ICSolutions PRESENTS THIS PROPOSAL TO:

State of Nevada

Solicitation Number 99SWC-S1154 NASPO ValuePoint Master Agreement for Inmate Communications

PART IA: TECHNICAL PROPOSAL

Due: April 20, 2022 @ 2:00 pm

Mike Kennedy

Vice President Sales & Marketing

RFP@ICSolutions.com

ICSolutions

Advanced Technology

Copyright & Trademark Notices

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Inmate Calling Solutions®
ICSolutions®
The ENFORCER®
DirectLink Trust™
Family First™
Message of the Day™
QuickConnect™
QwikCall®
The Analyzer™
The Attendant™
The Bridge™
The Bridge 5™
The Bridge 6™
The Bridge 8™
The Bridge 10™
The Communicator™
The Imposter™
The Observer™
The Verifier™
The Visitor™
The Word Detector™
The V10™
The V17™

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Section i

Letter of Transmittal

April 19, 2022

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

RE: Solicitation Number 99SWC-S1154 for *NASPO ValuePoint Master Agreement for Inmate Communications*

Dear Ms. Moon and the Proposal Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to the State of Nevada and NASPO to provide for your inmate communications needs. ICSolutions has considered the RFP requirements, and we believe the enclosed offer will meet *or exceed* your needs in all respects**.**

Our proposal is being submitted in three parts – Part IA: Technical Proposal; Part II: Cost Proposal; and Part III: Confidential Financial Information. Please note that nothing in our Technical Proposal is considered confidential, so we have not submitted a Part IB.

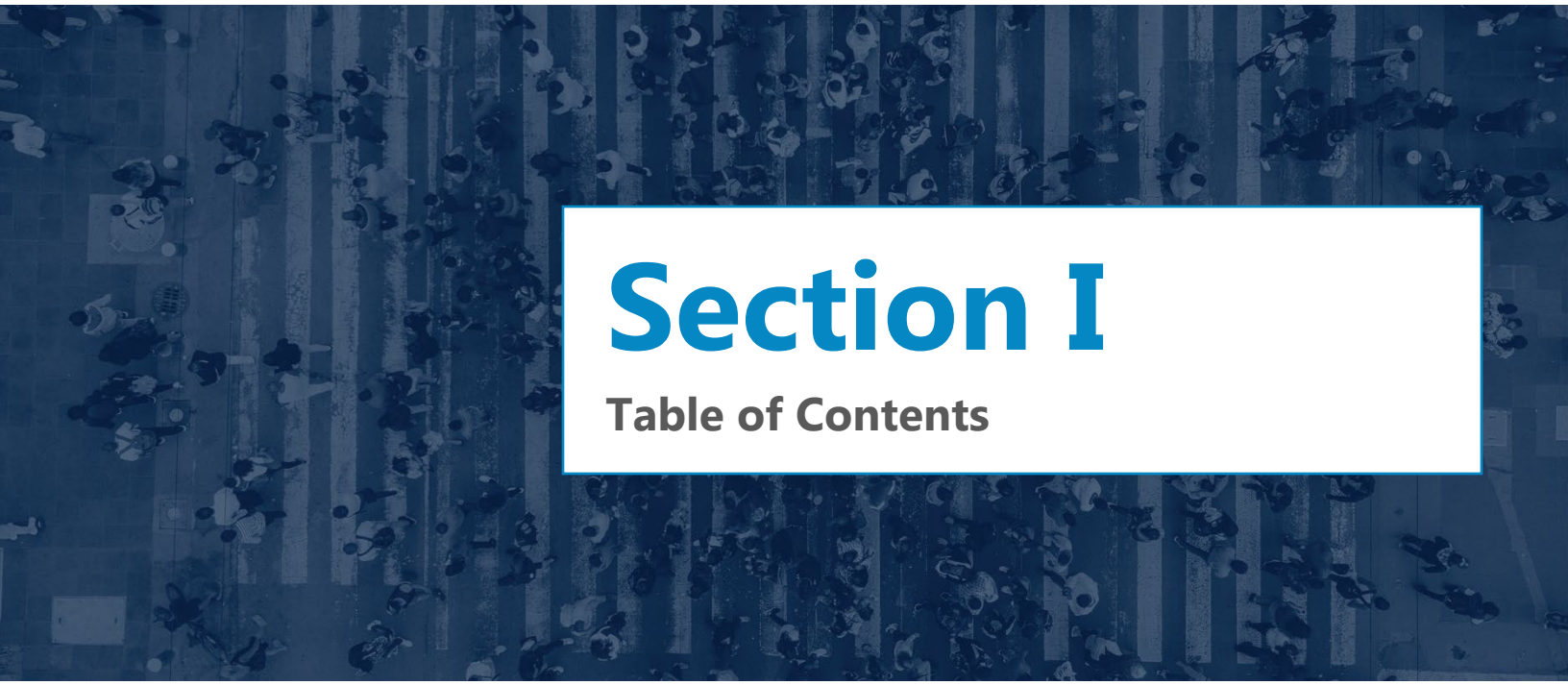
ICSolutions certifies that the following company officer is ICSolutions' primary contact for this offer, is authorized to participate in contract negotiations on behalf of ICSolutions, and has signature authority to commit ICSolutions to a legally binding contract:

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

Thank you for taking the time to review our proposal. Please feel free to contact ICSolutions with any questions or to set up a live demonstration of the technology proposed herein. ICSolutions is committed to earning the business and complete satisfaction of the Nevada DOC, its staff, and its inmate communications customers, as well as NASPO and its participating agencies.

Sincerely,

Mike Kennedy
Vice President Sales & Marketing



Section I

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SECTION I

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Section II

Vendor Information Sheet

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	***Inmate Calling Solutions, LLC d/b/a ICSolutions***

V2	Street Address	***2200 Danbury Street***

V3	City, State, ZIP	***San Antonio, TX 78217***

V4	Telephone Number		
	Area Code: ***(210)***	Number: ***581-8100***	Extension:

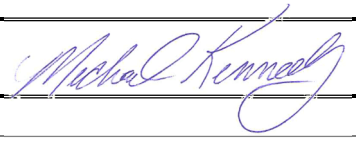
V5	Facsimile Number		
	Area Code: ***(210)***	Number: ***693-1016***	Extension:

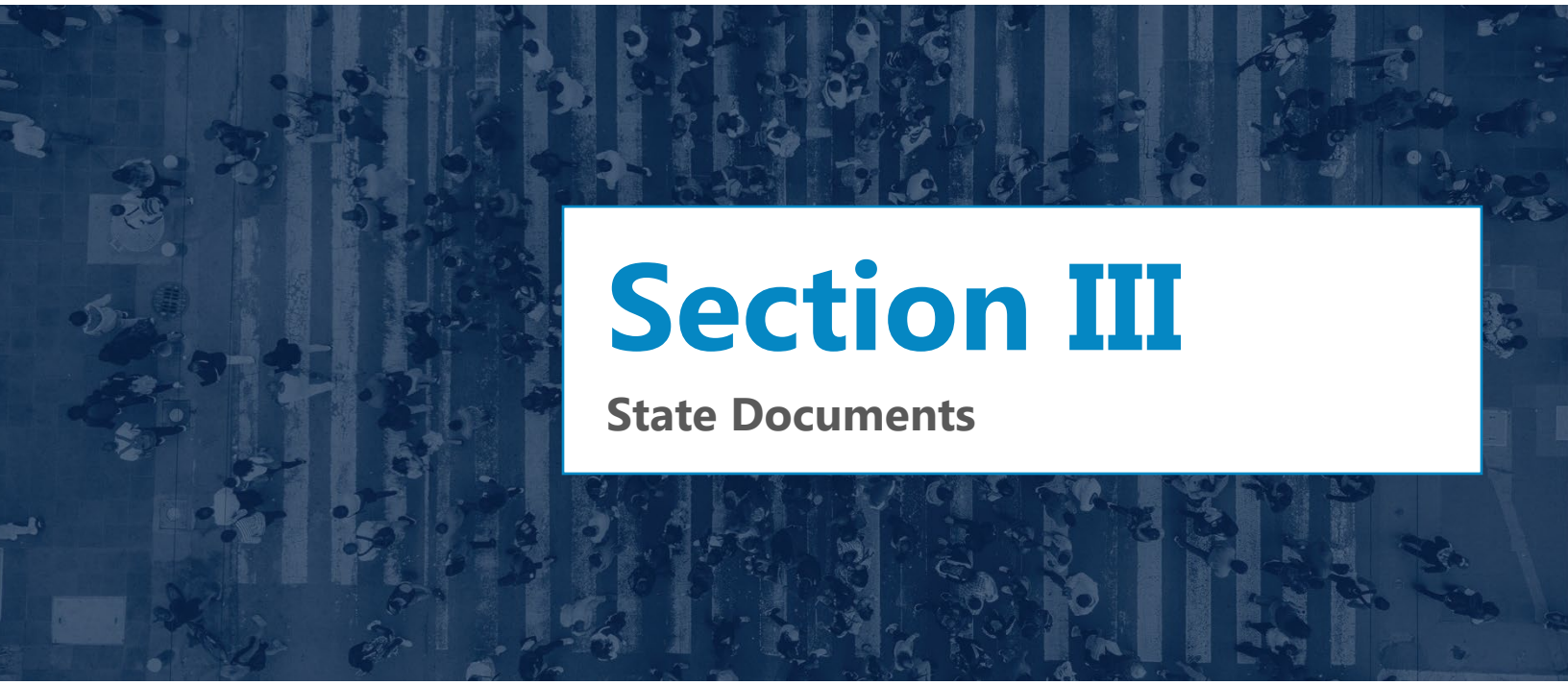
V6	Toll Free Number		
	Area Code: ***(866)***	Number: ***228-4040***	Extension: ***9***

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: ***Mike Kennedy***
	Title: ***Vice President Sales & Marketing***
	Address: ***2200 Danbury Street, San Antonio, TX 78217***
	Email Address: ***rfp@icsolutions.com***

V8	Telephone Number for Contact Person		
	Area Code: ***(251)***	Number: ***533-0046***	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: ***(210)***	Number: ***693-1016***	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: ***Mike Kennedy***	Title: ***Vice President Sales & Marketing***
V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature: 	Date: ***4/19/2022***



Section III

State Documents

Document	Amendment Note	Notifications	Acknowledged Date/Time
Amendment 1	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.	At bid acknowledgement	12/14/2021 11:16:10 AM
Amendment 2	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 .	At bid acknowledgement	12/14/2021 11:16:10 AM
Amendment 3	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".	At bid acknowledgement	12/21/2021 01:33:21 PM
Amendment 4	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 .	At bid acknowledgement	01/21/2022 10:39:16 AM
Amendment 5	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 .	At bid acknowledgement	03/01/2022 01:30:19 PM

Amendment 6	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".	At bid acknowledgement	03/09/2022 08:13:13 AM
Amendment 7	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.	At bid acknowledgement	04/11/2022 09:25:05 AM

Mike Kennedy, Vice President Sales & Marketing *4/19/2022*
Date

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.

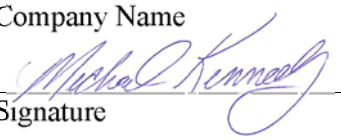
Please initial the appropriate response in the boxes below and provide the justification for confidential status.

Part IB – Confidential Technical Information			
YES		NO	X
Justification for Confidential Status			

Part III – Confidential Financial Information			
YES		NO	X
Justification for Confidential Status			
ICSolutions has provided our financial information as a separate file labeled "Part III – Confidential Financial Information," as required by the RFP and clarified in Vendor Q&A #114. However, ICSolutions does not consider the information in Part III to be confidential.			

Inmate Calling Solutions, LLC d/b/a ICSolutions

Company Name



Signature

Mike Kennedy

Print Name

4/19/2022

Date

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.

Inmate Calling Solutions, LLC d/b/a ICSolutions

Vendor Company Name

Vendor Signature

Mike Kennedy — Print Name

4/19/2022 — Date

LICENSING / MAINTENANCE

- Copies of any vendor licensing agreements and/or hardware and software maintenance agreements.

ICSolutions Response:

ICSolutions will provided unlimited ENFORCER user licenses for the contract duration. For hardware not purchased by inmates (no-cost tablets, phones, kiosks, workstations, servers, networking equipment, etc.), ICSolutions is responsible for all hardware, software licenses, and required maintenance/support fees. No agreements are required to be signed by the State. All provided equipment remains the property of ICSolutions for the duration of the contract. In cases where the agency gets to keep the hardware at the end of the contract, such as workstations, the agency will be responsible for licensing and maintenance after contract expiration.

SECRETARY OF STATE

STATE OF NEVADA

CERTIFICATE OF REGISTRATION
OF
FOREIGN LIMITED-LIABILITY COMPANY

I, DEAN HELLER, the duly elected and qualified Nevada Secretary of State, do hereby certify that I am the legal custodian of the records pertaining to foreign limited-liability companies, and that I am the proper officer to execute this certificate.

I further certify upon said records that **INMATE CALLING SOLUTIONS, LLC**, a limited-liability company organized under the laws of the State of California did, on **June 23, 2003**, qualify pursuant to the provisions of the Nevada Revised Statutes, Chapter 86, and is currently registered to transact business in this State as a foreign limited-liability company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office in Carson City, Nevada, on **June 24, 2003**

DEAN HELLER
Secretary of State

By

Certification Clerk

SECRETARY OF STATE

STATE OF NEVADA

CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, Barbara K. Cegavske, the duly qualified and elected Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, non-profit corporations, corporations sole, limited-liability companies, limited partnerships, limited-liability partnerships and business trusts pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **INMATE CALLING SOLUTIONS, LLC.**, as a FOREIGN LIMITED-LIABILITY COMPANY duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since 06/23/2003, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office on 02/10/2022.

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

Certificate Number: B202202102395245
You may verify this certificate online at http://www.nvsos.gov

STATE OF NEVADA SALES TAX PERMIT
DEPARTMENT OF TAXATION

Taxpayer ID: 1007093072-002
Correspondence ID: 1000005098803
Date: 06/07/2010

IC SOLUTIONS
2200 DANBURY ST
SAN ANTONIO TX 78217-5911

THIS PERMIT:
IS NOT TRANSFERABLE TO ANY OTHER PERSON.
IS VOID IF ALTERED.
IS NOT ISSUED IN LIEU OF ANY LOCALLY REQUIRED BUSINESS LICENSE, PERMIT OR REGISTRATION.

Is authorized to collect Nevada sales tax at the following location if different from above.

Permit Location:
IC SOLUTIONS
2200 DANBURY ST
SAN ANTONIO TX 78217-5911

MUST BE DISPLAYED IN PUBLIC VIEW AT PERMIT LOCATION

(Detach Here)

Attached is your Nevada Sales Tax Permit.

A single number, the TID (Taxpayer Identification Number), identifies a taxpayer for MOST tax types. Please use your TID and LOC (Location Number) on resale certificates, in correspondence or telephone calls to the Department.

Based on your estimated monthly taxable receipts as stated on the Nevada Business Registration Supplemental application, your filing frequency will be quarterly.

As stated on the application, your business start date is 01/01/2010, making your first remittance due on or before 04/30/2010.

The Department of Taxation has forms, publications and information available via internet at ***http://tax.state.nv.us/***.

The Department of Taxation is providing businesses with the ability to view and manage their accounts via the internet through its interactive website, NevadaTax, located at ***http://nevadatax.nv.gov/***. Businesses can file tax returns, make payments, and view financials associated with their Sales and Use Tax account, Modified Business Tax account, and Business License account.

A business must first register and receive a username and password before NevadaTax will allow access to view and manage accounts. If you are already registered to use NevadaTax, this tax type will be added to your existing account.

Your business should use the following Pre-approved NevadaTax Activation Code when registering to use NevadaTax:
Pre-approved NevadaTax Activation Code: **8B4BBE34-F912-4884-810B-874B7C16154D**.

The Nevada Sales Tax Permit has been issued pursuant to an application duly filed and payment of prescribed fees. This Sales Tax Permit is subject to the provisions of Nevada Revised Statutes 372, 374, and 377. This Sales Tax Permit shall be considered valid unless canceled, suspended or revoked for good cause in accordance with Title 32.

DISTRICT OFFICE LOCATION

MAIN OFFICE	LAS VEGAS OFFICE	HENDERSON OFFICE	RENO OFFICE	ELKO OFFICE
1550 College Parkway, Suite 115 Carson City, Nevada, 89706- Phone: (775) 684-2000	Grant Sawyer Office Bldg, Suite 1300 555 E. Washington Avenue Las Vegas, Nevada, 89101 Phone: (702)486-2300	2550 Paseo Verde Parkway, Suite 180 Henderson, Nevada, 89074 Phone: (702)486-2300	4600 Kietzke Lane Building L, Suite 235 Reno, Nevada, 89502 Phone: (775)687-9999	1010 Ruby Vista Drive Suite 102 Elko, Nevada, 89801 Phone: (775) 753-1115

In the event of an address change, please notify the Department of Taxation immediately in order to direct any correspondence to your new address.

BEFORE THE PUBLIC UTILITIES COMMISSION OF NEVADA

Application of INMATE CALLING SOLUTIONS, LLC for authority to operate as a competitive provider of telecommunications services, providing resold interexchange and telecommunications services to confinement facilities within the state of Nevada.	)	Docket No. 03-9018

At a general session of the Public Utilities Commission of Nevada, held at its offices on November 12, 2003.

PRESENT: Chairman Donald L. Soderberg
Commissioner Adriana Escobar Chanos
Commissioner Carl B. Linvill
Commission Secretary Crystal Jackson

ORDER

The Public Utilities Commission of Nevada ("Commission") makes the following findings of fact and conclusions of law:

1. On September 18, 2003, Inmate Calling Solutions, LLC ("Applicant") filed an Application with the Commission, designated as Docket No. 03-9018, requesting a Certificate of Public Convenience and Necessity ("CPC") to operate as a competitive provider of telecommunications services, providing resold interexchange and telecommunications services to confinement facilities within the state of Nevada.

2. This Application comes within the purview of the Commission's jurisdiction pursuant to the Nevada Revised Statutes ("NRS") and Nevada Administrative Code ("NAC"), Chapters 703 and 704, including, but not limited to, NRS 704.330.

3. The Commission issued a public notice of this Application in accordance with state law and the Commission's Rules of Practice and Procedure. No comments, protests,

petitions for leave to intervene or notices of intent to participate as a commenter were filed pursuant to this public notice. In accordance with the provisions of NRS 704.370, the Commission may dispense with a hearing under these circumstances.

4. The Staff of the Commission has completed its review of this Application. According to Staff, Applicant has met the requirements of NAC 704.7472. Staff recommends that the Commission issue a CPC authorizing Applicant to operate as a competitive provider of telecommunications services, providing resold interexchange and telecommunications services to confinement facilities within the state of Nevada.

5. At a duly noticed agenda meeting held on November 12, 2003, the Commission voted to accept Staff's recommendation in this matter.

6. The Commission finds that it is in the public interest to grant this Application and to issue a CPC to Applicant.

7. The Commission concludes that the six provisions of NAC 704.7472 have been met.

THEREFORE, based upon the foregoing findings and conclusions, it is hereby ORDERED that:

1. The Application of Inmate Calling Solutions, LLC, designated as Docket No. 03-9018, is GRANTED.

2. The Commission Secretary is AUTHORIZED to issue to Inmate Calling Solutions, LLC, a Certificate of Public Convenience and Necessity authorizing it to operate as a competitive provider of telecommunications services, providing resold interexchange and telecommunications services to confinement facilities within the state of Nevada.

3. The Commission retains jurisdiction for the purpose of correcting any errors that may have occurred in the drafting or issuance of this Order.

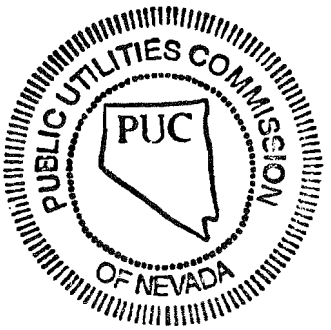
By the Commission,

Crystal Jackson
CRYSTAL JACKSON, Commission Secretary

Dated: Carson City, Nevada

11-19-03

(SEAL)



PUBLIC UTILITIES COMMISSION OF NEVADA

ORDER

and

CERTIFICATE OF PUBLIC CONVENIENCE AND NECESSITY

Inmate Calling Solutions, LLC

CPC 2771
Docket No. 03-9018

The Public Utilities Commission of Nevada finds that, pursuant to the Commission's decision on November 12, 2003, Inmate Calling Solutions, LLC is authorized to operate as a competitive provider of telecommunications services, providing resold interexchange and telecommunications services to confinement facilities within the state of Nevada.

IT IS ORDERED that Inmate Calling Solutions, LLC is hereby granted this Certificate of Public Convenience and Necessity as evidence of its authority to operate as a competitive provider of telecommunications services, providing resold interexchange and telecommunications services to confinement facilities 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, Inmate Calling Solutions, LLC 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,

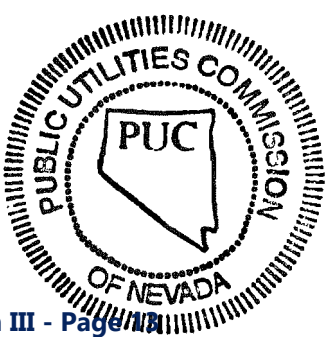
DONALD L. SODERBERG, Chairman

Attest: Crystal Jackson
CRYSTAL JACKSON, Commission Secretary

Dated: Carson City, Nevada

11-19-03

(SEAL)



Annual Assessments on Public Utilities

NRS 704.033 Levy and collection; limitations.

1. The commission shall levy and collect an annual assessment from all public utilities subject to the jurisdiction of the commission.

2. Except as otherwise provided in subsection 3, the annual assessment must be:

(a) For the use of the commission, not more than 3.50 mills; and

(b) For the use of the consumer's advocate of the bureau of consumer protection in the office of the attorney general, not more than 0.75 mills,

on each dollar of gross operating revenue derived from the intrastate operations of such utilities in the State of Nevada, except that the minimum assessment in any 1 year must be $10. The total annual assessment must be not more than 4.25 mills.

3. For railroads the total annual assessment must be the amount levied for the use of the commission pursuant to paragraph (a) of subsection 2. The levy for the use of the consumer's advocate must not be assessed against railroads.

4. The gross operating revenue of the utilities must be determined for the preceding calendar year. In the case of:

(a) Telephone utilities, except as provided in paragraph (c), the revenue shall be deemed to be all intrastate revenues that are considered by the commission for the purpose of establishing rates.

(b) Railroads, the revenue shall be deemed to be the revenue received only from freight and passenger intrastate movements.

(c) All public utilities, the revenue does not include the proceeds of any commodity, energy or service furnished to another public utility for resale.

(Added to NRS by 1963, 1113; A 1965, 543; 1969, 1001; 1971, 726; 1973, 331, 1832; 1975, 907; 1977, 548; 1981, 1678; 1983, 531; 1989, 618; 1997, 1906)

NRS 704.035 Report on revenue; computation, payment and adjustment of assessment; penalty for delinquent assessment; action for collection; transfer to consumer's advocate.

1. On or before June 1 of each year, the commission shall mail revenue report forms to all public utilities under its jurisdiction, to the address of those utilities on file with the commission. The revenue report form serves as notice of the commission's intent to assess the utilities, but failure to notify any utility does not invalidate the assessment with respect thereto.

2. Each public utility subject to the provisions of NRS 704.033 shall complete the revenue report referred to in subsection 1, compute the assessment and return the completed revenue report to the commission accompanied by payment of the assessment and any penalty due, pursuant to the provisions of subsection 5.

3. The assessment is due on July 1 of each year, but may, at the option of the public utility, be paid quarterly on July 1, October 1, January 1 and April 1.

4. The assessment computed by the utility is subject to review and audit by the commission, and the amount of the assessment may be adjusted by the commission as a result of the audit and review.

5. Any public utility failing to pay the assessment provided for in NRS 704.033 on or before August 1, or if paying quarterly, on or before August 1, October 1, January 1 or April 1, shall pay, in addition to such assessment, a penalty of 1 percent of the total unpaid balance for each month or portion thereof that the assessment is delinquent, or $10, whichever is greater, but no penalty may exceed $1,000 for each delinquent payment.

6. When a public utility sells, transfers or conveys substantially all of its assets or certificate of public convenience and necessity, the commission shall determine, levy and collect the accrued assessment for the current year not later than 30 days after the sale, transfer or conveyance, unless the transferee has assumed liability for the assessment. For purposes of this subsection the jurisdiction of the commission over the selling, transferring or conveying public utility continues until it has paid the assessment.

7. The commission may bring an appropriate action in its own name for the collection of any assessment and penalty which is not paid as provided in this section.

8. The commission shall, on a quarterly basis, transfer to the account for the consumer's advocate of the bureau of consumer protection in the office of the attorney general that portion of the assessments collected which belongs to the consumer's advocate.

(Added to NRS by 1963, 1113; A 1967, 1383; 1969, 1156; 1973, 457, 1833; 1981, 1678; 1989, 1473; 1997, 1907)

http://www.leg.state.nv.us/NRS/NRS-704.html#NRS704Sec035

ICS_214_FCC

PUBLIC NOTICE

FEDERAL COMMUNICATIONS COMMISSION
445 12th STREET S.W.
WASHINGTON D.C. 20554

News media information 202-418-0500
Fax-On-Demand 202-418-2830; Internet: http://www.fcc.gov (or ftp.fcc.gov)
TTY (202) 418-2555

DA No. 03-1123

Report No. TEL-00656 Thursday April 10, 2003

INTERNATIONAL AUTHORIZATIONS GRANTED

Section 214 Applications (47 C.F.R. § 63.18); Cable Landing License Applications (47 C.F.R. § 1.767); Requests to Authorize Switched Services over Private Lines (47 C.F.R. § 63.16); Section 310(b)(4) Requests

The following applications have been granted pursuant to the Commission's streamlined processing procedures set forth in Section 63.12 of the Commission's rules, 47 C.F.R. § 63.12, other provisions of the Commission's rules, or procedures set forth in an earlier public notice listing applications accepted for filing.

