the contract.

- ***ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, kiosks, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.***
- ***Maintenance and repair services provided entirely without cost to the DOC.***
- ***Malfunctioning equipment repaired or replaced as needed and inquires by the DOC staff are answered quickly and courteously.***
- ***Responses to service interruptions or equipment malfunctions within the agreed-upon timeframes.***

ViaPath Maintenance and Support Plan

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, ViaPath service technicians nearby will be dispatched to the site within the required time limit.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

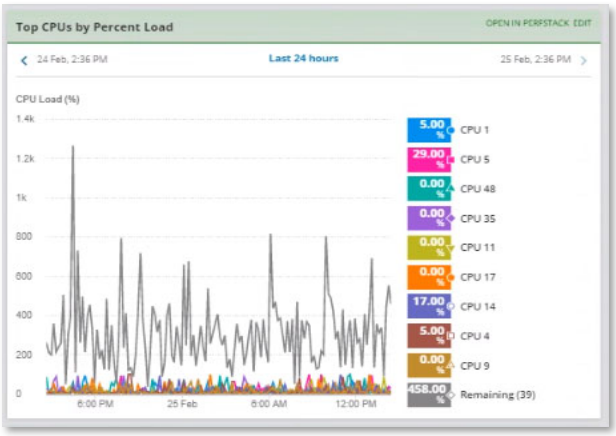
Remote Monitoring and System Diagnostics

ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, alert history, and statistical information to our internal experts.

Network Operation Center (NOC)

ViaPath proactively monitors our communication systems provided to the DOC from our Network Operations Center (NOC). The ViaPath NOC provides monitoring for all ViaPath communication platforms, network, back-office systems and data centers.

Deployment Monitoring: Monitoring trends in network performance before, during, and after deployments of additional devices or updated software features allows ViaPath to be proactive instead of only reactive.



Data Center Server Function Details

We staff our NOC with the most knowledgeable professionals in the industry. Our network experts are fully certified in all the system hardware and software solutions that monitor our platforms and network we offer to our customers. Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting, performance history, data, and network information are available to our staff when needed.

Our NOC staff monitor every aspect of the communication systems we provide to our customers from network performance and application monitoring to automation in data storage resource management. These technologically advanced monitoring tools keep ViaPath ahead of system incidents and provide for proactive updates and adjustments.

NOC Proactive Management and Performance Tools

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the systems we provide to the DOC including the suite of network performance modules through SolarWinds®. The SolarWinds monitoring software modules allow the NOC personnel to continuously monitor all hardware, software, and solution metrics. Monitoring trends in network security and performance before, during, and after deployments of additional devices or updated software features allows ViaPath to be proactive instead of only reactive.

The many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, alert history and statistical information.

Security and Performance

- Monitoring Network Performance
- Monitoring Applications
- Monitoring Storage Resources
- Monitoring Traffic
- Monitoring Signal Quality

Network Performance Monitor (NPM) - With this module, ViaPath can monitor for circuit availability, performance, tracking hardware and bandwidth utilization to ensure that circuits are both available and right-sized for your deployed system. ViaPath is working to ensure your staff are always able to do their administrative or investigative tasks using our system.

Server and Application Monitor (SAM) - Provides deep visibility into our application and server (physical and virtual) performance issues giving proactive performance alerting and faster troubleshooting for our customer's systems. Receives issue alerts before they become problems.

Network Configuration Manager (NCM) - Reduces downtime by ensuring that the network is compliant and secure. In the unlikely event of a component failure, ViaPath can quickly and easily replace the exact configuration. We can watch for any changes to a configuration—spotting failures or threats.

IP Address Manager (IPAM) - More than just identifying who and where and what device, these tools allow ViaPath to track IP subnet utilization, planning, and inventory in our network. By employing the IPAM, users save time with a more reliable network.

Storage Resource Monitor (SRM) - With SRM, the DOC data storage is proactively tracked for consumption and capacity allowing ViaPath to make accurate adjustments before a problem can occur. Your data storage is more efficient through a more detailed view of storage hardware making it easier to identify performance issues quickly and easily repair them.

Web Performance Monitor (WPM) - Automation of monitoring the performance for web-based applications increases the usability of our platform user interfaces and provides for more efficient detection, tracking and location of performance issues. This reduces the likelihood of a slow on-line experience for your facility staff using ViaPath Command, our communication interface software.

Netflow Traffic Analyzer (NTA) - Allows for better bandwidth usage tracking so ViaPath can predict where adjustments can be made to provide our customers with faster service and reduce periods of slowdown.

Voice and Network Quality Manager (VNQM) - Proactively identifies and eliminates distortion, latency, and noise from communication signals making a clearer calling signal for calls placed from our platform.

Technical Support Center

The management and monitoring of ViaPath technical customer support services are located at our Technical Support Center (TSC). ViaPath offers the DOC best-in-class customer support with our highly trained technical professionals providing 24x7x365 superior service and the latest monitoring and alerting software in the industry.

Over the past year we have worked to increase our remote network and system monitoring capability to include greater load balancing capacity as well a 47% increase in the network elements we monitor and a 23% increase in the number of Network Devices backed up in our configuration manager.

Our Technical Support Center monitors all the on-site hardware, software, and network traffic for the DOC facilities through the SolarWinds state-of-the-art monitoring software. the DOC equipment at the site is monitored and polled by technical support staff. System hardware components such as routers, switches, servers, and other SNMP-enabled devices are monitored and analyzed in real-time with ViaPath's robust network performance management capabilities. The poll interval is programmable and usually set to poll each device at 2-minute intervals.

Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame. Our technical support staff are available to the DOC 24x7x365 through our single source contact.

Software Performance Monitoring

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level performance using New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including CPU performance and web site response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for the DOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- ***Testing of the tablets to ensure proper functionality***

- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***
- ***Real-time dashboards to tickets submitted by the facility and friends and families***

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.*

	• *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*
Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason, we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	Technical Support Escalation Personnel
Level 1	Lead Technical Support Specialist or Supervisor (varies by State)
Level 2	Technical Support Manager (Varies by State)
Level 3	Director of Services (Varies by State)
Level 4	Ted Meekins Vice President, Technical Services
Level 5	Aaron Webster Senior Vice President, Service Excellence
Level 6	Deb Alderson Chief Executive Officer

2.5.12.2. The vendor must provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State's time zone. Vendor must provide the toll-free number for agency to call when service is needed.

A. The vendor shall provide a detailed plan for customer support during non-business hours.

ViaPath has read, understands, and will comply.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

In addition, ViaPath provides toll-free access (877-650-4249) to both live operator assistance and a fully functional automated IVR. Knowledgeable operators are available

seven days (7) per week, and up to twenty-four (24) hours per day. ViaPath provides customer service in both English and Spanish and maintains a robust escalation protocol for quick resolution of any technical issues. Every ViaPath operator has access to all customer records in real-time, ensuring they can handle any billing, blocking, call history, or account request.

While most customers prefer our fully functional automated IVR, since it can rapidly service many of their needs, ViaPath is committed to providing the highest quality live operator assistance, as well. Customers can reach a live operator easily without a series of "press throughs." Moreover, hold times for the live operator queue are the shortest in the industry (we can provide you historical data, as well as commit to sending you a hold time report on a monthly, or even weekly, basis).

ViaPath's name and toll-free number for Billing Customer Service appear on all telephone bills for customers who accept collect calls from DOC inmates.

2.5.12.3. The vendor shall maintain levels of service and machine installation at no cost to state.

ViaPath has read, understands, and will comply.

2.5.12.4. There shall be no additional installation cost to the DOC for changing out machines that need repair or replacement. The vendor shall be responsible for any expenses required for the repair of the equipment.

ViaPath has read, understands, and will comply.

2.5.12.5. The vendor will coordinate its service schedule in advance with the facility.

ViaPath has read, understands, and will comply.

2.5.12.6. The vendor shall contact the facility for entry approval regarding maintenance and repairs.

ViaPath has read, understands, and will comply.

2.5.12.7. The vendor shall provide the necessary labor, parts, materials, and transportation to maintain the hardware and software for the tablets in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made

to the DOC for maintenance of the tablet environment infrastructure.

ViaPath has read, understands, and will comply.

ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, kiosks, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.

2.5.12.8. The vendor shall provide for continuous on-line diagnostics and continuous supervision as well as local remote offline control access for advanced programming and diagnostics of the tablet environment. Access to the built-in advanced diagnostics and program control will be accessible via network by service center personnel and will provide failure reports, service history and other diagnostics.

ViaPath has read, understands, and will comply.

ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, alert history, and statistical information to our internal experts.

Software Performance Monitoring

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level performance using New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including CPU performance and web site response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for the DOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.

2.5.12.9. The vendor will provide their on-site repair time, method and proposed level of services for the facilities. Vendors will detail their ability to handle emergencies.

A. Please provide an escalation plan.

ViaPath has read, understands, and will comply.

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
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Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
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Escalation Level	Technical Support Escalation Personnel
Level 1	Lead Technical Support Specialist or Supervisor (varies by State)
Level 2	Technical Support Manager (Varies by State)
Level 3	Director of Services (Varies by State)
Level 4	Ted Meekins Vice President, Technical Services
Level 5	Aaron Webster Senior Vice President, Service Excellence
Level 6	Deb Alderson Chief Executive Officer

2.5.12.10. Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem.

ViaPath has read, understands, and will comply.

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet the DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed the DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***
- ***Real-time dashboards to tickets submitted by the facility and friends and families***

A. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable for lost commissions during times the tablet infrastructure is in need of repair and not properly operating.
B. The specific commission will be calculated by the State and the State will advise the vendor of all commissions due.
C. The vendor will pay the calculated lost commission with the next commission payment due the State.
D. Vendor will be allotted time between the notification and the next commission payment to validate the lost commission.

ViaPath has read, understands, and will comply.

When an escalation need arises, the escalation path(s) provided by ViaPath will be followed.

ViaPath exceeds most customer expectations by understanding that not all maintenance issues can be resolved onsite at times it requires offsite resolution and/or both are required. For that reason, we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

2.5.12.11. The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians, etc. The vendor's management office and emergency telephone numbers must also be furnished.

ViaPath has read, understands, and will comply.

Upon award of contract, ViaPath will provide all required contact information for its contractors/subcontractor, managers, administrators, technicians, etc.

2.5.12.12. The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

ViaPath has read, understands, and will comply.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's

system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- *Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound network circuits for dial tone and proper PIC code. Complete all required inmate phone repairs.*
- *Operational test of call processing equipment and perform routine maintenance and cleaning.*
- *Testing of the video visitation system to ensure proper functionality*

- ***Testing of the telephones to ensure proper functionality***
- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

2.5.12.13. Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the tablet environment.

ViaPath has read, understands, and will comply.

2.5.12.14. All issues surrounding the tablet environment will be reported by the vendor to the authorized DOC staff.

ViaPath has read, understands, and will comply.

2.6 ACCESSORIES

The vendor to provide a list and proposed pricing for all tablet accessories offered in the Cost Proposal.

ViaPath has read, understands, and will comply.

ViaPath offers earbuds and charges as accessories to our wireless tablets. Pricing is included in our Cost Proposal.

3. INMATE TELEPHONE SYSTEM (ITS)

3.1 ITS GENERAL FUNCTIONALITY

3.1.1. The vendor will provide the ITS with a technology system fully supported by an infrastructure which has the capability to provide specified services such as secure and real-time monitoring of inmate telephone calls meeting the DOC's ITS security requirements. In addition, the ITS will contain a secure database for transactional call records and provide data feeds to the DOC's official data repository.

ViaPath has read, understands, and will comply.

3.1.2. Vendor must have functionality to allow or establish approval processes based on hierarchy or named group before an event is allowed to occur.

ViaPath has read, understands, and will comply.

3.1.3. Authorized DOC staff will be responsible for providing a daily "inmate location" and "inmate ID number" to the vendor. The authorized DOC staff will determine the type, format and transmission method of the daily "inmate location". Authorized DOC staff will define the specifications of the requested data feed.

ViaPath has read, understands, and will comply.

3.1.4. The vendor will provide complete support of all ITS software necessary to ensure provision of services at all times throughout the duration of the Contract. In addition, the vendor will monitor changes to associated interfaced systems and accommodate changes in their ITS as needed to continue operations of the services and ITS as specified herein.

ViaPath has read, understands, and will comply.

3.1.5. The ITS will be restricted to outgoing calls only. The ITS will not process incoming calls at any time. The ITS will allow for the authorized DOC staff to program times when the ITS will be operational.

ViaPath has read, understands, and will comply.

3.1.6. During the call set-up process, the ITS will provide a pre-recorded announcement every five (5) minutes, which complies with Code of Federal Regulations (CFR), Title 47, Volume 3, Part 64.710, identifying that the collect call is coming from a specific inmate at a specific DOC facility, stating rate and complaint information and containing a toll free number for the consumer's use. This announcement will be heard by the answering party. The announcement will also include the statement: "All telephone calls will be recorded and monitored except attorney calls".

ViaPath has read, understands, and will comply.

3.1.7. The ITS will have the capability to be deactivated (shut down), by authorized DOC staff or vendor staff as authorized by DOC. The ITS will be capable of deactivating the ITS ID feature by individual inmate telephone, group of telephones and/or entire facilities, at the authorized DOC staff's option. Regardless of the deactivation, the ITS will restrict inmate calls to:

3.1.7.1. Prepaid collect;
3.1.7.2. Normal collect;
3.1.7.3. Local;
3.1.7.4. Long distance;
3.1.7.5. Cellular; and
3.1.7.6. International calls.

ViaPath has read, understands, and will comply with items 3.1.7.1 – 3.1.7.6.

3.1.8. At no time, will the inmate telephones be unrestricted due to the deactivation of the ITS ID feature. The authorized DOC staff will have the ability to immediately deactivate any inmate's telephone account, upon approval of the authorized DOC staff for any of the following reasons:

3.1.8.1. 48-hours prior to any transfer;
3.1.8.2. 48-hours prior to any outside medical appointment; or
3.1.8.3. 48-hours prior to any outside court appointment.

ViaPath has read, understands, and will comply with items 3.1.8.1 – 3.1.8.3.

3.1.9. The ITS will provide for authorized DOC staff access for the purposes of managing ITS access information in real time. Authorized DOC staff and vendor staff, as authorized by the DOC, will have the ability to immediately enter, delete or modify any ITS access information including, but not limited to, calling privileges or restrictions pertaining to inmates.

ViaPath has read, understands, and will comply.

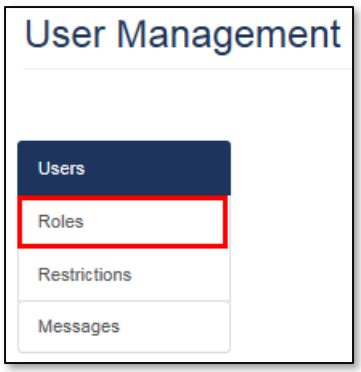
ViaPath's provides security levels called "roles" to ensure users only access information they are authorized to see. DOC personnel and ViaPath employees are subject to security

level assignment. All data are accessed on a need-to-know basis. Users who do not need to have access to sensitive data cannot access it via role management. To access the ITS user interface, facility staff must log in with a valid username and password.

Each user's password is linked to an assigned role that gives that person access only to those functions which are required for that user's job.

The User Management screen provides options for authorized personnel to proceed to the Roles Management screen. Users not authorized to edit roles will see a pop-up message, informing them they are not authorized for this function and will be denied access to the Roles Management screen.

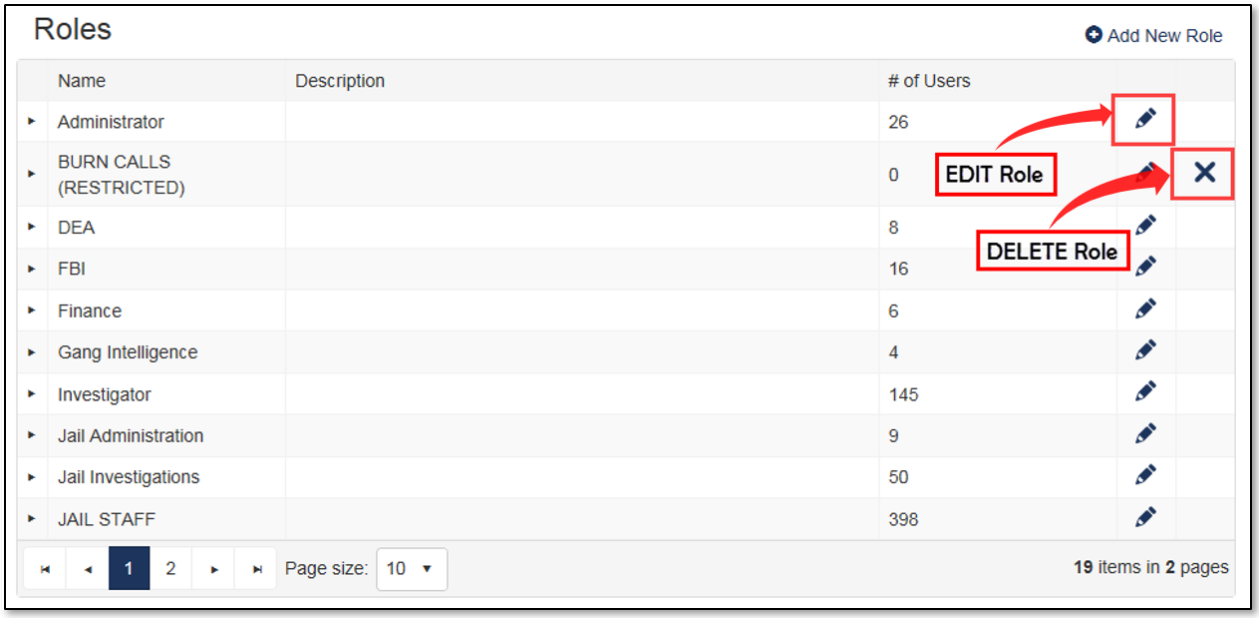
Roles are helpful for granting permission to access only one or multiple features. The Restricted User feature allows the Role Administrator to grant, for example, limited access to an outside investigator to review calls only for the specific inmate or specific telephone number(s) relevant to the investigation.



User Role Selection

An authorized Role Administrator may create a single role to for multiple users expected to perform the same functions or may define a unique role specifically for and assigned to a single user.

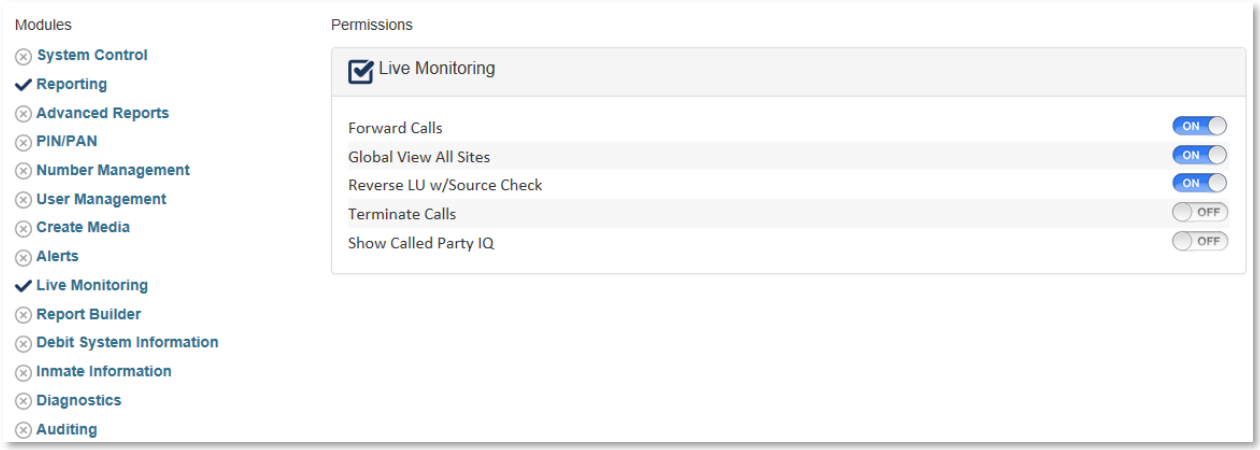
The authorized Role Administrator receives a list of existing roles. The Administrator can edit or delete existing roles and add new ones.



Edit and Delete Role Selection

For any given role, the authorized administrator selects the modules and the functions within each module enabled for that role.

Since all access to the ITS is tracked in a log that shows the username, IP address of the PC used to access the system, actions taken, and the date of the actions, all role assignment options are logged. Only those users with authorized privilege in their role can see these logs.



Role Permissions Selection

3.1.10. The ITS will provide capability for assigning an inmate's telephone access to an individual telephone or group of telephones so that the inmate's account may only place calls from those designated telephones. These telephones will still be capable of being used by an inmate whose telephone access is not specifically assigned to an individual telephone.

ViaPath has read, understands, and will comply.

3.1.11. Should there be power outage issues, the ITS and UPS will maintain all currently ongoing telephone calls for up to five (5) minutes while blocking any additional call attempts after the event. A telephone message will alert inmates that they have two (2) minutes remaining on their call. After five (5) minutes, if the UPS has not alerted the ITS that commercial power has been restored, the ITS will power down to a quiescent state that allows it to resume full operation automatically after commercial power is restored. Upon restoration of power and system recovery, the ITS will wait for five (5) minutes of stable power before allowing inmate calls to resume.

ViaPath has read, understands, and will comply.

All facility-based system equipment is connected to a UPS back-up system that provides both electrical conditioning and battery back-up in case of a power outage. ViaPath provides Uninterruptible Power Supply (UPS) units to protect system components and supply temporary power should a commercial power outage occur at the facility. The UPS also eliminates spikes, sags, surges, transients, and all other over/under voltage and frequency conditions, providing clean power to connected critical loads.

As with all other components of the on-site equipment, ViaPath's network monitoring software is in constant communication with each UPS unit. If commercial power is lost, the UPS will indicate the shift to battery backup with an audible sound in the facility's equipment room and through a remote alert notification via the ViaPath's Network Management System (NMS) to our Network Operations Center which will immediately begin diagnosing and addressing the cause of the outage. Regardless of any interruption in power, call records are continuously protected and not subject to loss.

ViaPath's ITS will provide up to 30 minutes of UPS power in the event of a power outage in the facility, which should be sufficient as total power loss in a facility is generally brief. The system will remain online as long as power is available from the UPS. All calls in progress during the occurrence of power outage shall be able to continue to conclusion, so the two (2) minute warning is not required. When facility power be restored, the system will revert to using that power and simultaneously recharge the UPS. Should facility power not be restored, at such time as the UPS runs low the system will shut down until such time as power is restored, at which time the system will automatically be available again. The system performs a graceful shutdown so that no data is lost during the shutdown and the system will be restored to full operational state upon power restoration.

3.1.12. The system at each DOC Facility must allow for DOC investigative personnel located either at the facility or central administration to remotely access each of the systems via a secure, password protected method. Specified DOC personnel must have the ability to change or modify or view any privileges or restrictions pertaining to inmates at their facility.

ViaPath has read, understands, and will comply.

3.1.13. The system features should include, but are not limited to:
3.1.13.1. Central and remote site network administration;
3.1.13.2. Centralized DOC system database;
3.1.13.3. Automated operator;
3.1.13.4. Call branding;
3.1.13.5. Call blocking;
3.1.13.6. Three-way call detect;
3.1.13.7. Call forwarding detect;
3.1.13.8. Call acceptance monitoring;
3.1.13.9. Call duration limits and other inmate calling restrictions;
3.1.13.10. Call monitoring and recording;
3.1.13.11. Hot number tracking; and
3.1.13.12. System reporting.

ViaPath has read, understands, and will comply with all sections of 3.1.13.

3.1.14. The vendor shall install and operate prison inmate telephones and all related equipment including wiring for the inmate telephones, installation, and any related hardware and software/firmware specifically identified in this RFP without cost to the DOC. All proposals must include a program for commission payments to DOC.

ViaPath has read, understands, and will comply.

3.1.15. Site visits shall be negotiated within each Participating State's Participating Addendum.

ViaPath has read, understands, and will comply.

3.2 REGULATORY REQUIREMENTS

3.2.1. The vendor will adhere to any and all municipal, State or Federal requirements for the Inmate Telephone System (ITS) and managed access installation, certification, training or registration throughout the duration of the Contract. Should violation of codes, laws, statutes or ordinances occur relating to the ITS, the selected vendor shall correct the situation at no cost to the DOC, including payment of any fines or penalties associated with the violation.

ViaPath has read, understands, and will comply.

3.2.2. The vendor will be responsible for compliance with all regulatory requirements imposed by local, State and Federal regulatory agencies for all services provided throughout the duration of the Contract.

ViaPath has read, understands, and will comply.

3.2.3. The vendor will be responsible for making all modifications necessary to allow inmates to place calls in compliance with any industry dialing requirement change(s) at no cost to the DOC to ensure proper use of the ITS by inmates and authorized DOC staff.

ViaPath has read, understands, and will comply.

3.2.4. The vendor will keep all call processing and call rating information current and made available upon request by the authorized DOC staff. This information will include, but not be limited to:
3.2.4.1. Local exchanges;
3.2.4.2. Area codes;
3.2.4.3. Country codes; and
3.2.4.4. Any other information necessary to accurately process and rate calls.

ViaPath has read, understands, and will comply with items 3.2.4.1 – 3.2.4.4.

3.2.5. The vendor will ensure the ITS provides telephone reception quality equal to the highest level of quality offered to the general public and will meet all industry standards for service quality as defined by each DOC. The vendor will accept the authorized DOC staff's decision regarding determination of quality.

ViaPath has read, understands, and will comply.

3.3 VENDOR RESPONSIBILITIES IN INITIAL INSTALLATION AND ONGOING MAINTENANCE

3.3.1. The vendor will provide new equipment and software in current production and considered to be state-of-the-art at the time of installation necessary to provide the services as requested in this RFP. Vendor must maintain state-of-the-art level for the duration of the Contract. These services include but are not limited to:
3.3.1.1. Telephone sets;
3.3.1.2. Wiring;
3.3.1.3. Connectors;
3.3.1.4. Jacks;
3.3.1.5. Security and monitoring hardware; and
3.3.1.6. Software systems.

ViaPath has read, understands, and will comply with items 3.3.1.1 – 3.3.1.6.

3.3.2. The vendor will be responsible for all equipment in the ITS in its entirety or its individual components including, but not limited to:
3.3.2.1. Normal wear/use;
3.3.2.2. Inmate abuse;
3.3.2.3. Natural disaster; or
3.3.2.4. Inmate unrest.

ViaPath has read, understands, and will comply with items 3.3.2.1 – 3.3.2.4.

3.3.3. The ITS and/or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the vendor of the ITS problem by the facility or authorized DOC staff.

ViaPath has read, understands, and will comply.

3.3.4. For each facility installation, the vendor will submit, to authorized DOC staff, an implementation plan which will include an installation schedule. If agreed upon installation schedule is delayed beyond two (2) weeks from Contracted deadline date, the vendor will pay for any additional telephone service costs and/or lost commission incurred by the DOC as a result of the time delay.

ViaPath has read, understands, and will comply.

ViaPath will ensure that an agreed upon installation schedule is not delayed beyond two (2) weeks from Contracted deadline date for any reason that is within ViaPath's control. ViaPath is not responsible for delays beyond its control such as facility lock-down, required escort availability, etc.

3.3.5. Weekly updates to the installation plan must be submitted to authorized DOC staff designated by each DOC.

ViaPath has read, understands, and will comply.

3.3.6. The vendor agrees to obtain written permission, from authorized DOC staff, before proceeding with any work that requires cutting into or through girders, beams, concrete or tile floors, partitions or ceilings, or any work that may impair fireproofing or moisture proofing, or potentially cause any structural damage. The DOC does not anticipate such work will be required for the initial installation of the ITS.

ViaPath has read, understands, and will comply.

3.3.7. The vendor agrees to assume responsibility for all installation of equipment in accordance with the specifications contained in the manufacturer's installation instructions.

ViaPath has read, understands, and will comply.

3.3.8. Use of existing or in-place equipment including but not limited to:
3.3.8.1. Conduit;
3.3.8.2. Raceways;
3.3.8.3. Cable ways;
3.3.8.4. Cable;
3.3.8.5. Inside wiring;
3.3.8.6. Telephone set mountings;
3.3.8.7. Switches;
3.3.8.8. Terminal boxes; and
3.3.8.9. Terminals within the facility are at the risk of the vendor.

ViaPath has read, understands, and will comply with items 3.3.8.1 – 3.3.8.9.

3.3.9. No exposed wiring will be permitted. Ownership of any wiring or conduit placed under this Contract by the vendor becomes the DOC's property upon termination and/or expiration of the Contract.

ViaPath has read, understands, and will comply.

3.3.10. The vendor agrees that if any cabling work is required as part of any installation, all new cables will be used and marked clearly and legibly at both ends, and must meet all applicable Electronics Industries Alliance/Telecommunications Association (EIA/TIA) wiring standards for commercial buildings. All new cabling required by the vendor will be installed by the vendor at no cost to the DOC.

ViaPath has read, understands, and will comply.

3.3.11. The vendor must agree and have the capability to install the required quantity of telephones requested by each DOC.

ViaPath has read, understands, and will comply.

3.3.12. The authorized DOC staff reserves the right to add or delete facilities receiving service under the Contract upon thirty (30) days written notice. Such additions or deletions may be accomplished by letter and do not require a Contract amendment.

ViaPath has read, understands, and will comply.

3.3.13. When a new facility is opened by the DOC, the authorized DOC staff will determine (in consultation with the vendor) a schedule for installation of services and equipment at that location to ensure service as soon as practicable at the new site.

ViaPath has read, understands, and will comply.

3.3.14. The vendor will provide and install surge and lightning protection to protect their equipment. If outages are caused by surge and/or lightning, the vendor will reimburse DOC for lost commission.

ViaPath has read, understands, and will comply.

ViaPath will install surge and lightning protection to avoid outages.

3.3.15. Installation of all telephones and related equipment will be accomplished during normal business hours at each facility or as directed by the facility's onsite authorized DOC staff.

ViaPath has read, understands, and will comply.

3.3.16. The vendor will clean up and remove all debris and packaging material resulting from work performed.

ViaPath has read, understands, and will comply.

3.3.17. The vendor will restore to original condition any damage to the DOC's property caused by maintenance or installation personnel associated with the vendor, including repairs to walls, ceilings, etc.

ViaPath has read, understands, and will comply.

3.3.18. The vendor agrees to install, repair and maintain all vendor provided equipment and lines at no cost to the DOC. Equipment must be maintained as current state-of-the-art.

ViaPath has read, understands, and will comply.

3.3.19. Upon completion of initial installation and any additional changes as needed to the ITS, vendor must provide the authorized DOC staff with a list of telephone numbers, serial numbers, and locations of each unit. Vendor will routinely provide updated lists containing this information to authorized DOC staff.

ViaPath has read, understands, and will comply.

3.3.20. The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

ViaPath has read, understands, and will comply.

The on-site ITS platform hardware is housed within an on-site equipment cabinet, each cabinet with dimensions 48" Height x 24" Width x 25" Depth. For servicing and ventilation, at least two (2) feet of space is recommended in front of and behind the equipment rack.

3.3.21. The vendor must indicate any environmental conditions required for the proposed controlling equipment. This will include any air conditioning or heating requirements for the control room or area. The vendor will be required to supply the necessary heating or cooling system for the control room at no additional cost to DOC.

ViaPath has read, understands, and will comply.

The on-site equipment is powered by standard 120v, 60hz electrical current. The system requires a standard 20-amp dedicated outlet for each rack. Optimally, the outlet(s) should be located within six feet of the rack. All related electrical wiring and circuit loading will follow the guidelines of the National Electrical Code and State code requirements.

The on-site equipment normal operating temperature range with a relative humidity of 5% to 95% non-condensing (82ºF dew point) is:

- ***50oF - 95oF normal operating (optimal)***
- ***41oF - 113oF extended***

ViaPath has experienced no equipment failure or performance degradation due to environmental conditions in any correctional deployment. This includes multi-year deployments in environments where extreme temperature and humidity are encountered (e.g., Florida, Texas, Minnesota and Vermont). Our system has demonstrated ability to successfully function in typical correctional environment temperatures and humidity

3.3.22. Cordless phones are optional and may be utilized on State by State basis at no extra cost. The vendor will supply additional cordless telephones and or batteries for the telephones, as needed, at no cost to the DOC throughout the duration of this Contract.

ViaPath has read, understands, and will comply.

3.3.23. The vendor will process the calls from the cordless telephones through the ITS.

ViaPath has read, understands, and will comply.

3.4 STATION EQUIPMENT SPECIFICATIONS

3.4.1. All technical specifications and ITS requirements will meet or exceed industry standards, and will be in proper working order, clean and free from defects of features affecting appearance, serviceability, or the safety of the authorized user in normal intended use, unless otherwise required herein.

ViaPath has read, understands, and will comply.

3.4.2. The ITS will be capable of providing all operational features and system requirements applicable to all calls placed through the ITS, including local, long distance, and international calling.

ViaPath has read, understands, and will comply.

3.4.3. Each call, having been identified as being placed through the vendor's ITS, will be delivered to the called party as a collect call, debit and/or pre-paid call.

ViaPath has read, understands, and will comply.

3.4.3.1. Describe your company's methodology to accomplish this.

ViaPath has read, understands, and will comply.

The ViaPath Inmate Telephone System provides automated operator service with friendly, easy-to-understand voice prompts. The automated operator controls each call

from off the hook to hang-up. Inmates will never have access to a live operator. ViaPath's ITS automated operator services include, but are not limited to:

- ***Language Preference: Upon picking up the receiver, the inmate will hear the following prompt, "For English, press 1" – in English; "For Spanish, press 2" – in Spanish, and so on. This prompt continues through each language available in the system until selected by the inmate. By default, the automated operator's pre-recorded messages are available in English and Spanish. ViaPath's ITS supports prompts in up to ten languages.***
- ***Call Type Preference: When the facility approves multiple call types, (collect, debit, pre-paid) the automated operator prompts the inmate to select the various call-type options.***
- ***Inmate Call Branding: When an inmate's call is answered, the automated operator identifies for the called party, both the inmate and the facility from which the call was placed. For example, the branding message for a collect, station-to-station call is, "This is a collect call from [INMATE NAME], an inmate at [FACILITY NAME]." Following the branding message is an explanation of various called-party options.***
- ***Recording and Monitoring Notification: When applicable, the automated operator informs both the inmate and the called party that the call is subject to recording and monitoring. This announcement is always included in the opening branding message to a called party, prior to the prompt for call acceptance or rejection. The system can be configured to repeat this announcement at random intervals throughout the call.***
- ***Positive Call Acceptance: Following the call branding message, the called party hears an instructional prompt.***
  - ***"Hello, this is a collect call from [inmate's name], an inmate at the [facility name].***
  - ***This call is subject to monitoring and recording.***
  - ***To accept this call, press [specified digit].***
  - ***To refuse this call, press [specified digit].***
  - ***To prevent further calls from this facility, press [specified digit].***
  - ***For a rate quote, press [specified digit]."***
- ***If the called party presses or speaks any number other than those specified, the call terminates. If the called party fails to respond appropriately, the message will repeat up to three times. If there is no response within 30 seconds of the third repeat, the call is terminated.***
- ***Automatic Rate Quote: The system will quote rates to the called party before accepting the call. The rates are retrieved from ViaPath's centralized rating system, which is revised automatically when rate changes occur. The rate-quoting feature will quote the called party the cost of the first period, or minute, and the cost for any additional period(s), or minute(s).***

- ***Call Duration Warning: A voice prompt, or a warning tone, will alert both the inmate and the call recipient when only one minute is left on any call. The system may be configured to repeat the warning at a different interval and/or at multiple intervals.***
- ***General Information: When an inmate's call cannot be completed, the automated operator will notify the inmate using a message like one of the following:***
  - ***"The called number was busy; please try your call later."***
  - ***"The called party did not answer; please try your call later."***
  - ***"The called party did not accept your call."***
  - ***"The called party has placed a block on this number."***
- ***Automated Account Balance: When using the ITS prepaid Debit system, the inmate hears the balance in their Debit account before call processing begins for a prepaid call.***
- ***Automated AdvancePay Setup: When an inmate attempts to place a collect call to a number that that cannot accept collect calls, AdvancePay will place the inmate on hold while the called party hears the option to set up an AdvancePay account that will allow inmate calls, up to a specified amount, to be charged to the party's VISA or MasterCard.***

3.4.4. The vendor will explain the company's ability and procedure to track other carrier's telephones and validate bill to numbers.

ViaPath has read, understands, and will comply.

ViaPath's managed billed number screening process is easy, ensuring accuracy through validation ViaPath recognizes the importance of this function for the DOC, since billed number screening provides the ability to restrict collect and/or third number billing.

The process is real-time and robust and checks the following:

- ***Area code and exchange***
- ***Consumer restrictions***
- ***Line Information Database (LIDB) verification***

Once validation is complete, the call is placed. The detailed nature of this operation aids in the effectiveness of our investigative tools, including Telmate Investigator. Our extensive network includes over 1,000 LECs, CLECs, and ILECs as well as mobile providers and international carriers. This ensures maximum coverage for inmates who choose to use this solution. ViaPath assumes the full responsibility costs of any call process validation.

3.4.5. The vendor will subscribe to the Line Information Data Base (LIDB-physical address of telephone number) for validation purposes. The vendor will provide a searchable database for each inmate call and process only those calls which do not have Billed Number Screening (BNS) or Billed to Numbers (BTN). The vendor must assume all responsibilities for the cost of the validation.

ViaPath has read, understands, and will comply.

3.4.6. Telephone equipment will be powered by the telephone line and will require no additional power source. A power source will be available at the demarcation location. Vendors will be required to identify the demarcation location for each facility.

ViaPath has read, understands, and will comply.

3.4.7. In the unlikely case of the loss of commercial power and the failure of the Uninterruptible Power Source (UPS), the ITS must automatically restrict or "shut off" all inmate telephones so that no inmate calls can be made until commercial power is restored and access is once again provided by the State.

ViaPath has read, understands, and will comply.

Please refer to response 3.1.11 for details of behavior of the system upon loss of commercial power in the facility.

3.4.8. The ITS will be capable of recovering from a power outage automatically or remotely once commercial power is restored.

ViaPath has read, understands, and will comply.

3.4.9. Vendor will explain their process to validate and restore the ITS after shut down. If this is longer than 60 minutes, please explain how this will become part of a service level support defect.

ViaPath has read, understands, and will comply.

Note that the entire ITS is not shut down when facility power is lost; the core processing and recording software is hosted in a secure cloud-based environment. Only equipment required to interface with the inmate telephones to the VoIP-based system, Internet switch/routers, and associated support equipment are located in the facility.

Should facility power not be restored, at such time as the UPS runs low the local equipment will shut down until such time as power is restored, at which time the system will automatically be available again. This restoration takes less than 60 minutes.

3.4.10. The ITS and telephone stations will contain tamper-free equipment suitable for a detention environment. The equipment must contain no removable parts.

ViaPath has read, understands, and will comply.

3.4.11. The vendor will provide a sufficient infrastructure to allow inmates to utilize all the available telephones at the same time.

ViaPath has read, understands, and will comply.

3.4.12. The vendor will provide accommodations necessary to comply with Americans with Disabilities Act (ADA) requirements, including but not limited to: providing telephones which are accessible to persons in wheelchairs, visually impaired and compatible with Telephone Devices for the Deaf (TDD). The vendor will provide the requested number of TDD units as specified in each States Participating Addendum.

ViaPath has read, understands, and will comply.

3.4.13. All telephones must be of the "amplified" or of volume-controlled sort.

ViaPath has read, understands, and will comply.

3.4.14. The ITS will process calls:

3.4.14.1. At a minimum, in English and Spanish; and
3.4.14.2. Vendor shall identify all possible languages to be provided to the DOC. Any additional costs to provide languages must be included in vendor's cost response "in a separate line."

ViaPath has read, understands, and will comply with all of 3.4.14.

Our ITS supports prompts in up to ten languages simultaneously. Clear voice prompts assist and instruct an inmate from the time they lift the receiver until the call is completed and disconnected.

ViaPath initially configures our ITS to provide voice prompts in English and Spanish. The automated operator supports up to ten languages simultaneous for voice prompts for inmates and called parties. Besides English and Spanish, ViaPath currently supports:

Armenian	***Portuguese***
Cantonese	***Russian***
Creole	***Somali***
French	***Spanish (Castilian)***
Hmong	***Vietnamese***
Mandarin	

ViaPath will consult with the DOC's designee before adding new languages, which are at no additional cost and can usually be loaded within 30 days of request.

When an inmate initiates a call, ViaPath's automated operator prompts the inmate to select the preferred language via the phone's keypad (for example, "For English, press 1; para Español, marque 2"). The system will then use that language for any voice prompts during the call.

The called party selects the preferred language in a similar way. The prompt to the called party states: "Hello, this is a collect call from (inmate name), an inmate at the (facility name). To hear acceptance options in English, press 1, para Español, marque 2." The system repeats this message twice; if the called party does not select a language, then the acceptance prompts begin in English.

PIN-based facilities using Personal Allowed Number (PAN) lists may elect to set a language preference for each phone number on an inmate's PAN list. When the inmate dials the PAN number, the system automatically uses the language designated for that number.

3.4.15. The inmate must be able to select the preferred language utilizing a simple one (1) or two (2) digit code.

ViaPath has read, understands, and will comply.

3.4.16. The vendor will indicate whether the called party can also select the preferred language for call prompts. Any additional cost for languages will be included in vendor's cost response "in a separate line."

ViaPath has read, understands, and will comply.

The called party can be provided with the option to select the language of call prompts. There is no additional cost for this capability.

3.4.17. Written dialing instructions for all languages will be provided to DOC and be prominently displayed on each inmate telephone. ITS will replace systems, except for interface systems.

ViaPath has read, understands, and will comply.

3.4.18. During the call set up process, the ITS will provide a pre-recorded announcement identifying that the call is coming from a specific inmate at the facility.

ViaPath has read, understands, and will comply.

3.4.19. The ITS must offer the called party an option to receive a rate quote during the call set-up process.

ViaPath has read, understands, and will comply.

3.4.20. All collect calls including debit and pre-paid calls must be clearly identified as a collect call to the called party. This recording must be heard by the called party, and be free of charge.

ViaPath has read, understands, and will comply.

3.4.21. Call acceptance by the called party will be accomplished for all collect, debit and pre-paid calls through caller confirmation (positive acceptance). Voice recognition is not an acceptable method for positive call acceptance. The ITS will be able to recognize and distinguish, but not be limited to, the following:

3.4.21.1. Standard or irregular busy signals;
3.4.21.2. Standard or irregular ringing signals;
3.4.21.3. Answering machines;
3.4.21.4. Cellular telephones;
3.4.21.5. Operator intercepts;
3.4.21.6. Quick disconnects;
3.4.21.7. Chain dialing; and
3.4.21.8. No voice from called party.

ViaPath has read, understands, and will comply with items 3.4.21.1 –3.4.21.8.

The ViaPath ITS requires positive acceptance by the called party before an inmate's call is connected. The system recognizes legitimate call acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing

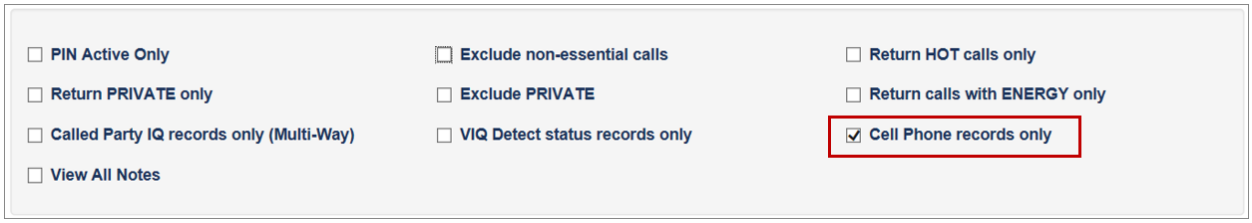
signals, answering machines, cell phones, pagers, operator intercepts, quick disconnects, chain-dialing, no voice from called party, and other non-conforming telephone activities.

Regarding cellular telephones, ViaPath provides our Phone IQ™ feature. With ViaPath's Phone IQ™, an indicator reveals the device type used to receive the call in the ITS user interface. The device receiving the call displays in the Dialed Number fields when viewing the Call Monitoring and Call Detail Records screens. The indicator on each screen shows the device as a cell phone, land line, or unknown device type.

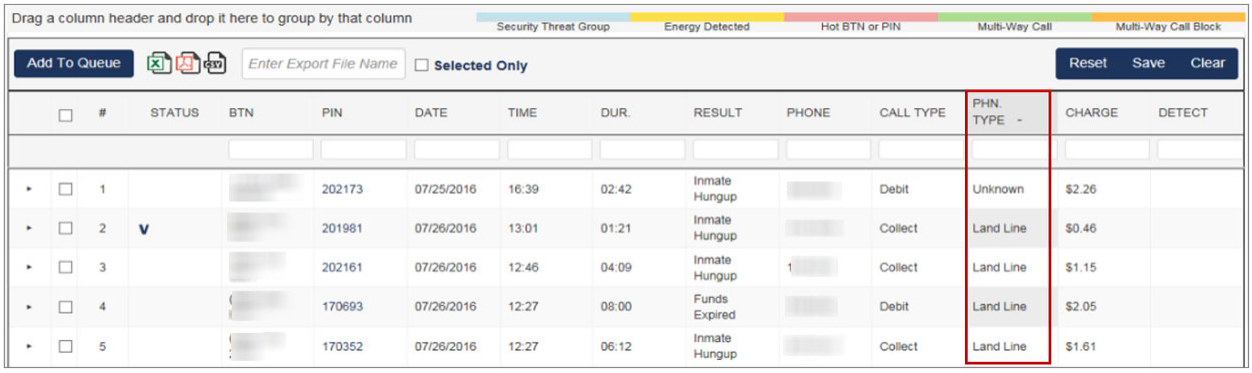
Phone Type Icons

Icon	Phone Type
	Cell Phone *- The system detected the number as a cell phone with an associated account*
	Landline *– The system detected the number as a landline*
	Burner Cell Phone *- The system detected the number as a cell phone without an associated account*
	VOIP *– VoIP call*
	Unknown *– The system could not determine the phone type*

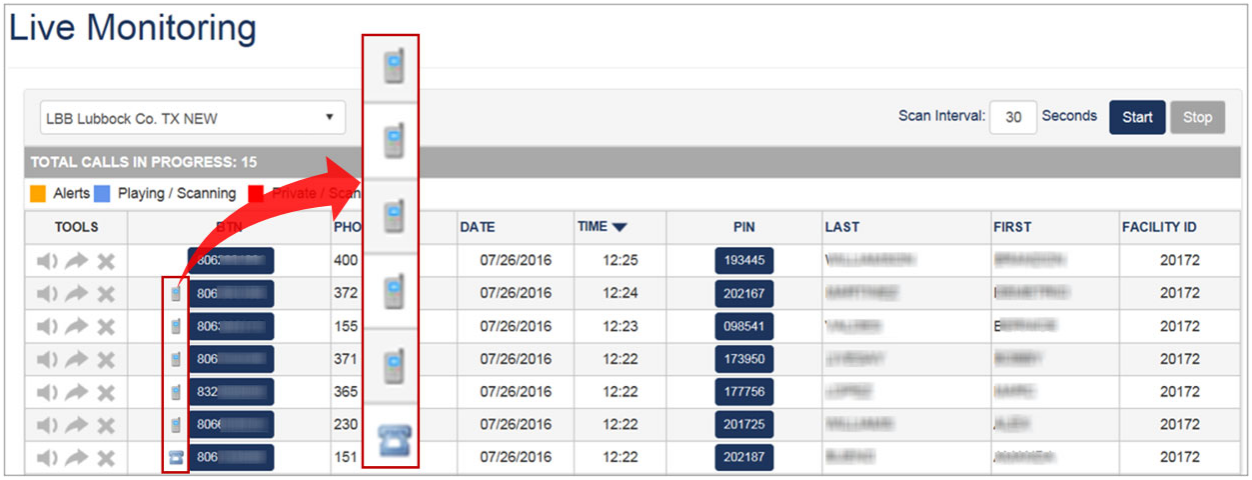
When searching for call recordings in the Call Detail Reports screen, the authorized user can click a check box at the bottom of the screen. When checked, the Call Detail Results will only return CDRs where the Bill to Number has been labeled a cell phone.



Call Detail Reporting: The phone type displays on the Call Detail Report results screen under the Phone Type column heading.



Live Monitoring: The Phone Type indicator displays on the left of the Dialed Number on the Live Monitoring screen.



3.4.22. The vendor will provide information on how the proposed ITS will meet this requirement.

ViaPath has read, understands, and will comply.

The ViaPath ITS requires positive acceptance by the called party before an inmate's call is connected. The system recognizes legitimate call acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing signals, answering machines, cell phones, pagers, operator intercepts, quick disconnects, chain-dialing, no voice from called party, and other non-conforming telephone activities. There will be no charge for calls not positively accepted.

3.4.23. The ITS will provide a recording back to the inmate detailing why a call was not completed. Please provide a list of the available recorded reasons.

ViaPath has read, understands, and will comply.

If the call does not go through, the inmate will hear one of the following voice prompts, depending on the scenario:

- ***Busy - "The number you have called is busy; please try again later."***
- ***No Answer - "The number you have attempted was not answered; please try your call again later."***
- ***Fax/Modem - "The number you attempted is a fax line; please try again later."***
- ***Answering Machine - "The number you attempted was answered, but positive acceptance was not received; please try again later."***

- ***Special Information Tones (SIT) - "The number you attempted is out of service; please try again later."***
- ***Local Exchange Carrier (LEC) - "The number you have attempted is blocked by the local telephone company; calls are not allowed."***
- ***High Toll Restriction - "The number you are calling has a high toll block; calls are not allowed."***

Additional prompts can be included for other call fail situations as required.

3.4.24. Completing all DOC authorized calls is a requirement. State your process for completing those calls that would normally be blocked because of Competitive Local Exchange Carrier (CLEC) issues.

ViaPath has read, understands, and will comply.

In addition to traditional collect calling, ViaPath provides prepaid calling options for the families and friends of inmates through our AdvancePay program. ViaPath and our billing agent have agreements with all major Local Exchange Carriers (LECs) and many Competitive Local Exchange Carriers (CLECs). Calls to destination numbers that cannot receive collect call billing for any reason, including calls to cell phones and the lack of a billing agreement with a specific CLEC, can be completed through ViaPath's proactive AdvancePay program.

AdvancePay Prepaid Features

ViaPath's AdvancePay program processes tens of thousands of inmate calls per day. Currently, we have over 1.6M active prepaid accounts.

Families and friends of inmates may call ViaPath's toll-free Billing Support number any time to setup prepaid accounts. Additionally, to help maximize calling opportunities, when an inmate attempts to dial a number that cannot receive collect calls, the ITS places the inmate on hold or offers a call back period while the option is given to the called party to set up an AdvancePay account with a VISA, MasterCard, or Discover credit card. If the called party does not set up an AdvancePay account at that time, they receive a toll-free number to call when it is convenient. Alternative payment options are available via customer service representatives or a web payment application.

Automated AdvancePay Account Creation

At the time of an inmate's call, the called party who uses a credit card to set up an AdvancePay account is guided through the remainder of the setup process by the automated system prompts. Once the account has been established and payment made via credit card, the current call is connected, or the next inmate call can be completed. After the pre-pay account is established, collect calls to the telephone number may be placed up to the prepaid account's balance before the account holder receives a notification to replenish funds.

Non-Automated AdvancePay Account Creation

For called parties who do not have or choose not to use a credit card, AdvancePay's automated operator also provides a toll-free telephone number to ViaPath's AdvancePay customer service representatives, who can set up an AdvancePay account using other methods of payment, including cashier's check, personal check, Western Union, or money order.

Existing AdvancePay Account Deposit via Automated Phone Prompts

When an inmate call is placed to a called party whose AdvancePay account balance is depleted, ViaPath's automated AdvancePay operator informs the called party that a deposit to the account is required before the current or future calls from the correctional facility can be completed. If the party allocates additional funds using their credit card, the inmate's call is connected as soon as the party completes the automated steps to replenish the account.

Existing AdvancePay Account Deposit via the Web

AdvancePay customers can use ViaPath's website 24/7 to deposit funds to their existing AdvancePay accounts.

AdvancePay Deposit via Other Methods

AdvancePay customers may call ViaPath's toll-free number to replenish prepaid funds using a cashier's check, personal check, Western Union, or money order. The party's ability to receive calls from the facility is reinstated within 24 hours of payment receipt.

Checking AdvancePay Balances

At the time of each inmate call, AdvancePay account owners receive an automated message from the ITS indicating the current balance in the account. ViaPath also provides a toll-free number that a consumer may call anytime (24/7) to check the balance on their existing AdvancePay account.

AdvancePay Convenience Options

Card Storage – ViaPath allows frequent depositors to securely "store" their credit/debit card numbers to expedite their AdvancePay deposit transactions. This is particularly helpful when customers are using a mobile phone to complete the transaction, and punching in a 16-digit card number, a five-digit zip code, plus a three-digit security code may be difficult to do without error. More than 40% of deposit transactions are now completed using a previously stored card.

ViaPath complies with the highest standards for protecting this sensitive customer data. ViaPath is certified as a level-1 Payment Card Industry (PCI)-compliant merchant, the highest level attainable.

Therefore, all stored credit/debit card numbers are encrypted using industry leading technology. All decryption keys are stored in a highly secured and hardened Key

Encryption Management (KEM) appliance that ensures only applications with the correct credentials can request decryption of sensitive data.

<u>AdvancePay AutoReload</u> – This optional feature is best toward those who:

- ***Receive frequent inmate calls***
- ***Have a credit card***
- ***Don't want to miss an inmate call because of a low balance in their account***

With AdvancePay AutoReload, the customer's account is re-funded automatically whenever it has a low balance by using a payment card stored with ViaPath. Customers may choose a reload amount of either $25 or $50 and may sign up or cancel their authorization either over the phone or online. Standard AdvancePay transaction fees in effect for each facility apply to each deposit. This feature has been a great success, with over 40,000 AutoReload deposits occurring each month. The result is more completed calls and connections.

AdvancePay Customer Contact Programs – Insufficient funds is a key reason inmate calls are not completed. When this occurs, inmates and their families and friends are disappointed and may complain. ViaPath operates free contact programs that alert called parties of an inmate's attempt to contact them and the need to set up or reload an AdvancePay account. The result is more accounts being established and funded, leading to more completed calls and satisfied customers.

- ***<u>Courtesy Call</u> – The initial call from an inmate to a friend or family member is vital to establishing connectivity. By providing a courtesy call to the friend and family member at no cost to them, the inmate can contact friends and family members. During this call, inmates can communicate important information about their whereabouts to friends and family members, as well as who their new telephone service provider is. As a result, friends and family can set up an AdvancePay call in preparation for the next call. [***
- ***<u>Phone Call Contact Program</u> – When an inmate cannot complete a call to an authorized number, ViaPath provides easy-to-understand instructions to friends and family members about the inmate's call attempt and how to accept the call. ViaPath leaves one completed message following an unsuccessful call attempt by an inmate. There is no attempt to relay an inmate's call attempt where the called party declines the call.***
- ***<u>Email Contact Program</u> – ViaPath emails AdvancePay account holders who register online with us whenever their AdvancePay account balance is low. The email contains a link to our website, making it easy to deposit funds. Email recipients can always "unsubscribe" from this contact program.***

- ***Text Contact Program** – This optional contact program for friends and family sends a text message each time the account holder's AdvancePay balance is low. To subscribe, AdvancePay account holders just need to text the word "ADVANCE" to code 91613. In accordance with text messaging regulations, a double opt in is required to complete the subscription, which account holders may cancel at any time. Besides low-balance alerts, subscribers may text "BALANCE" to find out their account balance at any time.*
- ***Auto Reload** – By always maintaining an AdvancePay balance, friends and family members can stay in touch with their loved one without fear of service interruption due to insufficient funds. Auto Reload allows friends and family members to automatically replenish their AdvancePay account when they reach a certain low-balance threshold, such as $3. At this point, their credit card is charged, and their AdvancePay account is replenished. This convenient option helps ensure friends and family members with hectic schedules can always stay in contact.*

AdvancePay Refunds

Account holders can request refunds for money deposited to an AdvancePay account at any time. Some vendors will expire an account after approximately six months, and no refunds are then available. ViaPath does not charge any fees when issuing a refund.

AdvancePay Accounts: Funds paid in advance for inmate calls are available for refund upon request by the owner of the account.

- ***Refunds credited to the last credit card used are typically processed within seven to ten business days.***
- ***Refunds made by check are typically processed within 15 – 30 days.***

ViaPath prepaid accounts do not expire. Refund and account closure information is available on ViaPath's website. After logging in to their account, the account owner can select the Close Account option and follow the simple instructions.

AdvancePay Accounts will be closed following three months of zero activity (i.e., no calls placed, no account replenishment, no customer service inquiries). The Customer may seek a refund of their unused AdvancePay balance upon written request at any time. Any remaining balance in the Account will be refunded to the Customer after deducting any call charges, applicable taxes and transaction fees incurred during the current billing cycle.

OneCall Option – Single-Call Billing

Through our AdvancePay OneCall option, ViaPath can connect more calls from offenders to their families and friends. OneCall allows called parties to accept and pay for a single call without the need to first establish a prepaid account. This option is targeted towards those who:

- *Do not receive many inmate calls (so there is no need for a prepaid phone account)*
- *Have a debit card with limited funds available (not enough to create or replenish an AdvancePay account)*
- *Don't want to miss an inmate call (since it may be the ONLY one!)*

With AdvancePay OneCall, the called party can pay for just one call. Previously, these calls would NOT have been completed. Previously, the called party could not set up a prepaid account because of limited funds, or they chose to forego the call, because they did not want to set up and fund a prepaid account. Standard per-minute call rates, commissions, and AdvancePay transaction fees for each facility apply to all AdvancePay OneCall calls, just as they do for all other AdvancePay calls. (Note: if there are no applicable AdvancePay transaction fees in effect at a facility, appropriate fees will be confirmed with the facility before activating this option). Our OneCall option results in more completed calls and satisfied customers.

3.4.25. Provide operational specifics and a description of your proposed ITS validation process.

ViaPath has read, understands, and will comply.

ViaPath's centralized call-validation incorporates in real-time, validation responses from Local Exchange Carriers; compliance with carriers who do not permit collect calls; and managerial restrictions such as blocked-number lists entered by the DOC or ViaPath.

ViaPath subscribes to the Local Exchange Carrier (LEC) Line Information Data Base (LIDB). This database is maintained by phone companies globally and contains complete and always up-to-date records of all valid telephone and calling card numbers, as well as automatically performing Billed Number Screening (most cell phones do not accept collect calls; although a cell phone user can receive calls from an inmate if they choose to set up an account using our customer friendly prepaid solution), Public Telephone Check, Originating Line Screening, and Calling Card Validation and Fraud Check services. This database will be queried for every called-to number. We will process only those calls that do not have Billed Number Screening (BNS).

Our validation process differentiates ViaPath from our competitors. Although ViaPath uses LIDB as one tool to validate calls we don't rely only on this database. Due to number portability and CLECs (Competitive Local Exchange Carriers) that do not allow collect call billing to their customers, it is important to have redundant and overlying data sources, such as those obtained from our LIDB, billing agencies and in-house databases to ensure the permissibility of each call attempt.

ViaPath validates numbers against two databases: the standard LIDB used by phone companies, and an in-house Real-Time Validation Server. ViaPath believes that investing in our back office is key to reducing bad debt so that we can pass on that savings to our clients and customers. Therefore, ViaPath has developed our own proprietary in-house Real-Time Validation Server that collects and stores valid phone numbers from the LIDB,

billing agencies and in-house databases to ensure complete redundancy and validity of each call attempt.

Validation Process: Each call is automatically and rapidly put through a stringent series of checks to prevent unauthorized activity. Records of call acceptance and/or blocking are automatically generated and stored in your ViaPath database and are easily searchable, sortable, and retrievable.

- ***If the facility uses Personal Allowed Number lists, the first check in the validation process is to ensure that the number dialed is on the inmate's PAN list. If not, the call is terminated, and a record of an attempted violation is generated.***
- ***All calls are validated through the LIDB access service. It verifies that the dialed number is billable and reports any billing blocks.***
- ***All calls are compared to an On-Net/Off-Net Table maintained by ViaPath and routinely updated with information provided by major telephone billing agencies to identify them against bad area code/prefixes, or numbers with a known history of billing fraud. This check also automatically disallows any calls to end numbers whose phone service provider does not allow billing for collect calls. If an inmate attempts a collect call to a number which is permissible to the system administrators, but whose LEC does not allow billing of collect calls; the called party will be contacted promptly by ViaPath and offered a chance to set-up a prepaid account. This substantially reduces uncollectible debt and increases legitimate calling and thus revenue.***
- ***An Originating Carrier Number is provided by the LIDB for each dialed number. ViaPath compares that Originating Carrier to our On-Net Off-Net table to ensure that said LEC allows billing for collect calls.***
- ***All calls are checked against a high toll table to ensure that the number of calls/minutes/dollars being billed to any one number is not more than any prescribed limits. Again, this helps to prevent billing fraud.***
- ***When a called number reaches a pre-set billing threshold, that number is called to ensure that the person responsible for paying the bill is aware of the call volume.***
- ***All calls are compared to system and administration blocks, which may be entered, altered, and removed as needed by authorized system users, to ensure that disallowed numbers are not contacted.***
- ***All calls are checked against a Telco Block Table established by telephone billing agencies which identifies numbers with billing problems.***

If a telephone number has been blocked for billing reasons, upon verification of a resolution of an unpaid invoice for collect calling, ViaPath immediately informs our Customer Service Center to unblock the number.

3.4.26. Include whether the vendor's validation is done in real time or by batch.

ViaPath has read, understands, and will comply.

ViaPath's validation is done in real time.

3.4.27. Specify vendor's process for unblocking a telephone number which was originally restricted for non-payment, to include the timeframe for removing the restriction once the payment posts.

ViaPath has read, understands, and will comply.

LEC Blocking: If a customer does not pay monthly telephone charges, then the local telephone service provider will block third-party collect calls within its Line Information Database (LIDB). The next full LIDB validation for that telephone number by ViaPath will receive a LIDB reply code, indicating that collect calls are not allowed to that number.

When ViaPath receives a "collect call block" reply code from LIDB, the called party (customer) is notified that a ViaPath account must be set up to receive collect calls from ViaPath-serviced correctional facilities. If the customer sets up a prepaid account (see next response), inmate collect calls will be allowed to that number, if there are funds in the ViaPath prepaid account to cover the cost.

ViaPath periodically re-validates the called party's telephone number through the LIDB provider. If the customer resolves payment issues with the local telephone service provider, and that provider lifts the third-party collect call block, ViaPath will receive a LIDB collect call approval code after our system completes another full LIDB validation. Full LIDB validation occurs once every 30 days for collect-billed telephone numbers. Once the telephone number has been revalidated, ViaPath will allow collect calls to complete to the affected customer telephone number. Removal of the collect calling restriction in LIDB usually occurs within 24 to 72 hours after settlement of payment, depending on the LEC.

ViaPath Threshold Blocking: If the call is blocked for non-payment by ViaPath, the block can be removed in minutes if the called party contacts ViaPath and makes their account current with a credit card. The called party can also remove non-payment blocks by check or money order. The called party should expect that the time to remove the block is mailing time plus (in the case of checks) the time to validate the check, which is approximately seven to ten days.

3.5 NETWORK AND INFRASTRUCTURE REQUIREMENTS

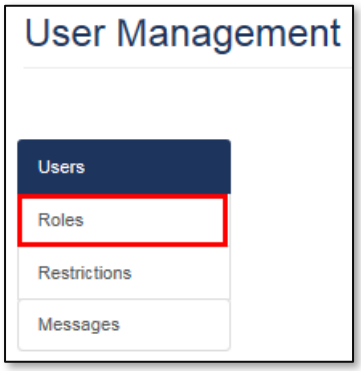
3.5.1. The vendor will provide an ITS that includes a role-based monitoring component that is capable of being accessed through an authorized DOC staff log-in. The ITS will be capable of monitoring calls via secure, password protected internet access.

ViaPath has read, understands, and will comply.

ViaPath's ITS provides security levels called "roles" to ensure users only access information they are authorized to see. The DOC's personnel and ViaPath employees are subject to security level assignment. All data are accessed on a need-to-know basis. Users who do not need to have access to sensitive data cannot access it via role management. To access the ITS user interface, facility staff must log in with a valid username and password.

Each user's password is linked to an assigned role that gives that person access only to those functions which are required for that user's job.

The User Management screen provides options for authorized personnel to proceed to the Roles Management screen. Users not authorized to edit roles will see a pop-up message, informing them they are not authorized for this function and will be denied access to the Roles Management screen.

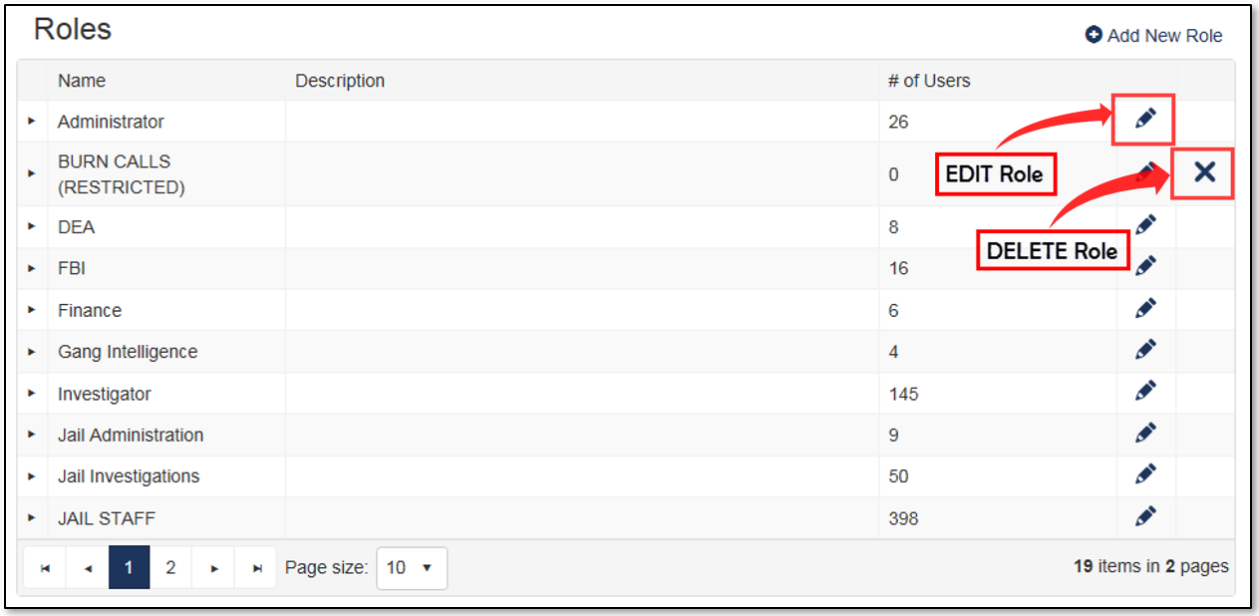


User Role Selection

Roles are helpful for granting permission to access only one or multiple features. The Restricted User feature allows the Role Administrator to grant, for example, limited access to an outside investigator to review calls only for the specific inmate or specific telephone number(s) relevant to the investigation.

An authorized Role Administrator may create a single role to for multiple users expected to perform the same functions or may define a unique role specifically for and assigned to a single user.

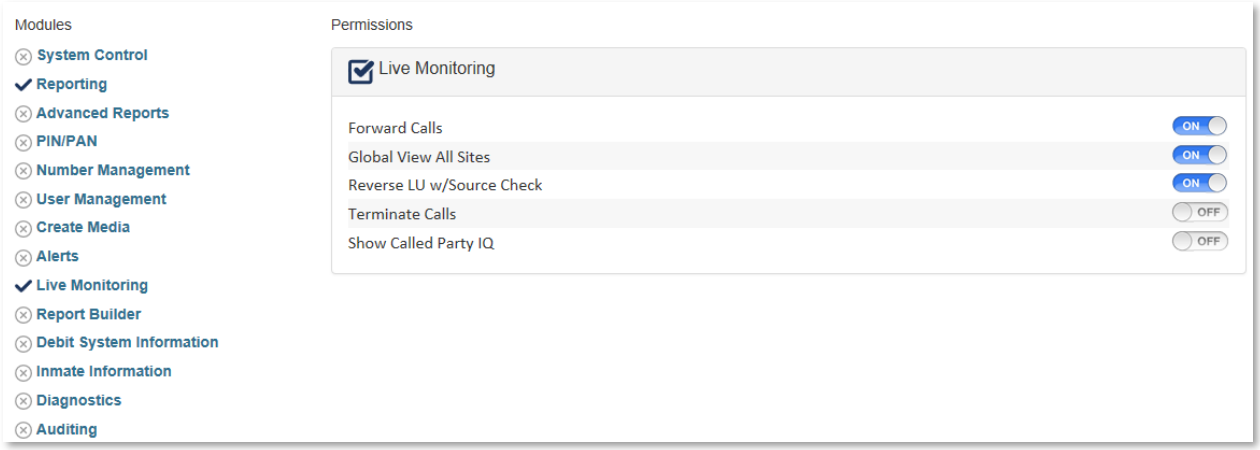
The authorized Role Administrator receives a list of existing roles. The Administrator can edit or delete existing roles and add new ones.



Edit and Delete Role Selection

For any given role, the authorized administrator selects the modules and the functions within each module enabled for that role.

Since all access to the ITS is tracked in a log that shows the username, IP address of the PC used to access the system, actions taken, and the date of the actions, all role assignment options are logged. Only those users with authorized privilege in their role can see these logs.



Role Permissions Selection

3.5.2. In addition, the ITS will interface with all digital network services provided by local exchange carriers (LEC) as well as inter-exchange carriers. The vendor's response shall provide the types of network services to which the ITS will interface and the purpose (use of a specific application) of such services for the DOC.

ViaPath has read, understands, and will comply.

ViaPath arranges installation of circuits from local providers required for inmate telephone services and maintains these circuits for the duration of the contract. Depending on the location, this can be either PSTN or VoIP provider circuits.

3.6 SOFTWARE REQUIREMENTS

3.6.1. The vendor will provide all software required to support the ITS. At the time of installation and throughout the duration of the Contract, including any renewals, all software will be the current production and considered to be state-of-the-art including software for all equipment and monitoring terminals utilized in service delivery. The DOC will not be responsible for any licensing costs throughout the duration of the Contract.

ViaPath has read, understands, and will comply.

3.6.2. Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

ViaPath has read, understands, and will comply.

ViaPath works with our Flex Kiosk and tablet device vendors to procure the hardware for our correction industry customers and with this we offer a custom version of the Android Operating System (OS). The custom OS we offer is constrained by the processor that will function with our device. This constraint will only allow us to upgrade the OS within the boundaries of the security and safety required for our industry which is not aligned with publicly available kernels. With that, ViaPath will provide that latest version of our custom OS available as updates become available.

3.6.3. The vendor software installed on the DOC computers/servers must operate in the then current DOC hardware, software and security configuration. Vendor is responsible for maintaining capability as the DOC configuration changes, at no cost to DOC.

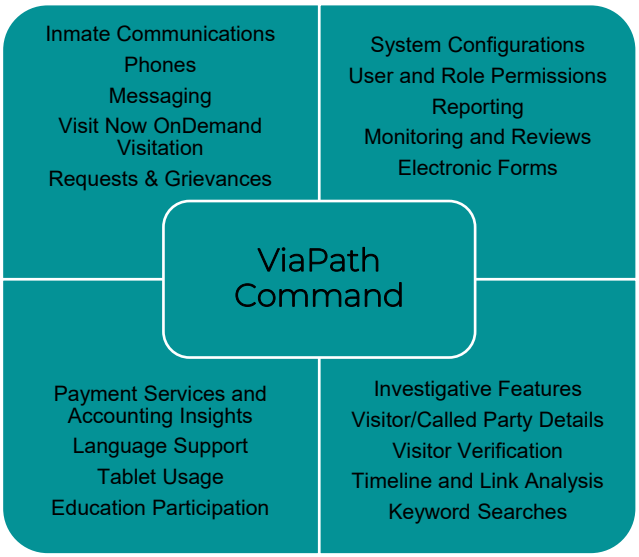
ViaPath has read, understands, and will comply.

3.6.4. The DOC prefers Web based tools with no software installation requirements. Please describe all vendor software proposed to be installed on DOC computers and/or used by authorized DOC staff. Provide software product name, functional description, usage, and installation/configuration requirements.

ViaPath has read, understands, and will comply.

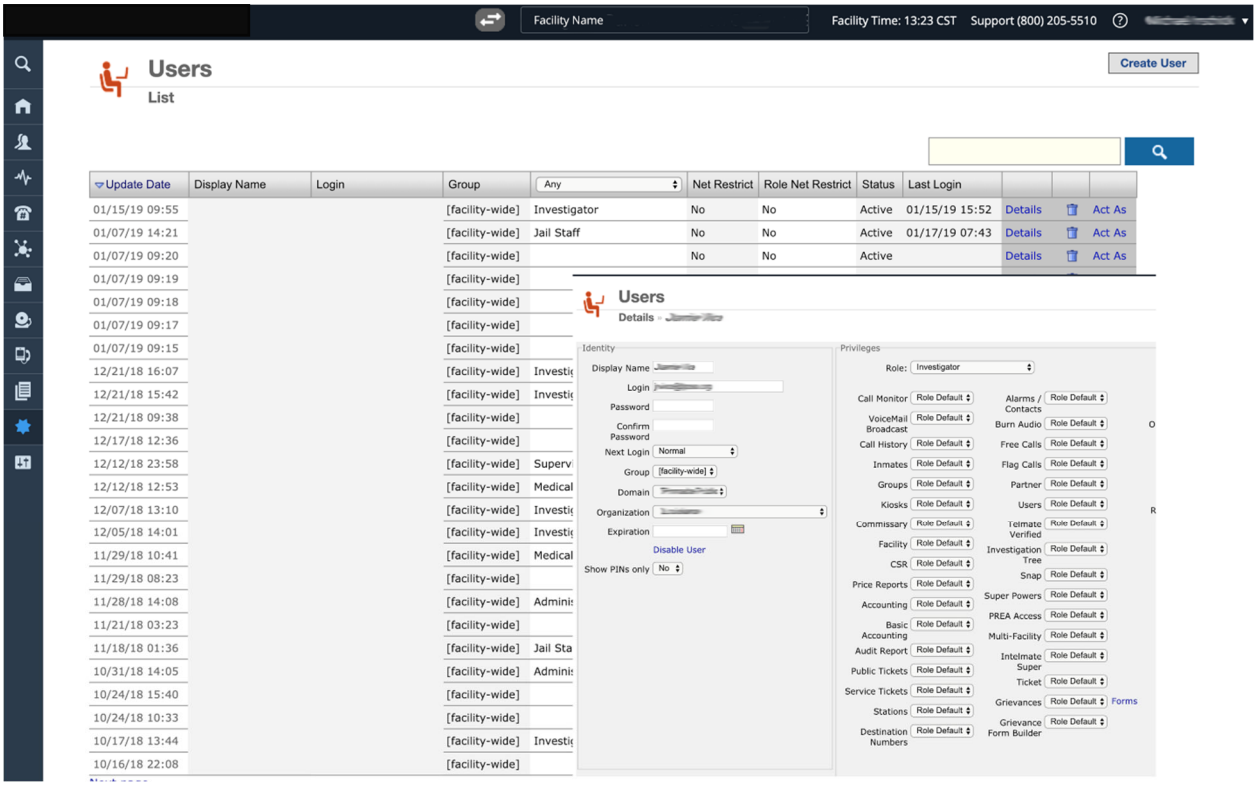
The ViaPath ITS interface is totally web-based with no software installation requirements. The ViaPath ITS user interface is supported on the Internet Explorer, Safari, Google Chrome, and Firefox browsers.

ViaPath Command is our flagship web-based user interface for corrections facilities allowing access to all your ViaPath services and tools. The framework of ViaPath Command provides fully integrated navigation and aggregated data regardless of your ViaPath services and features: telephones, visitation, kiosks, tablets, payment services, OMS, investigative data, system configuration, user management, and more.



With ViaPath Command, you take full advantage of open architecture and state-of-the-art hardware and network design. Your ViaPath systems will interface with other facility systems. The ViaPath Command solution is easily expanded, upgraded, and adapted to accommodate changes in the industry as well as **your specific requirements.**

Regardless of the services you contract with us, the ViaPath Command system allows you to have unified access to tools like user management.



Unified User Management view in ViaPath Command

3.6.5. The vendor will provide all required/new software enhancements/upgrades to the ITS inclusive of service delivery for the ITS. Beta and Field Tested Software will not be provided unless specifically discussed with and approved by the authorized DOC staff.

ViaPath has read, understands, and will comply.

3.6.6. All upgrades, bug fixes, enhancements to the software and/or hardware will receive prior approval by the authorized DOC staff. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

ViaPath has read, understands, and will comply.

ViaPath will provide technical support for ViaPath's hardware and services to include updates, upgrades, patches, service packs, hot fixes and/or workarounds. If required, ViaPath will work with DOC to establish the notification and approval process for relevant upgrades, bug fixes and enhancements. Prior approval of upgrades, bug fixes,

and enhancements generally relates to software instances that are dedicated to the agency or custom development for the agency and do not apply to global instances that are shared by all customers.

ViaPath has an existing test environment for all software updates, upgrades, and patches to be thoroughly validated prior to deployment into the production environment. If requested, ViaPath will work with DOC staff to provide a test environment or other method to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

3.6.7. The ITS will give inmates the ability to obtain account balances for telephone time and available inmate bank account funds to spend at the inmate store and coffee shops at no cost to the inmate. If vendor software does not have this capability, the awarded vendor will write an interface to accommodate DOC's needs.

ViaPath has read, understands, and will comply.

3.6.8. The vendor is responsible for resolving any problems identified by the authorized DOC staff in a timely fashion and at no cost to the DOC.

ViaPath has read, understands, and will comply.

3.7 DATABASE REQUIREMENTS

3.7.1. The vendor will provide a data record of all transactions through the ITS. The data record will be maintained in a database for monitoring and analysis of inmate telephone calls. The data record is used to alert authorized DOC staff of possible trends with inmate calls that could jeopardize the security of inmates, staff, or facilities.

ViaPath has read, understands, and will comply.

ViaPath has designed the ITS for easy, real-time, customizable, and ad-hoc reporting for all ITS information facility administrators and investigators need. Powerful, but easy-to-use, ViaPath reporting functionalities simplify the process of generating standard or customized reports that deliver exactly the information each user needs. The reporting features are available via ITS Anywhere, Anytime Access, no VPN is required. Properly authorized users may access the reporting tools from any onsite ITS workstation, the client's on-site PCs, or any off-site PC desktop or laptop.

The ViaPath ITS provides five reporting tools:

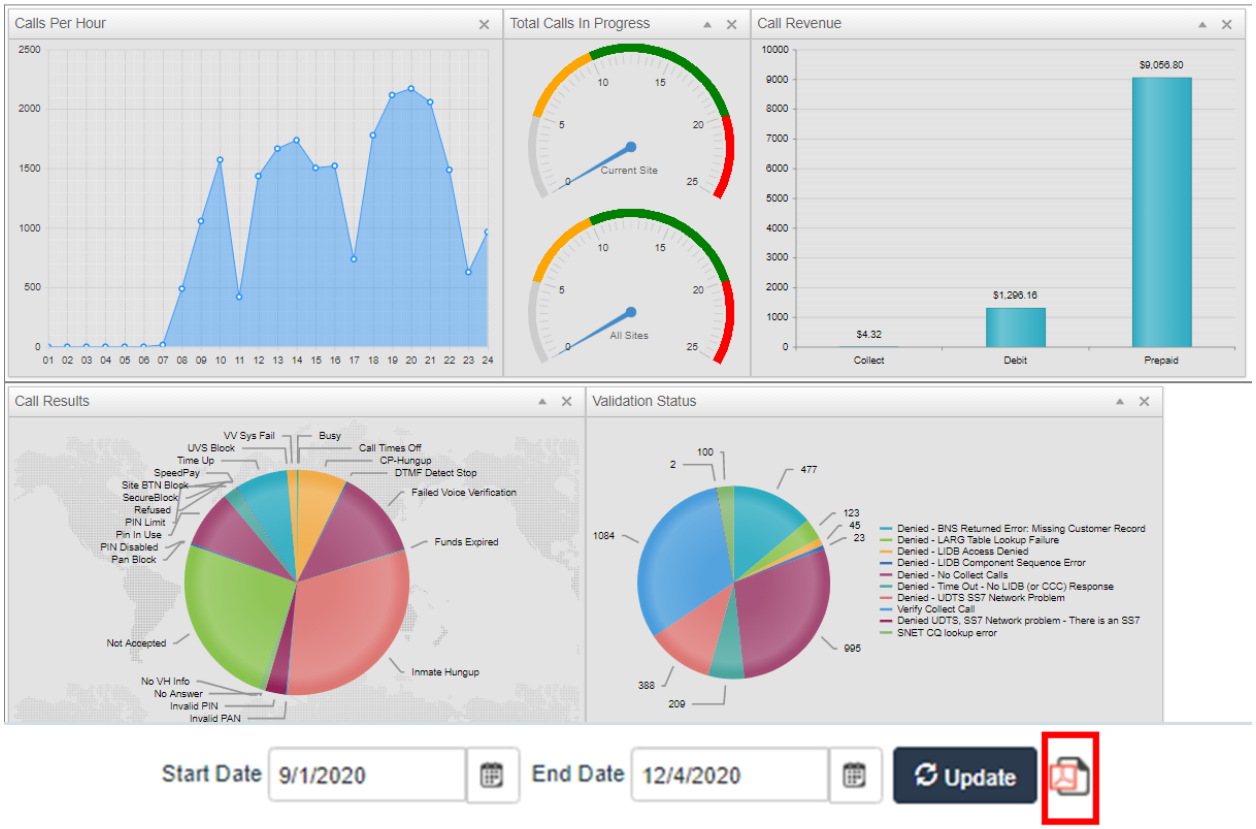
- ***Dashboard Graphs—Call activity information at a glance***

- ***Call Detail Reporting—Find valuable information on calling activities, designed primarily for investigators while still being easy-to-use for administrators***
- ***ViaPath Designed Reports—Preconfigured commonly used report templates***
- ***Advanced Reports—Designed primarily for administrators***
- ***Report Builder—Build custom, detailed analysis reports, and ad-hoc reports***

Dashboard Graphs

The Dashboard displays a user-defined date range of information, in graphical format, about the client's overall system or each facility's Call Results, Calls Per Hour, Revenue by Call Type, Total Calls in Progress, and Validation Status for the current day.

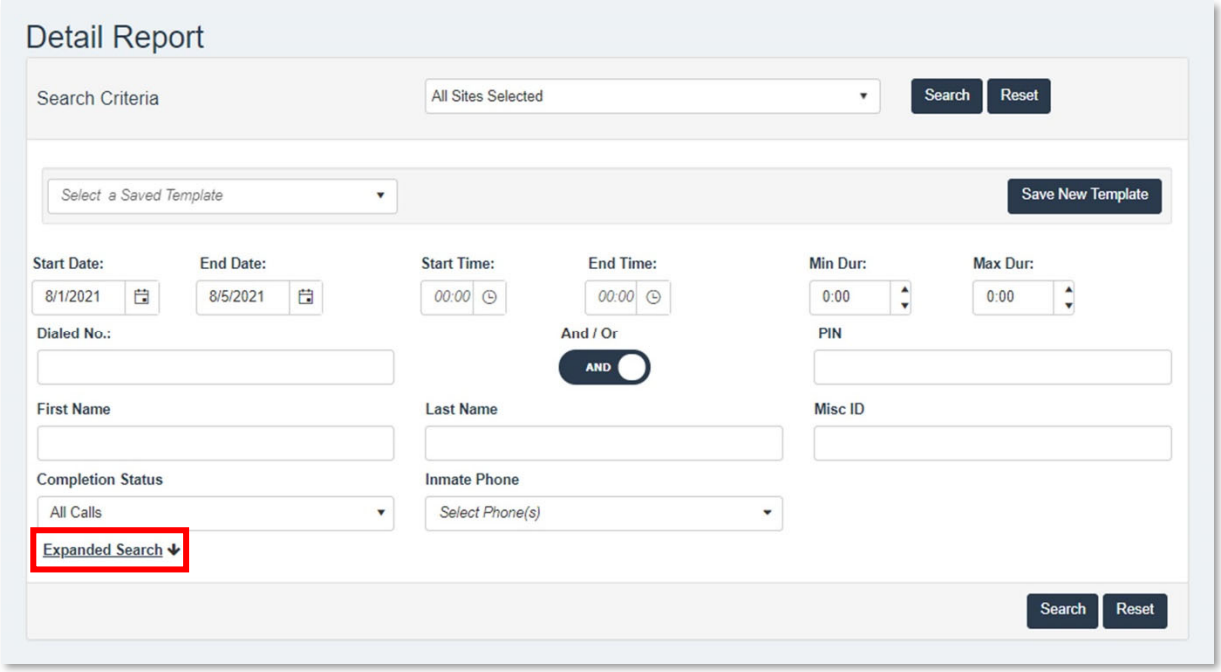
Authorized users can export the graphical dashboard data to a PDF file.



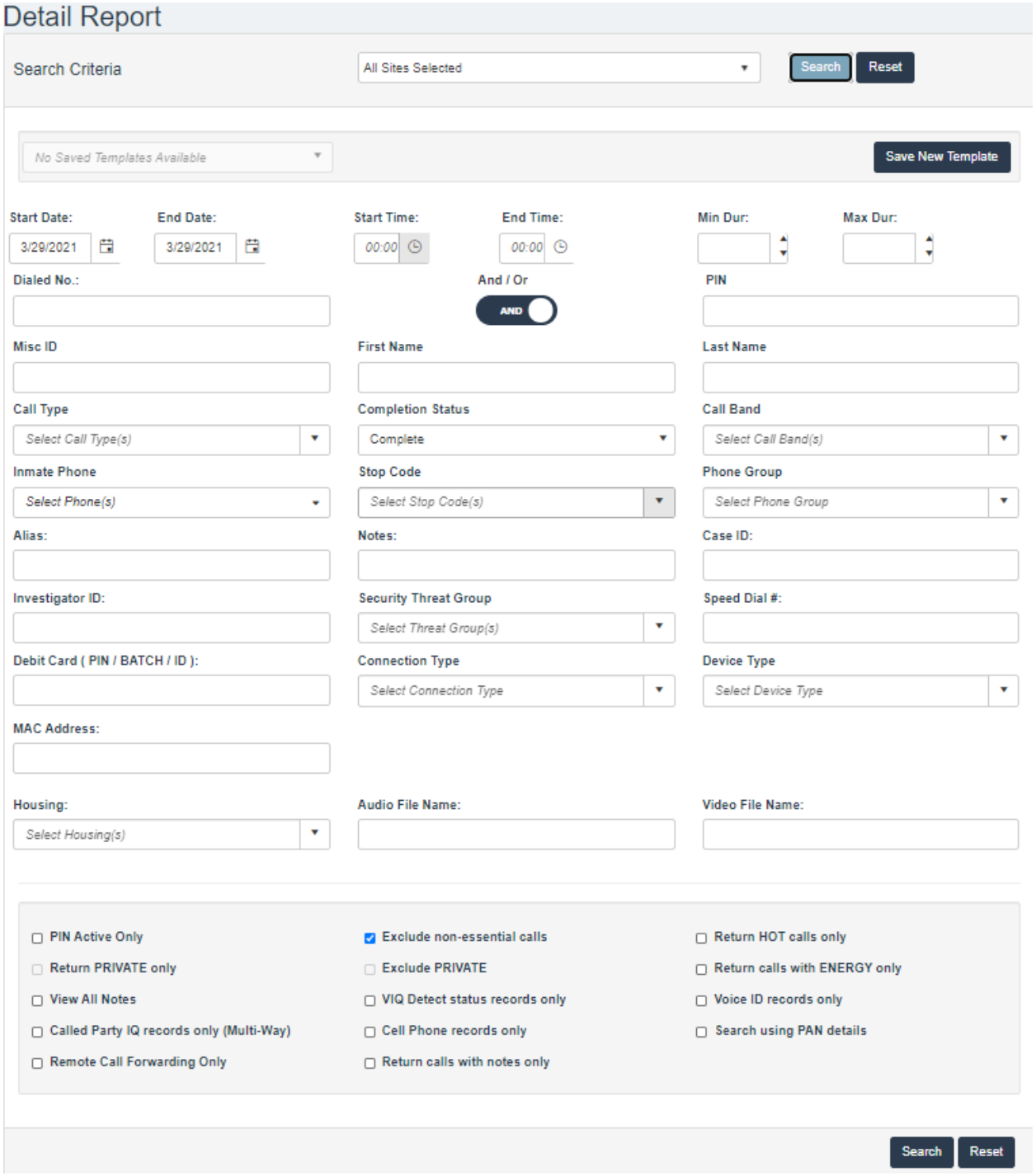
Call Detail Report

The Call Detail Report search page is accessible from the main ViaPath Command window and gives users a simple, one-page way to create highly selective search filters on multiple CDR fields in the ITS database.

The Detail Report search page defaults to a subset of search criteria that are most commonly used as illustrated below.



There are many more search criteria that can be applied; these criteria are accessed with the "Expanded Search" link that opens the search window to the full search mode.



A print of all CDRs within the specified period can be generated by simply not applying filters other than dates.

Filtering Report Results - Optimizations for Reporting

The system's Call Detail Report function generates more than 1,600 different reports based on user-defined parameters. An authorized user may select or click-to-check one or any combination of multiple selection criteria listed on the Call Detail Reporting screen; customizing the report to meet the investigative (or administrative) need.

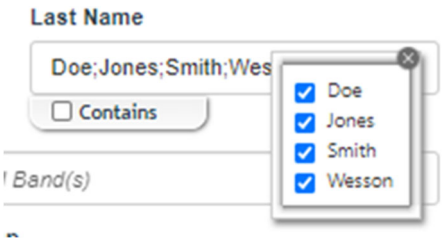
Most of the fields that require data entry (e.g., dialed number, first/last name) will provide a drop-down "Contains" option that can be checked to have search results include any records that include the alphanumeric string rather than an exact match.

Several fields also allow the entry of multiple search criteria values, separated by semicolons. These fields are:

- *Dialed No*
- *PIN*
- *Misc. ID*
- *First Name*
- *Last Name*
- *Alias*
- *Case ID*
- *Investigator ID*
- *Speed Dial No*
- *Debit Card*
- *MAC Address*

There is also a button that allows for dual match "AND" combination search of Dialed Number and PIN.

A pop-up balloon notifies the user of ability to enter multiple entries when the cursor is placed in these fields. Also, once multiple entries are inserted and the cursor is moved out of the field, then a drop-down checkbox list of all the values is displayed. The user can remove any of the criteria for this specific search by unchecking the value. This is useful for saved searches where a variation of the search is desired. The user can close this drop-down by clicking the small "x" in the upper corner.



There are also filter criteria defined on the nature of the call rather than any specific data value, e.g., only PRIVATE calls. These criteria are invoked by checking the specific filter box at the bottom of the page.

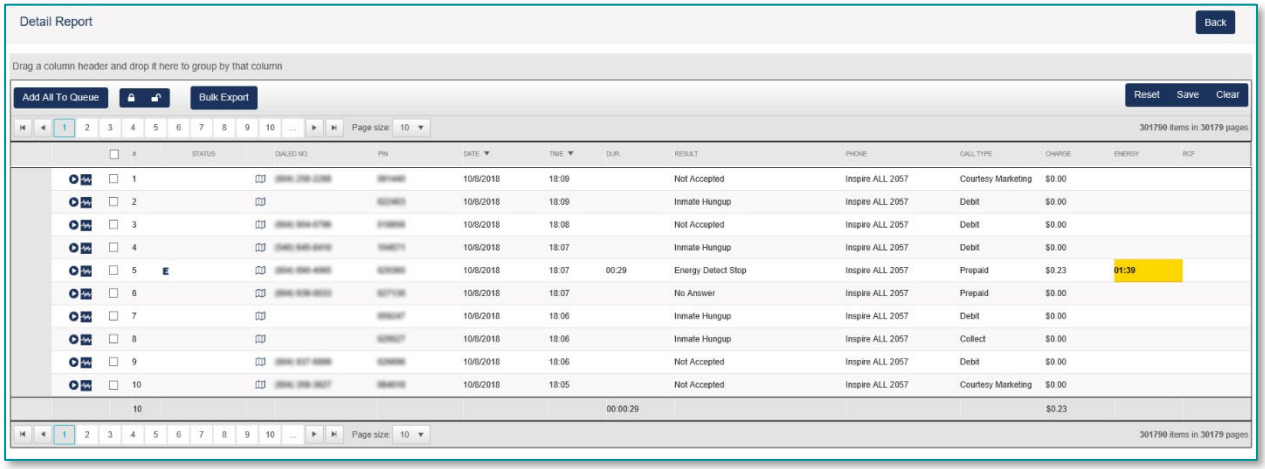
From the Call Detail Report page, authorized users can:

- *See the destination dialed number for every call or call attempt*
- *Click a dialed number (activating Reverse Lookup) to see the published name and address associated with that number*
- *Identify the inmate who placed each call by PIN, first name, or last name*
- *Click a PIN (if applicable) to open an inmate's detailed file*
- *View other call details (date and time, inmate phone and trunk line used, duration, charge for the call, payment type, fate of the call; if applicable, reason for block, reason for disconnect)*
- *Listen to a recorded call*
- *Download and perform an in-depth analysis of a recorded conversation using the ITS advanced Call Analyzer*

- ***Add investigative notes to call records and recordings***
- ***Add a Case ID to the call for investigations***
- ***Copy calls to portable media (CD, DVD, USB device, Flash Drive)***
- ***Save the report to a file (for later retrieval in the ITS or to be used as a template for similar reports)***
- ***Export the report in Excel, PDF, or CSV format for use outside the ITS***
- ***Print the CDR with or without the search parameters displayed at the top of the printed report***

the DOC users often create the same report repeatedly for daily, weekly, or monthly activities. ViaPath's solution allows authorized the DOC staff to build and save a report as a template. The template eliminates the need to build a report from scratch, saving your staff time and streamlining report functionality.

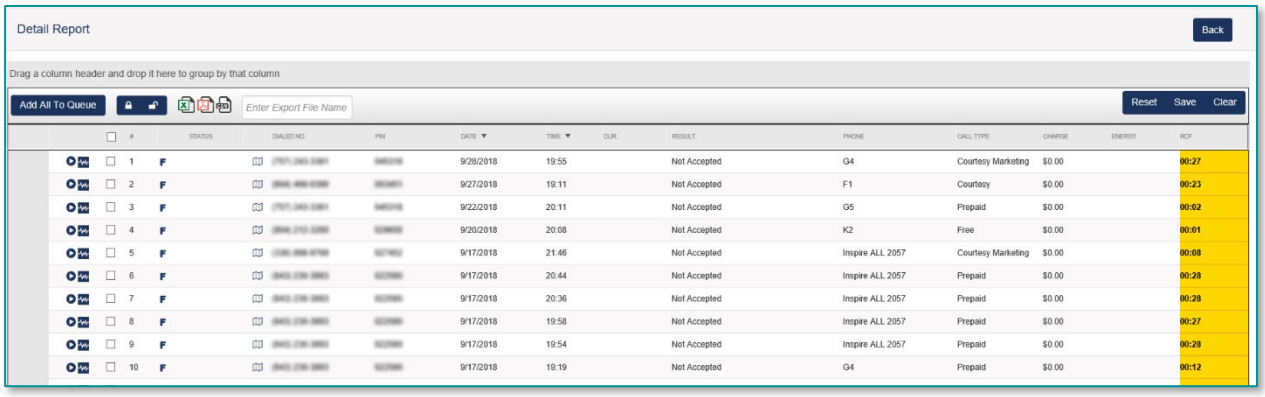
Regardless of what type of report is requested, when users click the Search button, ViaPath's ITS generates and displays the report on the Detail Report results screen.



Detail Report - Results Screen

Remote Call Forwarding Displayed in Call Detail Report

When the system detects a call with Remote Call Forwarding (RCF), an F icon displays in the Detail Report. The timestamp of the RCF also displays in the RCF column and is



#	STATUS	DIALED NO.	PIN	DATE	TIME	DUR.	RESULT	PHONE	CALL TYPE	CHARGE	ENERGY	RCF
1	F			9/28/2018	19:55		Not Accepted	G4	Courtesy Marketing	$0.00		00:27
2	F			9/27/2018	19:11		Not Accepted	F1	Courtesy	$0.00		00:23
3	F			9/22/2018	20:11		Not Accepted	G5	Prepaid	$0.00		00:02
4	F			9/20/2018	20:08		Not Accepted	K2	Free	$0.00		00:01
5	F			9/17/2018	21:46		Not Accepted	Inspire ALL 2057	Courtesy Marketing	$0.00		00:08
6	F			9/17/2018	20:44		Not Accepted	Inspire ALL 2057	Prepaid	$0.00		00:28
7	F			9/17/2018	20:36		Not Accepted	Inspire ALL 2057	Prepaid	$0.00		00:28
8	F			9/17/2018	19:58		Not Accepted	Inspire ALL 2057	Prepaid	$0.00		00:27
9	F			9/17/2018	19:54		Not Accepted	Inspire ALL 2057	Prepaid	$0.00		00:28
10	F			9/17/2018	19:19		Not Accepted	G4	Prepaid	$0.00		00:12

Call Detail Report – Remote Call Forwarding

highlighted in gold.

Use a ViaPath-Defined Report Type

The ITS is preconfigured with a set of commonly used templates for reports. Upon request and at the time of system implementation, ViaPath will configure and save additional Report types the DOC anticipates needing. The investigator selects these custom report templates from the Call Detail/Summary Reports drop-down list on the Menu Bar.

ViaPath-defined reports include:

- ***Standard Summary Report (data for all calls for count, minutes, and revenue)***
- ***Free Call Summary Report (data for free calls for count, minutes, and revenue)***
- ***Rate Summary Report (data for all calls by call type for count, minutes, and revenue)***
- ***Frequently Used Summary Report (data for all calls by dialed number for frequency and date/time)***

Advanced Reports

The Detail Report provides a rich set of criteria for customized searches of call records and other database information. In addition, our ITS has a set of pre-defined Advanced Reports that allow for easy investigation of commonly searched topics. All the reports allow for filtering on a date range; others have additional filter / selection customization. All the reports allow authorized users to export results to Excel, PDF, and CSV format files.

Advanced Reports are in the following categories:

- ***Call Statistics (and Revenue): Displays total calls by termination type; also displays number of calls for which the recording has been played by a user.***
- ***Report Builder: allows investigators to build custom ad-hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data.***
- ***Debit System Information: Multiple reports that provide information about Inmate Debit accounts and related transactions.***
- ***Inmate Information: Multiple reports that relate to different aspects of inmate calling, such as Inmate Phone List (PAN) Report, Shared Destination Dialed Number Report, and so forth.***
- ***Diagnostics: Multiple reports that provide information about system performance, for example: counts and percentages of completed and incomplete call attempts relative to trunk lines or inmate telephones.***
- ***Global Audit: Multiple reports that allow administrators to track all system logins and activities by all or specific users and/or by specific tasks performed.***
- ***Call Playback Audit: Generate reports on all call playback activity; in addition to filtering on-site(s), the report can be generated for a single user, multiple users, or all users.***
- ***Auto-Enroll IVR: Multiple reports that track inmate activity related to inmates calling out to called parties for auto enrollment entry into the inmate's Personal Allowed Number list (PAN), as well as the status of the existing inmate PAN lists.***
- ***PIN List Editor: defines a named list of PINs users can add as further search filters.***
- ***Dialed No. List Editor: defines a named list of Dialed Numbers that can be used for further search filters.***
- ***Advanced Reports draw information from various ITS databases to allow authorized staff to track, analyze, and audit inmate phone usage, call revenue, debit system transactions, user access of the system, changes made to system settings, and overall system performance.***

Report Builder

The Report Builder allows investigators to build custom ad-hoc reports incorporating call detail information with more advanced tools for selecting, sorting, and combining data. With enhanced query options and other advanced data mining tools, Report Builder can reveal call trends and correlations that might go unnoticed otherwise.

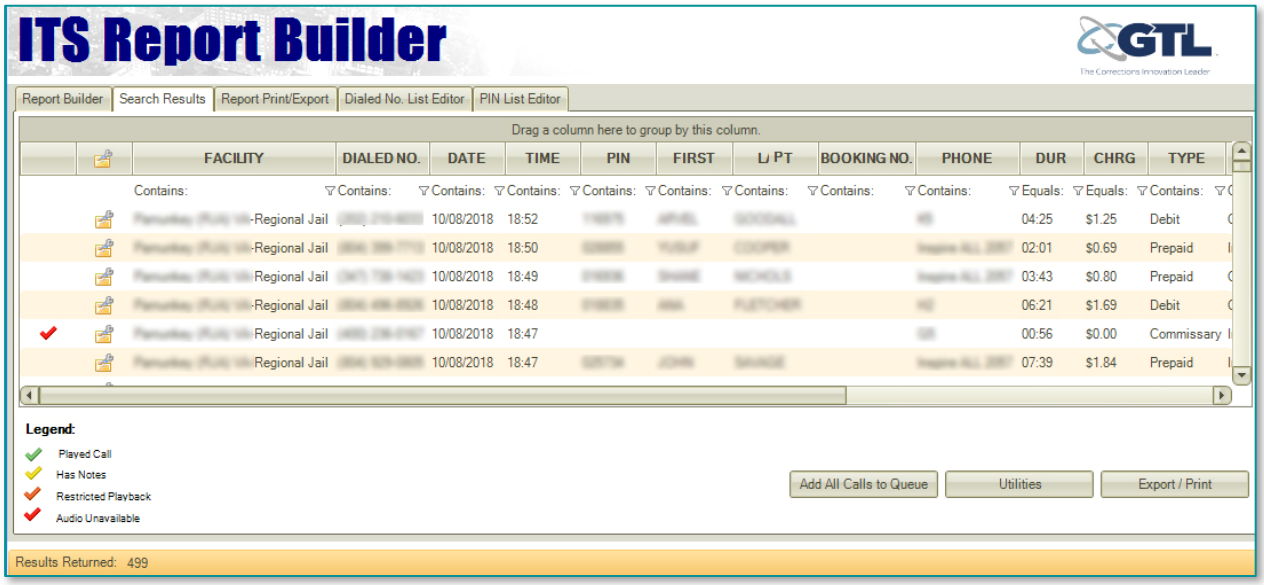
Report Builder creates simple or complex custom reports. A complex report might be the result of a multi-dialed number (destination number) query cross-referenced against a

single or multi-inmate PIN query or any other combination of queries. Report Builder's Dialed Number List Editor and PIN List Editor allow you to save special lists and then select Dialed Number and/or PIN Query Options.

For example, all incarcerated members of a gang might constitute a special PIN List, and the telephone numbers for all facility employees might comprise a special Dialed Number list. The query options for a customized report could include either or both special lists. Including both would allow you to see all calls made to employees by members of the designated gang immediately.

Following the selection or designation of Query Options, click the Search button on the Report Builder screen. The Search Results screen displays with additional tools for grouping and sorting the initially retrieved data.

Group Data by Significant Parameters: On the Search Results screen below, you may drag any column heading to the group-by-column field to sort the results of the original search into blocks of data that are the most meaningful for the study.



Report Builder

Apply Additional Filters: Users can refine the result of an initial search, and the system re-groups data to yield greater intelligence. Clicking the drop-down icon beneath each column heading lets you apply additional filters to the data in that column.

Data Query Flexibility: Report Builder's flexible query parameters allow you to select specific facilities (when multiple facilities exist in the network) and any or all phones or phone groups from your facility, any or all call types, stop codes, and more when creating custom reports.

This flexibility allows you to select only the booking phones at your facility, so you can run a report on calls made from just the booking area in your facility. For example, you could select a PIN list for a specific gang and see which phone number each gang member dialed from booking over the last year. You can also save that list of numbers as its own Dialed Number list, and then run another report on calls made by anyone from your facility to any of those same numbers. This could potentially lead you to other gang members in your facility that had not previously been identified.

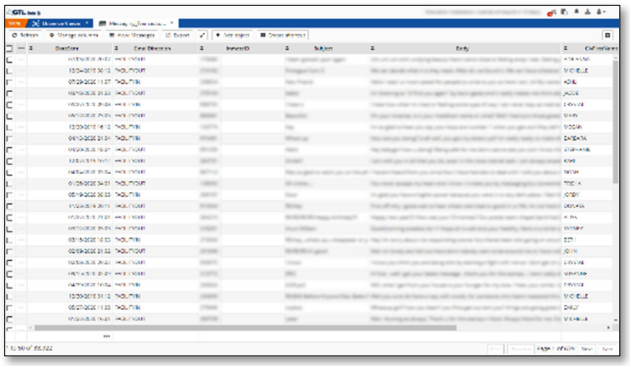
ViaPath Data IQ™ (DEX)

Transforming raw data into actionable intelligence has become a critical cornerstone for modern day law enforcement and correctional agencies; applying intelligence-led principles and concepts to solve and prevent crimes. The successful implementation of these strategies require the right combination of data, technology, and trained personnel. With ViaPath Data IQ™ (DEX), agencies are equipping their personnel with critical data and technology designed to efficiently and effectively allow investigations and analysis in a modern big-data world.

Big Data Architecture

Like many industries around the world, the correctional industry has experienced a transformation deploying digital services resulting in more data points which generate more raw data than ever before. The increased volume of both structured and unstructured data (such as offender messaging) has challenged law enforcement and correctional agencies to seek solutions designed specifically around big-data and the delivery of both efficient and effective solutions.

Unlike traditional row structured solutions, Data IQ (DEX) leverages a columnar data structure resulting in faster data queries and faster results. Data IQ (DEX) combines the right architecture with the ability for agencies to functionally ingest any data point, regardless of data type or structure. With this strategy, ViaPath can offer the DOC an all-around enhanced user experience.



ViaPath provides a portfolio of solutions readily available to be digested within Data IQ (DEX), providing the DOC with the latest safety and security intelligence solution. Data IQ (DEX) contains all the power of integrating with the ViaPath data sources provided to the DOC Additionally, unlike other solutions in the market, Data IQ (DEX) can ingest ANY data point (commissary and JMS systems, trust accounting, public information) without software development. For the DOC, this means that when new data sources are identified or added, ViaPath Data IQ (DEX) is ready to ingest them with only a simple adjustment to the data model. Examples of data that can be ingested include:

Inmate telephones	*Messaging*	*Commissary*	*Trust Accounting*
Video Visitation	*Employee Data*	*Visitation data*	*Public Information*
Wireless Tablets	*Lobby/Intake Kiosk*	*Payment Services*	*Case Management*

Investigative Data Sources		
Information Source	GTL Data IQ	Others
Inmate Phone Calls	✓	✓
Billing Name and Address	✓	✓
Visitation Data	✓	✗
Financial Transaction Data	✓	✓
Jail Management System	✓	✗
Kiosk Data	✓	✗
Security Threat Groups	✓	✗
Incident Reports	✓	✗
Cell Phone Forensic Data	✓	✓
Public Information Data	✓	✗
Data Sources Unique to Facility	✓	✗

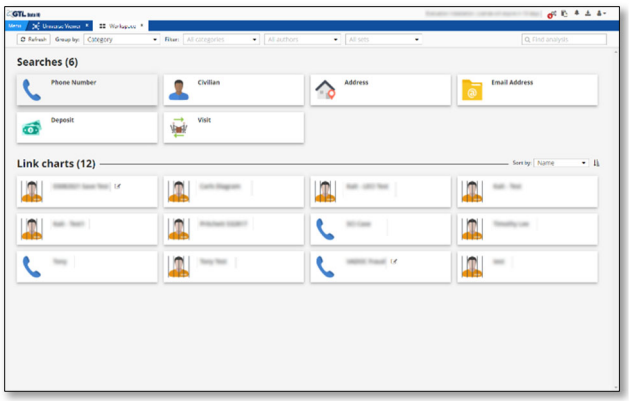
ViaPath's Data IQ™ (DEX) is the industry leading solution designed to provide an intuitive user experience and faster delivery of actionable intelligence. Currently there are over 20 state Department of Corrections agencies who rely on ViaPath Data IQ (DEX) to process and analyze over 1 billion records spread across 14 otherwise disparate data sources.

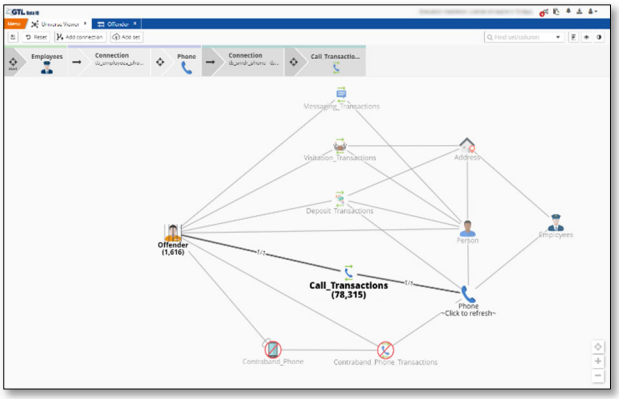
User Experience

> *"Data IQ DEX is the perfect balance between the complexity of analysis and the simplicity of design."*
>
> - Mitch Volkart, VP Intelligence Solutions

Providing a solid foundation in data structure is a fundamental start, but ViaPath goes beyond by recognizing the need for an enhanced user experience. Data IQ (DEX) balances the complexity of analysis with simplicity of design, allowing users to effectively leverage the solution to quickly mine data and turn otherwise raw data into actionable intelligence.

Each individual user's workspace within Data IQ (DEX) can be configured to show a variety of views including a customized user page which consists of simple object buttons and saved queries or the ever-efficient "Universe Viewer" that allows the user to immediately start datamining from the home screen.





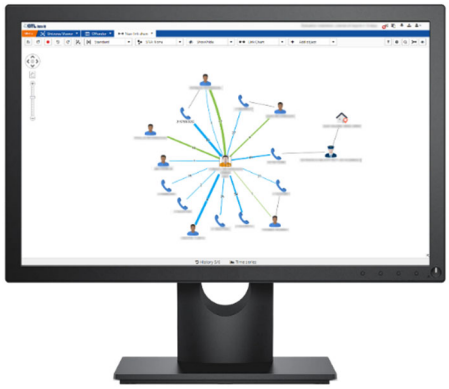
Object Searching and Associations

Searching for objects within datasets has never been easier than with Data IQ (DEX). Users can perform reactive searches (i.e., the user has a known starting point) using a variety of methods which include the Search pane, Workspace, the Universe Viewer, or folder. This flexibility allows users to customize their experience to what is most comfortable for them.

Leveraging the capability of first- and second-degree associations, users can analyze individual transactional data. For example, users can analyze individual timelines plotted on a time series or stay high level and simply associate two objects without the

underlying transactional objects. This flexibility in design enables users to easily interpret the link diagram allowing the discovery of patterns and associations.

Data IQ (DEX) is equipped with several visualized data layouts including:

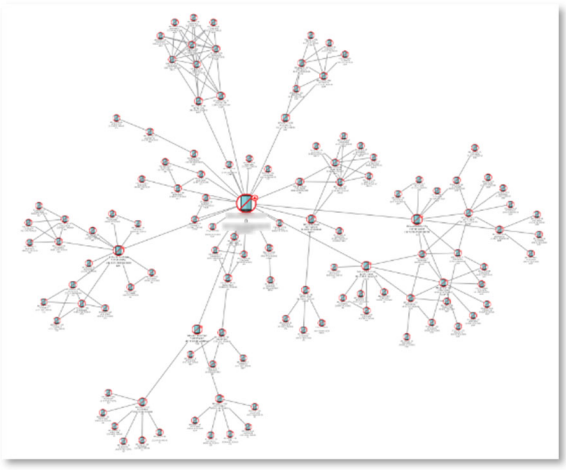


- ***Lens***
- ***Radial***
- ***Standard***
- ***Structural***
- ***Hierarchy Top***
- ***Hierarchy Bottom***
- ***Hierarchy Left***
- ***Hierarchy Right***

Social Network Analysis (SNA)

Analyzing data in today's digital age not only focuses on "who is connected to whom and how", but also focuses on the strength of those connections. Social Network Analysis (SNA) automatically changes the sizes of displayed objects depending on their connectivity in the network. Social network algorithms include:

- ***Degree – node resizing depending on how many connections an object has***
- ***Betweenness – identify nodes that may bridge between networks***
- ***Closeness – find the closest nodes to the other nodes in a network***
- ***Page Rank – identify important nodes by assigning each a score based upon its number of incoming links***
- ***Eigenvector – measure of influence that considers the number of links each person has and the number of links their connections have***



Data Exchange (DEX) Network

ViaPath's Data IQ (DEX) software analyzes data and provides critical connections across other allied data exchange agencies. Data IQ (DEX) allows users to output results and diagrams to users both via standard formats and through the application itself. This allows users to interact dynamically with shared diagrams rather than having a static picture.

ViaPath Data IQ (DEX) allows users to search for objects that exist across multiple facilities. For example, a user may have an object set from their own data and choose to search it against a second set of data or model. Once again, the power of Data IQ includes the ability to query any data source or object type, not being limited to particular objects such as phones and/or phone numbers.

3.7.2. The vendor will be responsible for the generation and creation of a centralized system database. The ITS will provide the capability for every outgoing call to be recorded with a transaction record that includes, at a minimum, a recording of the telephone call on standard media in a format of authorized DOC staff's choosing that allows for playback on standard PC, CD drives or industry standard media players.

ViaPath has read, understands, and will comply.

3.7.3. The database will be maintained in such a manner as to allow authorized DOC staff the capability to review and monitor inmate call data regardless of which DOC facility is housing the inmate.

ViaPath has read, understands, and will comply.

3.7.4. The database will contain multiple data fields. At a minimum, the database will contain all fields required to generate reports as indicated in Reporting Requirements and all information required to establish Inmate Telephone Access as indicated in Section 4. Final data elements to be collected will be subject to written approval by the authorized DOC staff.

ViaPath has read, understands, and will comply.

3.7.5. The ITS will provide the capability for authorized DOC staff to download reports from the database, through secured internet access, as outlined in Reporting Requirements.

ViaPath has read, understands, and will comply.

3.7.6. In addition, the vendor will provide access to the database through secure methods to be defined by the authorized DOC staff. Authorized DOC staff will be able to retrieve defined data on an on-going basis (could be real-time, daily or other).

ViaPath has read, understands, and will comply.

3.7.7. The vendor will provide requested data elements in a format to be determined by the authorized DOC staff. Data extracts will be downloadable, as needed, to a format of authorized DOC staff's choosing. The data will allow the authorized DOC staff to perform further analysis as/when needed. The authorized DOC staff will finalize the methods, processes and functions with the vendor.

ViaPath has read, understands, and will comply.

3.7.8. The vendor must briefly describe how Section 3.7.6 will be accomplished with the proposed ITS for the DOC and what security measures are in place to ensure authorized DOC staff have access to only those call recordings for which they are authorized.

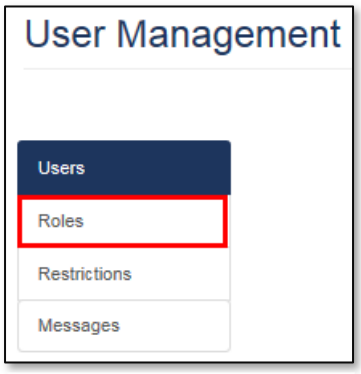
ViaPath has read, understands, and will comply.

ViaPath's ITS provides security levels called "roles" to ensure users only access information they are authorized to see. The DOC's personnel and ViaPath employees are subject to security level assignment. All data are accessed on a need-to-know basis. Users who do not need to have access to sensitive data cannot access it via role management. To access the ITS user interface, facility staff must log in with a valid username and password.

Each user's password is linked to an assigned role that gives that person access only to those functions which are required for that user's job. ViaPath's web-based user interface is accessible for authorized users to access data on an ongoing basis, in real time, daily or other.

The User Management screen provides options for authorized personnel to proceed to the Roles Management screen. Users not authorized to edit roles will see a pop-up message, informing them they are not authorized for this function and will be denied access to the Roles Management screen.

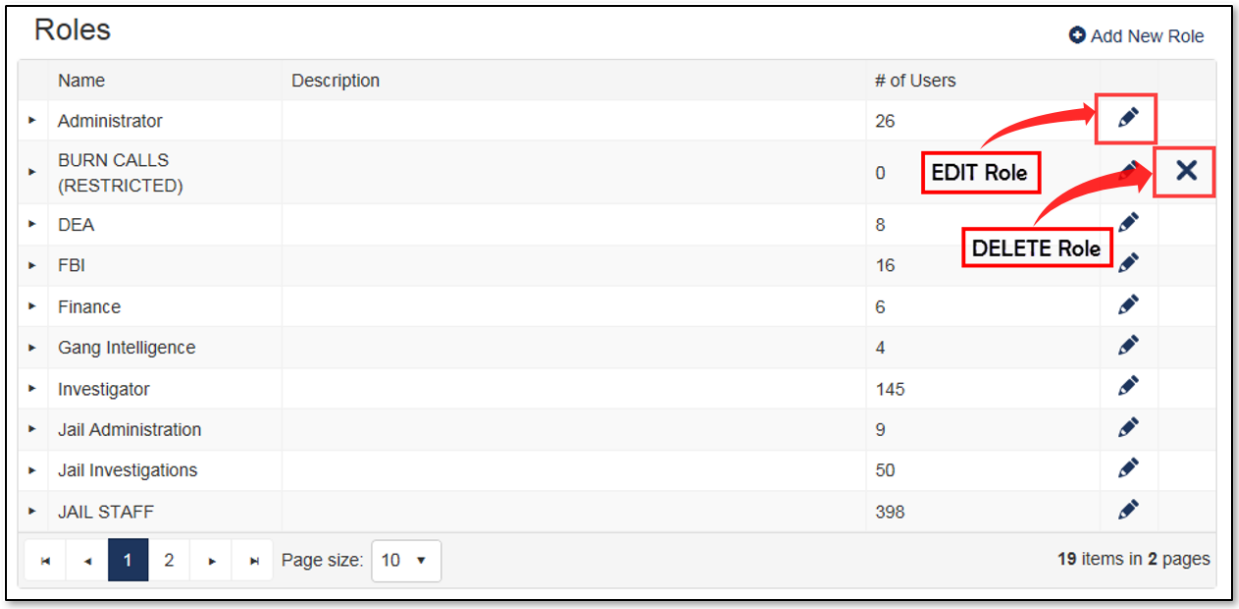
Roles are helpful for granting permission to access only one or multiple features. The Restricted User feature allows the Role Administrator to grant, for example, limited access to an outside investigator to review calls only for the specific inmate or specific telephone number(s) relevant to the investigation.



User Role Selection

An authorized Role Administrator may create a single role to for multiple users expected to perform the same functions or may define a unique role specifically for and assigned to a single user.

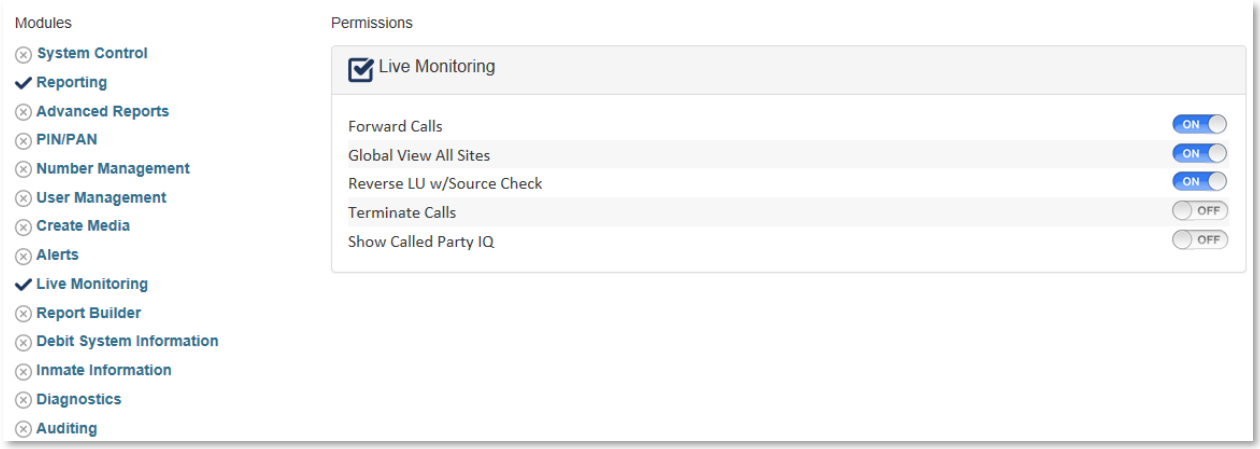
The authorized Role Administrator receives a list of existing roles. The Administrator can edit or delete existing roles and add new ones.



Edit and Delete Role Selection

For any given role, the authorized administrator selects the modules and the functions within each module enabled for that role, such as to enable those who can download recorded calls.

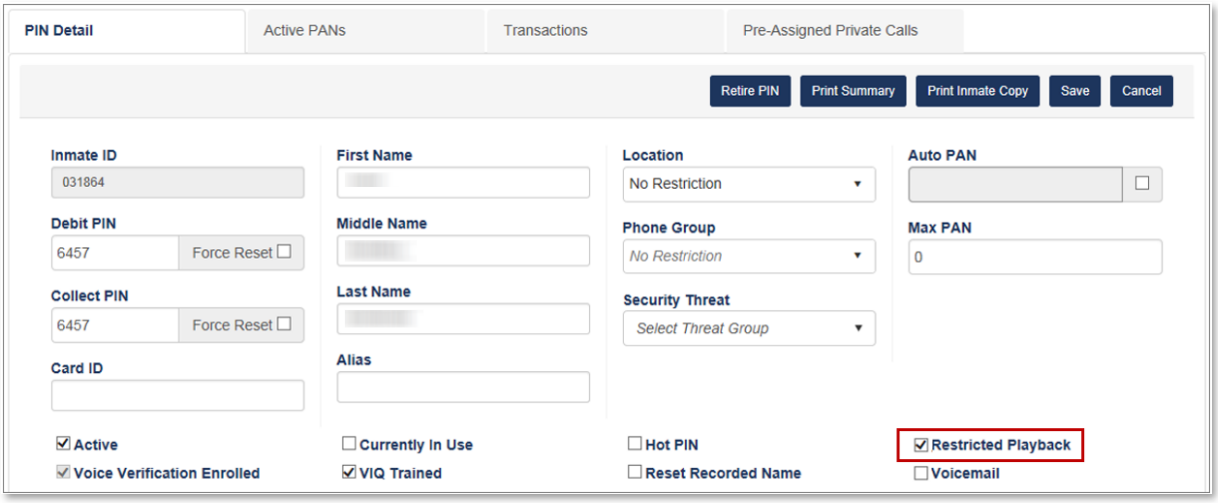
Since all access to the ITS is tracked in a log that shows the username, IP address of the PC used to access the system, actions taken, and the date of the actions, all role assignment options are logged. Only those users with authorized privilege in their role can see these logs.



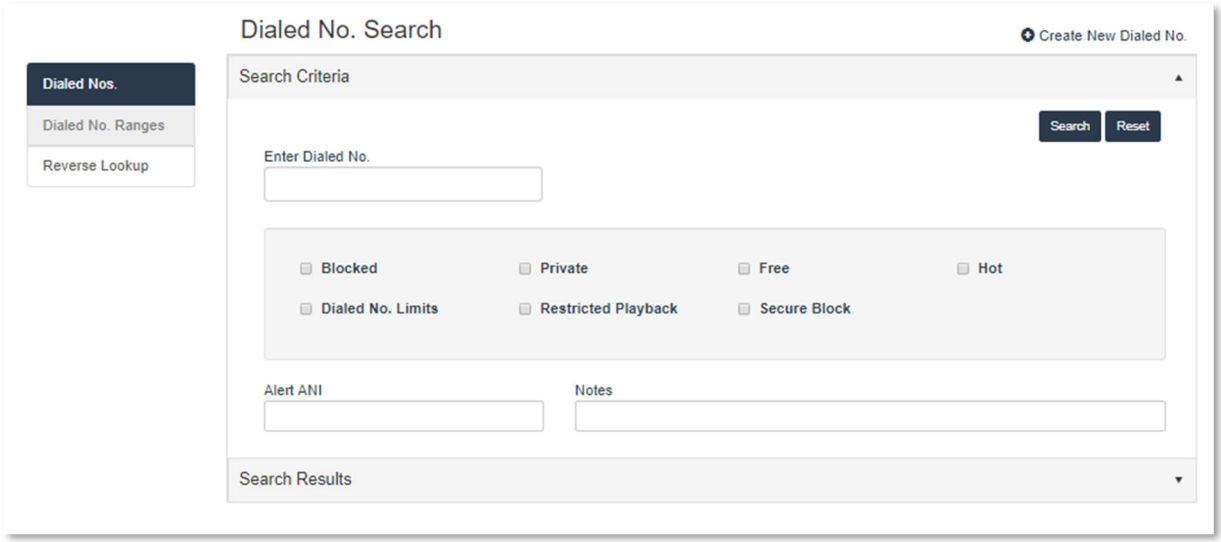
Role Permissions Selection

In addition to the Roles noted above, the ViaPath ITS Restrict Playback feature, which is available in an inmate's PIN Detail file and the system's Number Management module, makes the recorded conversations of an inmate or calls to a specific destination number inaccessible for replay by anyone except a designated person. This unique feature helps

ensure that highly sensitive intelligence is available to authorized staff but is not indiscriminately heard and leaked to news media or used in any other way that might compromise an investigation.



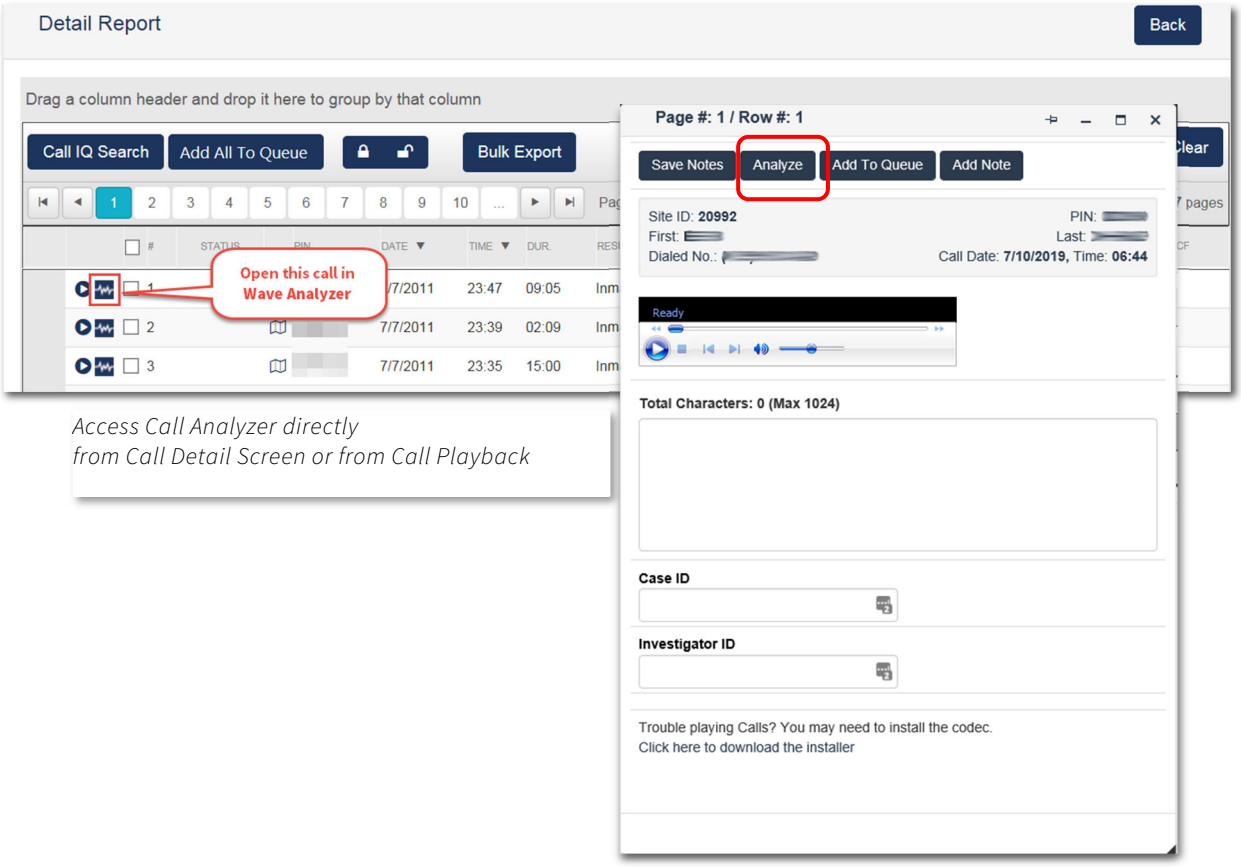
Restrict Playback of an Inmate's Calls



Restrict Playback of Calls to a Specific Number

Recording Retrieval and Replay

For authorized staff with the proper roles to listen to recordings, the ITS provides integrated capabilities to monitor, record, store, and retrieve non-legal inmate phone conversations in real time. Authorized personnel can quickly and efficiently find specific calls by inmate name, PIN, called number, inmate station used, and a variety of other search criteria. ViaPath's ITS provides anywhere, anytime access to recording replay and other advanced features. The user selects or clicks-to-check one or any combination of criteria listed on the Call Detail Reporting screen, customizing the search and subsequent report with attached recordings to meet the investigative (or administrative) need.



Access Call Analyzer directly from Call Detail Screen or from Call Playback

3.7.9. The ITS proposed by the vendor must, at a minimum, allow authorized DOC staff to locate call recordings in the following manners:

3.7.9.1. Search by inmate name or ITS inmate ID number (approved by DOC);

3.7.9.2. Search by certain time period (date/time);

3.7.9.3. Search by certain telephone instruments;

3.7.9.4. Search by called telephone number; and

3.7.9.5. Search by unit location.

ViaPath has read, understands, and will comply with items 3.7.9.1 – 3.7.9.5.

3.7.10. The ITS must allow for the search criteria either individually or in combinations.

ViaPath has read, understands, and will comply.

3.7.11. The ITS vendor proposal will provide a search capability that allows authorized DOC staff to search call recordings for certain key words or phrases. The vendor will provide a description of this capability. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

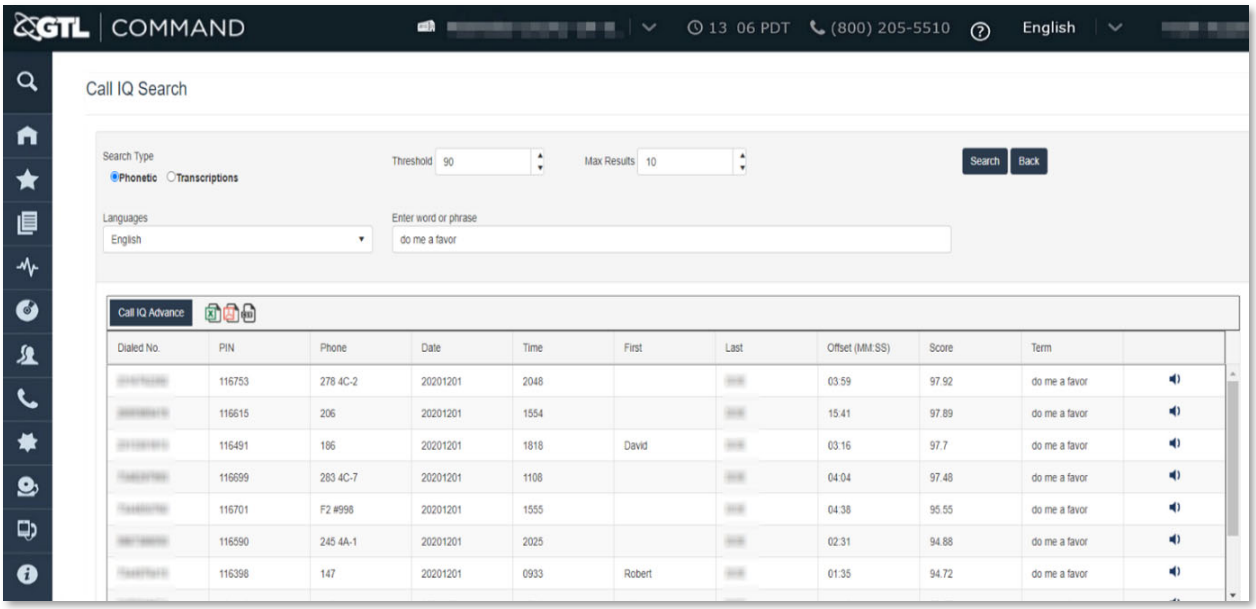
ViaPath has read, understands, and will comply.

ViaPath proposes our unique inmate calling investigative Call IQ® feature to elevate the automatic searching of recordings for investigative intelligence to a whole new level. Call IQ has multiple alert capabilities with the ability to detect and identify words or a sequence of words spoken by the inmate and called party. This is described below in our phonetic standards within Call IQ that are second to none.

Additionally, investigators can save significant amounts of time by using Call IQ's capability to transcribe calls and to categorize and rank calls in order of importance, highlighting those having key phrases or words that fall into categories requiring immediate attention.

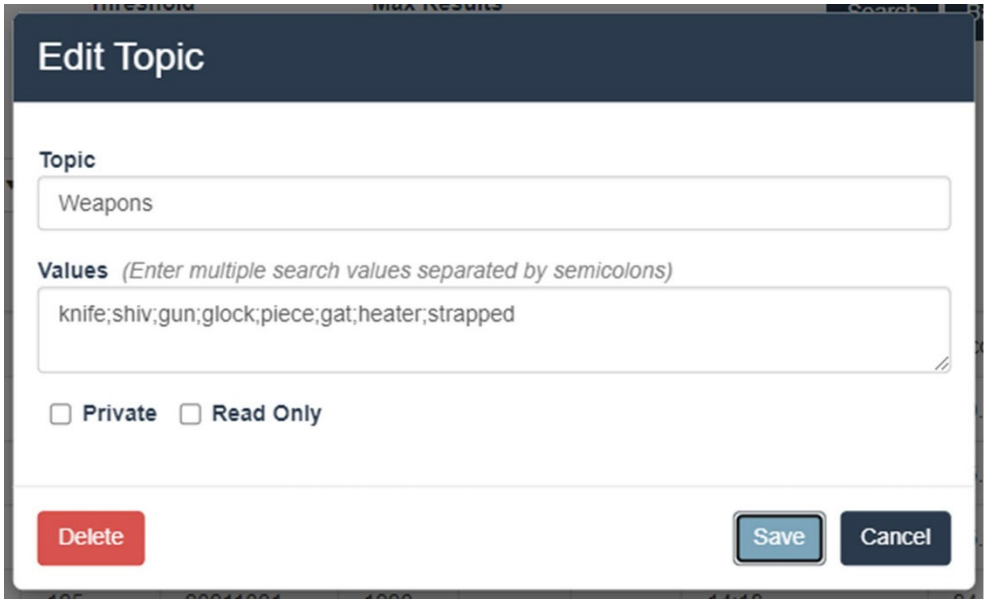
From the word cloud, investigators can drag and drop selected words and phrases to the toolbar to perform any of the following actions:

- ***View the number of calls the word or phrase is found in (count)***
- ***View how many times the word or phrase appears in the results set and duration in the call the phrase appears (offsets)***
- ***View the number of calls in which the phrase appears during a selected date range (trends)***
- ***View the sentiment distribution (positive or negative) for the word or phrase compared to the entire results set or other frequently spoken words/phrases***



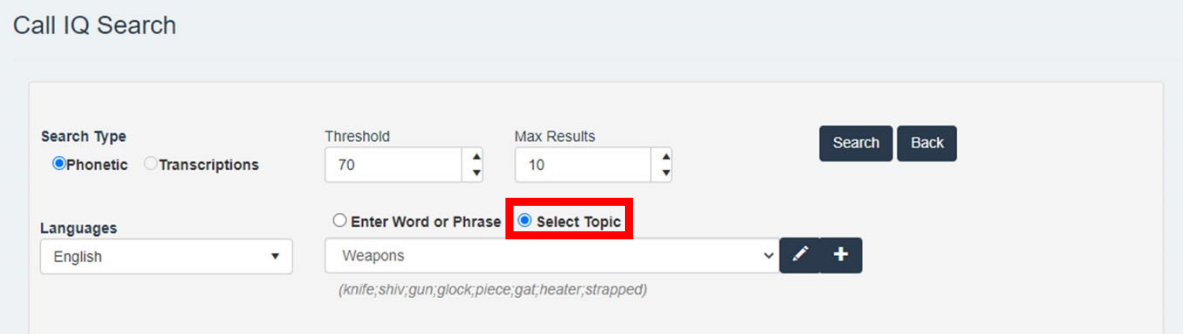
Topics (Word Groups)

Call IQ includes a feature to save your personnel from having to repeatedly enter multi-word search criteria with the Topics feature. A Topic is a group of words that will all be applied when the user specifies the Topic name. The words will be applied in "OR" fashion, i.e., any member of the Topic that is detected will be returned in the search. The Topic will have a name, for example as illustrated below using "Weapons."



There are options to make the Topic grouping "Private," in which only the account that created the Topic can see it, and "Read Only", in which only the account that created the Topic can subsequently edit it to add or remove words/phrases.

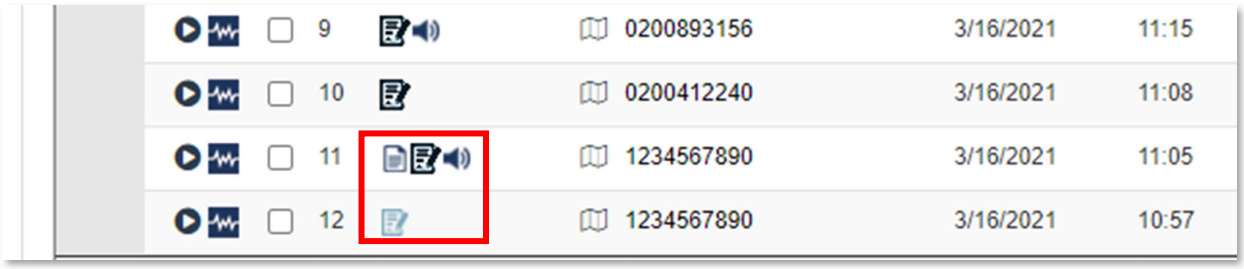
When conducting a Call IQ search, the user can choose to use an existing Topic by name instead of entering individual words/phrases.



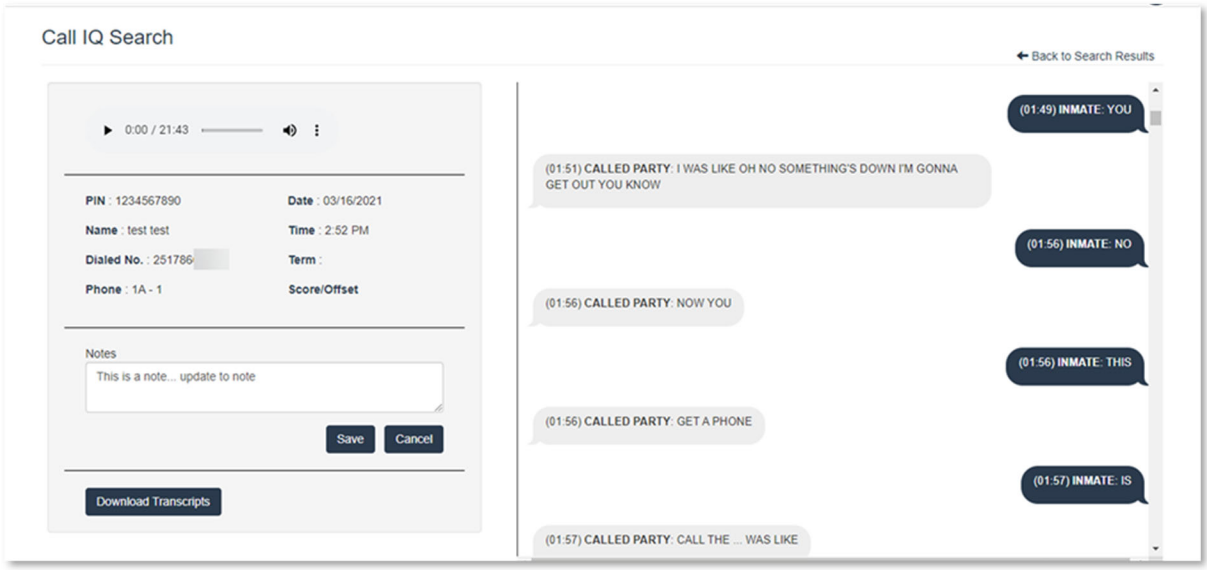
Transcription

Investigators will be able to transcribe call recordings of specific inmate conversations of interest using the speech-to-text transcription capabilities of our Call IQ. Our fully integrated speech-to-text transcription technology automatically transcribes calls using our industry leading solution allowing investigators to analyze the call quickly and efficiently.

Authorized users can also access transcription directly from the Detail Report. Calls with transcripts available display a dark blue transcript icon in the Status column. A light blue icon in the Status column indicates the transcript is still being processed.

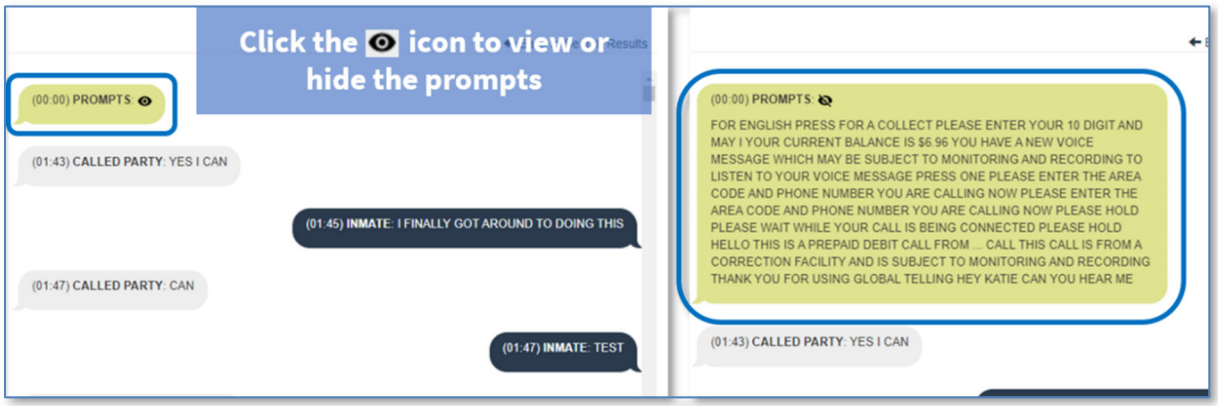


When the investigator selects the play icon, they can automatically see the transcript of the inmate and called party conversation.



The transcription window gives investigators the ability to add text notes to the transcript record. The transcript viewer also gives the option to also include automated prompts played by the system (the default is to not include these prompts in the

transcript). Simply click the "eye" icon to include the prompts and click it again to remove the prompts.



Phonetic Advantage

ViaPath's proposed Call IQ blends together the latest phonetic technology for keyword and phrase searching, and voice-to-text technology for transcription. Unlike solutions that are simply textually based, Call IQ allows users to leverage the more accurate phonetic technology to retrieve calls based on the way the word/phrase sounds phonetically. This helps to mitigate issues surrounding textual based technologies that are relying on transcriptions which are less than 100% accurate.

The patented phonetic search technology enables searches on proper names, inexact spellings, industry terms, jargons, slang, and colloquialisms—all without extensive training, large dictionaries, or vocabulary updates. Extensive language capabilities leverage the linguist by delivering highly accurate results regardless of the speaker's gender, age, dialect, or accentor speaking style.

How Phonetic Search works

Call IQ search technology is based on phonetics—the systematic study of the sounds of human speech. In all the languages of the world, there are about 400 distinct sounds (known as "phonemes") though most languages use only a fraction of that total. By using these tiny components of language, ViaPath can capture a true record of what is being said in an audio track, which can be searched more quickly, flexibly, and more accurately than with any other technology.

ViaPath's Call IQ has an extensive list of language packs available which allows each call to be processed by the chosen language pack and as a result, generate a transcript of the call that can be translated to be shown in the inmate and called party's chosen language during the call setup.

Call IQ Features

- ***Automatically extracts meaning and flags calls that need to be investigated, reducing the number of meaningless research hours***
- ***Allows searches by topic, category, or end-user-provided phrases***

- ***Transcribes recorded inmate conversations with the outside world***

The software categorizes calls, ranks them in order of importance, and highlights those calls that had key phrases or words that fall into categories requiring immediate attention. It gives the investigator an overview of all the activity at a glance reducing research time significantly.

Investigators and gang task forces can add any custom phrases that are not in the standard language model at their convenience. This assures users are not stuck with an outdated language model. Further, the facility can add phrases that are unique to geographic location and the "street talk" found in their local area or state.

The system takes you directly to the point in a conversation where a certain topic was discussed without having to listen to the entire phone call. Additional indicators are marked throughout the waveform, showing the user where to find other instances of search phrases.

3.7.12. The ITS vendor proposal will provide an alert capability that will notify authorized DOC staff with certain key words or phrases that are identified during the recording of the inmate call. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

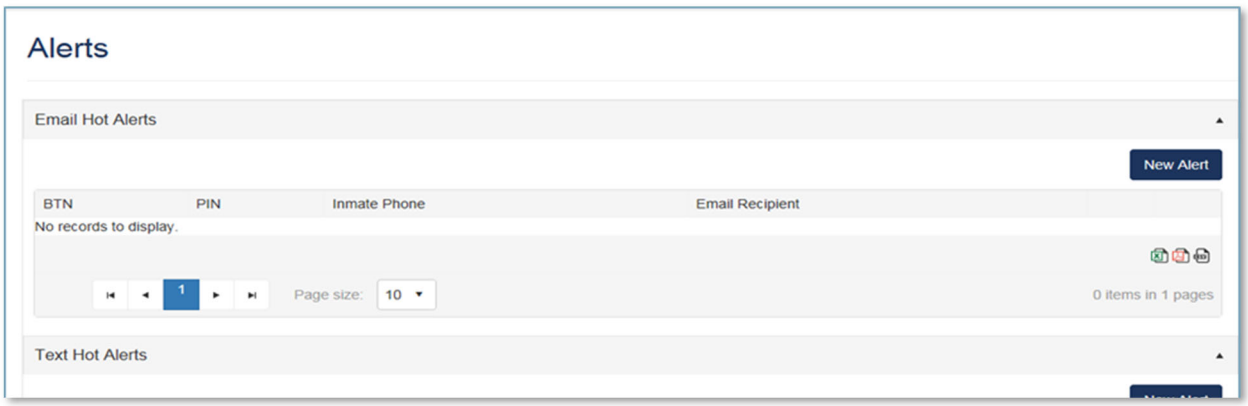
ViaPath has read, understands, and will comply.

3.7.13. The vendor will provide a description of this capability.

ViaPath has read, understands, and will comply.

ViaPath's ITS allows authorized staff to set up email, text, or phone Hot Alerts. Alerts are triggered when an inmate uses a specific PIN, telephone number, or phone station. The system sends these Alerts to a variety of devices, including smartphones and PCs. A valid, secure log-in password is necessary to set an alert.

Once triggered, the system contacts authorized investigator(s) with an Alert Automatic Number Identification (ANI). The investigator can then enter a security code to



immediately access and listen to the live conversation. Access to an in-progress call, whether from a phone, system workstation, or remote computer, is silent. Neither the inmate nor the called party will be aware the investigator has joined the call. The monitoring investigator may also choose to cut in and talk or terminate the call from the phone, workstation, or remote computer.

Alert Features

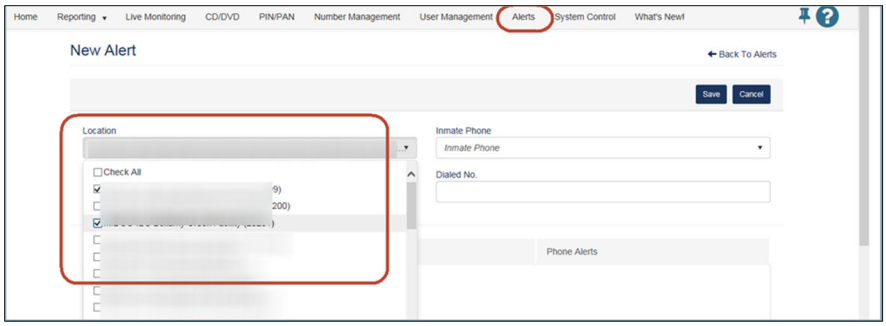
Email, Text, and Phone Hot Alerts – Notify one or more designated people when an alert is triggered.