Unless otherwise noted, these grants authorize the applicants (1) to become a facilities-based international common carrier subject to 47 C.F.R. § 63.22; and/or (2) to become a resale-based international common carrier subject to 47 C.F.R. § 63.23; or (3) to exceed the 25 percent foreign ownership benchmark applicable to common carrier radio licensees under 47 U.S.C. § 310(b)(4). Grants under Section 63.16 and certain grants under Section 63.18 also authorize carriers generally to use their authorized private lines to provide switched services (ISR) between the United States and particular international points pursuant to 47 C.F.R. § 63.16. See also 47 C.F.R. §§ 63.22(e), 63.23(d).

This public notice serves as each newly authorized carrier's Section 214 certificate. It contains general and specific conditions, which are set forth below. Newly authorized carriers should carefully review the terms and conditions of their authorizations. These are set forth in detail below and in Sections 63.21, 63.22, and 63.23 of the Commission's rules, 47 C.F.R. §§ 63.21-.23. Failure to comply with general or specific conditions of an authorization, or with other relevant Commission rules and policies, could result in fines and forfeitures.

The Commission most recently amended its rules applicable to international telecommunications common carriers in 2000 Biennial Regulatory Review, Policy and Rules Concerning the International, Interexchange Marketplace, FCC 01-93, released, March 20, 2001, 66 Fed. Reg. 16874 (Mar. 28, 2001). See also IB Docket No. 97-142, Rules and Policies on Foreign Participation in the U.S. Telecommunications Market, Order on Reconsideration, 15 FCC Rcd 18158 (2000); IB Docket No. 98-118, Review of International Common Carrier Regulations, FCC 99-51, released March 23, 1999, 64 Fed. Reg. 19,057 (Apr. 19, 1999) and in IB Docket Nos. 98-148, 95-22, CC Docket No. 90-337 (Phase II), 1998 Biennial Regulatory Review - Reform of the International Settlements Policy and Associated Filing Requirements, FCC 99-73, released May 6, 1999, 64 Fed. Reg. 34, 734 (June 29, 1999). An updated version of Sections 63.09–.24 of the rules, and other related sections, is available at http://www.fcc.gov/ib/td/pf/telecomrules.html.

ITC-214-20030307-00135 P IP Deliver
International Telecommunications Certificate
Service(s): Global or Limited Global Facilities-Based Service
Grant of Authority Date of Action: 04/04/2003

Application for authority to provide facilities-based service in accordance with Section 63.18(e)(1) of the rules.

ITC-214-20030311-00126 E VoIP Services, LLC

International Telecommunications Certificate

Service(s): Global or Limited Global Facilities-Based AND Resale Service

Grant of Authority Date of Action: 04/04/2003

Application for authority to provide facilities-based service in accordance with Section 63.18(e)(1) of the rules, and also to provide service in accordance with Section 63.18(e)(2) of the rules.

ITC-214-20030312-00127 E Atlantic Ventures Group, Inc. dba Lightning Com

International Telecommunications Certificate

Service(s): Global or Limited Global Facilities-Based Service, Global or Limited Global Resale Service

Grant of Authority Date of Action: 04/04/2003

Application for authority to provide facilities-based service in accordance with Section 63.18(e)(1) of the rules, and also to provide service in accordance with Section 63.18(e)(2) of the rules.

ITC-214-20030312-00128 E Inmate Calling Solutions, LLC

International Telecommunications Certificate

Service(s): Global or Limited Global Resale Service

Grant of Authority Date of Action: 04/04/2003

Application for authority to provide service in accordance with Section 63.18(e)(1) of the rules.

ITC-214-20030313-00134 E C III Communications Operations, L.L.C.

International Telecommunications Certificate

Service(s): Global or Limited Global Facilities-Based Service, Global or Limited Global Resale Service

Grant of Authority Date of Action: 04/04/2003

Application for authority to provide facilities-based service in accordance with Section 63.18(e)(1) of the rules, and also to provide service in accordance with Section 63.18(e)(2) of the rules.

ITC-214-20030314-00137 E CRISTEL TELECOM, INC.

International Telecommunications Certificate

Service(s): Global or Limited Global Facilities-Based AND Resale Service

Grant of Authority Date of Action: 04/04/2003

Application for authority to provide facilities-based service in accordance with Section 63.18(e)(1) of the rules, and also to provide service in accordance with Section 63.18(e)(2) of the rules.

ITC-214-20030314-00139 E Hardy Telecommunications Inc

International Telecommunications Certificate

Service(s): Individual Switched Resale Service

Grant of Authority Date of Action: 04/04/2003

Application for authority to provide service in accordance with Section 63.18(e)(2) of the rules.

ITC-ASG-20030227-00143 P Telephone Services Incorporated

Assignment

Grant of Authority Date of Action: 04/04/2003

Current Licensee: Local Gateway Exchange, Inc.

FROM: Local Gateway Exchange, Inc.

TO: Telephone Services Incorporated

Application for consent to assign an international section 214 authorization (ITC-214-19990621-00394) held by Local Gateway Exchange, Inc., from Local Gateway Exchange, Inc. and its shareholders to Telephone Service Incorporated and its Shareholders. Specifically, upon consummation, Telephone Service Incorporated and its Shareholders will acquire the license, assets and accounts of Local Gateway Exchange, Inc. pursuant to an order in the United States Bankruptcy Court for the Northern District of Texas Dallas Division. This authorization is without prejudice to the to the Commission's action on other related pending application(s).

CONDITIONS APPLICABLE TO INTERNATIONAL SECTION 214 AUTHORIZATIONS

(1) These authorizations are subject to the Exclusion List for International Section 214 Authorizations, which identifies restrictions on providing service to particular countries or using particular facilities. The most recent Exclusion List is attached to this Public Notice. The list applies to all U.S. international carriers, including those that have previously received global or limited global Section 214 authority, whether by streamlined grant or specific written order. Carriers are advised that the attached Exclusion List is subject to amendment at any time pursuant to the procedures set forth in Streamlining the International Section 214 Authorization Process and Tariff Requirements, IB Docket No. 95-118, 11 FCC Rcd 12884 (1996), para. 18. A copy of the current Exclusion List will be maintained in the FCC Reference and Information Center and will be available at http://www.fcc.gov/ib/td/pf/exclusionlist.html. It also will be attached to each Public Notice that grants international Section 214 authority.

(2) The export of telecommunications services and related payments to countries that are subject to economic sanctions may be restricted. For information concerning current restrictions, call the Office of Foreign Assets Control, U.S. Department of the Treasury, (202) 622-2520.

(3) Carriers shall comply with the requirements of Section 63.11 of the Commission's rules, which requires notification by, and in certain circumstances prior notification by, U.S. carriers acquiring an affiliation with foreign carriers. A carrier that acquires an affiliation with a foreign carrier will be subject to possible reclassification as a dominant carrier on an affiliated route pursuant to the provisions of Section 63.10 of the rules. The Commission recently amended Section 63.11 of the rules in its Order on Reconsideration in IB Docket No. 97-142, 15 FCC Rcd 18158 (2000).

(4) Carriers shall comply with the Commission's International Settlements Policy and associated filing requirements contained in Sections 43.51 and 64.1001 of the Commission's Rules, 47 C.F.R. §§ 43.51, 64.1001. The Commission modified these requirements most recently in 2000 Biennial Regulatory Review, Policy and Rules Concerning the International, Interexchange Marketplace, FCC 01-93, released, March 20, 2001, 66 Fed. Reg. 16874 (Mar. 28, 2001). See also 1998 Biennial Regulatory Review - Reform of the International Settlements Policy and Associated Filing Requirements, IB Docket Nos. 98-148, 95-22, CC Docket No. 90-337 (Phase II), FCC 99-73 (rel. May 6, 1999). In addition, any carrier interconnecting private lines to the U.S. public switched network at its switch, including any switch in which the carrier obtains capacity either through lease or otherwise, shall file annually with the Chief, International Bureau, a certified statement containing, on a country-specific basis, the number and type (e.g., 64 kbps circuits) of private lines interconnected in such manner. The Commission will treat the country of origin information as confidential. Carriers need not file their contracts for interconnection unless the Commission specifically requests. Carriers shall file their annual report on February 1 (covering international private lines interconnected during the preceding January 1 to December 31 period) of each year. International private lines to countries for which the Commission has authorized the provision of switched basic services over private lines at any time during a particular reporting period are exempt from this requirement. See 47 C.F.R. § 43.51(d).

(5) Carriers authorized to provide private line service either on a facilities or resale basis are limited to the provision of such private line service only between the United States and those foreign points covered by their referenced applications for Section 214 authority. In addition, the carriers may not -- and their tariffs must state that their customers may not -- connect their private lines to the public switched network at either the U.S. or foreign end, or both, for the provision of international switched basic services, unless the Commission has authorized the provision of switched services over private lines to the particular country at the foreign end of the private line or the carrier is exchanging switched traffic with a foreign carrier that the Commission has determined lacks market power in the country at the foreign end of the private line. See 47 C.F.R. §§ 63.16, 63.22(e), 63.23(d). A foreign carrier lacks market power for purposes of this rule if it does not appear on the Commission list of foreign carriers that do not qualify for the presumption that they lack market power in particular foreign points. This list is available at http://www.fcc.gov/Bureaus/International/Public_Notices/1999/da990809.txt. See generally 1998 Biennial Regulatory Review - Reform of the International Settlements Policy and Associated Filing Requirements, IB Docket Nos. 98-148, 95-22, CC Docket No. 90-337 (Phase II), FCC 99-73 (rel. May 6, 1999), paras. 12-15, 102-109.

(6) The Commission has authorized the provision of switched basic services via facilities-based or resold private lines between the United States and the following foreign points: Sweden, Canada, New Zealand, the United Kingdom, Australia, The Netherlands, Luxembourg, Norway, Denmark, France, Germany, Belgium, Austria, Switzerland, Japan, Italy, Ireland, Hong Kong, Iceland, Spain, Finland, Israel, Singapore, Netherlands Antilles, Poland, Argentina, United Arab Emirates, Macau, Hungary, Philippines, Greece, Uruguay, Brunei, Trinidad & Tobago, Czech Republic, the Dominican Republic, Brazil, Botswana, Costa Rica, South Africa, Saint Lucia, Saint Kitts & Nevis, Saint Vincent, Antigua, Malaysia, Thailand, Belize, Panama, Guatemala, Venezuela, Bahrain, South Korea, Portugal, Cyprus, Slovak Republic, Slovenia, Dominica, Grenada, Jamaica, Kuwait, Jordan, Paraguay, Croatia, Egypt, Zambia, Ecuador,

Barbados, Colombia, Chile, El Salvador, Taiwan, Nicaragua, Turkey, Peru, Morocco, Ghana, Bolivia, Guyana, Mongolia, Zimbabwe, Gambia, Nigeria, Bangladesh, Indonesia, and Tunisia.

(7) Carriers may engage in "switched hubbing" to countries for which the Commission has not authorized the provision of switched basic services over private lines consistent with Section 63.17(b) of the rules.

(8) Carriers may provide U.S. inbound or outbound switched basic service via their authorized private lines extending between or among the United States, Sweden, New Zealand, the United Kingdom, Australia, The Netherlands, Luxembourg, Norway, Denmark, France, Germany, Belgium, Austria, Switzerland, Japan, Italy, Ireland, Hong Kong, Iceland, Spain, Finland, Israel, Singapore, Netherlands Antilles, Poland, Argentina, United Arab Emirates, Macau, Hungary, Philippines, Greece, Uruguay, Brunei, Trinidad & Tobago, Czech Republic, the Dominican Republic, Brazil, Botswana, Costa Rica, South Africa, Saint Lucia, Saint Kitts & Nevis, Saint Vincent, Antigua, Malaysia, Thailand, Belize, Panama, Guatemala, Venezuela, Bahrain, South Korea, Portugal, Cyprus, Slovak Republic, Slovenia, Dominica, Grenada, Jamaica, Kuwait, Jordan, Paraguay, Croatia, Egypt, Zambia, Ecuador, Barbados, Colombia, Chile, El Salvador, Taiwan, Nicaragua, Turkey, Peru, Morocco, Ghana, Bolivia, Guyana, Mongolia, Zimbabwe, Gambia, Nigeria, Bangladesh, Indonesia, and Tunisia.

(9) Carriers shall comply with the "No Special Concessions" rule, Section 63.14, 47 C.F.R. § 63.14.

(10) Carriers regulated as dominant for the provision of a particular communications service on a particular route for any reason other than a foreign carrier affiliation under Section 63.10 of the rules shall file tariffs pursuant to Section 203 of the Communications Act, as amended, 47 U.S.C. § 203, and Part 61 of the Commission's Rules, 47 C.F.R. Part 61. Except as specified in Section 20.15 with respect to commercial mobile radio service providers, carriers regulated as non-dominant, as defined in Section 61.3, and providing detariffed international services pursuant to Section 61.19 must comply with all applicable public disclosure and maintenance of information requirements in Sections 42.10 and 42.11. These non-dominant carriers may continue filing new or revised international tariffs for mass market services until January 28, 2002, when all tariffs, with limited exceptions, must be cancelled. Carriers may not file any new or revised contract tariffs or tariffs for other long-term international service arrangements. See 2000 Biennial Regulatory Review, Policy and Rules Concerning the International, Interexchange Marketplace, FCC 01-93, released March 20, 2001, 66 Fed. Reg. 16874 (Mar. 28, 2001).

(11) Carriers shall file the annual reports of overseas telecommunications traffic required by Section 43.61(a). Carriers shall also file the quarterly reports required by Section 43.61 in the circumstances specified in paragraphs (b) and (c) of that Section.

(12) Carriers shall file annual reports of circuit status and/or circuit additions in accordance with the requirements set forth in Rules for Filing of International Circuit Status Reports, CC Docket No. 93-157, Report and Order, 10 FCC Rcd 8605 (1995). See 47 C.F.R. §§ 43.82, 63.23(e). These requirements apply to facilities-based carriers and private line resellers, respectively.

(13) Carriers should consult Section 63.19 of the rules when contemplating a discontinuance, reduction or impairment of service. Further, the grant of these applications shall not be construed to include authorization for the transmission of money in connection with the services the applicants have been given authority to provide. The transmission of money is not considered to be a common carrier service.

(14) If any carrier is reselling service obtained pursuant to a contract with another carrier, the services obtained by contract shall be made generally available by the underlying carrier to similarly situated customers at the same terms, conditions and rates. 47 U.S.C. § 203.

(15) To the extent that any of the above-listed applicants intends to provide international call-back services through the use of uncompleted call signaling, its authorization to resell international switched voice and/or data services to provide these services is expressly subject to the conditions listed in VIA USA Ltd., et al., 9 FCC Rcd 2288 (1994), on recon., 10 FCC Rcd 9540 (1995).

(16) To the extent the applicant is, or is affiliated with, an incumbent independent local exchange carrier, as those terms are defined in Section 64.1902 of the rules, it shall provide the authorized services in compliance with the requirements of Section 64.1903. See Regulatory Treatment of LEC Provision of Interexchange Services Originating in the LEC's Local Exchange Area and Policy and Rules Concerning the Interstate, Interexchange Marketplace, Second Report and Order in CC Docket No. 96-149 and Third Report and Order in CC Docket No. 96-61, 12 FCC Rcd 15756, recon., 12 FCC Rcd 8730 (1997), Order, 13 FCC Rcd 6427 (Com. Car. Bur. 1998), further recon., FCC 99-103 (rel. June 30, 1999).

(17) Except as otherwise ordered by the Commission, a carrier authorized here to provide facilities-based service that (i) is classified as dominant under Section 63.10 of the rules for the provision of such service on a particular route and (ii) is affiliated with a carrier that collects settlement payments for terminating U.S. international switched traffic at the foreign end of that route may not provide facilities-based service on that route unless the current rates the affiliate charges U.S. international carrier to terminate traffic are at or below the Commission's relevant benchmark adopted in International Settlement Rates, IB Docket No. 96-261, Report and Order, 12 FCC Rcd 19806 (1997). See also Report and Order on Reconsideration and Order Lifting Stay in IB Docket No. 96-261, FCC 99-124 (rel. June 11, 1999). For the purposes of this rule, "affiliation" and "foreign carrier" are defined in Section 63.09.

Petitions for reconsideration under Section 1.106 or applications for review under Section 1.115 of the Commission's rules in regard to the grant of any of these applications may be filed within thirty days of this public notice (see Section 1.4(b)(2)).

For additional information, please contact the FCC Reference and Information Center, Room CY-A257, 445 12th Street SW, Washington, D.C. 20554, (202) 418-0270.

Exclusion List for International Section 214 Authorizations

-- Last Modified December 22, 1999 --

The following is a list of countries and facilities not covered by grant of global Section 214 authority under Section 63.18(e)(1) of the Commission's Rules, 47 C.F.R. § 63.18(e)(1). In addition, the facilities listed shall not be used by U.S. carriers authorized under Section 63.18 of the Commission's Rules unless the carrier's Section 214 authorization specifically lists the facility. Carriers desiring to serve countries or use facilities listed as excluded hereon shall file a separate Section 214 application pursuant to Section 63.18(e)(4) of the Commission's Rules. See generally 47 C.F.R. § 63.22.

Countries:

Cuba (Applications for service to Cuba shall comply with the separate filing requirements of the Commission's Public Notice Report No. I-6831, dated July 27, 1993, "FCC to Accept Applications for Service to Cuba.")

Facilities:

All non-U.S.-licensed satellite systems that are not on the Permitted Space Station List, maintained at http://www.fcc.gov/ib/sd/se/permitted.html. See International Bureau Public Notice, DA 99-2844 (rel. Dec. 17, 1999).

This list is subject to change by the Commission when the public interest requires. Before amending the list, the Commission will first issue a public notice giving affected parties the opportunity for comment and hearing on the proposed changes. The Commission may then release an order amending the exclusion list. This list also is subject to change upon issuance of an
Executive Order. See Streamlining the Section 214 Authorization Process and Tariff Requirements, IB Docket No. 95-118, FCC 96-79, 11 FCC Rcd 12,884, released March 13, 1996 (61 Fed. Reg. 15,724, April 9, 1996). A current version of this list is maintained at http://www.fcc.gov/ib/td/pf/telecomrules.html#exclusionlist.

For additional information, contact the International Bureau's Policy Division, (202) 418-1460.

STATE OF NEVADA

DEPARTMENT OF BUSINESS AND INDUSTRY

FINANCIAL INSTITUTIONS DIVISION

MONEY TRANSMITTER LICENSE

No. **MT11060**
Date of First License: **August 23, 2016**

Dated: **March 17, 2022**

This is to Certify That

KEEFE COMMISSARY NETWORK LLC
DBA: ACCESS CORRECTIONS

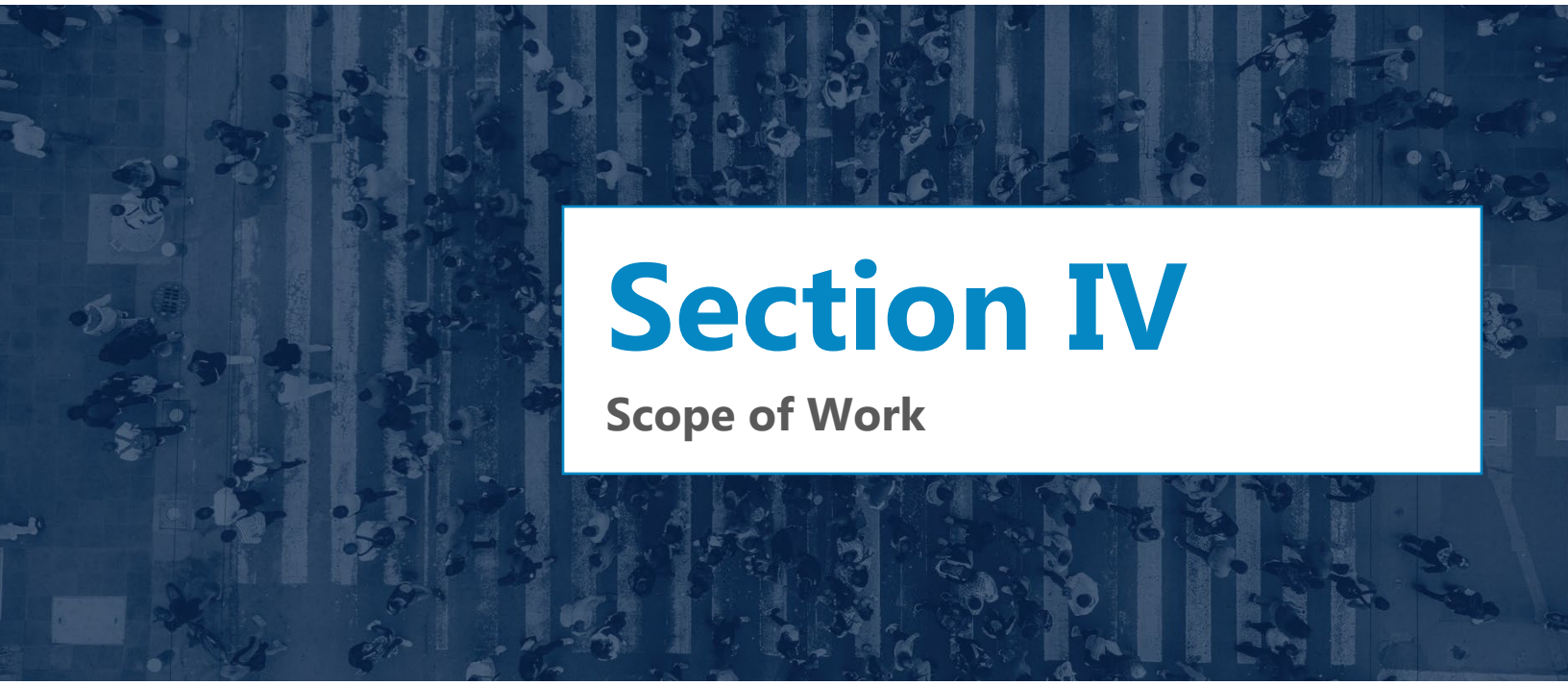
Having complied with the requirements of Chapter 671, Nevada Revised Statutes is hereby licensed to engage in the business of selling checks, drafts, money orders, or other instruments for the transmission of money and/or the business of receiving money as agent for obligors for the purpose of paying such obligors' bills, invoices, or accounts in accordance with and subject to the provisions of said law from the date hereof, unless this license be otherwise suspended or revoked located at:

10880 LINPAGE PLACE
SAINT LOUIS, MO 63132

This license is held subject to regular renewal thereof as prescribed by law and for a period beginning March 17, 2022 and ending December 31, 2022.

Financial Institutions Division

This License is NOT Transferable or Assignable



Section IV

Scope of Work

SECTION IV

Scope of Work

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.

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.

ICSolutions Response:
In this Section IV, ICSolutions submits proposals for all four categories listed above, for all specified DOC locations.

Category 1: General Information

ICSolutions is a current NASPO contract holder that has offered innovative, cutting-edge communications technology to correctional facilities since 2002. ICSolutions is a wholly owned subsidiary of the Keefe Group, which has served the correctional industry since 1975. ICSolutions is confident we have the experience and resources necessary to satisfy your requirements.

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

Experience in Inmate Communications

Across the U.S., ICSolutions provides our ENFORCER calling system and outstanding customer service to more than 500 individual facilities, making up more than 275 agencies across the United States and providing calling services to a total of about 350,000 inmates. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to 10 state DOCs, each housing as many as 42,000+ inmates, and to the Federal Bureau of Prisons with 115,000 inmates.

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

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

Business & Security Standards

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

ICSolutions will provide the highest service standards to the Nevada DOC and any other participating agencies, their constituents, and all users of ICSolutions' services.

Affordability & Complete Financial Transparency

ICSolutions is proud of our history of pricing transparency. THE ENFORCER platform enables authorized facility staff to view the price charged for each call, including a breakdown of every applicable tax. Authorized staff can also view reports showing account deposits and any applied fee; ICSolutions never charges hidden fees. And the State can run reports any time to view a real-time accounting of all revenue generated by ICSolutions' services.

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

As you will see in our COST PROPOSAL, ICSolutions proposes fair and affordable services to offenders and their friends and families – including affordable pricing for communication services and

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

Timely Project Installations

At ICSolutions, we pride ourselves on fast, efficient installations to get our customers up and running with state-of-the-art services and products in record time. ICSolutions' expertise has been proven by our many successful installation projects at the Federal Bureau of Prisons; 11 state Departments of Corrections; and hundreds of county, regional, and city correctional facilities. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over two decades of successful installations.

For example, to provide service to the Arizona DOC, we were required to install THE ENFORCER, including all software and equipment, for 23 facilities housing more than 44,000 offenders within 30 days of contract signing. To ensure that we could meet this schedule, we assigned dedicated project managers by region to monitor and control every aspect of the installation process at each site. Our Network Services team expedited the procurement of T1s, point-to-point circuits, and data circuits. Our Operations and Project Management teams met daily to review milestones and monitor progress. We also met three times each week with the DOC to identify and circumvent any potential roadblocks. As a result, we successfully turned up services to all 44,000+ incarcerated persons within 30 days of contract signing – ultimately cutting over all 23 sites in just two days.

ICSolutions guarantees its ability to transition the Nevada DOC, and any other participating agency, to their new contract quickly and without disruption to ongoing services at your facilities.

Category 2: Inmate Kiosks & Tablets

A key benefit of working with ICSolutions is our ability to provide a menu of flexible tablet, kiosk, and video visitation options. We develop our own software and hardware, but we also partner with other trusted technology companies like ATG and Access Corrections to offer a range of tablet sizes and service capabilities. ICSolutions knows that each Agency has its own preferences and settings, so our solutions are designed for you to select your own suite of applications. ICSolutions offers more hardware and software options than any other company!