Multiple Alerts **– Assign alerts to any number of phone numbers, email addresses, or SMS texts.**

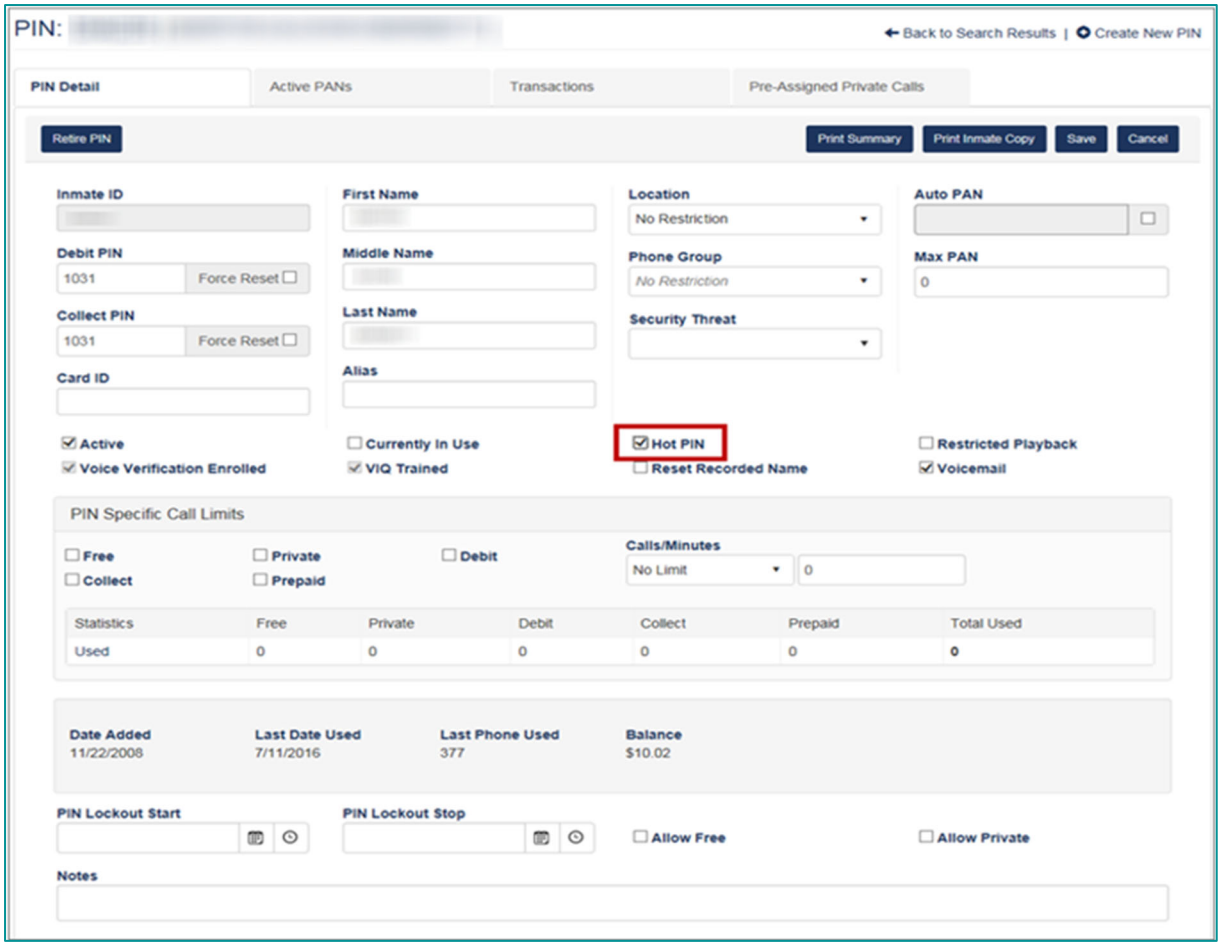
Multiple Sites – Select more than one facility in your network.

Instant Access – Listen incognito or break into the live conversation.

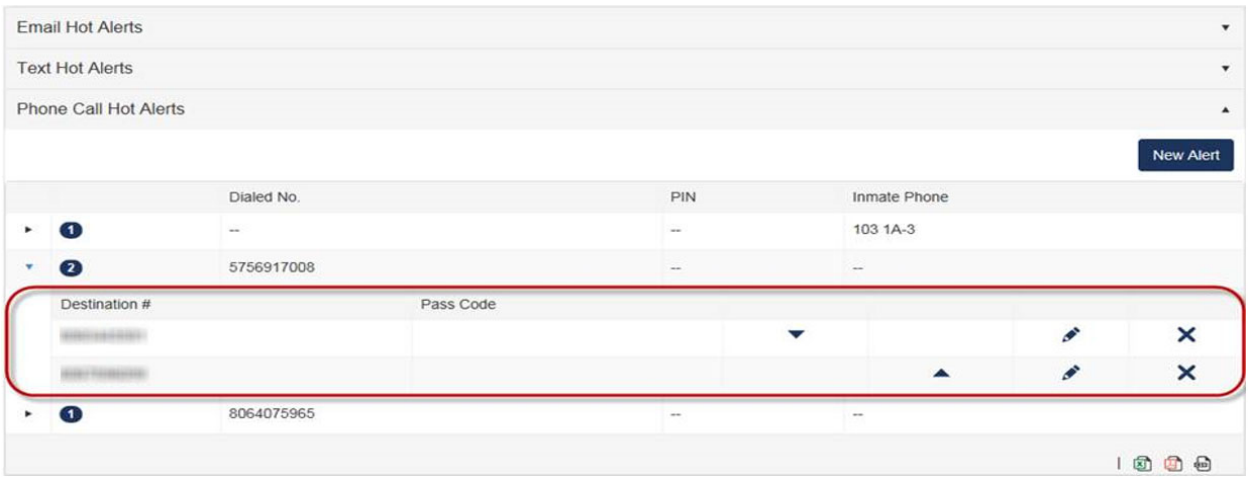
New Alert



Alert on PIN Sample



Multiple Alert Destinations (multiple investigator numbers, email addresses, or phone numbers)



3.7.14. The security and confidentiality of data in the ITS is of critical importance. The vendor will recover all inmate telephone data for all locations, to the point of full service operation using a data backup.

ViaPath has read, understands, and will comply.

3.7.15. The vendor will perform all service and database back-ups and archiving. The vendor will provide all archival hardware, supplies, and network recovery procedures to ensure no data is lost at no cost to the DOC.

ViaPath has read, understands, and will comply.

3.8 DATA STORAGE

3.8.1. The vendor will perform all ITS database back-ups and archiving including all call records, ITS programming database and call recordings. All archival hardware, supplies, network and recovery procedures, which ensure no data will be lost, will be provided by the vendor at no cost to the DOC.

ViaPath has read, understands, and will comply.

3.8.2. The vendor will briefly describe how they will perform back-up or ITS redundancy of call data.

ViaPath has read, understands, and will comply.

Our ITS platform provides centralized storage for all system and call data at ViaPath data centers, effectively putting ViaPath's highly trained service personnel continuously "in the room" with your calling platform and call data. Our data centers are secure, climate-controlled fortresses that ensure the safe-keeping of your data and protecting your

system's functionality. The ViaPath inmate calling platform is configured with redundancy to reduce service interruptions and prevent data loss.

ViaPath utilizes hardened, co-located facilities to provide a highly resilient, highly available, redundant network capable of handling all of ViaPath's voice data and call validation and management requirements in case one co-location fails while in service.

Our data center facilities are in the state of Texas. All ViaPath data storage facilities include lightning and surge-protection and have Uninterruptable Power Supply (UPS) units and back-up power generators. We keep our databases at each data center automatically updated, so that each center holds complete and up-to-date data for the various facilities.

Our system creates a detailed record of each call, stores it in real time at its primary storage location, and transmits it in near real time to secondary storage. ViaPath employs a scalable, high-availability, Enterprise-Class Storage (ECS) servers to redundantly store and encrypt all call detail records.

As inmate calls are made and completed and as authorized staff changes system settings at the facility, the system's databases at ViaPath data centers update dynamically.

ViaPath Data Center Security

- ***Perimeter-gated fence with guarded access***
- ***Level-4-hurricane-rated building***
- ***Centralized badge access system, ensuring only authorized individuals enter and only appropriate employees have access to physical servers***
- ***24/7 closed caption television monitoring and recording with centralized system providing access to all live and recorded video feeds***
- ***Approved escort required to accompany visitors and janitorial staff***
- ***FM 200 fire protection system***
- ***Dual grid AC power***
- ***Diesel-powered backup generators***
- ***UPS protection of all servers***

3.8.3. The vendor will provide full ITS programming back-up on a daily basis including, but not limited to:
3.8.3.1. All call restrictions;
3.8.3.2. ITS inmate ID numbers;
3.8.3.3. Recorded inmate names;
3.8.3.4. ITS prompts; and
3.8.3.5. Other ITS operating database information.

ViaPath has read, understands, and will comply with items 3.8.3.1 – 3.8.3.5.

3.8.4. The vendor will provide full ITS programming back-up in real time including, but not limited to:
3.8.4.1. All call restrictions;
3.8.4.2. ID;
3.8.4.3. Recorded inmate names;
3.8.4.4. ITS prompts; and
3.8.4.5. Other ITS operating database information.
For example, when an Administrator updates an inmate's ID, the ITS automatically backs-up such changes immediately to the vendor's off-site location.

ViaPath has read, understands, and will comply with items 3.8.4.1 – 3.8.4.5.

3.8.5. The vendor will provide full ITS inmate call record back-up from each DOC location on a daily basis.

ViaPath has read, understands, and will comply.

Our ITS is a centralized, hosted system configured with built-in redundancy to reduce interruption of service and prevent data loss. When an inmate places a call, the recorded conversation (along with call details) is digitally transmitted in real time as inmate calls complete and stored at our primary data center. ViaPath employs scalable, high-availability, enterprise-class (ECS) storage servers to store all call recordings and call data.

Call processing and call recording operate off the same clock and have the same date and time stamp. Recordings are stored in a proprietary ViaPath format, and our exclusive codecs must play back the call, helping to eliminate unauthorized access.

3.8.6. The vendor will provide full ITS inmate call record back-up in real time. For example, when an inmate has completed all information regarding the call, the vendor will back-up immediately to the vendor's off-site location.

ViaPath has read, understands, and will comply.

3.8.7. The vendor will provide full ITS inmate call recording back-up from each DOC location on a daily basis.

ViaPath has read, understands, and will comply.

3.8.8. Vendor will provide full ITS inmate call recording back-up in real time. For example, when an inmate call completes, the entire recording of that call backs-up immediately to the vendor's off-site location.

ViaPath has read, understands, and will comply.

3.8.9. The vendor will briefly describe how the local ITS databases at all DOC facilities will be kept current with the ITS back-ups at the vendor's off-site location in case of required re-programming or ITS recovery at the DOC facility. Should the vendor permanently lose call data, vendor will be responsible to the DOC for reimbursement.

ViaPath has read, understands, and will comply.

In the event that ViaPath permanently loses call data, we will work with the DOC to determine an appropriate reimbursement. However, we will employ the following backups and procedures to ensure that permanent data loss does not happen.

Emergency Recovery Preparation

ViaPath's emergency recovery plan considers all the steps necessary to resume normal operations in the event of a natural disaster or technical failure.

- ***Backup Database and Change Logs – All voice processing database files and change logs required to roll the database forward from the last backup are stored in a secure (off-site) location.***
- ***Catalog Operating System and Database Software – Current operating system versions and database software, complete with service packs, are kept in a secure off-site location.***
- ***Catalog Domain and Network Settings – A catalog of the current network settings, protocols, and addressing schemes is maintained, stored in the cloud and periodically reviewed.***

Restoring Call Data

Call data is stored at ViaPath Data Centers with integrated redundancy. Calls are delivered over a firewall-protected WAN. All transmission of data to our off-site databases and servers at our Data Centers are encrypted according to IPsec protocols.

Call Detail Record Storage

Upon completion of a call at a customer facility, a copy of the call detail record (CDR) will be stored ViaPath's Data Center in Texas for an agreed upon duration. Call records at each site are periodically backed up.

Restoring System ITS Databases

ITS back-office databases are managed and stored at ViaPath's secure Data Center facilities. Two database types work in concert to support basic system functionality:

Validation Databases

ViaPath's manages the databases required for validation. Validation includes all ITS site-specific data such as: Inmate PINs, Allowed Calling Lists, privileged (attorney) numbers and blocked numbers. Validation data are stored and replicated at two geographically separate sites for immediate access in time of need.

3.8.10. The vendor must agree that the DOC retains ownership of all archived information, call detail, inmate records, call recordings, etc. The vendor must agree that the DOC has the right to obtain all achieved information, call detail, inmate records, call recordings, etc. associated with the ITS regardless of the location of such information within the vendor's organization or site.

ViaPath has read, understands, and will comply.

3.8.11. The ITS will store all call detail records, including all attempted and completed calls. This data will be stored at the vendor sites throughout the duration of the Contract. Upon successful ITS implementation, the vendor will either import the previous year's telephone data or pay the previous vendor to provide one (1) year of call record storage and retrieval at no cost to DOC.

ViaPath has read, understands, and will comply.

ViaPath will work with your prior inmate telephone vendor to ensure an orderly transition of the last one (1) year of call records.

3.8.12. The vendor will provide authorized DOC staff with a "Certificate of Destruction".

ViaPath has read, understands, and will comply.

3.8.13. The ITS will record all data with a historical transaction record. All data will be stored/archived for retrieval/backup in a database when requested by authorized DOC staff in accordance with the following:

3.8.13.1. All historical data will be centrally stored and accessible for reporting purposes.

3.8.13.2. This information must be available for reporting in a format of

authorized DOC staff's choosing.

3.8.13.3. The vendor is required to store telephone data throughout the duration of the Contract and/or successful transfer of the data to the authorized DOC staff. Call records detail and call recordings will be available "on-line" for a minimum of twelve (12) months from the date of the call and call records detail will be available "off-line" for an additional forty-eight (48) months, or a total of sixty (60) months from the date of the call. "Off-line" records will be in a format readily accessible to the authorized DOC staff upon request.

3.8.13.4. All data will remain the property of the DOC and the vendor will not use the data for any purpose other than as required in the Contract.

ViaPath has read, understands, and will comply.

ViaPath agrees and will comply with requirement 3.8.13 in its entirety. Regarding requirement 3.8.13.3, ViaPath exceeds expectations for this requirement as we provide on-line access to all call recordings for the duration of the contract.

3.8.14. The vendor will have a written Disaster Recovery Plan and Continuity of Operations Plan and associated internal system equipment that will be capable of providing for support in case of failures in power, ITS data networking, and vendor's equipment at its host site through the user-level equipment provided by the vendor, and for all natural or man-made disasters including flood or fire at the host facility. These plans and all updates will be reviewed and accepted by the authorized DOC staff and kept for reference purposes.

ViaPath has read, understands, and will comply.

In addition to our written Disaster Recovery/Operations Continuity plan, ViaPath also has experience in providing temporary service solutions to our customers that have experienced natural disaster situations. An example is our Emergency Wireless Solution.

Should a major emergency event such as flooding, hurricane, fire, or tornado occur, the DOC may be required to evacuate its inmate population to a temporary housing facility where telephone service and telco facilities are not available. In the case of such an emergency event, ViaPath is prepared to provide the ViaPath Emergency Wireless Solution. The goal would be to provide a temporary method of calling so that inmates could communicate with their loved ones and family.

The Emergency Wireless Solution is a method that utilizes a Cellular Telephone Network to route calls. Because no telco circuit has to be delivered for installation, the Emergency Wireless Solution can be deployed quickly in any type of emergency. The service can be quickly set up using an inmate smartphone paired with our wireless providers Fixed Wireless Network service. With the Emergency Wireless Solution, most features of the ViaPath ITS platform are available to the DOC. Most of the time, ViaPath can get the phone system up and running and can provide as we have in other natural disasters free calls for the inmates to contact their loved ones.

Business Continuity and Disaster Recovery Plan

Overview and Purpose

ViaPath's Business Continuity and Disaster Recovery Plan (BCP/DR or Plan) outlines how ViaPath will continue operating during an unplanned disruption in service or a disaster. It contains contingencies for business processes, assets, human resources, and business partners, as well as the information technology aspects of the business that might be affected. This plan covers all aspects of ViaPath business, including money transmission and payment services, and incorporates our TouchPay, Renovo, and other subsidiaries.

Scope

ViaPath increasingly depends on computer-supported data processing and telecommunications. This dependency will continue to grow with the trend toward the centralization of key data process elements in data centers. Should a disruption or disaster affect a data center, that disruption, disaster, or pandemic could cause all transaction processing to cease affecting both end customers trying to process transactions as well as preventing the company from providing service and collecting revenue. It is easy to see how a lengthy loss of these capabilities could seriously affect the overall performance of the company.

ViaPath recognizes the low probability of severe damage to data centers and telecommunications or support services capabilities that support the Company. Nevertheless, because of the potential impact to ViaPath, a plan for reducing the risk of damage from a disruption, disaster, or pandemic however unlikely is vital. The BCP/DR is designed to reduce the risk to an acceptable level by ensuring the restoration of critical processing within 8 hours, and all essential production within 24 hours of the outage.

This Plan identifies the critical functions of ViaPath and the resources required to support them. The BCP/DR provides guidelines for ensuring that needed personnel and resources are available for both business continuity preparation and response and that the proper steps will be carried out to allow ViaPath the timely restoration of services. The BCP/DR also provides guidelines for the IT infrastructure and data needed to recover from a disruption, disaster, or pandemic.

This Plan applies to regular and temporary employees, and all other individuals and third parties.

Definitions

Terms	*Definitions*
Disruption	• *Disturbance or problems which interrupt an event, activity, or process*
Disaster	• *A sudden event, such as an accident or a natural catastrophe, that causes great damage or loss of life*
Pandemic	• *The spread of a new disease across multiple countries and continents.*

Roles and Responsibilities/ Authorities

Role	Responsibility/Authority
EVP, Enterprise Systems Group (ESG)	• *Establishes and communicates policy* • *Monitor for general compliance* • *Approves changes to the policy* • *Periodically conducts tests of BCP/DR plans*
ESG Compliance Manager	• *Ensure business continuity succession plans are in place* • *Administers policy changes and updates* • *Monitors ViaPath for compliance*
Functional Group, VPs	• *Prepare response and recovery for disasters impacting ViaPath operations, products and services*
Employee (user, administrator and system-level users)	• *Review, understand, and comply with policy* • *Must obtain documented (written) approval for any exceptions to this policy*

Procedures/Instructions

ViaPath's response is based on the type of reaction needed. ViaPath has several procedures in addition to the Business Continuity Plan that work in concert with it. They are as follows:

- ***Cybersecurity Incident Response - The purpose of this document is to outline procedures and guidelines for responding to cybersecurity information security incidents. This procedure allows for a coordinated response from multiple departments within ViaPath (ViaPath) involved in investigation of incidents. This would include any malicious or suspicious event that disrupts, or was an attempt to disrupt, the operation of computers, electronic devices and communications networks including hardware, software and data that are essential to ViaPath.***
- ***Incident Response - Internal and Customer Related - The purpose of the Internal Incident Management Plan and Procedures are to provide guidance to ViaPath employees on how to handle internal/customer related information security incidents. This plan and procedures allow for a coordinated response from multiple departments within ViaPath (ViaPath) involved in investigation of incidents.***
- ***Disaster Notification for Outages Procedure - The purpose of this procedure is for any ViaPath system component or customer facility where an outage has occurred. ViaPath system components are defined as any network component, server, or application that is included in or connected to the ViaPath environment. This is one of ViaPath's primary tools for tracking and resolving system outages.***

- ***Succession Planning for Business Continuity – The purpose of this procedure is to identify key roles within the company and provide a clear succession path in the case of a pandemic, retirement, or death.***

Personnel – Department Plans

ViaPath has documented the Business Continuity Department Plans (BCDP) so that it can recover its critical applications, databases and servers, including money transmission/credit card transactions and critical systems. Each department has documented in its own BCDP its general information, department physical location concerns (such as man-made or natural disasters), alternative works sites, critical systems or functions performed by the department and any vital records or physical files stored at the location. ViaPath leverages all-employee Newsflash alerts and AlertMedia to manage its employee call tree and to contact employees when a disaster strikes.

Defining a Disaster

At ViaPath, a disaster is classified by impact and scope. Impact meaning how it affects the Company, End Customers and Site Customers and Scope by how widely the company and customers are affected.

A Disaster impact and scope must be large, for example, all sites are down, as opposed to one site being down. The root cause of the disaster (a data center disaster, weather, virus, hardware, software, networking…) is carefully considered in assessing how to determine what type of response to take and whether or not activating the BCPDs call trees alternative site locations is needed. These outages may be initially documented as part of one of our other procedures, but the root cause would assist to determine the need for BCP/DR activation.

Business Continuity Overview

ViaPath's preparedness for disasters that occur at both ViaPath corporate and customer sites have been tested and proven during our many years of service to correctional sites across the United States. The plans in place should address and successfully maintain services during the most likely disaster scenarios that might impact ViaPath operations.

ViaPath's restoration capabilities and timely recovery at a customer site depends on the location, type of equipment, kind of emergency, travel time, and amount of advance work finalized.

Network Continuity

ViaPath's network uses redundant communications circuits providing alternate network paths. ViaPath maintains a geographically redundant back office support structure, with secure data processing and storage for business services and employs cloud-based services for redundancy. ViaPath's infrastructure approach works with our circuit providers to provide resiliency in response to network service disruption.

Emergency Recovery Preparation

ViaPath's emergency recovery plan considers all the steps necessary to resume normal operations in the event of a natural disaster or technical failure.

- ***Backup Database and Change Logs – All voice processing database files and change logs required to roll the database forward from the last backup are stored in a secure (off-site) location.***
- ***Catalog Operating System and Database Software – Current operating system versions and database software, complete with service packs, are kept in a secure off-site location.***
- ***Catalog Domain and Network Settings – A catalog of the current network settings, protocols, and addressing schemes is maintained, stored in the cloud and periodically reviewed.***
- ***Redundant Systems – For critical infrastructure, secondary back-office systems can be switched into place in the event of a failure of a primary system. The remaining business applications are cloud-based SaaS and accessible from remote sites.***
- ***Redundant Data Centers – ViaPath employs multiple data centers providing redundancy and failover services. In continuity of operations (COOP) situations traffic may be directed to a back-up data center.***

Proactive Risk Management and Disaster Preparedness

ViaPath takes proactive steps to minimize both the occurrence and the impact of situations that have the potential to interrupt business services. Potential Risk Factors:

- ***Equipment failure***
- ***Power disruption***
- ***Force Majeure / Terrorism***
- ***Insider Threat / Hacking***
- ***Global pandemic***

ViaPath installs a robust network system and a fault-tolerant computer-controlled Inmate Telephone System (ITS) and Video Visitation System (VVS) platform. Our network/calling/visitation system combines the technical standards that enable ViaPath to monitor customer's system(s) 24/7.

ViaPath safeguards our network and customer services by using event-recognition technology including ITS and VVS Self-Diagnostics and SNMP (Simple Network Management Protocol).

ViaPath employs extensive cyber protection measures to combat hacking and insider threat. These include multifactor authentication, least privilege, network segmentation and auditing.

ViaPath uses third party "helping hands" to manage equipment in our data centers as well as deployable third-party teams to restore services.

All systems and services can be remotely administered for failover, service restoration and redundancy.

System Self and Remote System Diagnostics

Our Technical Support Center monitors all the on-site hardware, software, and network traffic through the SolarWinds state-of-the-art monitoring software. System hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time with ViaPath's robust network performance management capabilities. The poll interval is programmable and usually set to poll each device at 2-minute intervals.

Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame.

Remote Network Monitoring

The ViaPath Network Operations Center (NOC) provides monitoring for all ViaPath communication platforms, network, back-office systems and data centers. Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting, performance history, data, and network information are available when needed in an emergency.

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of our systems with network performance modules through SolarWinds® Orion. The SolarWinds monitoring modules allow the NOC personnel to continuously monitor all hardware, software, and solution metrics.

Remote Diagnostics and System Restore

ViaPath ITS and VVS components are monitored for proper operation and in the event of a local disaster can be diagnosed and resolved remotely from ViaPath's Service Center. If the full extent of the damage cannot be remotely resolved, ViaPath will immediately dispatch a local technician to perform additional diagnostics and/or to repair or replace system components.

Human Monitoring and Detection

Human monitoring generally consists of Technical Support or Customer Service Representatives notifying ViaPath Operations of customer complaints or reports of services not working correctly. ViaPath has the capability for these human monitoring

and detection functions to perform their work remotely in the event of a disaster or pandemic.

Damage Assessment and Recovery Resources

Field Service Management

Should a disaster occur at one of our customer's facilities, disaster recovery efforts will be initiated and coordinated by the customer's Field Service Manager. Recovery efforts for widespread disasters that affect multiple facilities are initiated and coordinated by the Regional Field Service Director and/or the Vice President of Field Services.

Field Repair Technicians and Spare Parts

To ensure the highest level of service during disasters, your dedicated service technicians carry enough equipment on their service vehicles to replace a facility's ITS, VVS, Kiosks, and DMS equipment. ViaPath warehouses additional system equipment and can have equipment on site the day after the disaster if the site is accessible.

Restoration of Facility Services

ViaPath's Disaster Recovery Plan addresses emergency recovery of services in the event a natural or man-made disaster caused damage or service disruption to the ITS, VVS, Kiosks, or DMS at a customer site.

System Service Outages

ViaPath will work closely with network providers and customer managers to ensure continued service or the restoration of service as quickly as possible during disaster conditions. ViaPath's back office systems are designed to recognize an outage and to send all traffic to the systems that are online whenever possible. When the off-line systems return to service, all other systems will detect their presence and adjust traffic flow accordingly.

Electrical Power Outages

In the event of a power failure, an uninterruptible power supply (UPS) unit provides temporary power for the entire system. Once power is restored, the system will reboot without human intervention and resume normal operations. In the event of a power failure at one of our Data Centers, all Data Centers are lightning and surge-protected and have UPS and back-up power generators.

VVS Power Redundancy

ViaPath's VVS hardware has automatic power failover support for a power outage, even with devices containing a single power supply. The automatic power failure switch is supported by two separate power legs and backed by emergency generators.

Restoration of Data and System Configurations

ViaPath's ITS and VVS design is robust with several layers of redundancy. ViaPath stores redundant copies of all customer call and visitation data. The ITS and VVS processors store all call and visitation recordings for on-line access.

Inmate Telephone System Data

Restoring Call Data

Call data is stored at ViaPath Data Centers with integrated redundancy. Calls are delivered over a firewall-protected WAN. All transmission of data to our off-site databases and servers at our Data Centers are encrypted according to IPsec protocols.

Call Detail Record Storage

Upon completion of a call at a customer facility, a copy of the call detail record (CDR) will be stored ViaPath's Data Center in Texas for an agreed upon duration. Call records at each site are periodically backed up.

Restoring System ITS Databases

ITS back-office databases are managed and stored at ViaPath's secure Data Center facilities. Two database types work in concert to support basic system functionality:

Validation Databases

ViaPath's manages the databases required for validation. Validation includes all ITS site-specific data such as: Inmate PINs, Allowed Calling Lists, privileged (attorney) Numbers and blocked numbers. Validation data are stored and replicated at two geographically separate sites for immediate access in time of need.

Data Center Security

All Data and System Control Centers are secure, climate-controlled fortresses that are protected to the highest degree possible from natural disasters and unauthorized access.

- ***Level 4 hurricane rated building (Texas Data Centers).***
- ***Centralized badge access system ensuring only authorized individuals enter and only appropriate employees have access to physical servers.***
- ***24/7 on site security guards.***
- ***24/7 video monitoring and recording of data center computer rooms.***
- ***Approved escort required to accompany visitors and janitorial staff.***
- ***FM 200 Fire system.***
- ***Dual grid AC power to data centers (Texas).***
- ***Triple grid AC power to data centers (Minnesota).***

- ***Diesel powered backup generators.***
- ***UPS protection of all servers.***
- ***Firewalls and Wireless Intrusion Prevention Systems to alert & block electronic intrusion.***

Disaster Recovery Progress Reports

From disaster awareness to full restoration of services, ViaPath's Disaster Recovery Team will keep customer contacts fully informed regarding recovery effort status. Progress reports will be provided every 30 minutes, or other agreed upon time frames, until service is restored.

Testing of the Plan

Testing the Business Continuity Plan is an essential element of preparedness. Partial tests of individual components and recovery plans of specific recovery teams will be carried out on a regular basis.

This document contains ViaPath sensitive information, which shall not be used or reproduced for any purpose other than the conduct of ViaPath business affairs. Any or all components of this policy may be changed, altered, deleted and/or discontinued at the sole discretion of ViaPath management at any time and without notice.

3.9 SECURITY FEATURES

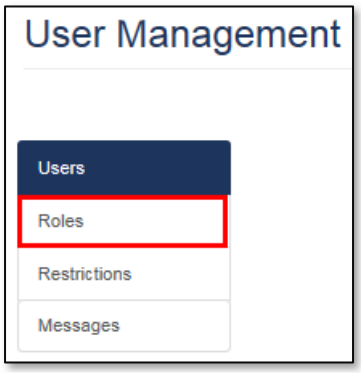
3.9.1. The ITS will allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.

ViaPath has read, understands, and will comply.

ViaPath's ITS provides security levels called "roles" to ensure users only access information they are authorized to see. the DOC's personnel and ViaPath employees are subject to security level assignment. All data are accessed on a need-to-know basis. Users who do not need to have access to sensitive data cannot access it via role management. To access the ITS user interface, facility staff must log in with a valid username and password.

Each user's password is linked to an assigned role that gives that person access only to those functions which are required for that user's job.

The User Management screen provides options for authorized personnel to proceed to the Roles Management screen. Users not authorized to edit roles will see a pop-up message, informing them they are not authorized for this function and will be denied access to the Roles Management screen.

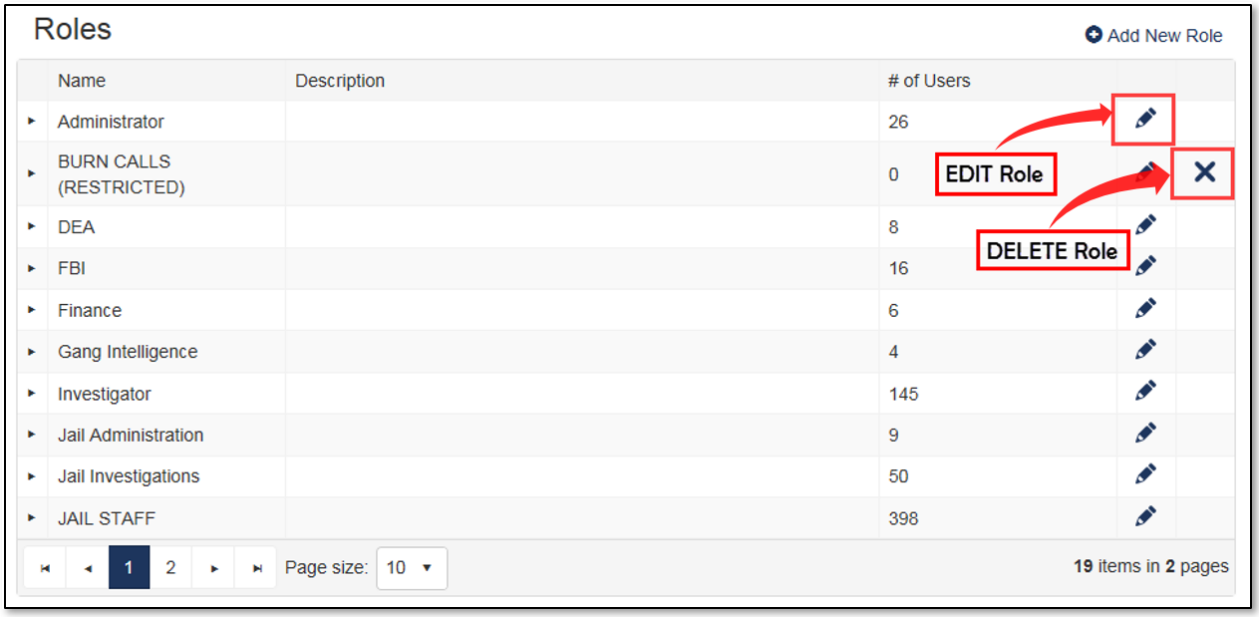


User Role Selection

Roles are helpful for granting permission to access only one or multiple features. The Restricted User feature allows the Role Administrator to grant, for example, limited access to an outside investigator to review calls only for the specific inmate or specific telephone number(s) relevant to the investigation.

An authorized Role Administrator may create a single role to for multiple users expected to perform the same functions or may define a unique role specifically for and assigned to a single user.

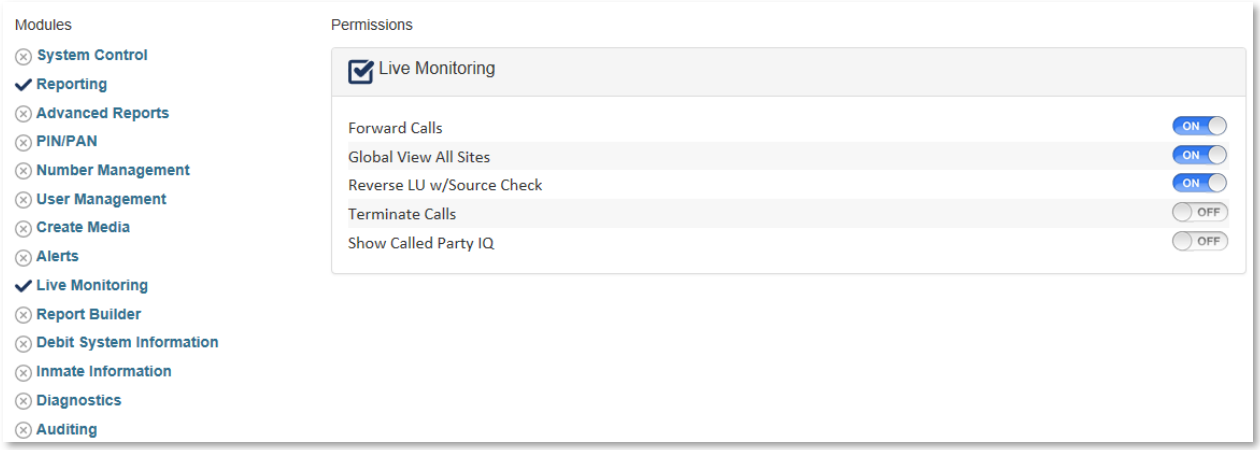
The authorized Role Administrator receives a list of existing roles. The Administrator can edit or delete existing roles and add new ones.



Edit and Delete Role Selection

For any given role, the authorized administrator selects the modules and the functions within each module enabled for that role.

Since all access to the ITS is tracked in a log that shows the username, IP address of the PC used to access the system, actions taken, and the date of the actions, all role assignment options are logged. Only those users with authorized privilege in their role can see these logs.



Role Permissions Selection

3.9.2. The ITS will contain security features, which prevent unauthorized individuals from accessing any information held by the vendor. Secure access to the ITS and the database will be maintained at all times.

ViaPath has read, understands, and will comply.

3.9.3. The vendor will establish an "informant" line. Calls to the "informant" line will be free and will be routed via the ITS to a destination designated by authorized DOC staff. If so requested by authorized DOC staff, the destination for the "informant" line may be an automated voicemail box. This call will not be a charge to the inmate.

ViaPath has read, understands, and will comply.

3.9.4. The ITS provided by the vendor will not be capable of being detected by the called party for calling number identification (caller ID).

ViaPath has read, understands, and will comply.

3.9.5. The ITS will prohibit direct-dialed calls of any type.

ViaPath has read, understands, and will comply.

3.9.6. The ITS will prohibit access to "411" information service.

ViaPath has read, understands, and will comply.

3.9.7. The ITS will prohibit access to DOC designated numbers.

ViaPath has read, understands, and will comply.

3.9.8. The ITS must be able to be shut down quickly and selectively. Authorized DOC staff must be able to shut down the ITS by cut-off switches at several locations including, but not limited to:
3.9.8.1. At demarcation location - total facility telephones;
3.9.8.2. By central control center - select telephones; and
3.9.8.3. By select housing units - control center.

ViaPath has read, understands, and will comply with the entirety of 3.9.8.

3.9.9. The ITS will be able to take an individual telephone out of service without affecting other telephones.

ViaPath has read, understands, and will comply.

3.9.10. The ITS will not process incoming calls at any time. The vendor shall agree that no inmate telephone will be capable of receiving an incoming call and the vendor will work with the local exchange carriers (LECs) to ensure such control.

ViaPath has read, understands, and will comply.

3.9.11. The vendor will describe how it detects "false disconnects".

ViaPath has read, understands, and will comply.

ViaPath's call surveillance algorithms combine several strategies to detect fraudulent call attempts; including hook-switch flashing (the distinctive 0.8 second sound of a call being forwarded or a third party joining a call), DTMF tones (Dual Tone Multi-Frequency), variations in the time between rings, long silences, extra dialed digits, and the electricity on the phone line that accompany these and other anomalous activities.

For example, because no one signal is perfectly accurate at distinguishing three-way calls from other anomalies (background noise on the line, accidental pushing of digits

during a call, et cetera), ViaPath's algorithms combine different types of information and calculates the likelihood that the call is a three-way attempt. ViaPath's software scans both ends of each call separately. This prevents the offenders from fooling the algorithm by blowing into their receiver to create background noise while the called party dials a new phone number.

Over time, the threshold of certainty at which a call is automatically disconnected may be adjusted so that calls are not prematurely disconnected because of a noisy connection. Everything from line quality to the weather (for cell phone connections) can affect the probability that one risk factor detected during a call indicates a fraudulent call attempt, and these conditions can vary across the country. For this reason, our algorithm has been made completely tunable so that it can be set to operate optimally at each individual facility. This tunability makes it more reliable than many one-size-fits-all solutions.

3.9.12. The ITS will have the capability of answer detection.

ViaPath has read, understands, and will comply.

3.9.13. The vendor will describe its answer detection methodology.

ViaPath has read, understands, and will comply.

The system recognizes legitimate call acceptance events and can distinguish them from standard or irregular busy signals, standard or irregular ringing signals, answering machines, cellular phones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, and other non-conforming telephone activities.

ViaPath uses standards-based telephony signaling to detect and respond appropriately to inmate calls. All signaling is provided by the carriers to our system in a multitude of ways depending on the specific carriers' abilities. Once the call gets to the ViaPath network our routers, call processors and gate keepers convert the signaling to standard SIP signaling for the platform to handle, which in turn will inform the inmate and/or called party whatever is appropriate, and/or disconnect the call, play prompts, flag the CDR, etc. The system uses SIP signaling utilizing RFC 2833 for DTMF with g.729 compression in stereo.

ViaPath's ITS requires positive acceptance by the called party before a call is connected.

3.9.14. The inmate's call will be muted until the called party has positively accepted the call. The ITS will not allow the inmate to hear the called party prior to the actual positive acceptance of the call.

ViaPath has read, understands, and will comply.

3.9.15. The ITS will be capable of limiting the length of a call, providing the dial tone at certain times of the day and allowing a maximum number of minutes per inmate, per month.

ViaPath has read, understands, and will comply.

3.9.16. In all circumstances, the ITS will limit the inmate to a single call request. The ITS will always require the inmate to disconnect and initiate another call.

ViaPath has read, understands, and will comply.

3.9.17. The vendor will provide information on any additional or optional features, investigative or management systems or tools provided that may be of interest to the DOC (e.g. word recognition/keyword search, reverse look-up, visitation telephone recording, pattern analysis, digital forensics, etc.) Please ensure a complete description of the features application is included. Any cost associated with the additional or optional features described shall be included in the vendor's cost proposal.

ViaPath has read, understands, and will comply.

ViaPath has a robust suite of solutions for the DOC beyond what has been required by the RFP. Following is a description of additional features that we are including in our base offer, followed by other additional features that can be made available for a negotiable cost.

INCLUDED IN OFFER

INMATE SERVICES

Enhanced Education/Life Skills Content

ViaPath will supply additional educational/life skills content for DOC inmates as described below.

Optional Content Providers	Content Description
Breaking Free	*Breaking Free from Substance Abuse is a clinically proven digital behavior change intervention that directly addresses dependence on over 50 different substances, while also targeting mental health and resistance. It provides confidential treatment in a scalable way and allows administrators and staff to monitor its reach and clinical impact in real time via an online dashboard.*
Skillsoft	*Skillsoft provides award-winning content for life skills and self-improvement as well as leadership and digital training.*

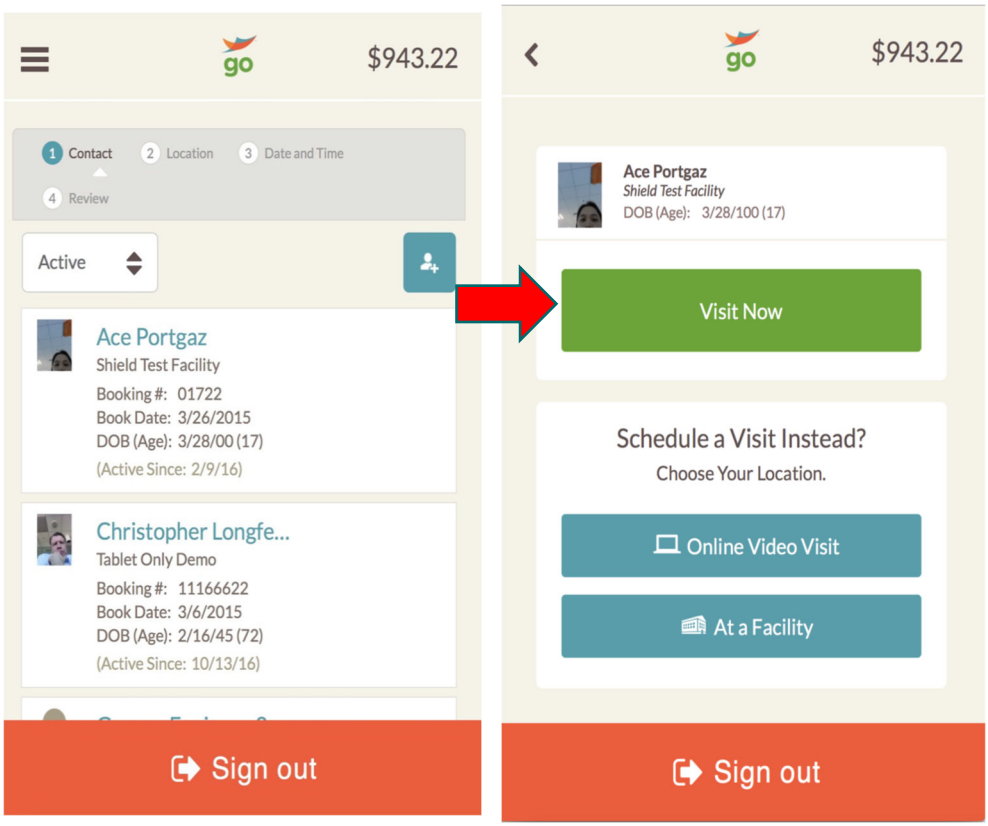
Reentry Strategies	*Reentry Strategies creates solution orientated strategies to help incarcerated and formerly incarcerated men and women abandon destructive behaviors, reckless lifestyles and poor decision making. Reentry Strategies partnered with ViaPath to bring education technology directly to jails and prisons.*
ArtWorks Art Therapy	*Students of this course will learn to use different art materials such as drawings and collages to regulate their emotions and behaviors. They will gain skills to create better relationships, reduce anxiety, learn to tolerate disappointment and frustration, and recognize challenges that we all face.*
TOPUCU	*The Only Person You Cheat is You (TOPUCU) is a transformational program with content teaching inmates about setting and achieving goals.*
KnewSkill	*KnewSkill is an adult learning and development company that specializes in the 21st Century Skills needed to create, collaborate and continuously adapt to today's evolving workforce. Topics include self-discovery, opportunity recognition, problem solving and business model design.*
Pelshaw Group	*The author of these courses is a formerly incarcerated citizen, raised on welfare in a mixed-race household but now an educated successful entrepreneur. He is candid about his life experience and practical advice which gives him a unique connection with his audience. Each course is created to be engaging without being condescending and targeted to add value for disadvantaged populations.*
Right Thinking Foundation	*The purpose of this seminar on Personal Finance and Small Business Ownership is to give returning citizens a better chance of success by helping them to change the way they think about their personal finances.*
Returning Citizens Magazine	*Returning Citizens Magazine informs and educates its readers on reentry resources that matter to them.*

On-Demand Visits with Inmates on Tablets

ViaPath will provide our Visit Now feature on the Inspire tablets for on-demand visits. Visit Now allows friends, family, and professionals to see when inmate is available and initiate an immediate internet (remote) video visit. Friends and family simply select the Visit Now button on any web enabled device and their video visit will begin within minutes. If the inmate is unavailable, they can schedule a visit for later, but they are only charged for the visit time used. And while DOC staff will be less involved in scheduling, there is no loss of control. Visitation restrictions, like length of visit, are facility defined.

Visit Now enables a loved one to trigger an immediate visit with an inmate with a click of a button from their smartphone. Visitors can start a visit by opening their mobile app on the touchscreen. They must first log in with their verified email or verified phone.

- ***Go online to our ViaPath website or open the mobile app on your phone.***
- ***Select the facility and inmate.***
- ***Check the availability.***



The on-demand visit is easy to use for inmates:

- ***A message appears to alert the inmate of an incoming visit***
- ***The inmate goes to any ringing unit to accept or reject the visit***
- ***Inmates place tablets in the charging station or use a mounted tablet (if available)***

Recording of Glass Onsite Visits

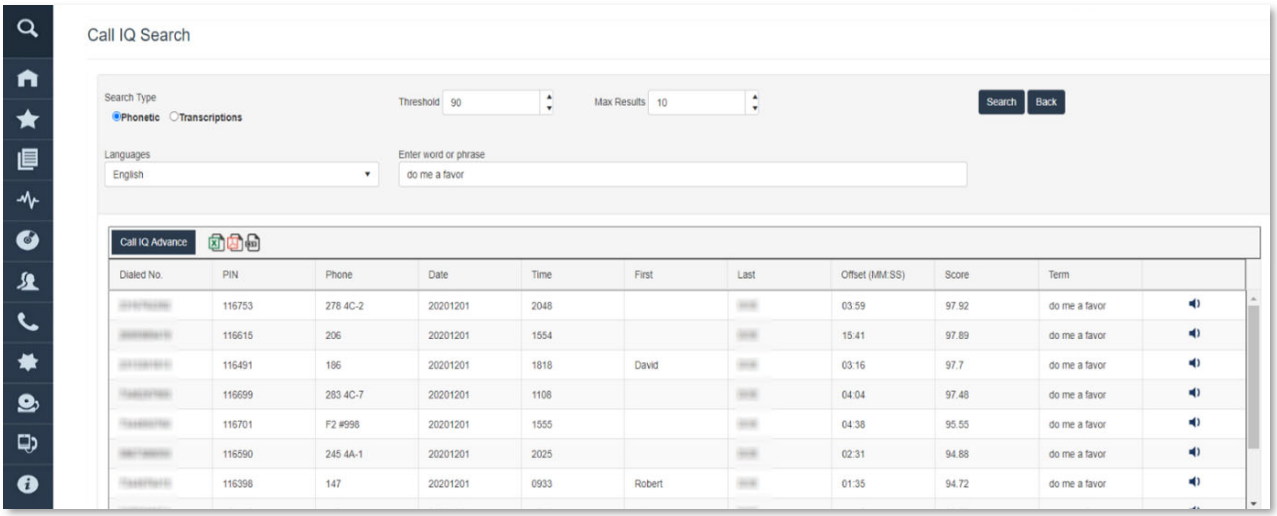
ViaPath's ITS makes it easy to connect and record inmate communications through the facility's visitation telephones. The system automatically opens the line between the inmate and the visitor when both telephones in the visitation set go off hook. Optionally, the DOC can require a PIN to be entered by the inmate. Investigators can monitor and record conversations through visitation phones and can limit them to a pre-set call duration. Certain ITS features, such as automated operator prompts to make outside calls, do not apply to visitation telephones.

This capability permits live visitation phone monitoring and/or replay of recorded visitation conversations by authorized DOC personnel at the correctional facility and at any of the remote DOC offices that have approved access to the facility's system. Detail reports of visitation telephone activity are available at the system workstation and include facility, phone station, date and time, and the length of the conversation.

INVESTIGATIVE FEATURES

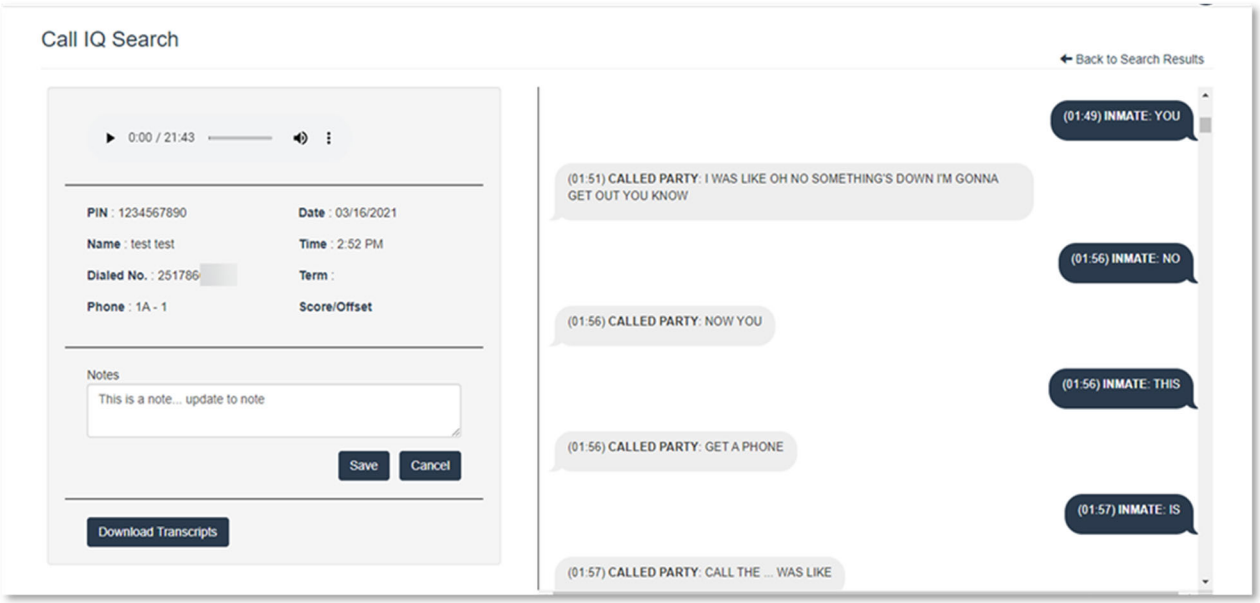
Call IQ® Transcription

Investigators will be able to transcribe call recordings of specific inmate conversations of interest using the speech-to-text transcription capabilities of our Call IQ. The result of the transcription can be easily translated. Our fully integrated speech-to-text transcription technology transcribes calls automatically using our industry leading solution allowing investigators to analyze the call quickly and efficiently.

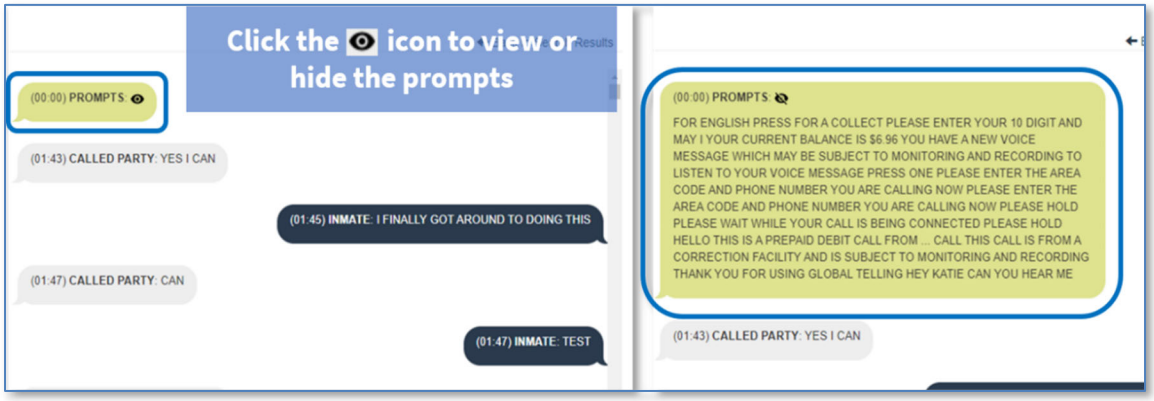


When the investigator selects the play icon, they can automatically see the transcript of the inmate and called party conversation. The two parties of the call are displayed in the interlocking, opposite-side format familiar to those used in most text messaging platforms.

The transcription window gives investigators the ability to add text notes to the transcript record. The transcript viewer also gives the option to also include automated prompts played by the system (the default is to not include these prompts in the transcript). Simply click the "eye" icon to include the prompts and click it again to remove the prompts.



Authorized users can then process the resulting transcript for any language by simply copying and pasting into a translation engine to generate an English version of the transcript.



ViaPath's Call IQ Transcription system offers the following language packs with the ability to develop other languages as needed.

- *English*
- *Spanish*
- *German*
- *Dutch*
- *Italian*
- *Castilian*
- *Japanese*
- *Korean*
- *Mandarin Chinese*
- *Thai*
- *Brazilian Portuguese*
- *Polish*
- *Croatian*
- *Dari*
- *Hebrew*
- *Farsi*
- *Hindi*
- *Arabic*
- *Sorani*
- *Pashto*
- *Somali*
- *Vietnamese*
- *Jamaican*
- *Nigerian*

- *French – European*
- *French – Canadian*
- *Russian*
- *Turkish*
- *Flemish*
- *Serbian*
- *Urdu*
- *Bahasa Indonesia*
- *Tagalog*
- *Lithuanian*
- *Romanian*

As an additional option, ViaPath partners with leading translation services. The DOC may only have specific calls that need a complete translation. Because our system records the calls in two channels, the translation service can separate caller and called party transcripts. The call recording is submitted to the translation service with a unique file number for identification, but without the metadata, so the translator has no knowledge of who the parties are on the call. As a result, the call-recording transcript is returned with a complete tracking of chain of custody.

PAYMENT/FINANCIAL

Walk-In Retail Payments

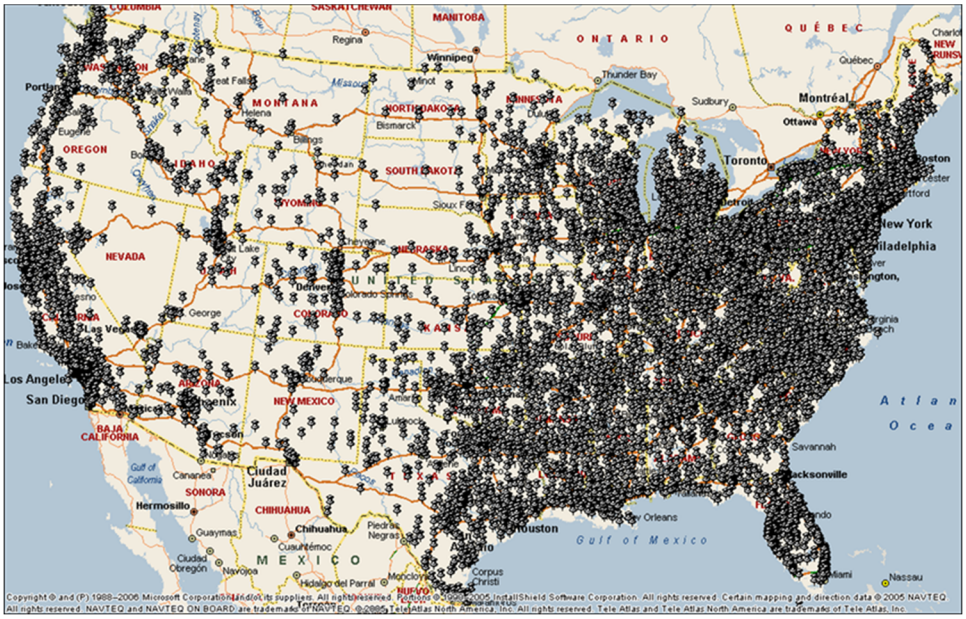
ViaPath Financial Services' (VFS) Walk-In Retail Payment Solution allows friends and family members to add deposits to Inmate communications accounts and optionally inmate's trust fund accounts at local retail establishments. By using different payment methods and choosing whether to process payments at home, on the go, or at a nearby retail location, customers will make more payments. This helps your facility to increase collections and eliminate the expense and burden of manual payment processing.

VFS' Walk-In Retail Payment Solution's Network currently has approximately 22,000 retailers nationwide, including independent neighborhood stores, regional chains, as well as every Walmart and Kmart in the U.S., and many are open 24 hours a day. We are consistently growing new and monitoring existing retailers to ensure our Walk-In Retail Solution continues to provide a safe and expedient payment service to all consumers.

Some of the retail locations where people can make payments include:

- ***Walmart Location***
- ***ACE Cash Express Locations***
- ***Ralph's Supermarkets***
- ***California Check Cashing Locations***
- ***Dolex Locations***

National Agent Network



Key Benefits of Walk-In Retail

- ***Provides a cost-effective alternative for payers who prefer to pay in cash***
- ***Speed of payments with approximately 22,000 retail locations, where friends and family live and shop everyday***
- ***Accept payments for multiple departments at any participating retailer across the United States***
- ***Many transactions are accepted and posted 24/7/365 (subject to Retailer's hours)***
- ***Turn cash payments into electronic funds***
- ***There is a bilingual user interface, Web and IVR (English and Spanish)***
- ***Many retailers can service English and Spanish speaking consumers***
- ***Posts payments immediately to back-office reporting and accounting systems***

Best of all, Walk-In Retail is provided at NO COST to the DOC. In most cases, customers will pay the same small service fee with Walk-in Retail that they pay when they use cash at the lobby kiosk.

COMMUNICATION SERVICES

Voicemail

ViaPath can provide the DOC with an easy-to-use inmate voicemail system that allows for increased communication between inmates and their family and friends, along with facility personnel, via inmate voicemail. ViaPath's voicemail system is completely configurable to meet the DOC's needs.

ViaPath's voicemail system provides a secure, PIN-protected account for inmates to use this feature. Voicemail benefits inmates and other involved parties, because it allows communication even when, for example, a friend or relative is not at the phone to receive a call but wants to send information to an inmate that cannot receive an inbound call.

All messages are recorded and subject to playback by authorized personnel. The DOC investigators can obtain a complete record of all messages left and retrieved at any time. The investigator chooses the voicemail type and any other desired search criteria on the system's Search screen to generate a report of voicemail messages, where they can replay voice messages.

ViaPath will work with the DOC to determine the specific internal needs of jail personnel to implement this feature. Individual facility personnel receive a convenient method of sending their own messages to inmates and ensuring the recipient has played their messages. Inmate voicemail can also be an effective announcement system for dispersing messages from the facility to all inmates or to a single inmate.

System Flexibility: The length of the voicemail is configurable and typically set up to 60 seconds. Voicemail is a useful feature for friends and family to leave a message regarding information such as when to call them or news about the family without needing to contact staff.

Inmate Script Sample: The system prompts the inmate for their name/PIN. If there is a new voicemail message, the inmate hears, "You have a new voice message, which may be subject to monitoring and recording. To listen to your voice message, press 1."

Friends and Family Script Sample: "You have reached the ViaPath inmate voicemail system. This call may be subject to monitoring and recording. For English, press 1. Para Espanol, oprima 2. To leave a message, you must know the inmate phone ID. The fee from this message will be deducted from your AdvancePay account and will be nonrefundable. Please enter the ID for the inmate you wish to leave a message. At the sound of the beep, leave your message. You will be allowed up to two minutes for your message."

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Virtual Receptionist IVR

ViaPath provides an interactive voice response (IVR) system to answer inmate-specific and general facility questions from the public without staff member involvement. This IVR, ViaPath's* Virtual Receptionist, *is a fully hosted and automated phone attendant system. DOC's community members can easily access facility information, inmate status and more using a toll-free number with prompts available in English and Spanish.

The ViaPath Virtual Receptionist facility automated attendant is an integral component of our ITS. Inmates can access the information from their standard ITS phone using their PIN.

Spanning the full spectrum of inmate/facility interaction, our Virtual Receptionist facility automated attendant is engineered to provide DOC facilities with enhanced levels of efficiency and greater control over the inmate population. From collecting and tracking inmate funds to having "one-stop" access to inmate data. Facilities across the country rely on ViaPath's hardened and tested technology.

Benefits to the DOC:

- ***The Virtual Receptionist saves staff valuable time by answering typical questions.***
- ***Inmates can use the standard ITS phones and their calls to the IVR create a CDR.***
- ***Allows DOC personnel to focus on operational priorities such as maintaining safety and managing inmates.***

Benefits to the Community:

- ***Can easily be updated with new pre-recorded caller prompts and connection options to accommodate new information and services.***
- ***Community members can get answers quickly and around-the-clock.***
- ***Community members will get the latest information available from your JMS or other facility systems, with updated content every 15 minutes.***
- ***The Virtual Receptionist is available for the public utilizing a toll-free number.***

Benefits to the Inmates:

- ***Inmates can get answers anytime during allowed phone system hours.***
- ***Inmates will get the latest information available from your JMS or other facility systems.***
- ***Less frustration for inmates awaiting crucial information.***

Integration Services

ViaPath is the industry leader and most trusted source for integrated technology solutions in the corrections market. We provide interface capabilities to various technologies including our Virtual Receptionist automated attendant. ViaPath is capable

of ingesting data in various methods of transfer protocols from the DOC's Jail Management System or other facility system.

Public Access to Information

The Virtual Receptionist is available for the public utilizing a toll-free number from any calling source such as standard land line or cellular phone.

ViaPath can extract a variety of information from the DOC systems, including the Jail Management System, such as:

- *General Facility Information w/ Hours, Address, Directions & Policies*
- *Facility Visitation Eligibility & Policies*
- *Inmate Information*
- *Inmate Charges*
- *Bond Amounts and Types*
- *Court Dates/Times/Location*
- *Release Dates*

Our Virtual Receptionist facility automated attendant prompts are available in English and Spanish. The system is completely configurable for days and times of operation, including being available to the general public 24 hours a day, 365 days a year.

Inmate Access to Information

ViaPath can configure our Virtual Receptionist to allow inmates to access both personal and facility information via the standard inmate telephones. The automated information system is accessible through a one or two-digit speed dial number programmed through the ViaPath Inmate Telephone System. Information available could include:

- *Inmate Court Dates/Times/Locations*
- *Inmate Charges*
- *Bond Amounts and Types*
- *Release Dates*
- *Visitation Eligibility*

Inmates attempting to access the ViaPath Virtual Receptionist automated inmate information attendant will be required to enter their PIN and state their name for voice identification just as they would to place an outside call.

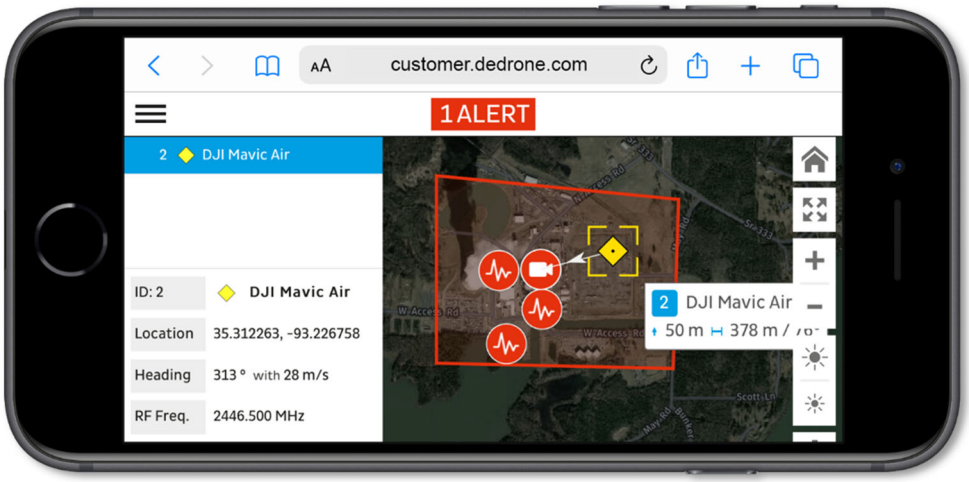
INVESTIGATIVE FEATURES

Drone Detection

ViaPath partners with Dedrone to provide a comprehensive drone detection solution. The Dedrone Passive RF system is capable of detecting multiple UAVs and provides 360-degree coverage up to 3.2 km from the outer perimeter of each protected facility.

Our DedroneTracker platform provides personnel the capability to operate and monitor the UI from a central console, such as a PC-compatible laptop. We assume operators will use authorized tablets and/or smart phones as their alternate mobile device/display options. The DedroneTracker UI (Figure 1) can be accessed by multiple devices from anywhere if the devices are equipped with a web browser and Internet access. This mobile capability provides situational awareness for both onsite and remote command and security personnel. Real-time situational awareness enables early, effective communications of the threat type and heading which can be used to rapidly mitigate threat.

Figure 1. DedroneTracker Mobile User Interface. Accessible on any device with a web browser and Internet access, the Mobile UI delivers real-time situational awareness to onsite and remote command and security personnel, so they can respond rapidly and thwart threats.



DedroneTracker is capable of autonomously and simultaneously detecting, locating, and tracking multiple UAVs within range of our Passive RF sensors. This allows security personnel to monitor the facility airspace for multiple intruders in the event of coordinated attack by criminal entities.

The DedroneTracker UI displays a map overlay of the protected facility and surrounding area. When an alert occurs, the map will display the location, altitude, speed, heading and distance from the facility of the UAV. The map will also show the flight path/track and project whether an intruding UAV is inbound or outbound, thereby signifying a detected UAV's projected course. The left pane of the DedroneTracker live alert view provides information pertaining to the UAV manufacturer, protocol, duration of alert, and frequency of operation in order to evaluate the potential threat. DedroneTracker also

provides a zone alert when a drone enters the protected perimeter and a Time-to-Target countdown in minutes and seconds.

To detect, identify, classify, and localize UAVs and RCs (pilot) within the protected airspace, DedroneTracker utilizes a comprehensive database, DedroneDNA, to identify unique UAV and RC protocols, including generic analog video and WiFi signatures.

Our team constantly searches the market, and as new and emerging technologies enter the market, our team adds the new UAV signatures and protocols to the DedroneDNA library. Updates to DedroneDNA are automatically pushed out to the DedroneTracker server and are included as part of an annual licensing agreement. This library-based approach enables a method for detecting potential threats (both current and future RF signatures) and eliminates the potential for false alarms from non-threatening signals.

When a drone is detected within a user-defined zone, DedroneTracker recognizes the intrusion as a Detection Event and autonomously provides audible warnings and a visual cue, indicated by the yellow diamond in Figure 2. The system can be configured, as shown in Figure 3, to push Email, SMS (text), Simple Network Management Protocol (SNMP), Transmission Control Protocol (TCP)/Internet Protocol (IP), or Java Script Object Notation (JSON) alerts upon detection. These alert notifications are configurable to allow groups of contacts to be notified based on multiple factors, such as time of day or day of the week. Figure 4 shows an example representation of the Email and Text alerting notifications.

Figure 2. UI Display. The UI displays intrusions to alert operators to a Detection Event, so they can quickly respond with the appropriate security protocols. The visual display is accompanied by an audible cue.

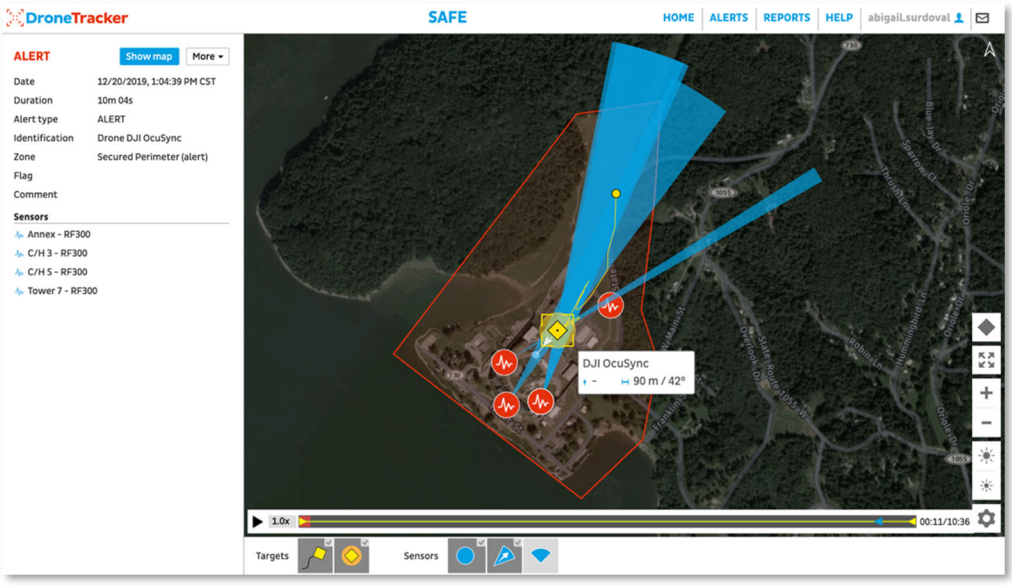


Figure 3. Configure System to Push Alerts. The system can be configured to generate automatic notifications during a Detection Event, resulting in select personnel being notified of an event simultaneously for quick collaboration, communication, and response.

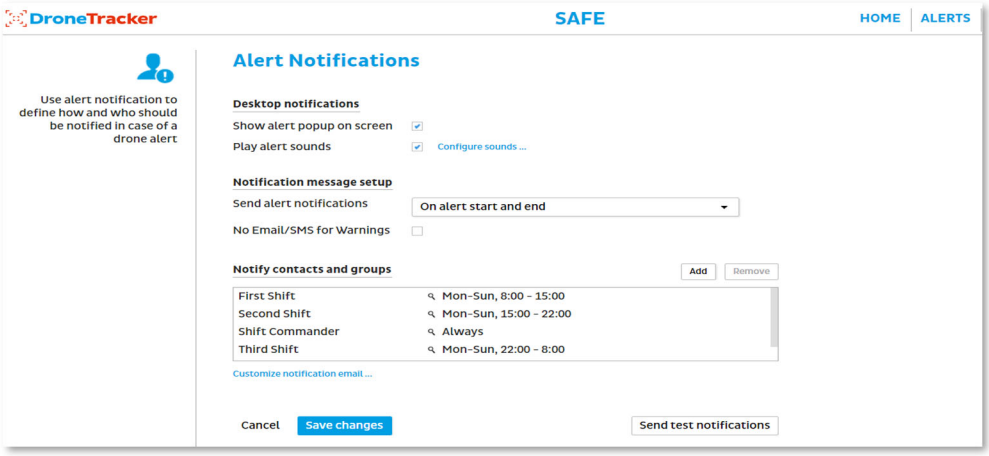
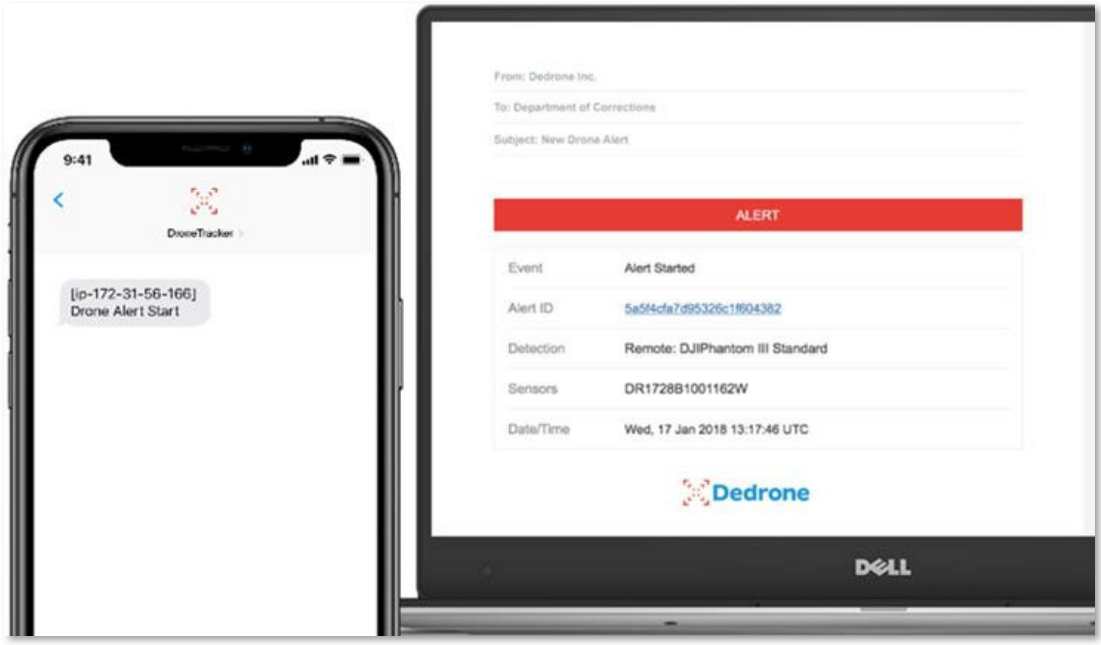


Figure 4. Automatic Emails and Texts. DedroneTracker will automatically send designated personnel texts or emails, so they are immediately aware of an incursion, enabling effective collaboration and communication up and down the chain of command and faster response times.



DedroneTracker autonomously detects, identifies, localizes, and tracks both UAVs and RCs (pilot). As a result, the operator can track back to and display the control source of a selected UAV or air target on the user's display, allowing security forces to determine the location of the pilot and take action to stop or apprehend him.

DedroneTracker can be accessed from anywhere with Internet access such as a laptop or mobile device. Security personnel can monitor activity onsite, and anyone with appropriate log-in credentials can monitor other geographically separated command

centers as required. The benefit to the Department is real-time situational awareness and enhanced communications and responsiveness across all command and security forces.

DedroneTracker can be integrated with passive and active UAV countermeasures (e.g. our DedroneDefender RF Jammer and/or other 3rd party defeat systems) to mitigate and/or disrupt intrusion attempts by UAVs.

The DedroneTracker system provides in-depth reporting tools to develop a comprehensive overview of the drone activities in and around the protected area. The following key features of the DedroneTracker reporting tool allows users to establish and control the structure and content of reports:

- ***Report Settings***
- ***Choose report content***
- ***Filter report data by region***
- ***Filter the report data***
- ***Create a scheduled report***
- ***Export a report***

Included within this feature set are a multitude of figure/diagram options that can be configured and filtered to users' needs, and they can export and send them out on a scheduled bases, or any frequency, as need. They consist of:

- ***TOTAL NUMBER OF ALERTS: Count of alerts***
- ***ALERTS PER DAY: Average count of alerts per day in the report time span***
- ***AVG. DURATION PER ALERT: Average duration per alert in minutes***
- ***DAYS WITH ALERTS: Count of days with alerts***
- ***MAX ALERTS PER DAY: Maximum count of alerts in one day***

In addition to the DedroneTracker's built-in reporting features and figure/diagram options, key data points are also included to help operators gain a better understanding of the airspace, quickly discover trends, and identify concerning airspace activity:

- ***ALERT HEATMAP: Heatmap colors indicate the duration of drone detections. Red indicates the longest duration of detection. When the map is zoomed out, selectable clusters show the percentage of activity within the cluster compared to the entire map's activity in the chosen time span.***
- ***TOP DRONES: Shows the distribution and a list of the most frequently detected drones.***
- ***TOP DRONE PROTOCOLS: Shows the distribution and a list of the most frequently detected drone protocols.***
- ***ALERTS BY SENSOR: Shows the distribution and a list of the sensors with the most detections.***

- ***LATEST DRONE ALERTS: Shows a list of the latest 30 drone alerts with alert duration, zone, flag, and drone.***
- ***IMPORTANT DRONE ALERTS: Most important drone alerts depending on the involved zone and minimum duration.***
- ***ALERTS BY DATE: Represents a count of triggered alerts by date.***
- ***ALERTS BY HOUR AND DAY OF WEEK: Represents a count of triggered alerts by time of day.***

Examples of these are depicted in Figures 5-7 below. Reports are automatically produced and available on-demand for easy analysis of the most critical airspace security data. The reporting suite can be automated to provide standardized, customized, and ad hoc activity reports based on user defined parameters.

Figure 5. User-Defined Reports. Summary reports and specific reports that show, for instance, which drones are most frequently in the facility airspace aid with making data-driven decisions.

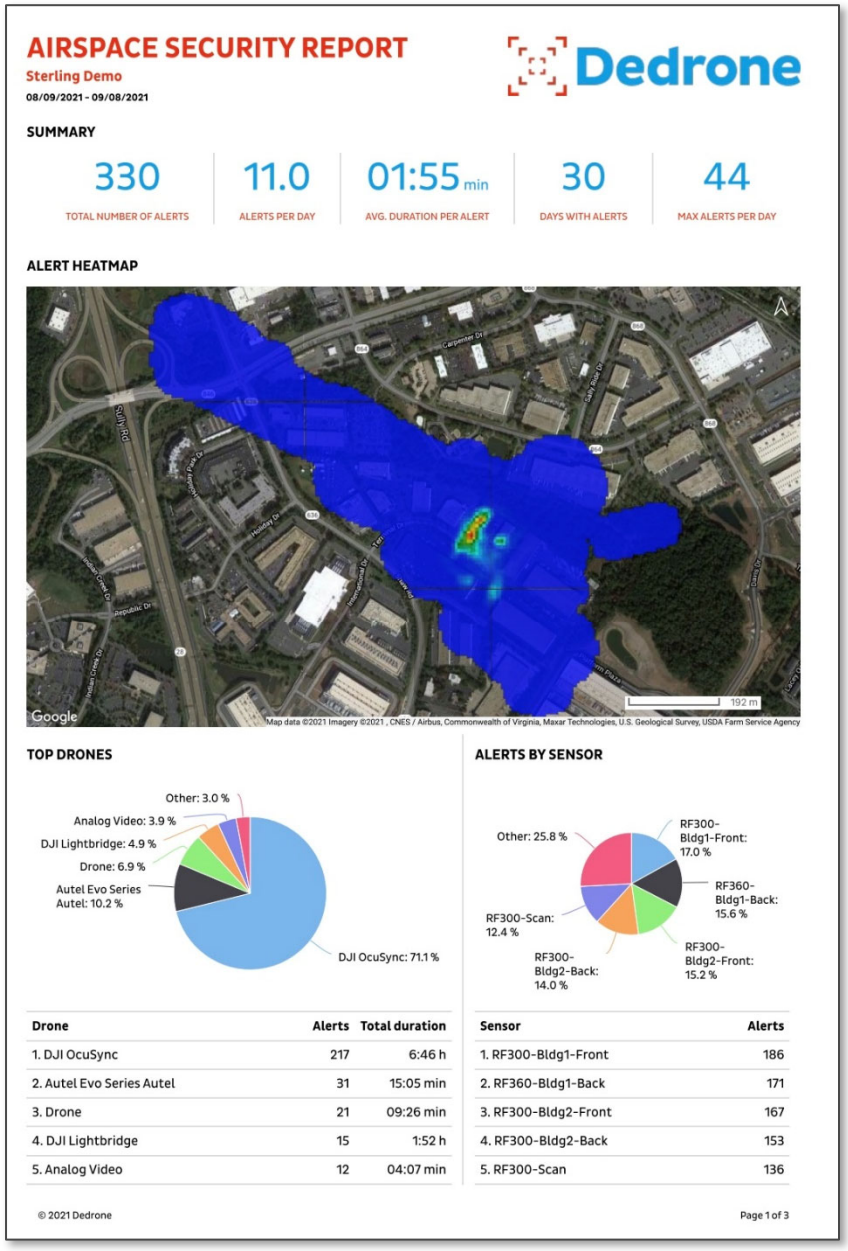


Figure 6. Latest Drone Alerts. Viewing recent drone alerts can help identify patterns to target imminent threats and/or repeat offenders.

LATEST DRONE ALERTS

Date	Duration	Zone	Flag	Drone
08/08/2020, 3:02:45 PM	08s			DJI OcuSync
08/08/2020, 2:27:09 PM	13s			DJI OcuSync
08/08/2020, 1:06:28 PM	29s			Analog Video
08/08/2020, 11:45:23 AM	01m 45s	Secured Perimeter		DJI OcuSync
08/08/2020, 11:08:00 AM	15s			DJI OcuSync
08/07/2020, 12:59:09 PM	04m 55s			DJI OcuSync
08/07/2020, 12:57:31 PM	34s			DJI OcuSync
08/07/2020, 12:54:06 PM	30s			DJI OcuSync
08/07/2020, 12:53:02 PM	21s			DJI OcuSync
08/07/2020, 1:18:33 AM	03m 26s			DJI OcuSync
08/07/2020, 1:15:00 AM	02m 44s			DJI OcuSync
08/07/2020, 1:07:47 AM	06m 05s			DJI OcuSync
08/06/2020, 1:03:32 PM	02m 36s			DJI OcuSync
08/06/2020, 12:54:18 PM	06m 02s			DJI OcuSync
08/06/2020, 10:19:41 AM	15m 17s			DJI OcuSync
08/06/2020, 10:14:48 AM	03m 30s			DJI OcuSync
08/05/2020, 5:27:05 PM	13m 05s			DJI OcuSync
08/05/2020, 5:24:44 PM	01m 26s			DJI OcuSync
08/05/2020, 5:20:12 PM	02m 10s			DJI OcuSync
08/05/2020, 1:57:30 PM	02m 22s			DJI OcuSync
08/05/2020, 1:51:34 PM	02m 41s			DJI OcuSync
08/03/2020, 4:07:51 PM	01m 46s			DJI OcuSync
08/03/2020, 4:03:12 PM	10s			DJI OcuSync
07/31/2020, 6:51:50 PM	05m 50s			DJI OcuSync
07/28/2020, 11:50:09 AM	05m 19s	Secured Perimeter		DJI OcuSync
07/28/2020, 7:43:44 AM	21s			DJI OcuSync
07/28/2020, 7:41:46 AM	01m 00s			DJI OcuSync
07/28/2020, 7:39:55 AM	18s			DJI OcuSync
07/27/2020, 7:37:34 PM	01m 32s			DJI OcuSync
07/25/2020, 6:47:22 AM	13s			DJI OcuSync

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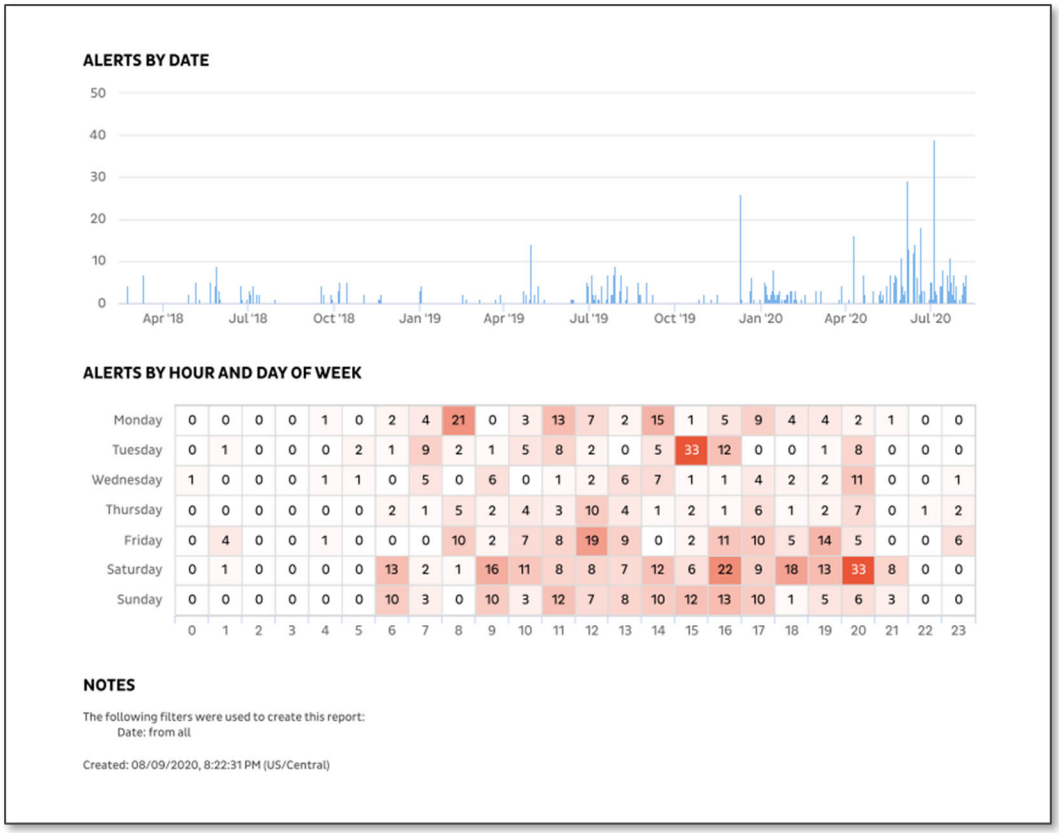
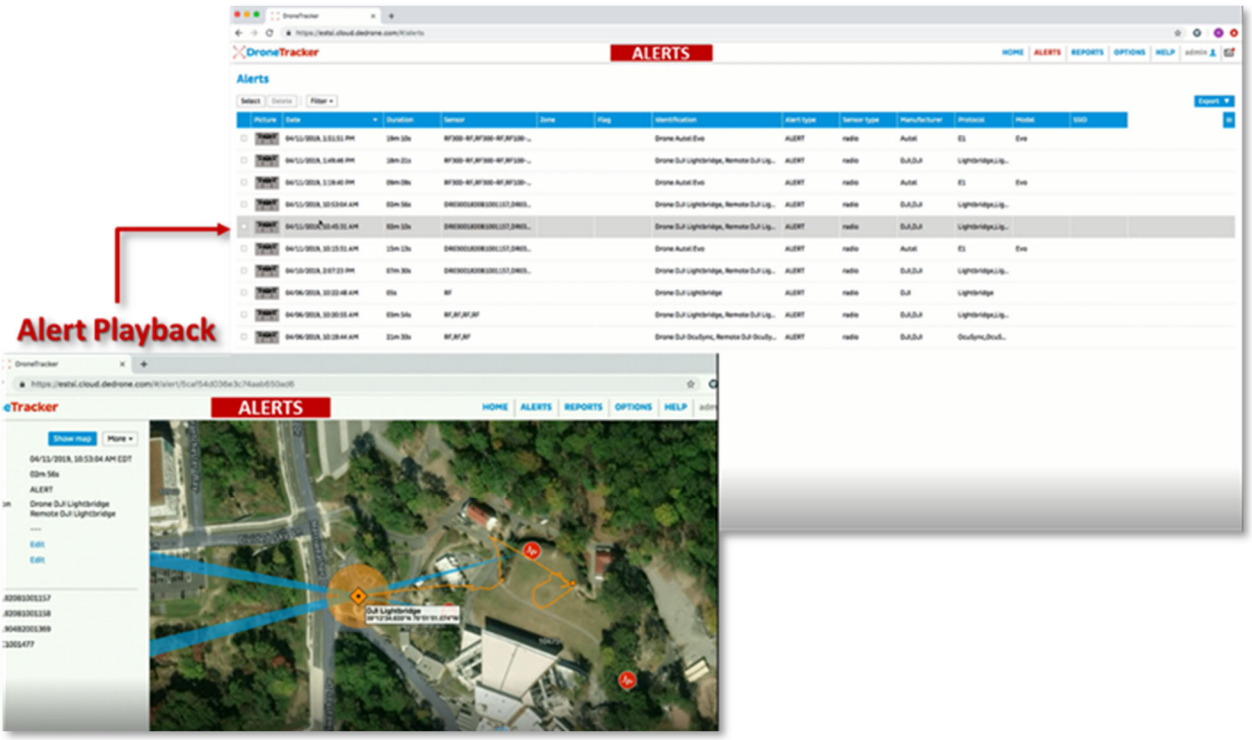
Figure 7. Alerts by Date. As with the other reports, reports that show alerts by date and time can be used to predict future incursions or support criminal investigations.



Evidence: Capture and Record System Requirements

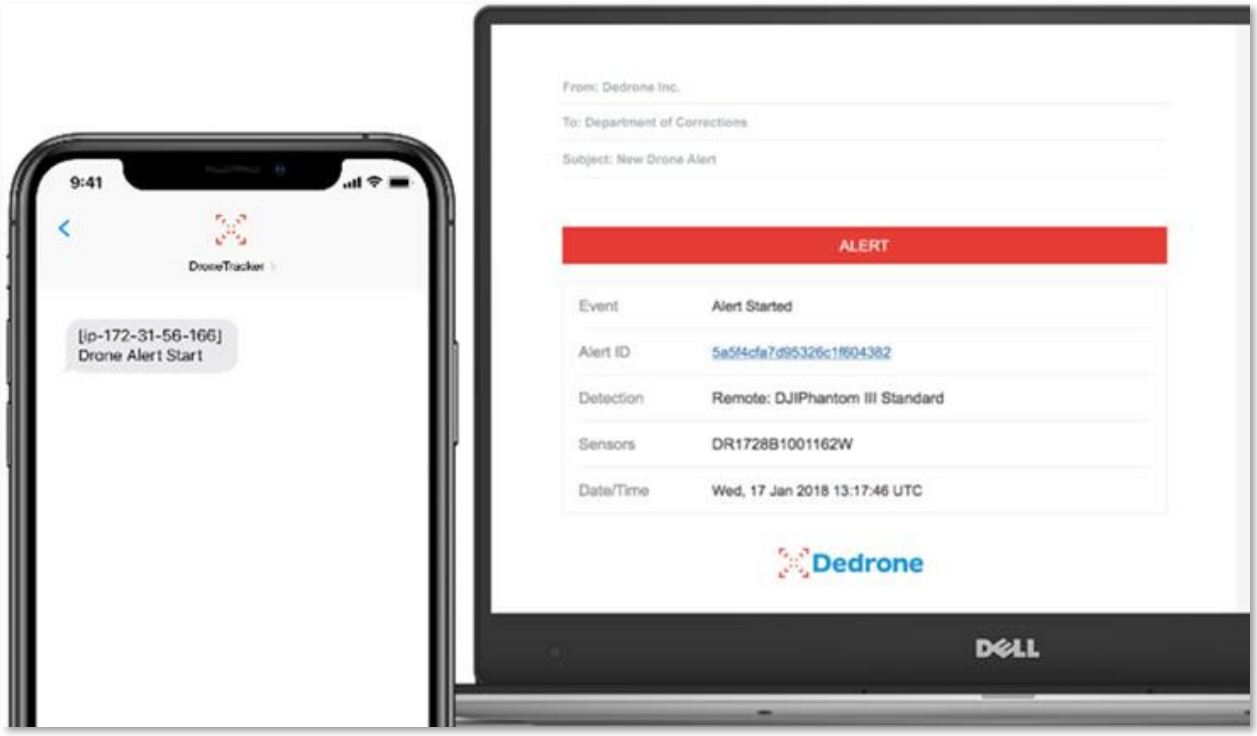
DedroneTracker provides the capability to record, store, and playback footage of an intrusion event *(Figure 8),* ***including the geographic display within the DedroneTracker UI from a central console and encoded metadata including the time and date, UAV location, altitude, heading, speed, course, and source location. These data points are stored in the system and will be provided in a non-proprietary format to support prosecution of suspected offenders.***

Figure 8. Capture, Record, and Playback Functions. These functions automatically record all information to any computer storage device and can be used to report incident, investigate potential crimes, and improve training.



All data will be stored in an AWS-hosted DedroneTracker instance. Each DedroneTracker instance provides the capability for data to be retained indefinitely. The software allows the end user to look at the alert history and select any incident for replay of all information about the drone and its flight path on the DedroneTracker map display. It provides an option to download the path as a GPS Exchange Format (GPX) file, which can be replayed with a GPX player. Passive stored RF data is also stored and can be retrieved using either native JSON or Comma Separated Value (CSV) formats, both of which are industry standard (interoperable) formats that allow data to be imported and exported between systems.

Figure 9. Automatic Emails and Texts. DedroneTracker will automatically send designated personnel texts or emails, so they are immediately aware of an incursion, enabling effective collaboration and communication up and down the chain of command and faster response times.



System Features

The features of our Passive RF solution and the specific benefits to the Department are overviewed in Table 1, and each feature is discussed in more detail in the paragraphs following *Table 1***.**

Table 1

Features of Dedrone's Solution	Benefits to the Department
Dedrone will provide the Department with the DedroneTracker System with a cloud-based Passive RF sensor deployment	*A comprehensive, easy-to-use system that meets 100% of the requirements is ready right now for an immediate impact on security. Cloud platform off-loads the burden of facilities hosting the system locally*
Thoughtful, efficient site planning for initial implementations and modifications to protected areas due to changes in threat conditions or mission objectives (e.g., increase the security perimeter to improve early warning)	*System is up and running quickly. Establishes optimal airspace surveillance, adapting to changing threat conditions, and laying the groundwork for success*
DedroneTracker's machine learning software recognizes and classifies UAVs and RCs (Remote Control, i.e., pilots) of all kinds, ensuring currency with the latest technology	*The Department is always protected against the latest threats*

Dedrone's modular approach allows for the addition of more sensors, different sensor modalities, and increased flexibility in the way they are deployed.	*Future -proofing the way you look at airspace security, this increased level of flexibility allows for increased areas of coverage, added capability sets and customizability to types of data feeds contributing to the overall performance of the system based on the needs of the area of desired coverage.*
User interface displays information in easy-to-understand and highly intuitive graphics	*Broad range of personnel can operate the system and contribute to improving security at facilities*
Data-driven reporting tools provide a wide variety of useful written and graphical reports	*Easy to analyze data; tool aids in decision making, policy revision/development, and effective resource allocation*
Extensive, comparable experience successfully delivering, installing, and training correctional facilities personnel on the DedroneTracker system has yielded proven implementation best practices	*Hassle-free transition to system operations creates immediate improvements in threat detection and security posture*

A Lightweight, Easy-to-Use Solution

To provide the most technically mature and cost-effective turnkey C-UAS capability to detect, classify, identify, and track nefarious UAVs and pilots, Dedrone proposes its DedroneTracker System with a cloud-based Passive RF sensor deployment. The cloud-based Passive RF sensor deployment meets 100% of the requirements and:

- ***Provides 24/7, 360-degree surveillance of the airspace in and around each of correctional facilities:***
- ***RF-scanning, software-defined radios, and Wi-Fi sensors detect communications between the drone and RC (pilot)***
- ***Real-time situational awareness of the UAV flight path and multiple alerts (audible, visual display, messaging) enable the Department to execute security protocols and measures***
- ***Automatic recording of all information to any computer storage device supports incident reporting, investigations, and training***
- ***DedroneDNA database discriminates between intruding UAVs and nuisance alarms (caused by vehicles, aircraft, people, and birds) to ensure positive identification and classification of UAVs***

Machine Learning Software Ensures Currency

Since UAV technology advances rapidly, only a software-based solution can stay current with the ever-changing use of RF spectrum for UAV and pilot remotes. DedroneTracker's DedroneDNA database is a machine learning system and classification engine that recognizes UAVs and RCs (pilots) of all kinds (commercial, consumer, and homemade).

Trained on millions of signals, images, and data points and using RF and Wi-Fi protocols, DedroneDNA provides DedroneTracker with the ability to distinguish between different drone models. Knowing the type of UAV flying into your airspace (especially drone-specific characteristics: speed, range, payload capacity) is beneficial for rapid

threat assessment and mitigation planning. DedroneDNA signatures are continually updated; thus, the Dedrone system is always current and able to protect against the latest threats.

Intuitive User Interface (UI)

The DedroneTracker UI are intuitive and visually clean, and they display a map overlay of the protected facility and surrounding area. When an alert occurs, the map will display the location, start time, duration, speed, heading and distance of the UAV. The tracking will show the flight path and project whether an intruding UAV is inbound or outbound, thereby signifying a detected UAV's projected course, and will provide a Time to Target countdown if any portion of the UAV's course will enter DOC protected airspace.

Data-Driven Reporting Aids Analysis and Decision-Making

DedroneTracker has a powerful set of automated recording and reporting functions, making the Security personnel can analyze the threat to the entire facility or a specific location within the facility, sorting and filtering alert information to display a summary of recent activity, hourly and daily flight activity, the number and type of drones and controllers, duration of alerts, and which sensors are most active. Heat Maps are automatically generated, providing users with a historical view or snapshot of the accumulated UAV detections (hotspots) around the facility. The Department can use this information to assess and identify potential security vulnerabilities to continuously improve airspace security at all correctional facilities. Additionally, the information supports the development/refinement of security mitigation procedures for use during periods of heightened security risks. Knowing when and where threats repeatedly occur takes the guesswork out of resource allocation, enabling the Department to provide cost-effective and targeted security operations.

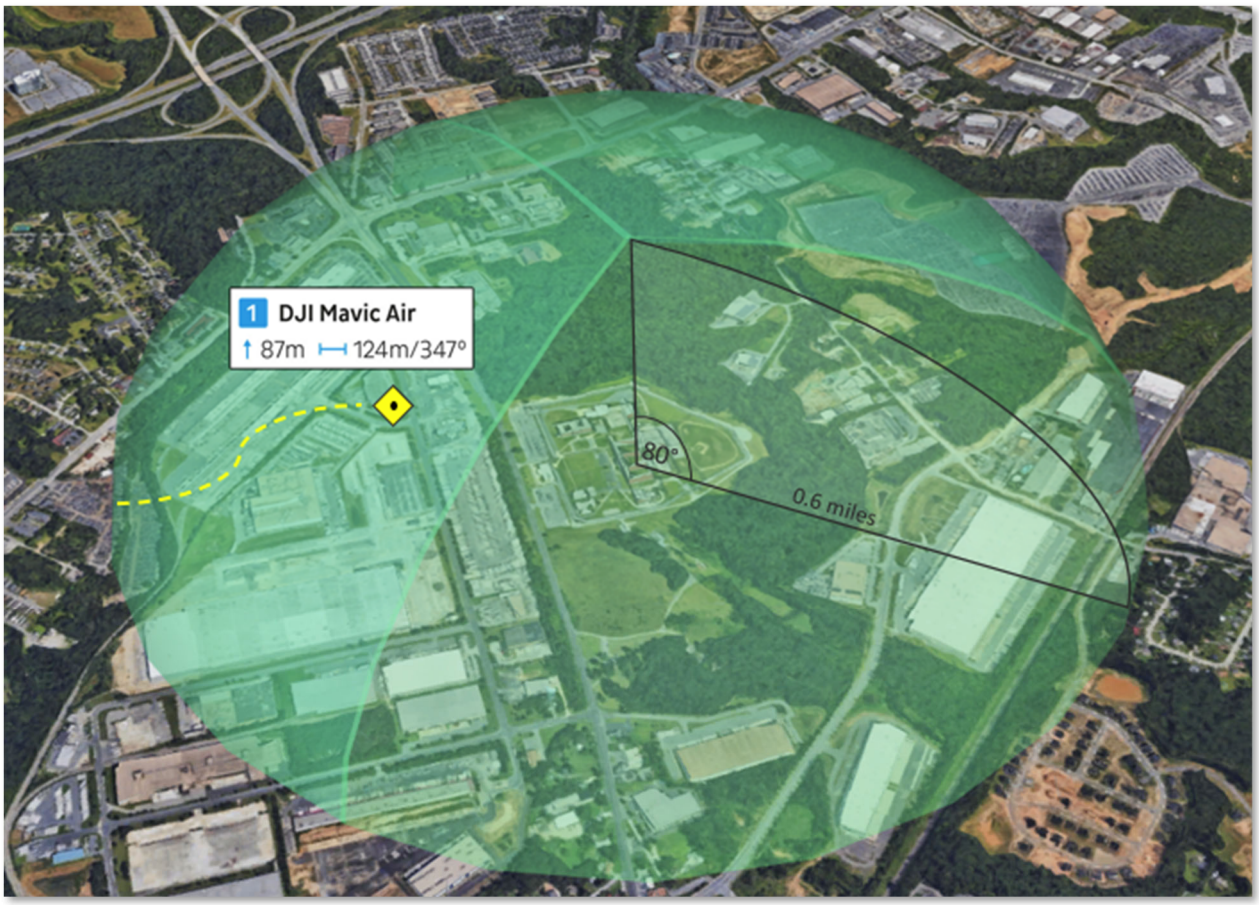
Optional Features or Services

Dedrone's multi-layered, multi-modal DedroneTracker system has three main components: Passive RF sensors, a selection of active 3D sector and 360-degree surveillance Radars, and state-of-the-art Electro Optical/Infrared (EO/IR) day and night vision technology. They can be deployed individually or added to the system in layers, depending on the security needs of a facility.

Radar Options

DedroneTracker provides a choice of solid-state 3D sector and 360-degree Radars operating in the Super High Frequency (SHF) or K band to detect and track UAVs. Our sector Radars provide a 120° horizontal Field of View (hFoV) and 60° vertical FoV (vFoV). The required number of sector Radars are determined from a site survey. Our 360 variant provides a 360º FoV using only one Radar, as shown in *Figure 9*. ***In rare instances where non-commercial and non-standard open-source drone technology are created and used to circumvent Passive RF sensors, the unknown systems can be picked up by Radar. Radar also provides the added benefit of determining elevation should the Department require significantly improved PTZ camera tracking.***

Figure 10. Depiction of DedroneTracker 3D Radar Coverage. Radar provides the added benefit of detecting non-conventional drones (e.g., non-commercial and open sources UAVs) and determining elevation should the Department require significantly improved PTZ camera tracking.



EO/IR Camera Option

Dedrone's DedroneTracker solution also features a Pan-Tilt-Zoom (PTZ)-capable day/night camera that can be queued via the Passive RF or Radar sensors. Once queued, the optical sensor locks onto the UAV image in both the visible and Near-IR spectrum and tracks it in flight. See *Figure 10.*

Figure 11. EO/IR Camera View of UAS. The EO/IR camera offers the Department the ability to put eyes on the target, see the drone type, visualize the threat, and identify the payload.

DedroneDefender Defeat technology

Our DedroneDefender counter drone device is a non-kinetic weapon that joins innovative technology with efficient design for safe, reliable, proven security from airborne threats. It quickly disrupts the adversary's control of the drone, neutralizing it so that no remote action, including detonation, can occur, minimizing drone damage and risk to public safety. DedroneDefender enables timely decision making and effective responses for protecting military forces, critical assets, borders, and civilians worldwide. Not available for state & local as of this time.

Experience operating in corrections environments

Dedrone's DedroneTracker platform is currently fielded and functional. Systems using RF sensors only are fielded at 200+ commercial and government locations globally, including Pennsylvania DOC (24 facilities), Kentucky DOC (5 facilities), Core Civic (6 facilities), New Jersey DOC (1 facility), Suffolk County Jail (NY), Georgia DOC (1 facility), Alaska DOC (1 facility), Minnesota DOC (1 facility), San Mateo County Corrections (1 facility), Westmoreland Police Department, Travis Air Force Base, March Air Reserve Base, Mountain Home Air Force Base, FE Warren Air Force Base, Nellis Air Force Base, the National Geospatial Intelligence Agency (NGA), Norfolk Naval Shipyard, Comcast, University of North Dakota, Puget Sound Energy, CPS Energy, Seagate, Related Group, and Los Angeles County Sheriff's Department. Dedrone has also deployed DedroneTracker with the Army in Norway, international airports across Europe, and NATO-friendly forces.

The New Jersey DOC currently uses the DedroneTracker multi-sensor solution with Passive RF and EO/IR functionality. Using the RF, they have contacted several drone

operators to educate them on the rules of flying over their facility. The visual evidence the EO/IR provides enables the New Jersey DOC to investigate UAV within their airspace.

Through our experience providing the DedroneTracker system to correctional facilities, federal agencies, and DoD customers, we understand the mission and security-related needs. To meet those needs, we propose the cloud-based Passive RF deployment of our DedroneTracker C-UAS system, which gives the Department a 100% compliant, cost-effective entry point into airspace security and C-UAS operations.

Installation Process

Delivers simplified installation that only require mounting hardware and 120 VAC power for each sensor

- ***Non-invasive, secure implementation:** We propose deploying our DedroneTracker solution as a cloud service via an Amazon Web Services (AWS) Software as a Service (SaaS) instance, eliminating the need to install, maintain, and operate a dedicated and expensive Local Area Network (LAN) at each of the Department facilities. Our cloud offering allows DedroneTracker software and firmware to be supported, managed, and upgraded remotely to offload the burden of doing so from the Department facilities.*
- ***Fixed infrastructure interoperability:** The DedroneTracker system provides the flexibility to be deployed via on-premise servers and LAN if preferred or needed. Our platform is designed to be lightweight and deployable, featuring low Size, Weight, and Power (SWaP) components that can be hand-carried when needed or permanently installed at fixed site installations.*

The Dedrone architecture is a software platform that analyzes data from multiple types of sensors to automatically detect and classify Group 1-3 UAS. The software uses the sensor data to provide real time situational awareness of the flight path of the UAV, automatically records all information to any external hard drive/storage for incident reporting, and can either automatically trigger an authorized defensive action, such as a net gun or net cannon, or provide the information necessary for an operator to take action on the threat. The software has the ability to whitelist "good" drones, so alerts will not be triggered by friendly assets. The DedroneTracker has no limitations on the number or type of sensors it can analyze; thus, should the State require a greater range of coverage from the perimeter of a facility in the future, we can integrate additional sensors to provide that capability. Additionally, as new sensor modalities come onto the market, DedroneTracker can integrate them, preventing the system from becoming obsolete.

Effective Site Planning Delivers Optimal Airspace Surveillance

Delivering a consistent, reliable C-UAS solution starts with effective site planning, and we use a two-pronged approach that ensures the DedroneTracker system is installed to maximize its ability to detect, identify, and track threats. First, we use our geospatial analysis site survey planning tool—which has been instrumental in other correctional

facility installations—then we confirm our plan by visiting the sites in person. Using the geospatial analysis tool followed by in-person site surveys minimizes interference with on-going facility operations and enables us to validate sensor placements to achieve optimal airspace surveillance for each site.

Benefits	Subject remains stationary
	Quick (4-second) scan
	Ultra-small footprint
	Can be setup in a few hours
	No image distortion
	No waiting for daily warm-up

DedroneTracker is designed to establish a protected airspace quickly and fine-tune it for optimal airspace surveillance, adapting to changing threat conditions and laying the groundwork for success. The airspace protection area can be modified at any time to account for any changes in threat conditions or mission objectives (e.g., increase the security perimeter to improve early warning).

Installation/Implementation Process

Our knowledgeable and experienced DedroneTracker engineers will apply our installation best practices and lessons learned from our most recent and very successful deployment of DedroneTracker at other DOC facilities. Based on our geospatial site survey results, we will know the number and types of sensors needed for each facility. Based off of the site surveys the installation time frame is very short. We will work with the individual facilities to make sure that all infrastructure is in place and then install the sensors, calibrate the system and train the personnel.

Implementation Options: On-premise, Cloud, LTE Cloud, and Deployable

Dedrone's solution is a cloud based DedroneTracker solution. However, should the Department consider other implementation options, DedroneTracker can be hosted on-premise using a server or virtualized server and dedicated LAN, or it can be hosted in the cloud with the sensors communicating via an on-premise network. The sensors can also be deployed completely off network via an LTE connection to the cloud or in an expeditionary setting using our mobile field kits.

TEK84 Intercept Full Body Scanner

ViaPath offers the DOC the TEK84 Intercept Full Body Scanner for high security screening in your facilities. The Intercept scanner is a stationary system which projects radiographic images of a person to his/her full height to detect contraband or potentially dangerous objects (arms, drugs, explosives, etc.) concealed in the clothes and/or natural anatomic cavities of a human body.

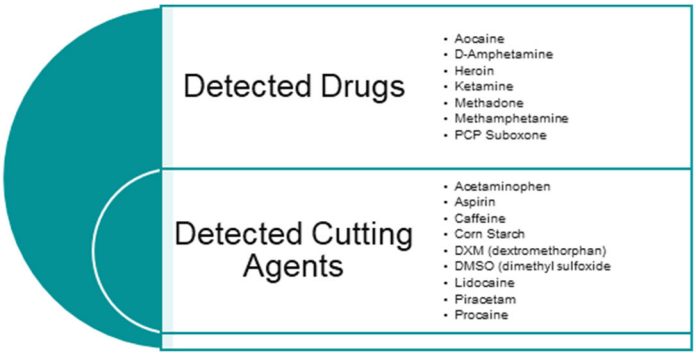
Unlike the units used in airports, the Intercept scanner uses low levels of x-rays transmitted through the body. The Intercept scanner uses technology that scans the person using the shortest distance through the body, straight on, creating a higher quality image with lower doses.

Ultra-Small Footprint

At 6'x3', the Intercept Scanner is compact and requires less floor space than most body scanners, which often require up to three times this area. The built-in wheels and a removable roof make relocation quick and easy.

Drug Detection System

A child's drawing turns from a simple expression of love to a dangerous narcotic delivery system simply by soaking it in a drug solution. Combat this dangerous growing trend with our Mail Screening system. Using multispectral imaging, the mail screener detects and reveals chemicals visible in the Near-Infrared (NIR) spectrum. The message no longer gets through as you disrupt another source of contraband delivery.



Benefits	One-click, 8 second scan detects dosage levels
	Intuitive, easy to operate interface minimizes training time and costs
	Automated, noncontact, widefield scanning screens the entire item at once
	High probability of detection and low false positive rate.
	Dosage level detection capability to minimize false alarm.
	Incorporates near-infrared (NIR) multispectral imaging technology.

Property Scanner

ViaPath offers to the DOC an Adoni BV M.A.X mobile conveyor X-ray security screening system. The BV M.A.X. is a compact mobile conveyor type X-ray screening system for fast, effective, and contact-free inspection of mattresses and inmates' personal property.

Due to the compact, mobile design, it can be easily relocated and deployed wherever security inspection is needed. The BV M.A.X. is the first system specifically designed to address the problem of contraband detection in correctional facilities. Through its fast and intuitive touchscreen user interface, BV M.A.X. software utilizes proprietary machine vision algorithms and self-learning neural networks to allow for reliable, fully automatic detection of the most hidden objects.

To expand its versatility in your facility, BV M.A.X. also allows for conventional baggage scanner functionality, facilitating the inspection of mail and inmate personal property.

Benefits of the BV M.A.X.:

- ***Automatic detection of most common contraband***
- ***Automated inspection process***
- ***Contraband detection assistance software***
- ***Simple and user-friendly touchscreen interface***
- ***Fits through standard doorways***
- ***On-board and networked data storage***
- ***Remote diagnostics feature image review and other advanced software feature***
- ***Network integration***
- ***Ready for barcode reader, camera, RFID, ID reader***

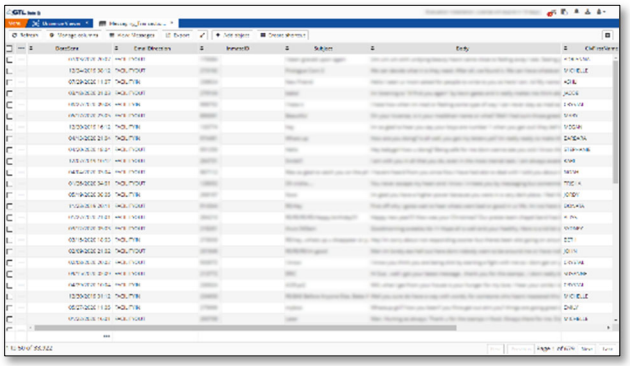
ViaPath Data IQTM (DEX)— Advanced Investigative Data Analysis

Transforming raw data into actionable intelligence has become a critical cornerstone for modern day law enforcement and correctional agencies; applying intelligence-led principles and concepts to solve and prevent crimes. The successful implementation of these strategies require the right combination of data, technology, and trained personnel. With ViaPath Data IQ™ (DEX), agencies are equipping their personnel with critical data and technology designed to efficiently and effectively allow investigations and analysis in a modern big-data world.

Big Data Architecture

Like many industries around the world, the correctional industry has experienced a transformation deploying digital services resulting in more data points which generate more raw data than ever before. The increased volume of both structured and unstructured data (such as offender messaging) has challenged law enforcement and correctional agencies to seek solutions designed specifically around big-data and the delivery of both efficient and effective solutions.

Unlike traditional row structured solutions, Data IQ (DEX) leverages a columnar data structure resulting in faster data queries and faster results. Data IQ (DEX) combines the right architecture with the ability for agencies to functionally ingest any data point, regardless of data type or structure. With this strategy, ViaPath can offer the DOC an all-around enhanced user experience.



ViaPath provides a portfolio of solutions readily available to be digested within Data IQ (DEX), providing the DOC with the latest safety and security intelligence solution. Data IQ (DEX) contains all the power of integrating with the ViaPath data sources provided to the DOC. Additionally, unlike other solutions in the market, Data IQ (DEX) can ingest ANY data point (commissary and JMS systems, trust accounting, public information) without software development. For the DOC, this means that when new data sources are identified or added, ViaPath Data IQ (DEX) is ready to ingest them with only a simple adjustment to the data model. Examples of data that can be ingested include:

- *Inmate telephones*
- *Messaging*
- *Commissary*
- *Trust Accounting*
- *Video Visitation*
- *Employee Data*
- *Visitation data*
- *Public Information*
- *Wireless Tablets*
- *Lobby/Intake Kiosk*
- *Payment Services*
- *Case Management*

Investigative Data Sources		
Information Source	GTL Data IQ	Others
Inmate Phone Calls	✓	✓
Billing Name and Address	✓	✓
Visitation Data	✓	✗
Financial Transaction Data	✓	✓
Jail Management System	✓	✗
Kiosk Data	✓	✗
Security Threat Groups	✓	✗
Incident Reports	✓	✗
Cell Phone Forensic Data	✓	✓
Public Information Data	✓	✗
Data Sources Unique to Facility	✓	✗

ViaPath's Data IQ™ (DEX) is the industry leading solution designed to provide an intuitive user experience and faster delivery of actionable intelligence. Currently there are over 20 state Department of Corrections agencies who rely on ViaPath Data IQ (DEX) to process and analyze over 1 billion records spread across 14 otherwise disparate data sources.

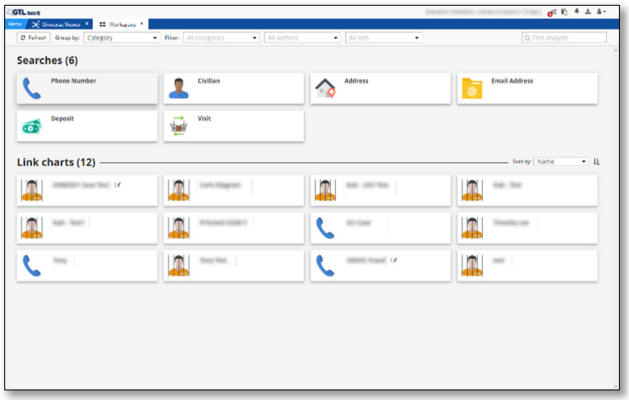
User Experience

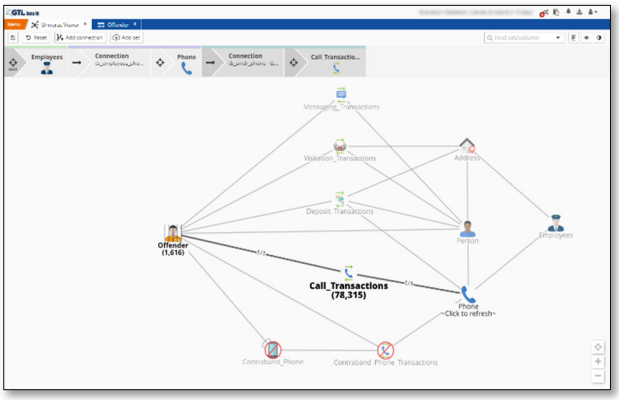
"Data IQ DEX is the perfect balance between the complexity of analysis and the simplicity of design."

- Mitch Volkart, VP Intelligence Solutions

Providing a solid foundation in data structure is a fundamental start, but ViaPath goes beyond by recognizing the need for an enhanced user experience. Data IQ (DEX) balances the complexity of analysis with simplicity of design, allowing users to effectively leverage the solution to quickly mine data and turn otherwise raw data into actionable intelligence.

Each individual user's workspace within Data IQ (DEX) can be configured to show a variety of views including a customized user page which consists of simple object buttons and saved queries or the ever-efficient "Universe Viewer" that allows the user to immediately start datamining from the home screen.





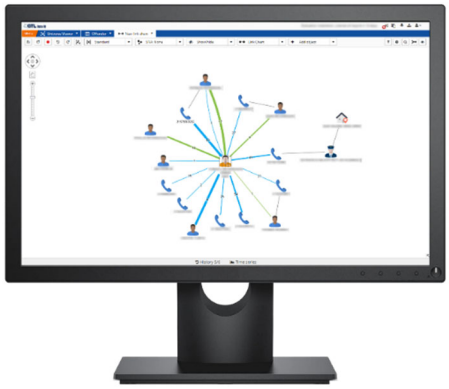
Object Searching and Associations

Searching for objects within datasets has never been easier than with Data IQ (DEX). Users can perform reactive searches (i.e. the user has a known starting point) using a variety of methods which include the Search pane, Workspace, the Universe Viewer, or folder. This flexibility allows users to customize their experience to what is most comfortable for them.

Leveraging the capability of first- and second-degree associations, users can analyze individual transactional data. For example, users can analyze individual timelines plotted on a time series or stay high level and simply associate two objects without the

underlying transactional objects. This flexibility in design enables users to easily interpret the link diagram allowing the discovery of patterns and associations.

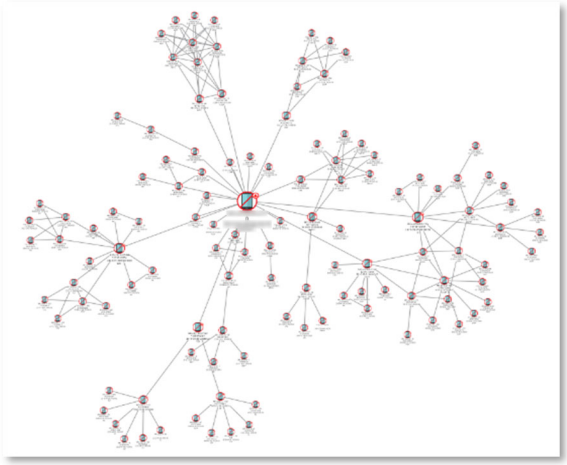
Data IQ (DEX) is equipped with several visualized data layouts including:



- ***Lens***
- ***Radial***
- ***Standard***
- ***Structural***
- ***Hierarchy Top***
- ***Hierarchy Bottom***
- ***Hierarchy Left***
- ***Hierarchy Right***

Social Network Analysis (SNA)

Analyzing data in today's digital age not only focuses on "who is connected to whom and how", but also focuses on the strength of those connections. Social Network Analysis (SNA) automatically changes the sizes of displayed objects depending on their connectivity in the network. Social network algorithms include:



- ***Degree – node resizing depending on how many connections an object has***
- ***Betweenness – identify nodes that may bridge between networks***
- ***Closeness – find the closest nodes to the other nodes in a network***
- ***Page Rank – identify important nodes by assigning each a score based upon its number of incoming links***
- ***Eigenvector – measure of influence that considers the number of links each person has and the number of links their connections have***

Data Exchange (DEX) Network

ViaPath's Data IQ (DEX) software analyzes data and provides critical connections across other allied data exchange agencies. Data IQ (DEX) allows users to output results and diagrams to users both via standard formats and through the application itself. This allows users to interact dynamically with shared diagrams rather than having a static picture.

ViaPath Data IQ (DEX) allows users to search for objects that exist across multiple facilities. For example, a user may have an object set from their own data and choose to search it against a second set of data or model. Once again, the power of Data IQ includes the ability to query any data source or object type, not being limited to particular objects such as phones and/or phone numbers.

ViaPath Fusion™ – Intelligence Analysts & Information Sharing

ViaPath Fusion is the industry leading correctional "intelligence as a service" solution and is actively providing tactical and operational intelligence services to the corrections industry including over ten state Department of Corrections agencies. The foundation of ViaPath's service stems from a qualitative focus on Intelligence-Led-Corrections philosophies which center on developing actionable intelligence for the DOC, rather than the effort simply put forth. In other words, we hold ourselves accountable to the value of the service we provide rather than the mere effort by the team. The result is that ViaPath Fusion's quality and value, and ultimate stamp of approval, is second to none.

ViaPath Fusion leverages the powerful combination of people, data, and technology to help facilities enhance their intelligence efforts. Utilizing proprietary software solutions and proven industry strategies, ViaPath Fusion Analysts help facilities maintain safe, secure environments. Through these resources, reliable, actionable intelligence can be captured and later utilized. Fusion Analysts team with facilities in a reactive or proactive manner, becoming valuable intelligence partners. As part of ViaPath's nationwide Fusion Network, analysts have access to best practices, key trends, and insights. These tools help them identify activity that can jeopardize the safety and integrity of a facility.

ViaPath's full-service support is a strategic blend of (1) data, (2) technology, and (3) analysts/subject matter experts. These ingredients are used to form three service pillars: Intelligence Services, Forensic Services, and Consultation/Training. The first two pillars are represented by ViaPath Fusion's National Intelligence Center (NIC), and the National Computer Forensic Lab (NCFL).

The NCFL is a nationally operated service which provides both cellular and computer-based forensic data extraction services for several state and local agencies, to include the DOC. The lab is capable of logical and physical data extractions, advanced techniques including chip-off from cellular and other computer-based devices and is equipped with the latest digital forensic software and tools.

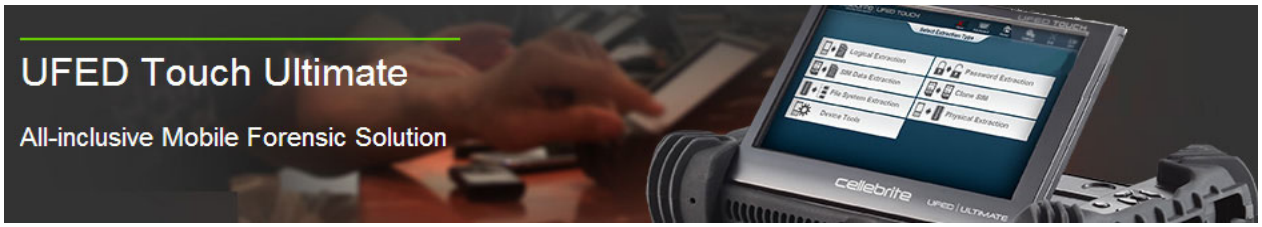
Specific services provided by ViaPath Fusion:

- *Responding in a timely fashion to reactive intelligence requests from facility staff.*

- *Utilizing unit strategies, combined with personal strategies, proactively develop actionable intelligence, and prepare detailed written reports for facility and ViaPath staff.*
- *Provide skillful examination on data obtained from member facilities via ViaPath tools and algorithms.*
- *Conduct cell phone forensic exams.*
- *Provide courtroom testimony as it relates to intelligence work.*
- *Provide training to site investigators on ViaPath intelligence tools as well as techniques for developing actionable intelligence.*

Cellebrite UFED System Real-Time Mobile Forensics

ViaPath can offer the DOC Cellebrite UFED system devices. The Cellebrite UFED Forensic System is the ultimate standalone mobile forensic device, ready for use out in



the field or in the lab.

The UFED system extracts vital information from 95% of all cellular phones on the market today, including smart-phones and tablet devices (Microsoft, Symbian, iPhone, and Google Android). Simple to use even in the field with no PC required, the UFED can easily store hundreds of phonebooks and content items onto an SD card or USB flash drive.

Cellebrite UFED supports all known cellular device interfaces, including serial, USB, infrared, and Bluetooth. Extractions can then be brought back to the forensic lab for review and verification using the reporting/analysis tool. Cellebrite works exclusively with most major carriers worldwide including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, Rogers Wireless – Canada, Orange France, and Telstra Australia, as well as 140 others. This ensures that future devices are supported prior to retail launch.

SECURE EXTRACTION, COMPLETE CONTENT

The UFED allows you to extract a wide variety of data types including:

- *Contacts*
- *SMS text messages*
- *Deleted text messages (SOM/USIM)*
- *Call history (Received, Dialed, Missed)*
- *Audio*

- *Video*
- *Pictures and images*
- *Ringtones*
- *Phone details (IMEI/ESN, phone number)*

Reporting Capabilities

The Cellebrite UFED system comes complete with a user-friendly PC reporting and analysis software application. Concise, easy to analyze report logs can be generated in

HTML, XLS, CSV, and XML formats, providing organized print outs for use as a reference and in the courtroom.

Proven User-Friendly Interface

The Cellebrite UFED system is extremely user-friendly, with an intuitive interface that has been proven and field tested for over 11 years with hundreds of thousands of users.

UFED Physical Pro

Recover hidden and deleted data from mobile phones and GTS devices - The Cellebrite UFED Physical Pro is an optional add-on module to enhance your existing UFED hardware. The UFED Physical Pro expands your current device capabilities to extract deleted mobile device data, user passwords, file system dumps, and physical extraction from GPS devices.

Utilizing UFED's simple and field-proven user interface, a complete high-speed hex dump of the phone memory is delivered without the need of cumbersome PC drivers. Critical data such as user lock codes, and deleted information such as text messages, call history, pictures, and video are sorted and retrieved by Cellebrite's Physical Pro engine. The UFED Physical Pro also includes robust search tools for manual hex dump analysis, as well as an expert mode, which allows advanced capabilities for researchers.

Unparalleled Access to Phone Memory

UFED Physical Pro provides access to data inaccessible by logical methods:

- *Phone user lock code*
- *Deleted data including deleted call history, text messages, images, phonebook entries and videos*
- *Access to internal application data*

- *Phone internal data including: IMSI history, past SIM cards used, past user lock code history*

Intelligent Software for Deeper Investigations

The memory dump from each phone is a complex data structure. But the UFED Physical Pro software tool makes navigating this data easy. Leveraging Cellebrite's comprehensive knowledge base of each phone's unique memory structure, the UFED PA application focuses the user's attention on the most critical portions of phone memory first.

Features include:

- *Built-in knowledge base of each phone's memory structure for automated retrieval of relevant data*
- *Hierarchical "tree" view for efficient navigation*
- *Advanced search capabilities both to novice and expert users*
- *Customizable parsing and search functions*

Ferromagnetic Mobile Cell Phone Detection (Cellsense®/CEIA Units)

ViaPath can provide the DOC with the ability to detect cell phones within your facilities using a ferromagnetic mobile cell detection device. ViaPath offers a relatively mobile device that detects cells phones from as far as three feet away. The device appears like a metal detector but uses different technology to detect cell phones via non-ferrous metals which greatly reduces the number of false positives.

The mobile device detects all cell phones even when the unit is turned off. The unit is completely portable, so deployment is possible at any place in each DOC facility.

Mobile Cell Detection Device Features:

- ***Detects all cell phones and much more.***
- ***Full body scan with single walk by***
- ***Large numbers of prisoners scanned quickly (> 40 inmates/minute)***

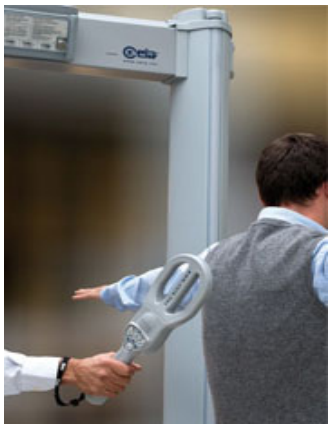
- *Body cavity detection*
- *Covert screening option*

As with all cell phone detection technology, the mobile device does have a limitation that the cell phone must be moving to be detected. Therefore, the best deployment is one that has the element of surprise and has inmates walk by it such as the cafeteria line, as visitors enter your facility, as officers enter your facility, etc. As with all cell detection technology, the ferromagnetic mobile cell detection device is not the sole solution yet as part of our ViaPath multi-faceted solution, it is an extremely effective tool.

CEIA Cell Phone Detection Wand

To assist the DOC in your security and safety efforts to remove illegal objects such as weapons and cell phones from your facilities, ViaPath can provide the CEIA Handheld Metal Detector(s). The CEIA handheld unit combines high reliability and ergonomics with advanced detection and operator signaling features. This device allows deep penetration for weapons, cell phones, and minimum metal targets, exceeding the latest security standards and high immunity to external metal masses within your facility.

Advantages and Benefits

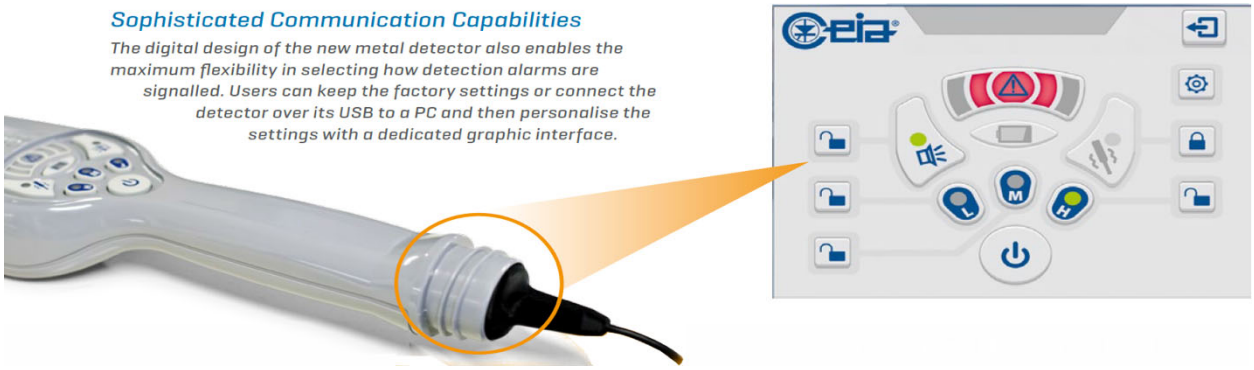


- *Programmable sensitivity*
- *Long detection range*
- *Extended continuous operation time*
- *Automatic low-power mode during screening pauses*
- *Long-life rechargeable batteries are renewable energy*
- *Fast, reliable battery charger: no need for battery removal*
- *Dedicated holder acts as table stand and battery charger*
- *Operator functions can be standard or customized by the user*

Features

Most metal detectors are sensitive to the large amount of metal in corrections facilities which can create false readings and signaling. This problem is virtually eliminated with the PD240C detector. The PD240C has uniform sensitivity to magnetic and non-magnetic targets, including those made of stainless steel, while reducing the interference from the surrounding materials. Additionally, the CEIA detector conforms to and exceeds the NIJ

standard 0602.02 and the NIJ draft standard 0602.03. Furthermore, the exterior casing is made of state-of-the-art polymers, allowing for extended use in the rugged corrections environment, whether indoors or outdoors.



The PD240C detector is powered by two AA-size NiMH batteries with a life of over 55 hours and extended battery life up to 100 hours. Battery recharging takes less than five hours.

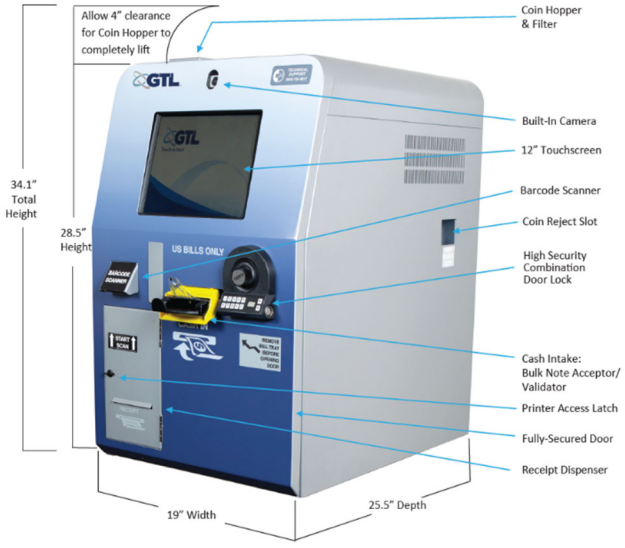
Electronic functions include an inspection transmitter-receiver using Digital Signal Processing (DSP) technology, a digital operator interface, and external communications over the unit's USB port. The CEIA detector has an optical alarm that facility staff can set to be proportional to the intensity of the detection signal and an acoustic alarm with a constant tone or one proportional to the size of the object detected.

PAYMENT/FINANCIAL

ViaPath Financial Services Intake/Booking Kiosk

We propose our VIAPATH Financial Services Intake and Booking Kiosk (Intake Kiosk) to automate the counting, processing, and depositing of an arrestee's cash bills and coins in DOC's facility intake and booking areas. Funds collected are deposited to the inmate's trust fund and are available for commissary purchases during the inmate's incarceration.

The VIAPATH Financial Services Intake Kiosk was specifically designed to replace manual, time-consuming currency processing, and cash-management activities. It can simultaneously count and process U.S. cash bills and coins, thus reducing the time, labor, and expense of manually processing cash during booking. The kiosk's rugged design is built with advanced technology to withstand the rigorous booking environment.



Our intake kiosk accepts, and counts, up to 30 bills and up to 300 coins at a time. Bulk bill and coin processing is unique to our Intake Kiosk. While our competitor's kiosks only process one coin and one bill at a time.

Features and benefits of the VIAPATH Financial Services Intake Kiosk are summarized below:

FEATURES	BENEFITS
Counts US cash bills and coins in BULK—up to 30 bills at a time and up to 300 coins per minute	• *Eliminates risks associated with manual cash counting and management* • *Reduces inmate booking time and intake congestion*
24/7/365 self-service turnkey solution	• *Includes installation, training, monitoring, service, cash pick up, client support, and reporting* • *Requires no facility maintenance* • *Allows employee allocation to mission-critical tasks vs. cash-handling activities*
Real-time transactions and reporting	• *Posts to inmate's account within seconds* • *Provides immediate access to transaction records*
Bulk-note feeder with fast-load bill tray	• *Reads, validates, counts, and stacks notes securely* • *Rejects counterfeit currency*
Barcode scanner	• *Automates inmate identification at booking* • *Eliminates manual entry and identification errors*
Voice Alert Messaging	• *Allows booked inmate to notify friends and family of their arrest with a facility-approved message* • *Foster goodwill among facility, arrestee, friends, and family*
Impact-resistant touch screen operation	• *Provides ease of use for arresting officers*
Printed receipts	• *Provides a transaction record, which is placed in inmate's property bag*

Additional Intake Kiosk features include:

- ***Accepts $1, $2, $5, $10, $20, $50, and $100 US Currency in bulk and in any order***
- ***Locking coin tray***
- ***Coin rejection slot***
- ***Non-secured receipt paper access***
- ***Single-sided access for easier service and installation***
- ***Built-in digital camera—no additional equipment required for monitoring***

- ***Fully secured door with combination lock for courier and maintenance service***
- ***Remote online monitoring by VIAPATH for kiosk status and service***
- ***Courier services and all kiosk supplies provided by VIAPATH***

Upon completing each transaction, the kiosk prints two receipts and takes a picture of the user. One receipt can be placed directly into the inmate's property bag and the other processed per facility guidelines. Transaction history, user photo, and the option to print additional receipts are available on the VIAPATH website through the Partner/Facility Login, which only allows access to authorized users.

Because receipt paper is positioned in an accessible compartment, facility staff can easily replace receipt paper on their own, without the need for a service call. However, the cash box is securely protected from anyone other than VIAPATH authorized personnel. Our kiosks have never been successfully penetrated by unapproved persons.

3.9.17.1. Vendor shall describe their ability to monitor a sample of inmate telephone calls and provide monthly reports to the DOC.

ViaPath has read, understands, and will comply.

ViaPath Intelligence Analysts offer Intelligence as a Service. These professionals apply software solutions and algorithms to develop reliable, actionable intelligence. Fusion Analysts receive mentoring from seasoned leaders with experience in law enforcement and correctional agencies. ViaPath currently provides intelligence services to include call monitoring in over 13 state department of corrections and several county facilities. However, our analysts can offer not only call monitoring but a wide range of intelligence support to the DOC.

The analysts work closely with DOC investigators to meet their daily reactive intelligence needs. Analysts leverage other Fusion members to identify trends and illicit activity that may be occurring at DOC's facility.

ViaPath Fusion provides certified mobile forensic examiners to conduct logical and physical extractions of forensic data from mobile devices legally recovered from within member facilities. During the examination of devices, the standard rules of evidence handling are maintained to ensure proper chain of custody and reporting.

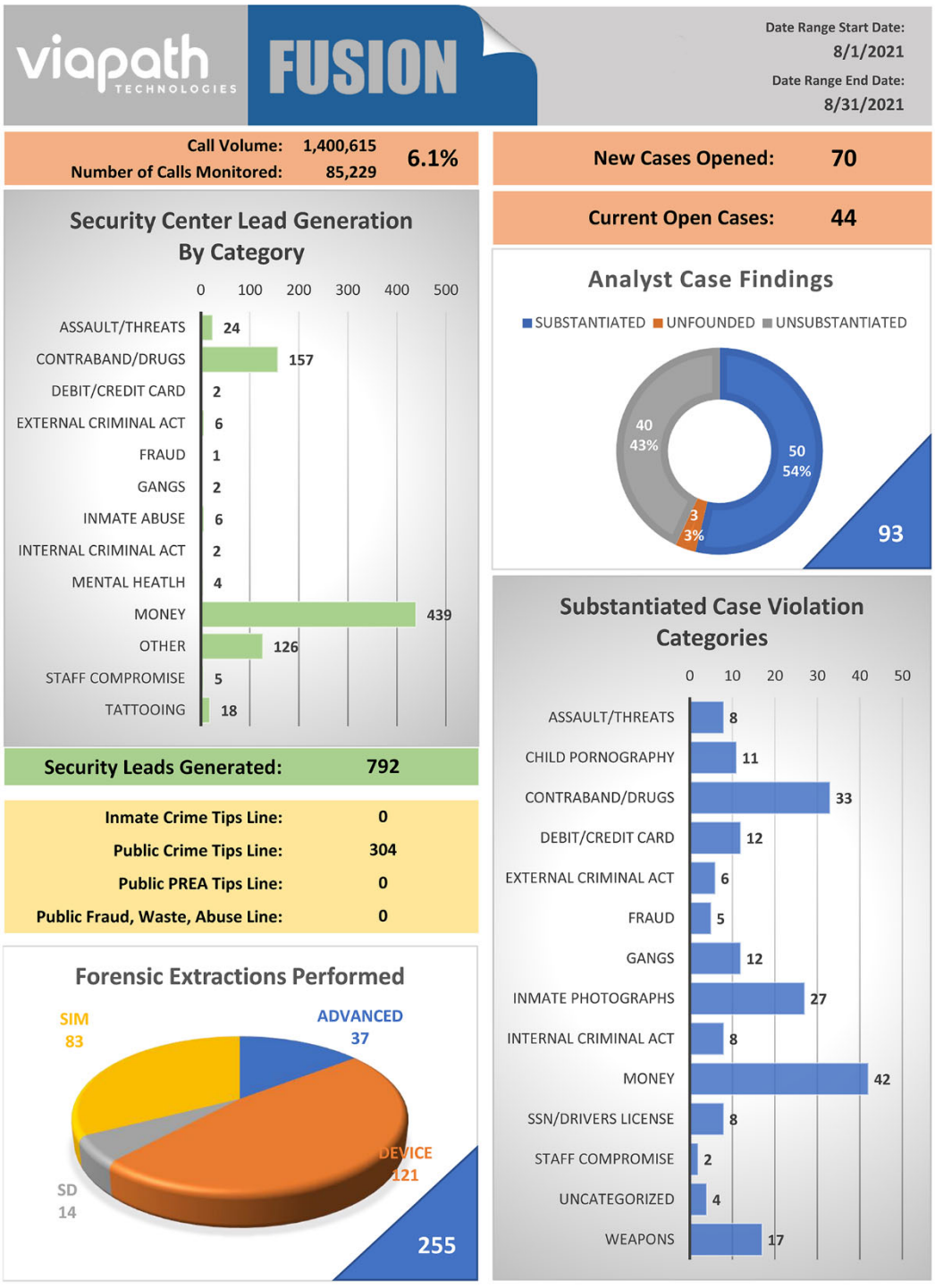
The analysts work closely with DOC investigators to meet their daily reactive intelligence needs, while actively participating in a proactive capacity as a valuable intelligence partner. The analysts also network closely with other Fusion members, identifying industry trends and illicit activity that may be occurring within the DOC's facilities. In addition to providing both reactive and proactive intelligence, ViaPath's Fusion offering includes certified mobile forensic examiners available to conduct logical and physical extractions of forensic data from mobile devices legally recovered from within member facilities. During the examination of devices, the standard rules of evidence handling are maintained to ensure proper chain of custody and reporting.

ViaPath Fusion Services Provided

- ***Monitoring X% of active DOC inmate calling***
- ***Providing timely responses that allow for effective reactive intelligence requests from DOC staff***
- ***Utilizing unit strategies, combined with personal strategies, to develop actionable intelligence proactively and prepare detailed written reports for DOC and ViaPath staff***
- ***Skillful examination via ViaPath tools and algorithms on data obtained from member facilities***
- ***Cell phone forensic exams***
- ***Courtroom testimony as it relates to intelligence work***
- ***Site investigator training on ViaPath intelligence tools, as well as techniques for developing actionable intelligence***

Sample Call Monitoring Report

Following is an example of a summary intelligence report for call sampling.



3.9.18. The vendor may at the discretion of each Participating State:

3.9.18.1. Provide and maintain a computer network for offender use that is separate from the States network, enabling offenders to make phone calls from tablets, and the vendor further should agree to:

ViaPath has read, understands, and will comply.

We provide our ViaPath Inmate Calling App ***through our wireless inmate*** *tablet.* ***This app allows inmates to call friends and family using touchscreen inputs. The calling app connects directly to ViaPath's ITS via the secure wireless network, which is fully integrated with our system. The transition to the wireless tablet calling platform will be seamless for those inmates who are accustomed to ViaPath's traditional inmate phones. Additional investigative opportunities are created—with more calls available to analyze—with inmates speaking to associates from their living quarters. All security features of our traditional inmate telephones are available as part of ViaPath's solution. Tablets are simply a gateway for inmates to access our proprietary inmate phone platform.***

ViaPath is the industry leader in providing inmate phone calling using tablet devices!

The tablets connect securely to our ITS and use the same call parameters and functions, including live monitoring. All investigative and analytical tools are the same for calls placed on tablets or standard inmate phones.

Calls made using the app on the wireless tablet create the same CDR within the ITS. Reporting can be done on all the same criteria as calls placed from a standard inmate phone. The Location ID of the calling phone is the ID of the tablet used.

A. Provide all equipment and software necessary to provide the services requested, to include but not limited to: telephone sets, wiring, connectors, jacks, etc. The vendor may, upon DOC approval, utilize any existing hardware belonging to the DOC that is available and suitable. (Note: Any materials currently belonging to the DOC shall remain the property of the DOC.) All equipment should be of a heavy construction and considered vandal-proof by telephone industry standards. Security phone sets are to be provided by the vendor, and all sets shall be the property of the vendor. The DOC will determine the number of telephones at each facility along with the location of all necessary equipment. The vendor will provide services to all facilities required by the DOC including current, new and privatized facilities.

ViaPath has read, understands, and will comply.

B. Repair and maintain all network hardware and software in the system, to include any currently existing hardware that the Vendor chooses to utilize. The vendor shall be responsible for all charges related to the installation, repair, or maintenance of all network hardware/software related to the network and phone system for the term of the contract, including but not limited to: line charges, connection fees, or other charges that may be generated by local telephone companies or long distance telephone companies that may be utilized by the vendor. All work performed by the vendor shall be at the vendor's expense and shall not be billed to the DOC.

ViaPath has read, understands, and will comply.

C. Provide and install all additional and replacement wire and/or cable necessary for the operation of the proposed systems. All wire and/or cable installed becomes the property of the DOC. The installation and materials used must conform to industry as well as DOC security standards.

ViaPath has read, understands, and will comply.

D. Order all lines and make all necessary connections to make the system active and for mounting all Vendor-owned equipment.

ViaPath has read, understands, and will comply.

E. Provide a system whereby telephone calls are not operator assisted, but are voice activated collect calls, prepaid or debit calls that include local and long-distance calls. State the options available to the DOC and recommend a program that would require limited administrative involvement by the DOC. The desired system languages are English and Spanish. Further, the phone system will be compatible with the needs of deaf offenders and offer video phones for deaf offenders. Hard of hearing offenders exist throughout the DOC, and the phone system should accommodate such offenders.

ViaPath has read, understands, and will comply.

F. Offer a programmable time limit restriction on calls with a notification of cut-off.

ViaPath has read, understands, and will comply.

G. Assign a permanent ID number to each offender to allow system access and use. Upon DOC request, DOC offender ID #'s may be changed.

ViaPath has read, understands, and will comply.

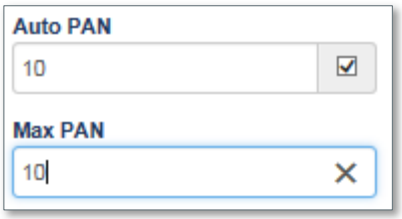
H. Include remote cut-off switches at each installation site and/or administration sites to allow the system to be disengaged by the DOC. The vendor will provide and install cut-off switches.

ViaPath has read, understands, and will comply.

I. Provide a system capable of furnishing a maximum of 15 numbers to each offender. The system should be automated to allow for the offender to be responsible for programming, maintaining, and updating the system with approved numbers. All updates should be made the same day.

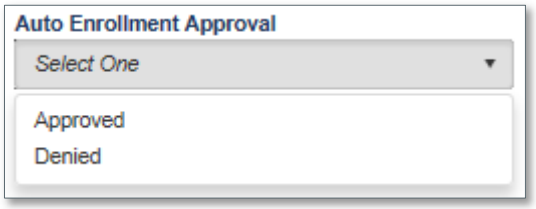
ViaPath has read, understands, and will comply.

The ViaPath ITS PIN system supports the automatic addition of allowed numbers to an inmate's Personal Allowed Number (PAN) via the Auto PAN function. In this self-learning mode, inmates add a number to their PAN list the first time they dial the number. The DOC configures whether Auto PAN is enabled for the PIN and the maximum number of destination telephone numbers that can be added to each inmate's PAN via Auto PAN. If desired, authorized users can configure the system so each new PIN added defaults to Auto PAN Enabled with the Max PAN set to your approved limit.



ViaPath's Auto PAN feature offers a unique (optional) feature to have the system IVR dial the number the inmate added to the Auto PAN. Upon answer, the called party hears a message, indicating the name of the inmate and informing them that the inmate wants to make calls to that number. The called party indicates whether they wish to accept or reject using key press. If they reject, the PAN record for that number shows this with a check in the Called Party Blocked indicator on the PAN record page.

Authorized DOC administrators must always approve a number the inmate has added via Auto PAN. This is selected via the Auto Enrollment Approval drop-down menu on the PAN Details page.



J. Brand each call with the name of the facility and the name of the offender placing the call.

ViaPath has read, understands, and will comply.

K. Deny all incoming calls.

ViaPath has read, understands, and will comply.

L. Detect and prevent a call to be transferred to a third party within the limits of current technology. No calls to pager numbers or pay telephones are allowed.

ViaPath has read, understands, and will comply.

M. Provide offenders in segregation with mobile headsets or tablets (if the offender has purchased a tablet) to place phone calls.

ViaPath has read, understands, and will comply.

N. Terminate a call completely when the caller hangs up, the called party hangs up, when the system's time limit parameter is reached or when a third-party call or call forwarding is detected if designated by the DOC. The offender will be required to go through the automated operator or voice activator to initiate another call. The entire dial command sequence must be repeated.

ViaPath has read, understands, and will comply.

O. Offer each facility or applicable DOC employees the capability of remotely monitoring calls.

ViaPath has read, understands, and will comply.

P. Offer a monitoring system that incorporates a Security Threat Group (STG) component that will include but is not limited to: identification and tracking of STG member calls and their call patterns, reporting capabilities identifying all calls made by STG members and indicating STG affiliation by facility, and identify phone numbers STG members call and indicate report whether other offender are calling the same numbers.

ViaPath has read, understands, and will comply.

Q. Provide the capability of automatically recording all calls made from the offender telephone system, but not attorney calls, and the capability to track and retrieve recorded conversations via offender ID number, destination number, time of call, point of origin, or duration of call. The system should also offer the ability to query based on specific words and/or phrases. The system should allow for storage of this information for a minimum of sixty months. The Vendor shall provide the necessary equipment to meet the required storage needs.

ViaPath has read, understands, and will comply.

R. Offer biometric voice identification technology to enroll, validate monitor and continuously identify all offenders speaking on phone calls. The biometric voice identification system shall include comprehensive investigative features.

ViaPath has read, understands, and will comply.

ViaPath can offer the DOC our unique voice biometric solution, Voice IQ®. ViaPath's Voice IQ is a biometric speaker verification system that enables the initial verification and identification of DOC inmates in real time, using a simple, spoken passphrase and will continue to verify that speaker optionally throughout the call.

Two levels of voice biometric identification are available on ViaPath's ITS:

- ***Voice IQ® Initial Voice Biometric Verification—Verifies the voice of the inmate matches the voice print associated with the entered PIN at the beginning of the call. Will flag any failure of matching and can be configured to deny the call if there is a match failure.***

- ***Voice IQ® Continuous Voice Biometric Inmate Verification—Continuously analyzes the inmate voice throughout the call to ensure the inmate does not hand-off" the call to a different speaker.***

Both features are an integrated part of our ITS and include analytical tools and reporting. When working together,they enable comprehensive and ongoing inmate caller identification.

Totally language and accent independent, the Voice IQ voice biometric identification feature provides a secure, efficient, and extremely convenient method to initially verify an inmate's identity and continuously ensure that the inmate does not hand over the call to another inmate during the call. The voice biometric solution is easy to deploy within DOC facilities, as it is fully integrated with our inmate telephone system – we can enable it in your facility by essentially "a flip of a switch." Designed exclusively to meet strict facility security standards, ViaPath's voice biometric solution has successfully passed independent security audits.

Voice IQ® Voice Biometric - Initial Inmate Identification

ViaPath's Voice IQ (Initial) is a biometric speaker-verification system that enables initial verification and identification of a DOC inmate in real time, using a simple, spoken passphrase.

Totally language- and accent-independent, the Voice IQ voice biometric initial identification feature provides a secure, efficient, and extremely convenient method to initially verify an inmate's identity. Our solution is easy to deploy within DOC facilities, as it is fully integrated with our inmate telephone system – it is enabled in your facility by essentially "a flip of a switch." Designed exclusively to meet strict facility security standards, ViaPath's voice biometric solution has successfully passed independent security audits. ViaPath has received multiple patents for this technology.

Distinctive Advantages of ViaPath's Voice Biometric Solution

- ***Operates in Real Time – Prevent PIN fraud before it happens, instead of discovering it after the fact.***
- ***Resides as an integral component of the ITS and does not require third-party software to be opened outside of the ITS user interface.***
- ***Enrollment Flexibility – In addition to script-based enrollment, the system can enroll the inmate based on voice samples taken during initial calls made by the inmate. There is no need for staff involvement!***

Features

- ***Language- and accent-independent***
- ***State-of-the-art accuracy***
- ***Fully integrated with hosted ITS***
- ***Straightforward deployment***

- ***Integrated security***
- ***Convenient and non-intrusive (no personal information required)***

How It Works

ViaPath's Voice IQ solution is an integrated component of ViaPath's ITS. Inmates are enrolled (below) to provide a "voiceprint" that is coupled with the inmate's PIN. With every call, the inmate speaks their passphrase into the telephone handset after entering their PIN. ViaPath's voice biometric module then processes the inmate's passphrase for verification of identity versus the PIN. A verification result is then returned to confirm or deny the inmate's identity based on the voice print analysis. Thresholds in the voice biometric module are configurable, and ViaPath typically "tunes" the parameters to the specific DOC environment to minimize both false positives and negatives. The ITS can be configured in the result of an identity mismatch to either deny the call from proceeding or to flag the call but allow it to continue for investigative purposes.