Best-in-Class Tablet Technology & Premium Education Content

ICSolutions' offender tablet solutions are best in class, featuring a large suite of available free and premium content applications, which can include:

- ***Video Visitation (Scheduled, visitor-initiated remote video visits)***
- ***Inmate Calling (Using the inmate telephone platform)***

- ***Electronic Grievances (Inmate complaints & concerns)***
- ***Electronic Requests (Inmate information and program requests)***
- ***PREA & Suicide Alerts (Alert notifications via phone or email)***
- ***Commissary (Commissary ordering)***
- ***Law Library Access (Interface to the Agency's digital law library service)***
- ***Breaking Free (Substance abuse and addiction)***
- ***Self-Help Videos (Self-improvement informational videos)***
- ***Entertainment (Access to Agency-approved music, movies, games, and even TV shows)***
- ***Inmate Handbook & Facility Info (Inmate & facility information documents)***
- ***Forms (Existing Facility forms in digital format)***
- ***News (provides access to news applications for inmate to be kept up-to-date on world affairs)***
- ***Contacts (Inmate's contacts who have accepted an invitation for communication)***
- ***Help (A collection of Help and FAQ materials)***
- ***Dictionary (Merriam-Webster or Oxford Spanish-English translator)***
- ***Calculator (Basic function calculator)***

In addition to the above, ICSolutions' offer includes FREE and UNLIMITED use of the Edovo Core premium educational platform, plus iPathways. Edovo Core has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a correctional facility by enabling offenders to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. Edovo Go allows learners to continue their education once released – at no cost to them! And with the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Examples of available education content include:

- ***Cognitive Behavioral Therapy & Mental Health***
- ***GED, HiSET & TASC***
- ***Job Skills & Personal Finance***
- ***College Materials***
- ***Religion & Spirituality***
- ***Health Topics***
- ***Reading & Literacy***
- ***Legal Topics***
- ***Personal Development***
- ***Language Learning***
- ***Writing Courses***
- ***Mathematics & Economics***
- ***Science***

The content library is constantly updated as new content becomes available.

Flexible Video Visitation Options

ICSolutions can offer offenders the flexibility to participate in video visitation utilizing an inmate tablet, or by using a dedicated offender kiosk. Kiosks are touchscreen, multi-functional devices; and, depending on Agency preferences and configuration, tablet applications may also be made available on offender kiosks when they are not in use for video visitation. Video visits may be remote only, as requested by the Nevada DOC, or we can provide visitor kiosks to accommodate onsite video visitation. And our solution also offers the flexibility to enable both scheduled and non-scheduled, inmate-initiated video calling options.

Category 3: Inmate Telephone System

At the heart of our communications solution is ICSolutions' centralized ENFORCER calling platform, which houses call processing and call detail records in redundant, geographically separate data centers. All calls will be processed through THE ENFORCER. Our system features an open architecture that allows it to easily integrate with other Prison systems, such as your Offender Management, Commissary, and Banking Systems, to enable data sharing across multiple systems. THE ENFORCER employs redundancy at every level to guarantee 99.999% uptime.

And THE ENFORCER's expansion capabilities are unlimited – allowing it to support 115,000 inmates at the FBOP, just as easily as it supports 115 inmates at a smaller county jail. ICSolutions readily guarantees our ability to provide service to the Nevada DOC and any other participating agency.

FUSION INTELLIGENCE SERVICES & Supportive Technology

As an option, ICSolutions can provide call monitoring services by assigning trained investigators who will work with the State's investigative staff, utilizing robust case management, workflows, voice biometrics, data analysis, keyword detection, and transcription and translation technology to gather and track valuable investigative data. The Investigators can assist the State with its investigations through a combination of active call monitoring and comprehensive investigative software.

Best of all, the investigative software is included in our offer to the Nevada DOC at no cost – regardless of whether our FUSION INTELLIGENCE SERVICES are deployed. All investigative software will monitor 100% of calls for suspicious activity, and the software will be accessible not only by ICSolutions' FUSION Investigators, but also by authorized State investigative staff.

Other Investigative Tools

ICSolutions' offer will enhance security by introducing an array of useful new investigative tools that will be available to Prison staff – including ICSolutions' ANALYZER link analysis / data mining tools, Continuous Voice Biometrics, Case Management, Call Transcription, Translation, and Keyword Search modules. Plus, all call recordings and data will be stored online for the entire contract duration, plus any required retention period thereafter – guaranteeing constant and uninterrupted access to your valuable investigative data.

Category 4: Digital Mail Services

Like our tablet, kiosk, and video visitation proposal, our Digital Mail Services proposal offers flexible options – enabling us to customize a solution that will best meet each agency's unique needs.

ICSolutions' proposal includes the options to implement either an offsite or onsite mail scanning service. With the offsite solution, postal mail is scanned offsite and delivered to offenders electronically via the proposed tablets (and/or inmate kiosks, when deployed). With this solution in place, facility staff will no longer be burdened by the daily tasks and risks associated with receiving postal mail – eliminating mail-based contraband and saving you considerable staff time and manpower. With the onsite option, ICSolutions will provide scanners to enable scanning and assignment of mail by either DOC staff or ICSolutions personnel.

For all categories below, the vendor:

- Must ensure that the facilities are in compliance with all existing DOC rules and regulations;
- Must ensure all services are conducted by a State Certified/Licensed Technician;
- Must ensure all services are conducted in accordance with any DOC certification requirements;
- May offer additional services as related to awarded categories;
- Must ensure all equipment is compatible to the best industrial standards and must function as designed after installation;
- 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
- Shall ensure permits must be current and remain current.

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.

ICSolutions Response:
For all categories, ICSolutions has read, agrees, and will comply with these requirements as stated. Please turn to the next page for point-by-point responses to the requirements of each category.

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.

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

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).

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.

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

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.

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

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

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

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

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

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

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

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

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.

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

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

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

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.

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

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 that ensure:

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

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

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

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

1.2.2 Securing of tools

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

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

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.

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

ICSolutions will ensure that our staff adhere to all NASPO policies and procedures regarding tools control. The safety of the DOC staff and incarcerated individuals is our top priority, and we will ensure that incarcerated individuals never have access to any tools or equipment brought in by ICSolutions.

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.

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

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

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

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.

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

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

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

ICSolutions has more than 150 employees dedicated to the development, installation, maintenance, and service of THE ENFORCER inmate telephone system. ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in SECTION V.

To support services described in Category 2, ICSolutions will provide one (1) full time technician with a truck. Should NASPO select ICSolutions for Category 3, ICSolutions will provide three (3) full time technicians with trucks, who will be stationed at strategic locations throughout the State of Nevada. Therefore, if NASPO chooses ICSolutions for both Category 2 and 3, we will provide a total of four (4) technicians to support the contract.

ICSolutions will also provide additional onsite staff as needed to support any onsite mail scanning services deployed for a contract resulting from our Category 4 proposal, if Service Option 3 is selected.

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.

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

Direct staff associated with this agreement have been listed in SECTION V. In addition, ICSolutions has provided information on our Technical Services teams for ICSolutions within this section.

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.

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

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.

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

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure. Escalations can be initiated by a number of methods. These methods include:

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

Following are the basic criteria for escalation at each level:

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

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None

Level One	***Latoya Coleman*** ***Technical Support Manager*** ***Direct 210-572-9547*** ***Cell: 601-212-6128*** ***email: lcoleman@icsolutions.com***	***None***
Level Two	***Brian Dietert*** ***Director of Operations*** ***Direct: 210-477-7340*** ***Cell: 832-561-8010*** ***email: bdietert@icsolutions.com***	***Mike Kennedy*** ***VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***
Level Three	***Brendan Philbin*** ***Vice President, Product Development*** ***Direct: 210-581-8102*** ***Cell: 408-838-1157*** ***email: bphilbin@icsolutions.com***	***Mike Kennedy*** ***VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***
Level Four	***Tim McAteer*** ***President & General Manager*** ***Direct: 210-572-9570*** ***Cell: 314-504-2254*** ***email: tmcateer@icsolutions.com***	***Mike Kennedy*** ***VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***

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.

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

Any updates to the escalation procedures, including updated contact names and telephone numbers of the service and management positions listed, will be made available to authorized 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.

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

If applicable, ICSolutions will pay for all background checks processed for its 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.

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

ICSolutions will always cooperate with any audit requests. ICSolutions maintains all books, records, and documents in accordance with generally accepted accounting practices that reflect all gross revenues generated. As part of the DOC contract, ICSolutions will provide for an external audit of services, to be completed on an annual basis by an independent auditing firm, to verify that ICSolutions' timing and billing systems are accurate and capture all calls. Selection of the independent auditing firm will be subject to DOC approval.

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.

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

ICSolutions has described our solution in detail throughout this SECTION IV. In addition, before production implementation, ICSolutions will provide 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.

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.

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

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.

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

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.

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

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.

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

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.

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

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

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

1.5.4 Asbestos

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

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

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;

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

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

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

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.

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

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

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

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.

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

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.

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

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

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

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.

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

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.

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

ICSolutions will submit all required background information to be allowed on DOC property, as well as identify DOC escorts who will be able to accompany us through the facilities. During the site survey of each DOC facility, ICSolutions will determine the hardware and materials required for each site, finalize the network design, complete our final Installation Plan and gain the needed approval from the DOC, and create the Bill of Materials.

During the site surveys, all internal wiring will be tested, the locations for each phone and kiosk will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as you would like it to appear on Call Detail Reports, privileges you would like each user to have access to, etc.).

After the site surveys, the Project Team will make any adjustments to the project milestones that are necessary to accommodate your needs. ICSolutions will then review the customized Installation Plan with the appropriate DOC personnel. We will go over all project milestones and the timeline.

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.

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

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.

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

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.

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

The actual deployment of our inmate communications system includes performing all system checks, completing the acceptance testing for all facets of service, performing any additional modifications/additions/activations, cleaning up our workspace to ensure that it looks exactly the way that it did before work was commenced (with the addition of new hardware), and monitoring for any problems. Our tablets will be distributed and deployed, and finally the system will be cutover and go live.

ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided on-site during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor your new system and processes to ensure it is operating as specified. For the purposes of the implementation project, this step ends upon the completion of user acceptance. After the implementation is complete, however, ICSolutions performs continuous monitoring of the system and the overall project.

ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the Agency to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions you may have, etc. ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated DOC representative to ensure that the entire system is deployed and performs exactly as requested by the Agency. The testing procedures extend to all systems, telephones, tablets, kiosks, software, and peripheral hardware.

Testing of both THE ENFORCER and tablet systems will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP and the contract, consistent with the PMP's waterfall approach for system

implementations. The QC Team documents all testing and walkthroughs, and all results are reviewed by another QC team member. Quality Assurance testing status and results are tracked and monitored daily by the Project Manager.

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.

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

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

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

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;

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

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

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

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

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

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

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

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

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

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

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

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.

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

1.9 AUTHORIZATION TO WORK

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

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

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.

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

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.

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

1.11 TERMS AND CONDITIONS FOR GOODS

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

1.11.1 Express Warranties

Vendors to provide hard copy warranties. For the period specified on the face of the Contract, Contractor warrants and represents each of the following with respect to any goods provided under the Contract, except as otherwise provided on incorporated attachments:

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

1.11.1.1 Fitness for Particular Purpose

The goods shall be fit and sufficient for the particular purpose set forth in the RFP or other solicitation documents.

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

1.11.1.2 Fitness for Ordinary Use

The goods shall be fit for the purpose for which goods of a like nature are ordinarily intended, it being understood that the purpose for the goods covered by the Contract are ordinarily intended is general government administration and operations.

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

1.11.1.3 Merchantable, Good Quality, No Defects

The goods shall be merchantable, of good quality, and free from defects, whether patent or latent, in material and workmanship.

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

1.11.1.4 Conformity

The goods shall conform to the standards, specifications and descriptions set forth in the incorporated attachments. If Contractor has supplied a sample to the State, the goods delivered shall conform in all respects to the sample and if the sample should remain in the State's possession it shall be identified by the word "sample" and the signature of Contractor's sales representative.

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

1.11.1.5 Uniformity

The goods shall be without variation, and shall be of uniform kind, quality, and quantity within each unit and among all units.

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

1.11.1.6 Packaging and Labels

The goods shall be contained, packaged, and labeled so as to satisfy all legal and commercial requirements applicable to use by a government agency, including without limitation, OSHA material safety data sheets and shall conform to all statements made on the label.

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

1.11.1.7 Full Warranty

The foregoing warranties are "full" warranties within the meaning of the Magnuson-Moss Warranty - Federal Trade Commission Improvement Act, 15 U.S.C. § 2301 et seq., and implementing regulations 16 C.F.R. pts. 700-703, if applicable to this transaction.

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

1.11.1.8 Infringement Indemnity

Refer to Attachment A ~ NASPO ValuePoint Master Agreement Terms and Conditions, Section 33.

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

1.11.1.9 Usage of Trade; Course of Dealings; Implied Warranties

Contractor shall also be bound by any other implied warranty that, at the time of execution of the Contract, prevails in the trade of government in the marketing area in and about the Participating State. Contractor shall also be bound by any other implied warranty arising through course of dealings between Contractor and the Participating State from and after the execution of the Contract. Contractor shall also be bound by all warranties set forth in the Participating State's Uniform Commercial Code (NRS Title 8) in effect on the date of execution of the Contract.

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

1.11.1.10 Warranties Cumulative

It is understood that warranties created by the Contract, whether express or implied, as well as all warranties arising by operation of law that affect the rights of the parties under the Contract, are cumulative and should be construed in a manner consistent with one another.

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

1.11.1.11 Priority of Warranties

If it is held by a court of competent jurisdiction that there is an irreconcilable conflict between or among any of the warranties set forth in the Contract and any warranties implied by law, the parties agree that the specifications contained in the Contract shall be deemed technical and mere language of description.

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

1.11.1.12 Beneficiaries of Warranties

Benefit of any warranty made in the Contract shall be in favor of the Participating State's and Participating Entities, any of their political subdivisions or agencies, and any employee or licensee thereof who uses the goods, and the benefit of any warranty shall apply to both personal injury and property damage.

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

1.11.1.13 Delivery; Inspection; Acceptance; Risk of Loss

Contractor agrees to deliver the goods as indicated in the Contract, and upon acceptance by the State, title to the goods shall pass to the State unless otherwise stated in the Contract. The State shall have the right to inspect the goods on arrival and, within a commercially reasonable time, the State must give notice to Contractor of any claim or damage on account of condition, quality, or grade of the goods, and the State must specify the basis of the claim in detail. Acceptance of the goods is not a waiver of UCC revocation of acceptance rights or of any right of action that the State may have for breach of warranty or any other cause. Unless otherwise stated in the Contract, risk of loss from any casualty, regardless of the cause, shall be on Contractor until the goods have been accepted and title has passed to the State. If given any, the State agrees to follow reasonable instructions regarding return of the goods.

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

1.11.1.14 No Arrival; No Sale

The Contract is subject to provisions of no arrival, no sale terms, but proof of shipment is to be given by Vendor, each shipment to constitute a separate delivery. A variation of ten days in time of shipment or delivery from that specified herein does not constitute a ground for rejection. The State may treat any deterioration of the goods as entitling the State to the rights resulting from a casualty to the identified goods without regard to whether there has been sufficient deterioration so that the goods no longer conform to the Contract.

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

1.11.1.15 Price; Taxes; Payment

The price quoted is for the specified delivery, and, unless otherwise specified in the Contract, is F.O.B. to the delivery address specified above. Unless otherwise specified in the Contract, the price does not include applicable federal or State sales, use, excise, processing or any similar taxes, or duty charges, which shall be paid by the State, or in lieu thereof, the State shall provide Vendor with a tax exemption certificate acceptable to the applicable taxing authority. Unless otherwise specified in the Contract, payment shall be made for Orders by State agencies by warrant drawn on the Participating State's (in accordance with their law) and mailed to vendor at the address specified above (or to assignee if assignment is acknowledged by the State) within the time specified above.

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

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.

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

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

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

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

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

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.

ICSolutions Response:

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

We have described the various applications for inmate and/or staff usage throughout our response to CATEGORY 2.

ICSolutions is proud to offer the Nevada DOC (NDOC), as well as the other participating agencies, flexible options for video visitation and offender tablets to ensure that our solution can best meet the needs of each individual agency that is participating in this procurement.

We understand that the State of Nevada prefers to offer video visitation via the inmate tablets. All of our tablet offerings can provide tablet-based video visitation, including our recommended tablet solution for NDOC, the SCORE tablet from our affiliate company Advanced Technology Group (ATG). However, if any other participating entity would prefer a more traditional, wall-mounted kiosk for video visitation, we have also provided information about our VISITOR video visitation solution. THE VISITOR is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER inmate calling system (if deployed).

Furthermore, as mentioned above, our recommended tablet solution for NDOC is the SCORE tablet from ATG. Unlike many of our competitors, however, ICSolutions works with an array of tablet manufacturers, which provides tremendous flexibility in this type of procurement, whereby the different participating entities may have differing needs when it comes to the proposed tablet solution. This will allow ICSolutions to negotiate the tablet solution that will best meet the unique needs of each participating agency. In addition to the SCORE tablet (available in 5" or 7" size), we are also able to offer our BRIDGE tablets in a variety of sizes (6.3", 8" or 10").

THE BRIDGE tablets can also offer a combination of video visitation on the tablets and on wall-mounted kiosks. These kiosks can be deployed in the inmate areas, in locations where larger, hardened kiosks are preferable to tablets (these kiosks will offer all of the same applications available on the tablets, including video visitation), as well as in visitor centers to enable onsite video visitation.

Between our ability to provide video visitation via either tablets or wall-mounted kiosks (or a combination thereof), and our ability to tailor our tablet solution to meet the needs of each customer, ICSolutions is uniquely positioned to be able to configure our technology solution to meet each agency's exact specifications.
No other company offers this much flexibility and solution customization!

Please note that though we obtain our tablets from a variety of suppliers, 100% of the installation and maintenance is performed by ICSolutions, allowing us to guarantee our customer service and provide each participating entity with a single point of contact for all questions and concerns.

2.1.1 Education

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

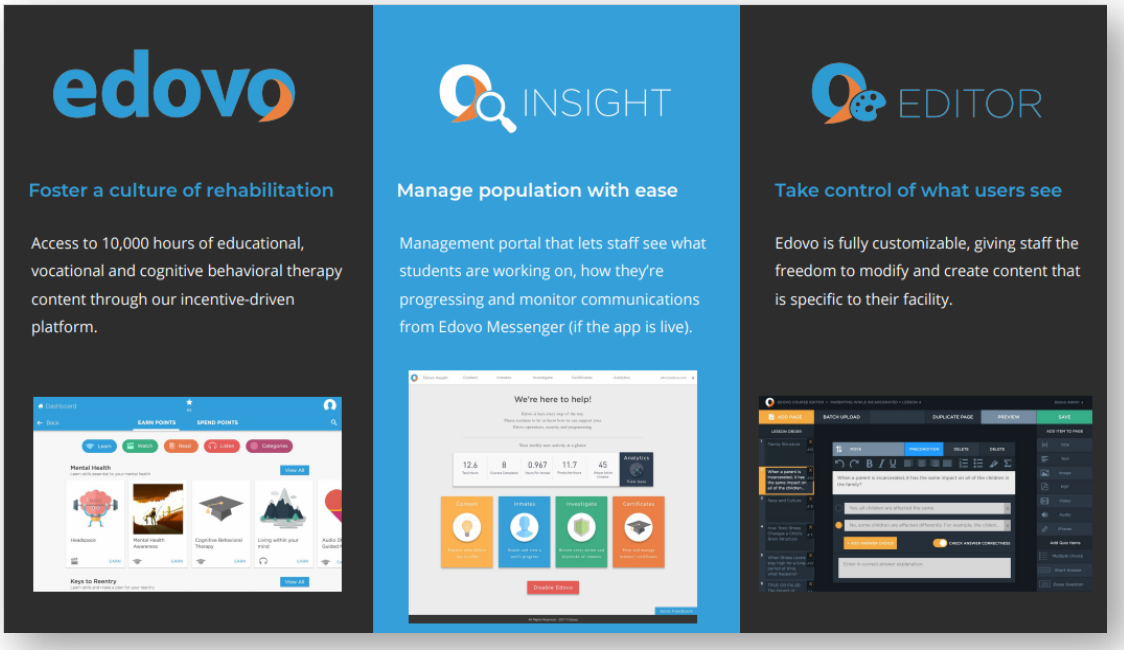
Regardless of which ICSolutions tablet offering (SCORE or BRIDGE tablet) is chosen by the State or any other participating entity, ICSolutions is proud to offer FREE and unlimited access to the Edovo Core Educational Platform, accessible via the tablets. The Edovo Core offering is described in detail throughout this section; we have provided a high-level overview below. In addition, if you choose one of our BRIDGE tablet options, we can also offer iPathways at no additional cost – a substantial savings for the State of Nevada!

We would also like to highlight that the Edovo content described herein is in response to what is required by the State. However, Edovo features an open platform, and any content that is available to be licensed can be added. If the State does not see something that you are looking for in the responses provided herein, note that Edovo is fully capable of adding it, and ICSolutions would be happy to negotiate that with the State.

Edovo Educational Content

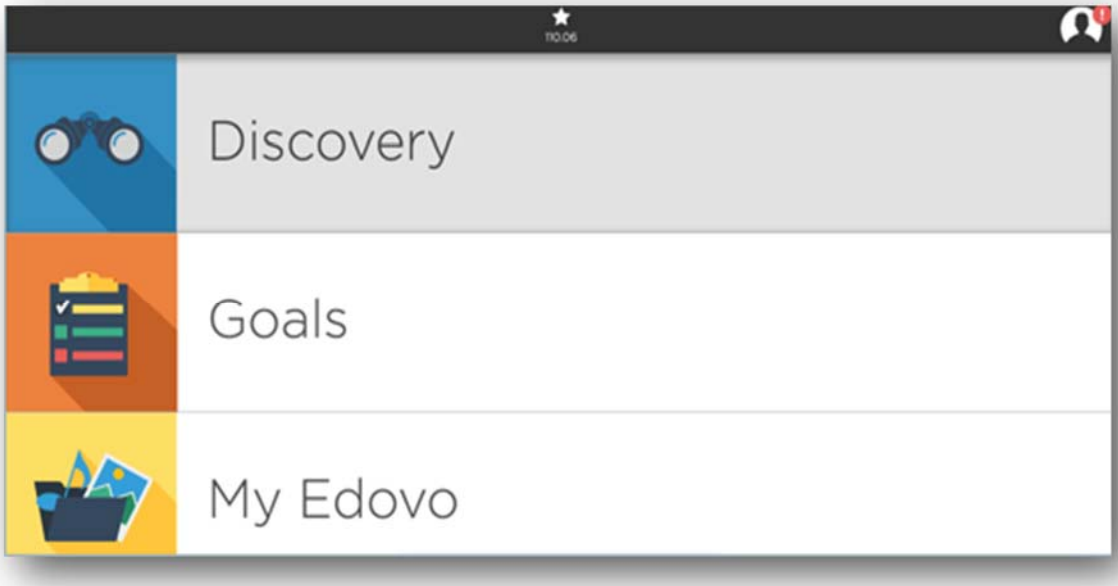
With both the SCORE and THE BRIDGE tablets, inmates will have free and unlimited access to the Edovo educational platform. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work. Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels. Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.

Edovo has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.



Edovo's educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender's educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that they remember the concepts they learn.

Once logged in, learners are presented with the Edovo Core Dashboard:

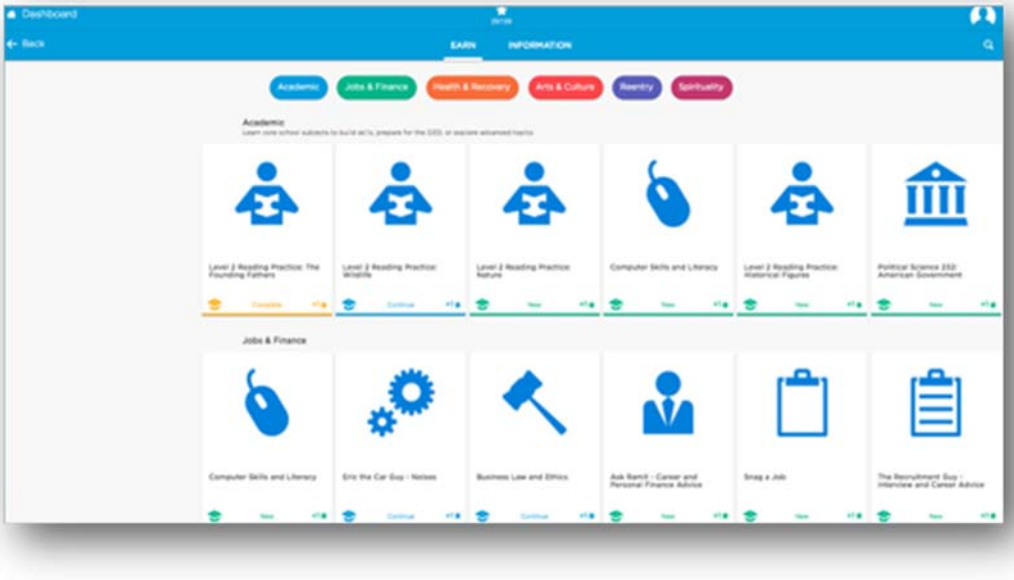


Edovo Core Dashboard

Key Functionalities

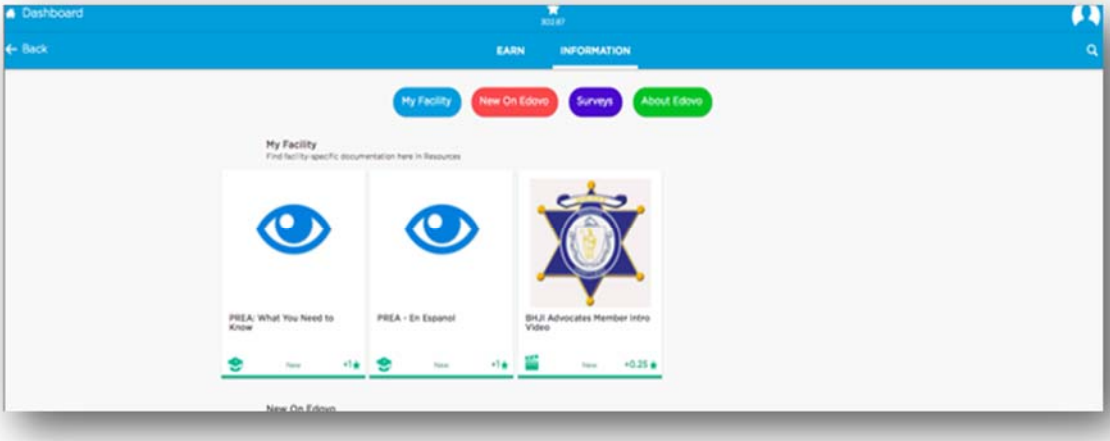
- ***Discovery – helps learners explore our breadth of content and uncover how to navigate and where to find something interesting to the learner***
- ***Information – stores all content specific to your facility***
- ***Goals – organizes commonly explored topics for ease of use***
- ***My Edovo – includes transcripts & certificates and general personal tracking so learners don't lose their place***
- ***Edovo Go – enables learners to continue education once released***

In the Discovery tab, users can search for topics of interest and select a Course Card to access the lessons encompassed within that course.



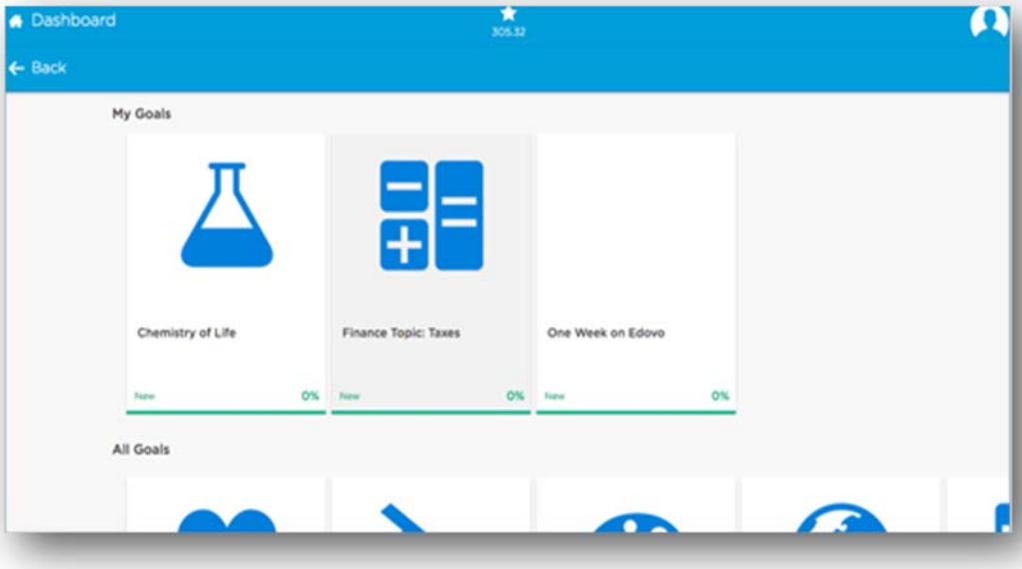
Discovery Tab

The information tab is where all content that is specific to your Facility will be kept.



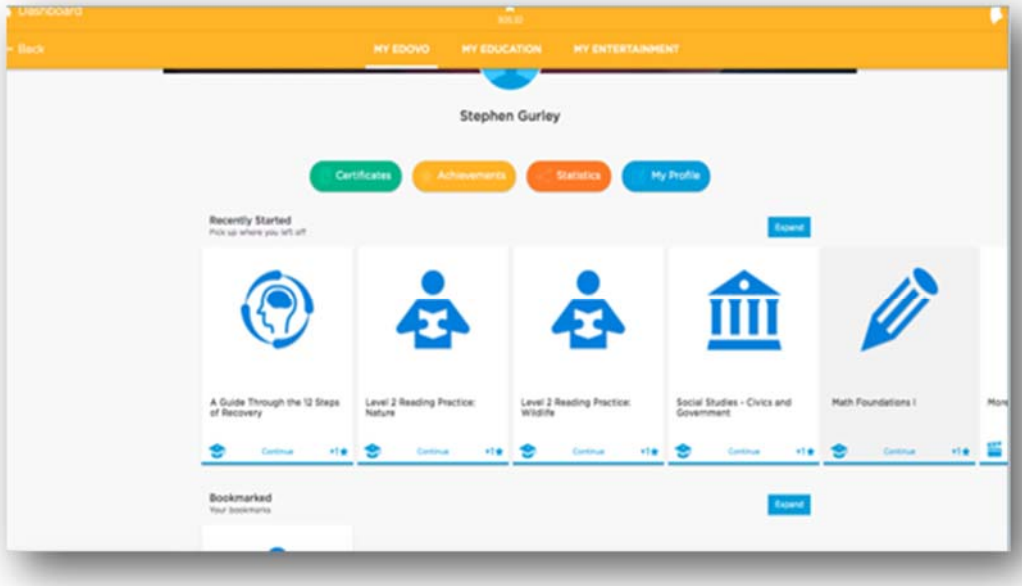
Information Tab

The Goals tab allows the user to compile courses and lessons focused around a specific subject of interest to the learner.



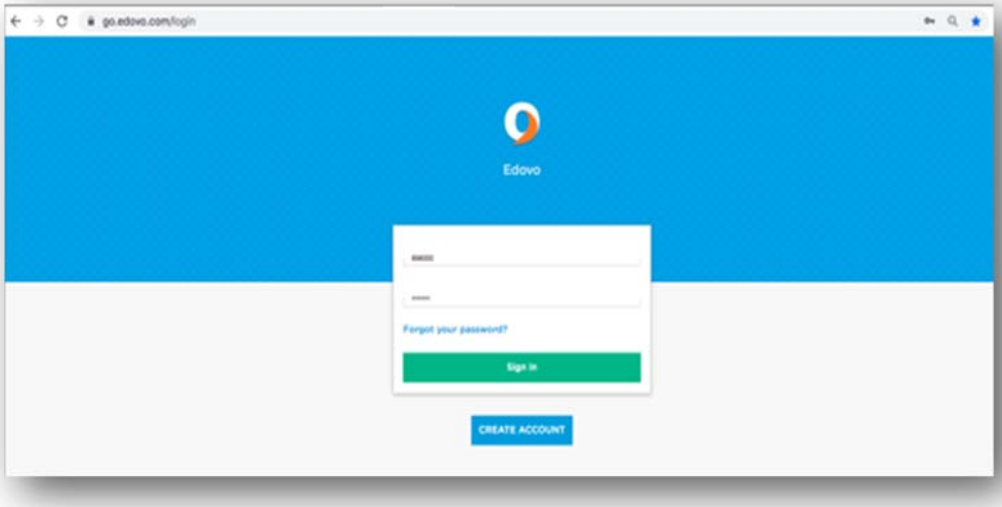
Goals Tab

The My Edovo tab allows the learner to view his or her individual statistics since creating an account with Edovo. They can review all certificates received from completed courses, and a full transcript of all education completed in the system.



My Edovo Tab

Edovo Go allows learners to continue their education once released – at no cost to them!



Edovo Go Tab

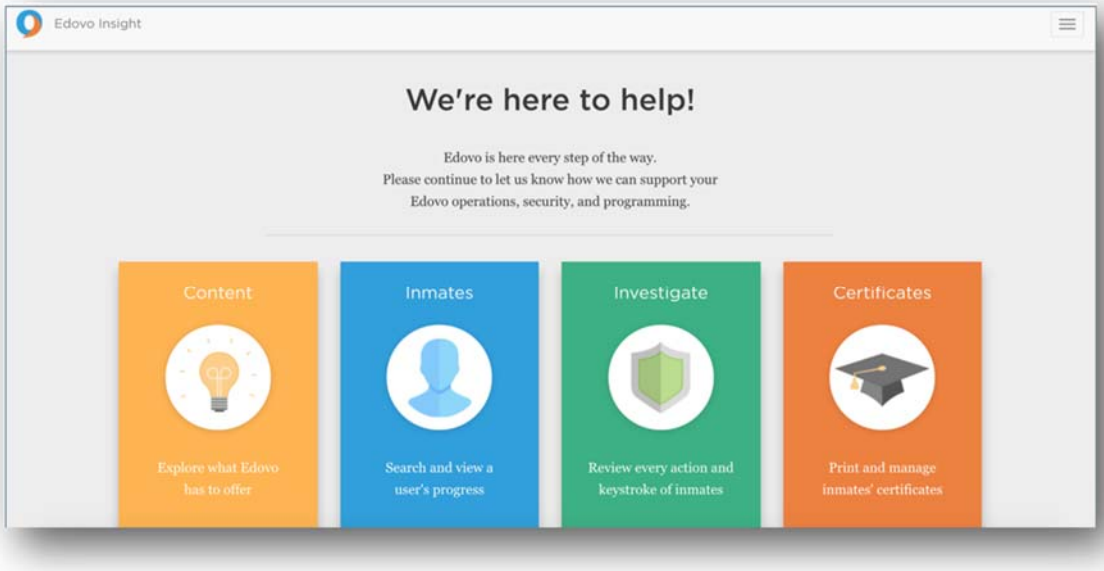
Examples of Available Coursework	
Cognitive Behavioral Therapy & Mental Health	• *Cognitive Behavioral Therapy: Addressing Criminogenic Factors* • *Houses of Healing: A Prisoner's Guide to Inner Power & Healing* • *Parenting While Incarcerated (150+ hours of coursework)* • *Mindfulness-Based Substance Abuse Treatment (50+ courses)* • *Anger Management (25+ courses)* • *Peace Education Program (10 courses)*
GED, HiSET & TASC	• *English Language Arts Foundations I, II, III and Phonics (200+ courses)* • *Core Curriculum GED Material (150+ courses)* • *GED Test Prep (150+ courses)* • *Dropping Back In* • *GED Checklist* • *Channel of Science and Engineering (130+ courses)* • *Khan Academy Lite (4,000+ lessons)*
Job Skills & Personal Finance	• *Introduction to Credit Reports and Credit Score* • *Introduction to Personal Finance (50+ courses from 4+ providers)* • *Cisco Networking Certification* • *Commercial Driver's License Certification* • *Digital Literacy* • *Introduction to Customer Service*

	• *Introduction to Customer Service Management* • *ServSafe Certification* • *SquareUp* • *Career Exploration* • *Trade-Specific Courses* • *Vocational Skill-Building*
Religion and Spirituality	• *Bible Correspondence Course* • *Topics in Islam* • *Topics in Judaism (Dozens of providers, 100+ courses)* • *Topics in Christianity (50+ providers, 500+ courses)* • *Topics in Mormonism (Dozens of providers, 250+ courses)* • *The Aleph Institute* • *Video Sermon Library* • *Religious Holy Texts* • *The Bible Project*
Health	• *Florida Literacy Coalition: Staying Healthy* • *Health Insurance Basics* • *How to Apply for Health Insurance* • *Properly Utilizing Health Services* • *Topics in Health: LGBTQ* • *Topics in Health: Veterans* • *Topics in Health: Women* • *Fitness & Nutrition (250+ courses)* • *Personal Hygiene* • *Reproductive Health* • *Seeking Substance Abuse Treatment (750+ courses)* • *Meditation (50+ courses)* • *Workout Videos (750+ workout videos and courses)*
Reading and Literacy	• *Edovo "Build to Read" Foundational Literacy* • *Edovo Literacy Library* • *Edovo Reading Comprehension* • *Phonics Video Tutorials* • *Reading Plus*
Legal Topics	• *Basic Legal Information* • *In-House Legal Sessions: Topics in the Criminal Justice Systems* • *Introduction to Constitutional Rights* • *Introduction to the Courtroom* • *Introduction to Criminal Process*

Personal Development	• ***Beyond Prison, Probation, and Parole (50+ hours of engagement/coursework)*** • ***Michael G. Santos Foundation (100s of hours of engagement/coursework)*** • ***Pacific Garden Mission***
Exploration Content	• ***Educational & Instructional Videos*** • ***Library of E-Books (250+ e-books)*** • ***Library of Inspirational Videos: Life after Incarceration*** • ***Manuals & Resources for Vocational Training*** • ***Podcasts (6+ podcasts)*** • ***Poetry (64 spoken word series, 1,000+ poems)*** • ***NASA Launch Pad (86 courses)*** • ***Leadership Conferences (4+ nationally recognized leadership conferences and seminars)***
Language Learning	• ***ESL for Spanish Speakers***
Creative Content	• ***Edovo Beats*** • ***Re-Entry Communication Skills (100s of hours of engagement/coursework)*** • ***Letter Writing Series*** • ***Peer Tutoring Series***
College	• ***Beginning Algebra*** • ***Business Law & Ethics*** • ***Continuing Your Education: An Introduction to College Courses*** • ***Economics 101: Principles of Microeconomics*** • ***Intro to Business Communications*** • ***Intro to Legal Studies*** • ***Political Science*** • ***Psychology 101*** • ***Real World Math 101*** • ***Pilgrim Theological Seminary***

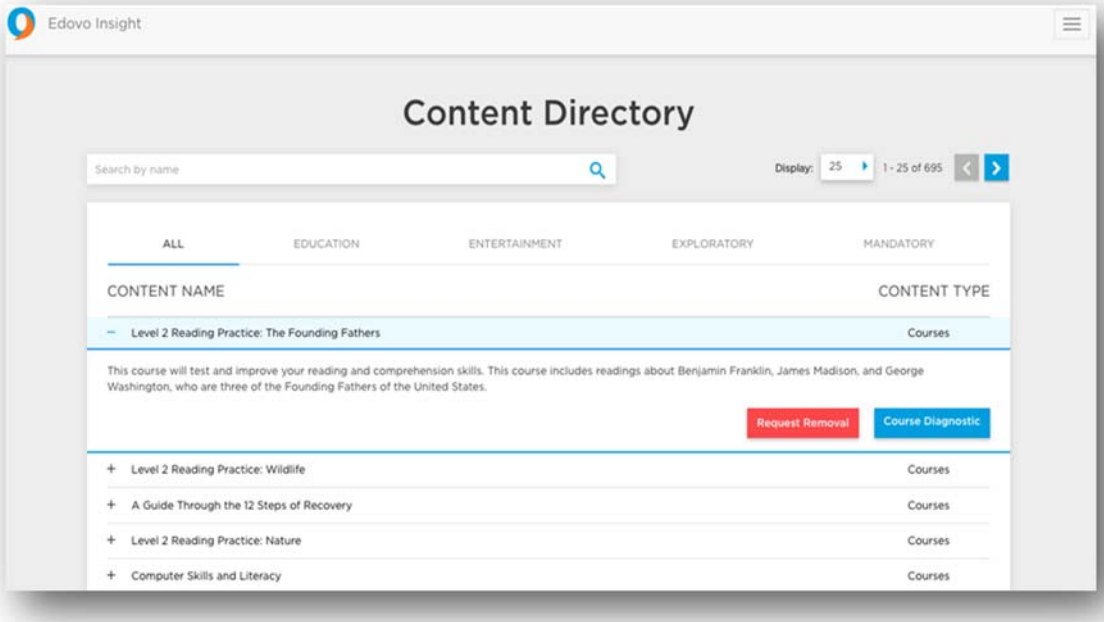
Edovo Staff Management Portal

With the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Just like to the inmate functionality, Edovo Insight features a dashboard page:



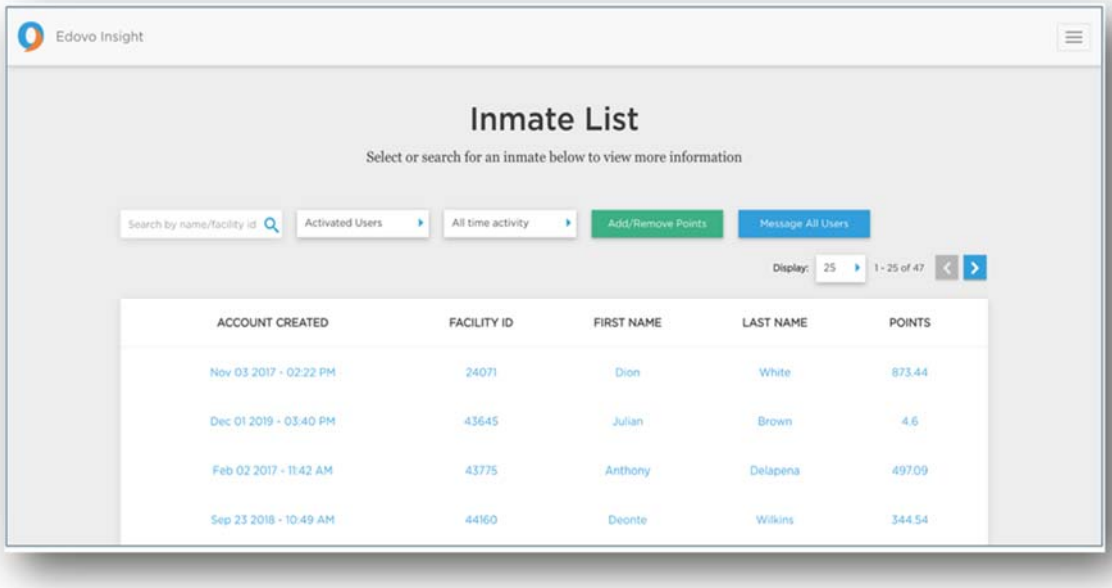
Edovo Insight Staff Management Portal Dashboard

In the Content section, staff can view a full list of courses available within the Facility, see the progress made on the course work taken by learners, and request removal of content if necessary.

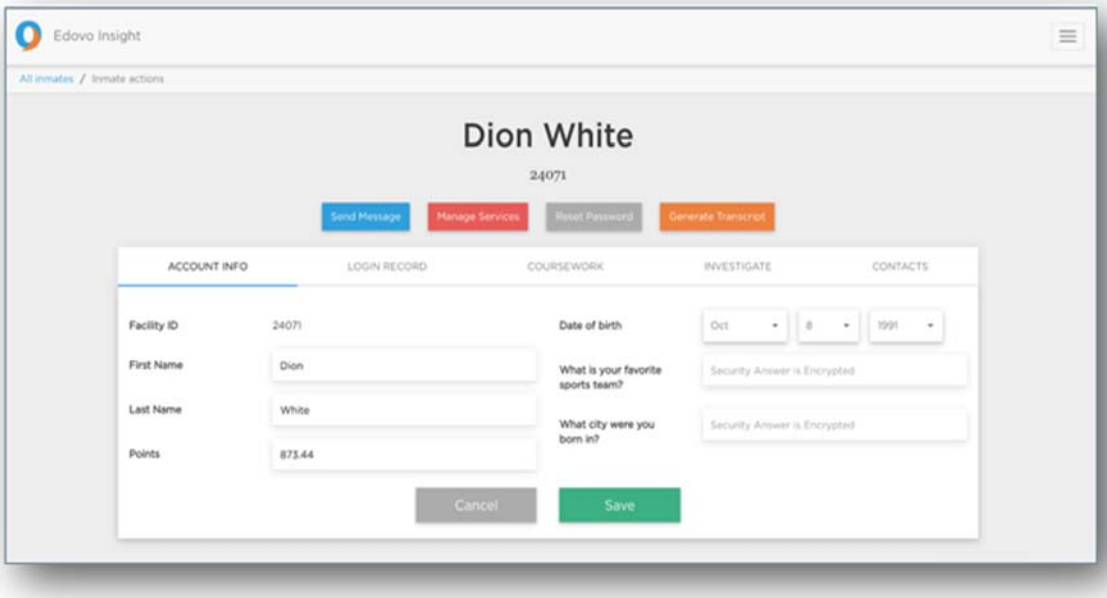


Content Directory

The Inmates section allows staff to look further into each Edovo learner at your Facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual learner.

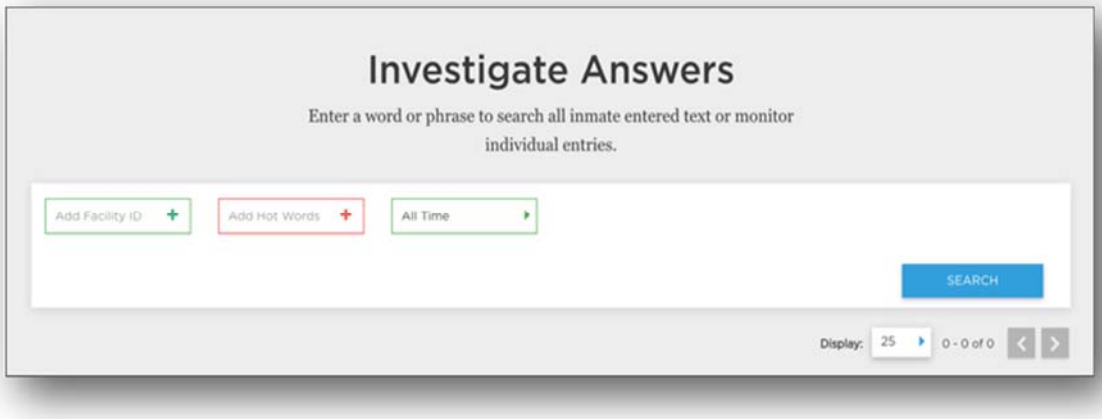


Inmate List



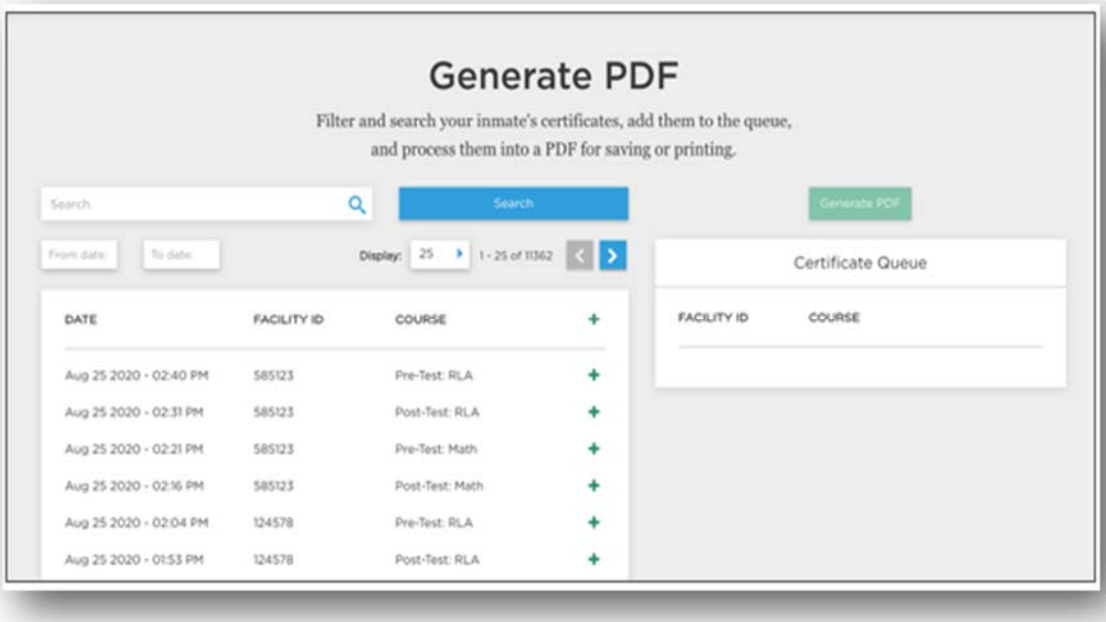
Learner Profile

In the Investigate section, staff can view all short answer questions that have been entered into the system. These answers are not visible by the inmate post submission. You can also run a search for "hot words" – words or phrase of interest that appear in any inmate-entered text.



Investigation

The Certificates section allows staff to generate and save or print certificates of completion by inmate or in bulk.

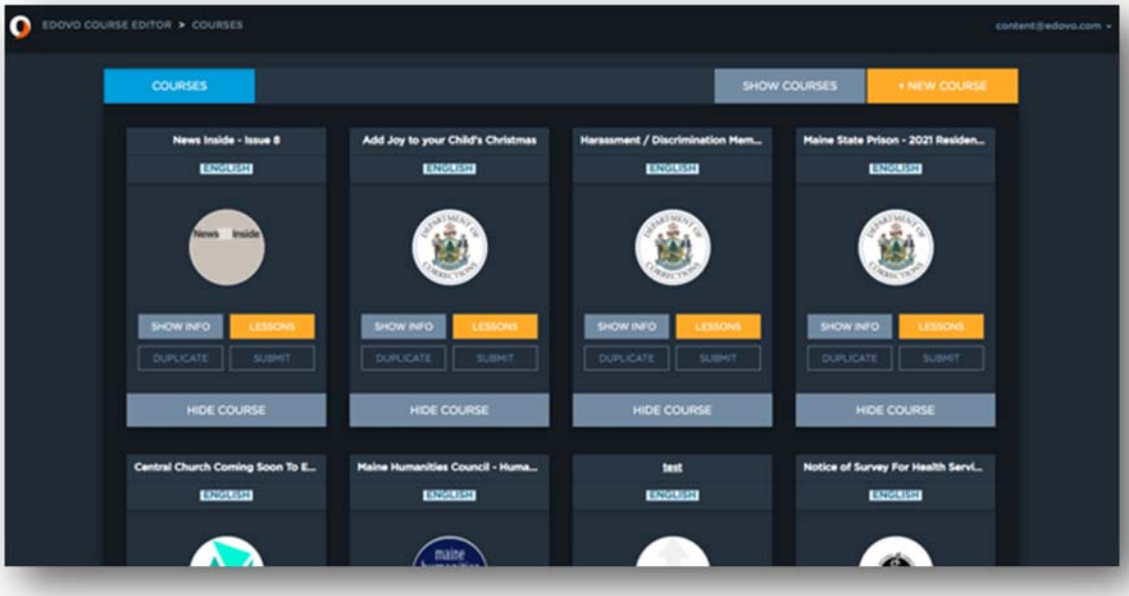


Certificates

The Analytics section provides key insights into how learners at the Facility are spending their time on Edovo. This section may be available to certain users with adequate permission levels.