Voice IQ®—Continuous Voice Biometric Identification

ViaPath's Voice IQ (Continuous) is a biometric speaker-verification system that not only enables initial verification and identification of a DOC inmate in real time, using a simple spoken passphrase, but also continues to verify that speaker throughout the call.

Totally language- and accent-independent, the Voice IQ continuous voice biometric identification feature provides a secure, efficient, and extremely convenient method to initially verify an inmate's identity and then ensure that the inmate does not hand over the call to another inmate during the call. The voice biometric solution is easy to deploy within DOC facilities as it is fully integrated to our inmate telephone system – it is enabled in your facility by essentially "a flip of a switch." Designed exclusively to meet strict facility security standards, ViaPath's voice biometric solution has successfully passed independent security audits. ViaPath has been awarded multiple patents for this technology.

Distinctive Advantages of ViaPath's Continuous Voice Biometric Solution

- ***Operates in Real Time—Delivers actionable intelligence as it happens. An SCE can be seen in near real-time in the Live Monitoring module of the ITS application.***
- ***Resides as an integral component of the hosted ITS and does not require third-party software to be opened outside of the hosted ITS user interface.***
- ***Enrollment Flexibility—ViaPath provides the most seamless and accurate methods of enrolling inmates into Voice IQ Continuous application. Script-based enrollment ensures 100% participation in the Voice IQ enrollment process. In addition, the system can take enough speaking samples from a single call or across multiple calls to complete ViaPath Voice IQ enrollment. There is no need for staff involvement!***
- ***Works throughout the call and will identify fraudulent handover of the handset to a different inmate.***

- ***Identifies and scores all potential fraudulent users on the call.***
- ***Provides the ability to search call recordings for the voice print of an inmate.***

Features

- ***Language- and accent-independent***
- ***State-of-the-art accuracy***
- ***Fully integrated with hosted ITS***
- ***Straightforward deployment***
- ***Integrated security***
- ***Convenient and non-intrusive (no personal information required)***

How It Works

Voice IQ Continuous Voice Verification is used in conjunction with the Voice IQ Initial Voice Verification to ensure the inmate validated with the PIN at the start of the call remains the only inmate throughout the call. Using one of the most comprehensive, natural-language-speaker-verification tools in the industry, Voice IQ enrolls the inmate voiceprint and builds a voiceprint profile for comparison in future calls. During the inmate call, Voice IQ continuously compares segments of the live calls to the recorded voiceprint to verify the inmate's identity. Whenever the software detects a change in the voice on the inmate side, a Speaker Change Event (SCE) is recorded in the call record and displayed in real time if the call is being live monitored. Voice IQ also identifies most likely inmates matched to the new voice.

Voice IQ Continuous also provides a valuable investigative feature in voiceprint search. Investigators can search call recordings to identify those that include a specific inmate's voiceprint.

ViaPath's Voice IQ Continuous generates a system alert when an SCE occurs. Alerts can perform any combination of the following actions:

- ***Alert both parties an SCE has occurred***
- ***Terminate the call***
- ***Store SCE information in the hosted ITS database but allow call to continue***
- ***Alert designated personnel by email or text message***

S. Offer a blocking feature to ensure that specific numbers are not called (e.g. 800, 888, 911, or toll-free numbers, etc.). In addition, the system shall allow for individual telephone numbers to be blocked.

ViaPath has read, understands, and will comply.

T. Offer a feature for blocking large number ranges, such as for State college dormitories.

ViaPath has read, understands, and will comply.

U. Not require DOC personnel to assist with the placing of a call.

ViaPath has read, understands, and will comply.

V. Include an accounting and reporting package that will provide detailed cost figures on all calls placed and provide revenue accounting on a monthly basis.

ViaPath has read, understands, and will comply.

Monthly Commission and Revenue Reports

With each monthly commission check, the DOC will receive a standard set of commission and revenue reports, detailing call traffic and total gross revenue. Reports will distinguish collect, prepaid collect, and inmate debit calls (if applicable) by Local, Intra-State Intra-LATA, Intra-State Inter-LATA, Inter-State Inter-LATA, and International (if applicable) call types.

Summary Commission Report	*Calls, minutes, revenue, commission, and percentages with details and totals for individual call types and grand totals for all call types in the report*
Monthly Revenue by Phone	*Calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report*

Monthly Commission Report

ViaPath will provide commission reports in any format requested by the DOC. We traditionally offer reports that show calls, minutes, revenue, and commission due; with data segmented by call type and by collect, prepaid, debit, and international region. Following is an example of such a report for a single facility.

Call Type	Number of Calls	% Total Calls	Minutes	% Total Minutes	Revenue	% Total Revenue	Commission Rate	Total Commission
Collect Local								
Collect Intrastate Intralata								
Collect Intrastate Interlata								
Collect Interstate Interlata								
Debit Puerto Rico & Virgin Islands								
Debit (Non US) Carribbeans								
Debit Intrastate Intralata								
Debit Intrastate Interlata								
Debit Interstate Interlata								
Debit Canada								
Advance Pay Local								
Advance Pay Intrastate Intralata								
Advance Pay Intrastate Interlata								
Advance Pay Interstate Interlata								
Sum:								

Monthly Revenue Reports

The standard monthly Revenue by Phone report shows the number of calls, minutes, and revenue with details and totals for individual inmate telephones and grand totals for all telephones in the report.

Custom Monthly Revenue Reports

There is no charge for customized reports. When required or requested, ViaPath provides revenue data and reports at our secure Internet FTP site, which authorized the DOC staff can access from on-site system workstations or from authorized computers at remote locations. Custom reports can be formatted depending on the DOC's preference: comma separated value (.csv) text files, Excel worksheets, or portable document formatted (.pdf) files.

Following are examples of the types of reports available to authorized DOC personnel from ViaPath's secure Internet FTP site. Our flexible report system is currently configured to provide over 100 different kinds of reports, based on information available in a facility's call detail records. ViaPath customizes reports as needed to meet your specific requirements.

Example Reports

Sample Monthly Summary Totals by Sites - February 20YY

Site ID	Site Name	Calls	Minutes	Revenue
LC01	Anyplace Regional	33966	397030	$161,108.79
LC02	Anyplace Courthouse	2210	22584	$9,695.07
LC03	Anyplace Detention	16356	243409	$92,035.81
LC04	Anyplace Juvenile	45	450	$195.02

Sample Monthly Totals for Site by Station - February 20YY

Site ID	Site Name	Station	Calls	Minutes	Revenue
LC02	Anyplace Courthouse	6619420001	152	1295	$611.81
		6619420002	1	1	$3.35
		6619420003	6	22	$25.34
		6619420004	7	25	$27.82
		6619420007	97	971	$446.33
		6619420008	154	2379	$744.87
		6619420009	154	937	$598.33
		6619420010	186	1684	$748.94
		6619420039	67	933	$316.24
		6619420040	160	1730	$705.38
		6619420041	20	209	$91.27
		6619420042	64	1039	$323.85
		6619420043	110	1982	$564.19
		6619420044	18	228	$75.48
		6619420045	25	163	$101.80
		6619420046	138	994	$539.74
		6619420047	112	736	$497.22
		Site Totals:	**1471**	**15328**	**6421.96**

Anyplace Jail

Monthly Totals by Station and Call Type - February 20YY

Site ID	Site Name	Station #	Calltype	Ratetype	Calls	Minutes	Revenue
LC01	Jail	3233571	Calling Card Station-to-Station	Local Calls (Primary)	3	22	$11.28
LC01	Jail	3233571	Collect Station to Station	Interstate Inter-LATA	2	9	$15.91
LC01	Jail	3233571	Collect Station to Station	Intrastate Inter-LATA	1	1	$3.69
LC01	Jail	3233571	Collect Station to Station	Intrastate Intra-LATA	3	21	$11.94
LC01	Jail	3233571	Collect Station to Station	Local Calls (Alternate)	3	4	$10.31
LC01	Jail	3233571	Collect Station to Station	Local Calls (Primary)	17	72	$60.29
LC01	Jail	3233571	Prepay Station to Station	Local Calls (Alternate)	1	3	$3.52
LC01	Jail	3233572	Calling Card Station-to-Station	Intrastate Inter-LATA	5	26	$29.62
LC01	Jail	3233572	Calling Card Station-to-Station	Local Calls (Primary)	9	62	$33.48
LC01	Jail	3233572	Collect Station to Station	Intrastate Intra-LATA	8	71	$33.76
LC01	Jail	3233572	Collect Station to Station	Local Calls (Alternate)	10	32	$37.21
LC01	Jail	3233572	Collect Station to Station	Local Calls (Primary)	35	256	$131.40
LC01	Jail	3233573	Calling Card Station-to-Station	Intrastate Inter-LATA	1	2	$3.94
LC01	Jail	3233573	Calling Card Station-to-Station	Local Calls (Primary)	13	166	$55.24
LC01	Jail	3233573	Collect Station to Station	Local Calls (Primary)	63	491	$239.98

LC01	Jail	3233573	Prepay Station to Station	Intrastate Intra-LATA	1	3	$3.72
LC01	Jail	3233573	Prepay Station to Station	Local Calls (Primary)	2	20	$7.77
LC01	Jail	3233574	Calling Card Station-to-Station	Intrastate Intra-LATA	1	6	$3.81
LC01	Jail	3233574	Calling Card Station-to-Station	Local Calls (Alternate)	2	65	$15.17
LC01	Jail	3233574	Calling Card Station-to-Station	Local Calls (Primary)	11	110	$44.00

W. Include capability for access to the Prison Rape Elimination Act (PREA) Sexual Abuse Hotline, which is operated by a designated outside reporting entity along with access to an identified emotional support entity and any other special need hotline numbers identified by the DOC. Calls to the Hotline shall be at no charge to offenders or the DOC. DOC to designate applicable staff with access to monitor the hotline.

ViaPath has read, understands, and will comply.

X. Provide a telephone hotline to allow an offender to dial #55 (preferred number) where the offender hears a recording (English/Spanish) stating they can report sexual abuse or sexual harassment using this system. The offender's voice message is attached to an email that is sent to either the English shared mailbox account or to the Spanish shared mailbox account for review and handling; mailbox must have the capability to send out emails. DOC must be able to confirm the location where the call originated. The offender may further dial #55 to request Emotional Support where they speak to a live person and can get emotional support or make a report.

ViaPath has read, understands, and will comply.

From ViaPath Command, ViaPath's speed dial feature allows facility staff to create a variable-digit speed dial numbers for any special number to access PREA, Crime Tips, or any other special destination. These numbers are treated identically to other numbers and may be set to record, or not record, on a facility-wide or per-inmate basis. There is no limit to the number of speed dial numbers ViaPath can support.

Y. Provide an anonymous hotline for staff and members of the general public to call in reports regarding sexual abuse or sexual harassment. The voicemail will attach to an email that is sent to the applicable sexual abuse mailbox.

ViaPath has read, understands, and will comply.

Z. Agree that in the event of a transition to another offender phone vendor, all equipment will remain with the DOC until new equipment is installed by the new vendor. Provide the DOC and the new vendor assistance for transition to a new contract at the termination of the contract resulting from this RFP.

ViaPath has read, understands, and will comply.

AA. Provide a system that does not violate any federal, State, or local laws.

ViaPath has read, understands, and will comply.

BB. Obtain all required Federal Communications Commission (FCC) licenses or any other approvals needed to utilize the system at a DOC facility.

ViaPath has read, understands, and will comply.

CC. Provide a system that does not interfere with any wireless equipment (two-way radios, Wi-Fi equipment, etc.) already operating at either facility. This includes but is not limited to two-way radio systems, telephone and data systems (other than applicable cellular devices), fire alarm systems, environmental control systems, lighting, motors, pumps, and electrical equipment. Should any damage occur, the vendor shall be responsible for any repairs required.

ViaPath has read, understands, and will comply.

3.10 ITS INMATE IDENTIFICATION NUMBER (ID) APPLICATION

3.10.1. The vendor will establish an inmate account on the ITS that includes:

3.10.1.1. The DOC inmate ID number will be contained within the ITS inmate ID account number.

3.10.1.2. DOC inmate ID numbers are generated by each DOC Inmate management system at intake and will be provided to the ITS daily.

3.10.1.3. The ITS will provide the inmate the ability to choose a minimum of a four (4) digit password for logging into the ITS. The vendor will describe

the procedures to implement and reset an inmate's password.

ViaPath has read, understands, and will comply with the entirety of 3.10.1.

ViaPath will comply with 3.10.1 in its entirety. Regarding requirement 3.10.1.3, ViaPath can provide a "security PIN" that is defaulted as defined by the Customer; commonly this is the inmates MMDD date of birth. The inmate can reset the security PIN to any value they choose upon first use of the system.

3.10.2. Authorized DOC staff will have authority to modify or review any privileges or restrictions pertaining to an inmate. Level of authority should be password/user account/password-based.

ViaPath has read, understands, and will comply.

3.10.3. The ITS inmate ID number application will work with the ITS using all the features and functionalities described herein. No calls will be made without an ITS inmate ID number.

ViaPath has read, understands, and will comply.

3.10.4. The ITS will have the capability to provide collect, debit and pre-paid station-to-station calling utilizing an ITS inmate ID number.

ViaPath has read, understands, and will comply.

3.10.5. The ITS must allow each ITS inmate ID number to have a "class of service" assigned. An adjustable default setting shall be provided. Setting will apply to all calls unless modified for a special ID. For example, each ITS inmate ID number will have the maximum duration of each call, etc. The proposed ITS must provide call restrictions by ITS inmate ID number and provide the following restrictions at a minimum:

3.10.3.1. Location: Inmates can only make calls from the location designated by DOC.
3.10.3.2. Placing of Calls: Inmates can be either approved or not approved to make telephone calls by ITS inmate ID number.
3.10.3.3. Use of Specific Telephones: Inmates, via the ITS inmate ID number, will be restricted to a specific telephone or group of telephones, at the authorized DOC staff's option; (e.g.: unit, wing, etc.).
3.10.3.4. Duration of Call: Limit the duration of the call by facility, by

individual, and by type of call, (local, Interlata, etc.).

3.10.3.5. Time of day calling.

3.10.3.6. Any combination of the above.

3.10.3.7. Once an inmate is released, the ITS inmate ID number and password will be deactivated.

ViaPath has read, understands, and will comply with the entirety of 3.10.5.

3.10.6. The ITS will interface with the DOC NOTIS system to ensure the DOC inmate ID will be automatically transferred to the ITS.

ViaPath has read, understands, and will comply.

3.10.7. The ITS inmate ID numbers will be accessible to authorized DOC staff.

ViaPath has read, understands, and will comply.

3.10.8. The vendor's ITS will document any changes to an individual ITS inmate ID number.

ViaPath has read, understands, and will comply.

3.11 SYSTEM RESTRICTION, FRAUD CONTROL AND NOTIFICATION REQUIREMENTS

3.11.1. The security and confidentiality of inmate-placed telephone calls is of critical importance. Security features, which prevent unauthorized access to any information held by the vendor, will provide for restriction to the ITS, fraud control for prevention purposes, and notification capabilities for attempted security violations or breaches. Secure access to the ITS will be maintained at all times. The ITS will have security capabilities that include, but are not limited to:

ViaPath has read, understands, and will comply.

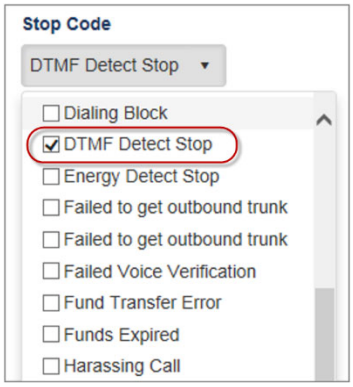
3.11.1.1. Each completed call from the ITS, except registered attorney telephone calls, will include a pre-recorded announcement that the call is subject to monitoring and recording. The pre-recorded announcement will be random, but no less than one (1) time within the first ten (10) seconds of the call and at a minimum of three (3) times in a 30 minute

telephone call.

ViaPath has read, understands, and will comply.

3.11.1.2. The vendor will be able to detect unusual or suspicious number sequences dialed or dialing patterns, which the ITS identifies as possible attempts to commit fraud. The vendor must briefly describe how the ITS will perform and/or prevent such fraudulent dialing attempts.

ViaPath has read, understands, and will comply.



ViaPath's ITS allows inmates to only complete one call per attempt. The system blocks any attempt to dial extra digits during a single call. The inmate must hang up (terminating the first call), re-enter their PIN, and redial to place another call, eliminating the potential for chain dialing or other phone fraud.

The Extra Dialed Digit filter defines the maximum DTMF tones that the system accepts in the called number sequence; generally, this is set for NANP 10 digits. If an inmate tries to dial extra digits (beyond the filter specified) during a call, the ITS detects the DTMF tones and terminates the call. Alternatively, the system can allow the call to continue to obtain actionable intelligence. In either case, the system flags the call in the database.

Authorized administrators can set called party numbers in the ITS to allow inmates to dial additional digits. These numbers are generally set for dialed numbers such as attorney's office, public defender's office, and bail bonds.

As the largest and most experienced ITS vendor in the industry, ViaPath has extensive experience in detecting and preventing inmate fraud and misuse of the inmate calling system. We use a combination of tools and techniques to detect and prevent fraudulent activities.

ViaPath designed our ITS with security and fraud prevention in mind. With more than 20 years of development, the system's security and fraud prevention features and functionality have been refined through customer input and experience. The table below details some of the standard security and fraud-prevention features of our ITS solution.

Feature Name	*Description*	*Advantages*
Custom Site Name Announcement and Branding	*Provides called party with location of detainee and company providing the calling service*	*Prevents inadvertent call acceptances. Provides the called party with company information that helps to recognize billing. Provides the called party with the facility name (if needed) to request a block or report harassing call attempts. Meets state and federal regulatory requirements for branding.*

Feature Name	Description	Advantages
Custom Call Rate Branding	*Provides pre-acceptance branding of call rates*	*Offers compliance with regulatory requirements*
LIDB Validation	*LIDB Validation can occur in one of two ways: full query for every call attempt or based on cached results from previous completed calls*	*Provides protection against placement of calls to numbers with collect call restriction, cell phones, or pay phones. Complies with state and federal regulations regarding prohibition of collect calls to called parties that have specifically requested blocking of this call type*
Positive Call Acceptance	*Requires acceptance by the called party through the keypad of their touch-tone phone*	*Ensures acceptance by the called party and virtually eliminates the risk of false acceptance by answering machines, fax machines or automated attendant systems*
Workstation Display of Calls in Progress	*Provides live call activity detail viewing*	*Excellent resource for troubleshooting or investigative purposes. Provides instant snapshot of system activity*
System Identification of Telephone Location	*Provides phone location identification for each call placed*	*Excellent cross-reference resource for use in system management, maintenance, and surveillance*
Block Sound Path during Call Setup	*Prohibits communication between inmate and called party prior to call acceptance*	*Gives the called party the opportunity to reject the call without being heard by the inmate. Eliminates opportunity for inmate to harass the called party during set-up. Eliminates opportunity for the inmate to pass messages during the call set-up period*
Prevent Extra Dialed Digits	*Blocks keypad entries once the inmate has entered all necessary information for call placement*	*Prevents inmate from attempting to bypass or circumnavigate system controls.* *Prevents inmates from using the keypad to access the called party's phone system when placed on hold*
Three-Way Call Detection and tracking	*Detects three-way call attempts and notates call detail record*	*Allows for non-intrusive Investigation / tracking of three-way calling activity*
Three-Way call Detection Voice Overlay Warning	*Detects three-way call attempts and initiates a voice overlay announcement*	*Provides notice to third party that they are speaking to an inmate at a correctional facility. This is helpful in warning unknowing third parties so that they can report the activity and/or terminate the call*
Three-Way Call Detection Disconnect	*Detects three-way call attempts, plays an explanatory message, and disconnects call and notates call record*	*Allows for immediate disconnection of potential three-way calling activity*
Hook Switch Flash Detection	*Detects any attempt to obtain a second dial tone by hook-switch flash*	*Prevents chained dialing to undetected destinations*
Remote Call Forwarding Detection	*Patent-pending feature during call validation checks the billing name and address of the billed party to determine if the ANI and address correspond to the geographic/phone number database*	*Prevents calls to unauthorized destinations based on outside RCF assistance*

Feature Name	Description	Advantages
Random Voice Overlay	*Provides random voice overlay, telling all called parties that the call is originating from an inmate at a correctional facility*	*Provides warning to unknowing call recipients – provides some protection against the potential negatives of three-way calling without using detection methods*

With our extensive experience and knowledge in preventing undesirable inmate activities, ViaPath can combine the features of the ITS with system administration controls to prevent or limit such activity.

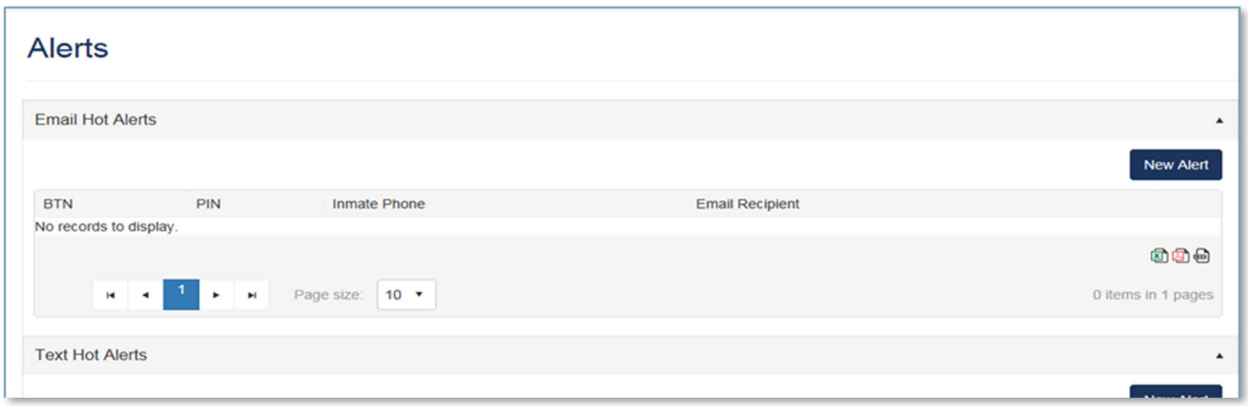
3.11.1.3. The proposed ITS will provide a call alert and notification feature. An alert is an immediate visible indication of a suspected event that can be set by authorized DOC staff. A notification is an e-mail or phone call to an identified event selected by authorized DOC staff. The event can include but is not limited to:

A. A certain inmate placing a call;
B. A certain number is called by an inmate; or
C. A DOC unauthorized call attempt is made.
D. The vendor will briefly describe the alert feature proposed with the proposed ITS and the options available to the DOC.

ViaPath has read, understands, and will comply with the entirety of 3.11.1.3.

ViaPath's ITS allows authorized staff to set up email, text, or phone Hot Alerts. Alerts are triggered when an inmate uses a specific PIN, telephone number, or phone station. The system sends these Alerts to a variety of devices, including smartphones and PCs. A valid, secure log-in password is necessary to set an alert.

Once triggered, the system contacts authorized investigator(s) with an Alert Automatic Number Identification (ANI). The investigator can then enter a security code to immediately access and listen to the live conversation. Access to an in-progress call, whether from a phone, system workstation, or remote computer, is silent. Neither the inmate nor the called party will be aware the investigator has joined the call. The



monitoring investigator may also choose to cut in and talk or terminate the call from the phone, workstation, or remote computer.

Alert Features

Email, Text, and Phone Hot Alerts – Notify one or more designated people when an alert is triggered.

Multiple Alerts – **Assign alerts to any number of phone numbers, email addresses, or SMS texts.**

Multiple Sites – Select more than one facility in your network.

Instant Access – Listen incognito or break into the live conversation.

3.11.1.4. The vendor will be able to identify and report, 3 way or conference calling and call forwarding. The vendor must have features that allow authorized DOC staff options to manage identified calls. If authorized DOC staff chooses to disconnect the call, the ITS will interject a message stating "This call is being disconnected in ten (10) seconds".

ViaPath has read, understands, and will comply.

ViaPath's ITS is designed with patented technology to isolate any attempt by the called party to bridge a call in-progress to a third party, commonly referred to as "three-way calling" or "conferencing." ViaPath recommends allowing all calls to continue, even when the system detects a three-way-calling attempt. We encourage this to capture the most actionable intelligence possible and to avoid any false positives. We can configure the system to do one of the following upon detection of call forwarding or three-way calling:

- ***Disconnect the call immediately***
- ***Disconnect the call after providing an explanatory message that a prohibited remote call forwarding/three-way call attempt has been detected (during which the parties cannot communicate)***
- ***Play a message that a prohibited call forwarding/three-way call attempt has been detected***

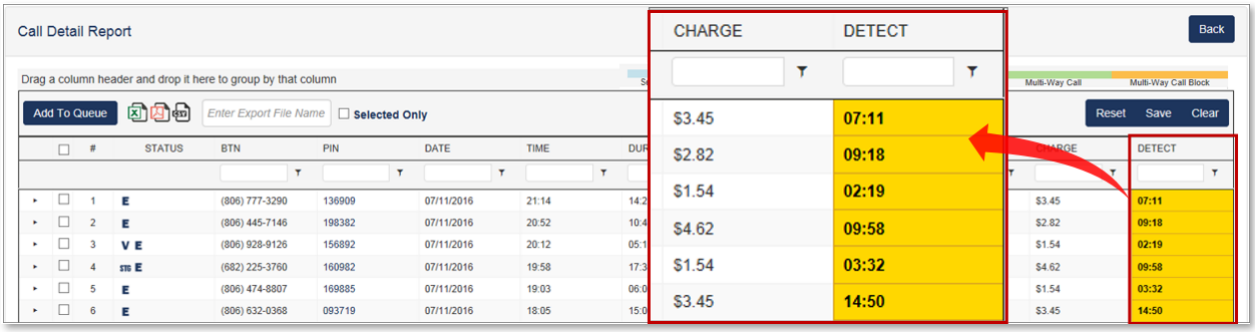
Understanding the importance to facility security of preventing inmates communicating with non-approved parties (including other inmates), ViaPath has over 20 U.S. patents specifically related to the detection of three-way call attempts. ViaPath's three-way call detection is multi-layered and does not rely solely on audible clicks or other sounds. Instead, it utilizes a variety of factors to detect 3-way call attempts.

The system constantly analyzes the audio stream, looking for audio events with enough amplitude and duration to indicate the occurrence of a three-way call. When triggered, the three-way call analysis software breaks the audio stream into 10ms slices before and after the event for detailed analysis to determine whether it is a three-way call.

Triggers include detection of a tone or noise (such as call progress tones) in the middle of a conversation with a specific degree of amplitude and duration that indicates that the tone is not part of the conversation.

This three-way call detection method does not listen for specific frequencies that can be problematic, but instead captures audio events or aberrations of enough amplitude and duration that they are not part of normal conversation.

The ITS flags the call in the call detail record and makes it available for review in a report designed for this specific purpose (Three-Way/Energy Detect).



Called Party IQ® - Inmate-to-Inmate Bridged Call Detection

ViaPath's Called Party IQ® adds an additional layer of security by detecting attempts by multiple inmates in your facility to communicate by bridging through an outside party. Called Party IQ leverages validation through our Centralized Universal Call Validation Software to add an additional layer of detection of three-way calling involving multiple inmates bridged by an outside party. Inmate calls at a ViaPath-serviced facility are required to validate through our Centralized Universal Call Validation Software. This validation step affords ViaPath's clients the ability to identify, in near real-time, any call being dialed by an inmate in the facility to a number in which another call from a different inmate is already in progress. This positively identifies a potential attempt for inmate-to-inmate communication and collusion through the called party. When this event is detected, the validation environment sends a token so that the Call Detail Record of the 2nd call attempt to the number is flagged with a Called Party IQ event.

Recognizing that sometimes there is a legitimate expectation that there may be multiple inmate calls to certain numbers (e.g., bail-bondsman, Public Defender's office), Called Party IQ allows for "whitelisting" of such numbers. Called Party IQ will not flag calls to these numbers as potential inmate-to-inmate communication.

Calls flagged by Called Party IQ can easily be searched via the Called Party IQ filter. Staff can easily then investigate what other calls are made to that same number at the same time period to uncover the identity of the first inmate involved in the potential inmate-to-inmate communication attempt.

ViaPath Technology – Cell Phone Three-Way Detection

As technology has evolved for wireless networks (and traditional public telephone networks), detecting a digital signal interruption (potential three-way call) is increasingly

more difficult than when people used analog-only landline networks. The signal's cleanliness is not disrupted, and wireless carriers are less interested in signaling for the addition of another line. This is because most cell phone companies no longer charge for three-way calling, and cell phone plans no longer focus on the number of minutes someone spends on the phone. ViaPath uses patented technology to leverage the signaling employed by wireless and VoIP networks to identify when a party called by an inmate from our telephone platform tries to connect a third party to that inmate call. Although not every carrier that ViaPath partners with provides the access to signaling required for this technology, our three-way blocking technology is 100% efficient at detecting these attempts when the carrier supports it.

3.11.1.5. Optional Requirement - Vendors will provide technology information on their ability to detect the presence of cell phones within a facility. This can be done through the vendor's company or in conjunction with a subcontractor. Provide a separate line in the proposal cost section *Attachment C, Cost Proposal*.

ViaPath has read, understands, and will comply.

ViaPath has a variety of contraband cell phone detection and forensic capabilities. ViaPath will work with the DOC to determine which solution is best for you.

Ferromagnetic Mobile Cell Phone Detection (Cellsense®/CEIA Units)

ViaPath offers the DOC the ability to detect cell phones within your facilities using a ferromagnetic mobile cell detection device. ViaPath offers a relatively mobile device that detects cell phones from as far as three feet away. The device appears like a metal detector but uses different technology to detect cell phones via non-ferrous metals which greatly reduces the number of false positives.

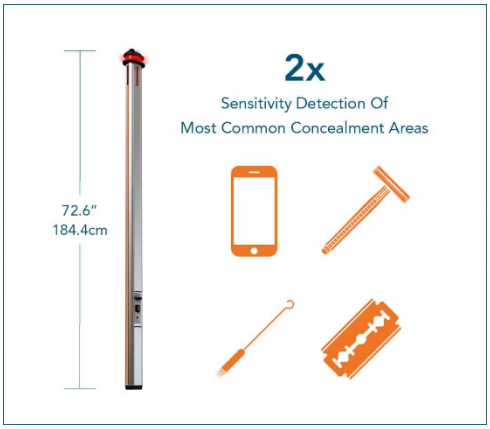
The mobile device detects all cell phones even when the unit is turned off. The unit is completely portable, so deployment is possible at any place in each DOC facility.

Mobile Cell Detection Device Features:

- ***Detects all cell phones and much more.***
- ***Full body scan with single walk by***
- ***Large numbers of prisoners scanned quickly (> 40 inmates/minute)***
- ***Body cavity detection***

- *Covert screening option*

As with all cell phone detection technology, the mobile device does have a limitation that the cell phone must be moving to be detected. Therefore, the best deployment is one that has the element of surprise and has inmates walk by it such as the cafeteria line, as visitors enter your facility, as officers enter your facility, etc. As with all cell detection technology, the ferromagnetic mobile cell detection device is not the sole solution yet as part of our ViaPath multi-faceted solution, it is an extremely effective tool.



Handheld Cell Phone Detection Wand

This device is a precision, handheld, wireless sniffer specifically tuned to the RF signature of common cell phones, including LTE, AWS, PCS, CDMA/WCDMA, GSM, and other cellular bands. The high-speed scanning receiver uses a multi-band DF (Direction Finding) antenna system allowing correctional facility personnel to locate all nearby cell phones in either standby mode or actively using voice, text (SMS), or data transmissions.

The waned identifies each cell phone by frequency (not phone number or IMEI), allowing for detection and listing of multiple cellphones. It is accurate up to a 150-foot radius for cell phone detection (indoors) and up to one mile outdoors (line-of-sight).

Benefits	Completely mobile - Weighs less than 2 lbs fully loaded or just over 1 lb with omni-directional antenna
	Identifies each phone by frequency allowing for multiple, simultaneous cell phone detections
	Internal Li-ION batter runtime of 4+ hours
	Stationary, wall mounted or fully portable scanners
	Large number of inmates scanned quickly and discreetly
Features	Receiver design boasts a dynamic range of 60 dB with user-adjustable sensitivity
	User selectable from 83 dBm to 53 dBm with a resolution of 2 dB for detection
	Selectivity rejection of at least 50 dB at 1 MHz from the uplink frequency bands provides high immunity from false triggering
	Integrated laser-assisted directional antenna (green 532 nanometer laser, 50 feet minimum span)

Mobile MAS Detection

ViaPath has the capability to provide their Cell Intel solution. Cell Intel is an end-to-end intelligence service designed to address contraband cellular deices in the nation's correctional facilities are experiencing. ViaPath's Cellular Interdiction teams are trained and experienced in Signals Intelligence operational planning, collection, and analysis. The Cell Intel service is designed to support facility investigative staff by managing all

aspects of the intelligence collection and analysis to identify and target contraband phones and assist in ultimately or terminating the devices.

ViaPath solution is powered by a licensed provider of service and operates Mobile Managed Access Systems (MAS). Cell Intel works through the utilization of these covert, mobile solutions which are temporarily emplaced to target specific locations in, or around, a facility. The mobile solution has full managed access capabilities and prevents unauthorized communication from being released during an assessment and enables ViaPath, where applicable by law, to provide intelligence from contraband devices without a court order. Intelligence includes phone numbers dialed, text message content, and device identifiers. This intelligence is analyzed and processed into useful reports that are disseminated to the facility staff to provide focus for targeted searches or termination of service.

The ViaPath team works closely with each facility to ensure assessments take place during prime contraband usage times and targets priority locations in a facility. ViaPath's equipment uses a form factor that is portable and allows the team to bring equipment to an optimal vantage point to target specific locations. This facilitates a covert operation as well as increases the probability of identifying the location (e.g., housing unit) and increases overall effectiveness.

Reporting

Reports are provided after each assessment. Real-time results are provided to authorized staff and a full report is delivered within fifteen (15) days after the assessment. Data will provide a general proximity of the devices as well as:

- ***Date and Time captured.***
- ***International Mobile Subscriber Identity/Subscriber Identity Module and/or Mobile Identification Number (IMSI/SIM, MIN).***
- ***International Mobile Equipment Identity / Hardware ID / pseudo Electronic Serial Number (IMEI / HW or pESN).***
- ***Carrier – Native carrier for non-CDMA technology.***
- ***Time Rx – Date and time message was sent from device.***
- ***Sender IMSI – IMSI of the device sending the message, respectively.***
- ***Zone – Location name loaded from operation of assessment.***

Corrections agencies have used intelligence data in different ways to fight contraband. Examples include processing court orders to disconnect cellular accounts and have devices blacklisted by the operator thus not allowing them to be used even when a new sim is inserted. Others have conducted targeted searches in areas where the phones were found based on the data extracted.

Cellebrite UFED System Real-Time Mobile Forensics

ViaPath offers the DOC Cellebrite UFED system devices. The Cellebrite UFED Forensic System is the ultimate standalone mobile forensic device, ready for use out in the field or in the lab.

The UFED system extracts vital information from 95% of all cellular phones on the market today, including smart-phones and tablet devices (Microsoft, Symbian, iPhone, and Google Android). Simple to use even in the field with no PC required, the UFED can easily store hundreds of phonebooks and content items onto an SD card or USB flash drive.

Cellebrite UFED supports all known cellular device interfaces, including serial, USB, infrared, and Bluetooth. Extractions can then be brought back to the forensic lab for review and verification using the reporting/analysis tool. Cellebrite works exclusively with most major carriers worldwide including Verizon Wireless, AT&T, Sprint/Nextel, T-Mobile, Rogers Wireless – Canada, Orange France, and Telstra Australia, as well as 140 others. This ensures that future devices are supported prior to retail launch.

SECURE EXTRACTION, COMPLETE CONTENT

The UFED allows you to extract a wide variety of data types including:

- ***Contacts***
- ***SMS text messages***
- ***Deleted text messages (SOM/USIM)***
- ***Call history (Received, Dialed, Missed)***
- ***Audio***
- ***Video***
- ***Pictures and images***
- ***Ringtones***
- ***Phone details (IMEI/ESN, phone number)***

Reporting Capabilities

The Cellebrite UFED system comes complete with a user-friendly PC reporting and analysis software application. Concise, easy to analyze report logs can be generated in HTML, XLS, CSV, and XML formats, providing organized print outs for use as a reference and in the courtroom.

Proven User-Friendly Interface

The Cellebrite UFED system is extremely user-friendly, with an intuitive interface that has been proven and field tested for over 11 years with hundreds of thousands of users.

UFED Physical Pro

Recover hidden and deleted data from mobile phones and GTS devices - The Cellebrite UFED Physical Pro is an optional add-on module to enhance your existing UFED hardware. The UFED Physical Pro expands your current device capabilities to extract deleted mobile device data, user passwords, file system dumps, and physical extraction from GPS devices.

Utilizing UFED's simple and field-proven user interface, a complete high-speed hex dump of the phone memory is delivered without the need of cumbersome PC drivers. Critical data such as user lock codes, and deleted information such as text messages, call history, pictures, and video are sorted and retrieved by Cellebrite's Physical Pro engine. The UFED Physical Pro also includes robust search tools for manual hex dump analysis, as well as an expert mode, which allows advanced capabilities for researchers.

Unparalleled Access to Phone Memory

- ***UFED Physical Pro provides access to data inaccessible by logical methods:***
- ***Phone user lock code***
- ***Deleted data including deleted call history, text messages, images, phonebook entries and videos***
- ***Access to internal application data***
- ***Phone internal data including: IMSI history, past SIM cards used, past user lock code history***

INTELLIGENT SOFTWARE FOR DEEPER INVESTIGATIONS

The memory dump from each phone is a complex data structure. But the UFED Physical Pro software tool makes navigating this data easy. Leveraging Cellebrite's comprehensive knowledge base of each phone's unique memory structure, the UFED PA application focuses the user's attention on the most critical portions of phone memory first.

Features include:

- ***Built-in knowledge base of each phone's memory structure for automated retrieval of relevant data***
- ***Hierarchical "tree" view for efficient navigation***
- ***Advanced search capabilities both to novice and expert users***
- ***Customizable parsing and search functions***

3.12 SYSTEM NETWORK STATUS MONITORING COMPONENT

3.12.1. All the ITS will provide a system network status monitoring component within the ITS.

ViaPath has read, understands, and will comply.

3.12.2. The ITS status monitoring component will, at a minimum:

3.12.2.1. Show graphically, in real-time, the status of the ITS components at each DOC facility and other locations, to include but not limited to:

- **A. Calls;**
- **B. Processor equipment;**
- **C. Call monitoring equipment;**
- **D. Call recording equipment;**
- **E. Telephone station equipment; and**
- **F. Network circuit connections.**

ViaPath has read, understands, and will comply.

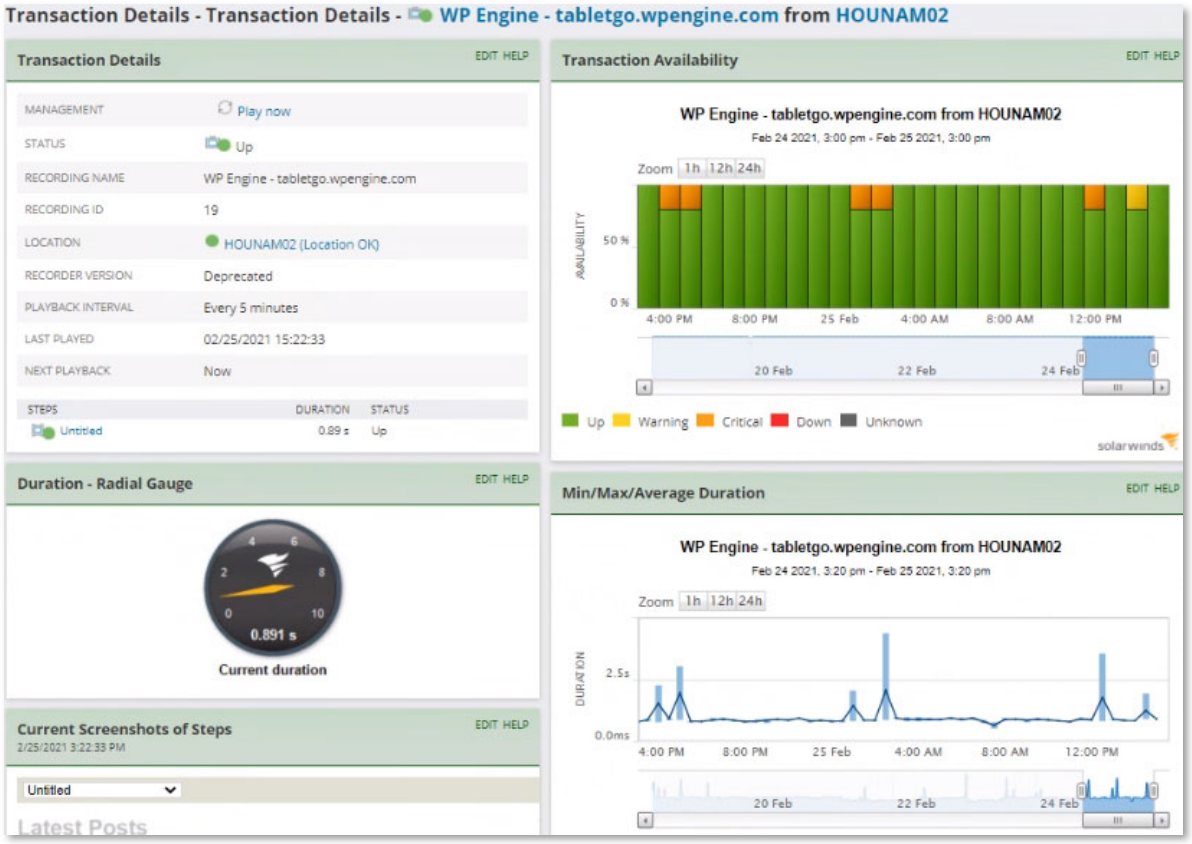
The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the systems we provide to CDOC including the suite of network performance modules through SolarWinds®. The many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, integrated incident and problem management, and historical statistical information.

Network Performance Monitor (NPM) - With this module, ViaPath can monitor for circuit availability, performance, tracking hardware and bandwidth utilization to ensure that circuits are both available and right-sized for your deployed system. ViaPath is working to ensure your staff are always able to do their administrative or investigative tasks using our system.

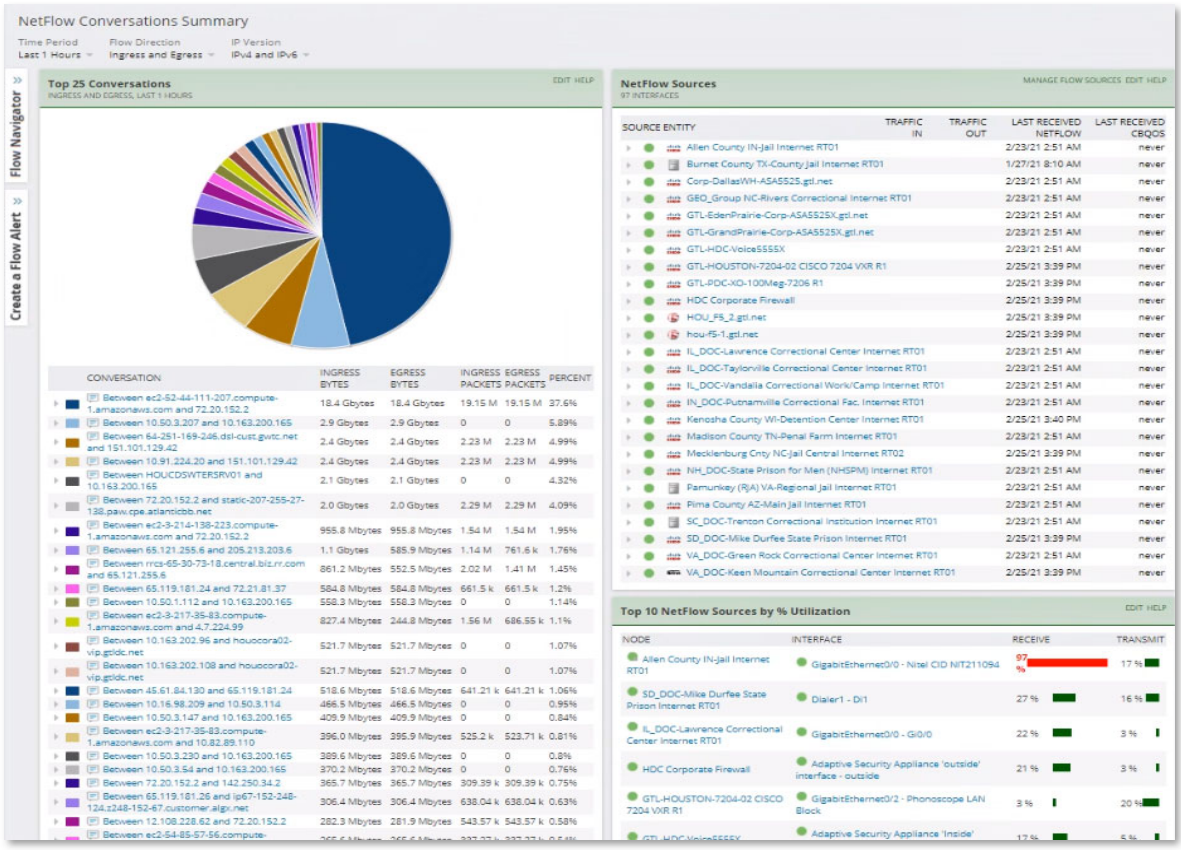
Network Configuration Manager (NCM) - Reduces downtime by ensuring the network is compliant and secure. In the unlikely event of a component failure, ViaPath can quickly and easily replace the exact configuration. We can watch for any changes to a configuration—spotting failures or threats.

Netflow Traffic Analyzer (NTA) - Allows for better bandwidth usage tracking so ViaPath can predict where adjustments can be made to provide faster service and reduce periods of slowdown.

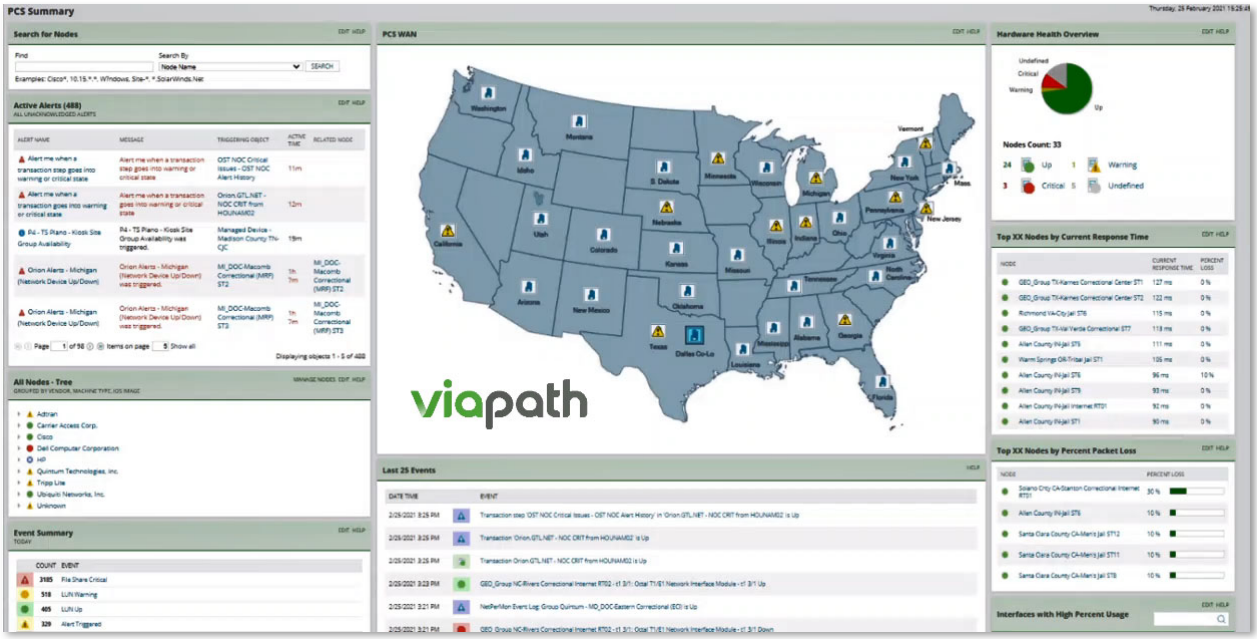
Voice and Network Quality Manager (VNQM) - Proactively identifies and eliminates distortion, latency, and noise from communication signals making a clearer calling signal for calls.



Network Traffic Details



Network Traffic Movement Tracking



Network Node Activity Reporting

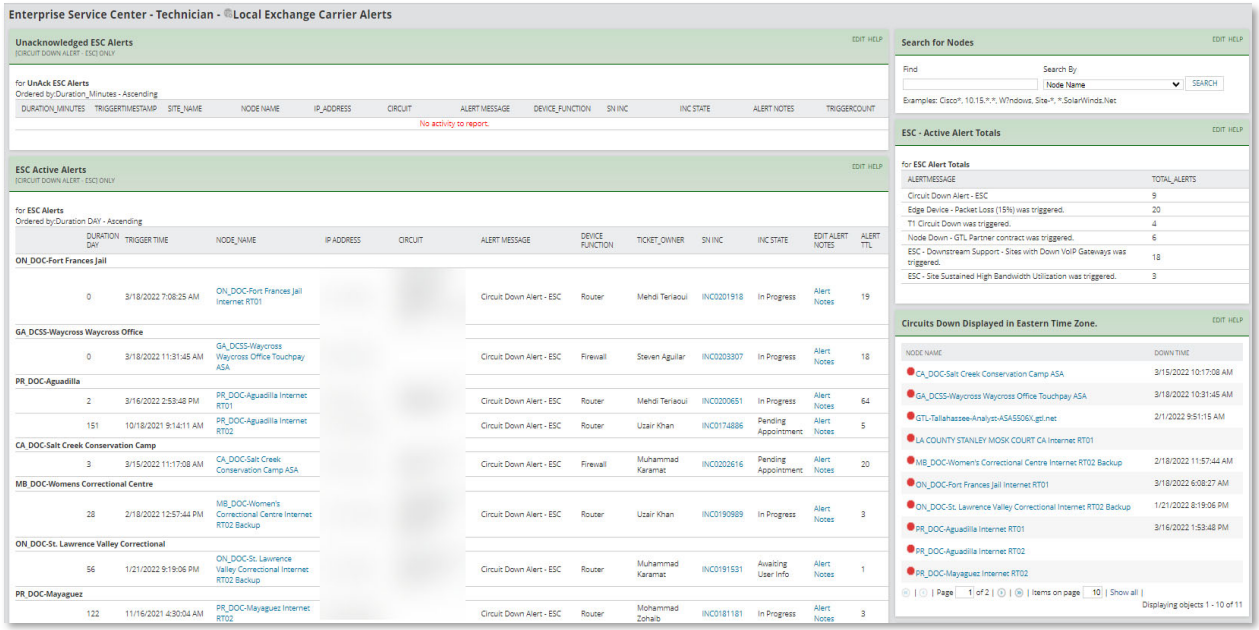
ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, integrated incident and problem management, and historical statistical information to our internal experts.

Technical Support Center

Our Technical Support Center monitors on-site hardware, software, and network traffic for CDOC facilities through the SolarWinds state-of-the-art monitoring software. CDOC equipment at the site is monitored and polled by technical support staff. System hardware components are monitored and analyzed in real-time with ViaPath's robust network performance management capabilities.

Customer Site Hardware Health

Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, including but not limited to PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, managing local carrier outages, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame. Our technical support staff are available to CDOC 24x7x365 through our single source contact.

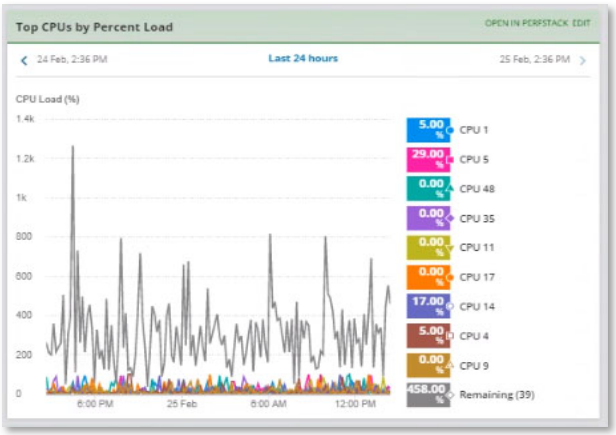


Customer Site Hardware Details

Network Operation Center (NOC)

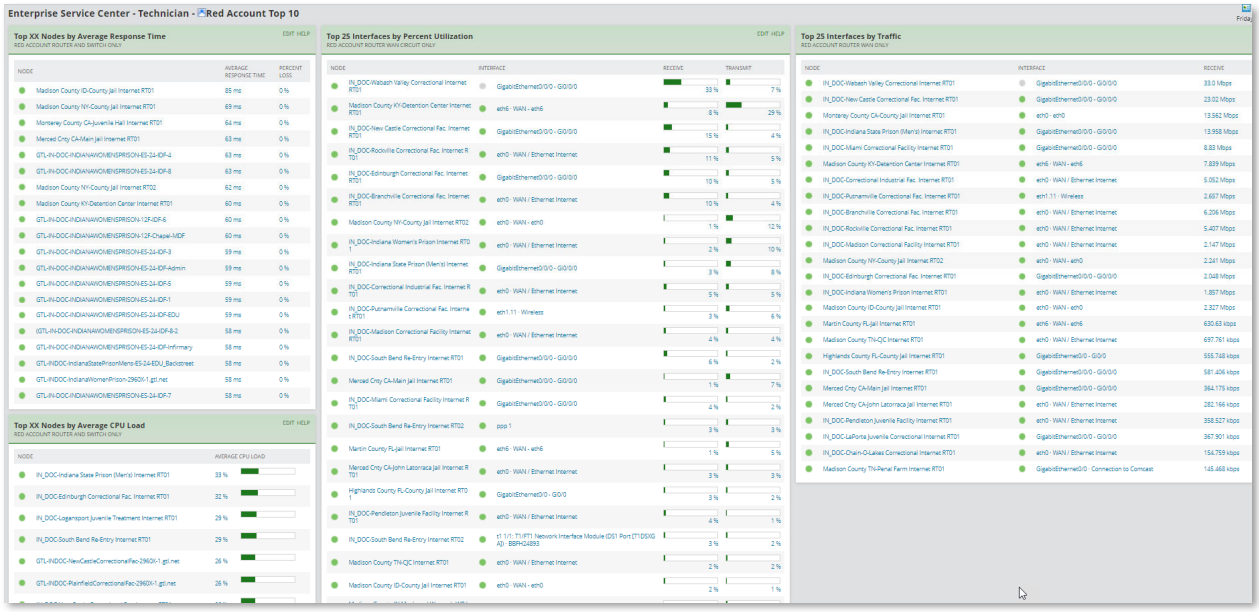
ViaPath proactively monitors our communication systems provided to CDOC from our Network Operations Center (NOC). The ViaPath NOC provides monitoring for all ViaPath communication platforms, network, back-office systems, and data centers.

Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting, performance history, data, and network information are available to our staff when needed.



Data Center Server Function Details

Our NOC staff monitor every aspect of the communication systems we provide to our customers from network performance and application monitoring to automation in data storage resource management. These technologically advanced monitoring tools keep ViaPath ahead of system incidents and provide for proactive updates and adjustments.



System Health Summary

NOC Proactive Management and Performance Tools

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the systems we provide to CDOC including the suite of network performance modules through SolarWinds®. The SolarWinds monitoring software modules allow the NOC personnel to continuously monitor all hardware, software, and solution metrics. Monitoring trends in network security and performance before, during, and after deployments of additional devices or updated software features allows ViaPath to provide proactive support.

The many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, integrated incident and problem management, and historical statistical information.

Security and Performance

- Monitoring Network Performance
- Monitoring Applications
- Monitoring Storage Resources
- Monitoring Traffic
- Monitoring Signal Quality

3.12.2.2. Show component status for the ITS in a minimum of two (2) conditions:

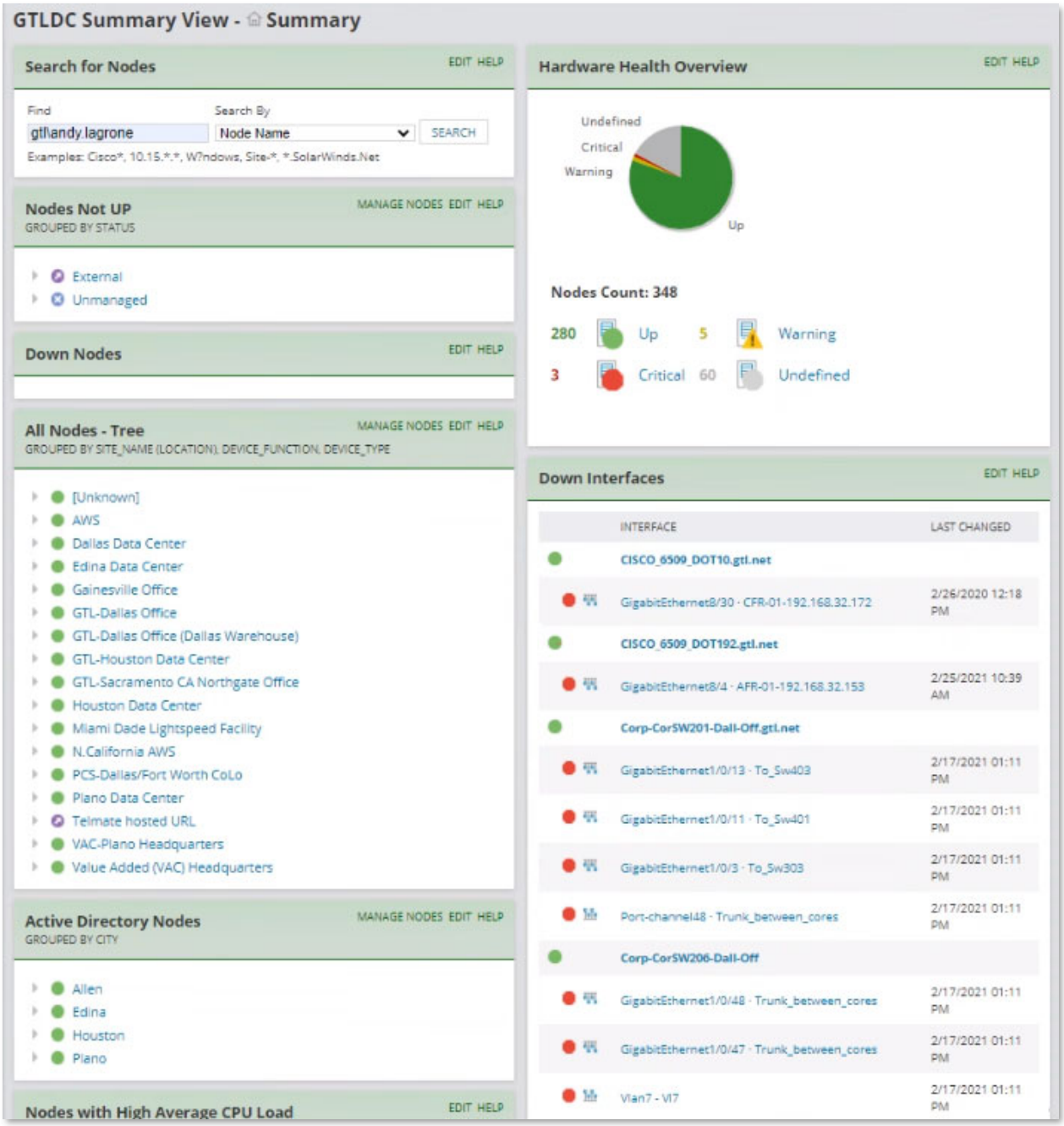
A. "Green" for normal operation; and
B. "Red" for failed operation.

ViaPath has read, understands, and will comply.

Monitored Inventory status is identified by multiple color codes including,

- ***Red = Inoperative/non-normal operation;***
- ***Yellow = Warning or intermittent conditions;***

- ***Green = Normal.***



Customer Hardware Summary

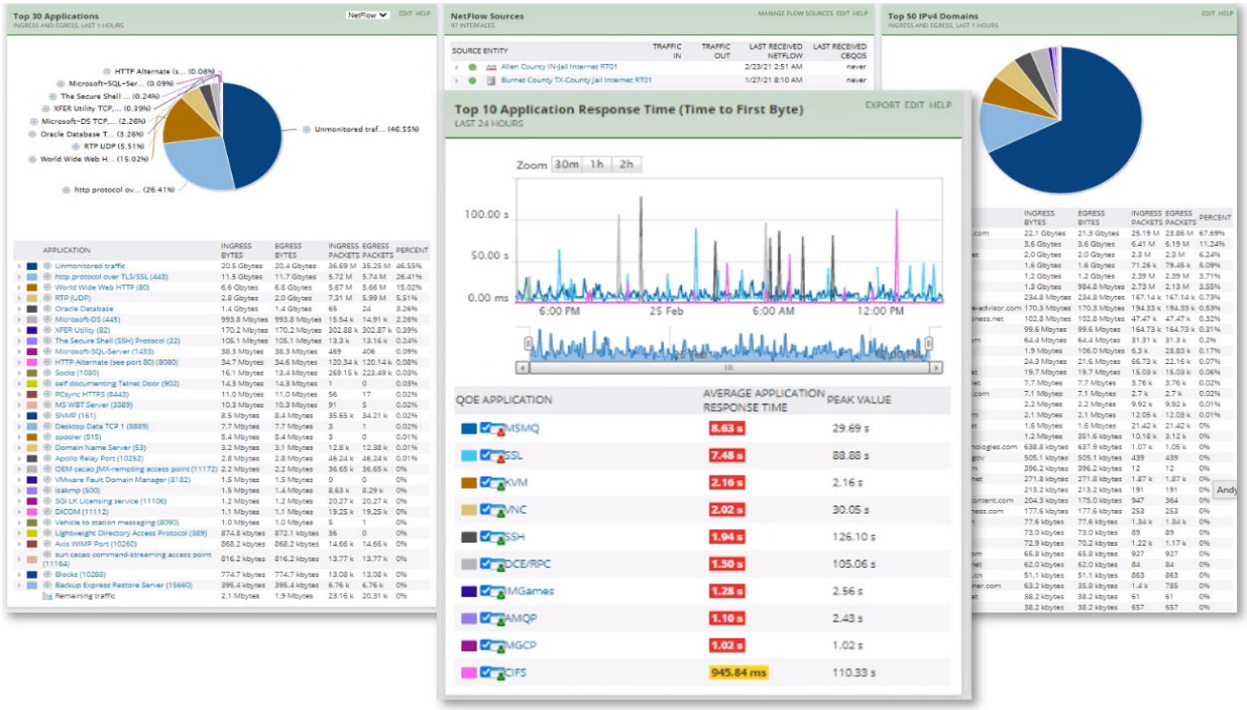
3.12.2.3. Provide automatic reporting of component status changes (not manual input) for calls.

ViaPath has read, understands, and will comply.

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level

performance using New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including CPU performance and web site response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for CDOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.

Our ViaPath systems experts are fully certified in all the system hardware and software solutions that monitor our platforms and network we offer to CDOC. Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting is available to our staff when needed.

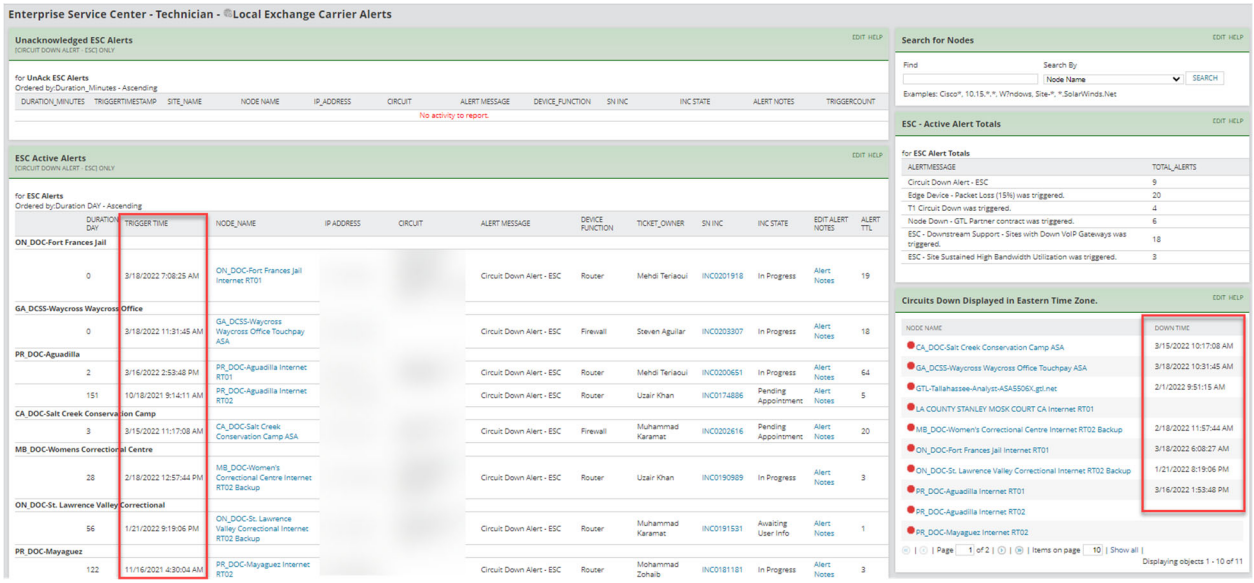


Customer Application Summary

3.12.2.4. Display and record event times, e.g., when any component changes status from “Red” to “Green”, or vice-versa.

ViaPath has read, understands, and will comply.

For components that have an event status change the event is recorded and displayed on a system component alert page. For each alert the date and time of the event change is shown.



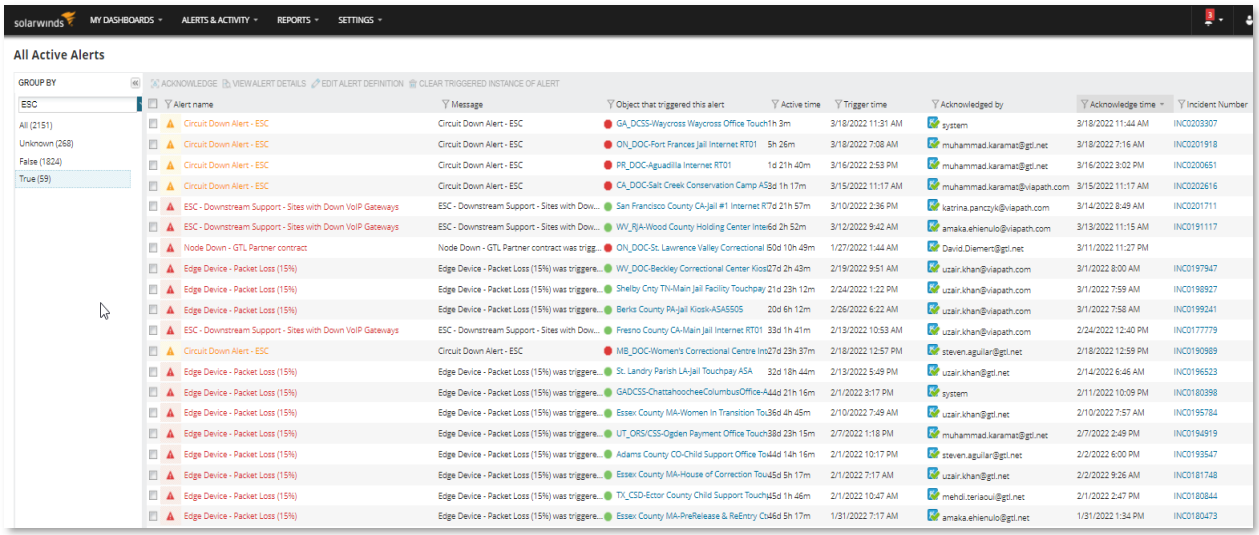
Customer Alert Status Details

3.12.2.5. The ITS provider shall provide the service technicians the ability to log acknowledgements of but not limited to:

- **A. Component failures;**
- **B. Log acceptance of responsibility for repair; and**
- **C. Log comments on action taken for calls.**

ViaPath has read, understands, and will comply.

Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, including but not limited to PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, managing local carrier outages, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame. Our technical support staff are available to CDOC 24x7x365 through our single source contact.



3.12.2.6. Authorized DOC staff will be allowed to observe the ITS status display at any time upon demand. All event records and technician logs will be maintained by the vendor for a minimum of thirty (30) days and will be available to authorized DOC staff upon request.

ViaPath has read, understands, and will comply.

3.13 DEBIT OR INMATE BASED PRE-PAID APPLICATION

3.13.1. The DOC requests the vendor to support both debit and pre-paid applications at all facilities. The applications must include, but not be limited to, the following:

3.13.1.1. The debit/inmate based pre-paid application will work with the ITS provided.

ViaPath has read, understands, and will comply.

3.13.2. The debit application will interface with the current DOC Commissary System for ease of transfer of money from the commissary account to the inmate ITS account. The commissary is managed by the authorized DOC staff.

ViaPath has read, understands, and will comply.

3.13.3. The vendor will provide information as to how the ITS handles debit balances if an inmate is transferred from one DOC facility to another.

ViaPath has read, understands, and will comply.

As a centralized database system, the ViaPath ITS will maintain the debit balance of an inmate globally. Therefore, the balance moves with the inmate when transferred between facilities.

3.13.4. The ITS will provide the inmate with a balance of their debit and/or inmate based pre-paid account at the time of the call. Please describe how this is accomplished.

ViaPath has read, understands, and will comply.

The automated operator of the ITS provides the inmate with the balance of their debit account either by request (menu choice) or when he/she chooses to make a debit call.

3.13.5. The debit/inmate based pre-paid application will allow international calls.

ViaPath has read, understands, and will comply.

3.13.6. The ITS will provide balance on bank account if requested at no cost to inmate.

ViaPath has read, understands, and will comply.

3.14 TRAINING

3.14.1. The vendor will provide training to the authorized DOC staff's personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities in the north and south. Video conferencing and/or webinar are acceptable.

ViaPath has read, understands, and will comply.

3.14.2. Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC.

ViaPath has read, understands, and will comply.

3.14.3. Vendor to provide training material for inmates.

ViaPath has read, understands, and will comply.

3.14.4. Informational pamphlets will be available for inmate's relatives to explain applicable features and functionalities of the ITS, when requested by the authorized DOC staff, at no cost to the DOC.

ViaPath has read, understands, and will comply.

3.15 GENERAL MAINTENANCE

3.15.1. The vendor shall contact the facility for entry approval regarding maintenance and repairs.

ViaPath has read, understands, and will comply.

3.15.2. The vendor will provide the necessary labor, parts, materials, and transportation to maintain all proposed telephones in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the DOC for maintenance of the ITS.

ViaPath has read, understands, and will comply.

3.15.3. The vendor will have the ability to perform remote diagnostics to the ITS to determine if a problem is with the telephone or with the telephone line.

ViaPath has read, understands, and will comply.

3.15.4. The ITS will provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline ITS control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control will be accessible via telephone or network by service center personnel and will provide failure reports, service history and other diagnostics.

ViaPath has read, understands, and will comply.

3.15.5. The vendor will provide their on-site repair time, method and proposed level of services for the facilities. Vendors will detail their ability to handle emergencies.

3.15.5.1. Provide an escalation plan.

ViaPath has read, understands, and will comply.

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.* • *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*
Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	Field Service Escalation Personnel
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	Technical Support Escalation Personnel
Level 1	*Lead Technical Support Specialist or Supervisor (varies by State)*
Level 2	*Technical Support Manager* *(Varies by State)*
Level 3	*Director of Services* *(Varies by State)*
Level 4	*Ted Meekins* *Vice President, Technical Services*
Level 5	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 6	*Deb Alderson* *Chief Executive Officer*

3.15.6. Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem.

ViaPath has read, understands, and will comply.

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the

ability for customers to submit service tickets via ServiceNow. The ticket system will meet the DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed the DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***
- ***Real-time dashboards to tickets submitted by the facility and friends and families***

3.15.6.1. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable for lost commissions during times the telephones were in need of repair and not properly operating.

3.15.6.2. The lost commission will be calculated by multiplying the average number of calls for each call type x (times) the then prevailing calling rates x (times) the commission rate. The specific commission will be calculated by the State and the State will advise the vendor of all commissions due.

3.15.6.3. The vendor will pay the calculated lost commission with the next commission payment due the State. Vendor will be allotted time between the notification and the next commission payment to validate the lost commission.

ViaPath has read, understands, and will comply.

When an escalation need arises, the escalation path(s) provided by ViaPath will be followed.

ViaPath exceeds most customer expectations by understanding that not all maintenance issues can be resolved onsite at times it requires offsite resolution and/or both are required. For that reason, we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

3.15.7. The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians etc. The vendor's management office and emergency telephone numbers must also be furnished.

ViaPath has read, understands, and will comply.

Upon award of contract, ViaPath will provide all required contact information for its contractors/subcontractor, managers, administrators, technicians, etc.

3.15.8. The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

ViaPath has read, understands, and will comply.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- ***Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound network circuits for dial tone and proper PIC code. Complete all required inmate phone repairs.***
- ***Operational test of call processing equipment and perform routine maintenance and cleaning.***
- ***Testing of the video visitation system to ensure proper functionality***
- ***Testing of the telephones to ensure proper functionality***
- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***

- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

3.15.9. Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS.

ViaPath has read, understands, and will comply.

3.15.10. All issues surrounding the ITS will be reported by the vendor to the authorized DOC staff.

ViaPath has read, understands, and will comply.

3.16 TRANSITION PLAN

3.16.1. The vendor will work with the authorized DOC staff and the incumbent vendor to ensure an orderly transition of the ITS and responsibilities under the Contract and ensure the continuity of the ITS required by the DOC.
The vendor will propose a transition plan that minimizes lost revenue to the DOC for a smooth "cutover" to the new ITS.

ViaPath has read, understands, and will comply.

3.16.2. The vendor will maintain the current ITS database information including inmate profiles and call records. These will be retained during conversion to the new ITS. The vendor shall explain how database is maintained.

ViaPath has read, understands, and will comply.

3.16.3. Upon expiration, termination, or cancellation of the Contract, the vendor will cooperate in an orderly transfer of responsibility and/or the continuity of the services required under the terms of the Contract to an organization designated by the authorized DOC staff. The vendor will provide and/or perform any or all of the responsibilities outlined in this Scope of Work.