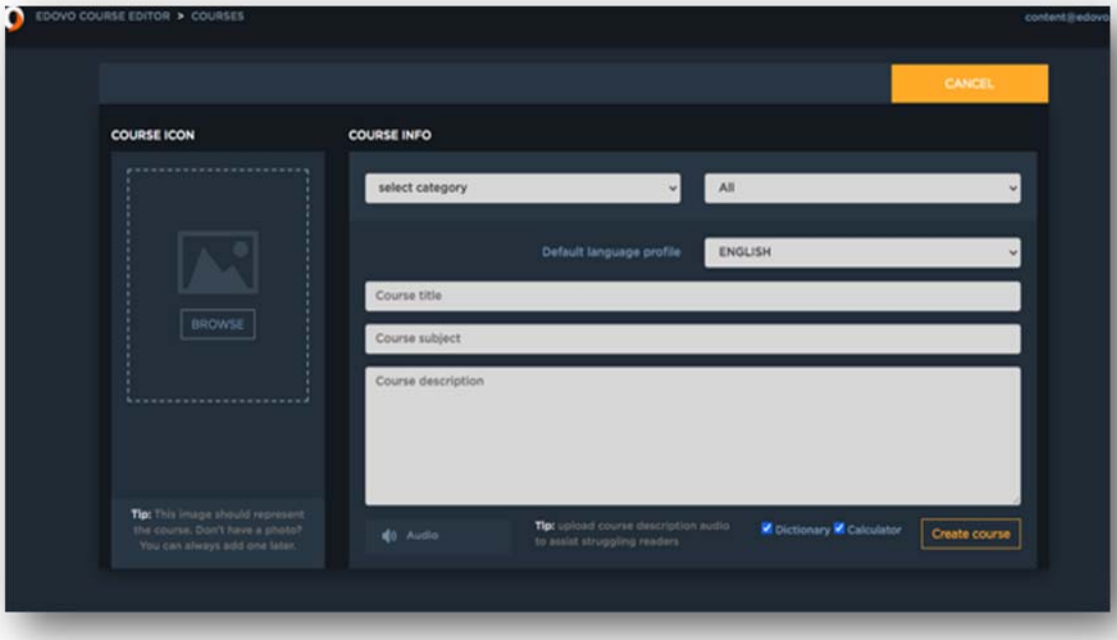
Analytics

The Course Editor tool, available to certain users, allows administrators to view and edit courses for the Facility's profile.

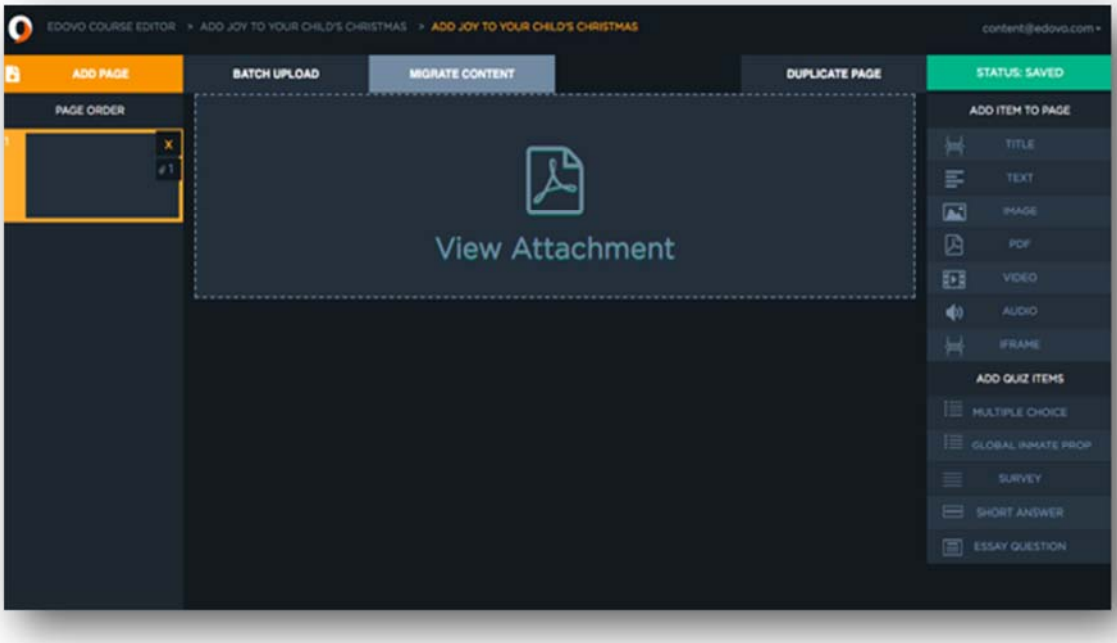


Course Editor – Home Page

To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.



Course Creation



Building Lessons

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.

ICSolutions Response:

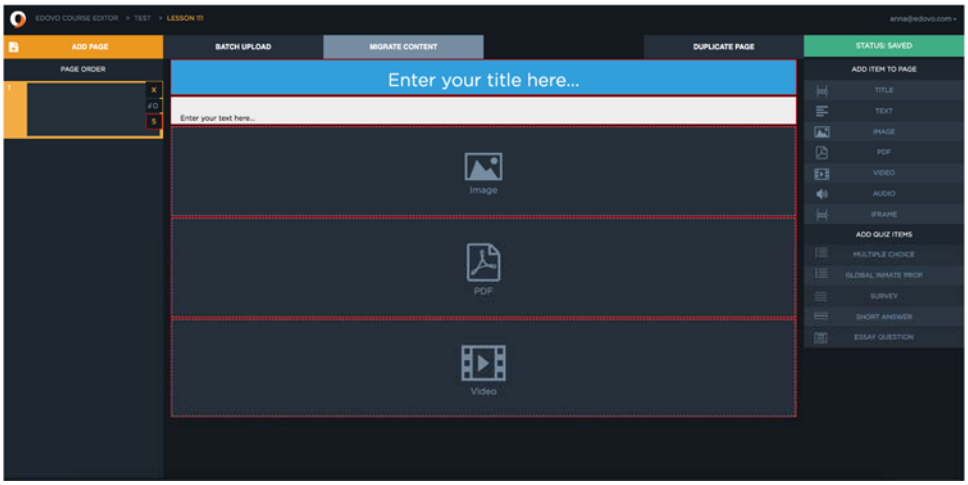
ICSolutions has read, agrees, and will comply with the requirements as stated.

Third Party Content

Edovo has 8 years of experience ingesting all formats of content, including SCORM material, and we are frequently evaluating additional common formats as well. We have worked with nationally recognized content partners to provide our users with access to programming in a variety of areas including: substance abuse treatment, health literacy, anger management, cognitive behavioral therapy, parenting while incarcerated, meditation, emotional development and more. Edovo is focused on providing opportunities for incarcerated individuals to overcome their addictions and improve their well-being while incarcerated, better preparing them for re-entry and improving general public safety.

Course Editor

The Edovo Course Editor allows staff members (including case managers 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.

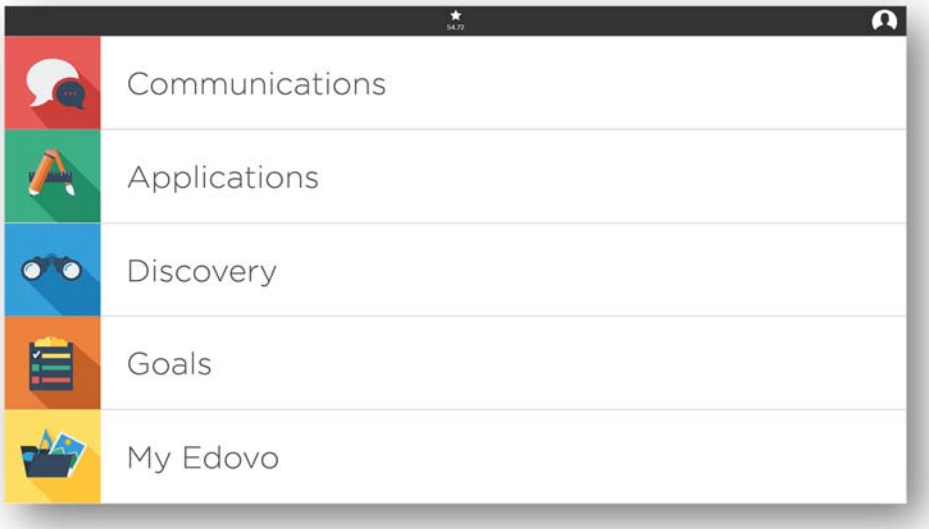


Uploading Custom Content using Course Editor

The Course Editor tool will allow dedicated staff to create coursework for the entire State institution or select sites. This customization allows for coursework to be assigned at one, multiple or all sites within the State based on your needs or programming.

Learn

The Learn application offers incarcerated learners access to thousands of hours of educational, rehabilitation, vocational, and self-improvement content that has been curated specifically for the incarcerated population, as well as tools and resources for the individuals to develop their interests, access learning paths, and stay motivated to reach their goals. The content on Learn aims to provide opportunities for learners outside of in-person or virtual classroom settings, and augments the experience learners may have in Edovo Classroom.

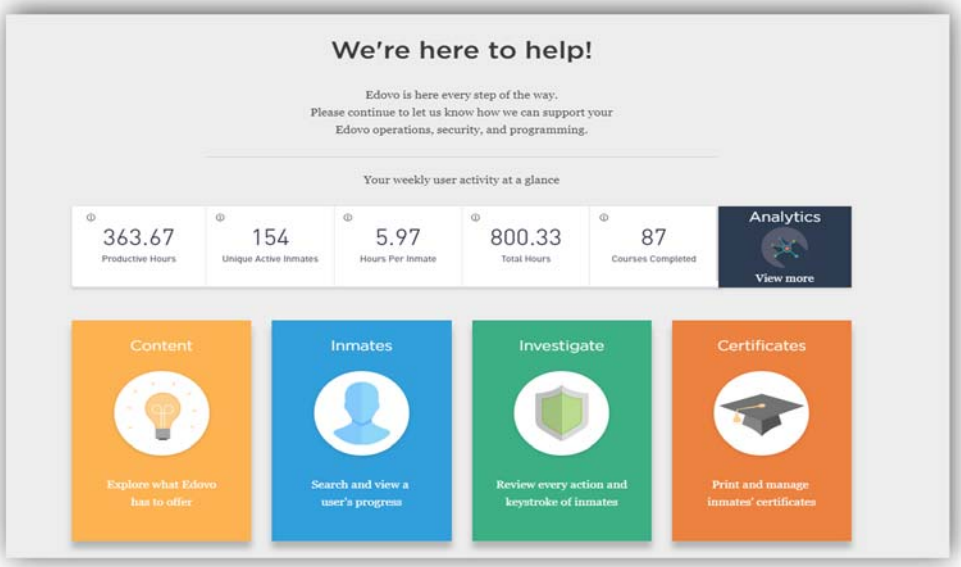


Edovo Classroom

As part of our Edovo Classroom suite in development, we offer a feature rich classroom and enrollment experience designed to extend the physical classroom experience into the digital. Courses that live in the Edovo Classroom are not inherently available to the standard learner, but can be assigned to a learner or subset of learners based on requirements identified by the facility staff which may include necessary prerequisites or learner self-enrollment. Educators and staff can assign courses today, but Edovo Classroom creates a sandbox of a subset of learners within a digital classroom in which an instructor can engage, teach, and monitor. In the Edovo Classroom instructors are also able to combine analog inputs (learning outside of the digital environment) with digital learning to create a more comprehensive record of the learner's engagement. Pricing for Edovo Classroom is included in our COST PROPOSAL.

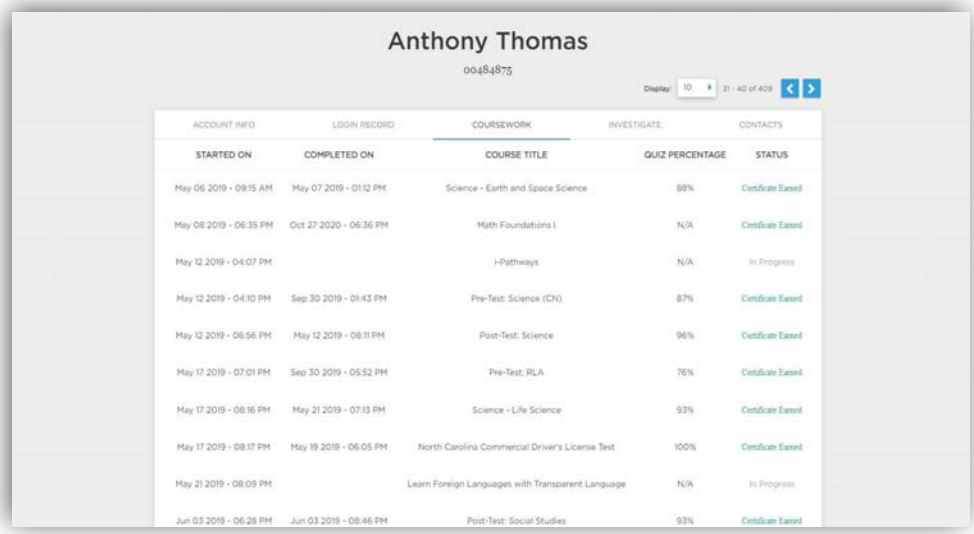
Edovo Insight

The Edovo platform comes with our Edovo Insight application. Insight is a fully customizable roles- and permissions-based platform for your agency's administrators that allows them to monitor and understand course enrollment and participation. Its simple user interface enables administrators to view and control all Edovo content and incarcerated user accounts.



Insight Home Screen

Edovo wants you to have unlimited access to the tools to review educational behavior and attainment. Insight will allow the agency to track user progress and engagement, and it will let you track the actions taken by any specific inmate on the platform, which includes individual student progress, course completion, certificates earned, and more. Investigative tools like hot word flagging and answer submission reviews also give administration a line of sight into how the tablets are being used and any how users are interacting with the devices.



Overview of Individual Inmate Coursework

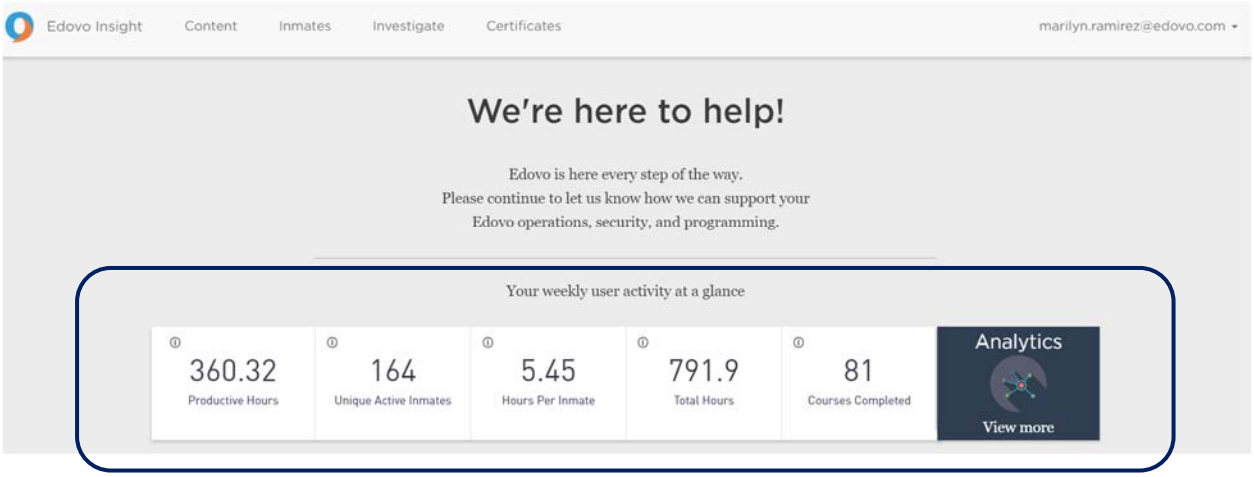
By focusing on rehabilitative outcomes, the agency will see increased levels of user engagement and will have tangible results to share with organizational leadership and community members.

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

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

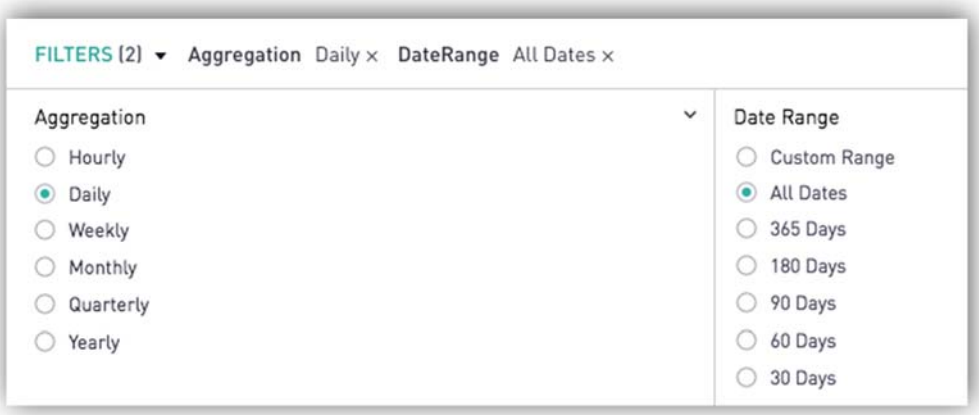
Insight Reporting Tools

After logging into Insight on an officer tablet or another authorized device, staff will find weekly user activity at a glance on the main homepage.



Insight Homepage

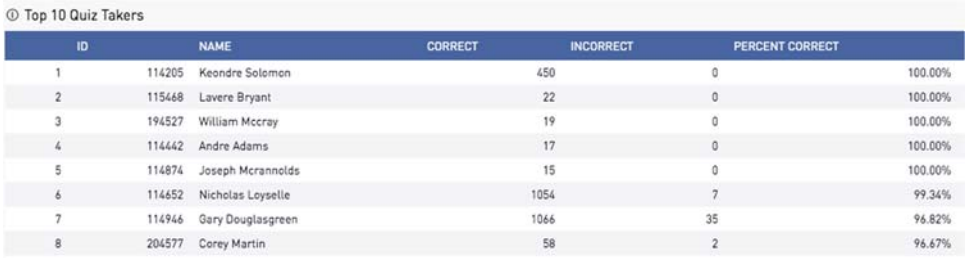
Once a staff member clicks on "View More" in the gray Analytics box, they will be taken to the Facility Reporting Dashboard where staff can easily begin to filter reports to view activity from hour to hour, monthly, or even annually.



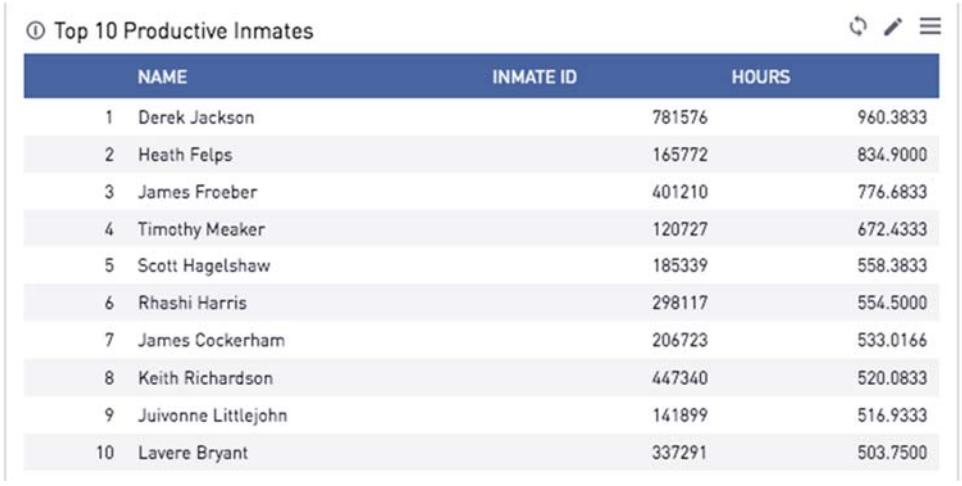
Dashboard - Filter Window

After selecting a time frame, Insight breaks down the reporting even further. Depending on what information is important to your staff, Insight offers the ability to view data such as who and when did learners complete facility-required training such as PREA, Top Ten Courses Completed, usage on a user or facility level basis, etc. Administrative staff will be able to monitor which courses are most popular within your facility, which courses have the highest completion rates and other content-related metrics.

Top 10 Courses Completed

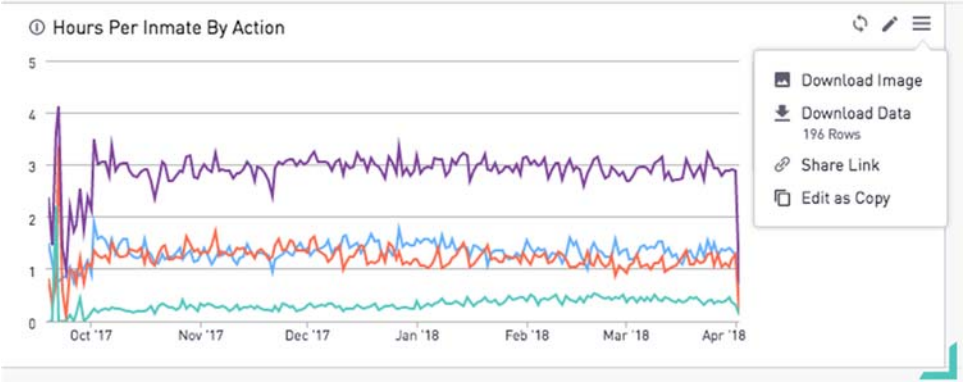


Top 10 Quiz Takers



Top 10 Productive Inmates

Additional reports can be requested for comprehensive usage statistics including hours spent on education, time spent on productive coursework, average time spent on device by user, etc.



Insight Screen for Action Frequency/Duration per Inmate

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

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

Because the Edovo suite was designed with a tablet focus to reach the over one million incarcerated learners that rarely if ever reach a classroom, we have an extensive library of self-paced courses, and we are constantly enhancing the platform to encourage individual success and consistent engagement. However, we also recognize that many agencies have the resources to enable more teacher-led, technology supported classes, and through Edovo Learn and our Edovo Classroom we have a variety of ways we support this. This practice benefits the agency in the following ways:

- ***Direct control of programming and resources***
- ***Each learner goes at his/her own pace***
- ***Centralized source for education, management, and investigation.***

ICSolutions has provided the Edovo Content List in the overview provided in response to REQUIREMENT 2.1.1. It offers an overview of our most targeted programs in reducing recidivism by offering educational, rehabilitative, and vocational coursework to incarcerated populations.

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

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

Edovo's partner i-Pathways is Common Core aligned for basic reading, language, numeracy, writing, and GED preparation. The i-Pathways curriculum and instruction were developed with expert adult educators spanning 12 states and cover relevant Common Core standards.

ICSolutions' BRIDGE tablet solutions include i-Pathways at NO COST to the Nevada DOC!

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

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

Edovo offers thousands of courses and learning resources within each core learning pillar, including Life Skills. Topics such as empathy, critical thinking, problem solving, cooperation, decision making, self-management, communication, and resilience are all included in Edovo's Life Skills content.

We have described the Edovo platform and the content contained within it in response to REQUIREMENT 2.1.1.8 below.

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

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

Edovo was one of the first Khan partners in prison and continues to support an extensive library of Khan Academy videos as well as other similar learning support resources.

We have described the Edovo platform and the content contained within it in response to REQUIREMENT 2.1.1.8 below.

2.1.1.7 Self-Assessment Courses (list all available).

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

Self-assessment is a critical component in all of our courses which we make easily navigable to the user to identify the courses that will help them find, get and stay on a path for personal improvement.

We have described the Edovo platform and the content contained within it in response to REQUIREMENT 2.1.1.8 below.

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.

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

Our educational platform offers well over 60,000 of pieces of educational content in the form of Courses and Learning Resources, and we add new content every week or two. ICSolutions is committed to working with Nevada DOC, as well as any other participating entities, to ensure the Facility has access to the content they need.

Our team has researched and sought out the most engaging, content-specific courses that are relevant for the unique needs of the corrections environment. We understand that most of our users are adult learners with varying educational backgrounds, which is why we provide various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements. They will be asked questions throughout the courses they complete to help them stay involved and remember the concepts they learn. The needs of these users are unique. Many require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in our Edovo suite of educational and rehabilitative programs.

Edovo offers thousands of courses and learning resources within each core learning pillar, including Life Skills. Topics such as empathy, critical thinking, problem solving, cooperation, decision making, self-management, communication, and resilience are all included in Edovo's Life Skills content.

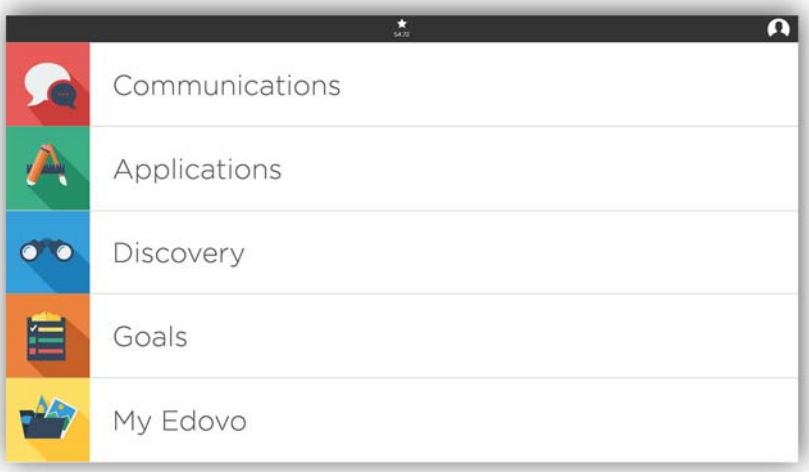
Edovo was one of the first Khan partners in prison and continues to support an extensive library of Khan Academy videos as well as other similar learning support resources.

Self-assessment is a critical component in all of our courses which we make easily navigable to the user to identify the courses that will help them find, get and stay on a path for personal improvement.

Exploring the Edovo Platform

Edovo's content is categorized in a way that is easy to navigate and understand by our learners. Edovo contains some of the most robust content in the industry, spanning all required areas and more. Our platform 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 users.

When a student user first creates an account, they are immediately prompted to watch a tutorial video on the Edovo system, which covers the navigation of the platform; how to submit questions, problems, or general questions to our customer service department; and the types of content available to them within the system. Students always have access to this same tutorial video through our "Help Center," which also includes an in-depth FAQ. For students with special needs, specialized help and support courses and learning resources can be created and assigned to them for added assistance, as they become familiar with the learning platform.



Edovo Dashboard

Under the Discovery tab, users will find the core educational content available on the platform, covering the broad domains of academics (basic reading, writing, and math through college equivalency), vocational skills and training, and cognitive behavioral therapy. Instead of throwing uncategorized content on a tablet and assuming your population will understand our navigation, we have categorized our learning content in the following categories:

- ***Cognitive Behavioral Therapy & Mental Health***
- ***GED, HiSET & TASC***
- ***Job Skills & Personal Finance***
- ***Religion & Spirituality***
- ***Health***
- ***Reading and Literacy***
- ***Legal Topics***
- ***Personal Development***
- ***Exploration Content***
- ***Language Learning***
- ***Creative Content***
- ***College-Credit***

Vocational Skills

Various courses and services are available to the user through the Edovo platform to help prepare for successful re-entry. There is an extensive library of employment support services, including vocational certifications, video-based courses on workplace etiquette and the application process, and job skill programs.