ViaPath has read, understands, and will comply.

3.16.4. The vendor acknowledges the call records, call recording, documentation, reports, data, etc., contained in the ITS are the property of the DOC. The vendor is responsible for providing all call records, call recordings, documentation, data, etc., in a format that authorized DOC staff can maintain and utilize as an operational database and is designated by the authorized DOC staff.

ViaPath has read, understands, and will comply.

3.16.5. Upon termination, all call detail records, call recordings, documentation, reports, data, etc. will be provided to the authorized DOC staff by the vendor within one hundred twenty (120) days of request or termination of the Contract. The data will be in a workable, software-compatible format, to be determined by authorized DOC staff, at no cost to the DOC.

ViaPath has read, understands, and will comply.

3.16.6. The vendor agrees to continue providing all of the services in accordance with the terms and conditions, requirements and specifications of the Contract for a period not to exceed one hundred twenty (120) calendar days after the expiration, termination or cancellation date. Upon termination, the vendor will discontinue providing service or accepting new assignments under the terms of the Contract, on a date specified by the authorized DOC staff.

ViaPath has read, understands, and will comply.

3.16.7. All commissions will be due and payable by the vendor to the DOC at the compensation rate provided in the Contract until collect, debit and/or pre-paid calls are no longer handled by the vendor. Not to exceed one hundred twenty (120) days.

ViaPath has read, understands, and will comply.

3.16.8. The vendor will provide a plan for rendering restitution in the event agreed upon commissions are not paid to DOC at mutually agreed time periods and/or in the event of ITS malfunctions.

ViaPath has read, understands, and will comply.

3.17 MAINTENANCE/SERVICE

3.17.1. Software Modification by the vendor and Release Management.

ViaPath has read, understands, and will comply.

3.17.2. For DOC-initiated modification to the software; the vendor shall provide the following:

3.17.2.1. Timely cost estimates; and
3.17.2.2. Reasonable delivery date for enhancements, as mutually agreed upon.

ViaPath has read, understands, and will comply.

3.17.3. The vendor will prepare software releases and stages for testing, validation and acceptance in a test environment. The DOC may require the ability to perform testing for authorization to proceed prior to migration to production environment.

ViaPath has read, understands, and will comply.

ViaPath operates in an Agile development environment where projects are managed in Sprints. The results of one or more Sprints will be packaged as released features and problem corrections to create a software release. The goal of the ViaPath Product Development organization is to provide our clients with updated features and problem corrections as soon as possible. Software releases generally occur approximately every three weeks, and generally can be implemented without any downtime.

ViaPath has an existing test environment for all software updates, upgrades, and patches to be thoroughly validated prior to deployment into the production environment. If requested, ViaPath will work with DOC staff to provide a test environment or other method to verify the upgrade, fix and/or enhancement prior to migration to the production environment.

3.17.4. The vendor shall propose, provide, and describe their solution for change management. These must include at a minimum:

3.17.4.1. Version number;
3.17.4.2. Description of the change;
3.17.4.3. How the change was initiated (e.g. user or system support);
3.17.4.4. Person requesting the change;
3.17.4.5. Person responsible for the change; and
3.17.4.6. Date and time of the change.

ViaPath has read, understands, and will comply items 3.17.4.1 – 3.17.4.6.

All approved software or hardware changes to the system operating environment are carefully planned and managed by ViaPath's Technology Team. We have clearly defined processes and regulatory steps to ensure that each change is compatible and in compliance with the contractual Agreement and requirements for system functionality.

ViaPath leverages Salesforce and JIRA (an agile development management system from Atlassian) to control change management. All Change Requests are managed through a combination of Salesforce and JIRA. In the case of a customer-requested change, the request is initiated through Sales Force by the Account Manager, which subsequently flows into JIRA for development estimation. If accepted, the development life cycle of the feature will be managed in JIRA. Internal product development is managed with JIRA. JIRA tracks all aspects of change management including versions, detailed description of change/enhancement, all personnel involved in the development, and time tags for each step of the change/enhancement. Any JIRA item will be assigned to a version release and documented as such.

ViaPath Internal Change Management Processes

Product Management	*PRODUCT MANAGEMENT will provide proper documentation on the business requirements needed for a requested change to PROJECT MANAGEMENT in a charter template.*
Rough Order of Magnitude (ROM)	*PROJECT MANAGEMENT works with the appropriate development groups to provide a ROM and high-level overview of the tasks that would need to be done.*
D1 Approval	*The Charter with the ROMA and high-level overview of tasks will be sent to the Executives of PRODUCT MANAGEMENT, DEVELOPMENT, SERVICES, and SECURITY to approve the charter. If a CUSTOMER approval is required, then this will be obtained by PRODUCT MANAGEMENT working with the appropriate ViaPath ACCOUNT EXECUTIVE who will work with the CUSTOMER.*
Design	*If approved, the SYSTEMS ARCHITECT performs the design work needed and passes onto the TEAM LEAD.*
Schedule	*The TEAM LEAD for the development groups constructs a schedule for the development piece and submits to the PROJECT MANAGER who will work with other groups (Quality Assurance, Operations Support Team, Network, Security) to construct their schedules for this project as well. PROJECT MANAGEMENT then manages the schedule with weekly, or as needed meetings with all stakeholders.*
Development	*TEAM LEAD manages the development resources while reporting back to PROJECT MANAGEMENT.*
Unit Testing/Integration	*Unit Testing/Integration testing is performed by the development team.*

Documentation	*Documentation is created that will show what is being modified, how to install, how to verify install, and how to roll-back if needed.*
Install Instructions	*TEAM LEAD will get with the installation group to go over all installation instructions to make sure that everyone understands what is being deployed and how to deploy it. Further, a meeting with the CUSTOMER will be held to discuss the installation, discuss impacts, if any, and to discuss mitigation strategy.*
Quality Assurance	*QA performs testing on the developed item.*
D3 Approval	*Once all development, testing, and any other network related item is ready, then the PROJECT MANAGER will host a D3 MEETING with all appropriate stakeholders to obtain the final approval to begin deployment. CUSTOMER approval will be obtained before deployment by the ViaPath's Account Executive for that customer before their deployment.*
Virtual Source Safe	*All Development documentation/code is put into a **Virtual Source Safe** to store our changes so that all code is properly secured.*
Deployment & Verification	*Customers will be notified of any deployment that will affect them and make sure that there are no issues before the deployment. Deployment could have a beta period using a beta customer. Verification plans will be created to verify the software was installed correctly and to verify the new software works as expected. A log is also kept of all deployments in our **Technology Change Management Log** so that one can determine what had been deployed on that day if there were issues to arise later.*

Among other things our Software Change Control Process involves:

- ***Management Approval: All changes must be approved by ViaPath management prior to being placed in the production environment.***
- ***Security Department Approval: Any changes to security elements (firewalls) or features that have the potential to impact security must be reviewed and approved by ViaPath's Security Department.***
- ***Impact Analysis: Identification of all features, applications, and processes related to the change that may impact functions available to system users.***
- ***Test Plan: Planned tests, specific to the change, to verify that the change accomplished does what it was supposed to do and does not adversely affect other system components.***
- ***Rollback Procedure: A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.***
- ***Test Environment: All software changes must be rigorously tested on the quality assurance test network isolated from the production network.***

3.17.5. Vendor to provide maintenance and service plan to include frequency and speed of maintenance. Downtime shall not extend past a 24-hour period.

ViaPath has read, understands, and will comply.

ViaPath is committed to providing the DOC with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment associated with our provided solutions are maintained for the life of the contract.

- ***ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, kiosks, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.***
- ***Maintenance and repair services provided entirely without cost to the DOC.***
- ***Malfunctioning equipment repaired or replaced as needed and inquires by the DOC staff are answered quickly and courteously.***
- ***Responses to service interruptions or equipment malfunctions within the agreed-upon timeframes.***

ViaPath Maintenance and Support Plan

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, ViaPath service technicians nearby will be dispatched to the site within the required time limit.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- ***Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound network circuits for dial tone and proper PIC code. Complete all required inmate phone repairs.***
- ***Operational test of call processing equipment and perform routine maintenance and cleaning.***
- ***Testing of the video visitation system to ensure proper functionality***
- ***Testing of the telephones to ensure proper functionality***
- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***
- ***Real-time dashboards to tickets submitted by the facility and friends and families***

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.* • *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*

Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	*Technical Support Escalation Personnel*
Level 1	*Lead Technical Support Specialist or Supervisor (varies by State)*
Level 2	*Technical Support Manager* *(Varies by State)*
Level 3	*Director of Services* *(Varies by State)*

Escalation Level	Technical Support Escalation Personnel
Level 4	Ted Meekins Vice President, Technical Services
Level 5	Aaron Webster Senior Vice President, Service Excellence
Level 6	Deb Alderson Chief Executive Officer

3.17.6. The successful contractor must provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State's time zone. Vendor must provide the toll free number for agency to call when service is needed.

3.17.6.1. The vendor shall provide detailed plan for customer support during non-business hours.

A. The vendor shall provide detailed plan for customer support during non-business hours. Non-business hours are 5:00 pm to 8:00 am Monday through Friday, weekends and holidays.

ViaPath has read, understands, and will comply.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

In addition, ViaPath provides toll-free access (877-650-4249) to both live operator assistance and a fully functional automated IVR. Knowledgeable operators are available

seven days (7) per week, and up to twenty-four (24) hours per day. ViaPath provides customer service in both English and Spanish and maintains a robust escalation protocol for quick resolution of any technical issues. Every ViaPath operator has access to all customer records in real-time, ensuring they can handle any billing, blocking, call history, or account request.

While most customers prefer our fully functional automated IVR, since it can rapidly service many of their needs, ViaPath is committed to providing the highest quality live operator assistance, as well. Customers can reach a live operator easily without a series of "press throughs." Moreover, hold times for the live operator queue are the shortest in the industry (we can provide you historical data, as well as commit to sending you a hold time report on a monthly, or even weekly, basis).

ViaPath's name and toll-free number for Billing Customer Service appear on all telephone bills for customers who accept collect calls from DOC inmates.

3.17.7. Maintain levels of service and machine installation at no cost to state

ViaPath has read, understands, and will comply.

3.17.8. No additional installation cost for changing out machines that need repair or replacement.

ViaPath has read, understands, and will comply.

3.17.9. The vendor will coordinate its service schedule in advance with the facility.

ViaPath has read, understands, and will comply.

3.17.10. If ownership of equipment shall remain with the contractor, the state shall provide reasonable measures against loss by pilferage or destruction. The vendor shall be responsible for any expenses required for the repair of the equipment.

ViaPath has read, understands, and will comply.

3.17.11. The successful vendor must provide following support services for equipment placed within state buildings that include but are not limited to:

3.17.11.1. Unlimited phone support;
3.17.11.2. Updates and upgrades; and
3.17.11.3. Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, or workarounds.

ViaPath has read, understands, and will comply.

4. DIGITAL MAIL SERVICES (DMS)

4.1 DMS GENERAL FUNCTIONALITY

4.1.1. The vendor will provide a DMS system fully supported by an infrastructure which has the capability to provide secure monitoring and review of inmate's mail meeting DOC's security requirements. In addition, the DMS will contain a secure database for received inmate mail and provide data feeds to the DOC's official data repository.

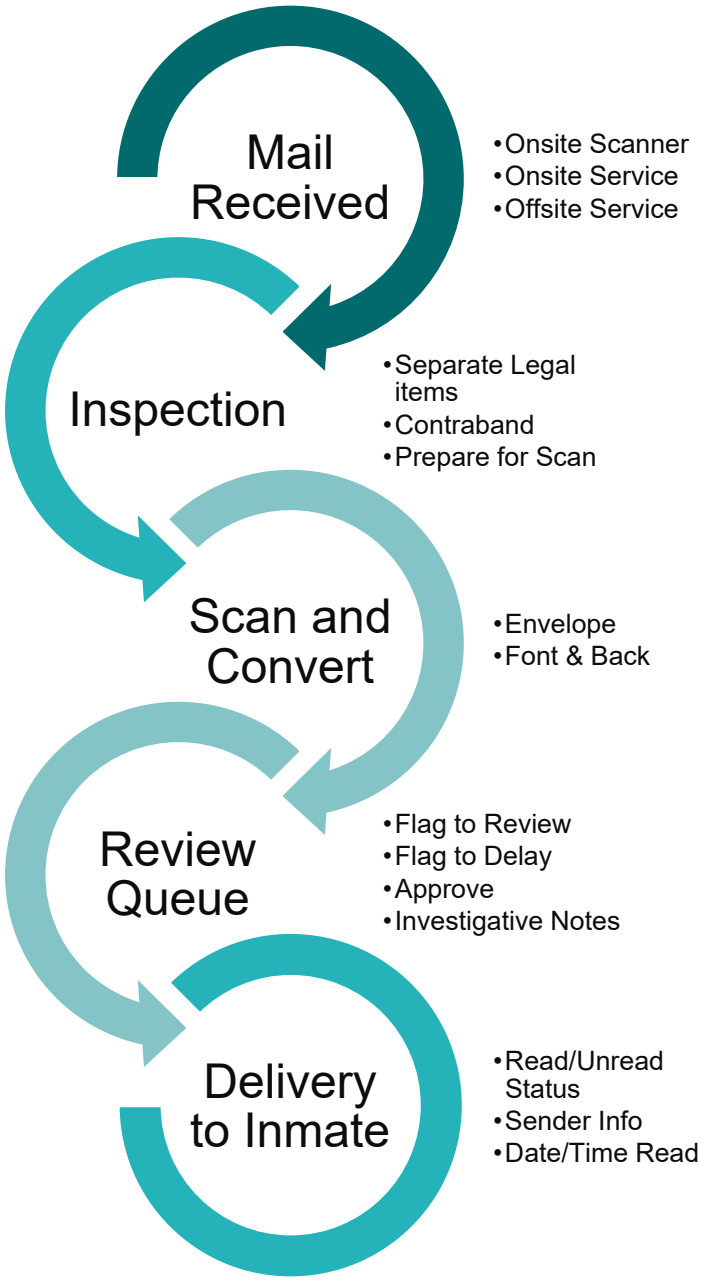
ViaPath has read, understands, and will comply.

ViaPath fully understands that no two facilities are identical. For this reason, ViaPath offers the DOC three (3) approaches for the scanning of mail.

All these methods involve scanning of physical mail into a single electronic image file that is part of a special class of ViaPath E-Message for distribution to inmates on the wireless tablet or wall mounted tablet kiosk as is done with pure E-Messages.

All three options have similar processes. Mail is first opened then inspected for contents. Next, the envelope and contents are scanned and prepared as one image file. Those scanned items become automatically available for the DOC staff to review and approve via ViaPath Command User Interface before they are sent to the inmate for electronic viewing. Inmates can then view their scanned mail on ViaPath's Messaging app. Additionally, the facility can print these messages or block them at their discretion.

For non-approved attachments, the reason can be identified and sent to the inmate. In the



Command User Interface, staff can view all scanned mail by status – pending, approved, or denied. Authorized staff can review the front and back of each piece of mail as a high-resolution PDF image file.

<u>Mail Scanning Option 1</u> – Remote Site: Mail is scanned at an off-site facility by trained mail-scanning personnel. The scanned image file is automatically sent to ViaPath's Messaging application. The application can be configured to allow for review and approval by staff before the message is delivered to the inmate or it can be set to bypass the review process. The image file can also be printed.

<u>Mail Scanning Option 2</u> – On Site: ViaPath staff are located on-site and provided with scanning equipment and software to facilitate the scanning of mail. ViaPath personnel will follow policies as directed by the DOC and remand the scanned physical mail to the DOC for storage. The location of the scanning equipment will be as directed by the DOC.

<u>Mail Scanning Option 3</u> – On Site: This is the same process as option 2 but would be done by DOC staff rather than ViaPath staff.

4.1.2. The DMS at or for each DOC Facility must allow for DOC investigative personnel located either at the facility or central administration to remotely access the system via a secure, password protected method. Specified DOC personnel must have the ability to modify or view any privileges or restrictions pertaining to inmates at their facility.

ViaPath has read, understands, and will comply.

Digitized mail is delivered to inmates through our secure Messaging application that is accessed through wall-mounted kiosks or inmate tablets. The Command communications system provides a complete administration of mail delivery including surveillance and approval as with all other electronic Messaging. The system provides the ability to filter messages to those that are digitized mail.

ViaPath's Command communications system has a Web-based interface that is accessible to authorized individuals via connection to ViaPath's website.

The Command system provides Anywhere Anytime Access to its powerful, technologically advanced features. Properly authorized users may access the system from an onsite system workstation, the DOC's on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain features.

After connecting to the private website, a person must log into the DOC's site with a valid username and password (user has option to allow password digits to be displayed during entry). Each user's password is linked to an assigned Role defined by the DOC which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment. All data are accessed on a "need to know" basis. For example, the database management tools would be available

only to those granted permission by the DOC to perform system administrative functions.

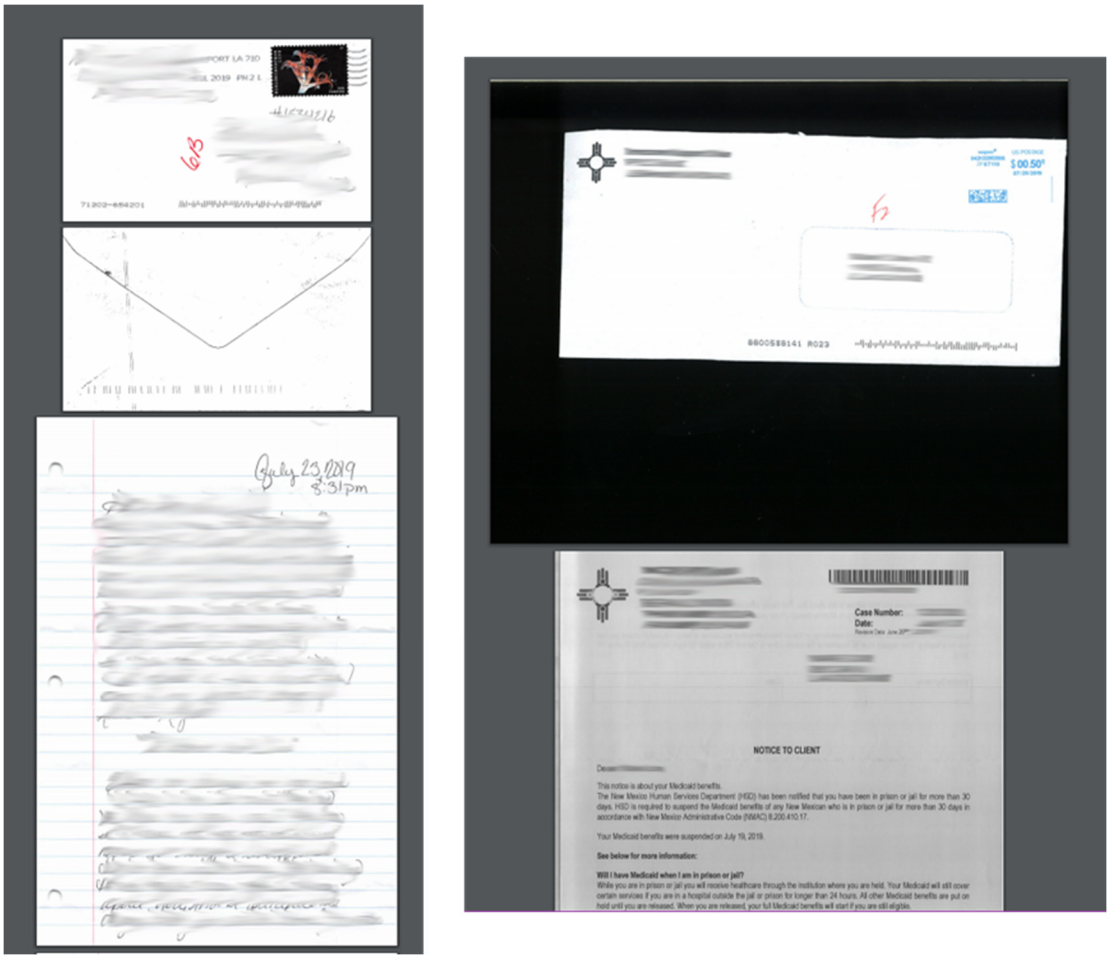
Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

4.1.3. The system features should include, but are not limited to:

4.1.3.1. Secure digitization and delivery of all non-privileged physical mail sent to inmates;

ViaPath has read, understands, and will comply.

The digitized version of inmate mail using any option includes both the envelope and the contents of the mail. The resulting PDF file is a high-resolution image of the physical mail (mail in the illustration below has been blurred for privacy of the sender and recipient).



Mail includes Envelope and Contents – Note that mail in this example has been blurred for Privacy.

4.1.3.2. Secure digitization and delivery of all privileged (e.g., legal, medical, etc.) physical mail sent to inmates. If not offered, the vendor shall provide secure tracking and delivery of all privileged physical mail sent to inmates;

ViaPath has read, understands, and will comply.

viapath EXCEEDS

ViaPath exceeds this requirement as it is the only company with a solution that can truly eliminate privileged physical mail. ViaPath's patented Professional Messaging solution (US Patent No. 11,290,499) provides a secure, encrypted alternative to traditional legal mail.

This is the only solution that truly eliminates the need for physical mail, so inmates and those sending private mail can be assured that their communication is completely secure and there are no concerns in mishandling of privileged correspondence.

Professional Messaging service is the new standard for legal and professional correspondence

To help our customers manage the safety and security of their inmate's professional messaging, ViaPath has developed a Legal Messaging solution, where attorneys can electronically share legal documents and exchange digital messaging with inmates who are using ViaPath tablets.

All communication functions are in a privileged end-to-end electronic environment.

Professional Messaging provides a secure, encrypted alternative to traditional legal mail allowing professionals (lawyers, counselors, clergy, advocates) the ability to send secure electronic messages and attachments that only their inmate can view and securely store.

Benefits to the DOC

- ***Zero contraband – no chance of exposure to drugs or toxins by agency or vendor staff opening and scanning mail***
- ***Eliminate the time wasted in processing fake physical mail***
- ***Eliminate paper private mail in cells, which reduces fire risk and helps meet government goals for reducing paper waste***
- ***Ability to serve inmates with discovery documents***
- ***No additional equipment required for scanning of legal documents***

- ***Only staff involvement is electronic approval of professional status***
- ***Full facility approval workflow prior to being enrolled as professional contact***
- ***No need to physically store volumes of scanned paper mail***

Benefits to the Sender

- ***Speed – same day delivery of mail – no delay due to postal service, physical handling, mail forwarding, scanning, etc.***
- ***Most privileged documents are already in an electronic format, so it saves the sender the time and money of printing and mail documents that are already electronic***
- ***Private, un-monitored messaging***
- ***Bi-directional messaging***
- ***Password protected in addition to the tablet login security***
- ***Encrypted attachments that can only be read by the intended inmate recipient***
- ***Data retention policies for encrypted legal documents***

Benefits to the Inmate

- ***Speed – same day delivery of mail – no delay due to postal service, physical handling, scanning, etc.***
- ***Accountability - Mail goes directly from sender to inmate so no chance of mishandling of physical mail***

4.1.3.3. Central and remote site network administration;

ViaPath has read, understands, and will comply.

4.1.3.4. Investigative search features for inmates' mail;

ViaPath has read, understands, and will comply.

ViaPath's mail scanning solution tracks sender and receiver information and stores that in a searchable database that is tied to ViaPath's innovative Data IQ data analytics tool. This state-of-the-art analytic software allows investigators to perform link analysis to determine common connections between senders and inmates.

To increase the velocity and effectiveness of investigations, Data IQ offers pre-built search queries and easily understood link diagrams clearly showing the connections

between multiple data sources and making it easy to follow the explanation. For the full explanation of the Data IQ solution, see the response to requirement 2.1.2.8

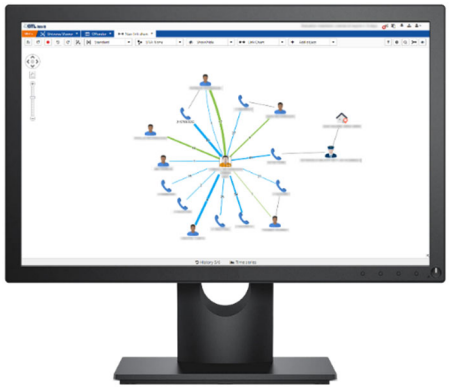
Object Searching and Associations

Searching for objects within datasets has never been easier than with Data IQ (DEX). Users can perform reactive searches (i.e., the user has a known starting point) using a variety of methods which include the Search pane, Workspace, the Universe Viewer, or folder. This flexibility allows users to customize their experience to what is most comfortable for them.

Leveraging the capability of first- and second-degree associations, users can analyze individual transactional data. For example, users can analyze individual timelines plotted on a time series or stay high level and simply associate two objects without the underlying transactional objects. This flexibility in design enables users to easily interpret the link diagram allowing the discovery of patterns and associations.

Data IQ (DEX) is equipped with several visualized data layouts including:

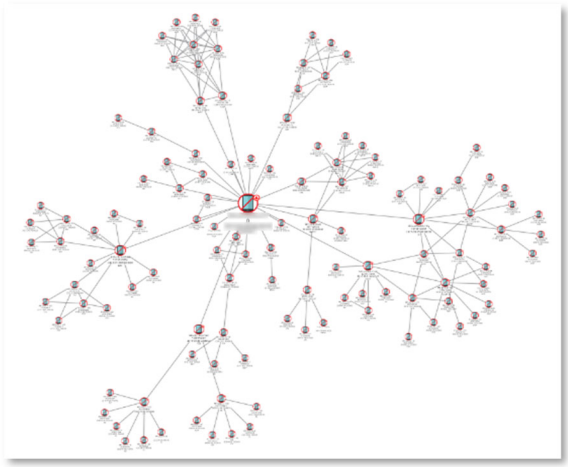
- ***Lens***
- ***Radial***
- ***Standard***
- ***Structural***
- ***Hierarchy Top***
- ***Hierarchy Bottom***
- ***Hierarchy Left***
- ***Hierarchy Right***



Social Network Analysis (SNA)

Analyzing data in today's digital age not only focuses on "who is connected to whom and how", but also focuses on the strength of those connections. Social Network Analysis (SNA) automatically changes the sizes of displayed objects depending on their connectivity in the network. Social network algorithms include:

- ***Degree – node resizing depending on how many connections an object has***
- ***Betweenness – identify nodes that may bridge between networks***
- ***Closeness – find the closest nodes to the other nodes in a network***
- ***Page Rank – identify important nodes by assigning each a score based upon its number of incoming links***



- ***Eigenvector – measure of influence that considers the number of links each person has and the number of links their connections have***

Data Exchange (DEX) Network

ViaPath's Data IQ (DEX) software analyzes data and provides critical connections across other allied data exchange agencies. Data IQ (DEX) allows users to output results and diagrams to users both via standard formats and through the application itself. This allows users to interact dynamically with shared diagrams rather than having a static picture.

ViaPath Data IQ (DEX) allows users to search for objects that exist across multiple facilities. For example, a user may have an object set from their own data and choose to search it against a second set of data or model. Once again, the power of Data IQ includes the ability to query any data source or object type, not being limited to particular objects such as phones and/or phone numbers.

4.1.3.5. Tracking and logging receipt and delivery of all received mail, privileged and non-privileged;

ViaPath has read, understands, and will comply.

4.1.3.6. Storage of hard copy mail off-site from DOC;

ViaPath has read, understands, and will comply.

4.1.3.7. Retention of digital copies of all received mail;

ViaPath has read, understands, and will comply.

4.1.3.8. Reporting of received contraband to DOC and local law enforcement;

ViaPath has read, understands, and will comply.

4.1.3.9. Handling policy for rejected mail; and

ViaPath has read, understands, and will comply.

4.1.3.10. Policy for distribution of approved mail, privileged and non-privileged.

ViaPath has read, understands, and will comply.

For private mail, senders, such as attorneys, are required to register for privileged sender status. Once their identity has been validated, they will gain access to the secure privileged messaging portal. In the portal, privileged senders can add the inmates to their contact list and then begin sending them privileged encrypted electronic mail.

For non-private mail, the scanned image file is automatically sent to ViaPath's standard Messaging application. The application can be configured to allow for review and approval by staff before the message is delivered to the inmate or it can be set to bypass the review process. The image file can also be printed.

4.1.4. Authorized DOC staff will be responsible for providing a daily "inmate location" and "inmate ID number" to the vendor. The authorized DOC staff will determine the type, format and transmission method of the daily "inmate location". Authorized DOC staff will define the specifications of the requested data feed.

ViaPath has read, understands, and will comply.

4.1.5. The vendor will provide complete support of all DMS software necessary to ensure provision of services at all times throughout the duration of the Contract. In addition, the vendor will monitor changes to associated interfaced systems and accommodate changes in their DMS as needed to continue operations of the services and DMS as specified herein.

ViaPath has read, understands, and will comply.

4.1.6. If required by DOC, vendor may install and/or provide any necessary printer equipment and consumable supplies related to the printing and distribution of physical copies of mail within DOC facilities including any related hardware and software/firmware without cost to the DOC.

ViaPath has read, understands, and will comply.

4.1.7. Vendor to describe the ability for inmate's to view approved mail using a DOC-approved portable device (e.g., tablet).

ViaPath has read, understands, and will comply.

For inmates, viewing approved scanned mail is as simple as viewing a standard electronic message. They would use the same application and view the mail just as they would any other electronic message.

For non-privileged physical mail, the scanned mail is converted into a PDF, JPG or TIFF format and made available for review and viewing in ViaPath electronic messaging (email) application. All inmate electronic messages and attachments can be reviewed by the DOC staff prior to disseminating to the inmate. The ViaPath Mail Scanning tool will interface directly with our Messaging application on the wireless tablet or wall mounted tablet kiosk for delivery of electronic messaging of converted physical mail to the inmates. ViaPath will work with the DOC if the system needs to interface with any other of the DOC's systems.

For private mail, the inmates use a separate private mail application where the private mail is stored in an encrypted format. This separation of applications and data provides an additional level of security not available where all scanned mail, both privileged and non-privileged, are stored and accessed within the same application.

4.1.8. Site visits, if necessary, shall be negotiated within each Participating State's Participating Addendum.

ViaPath has read, understands, and will comply.

4.2 REGULATORY REQUIREMENTS

4.2.1. The vendor will adhere to any and all municipal, State or Federal requirements for the handling and delivery of mail throughout the duration of the Contract. Should violation of codes, laws, statutes or ordinances occur relating to the digital mail system, the selected vendor shall correct the situation at no cost to the DOC, including payment of any fines or penalties associated with the violation.

ViaPath has read, understands, and will comply.

4.2.2. The vendor will be responsible for compliance with all regulatory requirements imposed by local, State and Federal regulatory agencies for all services provided throughout the duration of the Contract.

ViaPath has read, understands, and will comply.

4.2.3. The vendor will keep all mail processing data current and made available upon request by the authorized DOC staff.

ViaPath has read, understands, and will comply.

4.2.4. The vendor will ensure the timely processing of mail, equal to the highest level of quality offered to the general public and will meet all industry standards for service quality as defined by each DOC. The vendor will accept the authorized DOC staff's decision regarding determination of quality.

ViaPath has read, understands, and will comply.

4.3 VENDOR RESPONSIBILITIES IN INITIAL INSTALLATION AND ONGOING MAINTENANCE

4.3.1. The vendor will provide new equipment and/or software in current production and considered to be state-of-the-art at the time of installation necessary to provide the services as requested in this RFP. Vendor must maintain state-of-the-art level for the duration of the Contract. These services include but are not limited to:

4.4.1.1. Software systems;
4.4.1.2. Printers; and
4.4.1.3. Security and monitoring hardware.

ViaPath has read, understands, and will comply with items 4.3.1.1 – 4.3.1.3.

ViaPath will provide the DOC with the required, state-of-the-art software systems, printers, and security and monitoring hardware, as well as the necessary labor. We will maintain state-of-the-art level for the duration of the contract.

4.3.2. The vendor will be responsible for all equipment and printing consumables for the DMS in its entirety or its individual components if requested by DOC.

ViaPath has read, understands, and will comply.

4.3.3. The DMS and/or component replacement will be performed at no cost to the DOC and will occur immediately upon notification to the vendor of the DMS problem by the facility or authorized DOC staff.

ViaPath has read, understands, and will comply.

4.3.4. For each facility installation, the vendor will submit, to authorized DOC staff, an implementation plan which will include an installation schedule. If agreed upon installation schedule is delayed beyond two (2) weeks from Contracted deadline date, the vendor will pay for any additional service costs as a result of the time delay.

ViaPath has read, understands, and will comply.

4.3.5. Weekly updates to the installation plan must be submitted to authorized DOC staff designated by each DOC.

ViaPath has read, understands, and will comply.

4.3.6. The vendor agrees to assume responsibility for all installation of equipment in accordance with the specifications contained in the manufacturer's installation instructions.

ViaPath has read, understands, and will comply.

4.3.7. The vendor agrees that if any cabling work is required as part of any installation, all new cables will be used and marked clearly and legibly at both ends, and must meet all applicable Electronics Industries Alliance/Telecommunications Association (EIA/TIA) wiring standards for commercial buildings. All new cabling required by the vendor will be installed by the vendor at no cost to the DOC.

ViaPath has read, understands, and will comply.

4.3.8. The authorized DOC staff reserves the right to add or delete facilities receiving service under the Contract upon thirty (30) days written notice. Such additions or deletions may be accomplished by letter and do not require a Contract amendment.

ViaPath has read, understands, and will comply.

4.3.9. When a new facility is opened by the DOC, the authorized DOC staff will determine (in consultation with the vendor) a schedule for installation of services and equipment at that location to ensure service as soon as practicable at the new site.

ViaPath has read, understands, and will comply.

4.3.10. The vendor will provide and install surge and lightning protection to protect their equipment. If outages are caused by surge and/or lightning, the vendor will assume responsibility.

ViaPath has read, understands, and will comply.

4.3.11. Installation of all equipment will be accomplished during normal business hours at each facility or as directed by the facility's onsite authorized DOC staff.

ViaPath has read, understands, and will comply.

4.3.12. The vendor will clean up and remove all debris and packaging material resulting from work performed.

ViaPath has read, understands, and will comply.

4.3.13. The vendor will restore to original condition any damage to the DOC's property caused by maintenance or installation personnel associated with the vendor, including repairs to walls, ceilings, etc.

ViaPath has read, understands, and will comply.

4.3.14. The vendor agrees to install, repair and maintain all vendor provided equipment at no cost to the DOC. Equipment must be maintained as current state-of-the-art.

ViaPath has read, understands, and will comply.

4.3.15. Upon completion of initial installation and any additional changes as needed to the DMS, vendor must provide the authorized DOC staff with a list of equipment and locations of all equipment. Vendor will routinely provide updated lists containing this information to authorized DOC staff.

ViaPath has read, understands, and will comply.

4.3.16. The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

ViaPath has read, understands, and will comply.

For the on-site mail scanning option, the scanner/printer would be no larger than 23" (W) x 23" (D) x 31" (H). For the off-site mail scanning option, the scanners and printers would be located off-site.

4.3.17. The vendor must indicate any environmental conditions required for the proposed controlling equipment. This will include any air conditioning or heating requirements for the control room or area. The vendor will be required to supply the necessary heating or cooling system for the control room at no additional cost to DOC.

ViaPath has read, understands, and will comply.

Given that the DOC is requiring the off-site mail scanning solution, there will be no scanning hardware located on-site, so ViaPath has no concerns related to environmental conditions. If the DOC where to choose an on-site solution for mail scanning, the only hardware on-site would be scanners, which require no special environmental conditions.

4.4 NETWORK AND INFRASTRUCTURE REQUIREMENTS

4.4.1. The vendor will provide a DMS that includes a role-based monitoring component that is capable of being accessed through an authorized DOC staff log-in. The DMS will be capable of reviewing, approving, and monitoring received mail via secure, password protected internet access.

ViaPath has read, understands, and will comply.

ViaPath's Command communications system has a Web-based interface that is accessible to authorized individuals via connection to ViaPath's website. Properly authorized users may access the system from an onsite system workstation, the DOC's on-site PCs, or any off-site PC (desktop or laptop). Compatible smart phones with Internet connection can also access certain features.

After connecting to the private website, a person must log into the DOC's site with a valid username and password (user has option to allow password digits to be displayed during entry). Each user's password is linked to an assigned Role defined by the DOC which dictates exactly which features and functionality will be available to that person after log-in.

All system users are subject to security level assignment. All data are accessed on a "need to know" basis. For example, the database management tools would be available only to those granted permission by the DOC to perform system administrative functions.

Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

4.5 SOFTWARE REQUIREMENTS

4.5.1. The vendor will provide all software required to support the DMS. At the time of installation and throughout the duration of the Contract, including any renewals, all software will be the current production and considered to be state-of-the-art including software for all equipment and monitoring terminals utilized in service delivery. The DOC will not be responsible for any licensing costs throughout the duration of the Contract.

ViaPath has read, understands, and will comply.

4.5.2. Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

ViaPath has read, understands, and will comply.

ViaPath works with our Flex Kiosk and tablet device vendors to procure the hardware for our correction industry customers and with this we offer a custom version of the Android Operating System (OS). The custom OS we offer is constrained by the processor that will function with our device. This constraint will only allow us to upgrade the OS within the boundaries of the security and safety required for our industry which is not aligned with publicly available kernels. With that, ViaPath will provide that latest version of our custom OS available as updates become available.

4.5.3. The vendor software installed on the DOC computers/servers must operate in the then current DOC hardware, software and security configuration. Vendor is responsible for maintaining capability as the DOC configuration changes, at no cost to DOC.

ViaPath has read, understands, and will comply.

4.5.4. The DOC prefers Web based tools with no software installation requirements. Please describe all vendor software proposed to be installed on DOC computers and/or used by authorized DOC staff. Provide software product name, functional description, usage, and installation/configuration requirements.

ViaPath has read, understands, and will comply.

ViaPath's tools are Web-based with no requirement for software installation on DOC computers. All are accessed using industry-standard browsers such as MS Edge, Chrome, Firefox, and Safari with no need to install any extensions.

4.5.5. The vendor will provide all required/new software enhancements/upgrades to the DMS inclusive of service delivery for the DMS. Beta and Field Tested Software will not be provided unless specifically discussed with and approved by the authorized DOC staff.

ViaPath has read, understands, and will comply.

4.5.6. All upgrades, bug fixes, enhancements to the software and/or hardware will receive prior approval by the authorized DOC staff. If requested by the authorized DOC staff, the vendor will provide a test environment to allow the authorized DOC staff to verify the upgrade, fix and/or enhancement is compatible with the current operating environment.

ViaPath has read, understands, and will comply.

ViaPath will provide technical support for ViaPath's hardware and services to include updates, upgrades, patches, service packs, hot fixes and/or workarounds. If required, ViaPath will work with DOC to establish the notification and approval process for relevant upgrades, bug fixes and enhancements. Prior approval of upgrades, bug fixes, and enhancements generally relates to software instances that are dedicated to the agency or custom development for the agency and do not apply to global instances that are shared by all customers.

ViaPath has an existing test environment for all software updates, upgrades, and patches to be thoroughly validated prior to deployment into the production environment. If requested, ViaPath will work with DOC staff to provide a test environment or other method to verify the upgrade, fix and/or enhancement prior to migration to the production environment.

4.5.7. The vendor is responsible for resolving any problems identified by the authorized DOC staff in a timely fashion and at no cost to the DOC.

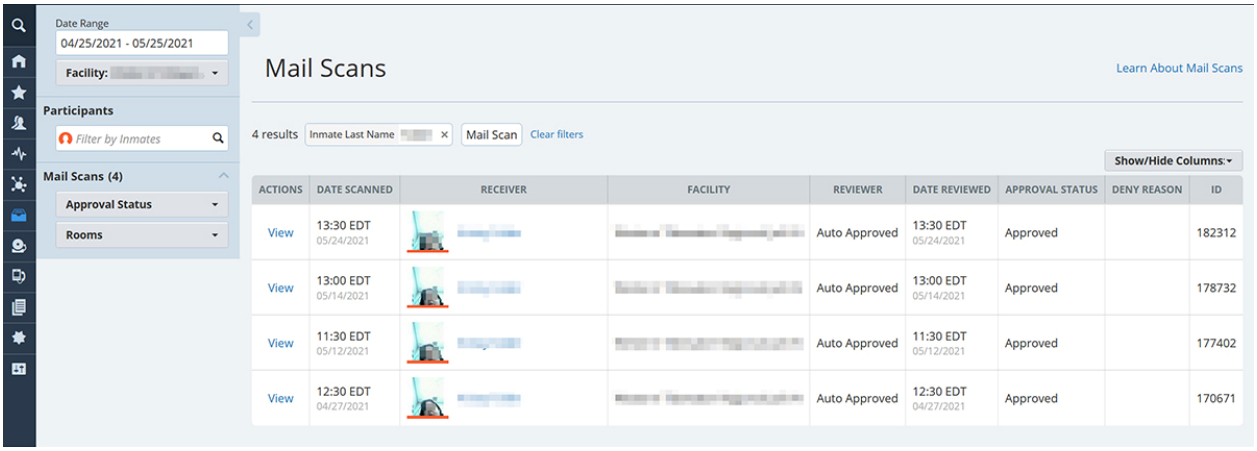
ViaPath has read, understands, and will comply.

4.6 DATABASE REQUIREMENTS

4.6.1. The vendor will provide a data record of all mail received through the DMS. The data record will be maintained in a database for monitoring and analysis of inmate mail. The data record is used to alert authorized DOC staff of possible trends with inmate communications that could jeopardize the security of inmates, staff, or facilities.

ViaPath has read, understands, and will comply.

Regarding postal mail that has been scanned for E-Message delivery, the system provides a similar review queue for these messages. Authorized staff can inspect the scanned PDF image of the postal scan via the "View" button. As with pure E-Messages, staff can approve or reject these postal scanned mail messages (if not in auto-approve mode).



The entire process is designed to be intuitive and convenient for both facility staff and the offender's friends and family members. Senders can be notified automatically if their message is approved or rejected without any further interaction from your staff.

4.6.2. The vendor will be responsible for the generation and creation of a centralized system database. The DMS will provide the capability for every incoming piece of mail to be logged with a transaction record that includes, at a minimum, a record of the inmate's name, inmate ID number, inmate housing location, sender information, and legible image or text of received correspondence in a format that may be exported as need by authorized DOC staff.

ViaPath has read, understands, and will comply.

4.6.3. The database will be maintained in such a manner as to allow authorized DOC staff the capability to review and monitor inmate correspondence data regardless of which DOC facility is housing the inmate.

ViaPath has read, understands, and will comply.

4.6.4. The database will contain multiple data fields. At a minimum, the database will contain all fields required to generate reports as indicated in Reporting Requirements and all information required to establish inmate access to correspondence. Final data elements to be collected will be subject to written approval by the authorized DOC staff.

ViaPath has read, understands, and will comply.

4.6.5. The DMS will provide the capability for authorized DOC staff to download reports from the database, through secured internet access.

ViaPath has read, understands, and will comply.

4.6.6. In addition, the vendor will provide access to the database through secure methods to be defined by the authorized DOC staff. Authorized DOC staff will be able to retrieve defined data on an on-going basis (could be real-time, daily or other).

ViaPath has read, understands, and will comply.

Please refer to Section 4.6.8 for additional information.

4.6.7. The vendor will provide requested data elements in a format to be determined by the authorized DOC staff. Data extracts will be downloadable, as needed, to a format of authorized DOC staff's choosing. The data will allow the authorized DOC staff to perform further analysis as/when needed. The authorized DOC staff will finalize the methods, processes and functions with the vendor.

ViaPath has read, understands, and will comply.

4.6.8. The vendor must briefly describe how Section 4.6.6 will be accomplished with the proposed DMS for the DOC and what security measures are in place to ensure authorized DOC staff have access to only that information for which they are authorized.

ViaPath has read, understands, and will comply.

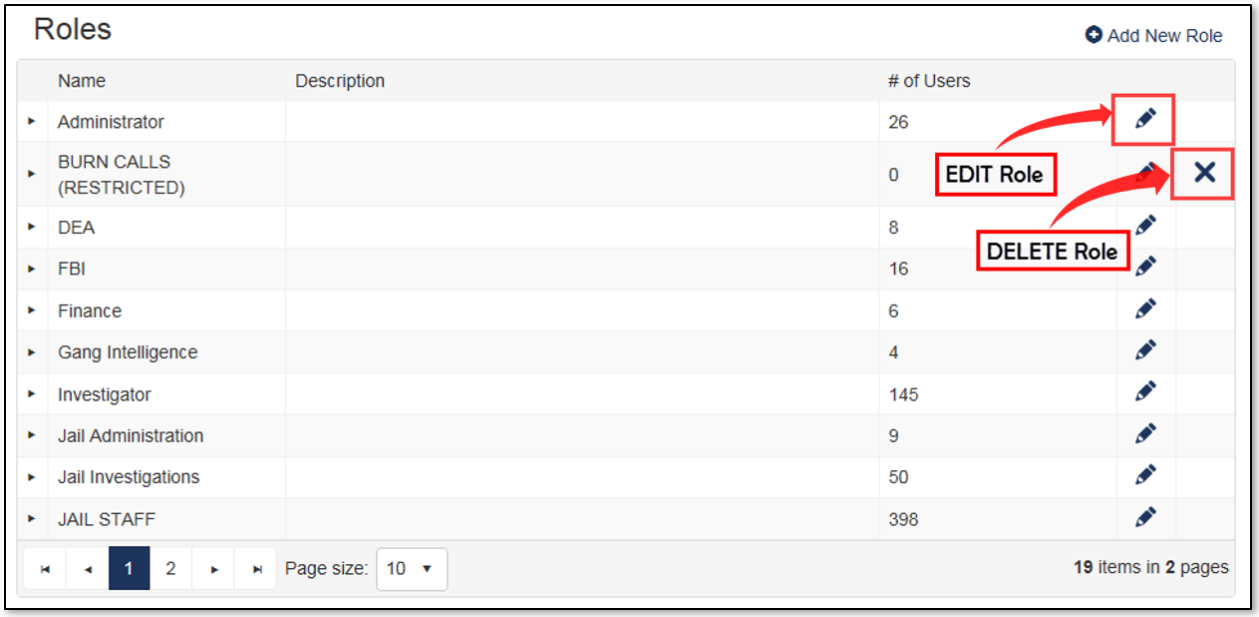
ViaPath's Command communications system has a Web-based interface that provides secure access to the database where authorized DOC staff will be able to retrieve defined data on an on-going basis.

ViaPath's Command interface provides the DOC complete control over staff ability to access Digitized Mail communication. Each user's password is linked to an assigned role that gives that person access only to those functions which are required for that user's job.

Roles are helpful for granting permission to access only one or multiple features. The Restricted User feature allows the Role Administrator to grant, for example, limited access to an outside investigator to review digitized mail only for the specific inmate relevant to the investigation.

An authorized Role Administrator may create a single role to for multiple users expected to perform the same function or may define a unique role specifically for and assigned to a single user.

The authorized Role Administrator receives a list of existing roles. The Administrator can edit or delete existing roles and add new ones.



Edit and Delete Role Selection

For any given role, the authorized administrator selects the modules and the functions within each module enabled for that role.

Properly authorized users may access the system from an onsite system workstation, the DOC's on-site PCs, or any off-site PC (desktop or laptop). After connecting to the private website, a person must log into the DOC's site with a valid username and password.

Remote access to the system is through a Transport Layer Security (TLS) 1.1 exchange, the same security system that is successfully used by many major financial institutions to obtain confidential user information, such as credit card numbers, over the web without compromising security.

4.6.9. The DMS proposed by the vendor must, at a minimum, allow authorized DOC staff to locate inmate correspondence in the following manners:

4.6.9.1. Search by inmate name or inmate ID number (approved by DOC);
4.6.9.2. Search by certain time period (date range);
4.6.9.3. Search by keyword;
4.6.9.4. Search by sender; and
4.6.9.5. Search by unit location.

ViaPath has read, understands, and will comply with items 4.6.9.1 – 4.6.9.5.

4.6.10. The DMS must allow for the search criteria either individually or in combinations.

ViaPath has read, understands, and will comply.

4.6.11. The DMS vendor proposal will provide a search capability that allows authorized DOC staff to search inmate correspondence for certain key words or phrases. The vendor will provide a description of this capability. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

ViaPath has read, understands, and will comply.

ViaPath's DMS solution has the capability to search inmate correspondence for keywords/watchwords or phrases. The physical mail is first scanned into a single electronic image file that is part of a special class of ViaPath E-Message. This electronic image file is then searched for keywords/watchwords, using conventional means. Keyword/Watchword search is commercially available on ViaPath's Messaging application.

4.6.12. The DMS vendor proposal will provide an alert capability that will notify authorized DOC staff with certain key words or phrases that are identified in inmate correspondence. This feature will be commercially available at the time of the RFP submission in order to be compliant with this specification.

ViaPath has read, understands, and will comply.

4.6.13. The vendor will provide a description of this capability.

ViaPath has read, understands, and will comply.

ViaPath's Command System allows for automated alarm notifications and alerts. Alarms and alerts are easily configured in the officer facing user interface. Once configured, authorized staff can be sent an email and/or text message notifying them when an alarm is triggered. Alerts are commercially available in ViaPath's Command System.

4.6.14. The security and confidentiality of data in the DMS is of critical importance. The vendor will recover all inmate correspondence data for all locations, to the point of full service operation using a data backup.

ViaPath has read, understands, and will comply.

4.6.15. The vendor will perform all service and database back-ups and archiving. The vendor will provide all archival hardware, supplies, and network recovery procedures to ensure no data is lost at no cost to the DOC.

ViaPath has read, understands, and will comply.

4.7 DATA STORAGE

4.7.1. The vendor will perform all DMS database back-ups and archiving including all inmate correspondence records, DMS programming database, and physical mail storage. All archival hardware, supplies, network and recovery procedures, which ensure no data will be lost, will be provided by the vendor at no cost to the DOC.

ViaPath has read, understands, and will comply.

4.7.2. The vendor will briefly describe how they will perform back-up or DMS redundancy of correspondence data.

ViaPath has read, understands, and will comply.

ViaPath's DMS is a centralized system with automated backups where all databases are hosted in ViaPath datacenters.

4.7.3. The vendor will provide full DMS programming back-up on a daily basis including, but not limited to:

4.7.3.1. All received inmate correspondence;
4.7.3.2. DMS inmate ID numbers;
4.7.3.3. Inmate location data; and
4.7.3.4. Other DMS operating database information.

ViaPath has read, understands, and will comply with items 4.7.3.1 – 4.7.3.4.

4.7.4. The vendor will provide full DMS programming back-up in real time including, but not limited to:

4.7.4.1. All received inmate correspondence;
4.7.4.2. DMS inmate ID numbers;
4.7.4.3. Inmate location data; and
4.7.4.4. Other DMS operating database information.
For example, when an Administrator updates an inmate's ID, the DMS automatically backs-up such changes immediately to the vendor's off-site location.

ViaPath has read, understands, and will comply with items 4.7.4.1 – 4.7.4.4.

4.7.5. The vendor will provide full DMS inmate correspondence data back-up from each DOC location on a daily basis.

ViaPath has read, understands, and will comply.

4.7.6. The vendor will provide full DMS inmate correspondence data back-up in real time. For example, when an inmate has received approved correspondence as recorded by the system, the vendor will back-up immediately to the vendor's off-site location.

ViaPath has read, understands, and will comply.

4.7.7. The vendor will briefly describe how the local DMS databases at all DOC facilities will be kept current with the DMS back-ups at the vendor's off-site location in case of required re-programming or DMS recovery at the DOC facility. Should the vendor permanently lose correspondence data, vendor will be responsible to the DOC for reimbursement.

ViaPath has read, understands, and will comply.

ViaPath's DMS is a centralized system in which all databases are hosted in ViaPath datacenters and there are no local databases in DOC facilities. This is true even if mail is physically scanned on site. Standard messaging database backups are maintained for the DMS solution in ViaPath datacenters.

4.7.8. The vendor must agree that the DOC retains ownership of all archived information, inmate records, correspondence data, etc. The vendor must agree that the DOC has the right to obtain all archived information, inmate records, correspondence data, etc. associated with the DMS regardless of the location of such information within the vendor's organization or site.

ViaPath has read, understands, and will comply.

4.7.9. The DMS will store all correspondence data, including all approved and rejected mail. This data will be stored at the vendor sites throughout the duration of the Contract.

ViaPath has read, understands, and will comply.

4.7.10. The vendor will provide authorized DOC staff with a "Certificate of Destruction".

ViaPath has read, understands, and will comply.

4.7.11. The DMS will record all data with a historical transaction record. All data will be stored/archived for retrieval/backup in a database when requested by authorized DOC staff in accordance with the following:

4.7.11.1. All historical data will be centrally stored and accessible for reporting purposes.

4.7.11.2. This information must be available for reporting in a format of authorized DOC staff's choosing.

4.7.11.3. The vendor is required to store digital inmate correspondence data throughout the duration of the Contract and/or successful transfer of the data to the authorized DOC staff. Inmate correspondence data and detail will be available "on-line" for a minimum of twelve (12) months from the received date of the correspondence and records detail will be available "off-line" for an additional forty-eight (48) months, or a total of sixty (60) months from the received date of the correspondence. "Off-line" records will be in a format readily accessible to the authorized DOC staff upon request.

4.7.11.4. The vendor is required to store hard copy originals of inmate correspondence for one (1) year from the date of receipt.

4.7.11.5. All data will remain the property of the DOC and the vendor will not use the data for any purpose other than as required in the Contract.

ViaPath has read, understands, and will comply with the entirety of 4.7.11.

4.7.12. The vendor will have a written Disaster Recovery Plan and Continuity of Operations Plan and associated internal system equipment that will be capable of providing for support in case of failures in power, DMS data networking, and vendor's equipment at its host site through the user-level equipment provided by the vendor, and for all natural or man-made disasters including flood or fire at the host facility. These plans and all updates will be reviewed and accepted by the authorized DOC staff and kept for reference purposes.

ViaPath has read, understands, and will comply.

ViaPath's Business Continuity and Disaster Recovery Plan outlines how ViaPath will continue operating during an unplanned disruption in services or a disaster. ViaPath will share this Plan with authorized DOC staff upon award of contract.

4.8 SECURITY FEATURES

4.8.1. The DMS will allow multiple operators simultaneous access while maintaining adequate security to prevent unauthorized use and access.

ViaPath has read, understands, and will comply.

ViaPath's DMS interface is integrated into the ViaPath Command interface that is used for ITS, Video Visitation, Kiosks, and Tablets.

4.8.2. The DMS will contain security features, which prevent unauthorized individuals from accessing any information held by the vendor. Secure access to the DMS and the database will be maintained at all times.

ViaPath has read, understands, and will comply.

4.8.3. The vendor will describe how it detects and identifies contraband in correspondence.

ViaPath has read, understands, and will comply.

ViaPath's standard DMS process uses physical inspection of the mail to detect and identify contraband in correspondence. As an optional capability, ViaPath has experience with imaging spectrometers, such as the ChemImage VeroVisionTM Mail Screener, that can detect illicit substances on physical mail. Using multispectral imaging, the mail screener detects and reveals chemicals visible in the Near-Infrared (NIR) spectrum.

More information on this option can be found in 4.13, Value Add Solution Item - Digital Mail Scanning Service Options.

Benefits	One-click, 8 second scan detects dosage levels
	Intuitive, easy to operate interface minimizes training time and costs
	Automated, noncontact, widefield scanning screens the entire item at once
	High probability of detection and low false positive rate.
	Dosage level detection capability to minimize false alarm.
	Incorporates near-infrared (NIR) multispectral imaging technology.

4.8.4. The vendor will describe its contraband reporting policies.

ViaPath has read, understands, and will comply.

ViaPath will coordinate with the DOC and local law enforcement on the policy for reporting and disposal of contraband, but the general process is as follows. When contraband is detected in received mail, staff will:

- ***Notify shift supervisor that contraband has been found***
- ***Shift supervisor will document the occurrence, contact local law enforcement if the contraband is illegal and notify the DOC contract administrator or their designee***
- ***Illegal contraband will be bagged, tagged and secured until it is delivered to local law enforcement. Contraband that is against DOC policy, but is not illegal will be discarded.***

4.8.5. The vendor will describe how it identifies approved correspondence.

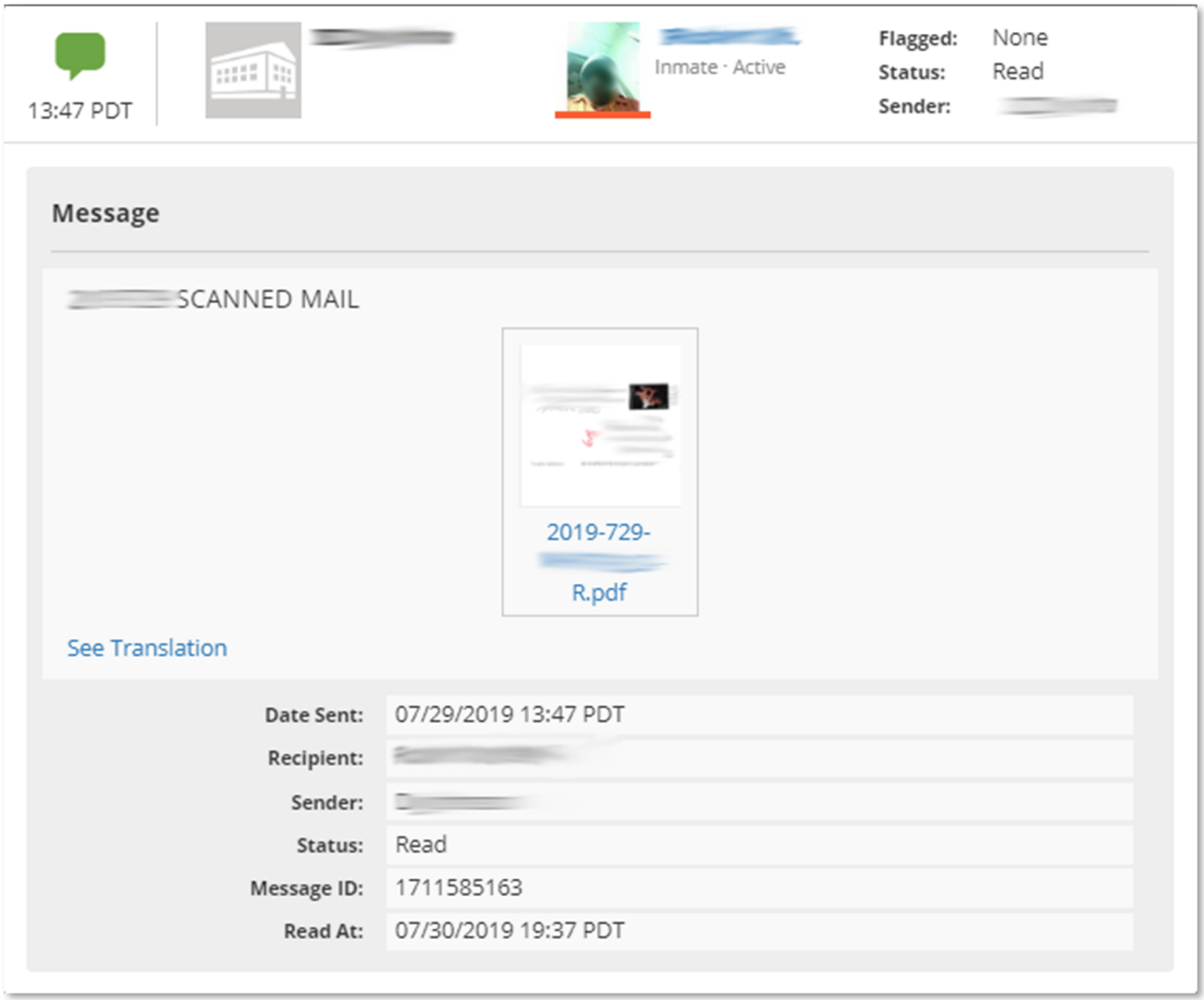
ViaPath has read, understands, and will comply.

ViaPath will partner with the DOC to establish the DOC's guidelines for what constitutes "approved correspondence", but in general, approved correspondence would include non-privileged letters, paper and cards no larger than 8.5" x 11". Approved correspondence does not include any of the following: packages, checks, money orders, magazines, newspapers, periodicals, books, pamphlets, mail with obvious contraband, and mail that is larger than 8.5" x 11". ViaPath will provide notice to inmates and friends/family that legal/privileged mail will not be accepted at ViaPath's mail processing site. If ViaPath believes that legal mail has been received at ViaPath's processing center, that mail will be forwarded to the DOC. ViaPath will visually inspect the mail envelope for the following keywords to determine if the mail is to be categorized as "privileged": privileged, personal, attorney, legal, public defender, confidential. If these keywords are not found on the envelope, ViaPath will assume that the mail is non-privileged and will scan the mail. ViaPath is willing to work with the DOC to modify this policy to align with the DOC's privileged mail policies.

4.8.6. The vendor will describe how it identifies and handles non-privileged correspondence.

ViaPath has read, understands, and will comply.

The physical mail for the DOC inmates can be processed by our Mail Scanner System which converts the mail, including the envelope, to a single electronic image file for distribution to inmates on the wireless tablet or wall mounted tablet kiosk. Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the inmate as a message attachment to view on a tablet or at a kiosk. For non-approved attachments, the reason can be identified and sent to the inmate. In Command, staff can view all scanned mail by status – pending, approved, or denied. Should the facility wish, mail can also be automatically passed to the inmate without review.



4.8.7. The vendor will describe how it identifies and handles privileged (legal, medical, etc.) correspondence.

ViaPath has read, understands, and will comply.

ViaPath's Private Electronic Messaging service is the new standard for legal and professional correspondence

Upon general availability, Private Electronic Messaging will provide a secure, encrypted alternative to traditional legal mail.

To help our customers manage the safety and security of their inmate's professional messaging, ViaPath has developed a Private Electronic Messaging solution, where attorneys can electronically share legal documents and exchange digital messaging with inmates who are using ViaPath tablets.

All communication functions are in a privileged end-to-end electronic environment.

Private Electronic Messaging provides a secure, encrypted alternative to traditional legal mail allowing professionals (lawyers, counselors, clergy, advocates) the ability to send secure electronic messages and attachments that only their inmate can view and securely store.

Benefits to Inmate and Professionals

- ***Private, un-monitored messaging***
- ***Bi-directional messaging***
- ***Password protected in addition to the tablet login security***
- ***Encrypted attachments that can only be read by the intended inmate recipient***
- ***Data retention policies for encrypted legal documents***
- ***No mail delays***

Benefits to Staff/Facility

- ***No additional equipment required for scanning of legal documents***
- ***Only staff involvement is electronic approval of professional status***
- ***Full facility approval workflow prior to being enrolled as professional contact***

4.8.8. The vendor will describe its process and policy related to rejected correspondence.

ViaPath has read, understands, and will comply.

ViaPath will provide notice to inmates and friends/family that correspondence that is not approved (rejected) will not be scanned and will not be sent electronically to the inmate. The following correspondence will be refused at the U.S. Postal Service so that it may be

returned to sender: packages, magazines, newspapers, periodicals, books, pamphlets, and mail that is larger than 8.5" x 11". If ViaPath receives checks or money orders in the postal mail, they will not be scanned and will be returned to the sender. If ViaPath detects contraband in the mail, it will be turned over to local law enforcement and will not be scanned. ViaPath is willing to work with the DOC to modify this policy to align with the DOC's mail policies.

4.8.9. The vendor will provide information on any additional or optional features, investigative or management systems or tools provided that may be of interest to the DOC (e.g. word recognition/keyword search, pattern analysis, digital forensics, etc.) Please ensure a complete description of the features application is included. Any cost associated with the additional or optional features described shall be included in the vendor's cost response *Attachment C, Cost Proposal.*

ViaPath has read, understands, and will comply.

4.8.9.1. Vendor shall describe their ability to monitor a sample of inmate correspondence and provide monthly reports to the DOC.

ViaPath has read, understands, and will comply.

4.8.10. The vendor may at the discretion of each Participating State:

4.8.10.1. Brand each correspondence with the name of the facility and the name of the offender corresponding.

4.8.10.2. Offer each facility or applicable DOC employees the capability of remotely reviewing and approving correspondence.

4.8.10.3. Offer a monitoring and tracking system that incorporates a Security Threat Group (STG) component that will include but is not limited to: identification and tracking of STG member calls and their call patterns, reporting capabilities identifying all correspondence made by STG members and indicating STG affiliation by facility, and identify correspondence of STG members and report whether other offender are corresponding with the same parties.

4.8.10.4. Provide the capability of automatically receiving and digitizing all correspondence and the capability to track and retrieve received correspondence via offender ID number, name, sender information, date, or housing location. The system should also offer the ability to query based on specific words and/or phrases. The system should allow for storage of this information for a minimum of sixty months. The Vendor shall provide the necessary equipment to meet the required storage needs.

4.8.10.5. Include an accounting and reporting package that will provide detailed cost figures on all correspondence and provide accounting on a monthly basis.

4.8.10.6. Agree that in the event of a transition to another DMS vendor, all

equipment will remain with the DOC until new equipment is installed by the new vendor. Provide the DOC and the new vendor assistance for transition to a new contract at the termination of the contract resulting from this RFP.

4.8.10.7. Provide a system that does not violate any federal, State, or local laws.

4.8.10.8. Obtain all required licenses or any other approvals needed to utilize the system at a DOC facility.

ViaPath has read, understands, and will comply with 4.8.10.1 – 4.8.10.8.

4.9 SYSTEM RESTRICTION, FRAUD CONTROL AND NOTIFICATION REQUIREMENTS

4.9.1. The security and confidentiality of inmate correspondence is of critical importance. Security features, which prevent unauthorized access to any information held by the vendor, will provide for restriction to the DMS, fraud control for prevention purposes, and notification capabilities for attempted security violations or breaches. Secure access to the DMS will be maintained at all times. The DMS will have security capabilities that include, but are not limited to:

ViaPath has read, understands, and will comply.

4.9.1.1. The vendor will be able to detect, identify, and report contraband to local law enforcement and authorized DOC staff.

ViaPath has read, understands, and will comply.

4.9.1.2. Optional Requirement - Vendors will provide technology information on their ability provide investigative tools to collect and trace actionable intelligence contained in inmate non-privileged correspondence. This can be done through the vendor's company or in conjunction with a subcontractor. Provide a separate line in the proposal cost section *Attachment C, Cost Proposal*.

ViaPath has read, understands, and will comply.

ViaPath offers the advantage of an investigative capability that will allow not only investigation of non-privileged correspondence but also integration of this data with investigative data from other sources (calls, visits, deposits, etc.).

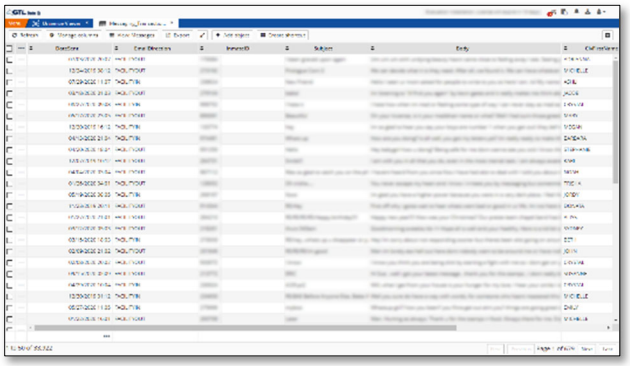
ViaPath Data IQ™ (DEX)

Transforming raw data into actionable intelligence has become a critical cornerstone for modern day law enforcement and correctional agencies; applying intelligence-led principles and concepts to solve and prevent crimes. The successful implementation of these strategies require the right combination of data, technology, and trained personnel. With ViaPath Data IQ™ (DEX), agencies are equipping their personnel with critical data and technology designed to efficiently and effectively allow investigations and analysis in a modern big-data world.

Big Data Architecture

Like many industries around the world, the correctional industry has experienced a transformation deploying digital services resulting in more data points which generate more raw data than ever before. The increased volume of both structured and unstructured data (such as offender messaging) has challenged law enforcement and correctional agencies to seek solutions designed specifically around big-data and the delivery of both efficient and effective solutions.

Unlike traditional row structured solutions, Data IQ (DEX) leverages a columnar data structure resulting in faster data queries and faster results. Data IQ (DEX) combines the right architecture with the ability for agencies to functionally ingest any data point, regardless of data type or structure. With this strategy, ViaPath can offer the DOC an all-around enhanced user experience.



ViaPath provides a portfolio of solutions readily available to be digested within Data IQ (DEX), providing the DOC with the latest safety and security intelligence solution. Data IQ (DEX) contains all the power of integrating with the ViaPath data sources provided to the DOC. Additionally, unlike other solutions in the market, Data IQ (DEX) can ingest ANY data point (commissary and JMS systems, trust accounting, public information) without software development. For the DOC, this means that when new data sources are identified or added, ViaPath Data IQ (DEX) is ready to ingest them with only a simple adjustment to the data model. Examples of data that can be ingested include:

- *Inmate telephones*
- *Video Visitation*
- *Wireless Tablets*
- *Messaging*
- *Employee Data*
- *Lobby/Intake Kiosk*
- *Commissary*
- *Visitation data*
- *Payment Services*
- *Trust Accounting*
- *Public Information*
- *Case Management*

Investigative Data Sources		
Information Source	**GTL Data IQ**	**Others**
Inmate Phone Calls	✓	✓
Billing Name and Address	✓	✓
Visitation Data	✓	✗
Financial Transaction Data	✓	✓
Jail Management System	✓	✗
Kiosk Data	✓	✗
Security Threat Groups	✓	✗
Incident Reports	✓	✗
Cell Phone Forensic Data	✓	✓
Public Information Data	✓	✗
Data Sources Unique to Facility	✓	✗

ViaPath's Data IQ™ (DEX) is the industry leading solution designed to provide an intuitive user experience and faster delivery of actionable intelligence. Currently there are over 20 state Department of Corrections agencies who rely on ViaPath Data IQ (DEX) to process and analyze over 1 billion records spread across 14 otherwise disparate data sources.

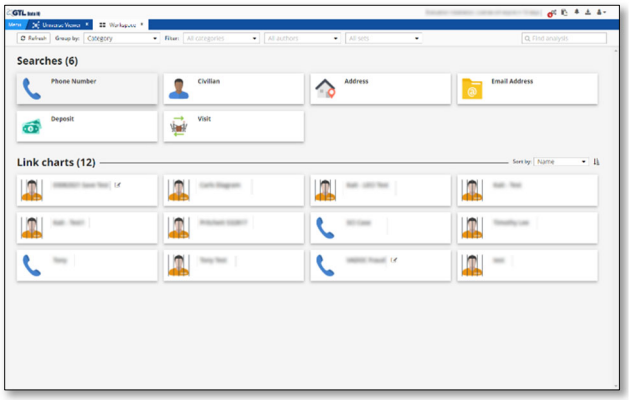
User Experience

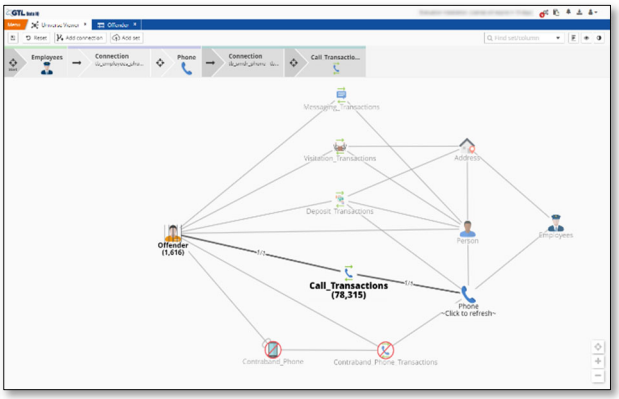
"Data IQ DEX is the perfect balance between the complexity of analysis and the simplicity of design."

- Mitch Volkart, VP Intelligence Solutions

Providing a solid foundation in data structure is a fundamental start, but ViaPath goes beyond by recognizing the need for an enhanced user experience. Data IQ (DEX) balances the complexity of analysis with simplicity of design, allowing users to effectively leverage the solution to quickly mine data and turn otherwise raw data into actionable intelligence.

Each individual user's workspace within Data IQ (DEX) can be configured to show a variety of views including a customized user page which consists of simple object buttons and saved queries or the ever-efficient "Universe Viewer" that allows the user to immediately start datamining from the home screen.



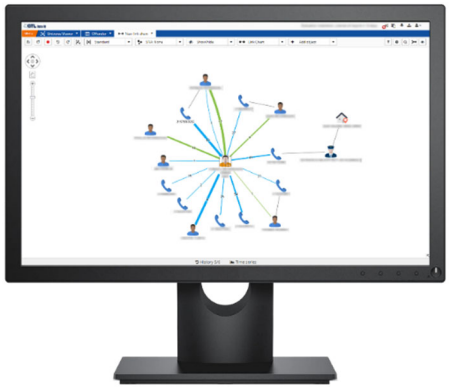


Object Searching and Associations

Searching for objects within datasets has never been easier than with Data IQ (DEX). Users can perform reactive searches (i.e., the user has a known starting point) using a variety of methods which include the Search pane, Workspace, the Universe Viewer, or folder. This flexibility allows users to customize their experience to what is most comfortable for them.

Leveraging the capability of first- and second-degree associations, users can analyze individual transactional data. For example, users can analyze individual timelines plotted on a time series or stay high level and simply associate two objects without the underlying transactional objects. This flexibility in design enables users to easily interpret the link diagram allowing the discovery of patterns and associations.

Data IQ (DEX) is equipped with several visualized data layouts including:

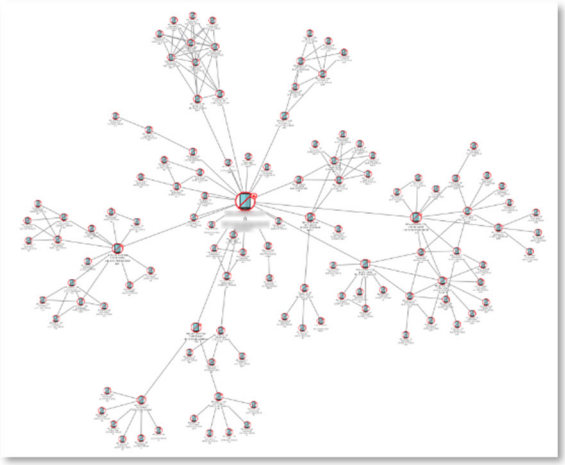


- ***Lens***
- ***Radial***
- ***Standard***
- ***Structural***
- ***Hierarchy Top***
- ***Hierarchy Bottom***
- ***Hierarchy Left***
- ***Hierarchy Right***

Social Network Analysis (SNA)

Analyzing data in today's digital age not only focuses on "who is connected to whom and how", but also focuses on the strength of those connections. Social Network Analysis (SNA) automatically changes the sizes of displayed objects depending on their connectivity in the network. Social network algorithms include:

- ***Degree – node resizing depending on how many connections an object has***
- ***Betweenness – identify nodes that may bridge between networks***
- ***Closeness – find the closest nodes to the other nodes in a network***
- ***Page Rank – identify important nodes by assigning each a score based upon its number of incoming links***
- ***Eigenvector – measure of influence that considers the number of links each person has and the number of links their connections have***



Data Exchange (DEX) Network

ViaPath's Data IQ (DEX) software analyzes data and provides critical connections across other allied data exchange agencies. Data IQ (DEX) allows users to output results and diagrams to users both via standard formats and through the application itself. This allows users to interact dynamically with shared diagrams rather than having a static picture.