Self-Improvement Content

In addition to multiple vocational services offered on the platform, there is also a wide variety of treatment and wellness programming, including thousands of hours of exploratory learning material allowing inmates to read articles, watch videos, and learn about topics ranging from physics to personal finance. We have worked with nationally recognized content partners to provide

our users with access to programming including: substance abuse treatment, health literacy, anger management, cognitive behavioral therapy, parenting while incarcerated, meditation, emotional development, and more. Edovo is focused on providing opportunities for incarcerated individuals to improve their well-being while incarcerated, better preparing them for re-entry and improving general public safety.

Evidence-Based and Research-Driven Content

Here at Edovo, we are confident that our program will provide desired solutions for the agency, and we are pleased that we are able to speak directly to the benefits of our program. Simply put, the goal of Edovo is to improve the lives of those who are incarcerated and unlock the human potential behind bars by providing daily access to educational, vocational, and cognitive-behavioral therapy programming tailored to the needs and interests of the incarcerated. Edovo reaches incarcerated learners with a range of literacy and comprehension levels, allowing users to work at their own level and pace, and they can pick what motivates them to achieve their learning goals. Our platform enables personalized, self-driven learning and exploration in K-12/GED and college education, vocational training, employment opportunities, and community resources.

What makes Edovo different on a sustained basis is our depth of content and provision of research-driven content. With thousands of hours of materials and hundreds of courses (and growing), we meet an incarcerated learner's needs:

- ***Academic from literacy and adult basic education to college credit***
- ***Vocational from career exploration to skill-building and interview preparation***
- ***Rehabilitation spanning substance abuse, anger management, parenting, and more.***

In curating our courses, we focus on evidence-based and research-driven courses. We recognize that tablets are still a newer medium in prisons, and while we are offering educational software with courses that are research-driven and evidence-based, there is still much learning to be done regarding its usage in tablets. Having said that, Edovo is confident in our offering; we have partnered with practitioners and policymakers to understand the greatest areas of need in academic, job skill, and treatment programming. In each area, we find a partner with a track record in correctional or remedial education that (where possible) aligns with a national credential. Even more, while we are updating our library with new Edovo content every other week, we have also designed a platform that allows us to meet the needs of specific agencies and their specific requests for particular content. As an example we recently worked with another state department of corrections to upload numerous courses, trainings, and certifications, from a state operated repository of vocational content specific to the state.

Examples of our content library by category are as follows:

Academic

Credit Aligned College Courses

Our credit-aligned college courses, recognized by the American College of Education and the National College Credit Recommendation Service, are accepted at 1,500 - 2,000 colleges and universities around the country.

Credit Aligned Edovo Courses	Recognition	
BUS 208: Principles of Management	NCCRS	ACE
BUS 205: Business Law & Ethics	NCCRS	ACE
ECON 101: Principles of Microeconomics	[redacted]	ACE
PSYCH 101: Intro to Psych	[redacted]	ACE
MA 001: College Algebra	NCCRS	ACE
POLSC 201: Intro to Western Political Thought	NCCRS	[redacted]

Vocational

We selected job skill areas based on Target Occupational Profiles developed by the United States workforce system and screened them for availability for someone with an arrest or conviction history. Target occupations are growing in terms of job placements nationally, have strong wages, and are easy to train for without an advanced degree. We align with national and state vocational standards such as ServSAFE (for food safety), Commercial Driver's License (for trucking), CCNA (for Cisco networking), and more.

Social-Emotional Learning / Rehabilitation

Cognitive-behavioral therapy consistently shows an impact on a number of factors that lead to a reduction in recidivism, across 69 separate studies, of 30%. Edovo developed the following courses with licensed practitioners, using a CBT approach:

Thinking for The Future

"Thinking for the Future" is a cognitive-behavioral therapy course that replicates a course taught in a facility. This video series features group therapy sessions led by two experts in Cognitive Behavioral Therapy (CBT) -- Jennifer Luther and Dr. Paula Smith. Students learn how to set goals, think critically, identify and avoid risk, and other skills to improve rehabilitation and re-entry. Each lesson contains brief quizzes that must be completed with either a text response or multiple choice response. Additionally, because this course is reflection-based, incarcerated learners are expected to respond to questions centered on CBT.

Houses of Healing

Using a combination of behavioral therapy, mindfulness training, and non-sectarian spiritualism, this course is designed to help incarcerated individuals forgive, heal, and rehabilitate. "Houses of Healing" is an emotional literacy course specifically designed for incarcerated individuals, using videos, daily exercises, and a guiding text to help users make better decisions, stay in control, and set life goals. Edovo considers this to be a beginner reader-friendly course, as although it is text heavy, incorporated videos explain the majority of the material. There are 12 lessons total that engage a learner in developing both self-acceptance and self-accountability.

Anger Management

Mindfulness-based interventions like our guided meditations and mindfulness-based substance abuse course show significant results in reducing substance abuse, stress, and anger, and have been used successfully in correctional settings time and time again. With guidance from the Substance Abuse and Mental Health Services Administration, we designed our "Anger Management" course work to teach incarcerated learners how to manage anger, stop violence or the threat of violence, develop self-control over thoughts and actions, and receive support and feedback from others.

Research Initiatives

As aforementioned, tablet technology within correctional spaces is a new field--instead of merely tossing content onto a device, we have spent more than 5 years researching and curating the most relevant teaching materials for incarcerated learners to discover the power of what tablets can do across multiple levels. As a result, we have partnered with national experts to develop & evaluate new programs on Edovo:

- ***The National Institute of Mental Health selected Edovo for a grant to adapt evidence-based CBT interventions for depression to the correctional setting. We worked with expert psychologists to customize cognitive-behavioral therapy and other evidence-based mental health interventions for the Edovo platform.***

- ***Edovo and research collaborators from around the US have received a National Library of Medicine Health Disparity grant to develop and evaluate a health literacy intervention. The grant application was awarded a high impact score and began in 2017. We worked in conjunction with health experts from Augusta University in Georgia and Gallatin County Jail in Montana to deliver targeted health resources and learning materials to inmates in partner facilities.***

- ***The Koch Foundation and J-PAL at MIT have supported a grant to develop and evaluate an intervention to influence positive decision-making and taking advantage of available educational, job, and reentry resources during the transition into the community. This is in partnership with a criminologist and a behavioral economist at The University of Virginia. Our collaborations resulted in the development of a technical re-entry support system that provides inmates information tailored to their needs to facilitate the re-entry process.***

- ***The Marshall Project Civic Engagement Survey was a collaboration between Edovo and The Marshall Project to understand the political views of incarcerated people. Though most people in prison cannot vote, it was imperative to understand how they felt about policies regarding criminal justice when they are the ones who are affected the most. More than 8,000 incarcerated individuals responded to a combination of print surveys and electronic surveys transmitted through our tablets. This data allows us to understand how our content is interpreted from a political standpoint.***

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;

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

This functionality is available as part of Edovo Classroom.

B. Send pre-event reminder notifications;

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

This functionality is available as part of Edovo Classroom.

C. Set registration open/close dates;

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

This functionality is available as part of Edovo Classroom.

D. Permit individual and batch enrollment;

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

Through Edovo Learn, appropriate facility staff are able to assign any coursework in the content library to a student or batch of students. This Assignment feature will show the class as assigned to both the learner and assigning staff/instructor. If the desire is to bundle students into more of a cluster or classroom environment, this can be done more comprehensively as a part of our Edovo Classroom suite.

E. Handle prerequisites during training registration;

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

Edovo offers multiple ways to enable prerequisites in both our Learn and Classroom suites.

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

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

This functionality is most fully available as part of Edovo Classroom and allows "analog" inputs to be recorded as part of the course and classroom. Edovo Learn is also expanding to allow for more direct integrations with Offender Management Systems and direct inputs from facility staff.

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

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

Edovo Learning Paths

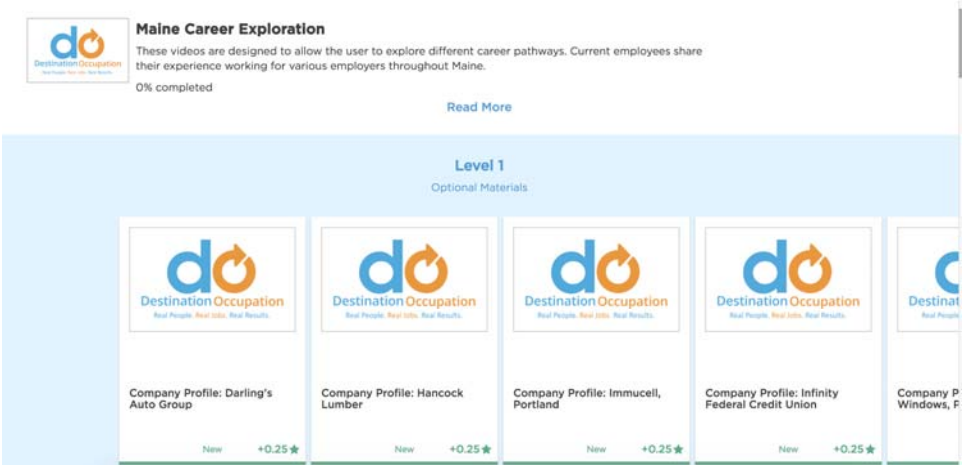
When considering specific patterns of education or goals (learning paths), we can manually and automatically organize and categorize content into specific goals for your learners to engage in. This may look like taking all of your mental health programming that you currently have in place, bringing them onto the Edovo platform and then creating a goal allowing users to progress through the different coursework on their own.

Edovo also recognizes that simply providing educational material is not enough to drive the outcomes we are committed to. Because of this, our learning paths curate specific courses and content to help users achieve a range of predetermined outcomes. These targeted learning plans are drawn from the expansive Edovo library of close to 300 courses and over 10,000 additional learning resources and are specifically designed to help the user achieve personally desired outcomes or goals that they hope to complete either while incarcerated, or upon release. Developing a new skill set or planning for success upon release can feel overwhelming. Edovo provides our users with clear, actionable steps they can complete to achieve their goals and make progress toward concrete self-improvement.

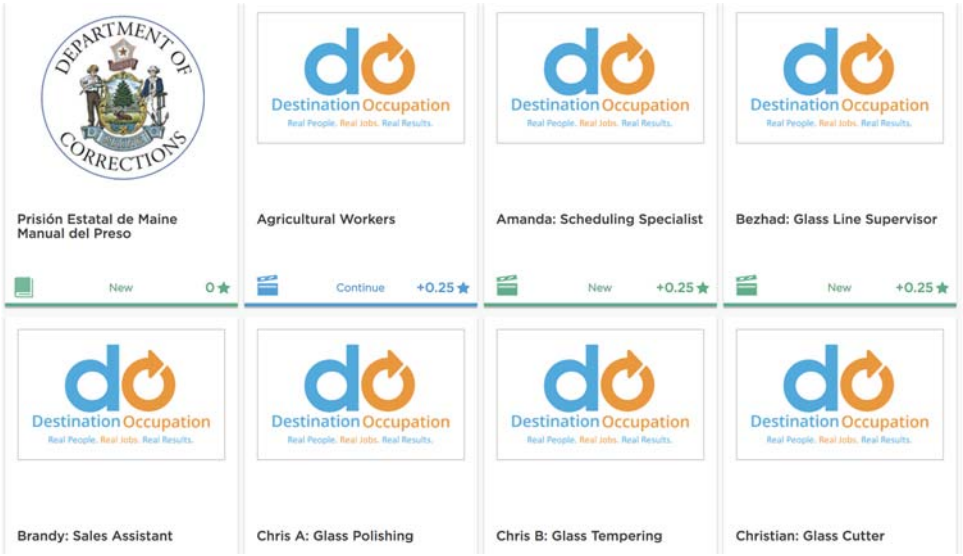
Once inside a goal, an inmate engages in a curated playlist of content at different levels. All required content in the first level must be completed to move on to the next level. Until an inmate has completed a level, the content in the levels afterward is not yet available. This structure and clear path to success is an incredibly beneficial tool to help drive continued progression toward self-improvement and realized outcomes. Edovo has also curated additional "optional" materials that are helpful to an inmate working toward a specific goal.

Snapshot of Edovo Goals at Maine Department of Corrections

An example of this customization is our work for Maine DOC. Their commitment to their population's vocational training led them to add a Goals path for Maine-specific careers that could lead to inmates' reentry success. By completing course after course, inmates received a staggered education on possible career paths that may have been the most impactful to their futures. Edovo wants all our customers to be empowered in assisting their incarcerated populations in the most effective and efficient way possible. Our Goals application is tailorable to the needs of the agency.



Maine DOC Career Exploration Goals



Maine DOC Career Exploration Goals (cont.)

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

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

This functionality is available as part of Edovo Classroom.

I. Assignment tracking;

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

Every engagement within Edovo is logged and tracked to aid educators and help Edovo continuously improve our learning tools. As such, any assigned activities will be tracked both at an aggregate and individual level. Facility staff will be able to access this through Edovo Insight or the Edovo Classroom application depending.

J. Continuing education and certification tracking;

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

Beyond just tracking education and certifications earned, Edovo offers comprehensive transcripts to summarize learning and accomplishments. We also recognize the need for continuous motivation and success tracking throughout the learning process and have created badges and achievements that provide the nudges and motivation for learners that leads to stronger commitment and higher engagement.

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

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

This functionality is available as part of Edovo Classroom.

L. Access learner roster for an enrolled class;

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

This functionality is available as part of Edovo Classroom.

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

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

This functionality is available as part of Edovo Classroom. The ability for manual inputs as well as automatically tracked results from assignments, quizzes, etc. is available.

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

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

This functionality is available as part of Edovo Classroom.

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

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

Edovo is a dynamic platform optimized for tablets and computers, but used across all connected devices. Additionally, Edovo's education is built specifically for incarcerated adults, with curriculum designed to fit all learning levels, including many who have never held a tablet and those without basic computer literacy. We built our user interface and tutorials with this in mind.

P. Browser-based interface;

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

Q. Access control to system and data;

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

Access to Insight as mentioned above gives extensive control to every function and bit of content on the platform, as well as all of the interactions and data coming from it.

User Audit Trails

Our system tracks over 30 types of user actions, as well as an audit trail of every minute of user activity in each piece of content and curriculum. We have basic audit trail tracking of administrative accounts as well, and we can implement custom audit trail events. These analytics are performed internally by Edovo proactively to 1.) better our service offering and 2.) operate as a support service when specific records and information are requested by a customer.

We proactively monitor and track everything from learner usage to course answer responses because we care about the outcomes of our users. This ensures our users are utilizing the platform as intended and achieving substantive outcomes. For Edovo, this ensures we are measuring the success of the platform for everyone. All actions and events that occur on the network and on the tablets themselves are logged and retained at the schedule defined by your agency, with capability for indefinite persistence.

R. Secure login and authorization;

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

Access to Edovo Insight involves unique user authentication for each staff member. Access to all inmate-facing applications involves unique user authentication for each inmate. No user on any Edovo product may be logged into two instances of any application. Thus, the same user cannot be online twice. Edovo applications uniquely identify users individually and limit that user to a single application session.

Users are automatically logged out of their tablet account after 10 minutes of inactivity, but this can be configured to any duration the agency requests. Edovo limits logins for each incarcerated account to 1 active session, meaning that only 1 person can be logged into 1 account at a time.

S. Select language and time-zone preferences;

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

Edovo Learn allows a toggle between English and Spanish settings and this functionality is being extended to further language options in the future. Our Edovo Classroom also has language preferences which are more extensive. Time zones are generally set based on the user's current time zone.

T. Create individual learning plans with completion due dates;

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

Individual learning plans (ILPs) are central to Edovo's philosophy on providing meaningful daily education and self-improvement. ILPs are found in Edovo Learn where learning paths are designed, suggested and curated for learners based on their personal preferences and outcomes of personal assessments. Additionally, through the Learning Paths mentioned earlier, facilities can create specific learning plans and make assignments. There are additional features within Edovo Classroom which expand ILP functionality and allow for educators to manually create, configure, and monitor ILPs for one learner, groups of learners, or all learners under their administration.

U. Competency models with related learning activities;

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

This functionality is available as part of Edovo Classroom.

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

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

This functionality is available as part of Edovo Classroom.

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

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

This functionality is available as part of Edovo Classroom.

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

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

Quizzes and checkpoints throughout the platform can include multiple choice questions (with applicable correct answers and explanations), survey questions, pre-condition logic, short answer, and essay questions. Even more options are available through Edovo Classroom.

Y. Collect and analyze test results;

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

All quizzes and learning checkpoints are or can be graded and analyzed. These results can be viewed by facility staff/instructors through the Insight application and expanded features are available for Edovo Classroom.

Z. Ability to set passing scores for a test;

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

This is part of our Edovo Classroom suite. Some functionality already exists in Edovo Learn as it relates to how completion is recorded on transcripts.

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

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

This functionality is available in both Learn and Classroom.

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

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

This functionality is available as part of Edovo Classroom.

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

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

This functionality is available as part of Edovo Classroom.

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

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

Additional information has been provided in response to the FOLLOWING REQUIREMENT.

EE. Importation of custom content developed by third parties;

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

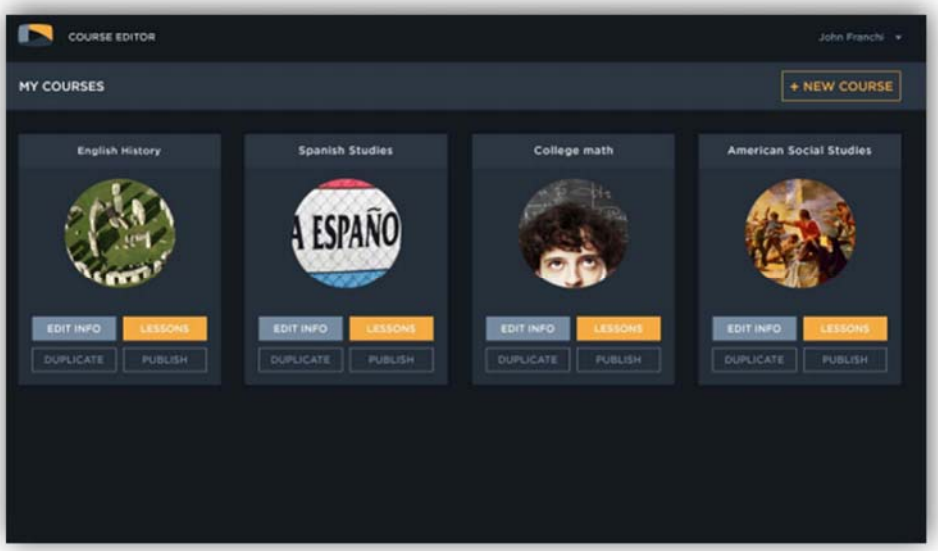
As stated above, Edovo has 8 years of experience ingesting all formats of content, including SCORM material, and we are in the process of turning on SCORM compliance. We have worked with nationally recognized content partners to provide our users with access to programming in a variety of areas including: substance abuse treatment, health literacy, anger management, cognitive behavioral therapy, parenting while incarcerated, meditation, emotional development and more. Edovo is focused on providing opportunities for incarcerated individuals to overcome their addictions and improve their well-being while incarcerated, better preparing them for re-entry and improving general public safety.

Customizable Content with Course Editor

Course Editor is Edovo's course-authoring tool that enables facilities (and community partners, if desired) to create courses containing video, audio, PDFs, images, etc., which will then be accessible by learners. Quiz questions can be added to any materials uploaded into a course to demonstrate understanding, and digital signature/acknowledgment forms can be added for incarcerated individuals to demonstrate that they have read and understood said document/form.

Course Editor is easy to use and features a simple drag and drop interface. Designated staff will be able to request a Course Editor account, through which they could create a course for submission to the Edovo platform and for display within the facility. Courses can be published to any number of relevant categories for incarcerated learners to find and begin learning within the agency's created content. Additionally, any course or facility-mandated curriculum like PREA training can be made mandatory for incarcerated individuals to complete before they can proceed into other courses and learning resources. This will allow the agency to easily have the learner complete mandated content, all the while having the ease of automatically tracking completion.

(For security purposes, all content must be first submitted to Edovo for review and approval before it is published on our incarcerated learner application.)



Course Editor Home Screen

Coursework is available to be reviewed by the same staff (with the proper permissions) within Edovo Insight. Insight will provide comprehensive data collection and analysis, as well as detailed monitoring and reporting tools.

Edovo built the Course Editor to empower all stakeholders in correctional education, from other vendor partners to agency staff, to be able to add content to the solution and incorporate it into the platform at no cost from Edovo.

FF. Courseware content repository management;

ICSolutions Response:

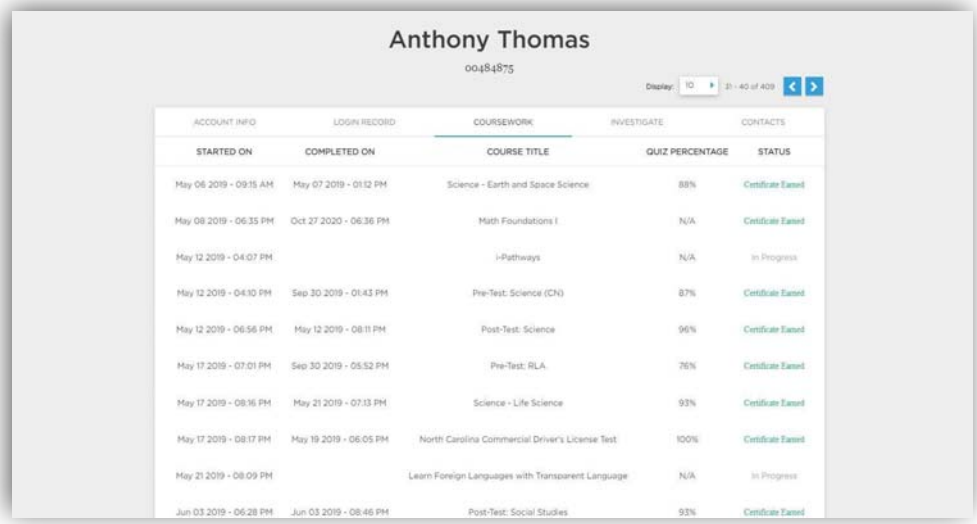
ICSolutions has read, agrees, and will comply with the requirements as stated.

The agency would have full control of all content on the platform. The agency can request to disable specific pieces or all content, if it is desired. In addition, administrative staff with access to Insight can view the specific pieces of content accessed on a user-by-user basis, as well as content viewing on a facility wide basis.

Through Edovo Insight, administrators can:

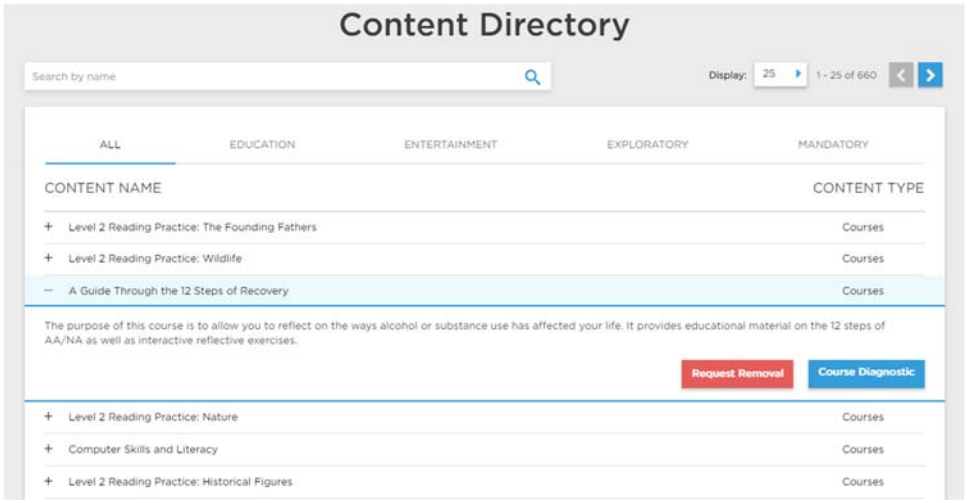
- ***View inmate's security questions and answers***
- ***Activate a facility wide "kill switch," immediately shutting down access across a facility***
- ***Block access for specific inmates or the entire facility. This can be done at any time and is generally used in instances of disciplinary events.***
- ***Deactivate and reactivate Users***
- ***Send individual notifications to inmates***
- ***Send bulk notifications to all inmates***

In Insight, administrators can view incarcerated students' progress in their coursework, both on inmate-to-inmate basis and on a facility-wide level. Insight displays the start and completion dates, course title, quiz scores, minutes spent on a specific piece of content, and whether an inmate has received a certificate of completion or is still in-progress.



Individual Inmate Coursework

Staff can also request the removal of educational and/or mandatory content.



Content Directory – Controlling Content

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

ICSolutions Response:

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

As aforementioned, Course Editor is Edovo's course-authoring tool that enables facilities (and community partners, if desired) to create courses containing video, audio, PDFs, images, etc., which will then be accessible by learners. Edovo has worked with its partners consistently to provide an experience that is tailored to their needs and the needs of their incarcerated populations.

Below is a screenshot of required coursework created for the Maine Department of Corrections. Before incarcerated learners could use the Edovo platform, they needed to read PREA reporting changes, a memo on wearing masks amid the pandemic, and an update to other facility policies. This kind of customization is valuable in ensuring incarcerated learners are engaging with the content that is facility-required.

Required Content Screen - Appears After a User Logs In if Not Yet Completed

This tool allows facility staff members the ability to upload their own coursework when desired. Users can upload PDFs, MP4 files, or even just start from scratch. The agency can add multiple-choice questions, short or long answer questions, and even check for correctness. Edovo provides training on the tools to ensure your staff's success.

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

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

Individual learning paths allow for instructors to pull in courses and learning objects into a more comprehensive learning environment and use existing content on the Edovo platform to supplement new coursework and learning.

II. Provisioning and tracking of multiple content types;

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

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

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

We strongly encourage mixed mediums in our content and as such, all courses are built and distributed in a way that allows for multiple types of learning to be present. Edovo's platform provides access to different modes of instruction, including educational PDFs, electronic textbooks, videos, and audio podcasts. 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. Many courses combine text and video content to encourage learner engagement throughout the duration of their tablet use.

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

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

We built dynamically with an optimization lens towards tablet/mobile devices.

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

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

In Insight, as mentioned above, staff can see who has started and completed courses, view answers to quiz questions, and evaluate quiz scores, if applicable. This information can be provided through custom analytics dashboards to visualize data ranging from overall learner engagement to specific course completions. Insight reports will allow the agency to search, filter, and download that data into a CSV or Excel document for easy integration into other applications your facilities use.

MM. Allow access to reports based on role;

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

Roles and Privileges

Edovo Insight comes standard with tiered-role privileges. Privileges can be customized, and new roles can be created with specific configurations of privileges if your staff have unique needs that are not met by our standard options.

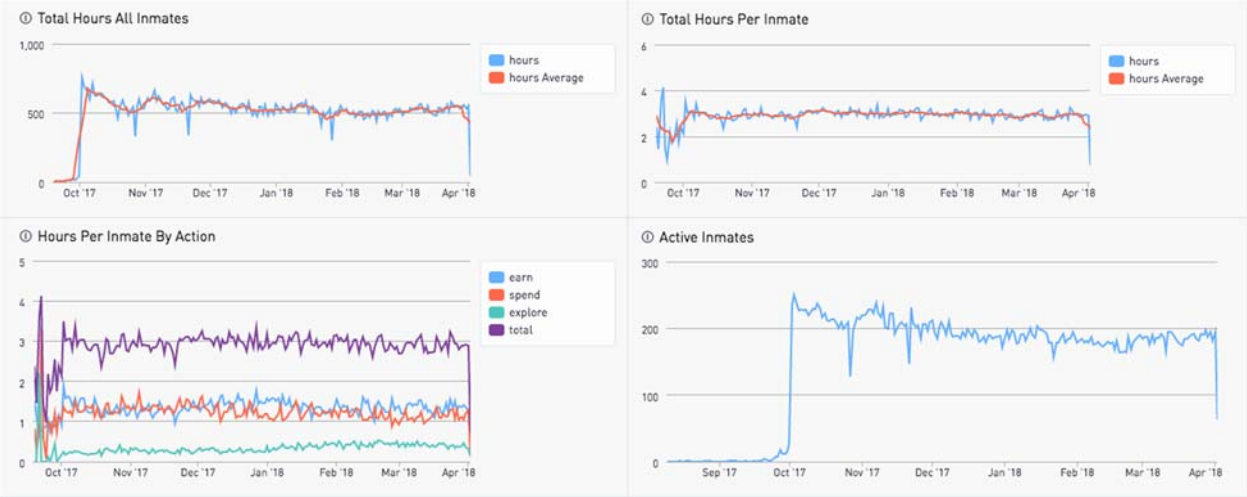
Through Edovo Insight, administrators can tailor these privileges to allow specific staff members to:

- ***View inmate's security questions and answers***
- ***Deactivate and reactivate incarcerated learners***
- ***Send individual notifications to inmates***
- ***Send bulk notifications to all inmates***
- ***Activate a facility wide "kill switch," immediately shutting down access across the facility***

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

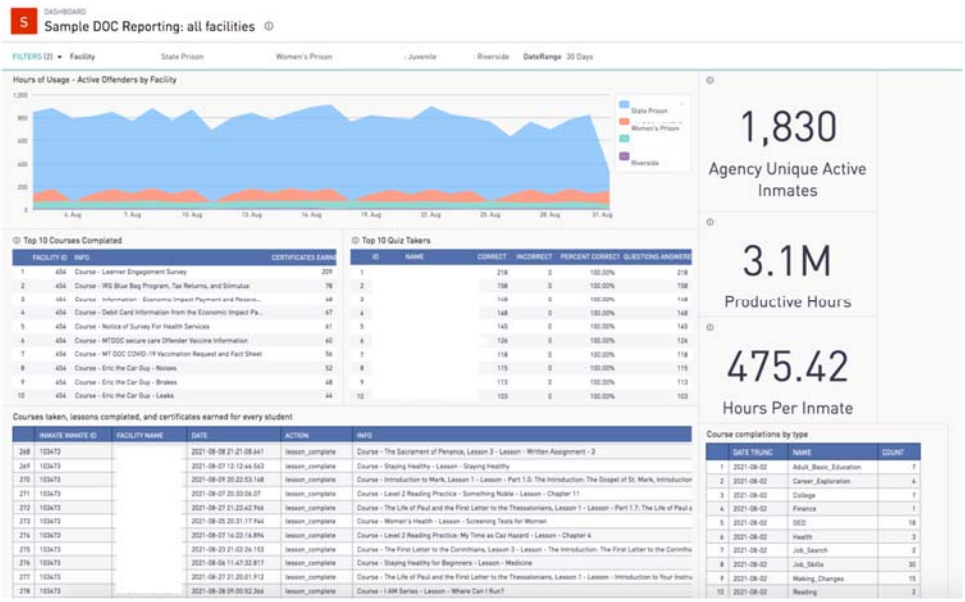
ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Depending what information is important to your staff, Insight offers the ability to view comprehensive usage statistics such as when and which inmates completed facility-required training such as PREA, Top Ten Courses Completed, education-type usage on a user or facility-level basis, hours spent on education, time spent on productive coursework, average time spent on device by user, etc. The possible combination of reporting tools is virtually endless, and Edovo will meet with your facility's officers to discuss what our current clients utilize the most and what information is important to you.



Insight Screens for Total Hours Facility Wide, Total Hours Per Inmate, Total Hours per Action, and Total Active Inmates

Through comprehensive data collection, data analysis, usage monitoring, and usage reporting, the BOP will have access to customized reports that comply with this requirement and more. For example, in a monthly usage report, the agency will be able to view data such as course engagement, learner activity, course scores, and overall usage times of the Edovo application. These items can be filtered by facility, time intervals, and even individual learners via their name and/or identification number.



Sample Reporting Screen of Facility-Wide User Metrics

By tracking and analyzing this information, the agency will have a full understanding of how their incarcerated population is engaging with the tablet program and what needs to be changed/enforced to truly empower incarcerated users to continue and improve their educational goals.

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

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

Full or partial exports of all agency data are available upon request and within 24 hours in generic .csv format. General .csv data exports are also available via Edovo Insight's reporting tool. Instructions for using this tool will be provided during onboarding as well as available upon request.

PP. Provide services to develop custom reports; and

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

We recognize the need for and power of clear data reporting to effectively accomplish the goals of the agency. As such, Edovo has developed multiple custom reports for agencies across the country that best meet their needs. Our dynamic reporting and data visualization tools make it possible to create custom reports rapidly when needed.

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

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

Edovo has engaged several providers of evidence-based risk/needs assessments and recognizes that many agencies have strong preferences towards one or another. As such, we have taken the approach of assessment integration versus selecting a particular assessment. Our long history of third-party integrations and our existing survey and assessment tools will allow the agency to engage the relationships and preferences they already have to use the risk/needs assessment tool they wish, leverage Edovo's in house assessments, or even build and test their own.

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).

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

Edovo works to best understand as much about an individual incarcerated learner as we can for the purposes of tailored recommendations back to those learners. We know that programming staff can never reach all 100% of the incarcerated population, which is where Edovo looks to help bridge the gap. Taking information from our onboarding survey, learner interests, engagement with content on our platform, offline inputs added by facility staff, demographic information from the OMS feed, as well as other information from assessments each facility wishes to administer, Edovo compiles

that data to create a holistic learner profile. Utilizing that profile, we can make dynamic recommendations on learning paths, learning resources, and other assessments to help progress every learn through a personalized journey within Edovo. This data is shared back with facility staff through Insight for monitoring, tracking, and assistance where possible.

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.

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

This functionality can be made available as part of Edovo Classroom.

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).

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

Within the Insight tool, where staff can manage and track learner activity, staff will be able to make assignments for specific learners, groups of learners, or all learners to complete required coursework. As mentioned above, Insight is also where progress can be tracked and transcripts are created. Additional resources for monitoring clusters of students is available through the Edovo Classroom suite.

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

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

ATG will make all ATG-provided educational coursework assigned to an inmate available to that inmate on a tablet.

All coursework assigned to incarcerated learners on Edovo is always available through tablets, laptops, or other connected devices present in the correctional facility. While assignment of coursework and learning objects is available today in Edovo Learn, enhanced features will be available in our optional Edovo Classroom suite.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.
This functionality is available as part of Edovo Classroom.

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

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

Edovo has integrated with OMS (Inmate ID Feeds) and information coming from Agency data systems in order to provide necessary information to educators and others supporting learners on the platform. Our experience with this will allow us to continue this service, recognizing the sensitivity of the data and the unique needs of each Agency.

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

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

We recognize the need for and power of clear data reporting to effectively accomplish the goals of the agency. As such, Edovo has developed multiple custom reports for agencies across the country that best meet their needs. Our dynamic reporting and data visualization tools make it possible to create custom reports rapidly when needed as seen above.

2.1.2 Video Visitation

ICSolutions Response:

ICSolutions is able to offer NDOC, as well as any other participating entities, tablet-based video visitation (via either the SCORE tablet from ATG or any of THE BRIDGE tablet options) OR the option to utilize solely 17" wall-mounted kiosks for video visitation via THE VISITOR.

We have provided an overview of these video visitation offers below. The tablet-based video visitation solution offered herein for the NDOC utilizes the SCORE tablet from ATG. Therefore, throughout the remainder of this section, we have described the precise functionality of the SCORE tablets and have only provided a description of the BRIDGE tablet offering if it differs greatly from how the SCORE tablet operates.

Again, ICSolutions will work with each participating agency, including the Nevada DOC, to develop the exact technology configuration that best meets your needs.

SCORE

Tablet-Based Video Visitation

Every aspect of the SCORE (Secure Communications, Offender Rehabilitation and Education) tablet was specifically selected and designed for use in correctional institutions.

ATG's Video Visit System (VVS) allows inmates to schedule video visits with family and friends. Inmate devices can only communicate with ATG's VVS server located in the institution using a proprietary encrypted protocol. Family (or friends and members of public) download a free ATG-developed app (Windows, iOS or Android) to communicate with the aforementioned ATG VVS server at the institution using the proprietary protocol. The inmate device is *not* allowed to communicate with the outside world. The ATG VVS server records bridges the two communication streams, records the session, supports monitoring stations that have real-time ability to monitor and terminate the session.

ICSolutions can also offer scheduled and on-demand tablet-based video visitation solutions via our BRIDGE tablets. Our BRIDGE video visitation offering can also be deployed as a hybrid solution, whereby we can offer a combination of both tablets and stationary kiosks in the inmate areas, as well as provide kiosks in visitor center to enable onsite video visitation (if applicable).

THE BRIDGE 6/10

Tablet-Based Video Visitation

THE BRIDGE 6/10 Video visitation system is entirely web-based and includes visitation scheduling, extensive administration capabilities, user management, and policy management software. THE BRIDGE VVS offers full scheduling capabilities available for on-site and off-site visitation, including auto filtering, auto-approval status, video arraignment/lawyer account management.

The VVS will be integrated with the OMS to import

- ***Inmate ID***
- ***Inmate last name***
- ***Inmate middle name***
- ***Inmate first name***
- ***Date of birth***
- ***Housing assignment designator***
- ***Inmate classification***
- ***Inmate booking number***

Our proposed video visitation solution features:

- ***Secure HD quality video***
- ***Remote scheduling – Reduces the burden on your staff to schedule visits***
- ***Administration Dashboards for real-time monitoring, viewing, and listening***
- ***Administrative controls to terminate or send messages during a visitation***
- ***Automatic recording of all visits***
- ***Facial detection technologies to discourage nudity and other illicit behavior***
- ***No servers to install or maintain***

- ***Video calling features. Similar to Skype, inmates have the ability to make video calls (where allowed) and to schedule their own visitation sessions***

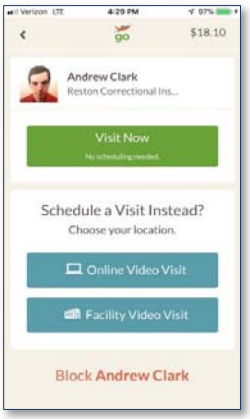
THE BRIDGE 6/10 Tablets can be configured so that video visitation and Video Chat would only be allowed when the tablet is tethered to a wall mount.

Video Visitation Capabilities		
	Attorney and Legal Visits	***Attorneys can utilize the non-recorded, off-site functions to reduce the need to come to the facility. Legal registration is required with the facility and once approved, a valuable time saver for Agency staff.***
	Video Arraignment & Judicial Hearings	***Our video arraignment features allow Judges and Courts to utilize the video system to hold judicial hearings, arraignment and other proceedings in order to reduce or minimize the risk associated with moving inmates in and out of the courtroom where allowed.***
	Recording Capabilities	***EVERY video session is recorded for investigative purposes and stored by default up to six months. The sessions are easy to retrieve and view from any connected device, with no software to load. Legal and Judicial calls can be blocked from recordings.***
	Administrators Can Monitor Videos	***Assigned Agency administrators can view and listen to all sessions in real-time. Administrators also have the ability to interrupt a session or terminate a session at any time.***
	Download & Store .MPEG Formats Locally	***THE BRIDGE system makes it easy to view and download any session. With no software to load and individual can simply download a stored video session in standard .mpeg or .wav format onto a hard drive or thumb drive instantly.***
	Remote Scheduling	***THE BRIDGE scheduler allows individuals at home or at the facility to schedule their own sessions at any time. The system even allows for inmates to schedule their own sessions as well.***

THE BRIDGE 8

Tablet-Based Video Visitation

THE BRIDGE 8 Video Visitation System (VVS) runs on our unique platform and independent network and utilizes the full features and functionality on that platform. Our VVS allows users the ability to schedule visits, respond/reject requests, suggest visit times, and more without directly communicating with the inmate.



The VVS will automatically record and store all recorded video visitations on-line. Our VVS includes detail of video control option capabilities, and investigators can easily retrieve audio and video recordings of video visitation conversations on-line from the video records search screen via the VVS user interface. A visit can be located by inmate name, visitor name and date/time of visit. Reports can easily be run based on these criteria. The VVS also allows for privileged video visits to occur between inmates and attorneys, which will not be subject to recording or monitoring.

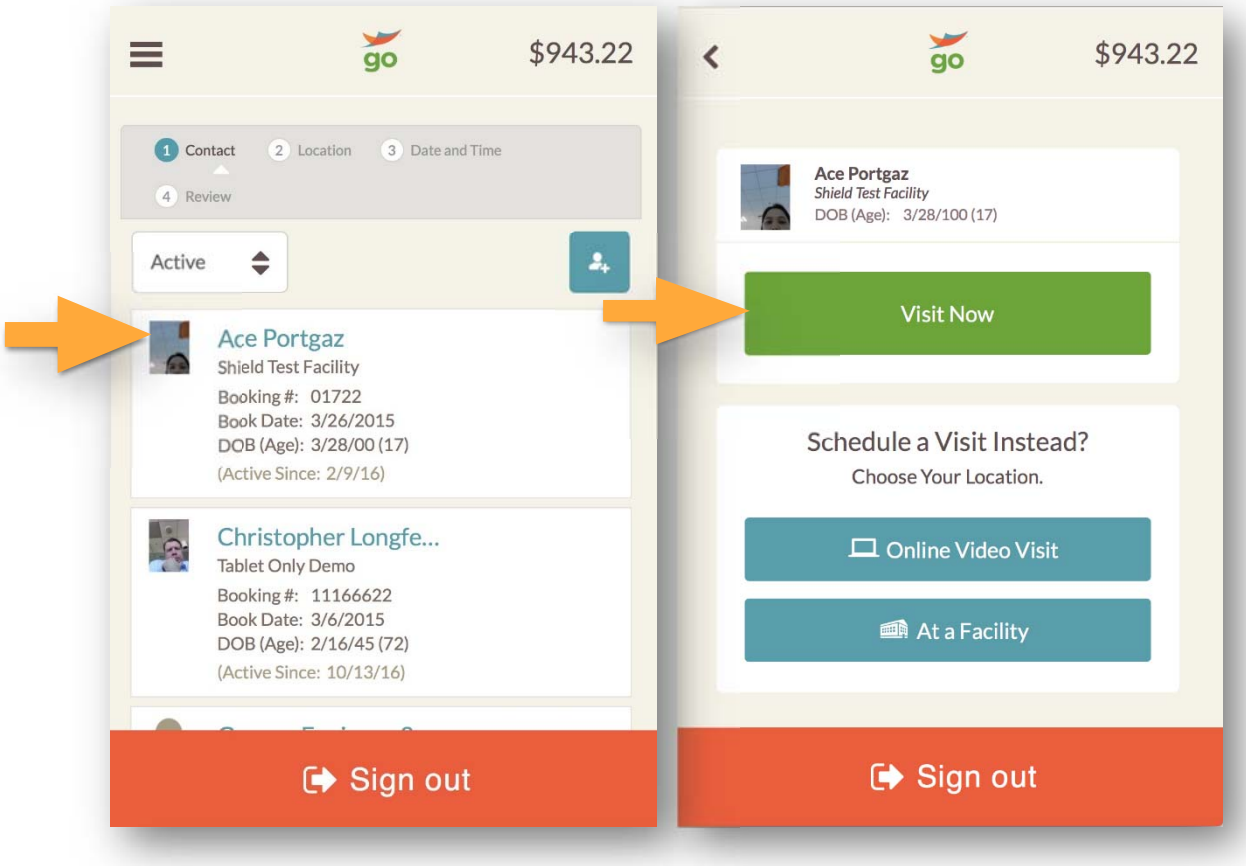
THE BRIDGE 8 tablets use technology developed specifically to prevent inmates from panning their environment with the tablet's built-in camera. The camera only functions when the tablet is set in its charging station. This allows inmates to hold and use the tablet for all purposes except filming.

Friends and family will be able to schedule and pay for a remote video visitation via a user-friendly website. Onsite visits will be free of charge. Our website features streamlined transaction flows so deposits function intuitively and fast, more like an online shopping experience than a financial transaction. Convenient payment features have also been added, such as low balance text alerts and an auto-reload option to automatically replenish accounts using securely stored credit card information with the option to deposit a pre-selected dollar amount when their balances get low.

Visit Now—Visitation Made Easy

ICSolutions can also offer Visit Now, which allows friends, family, and professionals to see if an inmate is available, initiate an immediate video visit, or schedule one for later. Facility staff are not required for initiating a visit. Visitation restrictions and allowed day/time schedules are still configured by Agency staff.

In order to utilize the Visit Now feature, visitors simply download the Friends and Family Visit Now app. The visitor will only be able to have Visit Now for accepted/verified inmate contacts, and only if there are units available for video visitation. The Visit Now button will ring all available video visitation units in the housing unit of that specific inmate. The inmate can utilize any available visitation unit and the visit will start immediately once the inmate enters his PIN.



Using the Visit Now feature, inmates are also able to see which of their pre-approved visitors are available for a visit, and initiate a video call to those individuals in real time.

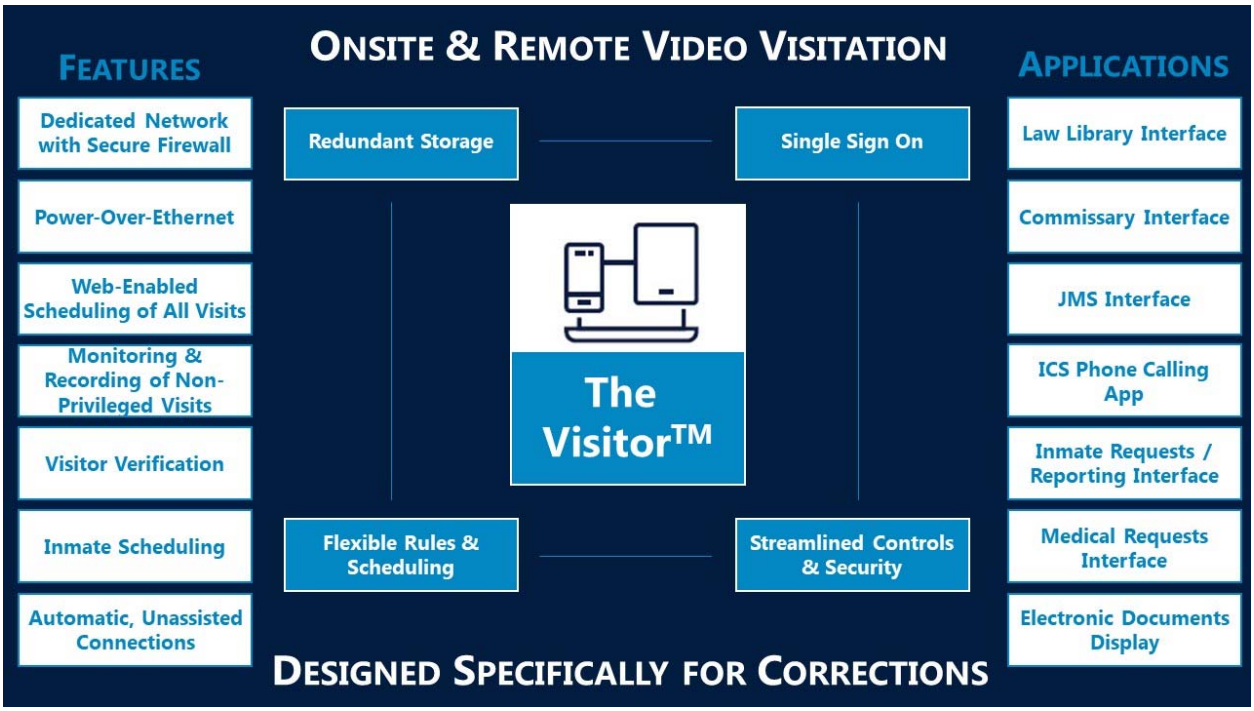
THE VISITOR™

Kiosk-Based Video Visitation with Single Sign-On to THE ENFORCER®

While ICSolutions is aware that the State of Nevada prefers tablet-based video visitation, if any other participating entity would prefer a solution utilizing solely wall-mounted kiosks, ICSolutions can offer THE VISITOR. We would also be happy to offer this solution to the State of Nevada, should your preferences change.

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

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



Once deployed, THE VISITOR immediately begins to provide value and security to the facility – inmate movement is limited, human resource costs decreased, and security improves for facility personnel and the public.

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

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

SCORE

Tablet-Based Video Visitation

The ATG Video Visit System (VVS) seamlessly integrates within our inmate enablement SCORE platform for the creation of inmate's contacts which can be for messaging, telephone, physical visits and video visits.

The inmate uses SCORE to schedule (reserve slot) either regular visit or video visits. The system provides the process for visitor to accept (or reject) the scheduled event and for staff to approve (or deny) a specific event. The system can optionally assign points to various classes of visits such that it can be used to manage total usage of visitation privileges.

Please note that THE BRIDGE tablets currently offer scheduling for video visits only.

THE VISITOR™

Kiosk-Based Video Visitation Solution

THE VISITOR system is a multi-functional tool that supports not only video visitation, but can also serve as a comprehensive visitation management tool to streamline all visitations, including all your traditional visitation needs such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation.

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

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

SCORE

Tablet-Based Video Visitation Solution

All ICSolutions tablet solutions offer this capability. For the SCORE solution we are recommending for the NDOC, the VVS administrative app allows staff to set up various parameters including allowed timeslots which are defined as available time for each day of week, for each location. Visit locations (physical or video) are assigned to named institution/housing units, and therefore automatically associated to appropriate inmates.

The system automatically evaluates a requested event against rules such as allowed visitors, privilege levels, maximum allowed events, available resources etc. When a visit is requested, the inmate only sees the time slots open and then resources are automatically reserved so as to prevent any duplication.

Our BRIDGE solutions function in a very similar manner to what is described above.

THE VISITOR™

Kiosk-Based Video Visitation Solution

THE VISITOR will allow the facility to set and manage visitation hours. In general, THE VISITOR is highly configurable and will be able to incorporate all of the Agency's visitation policies.

Regarding time slots, typically THE VISITOR automatically displays only the available timeslots based on type of visit (onsite, remote, or face-to-face), consistent with the Agency's visitation policies, including but not limited to any time restrictions based on type of visit and housing location of the inmate, as well as the availability of visitation rooms and equipment.

THE VISITOR can offer friends and family the ability to easily register and schedule video visitation sessions through our website. Authorized Agency staff will also have the ability to schedule sessions, as well as enable the manual connection of video visitation sessions between visitors and inmates via our QuickConnect function. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors.

THE VISITOR will also allow the Agency to set your recording and monitoring rules to adhere with your particular policies. The Agency will be able to select certain visitors for confidential, or non-recorded and non-monitored video visitation. Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio.

We have described our recording capabilities and options in response to REQUIREMENT 2.1.2.3 below.

2.1.2.3 System shall have the ability to record visitations.

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

SCORE

Tablet-Based Video Visitation Solution

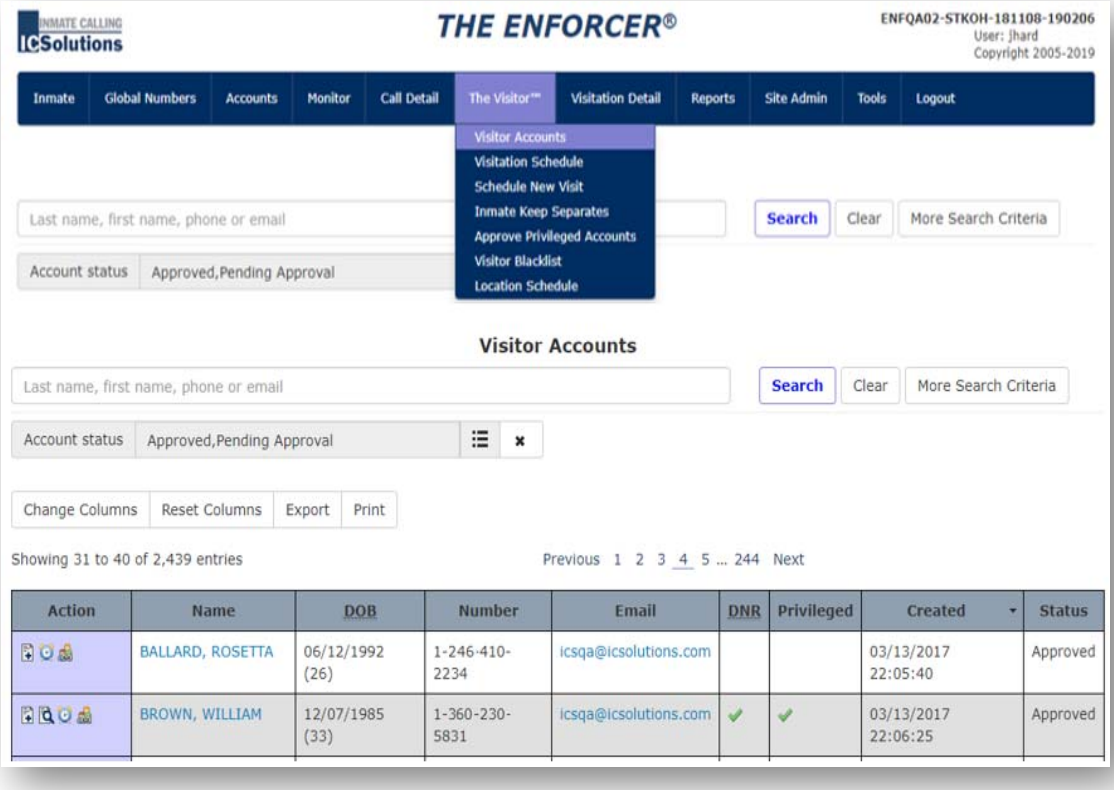
All visits are automatically recorded and retained as per the data retention rules. This is true for all potential tablet-based video visitation solutions proposed herein.