ViaPath Data IQ (DEX) allows users to search for objects that exist across multiple facilities. For example, a user may have an object set from their own data and choose to search it against a second set of data or model. Once again, the power of Data IQ

includes the ability to query any data source or object type, not being limited to particular objects such as phones and/or phone numbers.

4.10 TRAINING

4.10.1. The vendor will provide training to the authorized DOC staff's personnel at the locations where the equipment is installed. Additional training will be provided to new authorized DOC staff assigned during the Contract period, at no cost to the DOC, at specific DOC facilities. Video conferencing and/or webinar are acceptable.

ViaPath has read, understands, and will comply.

A major factor in the success of a great inmate communication system is the knowledge its users have of the solution. ViaPath's highly experienced training staff have carefully designed a training plan that reaches every user of the system to ensure that the DOC staff, inmates, and friends and family get the most out of the features the system offers. As a key part of our mission to provide the best customer service and satisfaction, we ensure that facility staff are trained from launch and implementation through day-to-day operations.

Training Process for the DOC Staff

The ViaPath training team uses onsite and web-based training to meet the diverse needs of individuals working in the corrections environment. ViaPath trainers use demonstrations, question-and-answer sessions, hands-on activity, and process reviews to help correctional staff quickly master the features and functionality of the system while learning by doing.

- ***On-Site Training – Upon installation, and typically before Go-Live, the ViaPath training team will provide in-depth training on all aspects of the system. During on-site training, the ViaPath trainer will lead a review of system features and functionality and actively encourage each participant to ask questions and perform hands-on activity in the system where applicable. The ViaPath trainer will provide a training syllabus that outlines the topics to be covered and provide adequate training materials such as user guides, quick reference guides, and quick-tip cards. On-site training will be available throughout the life of the contract as new features and functionalities are added, upgrades and expansions become available, or anytime upon request of the DOC.***
- ***Web-Based Training – In conjunction with initial on-site training, our certified trainers can lead web-based training, allowing users to view the system via an online meeting and interact with the trainers and other participants on a toll-free conference bridge. This type of training will continue to be available throughout the life of the contract just as on-site***

training is. In fact, many facilities find that on-going web-based training is more beneficial after initial on-site training, because it allows ViaPath to train users at a time and place that is convenient for them. This ensures nearly every work schedule can be accommodated.

- ***Training Documentation – All materials presented during training sessions will be left with the DOC staff for references, along with full system user guides. In addition, ViaPath will provide the DOC with an online portal that allows users to access all documentation, from training agendas to how-to guides. ViaPath will also provide "Quick Tip" posters to be mounted near facility workstations for quick refreshers on common system features.***

4.10.2. Training manuals will be provided to the authorized DOC staff at all training meetings at no cost to the DOC. All manuals will become the property of the DOC.

ViaPath has read, understands, and will comply.

4.10.3. Informational pamphlets shall be made available for inmate's relatives to explain applicable features and functionalities of the DMS, when requested by the authorized DOC staff at no cost to the DOC.

ViaPath has read, understands, and will comply.

4.11 GENERAL MAINTENANCE

4.11.1. The vendor shall contact the facility for entry approval regarding maintenance and repairs.

ViaPath has read, understands, and will comply.

4.11.2. The vendor will provide the necessary labor, parts, materials, and transportation to maintain all proposed equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the Contract. No charge will be made to the DOC for maintenance of the DMS.

ViaPath has read, understands, and will comply.

4.11.3. The vendor will have the ability to perform remote diagnostics to the DMS to determine any network problems.

ViaPath has read, understands, and will comply.

4.11.4. The DMS will provide for continuous on-line diagnostics and continuous supervision, as well as local remote offline DMS control access for advanced programming and diagnostics. Access to the built-in advanced diagnostics and program control will be accessible via telephone or network by service center personnel and will provide failure reports, service history and other diagnostics.

ViaPath has read, understands, and will comply.

4.11.5. The vendor will provide their on-site repair time, method and proposed level of services for the facilities. Vendors will detail their ability to handle emergencies.

4.11.5.1. Provide an escalation plan.

ViaPath has read, understands, and will comply.

Work Order Timeframes

Depending on the solution selected for the actual mail scanning (onsite or offsite) the repair process for DMS would vary. For onsite mail scanning the variable would be based upon where the scanners were placed, how many were available per facility, etc. This is important in that a difference could be based upon the operational procedures for the mailroom at each facility. Our offisite mail scanning would follow a different process as this would be at a ViaPath facility.

The solution selected for delivery of inmate mail would also vary based upon method of deilvery whether print, kiosk or tablet. For the print solution the same example above would apply. Although any DMS solution selected, while number of priority levels and/or out of service percentages may vary, the repair time and emergency process will be similar to the process described below.

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.* • *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*

Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Escalation Path

Escalation Path	*Field Service Escalation Personnel*
Level 1	*Frank Sanchez* *Field Services Manager*
Level 2	*Justin Tidwell* *Field Services Director*
Level 3	*Ken McNiel* *Associate VP of Field Services*
Level 4	*Aaron Webster* *Senior Vice President, Service Excellence*
Level 5	*Rick White* *Executive Vice President, Enterprise Systems*
Level 6	*Deb Alderson* *Chief Executive Officer*

Escalation Level	*Technical Support Escalation Personnel*
Level 1	*Lead Technical Support Specialist or Supervisor (varies by State)*
Level 2	*Technical Support Manager* *(Varies by State)*
Level 3	*Director of Services* *(Varies by State)*

Escalation Level	Technical Support Escalation Personnel
Level 4	Ted Meekins Vice President, Technical Services
Level 5	Aaron Webster Senior Vice President, Service Excellence
Level 6	Deb Alderson Chief Executive Officer

4.11.6. Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable.

ViaPath has read, understands, and will comply.

When an escalation need arises, the escalation path(s) provided by ViaPath will be followed.

ViaPath exceeds most customer expectations by understanding that not all maintenance issues can be resolved onsite at times it requires offsite resolution and/or both are required. For that reason, we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet the DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed the DOC's requirements:

- ***Ability to resolve issues without contacting customer support***
- ***Automate requests***
- ***Access to online ticket history***
- ***Complete visibility of request and establish real-time updates***
- ***Real-time dashboards to tickets submitted by the facility and friends and families***

4.11.7. The vendor must provide the authorized DOC staff with a complete list of office and cellular numbers for its Contractors/subcontractors, managers, administrators, technicians etc. The vendor's management office and emergency telephone numbers must also be furnished.

ViaPath has read, understands, and will comply.

Upon award of contract, ViaPath will provide all required contact information for its contractors/subcontractor, managers, administrators, technicians, etc.

4.11.8. The vendor will provide a copy of the company's current repair procedure policy for both normal maintenance and emergency outages as it relates to your proposal.

ViaPath has read, understands, and will comply.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal

performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- *Physical test of inmate phones for functionality including voice prompts, keypad operation, and handset operation. Test all outbound network circuits for dial tone and proper PIC code. Complete all required inmate phone repairs.*
- *Operational test of call processing equipment and perform routine maintenance and cleaning.*
- *Testing of the video visitation system to ensure proper functionality*
- *Testing of the telephones to ensure proper functionality*
- *Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.*
- *Ensure that the appropriate facility personnel have repair and technical service escalation materials.*
- *Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.*

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

4.11.9. Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the DMS.

ViaPath has read, understands, and will comply.

4.11.10. All issues surrounding the DMS will be reported by the vendor to the authorized DOC staff.

ViaPath has read, understands, and will comply.

4.12 MAINTENANCE/SERVICE

4.12.1. Software Modification by the vendor and Release Management.

ViaPath has read, understands, and will comply.

4.12.2. For DOC-initiated modification to the software; the vendor shall provide the following:

4.12.2.1. Timely cost estimates; and
4.12.2.2. Reasonable delivery date for enhancements, as mutually agreed upon.

ViaPath has read, understands, and will comply with the entirety of 4.12.2.

4.12.3. The vendor will prepare software releases and stages for testing, validation and acceptance in a test environment. The DOC may require the ability to perform testing for authorization to proceed prior to migration to production environment.

ViaPath has read, understands, and will comply.

ViaPath operates in an Agile development environment where projects are managed in Sprints. The results of one or more Sprints will be packaged as released features and problem corrections to create a software release. The goal of the ViaPath Product Development organization is to provide our clients with updated features and problem corrections as soon as possible. Software releases generally occur approximately every three weeks, and generally can be implemented without any downtime.

ViaPath has an existing test environment for all software updates, upgrades, and patches to be thoroughly validated prior to deployment into the production environment. If requested, ViaPath will work with DOC staff to provide a test environment or other method to verify the upgrade, fix and/or enhancement prior to migration to the production environment.

4.12.4. The vendor shall propose, provide, and describe their solution for change management. These must include at a minimum:

4.12.4.1. Version number;
4.12.4.2. Description of the change;
4.12.4.3. How the change was initiated (e.g. user or system support);
4.12.4.4. Person requesting the change;
4.12.4.5. Person responsible for the change; and
4.12.4.6. Date and time of the change.

ViaPath has read, understands, and will comply with the entirety of 4.12.4.

All approved software or hardware changes to the system operating environment are carefully planned and managed by ViaPath's Technology Team. We have clearly defined processes and regulatory steps to ensure that each change is compatible and in compliance with the contractual Agreement and requirements for system functionality.

ViaPath leverages Salesforce and JIRA (an agile development management system from Atlassian) to control change management. All Change Requests are managed through a combination of Salesforce and JIRA. In the case of a customer-requested change, the request is initiated through Sales Force by the Account Manager, which subsequently flows into JIRA for development estimation. If accepted, the development life cycle of the feature will be managed in JIRA. Internal product development is managed with JIRA. JIRA tracks all aspects of change management including versions, detailed description of change/enhancement, all personnel involved in the development, and time tags for each step of the change/enhancement. Any JIRA item will be assigned to a version release and documented as such.

ViaPath Internal Change Management Processes

Product Management	*PRODUCT MANAGEMENT will provide proper documentation on the business requirements needed for a requested change to PROJECT MANAGEMENT in a charter template.*

Rough Order of Magnitude (ROM)	*PROJECT MANAGEMENT works with the appropriate development groups to provide a ROM and high-level overview of the tasks that would need to be done.*
D1 Approval	*The Charter with the ROMA and high-level overview of tasks will be sent to the Executives of PRODUCT MANAGEMENT, DEVELOPMENT, SERVICES, and SECURITY to approve the charter. If a CUSTOMER approval is required, then this will be obtained by PRODUCT MANAGEMENT working with the appropriate ViaPath ACCOUNT EXECUTIVE who will work with the CUSTOMER.*
Design	*If approved, the SYSTEMS ARCHITECT performs the design work needed and passes onto the TEAM LEAD.*
Schedule	*The TEAM LEAD for the development groups constructs a schedule for the development piece and submits to the PROJECT MANAGER who will work with other groups (Quality Assurance, Operations Support Team, Network, Security) to construct their schedules for this project as well. PROJECT MANAGEMENT then manages the schedule with weekly, or as needed meetings with all stakeholders.*
Development	*TEAM LEAD manages the development resources while reporting back to PROJECT MANAGEMENT.*
Unit Testing/Integration	*Unit Testing/Integration testing is performed by the development team.*
Documentation	*Documentation is created that will show what is being modified, how to install, how to verify install, and how to roll-back if needed.*
Install Instructions	*TEAM LEAD will get with the installation group to go over all installation instructions to make sure that everyone understands what is being deployed and how to deploy it. Further, a meeting with the CUSTOMER will be held to discuss the installation, discuss impacts, if any, and to discuss mitigation strategy.*
Quality Assurance	*QA performs testing on the developed item.*
D3 Approval	*Once all development, testing, and any other network related item is ready, then the PROJECT MANAGER will host a D3 MEETING with all appropriate stakeholders to obtain the final approval to begin deployment. CUSTOMER approval will be obtained before deployment by the ViaPath's Account Executive for that customer before their deployment.*
Virtual Source Safe	*All Development documentation/code is put into a **Virtual Source Safe** to store our changes so that all code is properly secured.*
Deployment & Verification	*Customers will be notified of any deployment that will affect them and make sure that there are no issues before the deployment. Deployment could have a beta period using a beta customer. Verification plans will be created to verify the software was installed correctly and to verify the new software works as expected. A log is also kept of all deployments in our **Technology Change Management Log** so that one can determine what had been deployed on that day if there were issues to arise later.*

Among other things our Software Change Control Process involves:

- ***Management Approval: All changes must be approved by ViaPath management prior to being placed in the production environment.***
- ***Security Department Approval: Any changes to security elements (firewalls) or features that have the potential to impact security must be reviewed and approved by ViaPath's Security Department.***

- ***Impact Analysis: Identification of all features, applications, and processes related to the change that may impact functions available to system users.***
- ***Test Plan: Planned tests, specific to the change, to verify that the change accomplished does what it was supposed to do and does not adversely affect other system components.***
- ***Rollback Procedure: A fallback plan that describes the process of reverting the environment to its original configuration if the change does not proceed as intended.***
- ***Test Environment: All software changes must be rigorously tested on the quality assurance test network isolated from the production network.***

4.12.5. Vendor to provide maintenance and service plan to include frequency and speed of maintenance. Downtime shall not extend past a 24-hour period.

ViaPath has read, understands, and will comply.

ViaPath is committed to providing the DOC with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment associated with our provided solutions are maintained for the life of the contract.

- ***ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, kiosks, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.***
- ***Maintenance and repair services provided entirely without cost to the DOC.***
- ***Malfunctioning equipment repaired or replaced as needed and inquires by the DOC staff are answered quickly and courteously.***
- ***Responses to service interruptions or equipment malfunctions within the agreed-upon timeframes.***

ViaPath Maintenance and Support Plan

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, ViaPath service technicians nearby will be dispatched to the site within the required time limit.

ViaPath Technicians Provide Local Service

ViaPath will manage and be responsible for every aspect of our system installed at the DOC and ViaPath employees handle all local, on-site service. We will work with the DOC and each participating state to assign a dedicated field repair technician. This technician will assist with the installation of all ViaPath hardware and provide on-going maintenance and repair services for the life of the contract. In addition to providing routine and maintenance service for ViaPath devices, our field technicians are also always available for dispatch to assist with any emergencies that occur relative to the ViaPath System.

Our field repair personnel are factory-trained, certified technicians capable of maintaining and repairing the systems. Additionally, our field repair staff possess the required level of knowledge relating to telco network, electronic circuits, and wiring standards. They are trained to diagnose, repair, and adjust equipment to ensure optimal performance and minimal downtime. Our field repair staff are also trained and equipped to handle field repairs of the network at the modular level. Working under the supervision of ViaPath network technical support, they perform indicated hardware exchanges and/or replacements.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

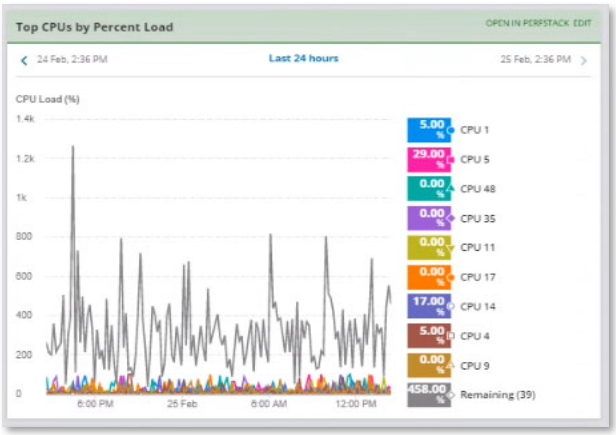
Remote Monitoring and System Diagnostics

ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, alert history, and statistical information to our internal experts.

Network Operation Center (NOC)

ViaPath proactively monitors our communication systems provided to the DOC from our Network Operations Center (NOC). The ViaPath NOC provides monitoring for all ViaPath communication platforms, network, back-office systems and data centers.

Deployment Monitoring: Monitoring trends in network performance before, during, and after deployments of additional devices or updated software features allows



Data Center Server Function Details

We staff our NOC with the most knowledgeable professionals in the industry. Our network experts are fully certified in all the system hardware and software solutions that monitor our platforms and network we offer to our customers. Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting, performance history, data, and network information are available to our staff when needed.

Our NOC staff monitor every aspect of the communication systems we provide to our customers from network performance and application monitoring to automation in data storage resource management. These technologically advanced monitoring tools keep ViaPath ahead of system incidents and provide for proactive updates and adjustments.

NOC Proactive Management and Performance Tools

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the systems we provide to the DOC including the suite of network performance modules through SolarWinds®. The SolarWinds monitoring software modules allow the NOC personnel to continuously monitor all hardware, software, and solution metrics. Monitoring trends in network security and performance before, during, and after deployments of additional devices or updated software features allows ViaPath to be proactive instead of only reactive.

The many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, alert history and statistical information.

Network Performance Monitor (NPM) - With this module, ViaPath can monitor for circuit availability, performance, tracking hardware and bandwidth utilization to ensure

Security and Performance

- Monitoring Network Performance
- Monitoring Applications
- Monitoring Storage Resources
- Monitoring Traffic
- Monitoring Signal Quality

that circuits are both available and right-sized for your deployed system. ViaPath is working to ensure your staff are always able to do their administrative or investigative tasks using our system.

Server and Application Monitor (SAM) - Provides deep visibility into our application and server (physical and virtual) performance issues giving proactive performance alerting and faster troubleshooting for our customer's systems. Receives issue alerts before they become problems.

Network Configuration Manager (NCM) - Reduces downtime by ensuring that the network is compliant and secure. In the unlikely event of a component failure, ViaPath can quickly and easily replace the exact configuration. We can watch for any changes to a configuration—spotting failures or threats.

IP Address Manager (IPAM) - More than just identifying who and where and what device, these tools allow ViaPath to track IP subnet utilization, planning, and inventory in our network. By employing the IPAM, users save time with a more reliable network.

Storage Resource Monitor (SRM) - With SRM, the DOC data storage is proactively tracked for consumption and capacity allowing ViaPath to make accurate adjustments before a problem can occur. Your data storage is more efficient through a more detailed view of storage hardware making it easier to identify performance issues quickly and easily repair them.

Web Performance Monitor (WPM) - Automation of monitoring the performance for web-based applications increases the usability of our platform user interfaces and provides for more efficient detection, tracking and location of performance issues. This reduces the likelihood of a slow on-line experience for your facility staff using ViaPath Command, our communication interface software.

Netflow Traffic Analyzer (NTA) - Allows for better bandwidth usage tracking so ViaPath can predict where adjustments can be made to provide our customers with faster service and reduce periods of slowdown.

Voice and Network Quality Manager (VNQM) - Proactively identifies and eliminates distortion, latency, and noise from communication signals making a clearer calling signal for calls placed from our platform.

Technical Support Center

Over the past year we have worked to increase our remote network and system monitoring capability to include greater load balancing capacity as well a 47% increase in the network elements we monitor and a 23% increase in the number of Network Devices backed up in our

The management and monitoring of ViaPath technical customer support services are located at our Technical Support Center (TSC). ViaPath offers the DOC best-in-class customer support with our highly trained technical professionals providing 24x7x365 superior service and the latest monitoring and alerting software in the industry.

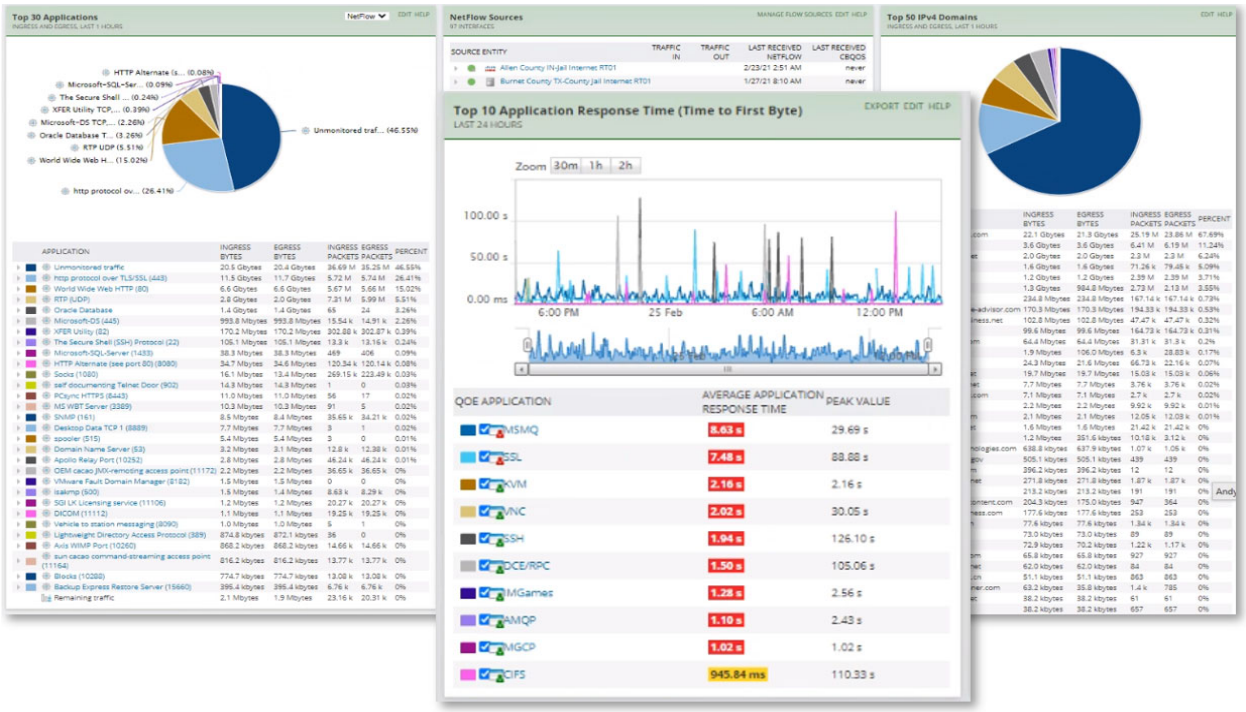
Our Technical Support Center monitors all the on-site hardware, software, and network traffic for the DOC facilities through the SolarWinds state-of-the-art monitoring software.

the DOC equipment at the site is monitored and polled by technical support staff. System hardware components such as routers, switches, servers, IADs, and other SNMP-enabled devices are monitored and analyzed in real-time with ViaPath's robust network performance management capabilities. The poll interval is programmable and usually set to poll each device at 2-minute intervals.

Errors and alarms generated by all systems monitored by ViaPath technical service technicians indicate the site involved and the system function that has failed. Notification tools, PagerDuty and ServiceNow, notify ViaPath NSS notification groups for all events in real-time. Immediate steps are taken to address acute system failures. Steps include the opening and tracking of a trouble ticket, on-line diagnostics, dispatching of service personnel to the site if appropriate, progress reports to the site, and ticket escalation if the issue is not resolved within the expected time frame. Our technical support staff are available to the DOC 24x7x365 through our single source contact.

Software Performance Monitoring

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level performance using New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including CPU performance and web site response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for the DOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.



Customer Application Summary

Scheduled Maintenance and Service

The keys to ViaPath's successful maintenance and service program are diligent monitoring of the system and the use of qualified and competent field service technicians. Each regular maintenance service will include the following:

- ***Operational test of equipment and perform routine maintenance and cleaning.***
- ***Testing of the hardware to ensure proper functionality***
- ***Ensure that any new facility personnel who work with the ViaPath system are familiar with the proper operation of the system and provide training as necessary.***
- ***Ensure that the appropriate facility personnel have repair and technical service escalation materials.***
- ***Forward the completed ViaPath Scheduled Maintenance & Service Form to ViaPath for technical service to evaluate and track.***

Unscheduled Maintenance and Repairs

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- *The ViaPath-provided technician receives any further details or instructions involving communication system issues.*
- *The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.*
- *The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.*

Trouble Tickets

ViaPath understands the importance of providing excellent customer service for all customers – facility staff, family and friends, and inmates. ViaPath's ServiceNow Portal allows users to track all service needs and resolutions. In addition, it will provide the ability for customers to submit service tickets via ServiceNow. The ticket system will meet DOC's requirements to track all tickets. The ServiceNow system is a personalized portal that will allow our customers to open a ticket and monitor the progress to resolution. The system utilizes adaptive technology to display on all screen sizes.

ServiceNow will meet and exceed DOC's requirements:

- *Ability to resolve issues without contacting customer support*
- *Automate requests*
- *Access to online ticket history*
- *Complete visibility of request and establish real-time updates*
- *Real-time dashboards to tickets submitted by the facility and friends and families*

Work Order Timeframes

Service Level Agreements for normal/non-emergency and emergency maintenance will be negotiated with each DOC. Below is a sample only

Normal MaintenanceTimeframes

Normal/Non-Emergency Maintenance:

In general, a normal/non-emergency is any need or situation relative to the ViaPath systems that does not impact the usability of multiple devices or facility personnel's access to the control program.

Emergency Work Orders:

In general, an emergency is any situation that directly impacts the usability of multiple inmate devices or facility personnel's access to the control program. All emergency maintenance are subject to escalation. ViaPath has extensive and clearly defined rules of escalation for problems that are not resolved within an expected time frame. Levels of emergency and their expected resolution times are defined below. Response time is the duration between ViaPath's first awareness of the problem and the first step taken to

resolve the problem - the duration before response is used for problem evaluation and response planning. Levels of emergency are described below.

Progress Updates:

Support tickets are categorized according to a severity level or business impact scale. Support efforts are prioritized based on business impact of the issue.

For each priority (P) level, the minimum frequency at which progress updates are normally provided are indicated in the table the right. As depicted in the chart, these updates are delivered between two to eight hours depending upon the severity of the situation. However, upon the DOC's request, progress notifications can be provided with greater or lesser frequency. Real-time reports and ticket status can also be found in our ServiceNow portal.

Service Priority Levels and Response Times

Service priority levels and corresponding response times will be finalized upon contract negotiation.

Priority 1	*50% or more of the service at a single site or housing unit is out of service, any call processor or node failure, or any failure in call restriction functions or any other condition that renders the system incapable of performing all its normal functions.* • *Response time is less than thirty (30) minutes.* • *Resolution time is less than three (3) hours without site visit.* • *Resolution time is less than five (5) hours with a site visit.*
Priority 2	*25%-50% of the service at a single site or housing unit is out of service or any device that has an impact on the site's ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than four (4) hours without site visit.* • *Resolution time is less than eight (8) hours with a site visit.*
Priority 3	*0%- 25% of the service at a single site or housing unit is out of service, local exchange or area code issues or PIN administrative issues that have a limited impact on ability to conduct normal business* • *Response time is less than one (1) hour.* • *Resolution time is less than eight (8) hours without a site visit.* • *Resolution time is less than twelve (12) hours with a site visit.*
Priority 4	*Items that are on a software fix list or related to administrative issues that are informational or non-service-affecting conditions or not business critical.* • *Response time is less than four (4) business hours.* • *Resolution time is less than twelve (12) business hours w/o site visit.* • *Resolution time is less than twenty-four (24) business hours with site visit.*

ViaPath has established processes in place for escalations. Our local service team will also keep the DOC informed and updated on the status of open issues. Real-time reports and ticket status can also be found in our ServiceNow portal. When escalations arise, the below path will be followed. In addition, the DOC can reach out to any of the below personnel to request assistance with an escalation if needed. Contact information will be provided upon award.

ViaPath exceeds most customer expectations by understanding that not all escalations are based upon onsite issues at times it requires offsite resolution and/or both are required. For that reason we have escalations paths in place for both field service (onsite) and technical support (offsite). Both are tracked and managed on the same system for full reporting and customer visibility.

4.12.6. The successful contractor must provide support for the equipment Monday through Friday 8:00 am to 5:00 pm in Participating State's time zone. Vendor must provide the toll free number for agency to call when service is needed.

4.12.6.1. The vendor shall provide detailed plan for customer support during non-business hours.

A. The vendor shall provide detailed plan for customer support during non-business hours. Non-business hours are 5:00 pm to 8:00 am Monday through Friday, weekends and holidays.

ViaPath has read, understands, and will comply.

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center, where highly trained ViaPath professionals determine the best course of action. Our toll-free technical service number is always answered by a live ViaPath representative.

When ViaPath Technical Service personnel are notified of service interruptions and repair-related issues, they enter all pertinent information into an electronic trouble ticket system. This system is then used to track the repair process and ensure a timely response to all customer concerns. ViaPath personnel's response to the customer is immediate, and the technical service team will keep in touch with your local technician to ensure the issue is addressed if it involves any equipment at the facility. Unscheduled maintenance and repairs include the following:

- ***The ViaPath-provided technician receives any further details or instructions involving communication system issues.***
- ***The technician performs system diagnostics, performs repairs as necessary, and completes the In-House Trouble Ticket form.***
- ***The technician notifies ViaPath technical service of completion of the trouble ticket, and details on resolution of the issue.***

In addition, ViaPath provides toll-free access (877-650-4249) to both live operator assistance and a fully functional automated IVR. Knowledgeable operators are available seven days (7) per week, and up to twenty-four (24) hours per day. ViaPath provides customer service in both English and Spanish and maintains a robust escalation protocol for quick resolution of any technical issues. Every ViaPath operator has access to all customer records in real-time, ensuring they can handle any billing, blocking, call history, or account request.

While most customers prefer our fully functional automated IVR, since it can rapidly service many of their needs, ViaPath is committed to providing the highest quality live operator assistance, as well. Customers can reach a live operator easily without a series of "press throughs." Moreover, hold times for the live operator queue are the shortest in the industry (we can provide you historical data, as well as commit to sending you a hold time report on a monthly, or even weekly, basis).

ViaPath's name and toll-free number for Billing Customer Service appear on all telephone bills for customers who accept collect calls from DOC inmates.

4.12.7. Maintain levels of service and machine installation at no cost to the DOC.

ViaPath has read, understands, and will comply.

4.12.8. No additional installation cost for changing out hardware that need repair or replacement.

ViaPath has read, understands, and will comply.

4.12.9. The vendor will coordinate its service schedule in advance with the facility.

ViaPath has read, understands, and will comply.

4.12.10. If ownership of equipment shall remain with the contractor, the state shall provide reasonable measures against loss by pilferage or destruction. The vendor shall be responsible for any expenses required for the repair of the equipment.

ViaPath has read, understands, and will comply.

4.12.11. The successful vendor must provide following support services for equipment placed within state buildings that include but are not limited to:

4.12.11.1. Unlimited equipment support;
4.12.11.2. Updates and upgrades; and
4.12.11.3. Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, or

workarounds.

ViaPath has read, understands, and will comply with the entirety of 4.12.11.

4.13 VALUE ADD SOLUTION ITEM - DIGITAL MAIL SCANNING SERVICE OPTIONS

4.13.1. Vendors to propose service options and pricing for mail scanning services.

ViaPath has read, understands, and will comply.

4.13.1.1. Service option 1: Facilities to do their own scanning. Vendor to provide equipment and software needed.

ViaPath has read, understands, and will comply.

4.13.1.2. Service option 2: Vendor to provide scanning at off-site facility.

ViaPath has read, understands, and will comply.

4.13.1.3. Service option 3: Facility to have contracted staff facilitate scanning at DOC.

ViaPath has read, understands, and will comply.

5. | Company Background and References

NASPO ValuePoint

viapath TECHNOLOGIES

Section 4: Administrative and Technical Response Requirements

4.1 Mandatory Minimum Administrative Proposal Requirements

This section contains the minimum requirements that must be met in order to be considered for the evaluation phase. All of the items described in this section are non-negotiable. All Offerors must state willingness and demonstrate ability to satisfy these requirements in the proposal submitted for consideration.

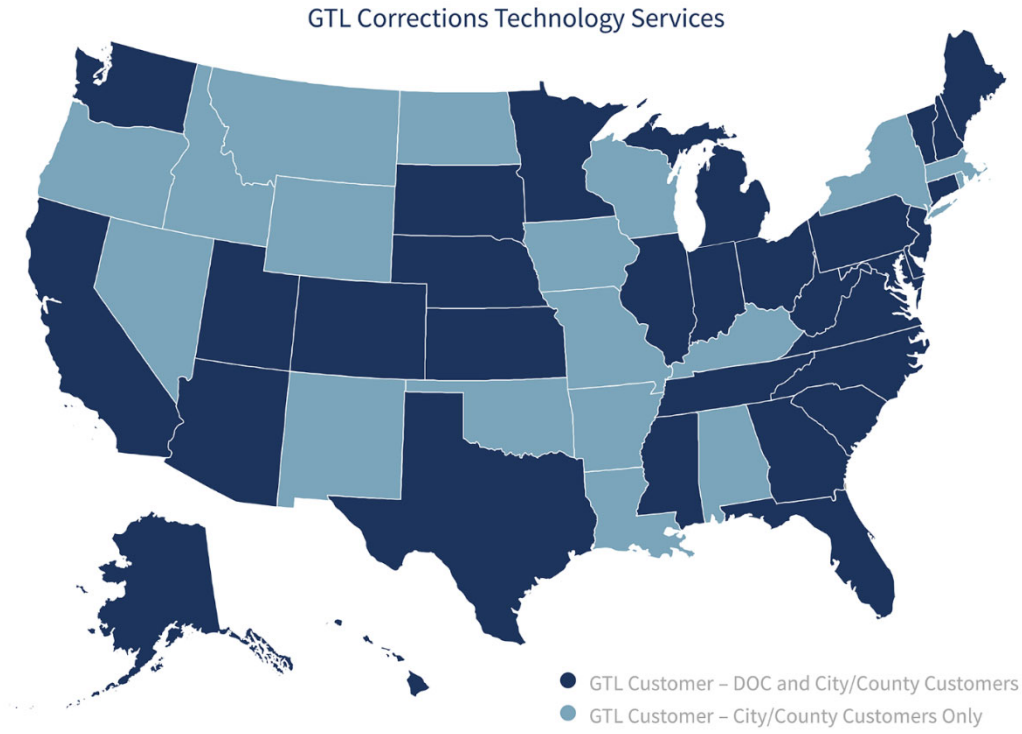
Company background/history and why vendor is qualified to provide the services described in this RFP. Limit response to no more than five (5) pages.

ViaPath has read, understands, and will comply.

ViaPath is an all-in-one Corrections Technology vendor with a three-decade track record of successful partnerships. ViaPath's predecessor company was established in 1989, and we have operated solely under the name Global Tel*Link Corporation since 1992, until 2022 when we became ViaPath Technologies. ViaPath was incorporated in Delaware in 1992, as Global Tel*Link, and redomesticated in Idaho in 2015. Since our incorporation, we have operated solely under the name Global Tel Link Corporation, commonly abbreviated ViaPath, until 2022 when we adopted the name ViaPath Technologies.

ViaPath has more than 1,200 team members and provides an expansive portfolio of sophisticated correctional and rehabilitation technologies for every size correctional facility in all 50 states and internationally. ViaPath currently holds contracts with 32 state DOC agencies, 69 of the 100 largest city/county facilities, and five federal customers. ViaPath has forged lasting partnerships with nearly 2,000 correctional facilities nationwide with a 98% retention rate.

What does this mean to you? It means that ViaPath is an established company that you can rest assured can provide you with the quality service, support, and technology necessary to fulfill your mission to provide a safe and secure environment for your staff and the inmates under your care!



ViaPath prides itself on leading technology development within the Corrections marketplace through its interaction, consultation, and input from our Partner facilities. Our goal has been to create and deliver solutions that solve the needs and challenges that Corrections professionals experience each day. In recent years, ViaPath led the nation in Tablet innovation, which has continued through its revolutionary private LTE network capability. This breakthrough has brought advanced connectivity, security, and responsiveness to the market that traditional WiFi simply cannot match! Many companies make claims of the "ability" to deploy this technology. ViaPath is the ONLY vendor that can point to facilities across the country that have experience utilizing this technology and its benefits to their organizations.

With ViaPath, the DOC gains cutting-edge technology solutions in:

- ***Communications***
- ***Enterprise Management***
- ***Networking***
- ***Inmate Services including Education and Reentry***
- ***Investigation & Intelligence***
- ***Payments & Deposits***

Integrity, Accountability, Teamwork, Innovation, and Commitment to Excellence. At ViaPath, these are more than just words. These represent our promise to continue to raise the bar and set the standard for the entire corrections services industry.

The "Patent Game"

While patents are an essential part of a technology company's portfolio, they can also be misleading. Many vendors choose to discuss their patent portfolio and expound upon the numbers held and those applied for. To sort through the "noise," patents simply speak to the vendor's "owned" technology versus technology that they license from another vendor. Often, companies will bulk up their numbers by merely applying for patents with very slight modifications to an existing patent. This is not innovation but rather a way to claim others' work…legally. At ViaPath, we don't get involved with this game. Instead, we focus on driving true innovation through hard work, development, and most importantly, listening to our customers and what they need to fulfill their mission.

ViaPath holds 222 patents, with an additional 139 new patents pending. In the last 12 months, ViaPath has been awarded 53 new patents and filed 33 new patent applications. An awarded patent is a testament to the originality and innovation of the claimant.

Over the years, technology and facility needs have evolved and grown. Throughout the pandemic, there has been an increased need for investigative solutions and ways to allow friends and family to communicate with the incarcerated. Recognizing this shift in the market, ViaPath has invested additional resources to expand our investigative services, payment transactions, three-way call detection, and telephone voiceprint. As such, ViaPath must continue to improve its current technology and pursue ways to bring efficiency, speed, and value to the solutions that we create and expand upon. Our goal is to have our technology create the path everyone else follows.

Supporting Reentry Success

ViaPath has invested in Technology, Content, Industry experts, and our internal Reentry and Education teams to present an unmatched solution in the industry. We meet the educational requirements in this RFP today and have the technology and content solutions that support the successful journey from incarceration to a returning citizen.

Emphasis on Customer Service

The DOC can expect the finest technical support and the very best customer service for the families and friends of inmates who use ViaPath services.

Our comprehensive approach to service is outlined below.

- ***Technical Support: Provided 24 hours a day, 365 days a year. Requests for service or reports of malfunctions go directly to ViaPath's Technical Service Center. Highly trained ViaPath professionals then determine the best course of action. A live ViaPath representative always answers our toll-free technical service number.***
- ***Local Maintenance and Repair: ViaPath certified Field service technicians perform onsite repairs and routine maintenance for our installed systems. With our onsite, local and regional presence, you can take comfort knowing that a technician is always available to respond to emergencies.***

- ***Customer Call Center: ViaPath provides family members and friends of inmates with toll-free access to our knowledgeable customer call-center staff seven days a week, 24 hours a day. We provide live customer service in both English and Spanish.***
- ***Proactive System Monitoring: Systems installed by ViaPath are continuously monitored by experts in ViaPath's network and technical centers. Our network monitoring tools and system self-diagnostic features alert ViaPath to outages or major malfunctions, allowing us to mobilize resources to address the problem quickly. Changes in system performance, above or below defined thresholds, generate automatic alerts that will enable us to proactively intervene before a minor issue progresses to the point of disrupting service.***

Security

ViaPath has deployed a structured Information Security program across multiple layers within the company, including our employees, our processes, and tools/technology used to deliver our services. ViaPath Operations, business practices, system development, deployment, functionality, data acquisition, handling, and storage are subject to stringent, detailed oversight.

As evidence of our commitment to security, ViaPath was one of the first organizations in the country with employees certified by the Payment Card Industry (PCI) Security Standards Council as Internal Security Assessors (ISA). This ensures our PCI compliance is held to the highest standard. ViaPath has been PCI compliant since 2018. ViaPath is a level 1 merchant - the highest level attainable - meaning it must complete the most comprehensive annual audit report required by the Payment Card Industry Data Security Standard (PCI-DSS). ViaPath's handling of sensitive cardholder data is fully compliant with the PCI-DSS. ViaPath uses these security best practices as its foundation across ViaPath's technology infrastructure.

As a testament to the robustness and security of our credit card processing infrastructure, ViaPath processed 35.9 million credit card transactions in 2020.

ViaPath backs its expanding automated payment services profile with the most stringent data security achievable. With comprehensive OFAC and AML/BSA policies in place, ViaPath is fully compliant with FinCEN and state money transfer regulations. Currently, we maintain electronic money transfer licenses in all states in which we do business.

Our inmate phone systems and deposit service systems are rich with fraud prevention features. In the next paragraph, we highlight only a fraction of the policies and procedures ViaPath has to ensure data security and fraud prevention. If desirable, ViaPath's Chief Security Officer will be pleased to set up a meeting with the DOC for an in-depth review of our security methodologies.

Trust in ViaPath's Financial Strength and Stability—Unmatched by Competitors

ViaPath is a financially sound and secure company with the resources to support your objectives fully. Our stability is underscored by:

A sound and liquid balance sheet to support a contract the size of Nevada DOC

- ***Liquidity – Solid, liquid position enables us to comfortably handle the DOC's requirements***
- ***Leverage – Relatively conservative and sound leverage position compared with other companies in the industry***
- ***Cash Flow – The strongest in the industry***

ViaPath's significant market share and strong financial position are directly related to our customers' loyalty and trust. Our market-leading role has earned us multiple long-term contract awards and consistent contract renewals.

In support of our pledge to the DOC, ViaPath's financials are audited by Deloitte.

As a "Big 4" auditing firm, they bring these advantages:

- ***Assurance of commission accuracy for our customers***
- ***Credibility with the Securities and Exchange Commission and other regulatory entities, grounded in professional relationships built over many years***
- ***Significant experience serving complex companies of similar size***
- ***Leadership in providing audit services to the telecommunications industry***
- ***Extensive, long-term investment in our practice, including technology, training, development of specialists, and thought leadership***

With ViaPath's financial stability, coupled with its stable cash flow, the DOC can be assured that ViaPath will deliver exceptional service and the guaranteed commissions required by the contract.

ViaPath's demonstrated competency and experience is unmatched by our competitors. ViaPath currently provides our services, support and forward-thinking solutions at 32 Department of Corrections.

ViaPath's solutions conform to all your requirements. However, we are not just focused on today's needs, but our customers' needs in the future. Tablet networking and Private encrypted messaging are just two great examples of exclusive solutions we are providing today that came from direct communication with our customers to meet their needs. As tablets have expanded in use and capabilities within all our customers, the need to improve the connectivity of those devices so they can be used for more than just entertainment was paramount. Our product team took this feedback and consulted with experts in the industry to find a solution that delivers the best Correctional grade network possible. Secure messaging for privileged communication is another area we listened to our customers to present an effective solution that is not compromised by

human involvement. Privileged communication can now be sent electronically and securely direct to your population. Eliminating the need for direct handling of information that is privileged. ViaPath is always listening to our customers and looking to the future to deliver safe and secure solutions for today and tomorrow.

ViaPath's success is driven by our people. Our teams are built to meet our customer's needs by directly communicating with the facility personnel to present an experienced team of field service techs, system administrators, regional department leaders, account management, educational and Re-entry team, Project Management, installation team, customer service and our Executive leadership team who are all dedicated to your success.

Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

ViaPath has read, understands, and will comply.

ViaPath is an all-in-one Corrections Technology vendor with a three-decade track record of successful partnerships. ViaPath's predecessor company was established in 1989.

ViaPath has provided inmate calling since 1989 and video visitation solutions since 2003 to cities, counties, and state departments of corrections (DOCs) across the country and introduced tablets in 2012. Today, ViaPath holds contracts for 32 state DOC agencies, 69 of the 100 largest city/county facilities and five federal customers. ViaPath has forged lasting partnerships in nearly 2,000 correctional facilities across the nation. Today, ViaPath has more than 1,200 team members and provides an expansive portfolio of sophisticated correctional and rehabilitation technologies for every size correctional facility and in all 50 states.

Financial information and documentation to be included in Section 2.11.5, Part III – Confidential Financial Information.

- **Dun and Bradstreet Number**
- **Federal Tax Identification Number**

ViaPath has read, understands, and will comply.

Please see ViaPath's Part III – Confidential Financial Information for the required Dun and Bradstreet and Federal Tax Identification Numbers. Also, in support of Section V Item 4.1 Mandatory Minimum Administrative Proposal Requirements above ViaPath's latest audited financial statements have been included in Part III Confidential Financial Information section marked CONFIDENTIAL. As a privately held corporation, ViaPath considers its financial reports to be confidential and have labeled them as such. We respectfully request that this confidential information, submitted for NASPO and Lead State's review, be removed from our proposal books prior to public display or disclosure of proposals.

4.2 NASPO ValuePoint Master Agreement Statement of Compliance
NASPO ValuePoint Master Agreement(s) resulting from this RFP will constitute the final agreement except for negotiated terms and conditions specific to a Participating Entity's Participating Addendum.

The Master Agreement will include, but not be limited to, the NASPO ValuePoint Standard Terms and Conditions in *Attachment A* and Lead State specific terms and conditions required to execute a master agreement, the scope of work (Attachment B) and selected portions of the Offeror's Proposal.

This section highlights particular terms and conditions of NASPO ValuePoint Master Agreement Terms and Conditions, although Offerors will be bound to all the terms and conditions when executing a Master Agreement as shown in Attachment A. Offerors must include a statement in their Proposal that they have read and understand all of the terms and conditions as shown in the Master Agreement (Attachment A).

ViaPath has read, understands, and will comply.

4.2.a Insurance

To be eligible for award, the Offeror agrees to acquire insurance from an insurance carrier or carriers licensed to conduct business in each Participating Entity's state at the prescribed levels set forth in Section 13 of the NASPO ValuePoint Master Agreement Terms and Conditions. Describe your insurance or plans to obtain insurance satisfying the requirements in Section 13.

ViaPath has read, understands, and will comply.

Within the time allowed, ViaPath will provide proof of all required insurance. ViaPath's current policy either meets or exceeds the prescribed levels Section 13 of the NASPO ValuePoint Master Agreement Terms & Conditions.

4.2.b NASPO ValuePoint Administrative Fee and Reporting Requirements
To be eligible for award, the Offeror agrees to pay a NASPO ValuePoint administrative fee as specified in Section 5.2 of the NASPO ValuePoint Master Agreement Terms and Conditions. Moreover, specific summary and detailed usage reporting requirements are prescribed by Section 5.3 of the NASPO ValuePoint Master Agreement Terms and Conditions.

Offeror shall identify the person responsible for providing the mandatory usage reports. This information must be kept current during the contract period. Contractor will be required to provide reporting contact within 15 days of Master Agreement execution.

ViaPath has read, understands, and will comply.

4.2.c Promotion of the NASPO ValuePoint Master Agreement

The NASPO ValuePoint Master Agreement Terms and Conditions include program provisions governing participation in the cooperative, reporting and payment of administrative fees, and marketing/education relating to the NASPO ValuePoint Cooperative Procurement Program. Technical and management evaluation factors may include evaluation of: the likely effectiveness of the Offeror's promotion of the Master Agreement; the Offeror's understanding of and approach to administration of and reporting under the Master Agreement; the risk that Offeror's contractual obligations to other procurement cooperatives' may impede achievement of the objectives of the ValuePoint cooperative procurement program, in which case awards could be Lead-State-Only awards. In this regard,

a. **Briefly describe how you intend to promote the use of the Master Agreement.**

ViaPath will promote the use of the NASPO ValuePoint Master Agreement through a NASPO ValuePoint Sales Enablement Program, supported by dedicated subject matter experts from Sales, Procurement, Legal, Product Management, Engineering and Operations. Highlights of ViaPath's NASPO ValuePoint Program are listed here.

Create NASPO ValuePoint Subject Matter Experts (Douglas Farmer AE, David Henion VP): We have a team dedicated to learning and training on the NASPO ValuePoint Cooperative Procurement Program. Upon contract award, this team will engage directly with NASPO staff to accomplish the following:

- ***Ensure that ViaPath's NASPO ValuePoint Program adheres to NASPO's standard of excellence***
- ***Deliver a comprehensive training program to ViaPath business development team to ensure our team has a clear understanding of the value and terms of the agreement***
- ***Support NASPO's values of fair and open competition, professionalism and ethics and building relationships to deliver best value***
- ***Leverage ViaPath's national footprint of 1200 associates to assist in NASPO's goal of building a strong and thriving national procurement cooperative***
- ***Develop a presentation of the NASPO procurement program that details the program and its value to participating Agencies***

***Train ViaPath Associates** – ViaPath's NASPO Sales Enablement Team will execute the sales training plan with all associates involved with the NASPO Program. Training will be accomplished through live sessions, recorded webinars and online tutorials. Associates will be tested on their understanding of the NASPO Program prior to engaging with potential NASPO prospects.*

***Develop Account Plans** – Once trained the account executives, account managers and sales leaders will develop customer specific account plans for both new and existing prospects. These account plans cover "who, what, where, when, why, and how" regarding execution of the sales process. The plans identify the pain points of the agency, details on their operations, solution needs, decision-makers, timing and the plan to offer ViaPath's solutions through the NASPO Master Agreement.*

***Pursue Opportunities** – Today, ViaPath contracts with 30 state department of corrections, the federal bureau of prisons and more than 800 city and county agencies. Our goal is to present the NASPO Program to each of these agencies before the end of 2022. In support of the NASPO Master Agreement, ViaPath will focus our sales engagement activities on promoting the NASPO Program rather than individual agency procurement vehicles. Upon award of the Master Agreement to ViaPath, we will execute a customer outreach program to notify both new and existing ViaPath customers that they may procure services from us through the NASPO Master Agreement. The outreach program will include face-to-face visits, email blasts, calling campaigns, press releases, social media and notification on ViaPath's corporate website.*

***Ongoing Customer Outreach** - We will reach out to our existing customer base, as well as entities within the states that are not currently purchasing from ViaPath. We will announce the availability of the NASPO Master Agreement and include information and instructions for obtaining pricing and placing orders. Some examples of outreach outlets include:*

- *Online Contract Information—ViaPath will post informational documents on the ViaPath.net home pages for Participating States. The documents will include general information about the NASPO Master Agreement, as well as specific information regarding any relevant details of the Master Agreement —including how to make purchases and where to obtain support.*
- *Newsletter— ViaPath creates informative newsletters that we send to our customers each month. They contain information regarding important contract dates, product releases or changes, Q&A, upcoming events, etc. Thousands of customers across the country currently receive this newsletter from us. We will be pleased to make these communications available to all interested ViaPath contract users.*
- *ViaPath Blogs— Featuring proprietary information and original content, the ViaPath Blog helps IT and Procurement professionals validate how technology is evaluated, selected, deployed and maintained in real-world scenarios. The ViaPath Blog is authored by ViaPath subject matter experts who directly support and answer the questions of ViaPath's government clients around across the county. Because ViaPath does not – and will not*

– accept any funding for content appearing in the ViaPath Blog, we retain complete editorial control.

- ***Marketing Campaign — ViaPath's marketing campaign is made available to customers through in-person meetings, trade shows, email delivery, mail-outs, etc.***

b. Knowing that state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?

ViaPath has read, understands, and will comply.

Obtaining the CPO's permission is already an element of ViaPath's plan for promoting the Master Agreement. This is a component of the account plan mentioned in section 4.a above. When the account team creates their relationship map and customized approach, this is one of the pillars of the plan. It is already part of the ViaPath Sales Process to build relationships with the procurement division within each current and prospect agency. To ensure that the sales teams can effectively promote the Master Agreement with CPOs, we have incorporated procurement training into the NASPO Sales Enablement Program including understanding CPOs views on Coop Purchasing and current coop purchasing vehicles utilized. This will allow us to test and measure procurement knowledge and ViaPath associates' ability to "sell" the NASPO Program and the value of coop purchasing.

c. Public entities are sensitive to "scope" issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?

To address the sensitivity around "scope" issues and performance within intended scope, ViaPath has a very defined engagement and solution design process, including a team of project managers ViaPath subject matter experts engage with the customer via an onsite walk through of the facility to review the scope of the project and identify any additional requirements to meet the facilities goals. Our team in partnership with the facility, review all requirements, equipment, services, and support needed to fulfill the required scope of the project. ViaPath and the customer will then finalize and agree upon the scope of work. This scope of work includes what will become the contract deliverables. Our associates will then work with the customer to finalize these deliverables and to have them incorporated into the contract so both parties fully understand what is expected of them.

d. **Through its Cooperative Development Coordinators and Education & Outreach team, NASPO ValuePoint assists Lead States by engaging contractor's in strategies aimed at promoting master agreements. What opportunities and/or challenges do you see in working with NASPO ValuePoint staff in this way?**

We see the opportunity to work with your Staff (Cooperative Development Coordinators and Education Outreach team) as a tremendous positive for our ViaPath team. ViaPath understands the benefits of the NASPO ValuePoint contracts, and we look forward to the opportunity to engage and strategize with your team to ensure we learn the best strategies to be successful in promoting this contract. We will utilize the online resources available such as the supplier toolbox.

e. **Does your company participate in any other public procurement cooperatives? If yes, explain any restrictions or requirements that other cooperatives place on your company for participating with NASPO ValuePoint.**

ViaPath has read, understands, and will comply.

Yes, ViaPath does participate in other public procurement cooperatives. However, none of these other cooperatives place any restrictions or requirements on ViaPath for participating with NASPO ValuePoint.

4.2.d Usage Fee and Reporting Plan

Offerors shall include in their proposals a detailed plan for meeting the usage fee and reporting requirements of NASPO ValuePoint and Participating States. All information within the plan must be kept current, with NASPO ValuePoint and the Lead State Contract Administrator being notified of any changes to the usage fee and reporting plan immediately.

The plan shall include but not be limited to the following components:

a. **Offerors shall identify the person responsible for providing the mandatory usage reports.**

ViaPath has read, understands, and will comply.

Douglas Farmer will be the person responsible for providing the mandatory usage reports to the DOC.

b. Offerors shall identify the method and frequency in which usage data will be collected from authorized distributors.

ViaPath has read, understands, and will comply.

All sales activity and outcome will be tracked by using our internal sales process that includes a CRM tool that follows each opportunity from identification to signing and implementation.

ViaPath will utilize our CRM capabilities to capture and provide the usage data as required by the NASPO ValuePoint MSA for the summary sales data, detailed sales data as outlined in Attachment I. ViaPath will shall submit quarterly sales reports directly to NASPO ValuePoint using the NASPO ValuePoint Quarterly Sales/Administrative Fee Reporting Tool found at http://calculator.naspovaluepoint.org.

c. Offerors shall identify the method in which usage fees will be distributed to NASPO ValuePoint and applicable Participating States.

ViaPath has read, understands, and will comply.

ViaPath will distribute the NASPO ValuePoint Administrative Fee of one-quarter of one percent (0.25% or 0.0025) no later than sixty (60) days following the end of each calendar quarter. ViaPath will work with NASPO to find a distribution method that works best for NASPO ValuePoint. ViaPath is able to remit usage fee payments via the best most efficient process for NASPO ValuePoint.

d. Offerors shall identify the method in which up-to-date information will be provided to NASPO ValuePoint and the Lead State Contract Administrator.

ViaPath has read, understands, and will comply.

ViaPath will provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes, at a minimum, a list of states with an active Participating Addendum, states that Contractor is in negotiations with, and any Participating Addendum roll out or implementation activities and issues. ViaPath will work with the NASPO ValuePoint Cooperative Development Coordinator to determine the format and content of the executive summary. The executive summary will be provided as required (30) days after the conclusion of each calendar quarter.

The Lead State Contract Administrator will be provided up to date information through the assigned Securus Account Manager who will be responsible for conducting account management meetings and providing updates. The Lead State Contract Administrator will also have access to the contact information for the ViaPath Account Manager. Urgent updates will be communicated directly by the ViaPath Account Manager via a phone call followed by an email.

In addition, ViaPath will work with NASPO ValuePoint and the Lead State Contract Administrator on a method that is acceptable for both parties to provide any additional up-to-date information.

4.3 Lead State Terms and Conditions

The Lead State reserves the right to negotiate additional terms and conditions in its Participating Addendum. Offerors shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

ViaPath has read, understands, and will comply.

ViaPath understands that we may be required to negotiate additional terms and conditions when executing a Participating Addendum.

4.4 Participating State Terms and Conditions

For informational purposes only, some Participating State specific Terms and Conditions are provided in Attachments to this solicitation and will be negotiated with other Participating States after award of the Master Agreement. Each State reserves the right to negotiate additional terms and conditions in its Participating Addendums. Offeror shall submit a statement that they understand they may be required to negotiate these additional terms and conditions when executing a Participating Addendum.

ViaPath has read, understands, and will comply.

ViaPath understands that we may be required to negotiate additional terms and conditions when executing a Participating Addendum.

4.5 Technical Requirements

This section contains technical requirements pertaining to the Inmate Communications. Other sections of this RFP contain additional requirements that must be met in order to be considered responsive. Offeror must identify in their Proposal how their company meets (or exceeds) all requirements listed in Section 4 of this RFP solicitation.

ViaPath has read, understands, and will comply.

4.5.1 Offeror Profile

Provide the following information specific to your company:

ViaPath has read, understands, and will comply.

a. Your company's full legal name

Global Tel*Link Corporation d/b/a ViaPath Technologies

b. Primary business address

3120 Fairview Park Drive, Suite 300

Falls Church, VA 22042

c. Describe your company ownership structure

Global Tel*Link Corporation d/b/a ViaPath Technologies is a wholly owned subsidiary of GTEL Holdings, Inc.

d. Employee size (number of employees)

1,200 Employees

e. Website

Viapath.com

f. Sales contact information

Douglas Farmer

540-935-6605

Douglas.Farmer@gtl.net

g. Your client retention rate during the past 3 years

ViaPath has provided our client retention rate during the past three (3) years in the Part IB Confidential Technical Proposal. As a privately held corporation, ViaPath considers this information to be confidential and trade secrets has labeled it as such. We respectfully request this confidential information, submitted for the NASPO and/or NV DOC (Lead State)'s review, be removed from our proposal books prior to public display or disclosure of proposals.

h. A brief history of your company and the year it was founded

Our company was established in 1989, operating under the name Global Tel*Link for our inmate telecommunication services and under the name Global Telcoin, Inc., for public payphone services. Since our incorporation, we have operated solely under the name Global Tel Link Corporation, commonly abbreviated ViaPath, until 2022 when we adopted the name ViaPath Technologies.

i. **Describe your company's growth during the past three years.**

Over the past 3 years, ViaPath Technologies has continued its long history of strong growth across all product lines. In particular, there has been substantial growth in the area of tablet and video communications. Our unique ability to provide reliable, high-speed connectivity to our tablets has allowed incarcerated individuals and their loved ones to increase their number of communications through voice, text and video. Along with this growth, ViaPath has focused on driving down the costs to our end users to promote additional connections.

4.5.1a Subcontractor Information

Does this proposal include the use of subcontractors?

Yes	**X**	**No**	

If "Yes", vendor must:

Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

GTL Financial Services is a wholly owned subsidiary of Global Tel*Link Corporation d/b/a ViaPath Technologies and will be providing lobby and intake kiosks services. GTL Financial Services is an authorized Money Transmitter, and certified for Payment Card Industry Data Security Standard (PCI-DSS) Level 1 compliance.

If any tasks are to be completed by subcontractor(s), vendors must:

- **Describe the relevant contractual arrangements;**

GTL Financial Services is a wholly owned subsidiary of Global Tel*Link Corporation d/b/a ViaPath Technologies which is wholly owned by GTEL Holdings, Inc.

- **Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and**

As a wholly owned subsidiary, any work performed will be done so in the same manner as a ViaPath employee. GTL Financial Services is part of the ViaPath corporate structure.

- **Describe your previous experience with subcontractor(s).**

As a wholly owned subsidiary since 2014, ViaPath has had numerous contracts incorporating GTL Financial Services' kiosk and payment services.

- **Vendors must describe the methodology, processes and tools utilized for:**

- **Selecting and qualifying appropriate subcontractors for the project/contract;**

As a wholly owned subsidiary, this does not specifically apply to GTL Financial Services. Although ViaPath usually uses its own employees to perform the services; when required, however, we do have a list of qualified subcontractors.

- **Ensuring subcontractor compliance with the overall performance objectives for the project;**

As a wholly owned subsidiary, all services provided follow the same performance objectives.

- **Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and**

As a wholly owned subsidiary, all services provided follow the same quality objectives.

- **Providing proof of payment to any subcontractor(s) used for this project/contract, if requested by the State. Proposal should include a plan by which, at the State's request, the State will be notified of such payments.**

Provide the same information for any proposed subcontractors as requested in Section 4.5.1, Offeror Information.

ViaPath has read, understands, and will comply.

a. Your company's full legal name

TouchPay Holdings, LLC d/b/a GTL Financial Services

b. Primary business address

3120 Fairview Park Drive, Suite 300

Falls Church, VA 22042

c. Describe your company ownership structure

GTL Financial Services is a wholly owned subsidiary of Global Tel*Link Corporation d/b/a ViaPath Technologies, which is a wholly owned subsidiary of GTEL Holdings, Inc.

d. Employee size (number of employees)

1,200 employees, as they are a wholly owned subsidiary

e. Website

Viapath.com

f. Sales contact information

Douglas Farmer

540-935-6605

Douglas.Farmer@gtl.net

g. Your client retention rate during the past 3 years

ViaPath has provided our client retention rate during the past three (3) years in the Part IB Confidential Technical Proposal. As a privately held corporation, ViaPath considers this information to be confidential and trade secrets has labeled it as such. We respectfully request this confidential information, submitted for the NASPO and/or NV DOC (Lead State)'s review, be removed from our proposal books prior to public display or disclosure of proposals.

h. A brief history of your company and the year it was founded

Founded in 2004, TouchPay has over 25 years of experience in providing high quality, reliable automated payment services, and is respected as a leader for correctional payment services. The company offers a suite of funding solutions spanning the duration of an inmate's custody, including unique intake kiosks for the booking area, lobby kiosks for the funding of inmate accounts by family and friends, self-release bail solutions, inmate release debit cards, on-line and telephone credit card payment options, and more. With the wide range of services and solutions offered by TouchPay, ViaPath can help correctional institutions to stay focused on their core mission of rehabilitating inmates and maintaining safety and security by eliminating the hassles that accompany payment processing, especially regarding cash payments and pickup.

In November 2014, ViaPath acquired TouchPay Holdings, LLC (TouchPay), a leading automated payment services company. The acquisition is the next step ViaPath has taken in its path to grow its payment services business into new government sectors, expand its corrections payment service business, and ensure it delivers the highest quality payment services to customers with the utmost dedication to security and compliance.

i. Describe your company's growth during the past three years.

Over the past 3 years, ViaPath Technologies has continued its long history of strong growth across all product lines. In particular, there has been substantial growth in the

area of tablet and video communications. Our unique ability to provide reliable, high-speed connectivity to our tablets has allowed incarcerated individuals and their loved ones to increase their number of communications through voice, text and video. Along with this growth, ViaPath has focused on driving down the costs to our end users to promote additional connections.

Business references as specified in Section 4.5.1b, Business References must be provided for any proposed subcontractors.

ViaPath has read, understands, and will comply.

As a wholly owned subsidiary, the business references provided below are the same as those provided for ViaPath. Additionally, Attachment E will be the same as previously submitted from each of the listed references.

Reference #:		***1***	
Company Name:		**TouchPay Holdings, Inc. dba GTL Financial Services**	
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	**X**	**SUBCONTRACTOR**
Project Name:	**Delaware Department of Corrections**		
Primary Contact Information			
Name:		***Phil Winder, Chief Technology Officer***	
Street Address:		***245 McKee Road***	
City, State, Zip:		***Dover, DE 19904***	
Phone, including area code:		***302-739-5601***	
Facsimile, including area code:			
Email address:		***Phillip.winder@delaware.gov***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***Original deliverables in 2015 contract included inmate telephone services and deposit services (web, kiosk, IVR). Wireless tablets and Data IQ included in 2018 contract amendment. Fusion intelligence services and tablet program expansion included in 2020 contract.***	
Original Project/Contract Start Date:		***10/5/2020 (current contract start date)***	
Original Project/Contract End Date:		***10/4/2024 (current contract end date)***	
Original Project/Contract Value:		***$6,300,000/year***	
Final Project/Contract Date:		***10/4/2022 (current contract end date)***	
Was project/contract completed in time originally allotted, and if not, why not?		***Yes***	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?		***Yes***	

Reference #:		***2***	
Company Name:		**TouchPay Holdings, Inc. dba GTL Financial Services**	
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	**X**	**SUBCONTRACTOR**
Project Name:	**North Carolina Department of Public Safety – Division of Prisons**		
Primary Contact Information			
Name:		***Mike Hall, Director of Facility Services***	
Street Address:		***831 W. Morgan Street 4652 MSC***	
City, State, Zip:		***Raleigh, NC 27699***	
Phone, including area code:		***919-618-6095***	
Facsimile, including area code:			
Email address:		***Mike.hall@ncdps.gov***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***ViaPath has been service NCDPS since 2003. Services include inmate telephones, a pilot tablet program, video visitation, as well as intelligence features and payment services via ConnectNetwork. These features include Data IQ, Call IQ, Called Party IQ, hot alerts, Live Monitoring, and Player IQ, along with two ViaPath analysts housed at the State Headquarters Office.***	
Original Project/Contract Start Date:		***3/31/2003***	
Original Project/Contract End Date:		***8/24/2026***	
Original Project/Contract Value:		***$24,000,000.00***	
Final Project/Contract Date:		***8/24/2026***	
Was project/contract completed in time originally allotted, and if not, why not?			
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?			

Reference #:		***3***	
Company Name:		**TouchPay Holdings, Inc. dba GTL Financial Services**	
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	**X**	**SUBCONTRACTOR**
Project Name:	**South Carolina Department of Corrections**		
Primary Contact Information			
Name:		***Trevis Shealy, Division Director, Resource and Information Management***	
Street Address:		***4444 Brad River Road***	
City, State, Zip:		***Columbia, SC 29210***	
Phone, including area code:		***803-896-2095***	
Facsimile, including area code:			
Email address:		***Shealy.trevis@doc.sc.gov***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***This project includes implementation and support services for offender communication. Services include inmate telephones, wireless tablets, payment services and kiosks, and in-pod kiosks with video visitation. Investigative features include Data IQ, Call IQ, Called Party IQ, Live Monitoring, hot alerts, and Player IQ.***	
Original Project/Contract Start Date:		***5/2/2011***	
Original Project/Contract End Date:		***12/31/2025***	
Original Project/Contract Value:		***$9,500,000/year***	
Final Project/Contract Date:		***12/31/2025***	
Was project/contract completed in time originally allotted, and if not, why not?			
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?			

Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

ViaPath has read, understands, and will comply.

Vendor must notify the using agency of the intended use of any subcontractors not identified within their original proposal and provide the information originally requested in the RFP in Section 4.5.1a, Subcontractor Information. The vendor must receive agency approval prior to subcontractor commencing work.

ViaPath has read, understands, and will comply.

No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United States or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

ViaPath has read, understands, and will comply.

4.5.1b Business References
Vendors should provide a minimum of three (3) business references from similar projects performed for private, state and/or large local government clients within the last three (3) years.

ViaPath has read, understands, and will comply.

Vendors must provide the following information for every business reference provided by the vendor and/or subcontractor:

ViaPath has read, understands, and will comply.

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

ViaPath has read, understands, and will comply.

Reference #:		***1***	
Company Name:		***ViaPath Technologies***	
Identify role company will have for this RFP project (Check appropriate role below):			
X	**VENDOR**		**SUBCONTRACTOR**
Project Name:	***Delaware Department of Corrections***		
Primary Contact Information			
Name:		***Phil Winder, Chief Technology Officer***	
Street Address:		***245 McKee Road***	
City, State, Zip:		***Dover, DE 19904***	
Phone, including area code:		***302-739-5601***	
Facsimile, including area code:			
Email address:		***Phillip.winder@delaware.gov***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***ViaPath has been service NCDPS since 2003. Services include inmate telephones, a pilot tablet program, video visitation, as well as intelligence features and payment services via ConnectNetwork. These features include Data IQ, Call IQ, Called Party IQ, hot alerts, Live Monitoring, and Player IQ, along with two ViaPath analysts housed at the State Headquarters Office.***	
Original Project/Contract Start Date:		***10/5/2020 (current contract start date)***	
Original Project/Contract End Date:		***10/4/2024 (current contract end date)***	
Original Project/Contract Value:		***$6,300,000/year***	
Final Project/Contract Date:		***10/4/2022 (current contract end date)***	
Was project/contract completed in time originally allotted, and if not, why not?		***Yes***	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?		***Yes***	

Reference #:		***2***	
Company Name:		***ViaPath Technologies***	
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	**X**	**SUBCONTRACTOR**
Project Name:	***North Carolina Department of Public Safety – Division of Prisons***		
Primary Contact Information			
Name:		***Mike Hall, Director of Facility Services***	
Street Address:		***831 W. Morgan Street 4652 MSC***	
City, State, Zip:		***Raleigh, NC 27699***	
Phone, including area code:		***919-618-6095***	
Facsimile, including area code:			
Email address:		***Mike.hall@ncdps.gov***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***ViaPath has been service NCDPS since 2003. Services include inmate telephones, a pilot tablet program, video visitation, as well as intelligence features and payment services via ConnectNetwork. These features include Data IQ, Call IQ, Called Party IQ, hot alerts, Live Monitoring, and Player IQ, along with two ViaPath analysts housed at the State Headquarters Office.***	
Original Project/Contract Start Date:		***3/31/2003***	
Original Project/Contract End Date:		***8/24/2026***	
Original Project/Contract Value:		***$24,000,000.00***	
Final Project/Contract Date:		***8/24/2026***	
Was project/contract completed in time originally allotted, and if not, why not?			
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?			

Reference #:		***3***	
Company Name:		***ViaPath Technologies***	
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	**X**	**SUBCONTRACTOR**
Project Name:	***South Carolina Department of Corrections***		
Primary Contact Information			
Name:		***Trevis Shealy, Division Director, Resource and Information Management***	
Street Address:		***4444 Brad River Road***	
City, State, Zip:		***Columbia, SC 29210***	
Phone, including area code:		***803-896-2095***	
Facsimile, including area code:			
Email address:		***Shealy.trevis@doc.sc.gov***	
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***This project includes implementation and support services for offender communication. Services include inmate telephones, wireless tablets, payment services and kiosks, and in-pod kiosks with video visitation. Investigative features include Data IQ, Call IQ, Called Party IQ, Live Monitoring, hot alerts, and Player IQ.***	
Original Project/Contract Start Date:		***5/2/2011***	
Original Project/Contract End Date:		***12/31/2025***	
Original Project/Contract Value:			
Final Project/Contract Date:		***12/31/2025***	
Was project/contract completed in time originally allotted, and if not, why not?			
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?			

Reference #:		***4***	
Company Name:		***ViaPath Technologies***	
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	**X**	**SUBCONTRACTOR**
Project Name:	**Florida Department of Corrections**		
Primary Contact Information			
Name:		***Trueby Bodiford, J.D., PMP***	
Street Address:		***501 S. Calhoun Street***	
City, State, Zip:		***Tallahassee, FL 32399***	
Phone, including area code:		***850-717-3691***	
Facsimile, including area code:			
Email address:		***trueby.bodiford@fdc.myflorida.com***	
Alternate Contact Information			
Name:		***Joe Millander***	
Street Address:		***501 S. Calhoun Street***	
City, State, Zip:		***Tallahassee, FL 32399***	
Phone, including area code:		***(850) 717-3669***	
Facsimile, including area code:			
Email address:		***edward.millender@fdc.myflorida.com***	
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:		***Installation of phone system, circuits, monitoring software, Call Monitoring; Continuous Voice Bio; Data Analytics - External Data; Data Analytics - Internal Data; Full Suite; Initial Voice Bio; Reverse BNA; Voice to Text Transcription, Fusion lab with 15 Full time employees***	
Original Project/Contract Start Date:		***12/2020***	
Original Project/Contract End Date:		***12/2025***	
Original Project/Contract Value:		***$130,000,000***	
Final Project/Contract Date:		***12/2025***	
Was project/contract completed in time originally allotted, and if not, why not?		***Yes, original project to install phones and services***	
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?		***Yes***	

Vendors must also submit Attachment E, Reference Questionnaire to the business references that are identified in Section 4.1.5b.

ViaPath has read, understands, and will comply.

ViaPath submitted Attachment E to the business references included above.

The company identified as the business references must submit the Reference Questionnaire directly to the State of Nevada Purchasing Division.

ViaPath has read, understands, and will comply.

It is the vendor's responsibility to ensure that completed forms are received by the State of Nevada Purchasing Division on or before the deadline as specified in Section 1.3, Schedule of Events for inclusion in the evaluation process. Reference Questionnaires not received, or not complete, may adversely affect the vendor's score in the evaluation process.

ViaPath has read, understands, and will comply.

The Lead State reserves the right to contact and verify any and all references listed regarding the quality and degree of satisfaction for such performance.

ViaPath has read, understands, and will comply.

Attachment E. Reference Questionnaire was submitted to reference contacts and should have been received by the DOC by the due date required.

4.5.1c Vendor Staff Resumes
A resume must be completed for the vendor's key personnel responsible for administering the contract resulting from this RFP per Attachment F, Proposed Staff Resume.

ViaPath has read, understands, and will comply.

A. Key Personnel

Key personnel will be incorporated into the contract. The vendor's proposed key personnel establish a standard of quality for replacements, as determined by the Lead State in its sole discretion. The vendor shall replace key personnel when needed with personnel having equivalent education, knowledge, skills and ability. Replacement of key personnel may be accomplished in the following manner:

ViaPath has read, understands, and will comply.

- **A representative of the contractor authorized to bind the company will notify the Lead State in writing of the change in key personnel.**

ViaPath has read, understands, and will comply.

- **The Lead State may accept the change of the key personnel by notifying the contractor in writing.**

ViaPath has read, understands, and will comply.

- **The signed acceptance will be considered to be an update to the key personnel and will not require a contract amendment. A copy of the acceptance must be kept in the official contract file.**

ViaPath has read, understands, and will comply.

- **Replacements to key personnel are bound by all terms and conditions of the contract and any subsequent issue resolutions and other project documentation agreed to by the previous personnel.**

ViaPath has read, understands, and will comply.

- **If key personnel are replaced, someone with comparable skill and experience level must replace them.**

ViaPath has read, understands, and will comply.

- **At any time that the contractor provides notice of the permanent removal or resignation of any of the management, supervisory or other key professional personnel and prior to the permanent assignment of replacement staff to the contract, the contractor shall provide a resume and references for a minimum of two (2) individuals qualified for and proposed to replace any vacancies in key personnel, supervisory or management position.**

ViaPath has read, understands, and will comply.

- **Upon request, the proposed individuals will be made available within five (5) calendar days of such notice for an in-person interview with Lead State staff at no cost to the Lead State.**

ViaPath has read, understands, and will comply.

- **The Lead State will have the right to accept, reject or request additional candidates within five (5) calendar days of receipt of resumes or interviews with the proposed individuals, whichever comes later.**

ViaPath has read, understands, and will comply.

- **A written transition plan must be provided to the Lead State prior to approval of any change in key personnel.**

ViaPath has read, understands, and will comply.

- **The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.**

ViaPath has read, understands, and will comply.

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Douglas Farmer***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Account Executive***			
# of Years in Classification:	***<1***	**# of Years with Firm:**		***4***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Douglas Farmer has nearly 30 years of experience in Sales and Sales Management in the Information Technology and E-Learning Industries. Doug's extensive knowledge and experience enable him to intelligently discuss correctional issues with clients and explain how technology can resolve their issues. He maintains an unwavering commitment to driving progressive and successful client engagements while simultaneously solidifying new relationships.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Account Executive, DOCs – ViaPath Technologies (June 2021 – Present)

- ***Responsible for all New Business Development for Department of Corrections opportunities.***

Regional Vice President Sales – ViaPath Technologies (2018 – May 2021)

- ***Provide oversight and assistance to Account Executives, to ensure correctional clients throughout the region are provided with the latest technological innovations relative to inmate telephony and offender management solutions.***

Vice President Sales, CypherWorx (2015 – 2018)

- ***Responsible for all sales activities and team members for existing and new business development. Increased sales 30% annually. Responsible for all sales plan development, team building and contract management.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

B.A., Marketing – University of Lynchburg, Lynchburg, VA, May 1988

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Cory Godwin
Director, Jail Operations Division
Walton County Jail
796 Triple G Road
Defuniak Springs, FL 32433
Phone: 850-892-8111
Fax: 850-892-8422
cgodwin@waltonso.org

Major Craig Rower
Warden, Detention Center
Washington County Jail
500 Western Maryland Parkway
Hagerstown, MD 21740
Phone: 240-313-2121
crowe@wasco-md.net

Kiersten Anderson
Business Operations Coordinator
Larimer County Detention Center
2405 Midpoint Drive
Fort Collins, CO 80525
Phone: 970-498-5279
anderskk@co.larimer.co.us

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Taylor Mikesell***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Account Manager***			
# of Years in Classification:	***5***	**# of Years with Firm:**		***8***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Taylor has eight years of experience in the telecommunications and correctional industries. He provides technical support and account management services for correctional and detention facilities in the Western Region. He has supported technology installations since 2013. Taylor has in-depth experience and expertise in the project management of multiple facilities.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Account Manager, ViaPath Technologies (2021-Current)

- ***Manage 26 customer accounts in 6 different states including Colorado, Idaho, Montana, Nevada, Oregon, and Wyoming. Total of 6,500 ADP.***
- ***Responsible for excellent customer service by being the first point of contact for any items or issues needed by the customer.***
- ***Visit each account regularly.***

Field Service Manager, Global Tel*Link Corporation (2019-2021)

- ***Hired, trained, and managed field service technicians for customer accounts in Idaho, Montana, Nevada, Wyoming, and Utah (full time employees and contractors).***
- ***Developed and maintained excellent customer service relationships.***

Account Manager, Global Tel*Link Corporation (2015-2019)

- ***Managed 38 customer accounts in 6 different States including Colorado, Idaho, Montana, Wyoming, Utah, and Nebraska. Total of 9,000 ADP.***
- ***Responsible for excellent customer service by being the first point of contact for any items or issues needed by the customer.***
- ***Visited each account regularly.***

*Field Service Technician, Global Tel*Link Corporation (2013 - 2015)*

- *Responsible for the service, repair, and installation of equipment/software for 14 jail facilities in Eastern & Central Idaho*
- *Developed and maintained positive customer service relationships with facility staff.*

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Blackfoot High School, Class of 2009

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

N/A

REFERENCES
A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Trevor Benson, Chief Deputy - Corrections
Washington County Sheriff's Office
750 S 5300 W
Hurricane, UT 84737
Phone: 435-656-6500
Fax: 435-656-6599
tbenson@washeriff.net

Steve Anderson, Sheriff
Jefferson County Sheriff's Office
200 Courthouse Way
Rigby, ID 83442
Phone: 208-745-9210
sanderson@co.jefferson.id.us

Mark Cowley, Captain - Jail Administrator (Retired)
Bingham County Sheriff's Office
PO Box 408
Blackfoot, ID 83221
Phone: 208-317-4321
bcso321@msn.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Frank Sanchez***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Field Service Manager***			
# of Years in Classification:	***10***	**# of Years with Firm:**		***13.5***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr. Sanchez came to ViaPath in 2014 through acquisition. Prior to his current position of Field Service Manager, he was primary point of contact for the Idaho Department of Corrections account. His superior service to that account resulted in increased responsibilities and promotion to Field Service Manager

- ***Installation and maintenance of inmate telephones, inmate visitation phones, public pay phones, and other equipment and technologies.***

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Field Service Manager, ViaPath Technologies (2014-present)

- ***Responsible for day-to-day network operations and vendor management for inmate telephone services for the County.***
- ***Responsible for managing operations, installation and maintenance of inmate telephones, inmate visitation phones, public pay phones, and other equipment and technologies provided to fulfill ViaPath contracts.***
- ***Technology implementation responsibilities include ensuring proper security briefing and clearance of on-site personnel; managing and performing site surveys, installation of customer premise equipment (CPE); and facilitating communications with the client.***
- ***For the term of the contract: Provide customer service and technical support and manages activities of field repair technicians; proactively identifies service needs and ensures appropriate allocation of resources to meet those needs.***
- ***For the term of the contract: Initiate and respond to communications with the client and remote technical support staff to address and resolve system or network issues, escalating issues if necessary.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

United College of Business – Downy California – Cert of Completion - 1995

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Project Management (Short Course) - 12/2021

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Timothy Haus
Sr Account Manager
ViaPath Technologies
208.860.8457
Timothy.Haus@viapath.com

Tonya Vokral
Supervisor
Oregon Dept of Heath Services
208.739.3712
tonya.vokral@state.or.us

Tony Varghese, Phd
Research Scientist at BSU
208.391.1021
tonyvalayil@gmail.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Justin Tidwell***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Field Service Director, Northwest***			
# of Years in Classification:	***2***	**# of Years with Firm:**		***12***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Justin Tidwell is a talented service manager effective at building loyalty and long-term relationships with employees and customers while exceeding service goals. He has been a top Account Manager accomplished in managing customer service for numerous top accounts while simultaneously adding new products to all customers. He was a field service professional who has advanced quickly in all positions. He is motivated to perform at peak levels and meet company goals.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Field Service Director, ViaPath Technologies (2010 – present)

Justin joined ViaPath in 2010 and has been in the corrections communications industry since 2002. He builds long-term relationships with team members and clients and exceeds service goals. Justin is responsible for the day-to-day service operations for facilities, technicians, and managers. He provides both pre-sales and post-sales support by serving as a liaison between corrections administration, field vendor management, network providers, and account team members and the Executive Director of Field Services at ViaPath.

- ***Managing service technicians and field service managers for the West Region and ensuring that they meet professional goals while ensuring that the company is meeting our service level agreements.***
- ***Managing service for high-risk monetary collections. Setting up armored service for accounts and managing pick up locations.***
- ***Provide training for field technicians and field service managers.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Treasure Valley Community College, Ontario, Oregon 97914 – 1991/92

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Lt. Jason Valdez
Asst. Facility Commander
Yellowstone County Detention Center
3165 King Avenue East
Billing, MT 59101
Phone: 406-256-2762
Fax: 406-256-6881
jvaldez@co.yellowstone.mt.gov

Captain Robert Sobieski
Bingham County Sheriff's Office
501 N. Maple Street, Suite 408
Blackfoot, ID 83221
Phone: 208-782-3045
Fax: 208-785-3033
rsobieski@co.bingham.id.us

Captain Douglas Hughes
Twin Falls County Sheriff's Office
PO Box 306
Twin Falls, ID 83303
Phone: 208-208-8855
dhughes@co.twin-falls.id.us

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Ken McNiel***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Associate Vice President***			
# of Years in Classification:	***<1***	**# of Years with Firm:**		***14***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Ken has been with ViaPath since 2007 and has over 35 years in telecommunications with the last 21 years dedicated to providing support and field services for installations and maintenance of telephony and computer systems serving correctional and detention facilities.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Associate Vice President, Field Services, ViaPath Technologies (2021 – Present)

- ***Ken is the Associate Vice President of Field Services in the West. He manages the ViaPath field service team members in the state and will ensure you receive the highest level of support from the ViaPath team. He has been with ViaPath since 2013 and has served as a Director of Field Services and as Associate Field Services Director. He is data-oriented and uses innovative tools and processes to measure and improve his team's performance which ultimately adds value to our customers. In addition to operating and managing activities within an approved budget for the region, he performs daily management of resources to oversee ViaPath services contractual requirements, service offerings, processes, maintenance and administrative activities, and responsibilities as it relates to Field Services.***

Field Service Director, Global Tel*Link Corporation (2016 – 2020)

- ***Management of day-to-day operations for County and State facilities, technicians, and managers. Provides both pre-sales and post-sales support by serving as liaison between Corrections administration, field vendor management, network provider management, and account team members within the company and the Executive Director of Field Services. In addition to operating and managing activities within an approved budget for the region, he performs daily management of resources to oversee inmate telephone services contractual requirements, service offerings, processes, maintenance and***

administrative activities, and responsibilities as it relates to Field Services. Develops monthly management reports on Operational Compliance, Escalations, MTTR, Install and Relocations, Field Service Managers activities, and Budgeted activities.

Associate Field Service Director, Global Tel*Link Corporation (2013-2016)

- ***Oversaw, managed and continuously analyzed the spending of ViaPath monies related to providing Field Support Services and revenue trending on a customer and site basis. Completed assigned tasks in the timeframe requested. Responsible for providing kiosk implementation support and determining collection alternative and electrical cabling for visitation offers. Managed the day-today operations of the Field Service Manager and helped the Field Service Director manage the Regional and Organizational Travel Budget.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

U.S. Army, Augsburg, Germany,

Macon Junior College, Macon, GA

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Amy Bradley-Supervisor
Colorado Inmate Phone System
Colorado Correctional Industries
P. O. Box 1010
Canon City, CO 81215-1010
Phone: 719.269.4263
Fax: 719.269.4755
amy.bradley@state.co.us

Sergeant Danny Walls
Los Angeles County Sheriff's Department
Inmate Services Bureau – Business Management Unit
4700 W. Ramona Blvd.
Monterey Park, CA 91754
Phone: (323)526-5321
djwalls@lasd.org

Sergeant Andres Bilbao
Technology and Support Division HQ
Los Angeles County Sheriff's Department
450 Bauchet Street
Los Angeles, CA 90012
Phone: 562-345-4343
Fax: 323-415-3033
agbilbao@lasd.org

Sergeant Daniel Molleson
Inmate Services Programs Director
Alameda County Sheriff's Office
5325 Broder Avenue
Dublin, CA 94568
Office 925-551-6557
Dmolleson@acgov.org

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Jonathan White***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Program Manager***			
# of Years in Classification:	***18***	**# of Years with Firm:**		***>2***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr. White started with ViaPath Technologies in 2019 as Program Manager for a remote regional PMO team in the West Coast Region. His job is to ensure consistent delivery of ViaPath Project Management deliverables, including, but not limited to, Project Plans, Supplementary Plans, Change Control and Status Reporting. He regularly communicates his team's program status to executive leadership to keep all involved up to date. He works to drive and scale success for the region, remove obstacles, and creatively problem solve to ensure the go-live date is achieved and that ViaPath meets defined deliverable dates.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Program Manager, West Coast, ViaPath Technologies (2019 – Present)

- ***Manage the day-to-day operations of a remote regional PMO team***
- ***Manage multiple projects from conception through completion; Lead projects that involve the successful management of teams responsible for the analysis, design, integration, testing, documentation, and implementation of telecommunications systems***
- ***Assess overall project timeline based on all relevant variables and determine target dates for achieving critical milestones***
- ***Perform day-to-day management of overall installation activity operations, possibly involving multiple projects and groups of personnel at multiple locations***
- ***Successfully manage the relationship with the client and all stakeholders***
- ***Ensure resource availability and allocation***
- ***Benchmark program status***
- ***Regularly communicate program status to executive leadership***

- ***Ensure consistent delivery of the ViaPath Project Management deliverables, including, but not limited to: Project Plans, Supplementary Plans, Change Control and Status Reporting***
- ***Drive and scale success for the region; remove obstacles and creatively problem solve to ensure the go-live date is achieved and that ViaPath meets defined deliverable dates***

Manager of Project Management and Strategic Planning, TriMet (2018 – Present)

- ***Founded and now supervise the Project Management Office (PMO) for the new Process Partnership Group; report directly to the CIO who manages a $20M budget***
- ***Create and set into place standard operating processes and consolidated project plans***
- ***Maintain a process-oriented culture, ensuring adherence to timelines, deliverables and internal development methodologies***
- ***Devise common status reports featuring uniform time and reporting***
- ***Launch departmental project plans including the implementation of Agile and Waterfall methodologies***
- ***Established and now utilize a two-to-five IT roadmap using both Visio and Confluence/Jira toolsets***
- ***Entrusted as Chair the Executive IT Governance Committee***
- ***Boosted the agency's project success rate from 23% to 90% in six months' time***
-

National Project Management & IT Recruitment Manager, Elyon International (Remote)(2016 – 2018)

- ***Directed a multi-million-dollar project portfolio with a team of 10 remote, senior Project Managers overseeing a distinctive portfolio featuring an assortment of domestic clients***
- ***Managed IT recruitment for positions including Software Developers, Testers and Cloud Architects, among others***
- ***Coordinated vendor relations, accounts, forecasting, status reporting and client communication***
- ***Worked with the Project Management Team to ensure maintenance and completion of all efforts***
- ***Diagnosed and resolved issues varying in complexity and scope***
- ***Documented operational procedures and technical guidelines using strong attention to detail***
- ***Set into place change management efforts for technical implementation such as productivity software, systems, technical applications and hardware release***
- ***Centralized the Project Management Office reporting dashboard***
- ***Kept profit loss statements for projects aligned to corporate projections***
- ***Managed staff utilization rates, guiding executives as resources were available for redeployment***
- ***Developed and maintained a project portfolio dashboard that estimated when backlogged projects were able to begin; used this to guide organizational resource planning initiatives as well***

IT Director, Office of the Attorney General, Washington State (2009 – 2016)

- *Guided a team of 40+ IT professionals domestically and globally; worked together to deliver full-scale IT services to over 1.5K legal professionals statewide*
- *Provided a range of services including help desk/desktop support, network/data center services security, application development and litigation support consulting*
- *Managed tactical IT planning and implementation processes*
- *Developed and introduced tools that bolstered revenue and utilization by 15% across an IT portfolio for Washington State's largest law firm*
- *Spearheaded a turnaround for IT performance and service, setting forth ways to reduce IT spending*
- *Increased service levels, transforming IT into a strategic business partner*
- *Joined with vendors to develop computing architecture using the cloud; adhered to security requirements while reducing data backup costs by 65%*
- *Set forth a project management practice that improved success rates by 80%, and doubled the number of completed endeavors*
- *Yielded significant organizational savings using Lean computing, saving $3M+ in unnecessary staffing and purchased services*
- *Brought to life a cost-efficient and inventive way of reducing greenhouse emissions and carbon footprint*
- *Honored with the 2014 Governor's Award for Leadership in Management*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Master's in Organizational Management, 2004

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

PMP 2002

CISM 2010

CSM 2011

Safe4 2018

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Baofeng Dong
Project Manager
Amazon
Phone: 443-326-9593

baefeng197@gmail.com

Kevin Whittle
IT PMO Manager
Washington State Department of Labor and Industries
7273 Linderson Way SW
Turnwater, WA 98501
Phone: 360-432-3235
Kevin.whittle@wa.gov

Richard Lang
IT Security Consultant
Sentinel
1800 SW 1st Avenue
Portland, OR
Phone: 602-818-4280
Rich.lang59@outlook.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***David Henion***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Vice President – Business Development***			
# of Years in Classification:	***8***	**# of Years with Firm:**		***13***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

David has been involved in the corrections industry since 2008 and has extensive experience across all product lines with expertise in video visitation and visitation management systems. Skilled at presenting and educating prospects on market conditions, features, and benefits, as well as future product trends within the industry.

- ***Relationship Management***
- ***Business Development***
- ***Video Visitation System Management***
- ***Team Management***

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Senior Vice President – National Sales, ViaPath Technologies (2016-present)

David Henion manages a team of sales professionals focused on new business in major accounts and the DOC market across the United States

- ***Expand business in major accounts (over 2,000 ADP) across the US with key wins at Florida DOC, New Hampshire DOC Core Civic, and Los Angeles County.***
- ***During his career at ViaPath, Dave Henion has managed a team of sales professionals and customer account managers in the pursuit of new business for the company. In addition, he is the lead product specialist for Video Visitation and supports the large account and DOC market as a presenter***
- ***In addition to his sales leadership responsibilities, Dave manages the sales training and product knowledge content to assist in continuing education efforts of team members.***
- ***Dave heads the sales presentation efforts and coordinates speakers, content and deliverables for all large accounts.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

BS, History—The University of Georgia

ABA, Business Administration—The University of Georgia

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Rich Velasquez, Chief Deputy Sheriff
Corrections, Innovation, and Technology Unit
Los Angeles County Sheriff's Department
12440 E. Imperial Highway
Norwalk, CA 90650
Phone: 213-893-5146
Fax: 323-415-6756
rvelazq@lasd.org

Rachel Vanhoy, Sr. Financial Administrator
Mecklenburg County Sheriff's Office
801 East 4th Street
Charlotte, NC 28202
Phone: 980-314-5195
Fax: 704-336-8549
Rachel.vanhoy@mecklenburgcountync.gov

Trueby Bodiford, Purchasing Director
Florida Department of Corrections
501 South Calhoun Street
Tallahassee, FL 32399
Phone: 850-717-3691
Trueby.bodiford@fdc.myflorida.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Jon Walker***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Chief Growth Officer***			
# of Years in Classification:	***25***	**# of Years with Firm:**		***6***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Nearly 32 years of business development, sales management, customer service and marketing experience, including more than 26 years of experience in the public procurement sector, and 5 years of technology experience. Jon's background includes, but is not limited to strategic planning, marketing strategies, customer service, revenue productivity, process improvement, cost management, public relations, government relations, and building comprehensive business development programs.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

- ***Owns the performance of the sales and account management organizations and drives its efforts from strategy through execution.***
- ***Responsible for net sales growth and profitability in line with annual targets, creating a dynamic sales team and culture***
- ***Fosters a collaborative communicative team environment the ensures customers are well served and that the voice of the customer is heard throughout the organization.***
- ***Motivates and supports sales leaders and staff to achieve targets***
- ***Coaches and mentors those on his team.***
- ***Works collaboratively with the CEO, COO and Sr. Leadership Team to achieve company goals.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

B.S., Business & Marketing – Murray State University, Murray, KY

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

John Dewitt Rees
Consultant
Rees and Associates Correctional Consulting
207 Jefferson Street Box 69
Madison, IN 47250
Phone: 812-273-0236
jdreescon@aol.com

Jim Basinger
Deputy Commissioner of Operations
Indiana DOC Headquarters
402 Washington Street
Indianapolis, IN 46204
Phone: 317-232-5723
jbasinger@idoc.in.gov

Todd Ishee
Deputy Director of Operations
North Carolina Department of Public Safety
831 W. Morgan Street
Raleigh, NC 27603
Phone: 919-218-1262
Fax: 919-715-4179
Ishee.todd@ncdps.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Kevin O'Shea***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Vice President, Education and Reentry Operations***			
# of Years in Classification:	***0.5***	**# of Years with Firm:**		***0.5***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Mr. O'Shea is a technical project manager and subject matter expert with over 20 years of experience executing complex public safety, security, critical infrastructure and information security projects. Mr. O'Shea's experience spans the law enforcement, national laboratory, academic and private consulting communities. Mr. O'Shea has been an adjunct faculty with the University of New Hampshire for over 15 years and serves his community for the past 13 years as a sworn law enforcement officer. He is currently a Deputy Sheriff with the Strafford County, NH Sheriff's Office. Mr. O'Shea has a long history of working in the technology and education fields and maintains the CISSP certification.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Vice President, Education and Reentry, ViaPath Technologies (2021 – Present)

Leading a team that curates best-in-class educational and reentry content on the ViaPath tablet platform for over 400 correctional facilities nationwide. Responsible for strategy, program roadmap, and operations for the education and reentry team.

Senior Manager, Lafayette Group, Inc. (2019 – 2021)

- ***Automated Streams Analysis for Public Safety (ASAPS), NIST***

Project Manager on a three-year effort to raise the bar on the research in the area of artificial intelligence and machine learning in support of public safety. Project includes the creation of three large, multi-modal datasets that include events of interest to public safety, and the conduct of four prize contests designed to stimulate research in this topic area. Includes the management of the agile-based software development project to create the contest platforms.

- ***ICTAP Program, DHS ECD***

Development and management of special projects and new technical assistance programs for DHS Emergency Communications Division, including governance and cybersecurity projects, such as technical content for a 'PSAP Cybersecurity' brochure.

- ***Elections Security Initiative, DHS CISA***

Provided technical expertise to the DHS CISA Elections Security Initiative, including the development of content for an Election Official's Incident Response Guide which was distributed to elections officials nationally.

Program Lead, FEMA Office of Counterterrorism and Security Preparedness and DHS (2015-2019)

- ***Intelligence and Analysis Support Portfolios, Decision and Infrastructure Sciences Division, Argonne National Laboratory, Argonne, IL***

Administrative and technical program lead, and Principal Investigator, on a $3-6M combined portfolio of support to FEMA OCSP and DHS I&A. Duties include program and project scoping, financial management, task management, quality control, and providing technical expertise in the security, cyber, infrastructure resilience and emergency response domains.

- ***Complex Coordinated Terrorist Attack (CCTA) Technical Assistance, FEMA OCSP***

Led the development and execution of a support program for the national CCTA grant award winners. Technical assistance (TA) included the development of more than two dozen CCTA-related reference documents, lessons learned, and CCTA-response and planning documents.

- ***CCTA Solving Complex Problems - Planning Workshops, FEMA OCSP***

Led the development and delivery of a CCTA Planning workshop, which focused on a region-specific CCTA scenario to educate participants on a structured framework for attacking complex problem solving in the emergency management domain.

- ***Cyber Disruption Preparedness and Response Planning (CDPRP) Workshops, FEMA OCSP***

Let the development and execution of a new workshop series for OCSP focused on helping state and local government agencies work through the issues related to managing the consequences of a large cyber disruption.

- ***Naval Postgraduate School, Center for Homeland Defense and Security, HSx Program Development, FEMA OCSP***

Managed the development of, and provided subject matter expertise to, a new post-masters program for the Naval Postgraduate School's Center for Homeland Defense and Security, called HSx. Projects included instructional design for advanced learning and the development of content for emerging issues in homeland security.

- ***Ports of Los Angeles and Long Beach Regional Resilience Assessment Project (RRAP) and the New Mexico Cyber RRAP, DHS IP***

Served as the Resilience Assessment Lead on two Resilience Assessment projects for DHS Infrastructure Protection. Both assessments focused on improving the resilience of the cyber infrastructure that supports operations at the Port and within the State of New Mexico, respectively.

- ***Other managerial and subject matter expert-related work:***

- ***Managed the delivery of a slate of courses for the Fusion Center network, including Intro to Risk, Intermediate Risk, Suspicious Activity Reporting, and Cyber Risk courses.***
- ***Provided instruction on the cyber infrastructure and the financial infrastructure for DHS OCIA analysts.***

Deputy Sheriff, ICAC Investigations, Strafford County Sheriff's Office (2021 – Present)

Serving as an investigator working with the ICAC Task Force. Duties include computer forensic exams and analysis of data obtained from target computers.

Lieutenant, New Hampshire Police Standards and Training Council, Concord, NH (2012 – 2021)

Served as a sworn, part-time Training Specialist for NH PSTC. Duties include development and yearly review of the NH PSTC strategic plan, proctoring of the NH Part-Time Academy and assisting with physical training, firearms, and force-on-force training. Also developed and instructed the PSTC course on Cyber Crime Investigations.

Lecturer, Justice Studies Department, University of New Hampshire, Durham, NH (2007-Present)

Current lecturer on technology and computer crime issues at the University. Developed, and currently instructing, one of the largest lecture classes held at the University of New Hampshire titled: "Technology, Crime and Society". Recognized as one of the University's highest rated instructors.

Information Security Practice Lead, URS Corporation, Boston, MA (2009 – 2015)

- ***Houston Regional Catastrophic Preparedness Initiative (RCPI), Cyber Disruption Planning Project, Project Manager and Principal Consultant.***

Worked to develop a Catastrophic Cyber Disruption Response Plan and online planning & assessment tools for the Houston-Galveston Region through the Houston RCPI.

- ***San Diego County Office of Emergency Management, Cyber Disruption Planning Project, Technical Project Manager.***

Project included the development of a Cyber Disruption Annex to San Diego County's Emergency Operations Plan.

- ***Metropolitan Boston Homeland Security Region (MBHSR), Cyber Disruption Planning Project, Project Manager and Principal Consultant.***

Led an effort to improve the cyber disruption response and recovery capabilities of the nine cities and towns that comprise the MBHSR. Project included working with each jurisdiction on Critical Cyber Asset identification and prioritization, and local and regional Cyber Disruption Team development.

- ***Port Authority of New York & New Jersey, Industrial Control System (ICS) Asset Inventory, Project Manager and Principal Consultant.***

Worked with the PANY&NJ on a project to inventory ICS assets across the Port Authority's 17 facilities, including three major airports and two transit systems. Field work included interviews with site managers and technical staff. Collected extensive asset information on 180 systems and over 2800 devices.

- ***Department of Homeland Security, Commonwealth of Massachusetts RRAP; Core Energy and Water Sectors, Project Manager and Resiliency Assessment Lead. Estimated project value as part of the larger contract: $300,000***

Led the DHS Regional Resiliency Assessment Program project to assess the resiliency of the energy and water sectors in the Commonwealth of Massachusetts.

- ***New England Regional Catastrophic Preparedness Initiative, Cyber Disruption Planning Project, Project Manager and Principal Consultant.***

Worked to develop a Regional Response Plan for a Catastrophic Cyber Attack across the NH-MA-RI region. Participating agencies include the States of NH, MA and RI, as well as the Boston and Providence Urban Area Security Initiative cities. This effort culminated in the development and administration of a number of complex cyber disruption exercises across the region.

- ***Rhode Island State Police, RI Cyber Disruption Team Exercise Program, Project Manager and Principal Consultant.***

Led an 18-month exercise and training program for the Rhode Island State Police's Cyber Disruption Team (RI-CDT). Project included several training events and exercises focused on incident management, the Incident Command System, and the basics of IT and the Cyber infrastructure.

- ***New England Regional Catastrophic Preparedness Initiative, Regional Disaster Housing Catastrophic Planning Project, Project Manager.***

Project Manager on the Regional Disaster Housing Project under the Regional Catastrophic Preparedness Grant Program for the Commonwealth of Massachusetts, NH and RI. Project included the development of planning tools and templates to help local jurisdictions develop a capacity to address housing needs following a catastrophic disaster.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

BS, Natural Resource Management and Engineering, University of Connecticut, 1996

MA, Justice Studies, University of New Hampshire, 2007

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

CISSP, awarded by ISC2, 2012

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Kathryn Roberts, Senior SME
Lafayette Group
1919 Gallows Road, Suite 630
Vienna, VA 22182
Phone: 608-738-6410
kroberts@lafayettegroup.com

Andrew White, Senior Manager
Lafayette Group
1919 Gallows Road, Suite 630
Vienna, VA 22182
Phone: 303-475-0328
awhite@lafayettgroup.com

Scott Tezak, Vice President of Federal Planning
Atkins Global
Boston, MA
Phone: 617-921-0995
scott.tezak@atkinsglobal.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Naseem Khatamgoya***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Director, Project Management Office***			
# of Years in Classification:	***3***	**# of Years with Firm:**		***10***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Naseem is a self-motivated passionate and innovative program management professional skilled in leading successful professionals, driving change and achieving results with vast experience in problem solving, relationship management and working from high level strategies through executional details. Expertise in building Program Management teams and structures, identifying opportunities for change, agile project management, and communicating among C-level executive teams.

- ***Shaped and spearheaded the development of the first ViaPath Program Management Office; Defined regional structure, build and onboarded technical support teams and defined project management processes; including resource management, change management, risk analysis, cost management and customer quality assurance.***
- ***Lead, mentor and guide a team of Technical Program Managers and Project Managers spread across the United States and accountable for a department budget of $100+ Million and 155%+ ROI.***
- ***Developed and present Program Management reviews with C-Level executives quarterly to report directly on PMO Programs and financials.***
- ***Promote, encourage, and lead open communication between cross-functional teams to align efforts and drive process change and business impacting results.***

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Director, Project Management Office, ViaPath Technologies (June 2019 – Present)

Developed and implemented the first Program Management Office (PMO) at ViaPath to drive operational efficiency and reduce costs and timeline associated with installations.

- ***Defined regional structure, project management processes, change management, risk analysis, cost management, and customer quality assurance initiatives.***
- ***Have grown the PMO Organization by 300% across five regions over three years.***
- ***Led a team of Technical Program Managers, Project Managers, Project Analysts, and Technical Trainers while accountable for a $200M annual department budget.***
- ***Since inception, the PMO have implemented over 500 projects generating over $100 million in net new revenue.***
- ***Develop and present monthly Program Management reviews with C-Level executives***
- ***Promote, encourage, and lead open communication between cross-functional teams to align efforts and drive process change.***

Program Manager, Project Team, ViaPath Technologies (October 2016 – June 2019)

- ***Led high profile programs consisting of multi-level software solutions and hardware devices while managing budgets up to $20M to remain within budget.***
- ***Mentored and trained project managers though problem solving and conflict.***
- ***Understood and managed change to assure our business strategy continued to foresee market changes.***
- ***Gathered software requirements, user stories and business rules while ensuring alignment with software capabilities and development teams.***
- ***Managed cost analysis to ensure cost benefit while ensuring user acceptance.***

Project Manager, Implementation Team (July 2014 – October 2016)

- ***Video Visitation SME, responsible for cross-training current ViaPath teams on new hardware and software.***
- ***Managed all Video Visitation installations while training and supporting internal project analysts and project managers.***
- ***Responsible for building all Video Visitation RFP responses, project plans, and budgets.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of Minnesota Duluth, MN

Business Administration, Management Information Systems, Magna Cum Laude and Beta Gamma Sigma.

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Chair – Alliance of Women Empowerment, ViaPath Technologies

Women in Leadership Certification

American Management Associate

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Christina Reagle, Deputy Commissioner and Chief Finance Officer
Indiana Department of Correction
402 Washington Street
Indianapolis, IN 46204
Phone: 317-232-5808
Fax: 317-233-1474
creagle@idoc.IN.gov

Rachel Vanhoy, Sr. Financial Administrator
Mecklenburg County Sheriff's Office
801 East 4th Street
Charlotte, NC 28202
Phone: 980-314-5195
Fax: 704-336-8549
Rachel.vanhoy@mecklenburgcountync.gov

Trevis Shealy, Division Director, Resource and Information Management
South Carolina Department of Corrections
4444 Broad River Road
Columbia, SC 29210
Phone: 803-896-2095
Fax: 803-896-5234
Shealy.trevis@doc.sc.gov

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***Global Tel*Link Corporation d/b/a ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Rick White***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Chief Operating Officer, Executive Vice President***			
# of Years in Classification:	***2 months***	**# of Years with Firm:**		***2.3***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

ViaPath Operations: Products and Services Lifecycle Management, Technology Services, Customer Technology Services, Enterprise Business Systems, Corporate Data Centers, Cloud Services, Information Security, Cyber Security, Customer Service and Support Excellence

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

U.S. Navy Captain (ret)

Project Manager - Defense Advance Research Programs Agency (DARPA) InfoTec

Managing Partner - Gartner Consulting Services

Chief Technology Officer – Wyle Information Systems

Chief Information Officer – Sotera Defense Solutions & KeyW Holding Corporation

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

MSA Information Technology – Central Michigan University

BS – Physical Science – U.S. Naval Academy

Business Applications of Artificial Intelligence – Massachusetts Institute of Technology

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Chief Information Officer Certification – National Defense University

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Greg Early, EVP
IT Partners
Phone: 703.967.1431
greg.early@itpfed.com

Cliff Webster, President
Blackwatch International
Phone: 571.395.8403
cwebster@blackwatchintel.com

Gary Wyckoff, CIO – GS-15 (ret)
Office of Naval Research
Phone: 703.798.0366
Gary.wyckoff.btdt@gmail.com

PROPOSED STAFF RESUME FOR RFP 99SWC~S1154

A resume must be completed for all proposed prime contractor staff and proposed subcontractor staff.

Company Name Submitting Proposal:	***ViaPath Technologies***

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:	***X***	**Subcontractor:**	

The following information requested pertains to the individual being proposed for this project.				
Name:	***Victor Miranda***		**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Director of Call Center***			
# of Years in Classification:	***<1***	**# of Years with Firm:**		***11+***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Victor Miranda has nearly 19 years of experience in Customer Service for the Information Technology and E-Learning Industries. Victor has extensive knowledge and experience driving high levels of customer satisfaction. He maintains an unwavering commitment to progressive and successful customer service engagements with our front-line ambassadors while simultaneously working to enhance the experience between friends and family customers of those incarcerated.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Call Center Director, ViaPath Technologies (2021-Present)

Provide oversight and assistance to our Contact Centers to drive KPIs to maximize our customer experience. Driving effective customer service and interactions and guidance to coach and develop our frontline ambassadors.

Sr. Operations Manager, Global Tel*Link Corporation (2020-2021)

Provided day to day oversite in our operations, within our Contact Centers. To help drive overall effectiveness to our process and performance.

Sr. Technical Support Manager, Global Tel*Link Corporation (2018-2020)

Provided 24/7 tech support. Drove escalation to resolution and helped drive our tech support give our customers that are facility facing the best experience possible.

Tech support Supervisor, Global Tel*Link Corporation (2014-2018)

Was responsible to coaching a developing a high performing tech support team, that gave the highest level of service. While also continuing to build teams that adapted to our customer's needs.

Quality Assurance Manager, Global Tel*Link Corporation (2011-2014)

Created a quality assurance process that gave us the ability to measure our Customer Service Agents. We were always to looking to find ways to drive a high level of customer satisfactions. That also gave us tools and data to trend how we were progressing in the criteria we were measuring.

Customer Service Agent, Global Tel*Link Corporation (2010-2011)

Frontline agent responsible for taking inbound calls from family members of those that are incarcerated. My job was to make sure our customers were able to make that connection with their loved ones,

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

N/A

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Manuel Olivera, Auctioneer
Corrbett Auctions
Phone: 208-249-8983
Email: mjranch@gmail.com

Norma Deleon, Tech Support Supervisor
ViaPath Technologies
Phone: 541-212-3979
Email: Norma.Deleon@viapath.com

Tom Wagg, Sr. Director, Client Partnership
ViaPath Technologies
Phone: 251-263-1500
Email: Tom.Wagg@viapath.com

4.5.2 Customer Service

a. **What are your hours of operation and when are key account people available to us?**

ViaPath has read, understands, and will comply.

Technical and customer service are available 24 hours a day, seven days a week, with field services always having technicians available as needed. Key account people are available as needed. ViaPath normal hours of operation are 8:00AM to 5:00PM, Monday through Friday.

b. **Describe how problem identification and resolution will be handled.**

ViaPath has read, understands, and will comply.

ViaPath's service includes routine equipment maintenance and toll-free technical support 24 hours a day, 365 days a year. ViaPath professionals take a proactive approach to ensure that the software, hardware, and peripheral equipment is all maintained and operating for the life of the contract, and their main goal is to provide support and problem resolution as quickly as possible. The technical support team is always there, and our support line is always answered by a live ViaPath representative. Our first response to a call can usually be measured in minutes, not hours.

ViaPath's Proactive Approach to Maintenance and Service

ViaPath's commitment to proactive service begins the day a system is installed. ViaPath's team will monitor its performance during the first 30 days to ensure everything is operating as planned, and to measure and record the normal functioning of the system: when it is on and off, which phones/visitation stations are used and how often, what the mix of call types is, how long call setup takes, variation in calling patterns, etc. These observations are used to establish customized thresholds that are programmed into our remote network-monitoring programs and will continue monitoring the client's system 24/7/365 for the duration of the contract. Whenever the system performance or usage deviates from these established patterns (if a phone that was being used regularly stops showing any calls, for instance, or suddenly shows a shorter average length of call, which might indicate some are being disconnected prematurely), our software will automatically notify a Technical Services staff member, so that detailed diagnostics may begin. ViaPath often detects, diagnoses, and resolves difficulties before a client is ever aware there was a problem.

Remote Monitoring and System Diagnostics

ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath

provide real-time monitoring, event notification, alert history, and statistical information to our internal experts.

Network Operation Center (NOC)

Deployment Monitoring: Monitoring trends in network performance before, during, and after deployments of additional devices or updated software features allows

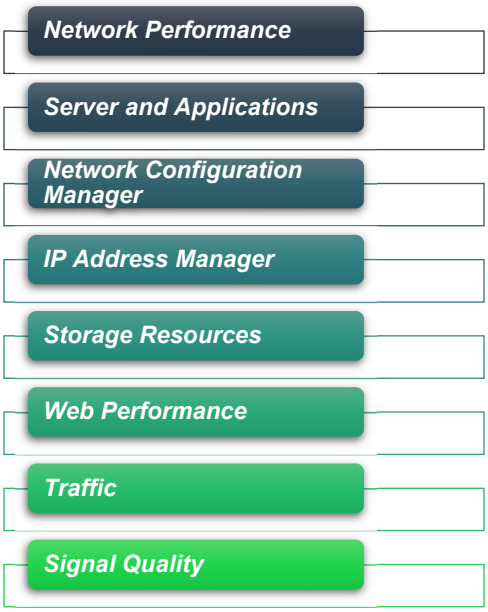
ViaPath proactively monitors our communication systems provided to the DOC from our Network Operations Center (NOC). The ViaPath NOC provides monitoring for all ViaPath communication platforms, network, back-office systems and data centers.

We staff our NOC with the most knowledgeable professionals in the industry. Our network experts are fully certified in all the system hardware and software solutions that monitor our platforms and network we offer to our customers. Our professional staff are monitoring your systems 24x7x365 for failure reporting, diagnostic updates, performance metrics, and more. All reporting, performance history, data, and network information are available to our staff when needed.

Our NOC staff monitor every aspect of the communication systems we provide to our customers from network performance and application monitoring to automation in data storage resource management. These technologically advanced monitoring tools keep ViaPath ahead of system incidents and provide for proactive updates and adjustments.

NOC Proactive Management and Performance Tools

The ViaPath NOC uses the latest technology and tools to safeguard the health and security of the systems we provide to the DOC including the suite of network performance modules through SolarWinds®. The SolarWinds monitoring software modules allow the NOC personnel to continuously monitor all hardware, software, and solution metrics. Monitoring trends in network security and performance before, during, and after deployments of additional devices or updated software features allows ViaPath to be proactive instead of only reactive.

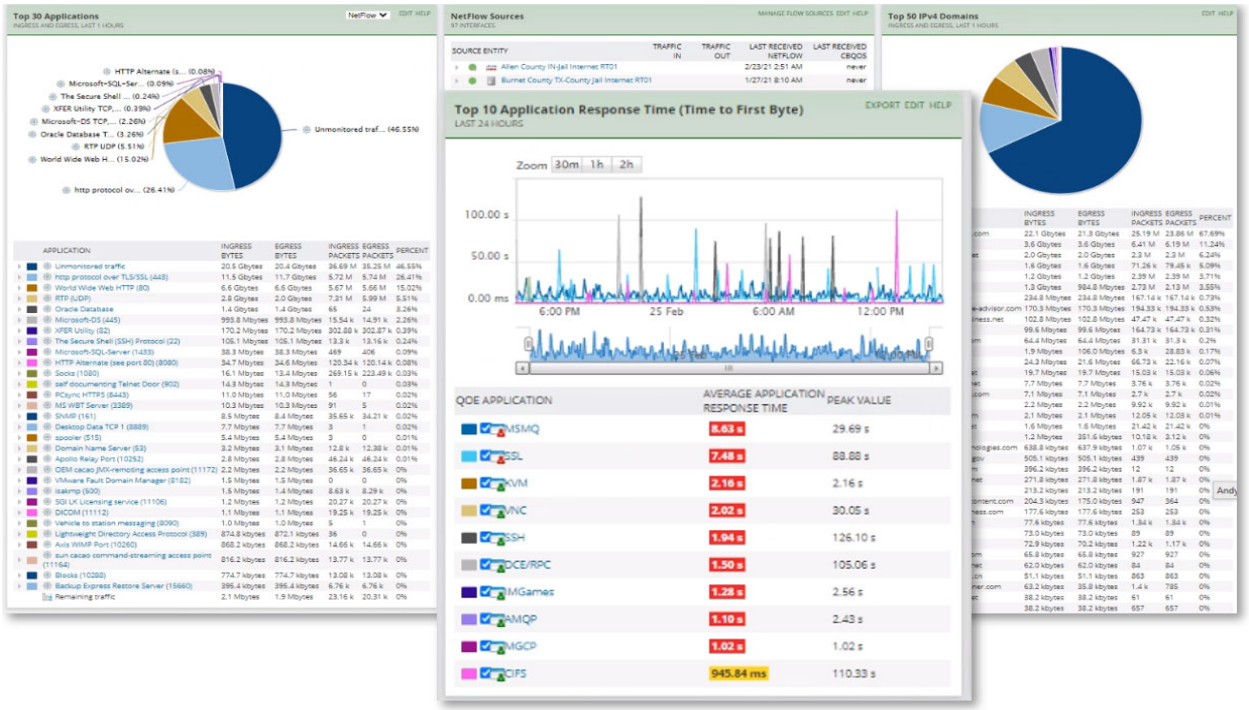


The many SolarWinds software tools ViaPath uses are configurable and provide real-time monitoring, event notification, alert history and statistical information.

Software Performance Monitoring

Along with hardware and network monitoring and support, ViaPath engineering and development teams monitor, troubleshoot, and improve application program level performance using New Relic and AppDynamics. These allow our reliability engineers and product developers to troubleshoot user application performance issues including

CPU performance and web site response time to determine the root cause of system problems. ViaPath is always striving to Keep our platform software operating at peak performance for the DOC system users by using the latest tools to quickly, efficiently, and proactively mitigate any issues that may arise.



Customer Application Summary

Quarterly Quality Sweeps

Each quarter, every ViaPath-maintained and -serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, and network health and function.

c. How will you service our account? Describe the system you will use to manage our account.

ViaPath has read, understands, and will comply.

The ViaPath point of contact for the account will be Douglas Farmer, Account Executive. He will be supported by an experienced account team with a knowledgeable Account Manager and a skilled technical staff. Our employees have unparalleled industry experience, and our account team has years of experience supporting state and non-state customers. Having an experienced team that is determined to meet and exceed expectations – and one that can solve complex, large-scale problems – will play a major role in our mutual success. The team will include local field service technicians, the Regional Field Service Manager, and the Regional Field Service Director. The customer

account team will also be supported by the NASPO point of contact, Doug Farmer, Account Executive.

We are dedicated to building client partnerships through more frequent and effective customer engagements and to improve customer satisfaction.

d. How do you respond to customer complaints and service issues?

ViaPath has read, understands, and will comply.

ViaPath will utilize various means of responding to customer complaints and service issues. ViaPath is committed to providing customers with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment are maintained for the life of the contract.

- ***ViaPath provides the necessary labor, parts, materials, and transportation to maintain the system(s) and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.***
- ***Malfunctioning equipment repaired or replaced as needed and inquires by customer staff are answered quickly and courteously.***
- ***Response to service interruptions/equipment malfunctions within the agreed upon timeframe***

Twenty-four (24) hours a day, three hundred sixty-five (365) days a year, requests for service or reports of malfunctions go directly to ViaPath's Service Center where highly trained ViaPath professionals determine the best course of action. Our tollfree technical service number is always answered by a live ViaPath representative.

Many system problems can be resolved remotely through software diagnostics and manipulations. When problems or requests cannot be handled remotely, a service technician assigned to the customer will be dispatched to the site.

More than 1,000 team members work for ViaPath. Our team has unmatched experience in providing service on large scale projects.

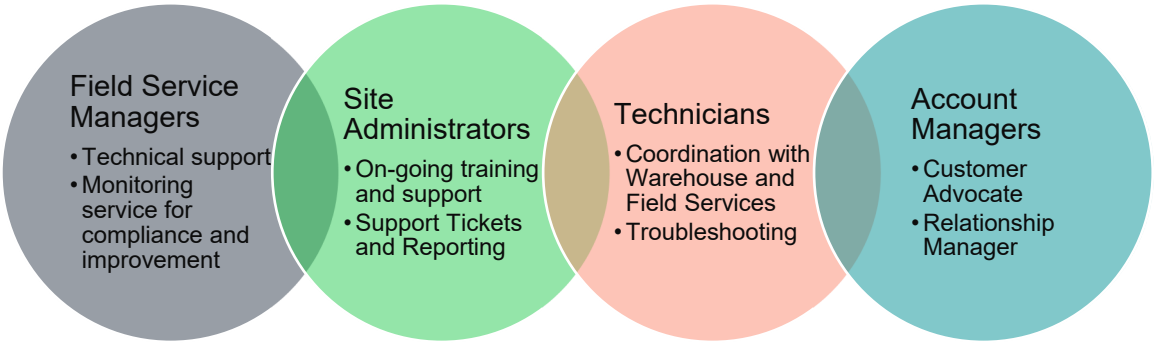
Each quarter, every ViaPath maintained and serviced facility is checked to ensure that all systems and services are operating according to specifications. Each sweep is performed by a trained and certified Technical Support Engineer. Sweeps check for such things as software version numbers, storage capacity, module operation, database synchronization and capacity, network health and function, et cetera.

Long Term Customer Support

ViaPath provides in-depth support and communication during installation and implementation—but we also know the importance of continued partnership through the life of the contract. In addition to our proactive remote system monitoring, our customers have a dedicated team for support throughout the relationship.

ViaPath is committed to providing the DOC with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment associated with the ViaPath provided solutions are maintained for the life of the contract.

- ***ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath provided solutions including but not limited to, inmate telephones, video visitation stations, tablets, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.***
- ***Maintenance and repair services provided entirely without cost to the DOC.***
- ***Malfunctioning equipment repaired or replaced as needed and inquires by the DOC staff are answered quickly and courteously.***
- ***Responses to service interruptions or equipment malfunctions within the agreed upon timeframes.***



Friends & Family Customer Support

ViaPath provides both telephone and website customer service 24 hours a day, 365 days a year. Families and friends have access to toll-free automated (fully functional) and live operator assistance. While customers find that our fully functional automated IVR can service most their needs, ViaPath is committed to providing the highest quality live operator assistance, as well. We maintain a network of interconnected call centers in multiple time zones to ensure calls are answered as efficiently as possible. Our commitment to continuous improvement has driven overall average answer times for most clients well under one minute. Our commitment to customer satisfaction ensures short hold times and extends to overall quality of every call.

Courteous and Knowledgeable Customer Service Representatives

ViaPath provides customers toll-free access at 877-650-4249 for people seeking to speak with our knowledgeable Customer Service staff seven days a week, 24 hours a day.

ViaPath provides live customer service in both English and Spanish. Our service representatives respond to customer questions and help resolve issues related to the billing, blocking of offender calls, closing an account, or which products and services

are deployed at their facility of choice. Each ViaPath Customer Service representative has access to up-to-date account information that includes current account status, records, and billing, and payment histories.

Our Customer Service personnel are well versed in the functions of our products and services including Offender Telephone System, Inspire Tablets, Video Visitation System, and Electronic Messaging System. Our service center staff are fully trained and skilled in handling questions, complaints, billing disputes and adjustments. In the instance of billing disputes, our Billing and Collections Department works closely with the customer to identify the nature of the dispute and if necessary, ensure accurate adjustments are made to bills and/or refunds are issued in a timely manner.

e. How do you assess customer satisfaction?

ViaPath has read, understands, and will comply.

For the DOC

ViaPath tracks customer satisfaction from contract signing to contract renewal. ViaPath believes in providing customer surveys and soliciting comments during key touchpoints and milestones. The touch points and milestones include:

- ***After Contract Signing – This helps us understand how easy a customer feels it is do business with ViaPath. These scores are reviewed internally after each event and an annual basis.***
- ***After Implementation – This helps us understand how well we implemented against customer expectations. These scores are reviewed internally after each implementation and on a quarterly basis.***
- ***After Ticket Closing – This helps us understand how we are performing when addressing customer questions, concerns or issues. These scores are reviewed internally both as an organization and by individual.***
- ***Throughout the Life of the Contract – Throughout the life of the contract we survey our customers in a few key areas – customer services, product satisfaction, and ViaPath as a whole. These scores are reviewed internally on a semi-annual basis.***

For Friends and Family

Currently each ViaPath agent is monitored by our Customer Service QA Team weekly. We are also in the process of implementing online surveys for end users.

f. What are your quality assurance measures and how are they handled in your organization.

ViaPath has read, understands, and will comply.

ViaPath takes pride in providing the best and most reliable services to our valued customers who include many of the largest counties and state departments of corrections in America. We systematically measure, compare with industry and customer standards, and monitor the performance of the products and services we deliver. This focus on quality translates into repeatable and sustainable performance over the life of the contract; ensuring contract compliance and resulting in superior service for the DOC, inmates and offenders, and the families and friends who financially support those incarcerated in the DOC facilities.

Quality Assurance Plan Highlights

- ***Overview of Mission Critical Quality Control Processes***
- ***Quarterly Executive Account Review***
- ***Technical Maintenance and Support***
- ***Service Priority Levels and Response Times***
- ***Issue Notification and Escalation***

ViaPath's quality assurance program for the DOC involves planned and systematic performance surveillance activities designed to ensure performance standards are met. This Quality Assurance Plan is subject to modification by the DOC and ViaPath's agreement.

Overview of Mission Critical Quality Control Processes

We include a brief overview of our Mission Critical Quality Control Processes, because these strongly support and ensure the success of our Quality Assurance Plan.

System Design and Change Management

ViaPath's Inmate Telephone System is specifically designed by ViaPath to meet the unique needs of correctional customers and manufactured or programmed to meet or exceed industry standards. Specific services are configured to address the DOC's stated needs and requirements. Any updates, upgrades, or changes in design or functionality are carefully planned and extensively tested prior to deployment. Every change, small or large is subject to the DOC's approval as well as:

- ***Management Approval: All changes must be approved by ViaPath management prior to being placed in the production environment.***
- ***Security Department Approval: Any changes to security elements such as firewalls or features that have the potential to impact security must be reviewed and approved by ViaPath's Security Department.***
- ***Impact Analysis: Identification of all features, applications, and processes related to the change that may impact functions available to system users.***
- ***Test Plan: Planned tests, specific to the change, to verify the change accomplished what it was supposed to do and does not adversely affect other system components.***

- ***Rollback Procedure: A fallback plan describes the process of reverting the environment to its original configuration if the change does not proceed as intended.***
- ***Test Environment: All software changes must be rigorously tested on the quality assurance test network isolated from the production network.***

Installation Check Lists and System Burn-In

A series of detailed check lists are used to ensure the proper installation and implementation of our inmate telephone services for each site. Installation includes a burn in process during which all equipment, interface programs, and transaction record creation, storage and retrieval are extensively tested.

ViaPath Security Architecture and PCI Compliance

All ViaPath operations, including business practices; system development, deployment and functionality; and data acquisition, handling and storage are subject to stringent, detailed security policies and procedures. We present below only a fraction of the policies and procedures ViaPath has in place to ensure fund and data security and accuracy. If desirable, ViaPath's Chief Security Officer will be pleased to set up a meeting with the DOC for an in-depth review of our security methodologies.

ViaPath was one of the first organizations in the country with employees certified by the Payment Card Industry (PCI) Security Standards Council as Internal Security Assessors (ISA). This ensures our PCI compliance is held to the highest standard. ViaPath is a level 1 merchant - the highest level attainable - meaning it must complete the most comprehensive annual audit report required by the Payment Card Industry Data Security Standard (PCI-DSS). ViaPath's handling of sensitive cardholder data is fully compliant with the PCI-DSS. ViaPath uses these security best practices as its foundation across all of ViaPath's technology infrastructure.

- ***All ViaPath data centers are managed using one centralized badge access system to ensure only appropriate employees have access to physical servers. All data centers are under 24/7 Closed Caption Television monitoring using a centralized system providing access to all live and recorded video feeds. No visitors or janitorial staff are permitted within our data centers without an approved escort.***
- ***Monthly internal and external vulnerability scanning, and annual penetration testing is performed. Payment Card Industry Data Security Standard (PCI-DSS) Compliance requirements only dictate that we perform this quarterly.***
- ***Network segmentation exists to ensure that only a very select group of ViaPath employees have access to devices that process, transmit or store credit card information. This also protects these devices from malicious internet traffic by utilizing a Demilitarized Zone (DMZ) that prevents any direct inbound or outbound traffic from the cardholder data environment.***

- *Two-factor authentication is required for obtaining access to the cardholder data environment. This means that beyond the use of a username and password, anyone attempting to access this environment must also have a physical device that is unique to them.*
- *All backup tapes are encrypted before they are sent for off-site storage. It should be noted that PCI only requires that tapes be stored in a secure location. Encrypting the tapes ensures that if a tape is lost during transit, the data is not accessible to unauthorized persons.*
- *Billing customer service representatives are prevented from accessing the internet and their machines are locked down to prevent the use of external media such as thumb drives and CD-ROMs. This helps to ensure that electronic credit card data does not leave the premises.*
- *File integrity monitoring is in place on all servers that process, transmit or store credit card information. This ensures the Security Department is alerted to all unauthorized modifications of critical system files and internally developed software.*

Quarterly Account Review

Account Executive will meet quarterly with the DOC to ensure all needs are being addressed with quality and provide any needed reports for the facility.

Technical Support, Priority Levels, and Issue Escalation

We believe in putting our customers' needs first by systematically measuring, comparing with industry and customer standards, and monitoring the performance of the products and services we deliver. This focus on quality translates into repeatable and sustainable performance over the life of the contract, ensuring contract compliance and resulting in superior service for the DOC, inmates and the families and friends.

Our ViaPath Site Administrator (SA) will track and keep record of all current inmate phones, tablets, and equipment. The SA keeps spares and replacement parts like handsets, tablets, etc. in a secure onsite location. The SA will contact our Field Service Manager if a particular part becomes low and replacements are ordered.

ViaPath is committed to providing the DOC with the finest level of maintenance and account support possible. ViaPath professionals ensure that the software, hardware, and peripheral equipment associated with our provided solutions are maintained for the life of the contract.

- *ViaPath provides the necessary labor, parts, materials, and transportation to maintain all ViaPath-provided solutions, including, but not limited to, inmate telephones, video visitation stations, tablets, and related equipment in good working order and in compliance with the equipment manufacturer's specifications throughout the life of the contract.*
- *Maintenance and repair services provided entirely without cost to the County.*

- ***Malfunctioning equipment repaired or replaced as needed and inquires by the DOC staff are answered quickly and courteously.***
- ***Responses to service interruptions or equipment malfunctions within the agreed-upon timeframes.***

ViaPath actively monitors our communication equipment, platforms, and network activities continuously, in real-time, using the latest software and hardware system monitoring and diagnostic technology. Our Network Operations Center (NOC) and Technical Support Center (TSC) continuously provide proactive remote monitoring support 24x7x365 for all ViaPath customers. The performance monitors used by ViaPath provide real-time monitoring, event notification, alert history, and statistical information to our internal experts.

For Friends and Family

ViaPath first step in quality assurance for friends and family is in our full CPNI compliance. We have standard protocols/procedures for all aspects of our Customer Service program, and our agents are trained in both Problem-Solving strategies and Call Center etiquette.

4.5.3 Scope of Work

a. Offerors shall demonstrate in their Proposal how they meet or exceed the requirements of each section of the Scope of Work - Attachment B. Offerors shall show each requirement and its response in their Proposal.

ViaPath has read, understands, and will comply.

b. No part of the resulting contract from this solicitation may be performed offshore of the United States by persons located offshore of the United States or by means, methods, or communications that, in whole or in part, take place offshore of the United States.

ViaPath has read, understands, and will comply.

6. | Other Informational Material

NASPO ValuePoint

viapath TECHNOLOGIES

2.15 Certification of Non-Debarment

Disclosure of any significant prior or ongoing contract failures, contract breaches, civil or criminal litigation in which the vendor has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Any pending claim or litigation occurring within the past six (6) years which may adversely affect the vendor's ability to perform or fulfill its obligations if a contract is awarded as a result of this RFP must also be disclosed.

Does any of the above apply to your company?

Yes		**No**	**X**

If "Yes", please provide the following information. Table can be duplicated for each issue being identified.

Question	**Response**	
Date of alleged contract failure or breach:	***N/A***	
Parties involved:	***N/A***	
Description of the contract failure, contract breach, or litigation, including the products or services involved:	***N/A***	
Amount in controversy:	***N/A***	
Resolution or current status of the dispute:	***N/A***	
If the matter has resulted in a court case:	**Court**	**Case Number**
	N/A	***N/A***
Status of the litigation:	***N/A***	

Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor's prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. Refer generally to NRS 333.335.

The Offeror certifies that neither the Offeror nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (Master Agreement) by any governmental department or agency. If the Offeror cannot certify this statement, attach a written explanation for review by the Lead State.

ViaPath has read, understands, and will comply.

Contract Failures:

From time to time, as is ordinary and normal for large corporations, ViaPath experiences isolated issues with contract performance. ViaPath takes its contractual obligations seriously and works to address issues cooperatively and collaboratively with customers, striving to resolve any issues as quickly as possible.

Miami-Dade County, Florida

In late 2021, the County issued a Termination for Default due to a subcontractor's failure to timely install Jail Management software. As of this date, the parties are still working together to resolve the issue and ViaPath fully intends to have this resolved completely. ViaPath is working cooperatively with a county customer now, which customer has issued a notice of termination and alleges that ViaPath is in default of its obligations with respect to certain services that are required to be provided under its contract because a subcontractor on the project was not timely meeting deliverables. ViaPath disputes the allegation of default and is working to address the county's concern and to have the county withdraw the termination. The services at issue in that situation are not being procured in this RFP. ViaPath is not aware of any significant issues, relating to public transactions which would materially affect ViaPath's ability to successfully perform the services contemplated under this procurement.

Litigation: The company has no criminal litigation and no significant civil litigation to disclose in which it has been alleged to be liable or held liable in a matter involving a contract with the State of Nevada or any other governmental entity. Like all companies, ViaPath is subject to civil litigation in the ordinary course of business. There is no matter that would affect the company's ability to perform the services under the contract.

A summary list of claims brought against ViaPath, subcontractors and/or proposed project team members during the past five years is considered confidential and is included in Part IIB – Confidential Technical Proposal. This information could serve as a roadmap for competitors on which customers to approach. It could be used to undermine our relationship with customers. It could also be used to mine information about our business and systems through targeted efforts. The summary is not generally available as a compilation and was assembled by ViaPath through effort and expense. We respectfully request that this confidential information, submitted for the County's review, be removed from our proposal books prior to public display of proposals after opening.

ViaPath Course Catalog

ViaPath has included the attached course catalog with a full list of training included in our educational offer. These courses are all self-paced and online. Certain courses are labeled as Instructor Guides, which guide the instructor on how to teach the content themselves if they desire.

Course Title
A Guide to Drug and Alcohol Abuse
Adult and Child CPR
Advanced Interpersonal Communication: Building Relationships Through Feedback
Advanced Interpersonal Communication: Building Relationships Through Feedback (Instructor Guide)
Advanced Interpersonal Communication: Colleagues and Subordinates
Advanced Interpersonal Communication: Colleagues and Subordinates (Instructor Guide)
Advanced Interpersonal Communication: Communication Styles and Methods
Advanced Interpersonal Communication: Communication Styles and Methods (Instructor Guide)
Advanced Interpersonal Communication: Customers and Vendors
Advanced Interpersonal Communication: Customers and Vendors (Instructor Guide)
Advanced Interpersonal Communication: First Impressions and Building Rapport
Advanced Interpersonal Communication: First Impressions and Building Rapport (Instructor Guide)
Advanced Interpersonal Communication: Organizational Culture
Advanced Interpersonal Communication: Organizational Culture (Instructor Guide)
Advanced Interpersonal Communication: Supervisors
Advanced Interpersonal Communication: Supervisors (Instructor Guide)
Anger Management
Basic First Aid
Bloodborne Pathogens and HIV
Bringing the Full Power of Science to Bear on Drug Abuse & Addiction
Business Ethics: Ethical Decisions
Business Ethics: Ethical Decisions (Instructor Guide)

Course Title
Business Ethics: Managerial Ethics
Business Ethics: Managerial Ethics (Instructor Guide)
Business Ethics: Organizational Ethics
Business Ethics: Organizational Ethics (Instructor Guide)
Business Ethics: Unethical Behavior
Business Ethics: Unethical Behavior (Instructor Guide)
Business Ethics: Whistle-Blowing
Business Ethics: Whistle-Blowing (Instructor Guide)
Business Problem Solving: Critical Thinking and Information Analysis
Business Problem Solving: Critical Thinking and Information Analysis (Instructor Guide)
Business Problem Solving: Problem Solving in the Corporate World
Business Problem Solving: Problem Solving in the Corporate World (Instructor Guide)
Business Problem Solving: Problem-Solving Basics
Business Problem Solving: Problem-Solving Basics (Instructor Guide)
Business Problem Solving: Problem-Solving Process
Business Problem Solving: Problem-Solving Process (Instructor Guide)
Business Problem Solving: Problem-Solving Teams
Business Problem Solving: Problem-Solving Teams (Instructor Guide)
CERT Basic Training: Earthquakes
Chainsaw Safety
Coaching: Coaching Diverse Employees
Coaching: Coaching Diverse Employees (Instructor Guide)
Coaching: Communication
Coaching: Communication (Instructor Guide)
Coaching: Fundamentals Of Coaching

Course Title
Coaching: Fundamentals of Coaching (Instructor Guide)
Coaching: Interpersonal Meetings
Coaching: Interpersonal Meetings (Instructor Guide)
Coaching: The Coaching Process
Coaching: The Coaching Process (Instructor Guide)
Combating Sexual Harassment in the Workplace
Combating Sexual Harassment in the Workplace (CA)
Combating Sexual Harassment in the Workplace (CT)
Combating Sexual Harassment in the Workplace (NY - Spanish)
Combating Sexual Harassment in the Workplace (NY)
Combating Sexual Harassment in the Workplace (NYC)
Compressed Gas Safety
Conducting Meetings: Communicating As Meeting Leaders
Conducting Meetings: Communicating As Meeting Leaders (Instructor Guide)
Conducting Meetings: Communicating Nonverbally
Conducting Meetings: Communicating Nonverbally (Instructor Guide)
Conducting Meetings: Conflicts, Climates, and Difficult Personalities
Conducting Meetings: Conflicts, Climates, and Difficult Personalities (Instructor Guide)
Conducting Meetings: Fundamentals of Conducting Meetings
Conducting Meetings: Fundamentals of Conducting Meetings (Instructor Guide)
Conducting Meetings: Listening Effectively and Asking Questions
Conducting Meetings: Listening Effectively and Asking Questions (Instructor Guide)
Conducting Meetings: Managing Meetings
Conducting Meetings: Managing Meetings (Instructor Guide)
Correcting Performance Problems: Addressing Behavioral Problems

Course Title
Correcting Performance Problems: Addressing Behavioral Problems (Instructor Guide)
Correcting Performance Problems: Disciplining Employees
Correcting Performance Problems: Disciplining Employees (Instructor Guide)
Correcting Performance Problems: Identifying Performance Problems
Correcting Performance Problems: Identifying Performance Problems (Instructor Guide)
Correcting Performance Problems: Investigating Performance Problems
Correcting Performance Problems: Investigating Performance Problems (Instructor Guide)
Correcting Performance Problems: Providing Feedback To Employees
Correcting Performance Problems: Providing Feedback To Employees (Instructor Guide)
Creating a Safety Program
Creativity and Innovation: Creative Thinking Basics
Creativity and Innovation: Creative Thinking Basics (Instructor Guide)
Creativity and Innovation: Creativity In Organizations
Creativity and Innovation: Creativity In Organizations (Instructor Guide)
Creativity and Innovation: Fostering A Creative Environment
Creativity and Innovation: Fostering A Creative Environment (Instructor Guide)
Creativity and Innovation: Personal Creativity
Creativity and Innovation: Personal Creativity (Instructor Guide)
Creativity and Innovation: Promoting Team Creativity
Creativity and Innovation: Promoting Team Creativity (Instructor Guide)
Cross-Cultural Business Communication: Addressing Cross-Cultural Issues
Cross-Cultural Business Communication: Addressing Cross-Cultural Issues (Instructor Guide)
Cross-Cultural Business Communication: Communicating Across Cultures
Cross-Cultural Business Communication: Communicating Across Cultures (Instructor Guide)
Cross-Cultural Business Communication: Cross-Cultural Business Situations

Course Title
Cross-Cultural Business Communication: Cross-Cultural Business Situations (Instructor Guide)
Cross-Cultural Business Communication: Differences In Communication
Cross-Cultural Business Communication: Differences In Communication (Instructor Guide)
Cross-Cultural Business Communication: Overcoming Communication Barriers
Cross-Cultural Business Communication: Overcoming Communication Barriers (Instructor Guide)
Cross-Cultural Business Communication: Workplace Culture
Cross-Cultural Business Communication: Workplace Culture (Instructor Guide)
Customer Communication
Customer Management
Customer Service Fundamentals
Customer Service Skills
Driving Safety Off-Road Vehicles
Drug-Free Workplace
Egress, Fire Prevention, & Fire Protection
Electrical Safety
Electrical Safety for the Non-Electrical Skilled Worker
Electricity
Elements of an Effective Safety and Health Program
Emergency and Crisis Communications
Employee Performance: Communication
Employee Performance: Communication (Instructor Guide)
Employee Performance: Conflicts
Employee Performance: Conflicts (Instructor Guide)
Employee Performance: Feedback
Employee Performance: Feedback (Instructor Guide)

Course Title
Employee Performance: Managing Difficult Employees
Employee Performance: Managing Difficult Employees (Instructor Guide)
Employee Performance: Resolving Conflicts
Employee Performance: Resolving Conflicts (Instructor Guide)
Ergonomics - English
Ergonomics for Food Service and Retail
Ergonomics for General Industry: Making the Work Fit the Worker
Ergonomics MSDs
Excavation & Trenching Awareness for the Construction Industry
Fire Evacuation Training
Food Service Worker: Annual Food Safety Training
Forklift Safety
GCF: Addition and Subtraction
GCF: Algebra Topics
GCF: Basic Spanish Skills
GCF: Beyond Email
GCF: Blog Basics
GCF: Computer Basics
GCF: Decimals
GCF: Email 101
GCF: Facebook
GCF: Firefox
GCF: Fractions
GCF: Gmail
GCF: Good at Math

Course Title
GCF: Google Account
GCF: Google Chrome
GCF: Google Docs
GCF: Google Drive and Docs
GCF: Google Search Tips
GCF: Google Sheets
GCF: Grammar
GCF: Internet 101
GCF: Internet Safety
GCF: Internet Safety for Kids
GCF: iPad Basics
GCF: iPhone Basics
GCF: Job Applications
GCF: Job Success
GCF: Learn English
GCF: LinkedIn Basics
GCF: Microsoft Access
GCF: Microsoft Excel
GCF: Microsoft PowerPoint
GCF: Microsoft Word
GCF: Money Basics
GCF: Multiplication and Division
GCF: Percents
GCF: Pinterest 101
GCF: Practice Reading

Course Title
GCF: Resume Writing
GCF: Skype
GCF: Twitter 101
GCF: Windows 10
GCF: Workplace Basics
GED: Introduction to the GED
GED: Math - Unit 1: Tools
GED: Math - Unit 2: Introduction to Real Numbers
GED: Math - Unit 3: Algebraic Expressions and Equations
GED: Math - Unit 4: Introduction to Geometry
GED: Math - Unit 5: Coordinate Plane
GED: Math - Unit 6: Polynomials
GED: Math - Unit 7: Rules of Exponents
GED: Math - Unit 8: Linear Inequalities in One Variable
GED: Math - Unit 9: Statistics and Probability
GED: Reasoning Through Language Arts - Unit 1: Strategies for Reading Comprehension
GED: Reasoning Through Language Arts - Unit 2: Vocabulary and Word Skills
GED: Reasoning Through Language Arts - Unit 3: Reading Comprehension Skills
GED: Reasoning Through Language Arts - Unit 4: Patterns of Organization
GED: Reasoning Through Language Arts - Unit 5: Purpose and Tone
GED: Reasoning Through Language Arts - Unit 6: The Writing Process
GED: Reasoning Through Language Arts - Unit 7: The Extended Response
GED: Reasoning Through Language Arts - Unit 8: Post-Test
GED: Science - Unit 1: Science Practices
GED: Science - Unit 2: Life Science

Course Title
GED: Science - Unit 3: Physical Science
GED: Science - Unit 4: Earth and Space Science
GED: Science - Unit 5: Post-Test
GED: Social Studies - Unit 1: Civics and Government
GED: Social Studies - Unit 2: United States History
GED: Social Studies - Unit 3: Economics
GED: Social Studies - Unit 4: Geography and the World
GED: Social Studies - Unit 5: Post-Test
Growing as a Professional: Focus on Health and Stress Management
Growing as a Professional: Focus on Health and Stress Management (Instructor Guide)
Growing as a Professional: Health and Stress Management: Strategies for Coping with Stress
Hand and Power Tool Safety Awareness
Hand and Power Tools
Hazard Communication Advanced
Hazard Communication Basic
Hazardous Materials
Health and Safety in the Laboratory
Heat Illness
Implicit Bias
Incident Command System (ICS) Overview for Executives and Senior Officials
Incident Command System ICS-100
Incipient Stage Fire Extinguisher Education
Indoor Air Quality
Interviewing Skills: EEO Guidelines
Interviewing Skills: EEO Guidelines (Instructor Guide)

Course Title
Interviewing Skills: Evaluating and Deciding
Interviewing Skills: Evaluating and Deciding (Instructor Guide)
Interviewing Skills: Federal Laws
Interviewing Skills: Federal Laws (Instructor Guide)
Interviewing Skills: Following Up
Interviewing Skills: Following Up (Instructor Guide)
Interviewing Skills: Fundamentals Of Interviews
Interviewing Skills: Fundamentals Of Interviews (Instructor Guide)
Interviewing Skills: Handling and Conducting
Interviewing Skills: Handling and Conducting (Instructor Guide)
Interviewing Skills: Planning and Preparing
Interviewing Skills: Planning and Preparing (Instructor Guide)
Introduction and Understanding of OSHA
Leadership and Innovation
Lightning Safety Awareness
Lockout-Tagout: Control of Hazardous Energy
Machine Guarding and Amputation Hazards
Machinery and Vehicular Safety
Managerial Leadership: Coping Through a Change Process
Managerial Leadership: Coping Through a Change Process (Instructor Guide)
Managerial Leadership: Defining Employee Roles and Priorities
Managerial Leadership: Defining Employee Roles and Priorities (Instructor Guide)
Managerial Leadership: Employing Motivational Strategies
Managerial Leadership: Employing Motivational Strategies (Instructor Guide)
Managerial Leadership: Leading with a Vision

Course Title
Managerial Leadership: Leading with a Vision (Instructor Guide)
Managerial Leadership: Making Vision a Reality
Managerial Leadership: Making Vision a Reality (Instructor Guide)
Managerial Leadership: Motivating Employees Through Change
Managerial Leadership: Motivating Employees Through Change (Instructor Guide)
Managerial Leadership: Planning for Change
Managerial Leadership: Planning for Change (Instructor Guide)
Managing Performance: Appraising Employee Performance
Managing Performance: Appraising Employee Performance (Instructor Guide)
Managing Performance: Legal Appraisals
Managing Performance: Legal Appraisals (Instructor Guide)
Managing Performance: Performance Improvements
Managing Performance: Performance Improvements (Instructor Guide)
Managing Performance: Performance Management Basics
Managing Performance: Performance Management Basics (Instructor Guide)
Managing Performance: Performance-Planning Meetings
Managing Performance: Performance-Planning Meetings (Instructor Guide)
Manual Materials Handling
Motivation: Identifying, Planning, and Implementing: Basics Of Motivation
Motivation: Identifying, Planning, and Implementing: Basics Of Motivation (Instructor Guide)
Motivation: Identifying, Planning, and Implementing: Positive Mental Attitude
Motivation: Identifying, Planning, and Implementing: Positive Mental Attitude (Instructor Guide)
Motivation: Identifying, Planning, and Implementing: The Core Four
Motivation: Identifying, Planning, and Implementing: The Core Four (Instructor Guide)
Motivation: Identifying, Planning, and Implementing: The Motivation Process

Course Title
Motivation: Identifying, Planning, and Implementing: The Motivation Process (Instructor Guide)
Motivation: Identifying, Planning, and Implementing: Using What You've Learned
Motivation: Identifying, Planning, and Implementing: Using What You'Ve Learned (Instructor Guide)
NAHB Scaffold and Ladder Safety Training
NEIHS Driving Hazard Awareness
Office Safety and Health
Organizational Communication: Communication Basics
Organizational Communication: Communication Basics (Instructor Guide)
Organizational Communication: Context, Stress, and Managerial Tools
Organizational Communication: Context, Stress, and Managerial Tools (Instructor Guide)
Organizational Communication: Innovation and Change
Organizational Communication: Innovation and Change (Instructor Guide)
Organizational Communication: Leadership and Motivation
Organizational Communication: Leadership and Motivation (Instructor Guide)
Organizational Communication: Power, Politics, and Diversity
Organizational Communication: Power, Politics, and Diversity (Instructor Guide)
Organizational Communication: Relational Context and Organizations
Organizational Communication: Relational Context and Organizations (Instructor Guide)
Organizational Communication: Technology in the Workplace
Organizational Communication: Technology in the Workplace (Instructor Guide)
Outdoor Personal Protective Equipment (PPE)
Outdoor PPE
Permit-Required Confined Spaces
Pesticides and Chemical Safety
Presentation Methods and Debriefing Activities

Course Title
Preventing Needlesticks and Other Sharps Injuries
Preventing Slips, Trips and Falls: A Training Program for Small Business
Protecting Yourself While Responding to Earthquakes
Reducing Foodborne Illness Risk Factors in Food Service and Retail Establishments
Respiratory Protection Awareness
Respiratory Protection Standard
Safe Vehicle Operation
Safety and Survival in an Active Shooter Event
Safety Communication and Training Techniques
Safety Training for Supervisors
Sanitation and Hygiene
SARS: Protecting Workers
Scaffolding Safety
Sexual Violence and the Law
Slips, Trips, and Falls
Strategic Decision Making: Complex Decisions
Strategic Decision Making: Complex Decisions (Instructor Guide)
Strategic Decision Making: Decision Options
Strategic Decision Making: Decision Options (Instructor Guide)
Strategic Decision Making: Decision Results
Strategic Decision Making: Decision Results (Instructor Guide)
Strategic Decision Making: Group Decisions
Strategic Decision Making: Group Decisions (Instructor Guide)
Strategic Decision Making: Negotiation Decisions
Strategic Decision Making: Negotiation Decisions (Instructor Guide)

Course Title
Strategic Decision Making: Preparing to Make Decisions
Strategic Decision Making: Preparing to Make Decisions (Instructor Guide)
Suicide Prevention: Saving Lives One Community at a Time
Supermarket Ergonomics
The Globally Harmonized System (GHS) for Hazard Classification and Labeling
The NoFEAR Act
What's Bugging You? Communicable Diseases
Young Worker Safety Training: Module 1 - English
Young Worker Safety Training: Modules 2 & 3