THE VISITOR™

Kiosk-Based Video Visitation Solution

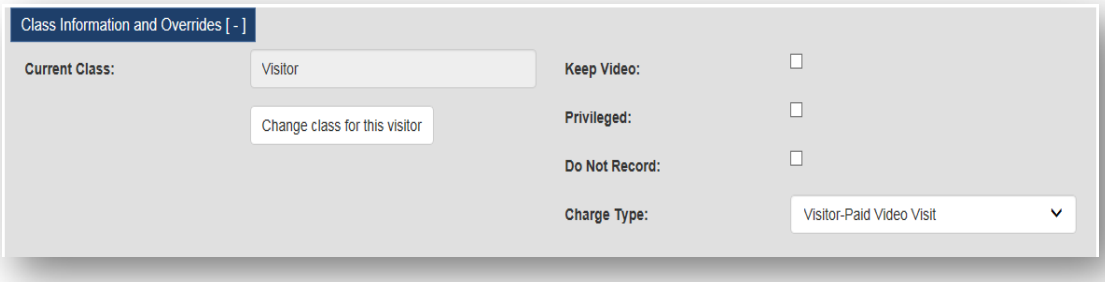
As a standard, THE VISITOR records all video visitation sessions with visitors who are marked as "DNR" (Do Not Record), which can be utilized for privileged visitors such as attorneys.

Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen. Both are easily identified by a green checkmark.



Visitor Accounts Screen

The recording setting is automatically applied to the visitor's visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.



Visitor Detail – Visitor Class Information and Overrides Section

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'
B. Prevent 3-way video calls;
C. Prevent incoming calls, if DOC requirement;
D. Prevent 911 calls; and
E. May not display a call history or call log to inmates.

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

SCORE

Tablet-Based Video Visitation Solution

VVS allows the staff to concurrently monitor multiple visits in real-time and terminate a visit if needed. The termination is immediate.

The system only allows the visit to be scheduled between one inmate and one authorized visitor – both parties have to use a proprietary, secure visitation application developed in-house by ATG. The system prevents anyone from barging in or connecting in. There is no option for attempt a three-way visit. Similarly, there is no way to attempt visits to unauthorized parties such as 911, court visits or counselor sessions.

All of ICSolutions tablet solutions offer the capability described above, performing similar functions for real-time monitoring and disconnection, as well as prevention of three-way calls, 911 calls, etc.

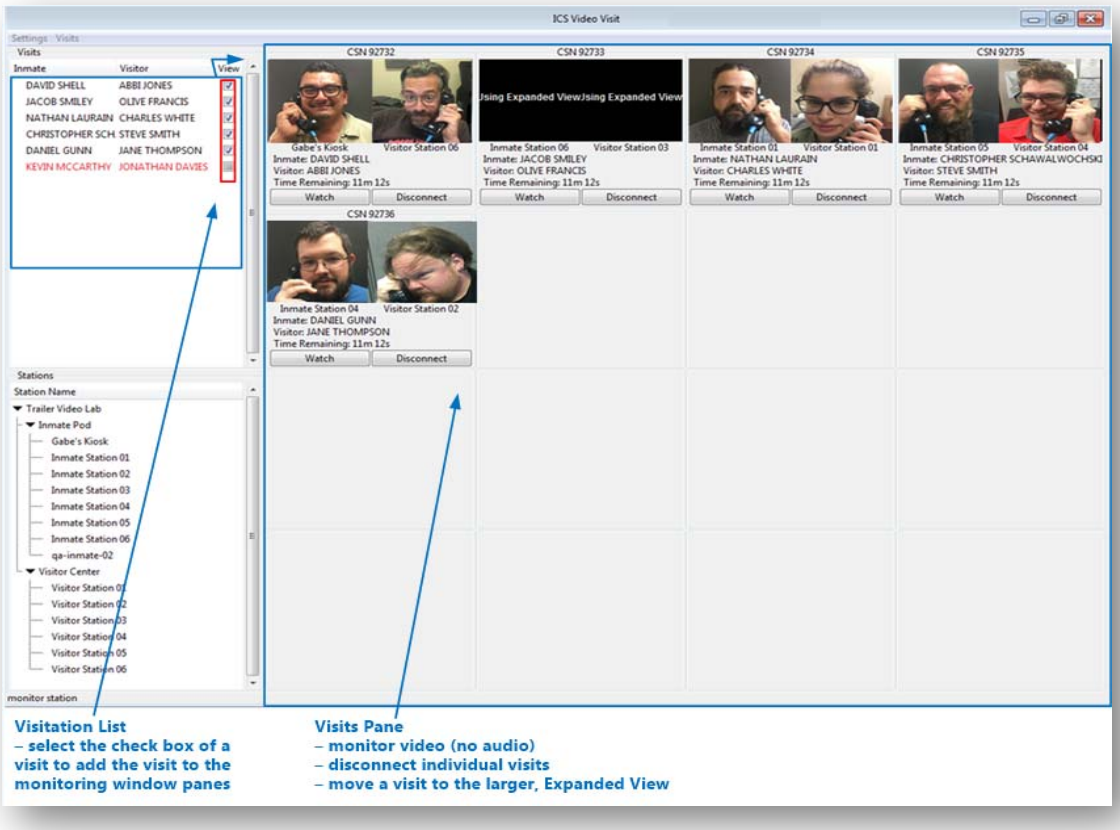
THE VISITOR™

Kiosk-Based Video Visitation Solution

THE VISITOR includes a live monitoring feature. ICSolutions' proposal includes a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen in THE VISITOR, with a default of up to twenty visits viewed simultaneously.

All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit. The visitation monitoring module enables real-time monitoring of visitation sessions, allowing users to:

- ***Observe all active visitation sessions for the entire facility***
- ***Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor***
- ***Monitor video and audio for a specific visitation session***
- ***Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature***
- ***Transmit customized warning message(s) to display on participant's screens and that become part of the recording***
- ***Terminate (cut off) a session due to inappropriate conversation or activity with a single click***



Monitoring Screen

THE VISITOR offers point-to-point video visitation sessions; as such three-way video calling is not possible using our system. THE VISITOR also does not allow for incoming calls at this time, nor are offenders able to use our video visitation system to place 911 calls. THE VISITOR utilizes a specific application in order to complete the video visitation, and as such, calls to standard telephone numbers (such as 911) are not able to be completed through our system.

THE VISITOR does not display a call history or call log to inmates.

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.

ICSolutions Response:

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

ICSolutions is pleased to offer – at no cost to the Agency – a videophone device, coupled with Purple Communications Video Relay Services (VRS). Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing-impaired. Purple Communications has been serving the deaf and hearing-impaired since 1982. And, ICSolutions has installed the Video Relay Services at over 100 client facilities.

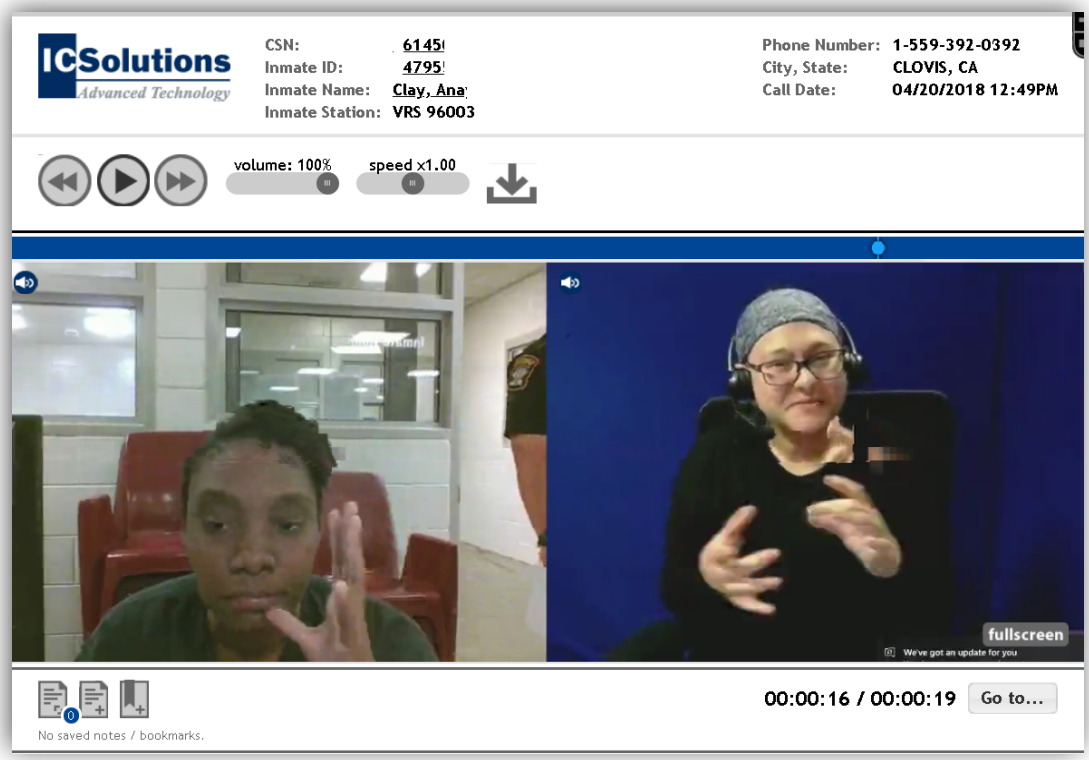
The VRS is a stand-alone service, independent from the ITS, that supports a secure connection between the inmate, the relay center, and the consumer. All video calls will be recorded, with the exception of confidential calls, such as calls to an attorney. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. The video phones can be built into a corrections-hardened, wall-mounted kiosk, a drawing of which is provided below.

VRS is deployed on ICSolutions' private, dedicated, and firewalled WAN. VRS calls are recorded through THE ENFORCER, with no separate software required. Because the VRS is fully integrated with THE ENFORCER, all recorded VRS calls are available for search and playback through the Call Detail Records screen of THE ENFORCER user interface, as described below.

Showing 1 to 4

+	Action	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Station
		04/20/2018 12:49:15	461450	347955	Clay	1-559-392-0957	VRS Call	VRS 96003
		04/19/2018 21:40:15	454706	347955	Clay	1-559-392-0957	VRS Call	VRS 96003
		04/19/2018 16:16:11	447020	347955	Clay	1-559-392-0957	VRS Call	VRS 96003

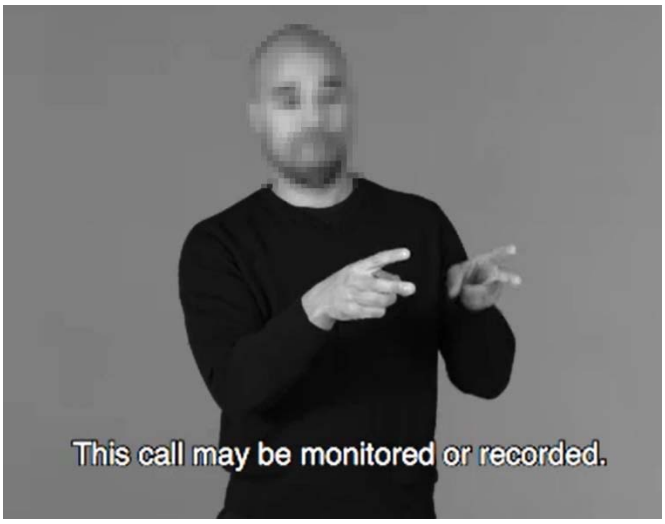
VRS Call Detail records in THE ENFORCER



VRS Call Playback screen

The VRS Call

The inmate enters their PIN and, if they are approved to make VRS calls, then they are allowed to enter the number they wish to call. After entering the desired called party number, THE ENFORCER initiates the connection to the Purple interpreter, who serves as the VRS operator. Once the interpreter confirms the inmate speaks American Sign Language (ASL), the interpreter will sign that the call may be monitored or recorded:



Notification Message of Monitoring & Recording

The called party will be contacted based on the number initially entered by the inmate. Inmate will never have to repeat the number to the interpreter.

When the called party answers, the Purple interpreter will play an automated message informing hearing called parties that the call may be monitored or recorded. If the called party is deaf and uses sign language, they will receive the message that the call may be monitored or recorded in sign language.

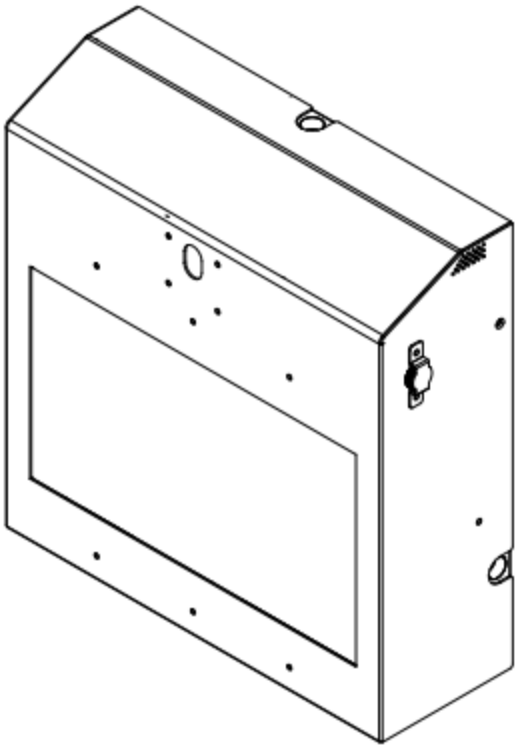
Live monitoring can occur by the Staff through physical observation at the VRS unit at the time of the call.

Multiple Language Options

The interpreters are able to communicate in either English or Spanish. There is an option to allow the inmate to choose which language they will need.

VRS Calling Equipment

The VRS calls are made by inmates on a current model of a Windows-based device encased in a corrections-hardened, wall-mounted kiosk, as shown below. The unit will be locked down to allow only the use of the Purple application for facilitating the VRS call between the approved inmate and the Purple interpreter. In addition, the firewall will be set up to allow only communication with Purple's IP address, thereby preventing the unit from being used to access internet browsers or any other web-based application.



Drawing of Wall-Mounted VRS Kiosk

Call Controls

Because the VRS is integrated with THE ENFORCER, calls made using the VRS can have the same controls as standard inmate calls. For ultimate convenience, administration of call controls require only occurs using a single sign on to THE ENFORCER. Some common call control features available for application to call controls are:

- ***No inbound calls: Because the VRS phone uses an ENFORCER port, no inbound calls are allowed, just as with traditional inmate calls.***

- ***Three-way call prevention: The official interpreter is calling the called party number initially dialed by the inmate. The interpreter's call to the called party is connected through a separate call connection, making the call between the interpreter and the inmate a 1:1 call.***

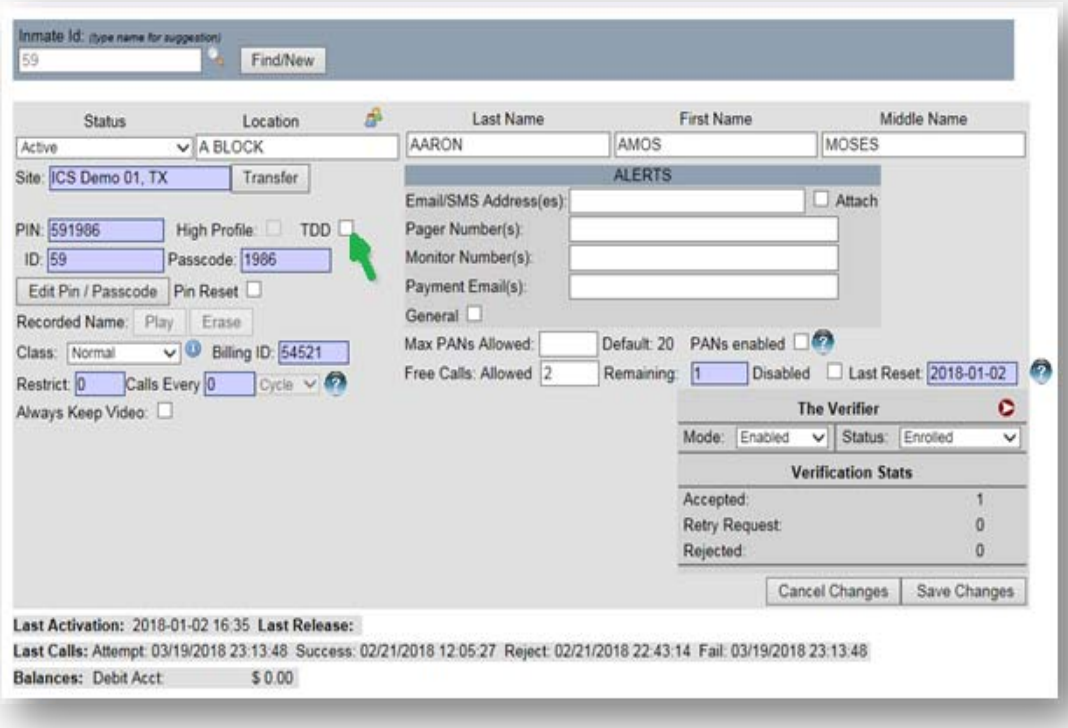
- ***Restricted access: The VRS unit has installed only the Purple application used to make VRS calls from the inmate to the Purple interpreter. No other applications will be installed, and the unit will be locked down to prevent other applications from being installed. The unit will also be configured to suppress the start-up menu. In addition, the firewall will be set up to allow only communication with Purple's IP address. All other IP addresses, such as browsers, will be prohibited by the firewall. This lock down feature also prevents inmates from being able to access the call history or call logs.***

- ***Blocked Numbers: THE ENFORCER's comprehensive Block Numbers feature can be used to***

apply to VRS calls in addition to traditional inmate calls. Authorized users will be able to block groups of numbers, such as 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc., as well as individual numbers (for a facility-wide block or for specific inmates). These numbers can be added manually or imported during the installation process. This feature can also be configured to impose a "soft" block, whereby a block automatically occurs after the called party refuses the call a set number of times. All blocks are activated in real-time, and available for review in a blocked number report.

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

- ***PIN Access: Inmates access the VRS / Purple application by logging in with his or her PIN to the touchscreen keypad. The VRS touchscreen technology is intuitive and requires no training or prior computer knowledge. In addition to any other hearing impairments required to qualify, the inmate must know American Sign Language (ASL) to use the VRS. Only those inmates approved to conduct TDD / VRS communications will be able to log in with their PIN to access the Purple VRS application. The VRS will be accessible only to those inmates designated as approved to use TDD in the Inmate Profile.***



Inmate Profile – TDD Box

VRS Call Records & Recordings

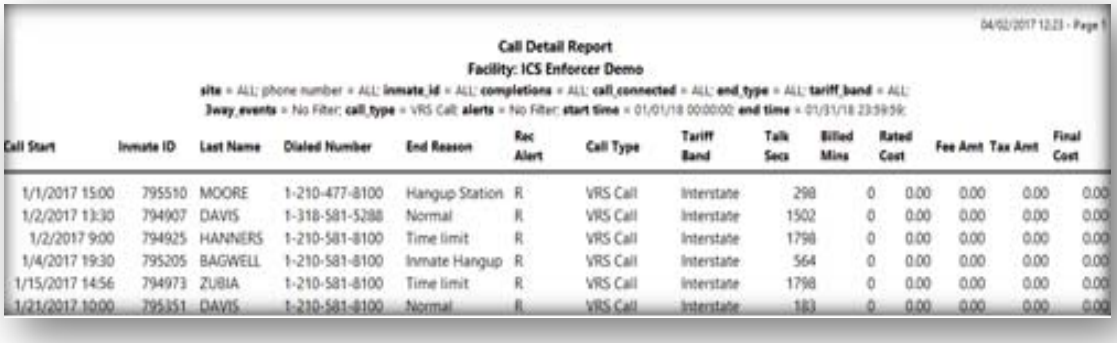
The communication between the inmate and the Purple interpreter can be recorded. As all the communication between the Purple interpreter and the inmate is done through ASL (American Sign Language), the communication is nonverbal. Although not currently part of the process, the interpreter can verbalize what is being signed between the inmate and the interpreter, which could then be included in the recording. Any such process developments would be available to the DOC, if desired.

All call recordings, including VRS calls, are digitally stored on an array of secure hard disks at both our primary and secondary data centers for redundant storage. The call recordings will be available to the facility for immediate access through THE ENFORCER throughout the contract duration and any required retention period thereafter at no cost. In addition, authorized users can access the numbers called by Purple interpreters with a valid username and password at PurpleVRS.com.

Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. THE ENFORCER streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court, THE ENFORCER allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed. The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following parameters and more:

- ***Inmate PIN/ID***
- ***Date Range***
- ***Call Type (VRS call, etc.)***
- ***Called Number***
- ***Inmate Station***
- ***Living Unit (building, cell block, etc.)***
- ***Facility***
- ***Call Completion Type***

All calls made using the VRS are tracked and reported in the same manner as standard inmate calls.



Call Detail Report
Facility: ICS Enforcer Demo

site = ALL; phone number = ALL; inmate_id = ALL; completions = ALL; call_connected = ALL; end_type = ALL; tariff_band = ALL; 3way_events = No Filter; call_type = VRS Call; alerts = No Filter; start time = 01/01/18 00:00:00; end time = 01/31/18 23:59:59;

Call Start	Inmate ID	Last Name	Dialed Number	End Reason	Rec Alert	Call Type	Tariff Band	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost
1/1/2017 15:00	795510	MOORE	1-210-477-8100	Hangup Station	R	VRS Call	Interstate	298	0	0.00	0.00	0.00	0.00
1/2/2017 13:30	794907	DAVIS	1-318-581-5288	Normal	R	VRS Call	Interstate	1502	0	0.00	0.00	0.00	0.00
1/2/2017 9:00	794925	HANNERS	1-210-581-8100	Time limit	R	VRS Call	Interstate	1798	0	0.00	0.00	0.00	0.00
1/4/2017 19:30	795205	BAGWELL	1-210-581-8100	Inmate Hangup	R	VRS Call	Interstate	564	0	0.00	0.00	0.00	0.00
1/15/2017 14:56	794973	ZUBIA	1-210-581-8100	Time limit	R	VRS Call	Interstate	1798	0	0.00	0.00	0.00	0.00
1/21/2017 10:00	795351	DAVIS	1-210-581-8100	Normal	R	VRS Call	Interstate	183	0	0.00	0.00	0.00	0.00

Call Detail Record Report – VRS Call Type

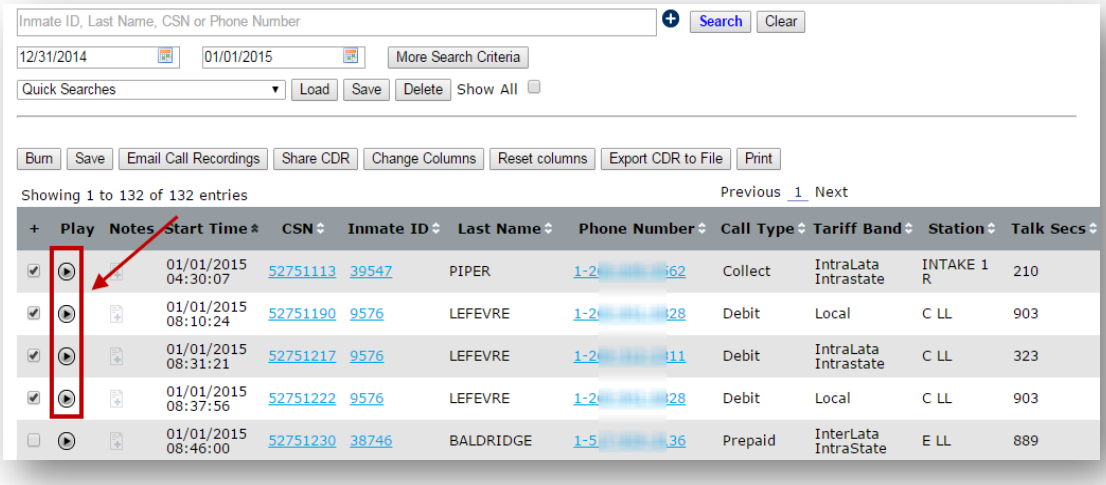
+	Action	Start Time	CSN	Inmate ID	Last Name	Phone Number	Call Type	Tariff Band	Station	Talk Secs	Billed Time	Validation	End Type	Alert	PIN
		04/03/2018 14:21:10	112668	4278378	TEST	1-251-300-7013	VRS Call	InterLata InterState	VRS 96002	0	0:00	OK: call allowed	Unknown	0	42783782580
		04/02/2018 11:47:16	84894	4278378	TEST	1-956-773-4604	VRS Call	InterLata IntraState	VRS 96005	0	0:00	OK: call allowed	Unknown	0	42783782580

Call Detail Records Table – VRS Calls Search Results

Playback Recordings

Recordings may be played back directly from the Call Detail screen or downloaded to the hard drive or other external media for review at a later time. In either case, the investigator may slow-down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

All this can be accomplished via the Web Player. The user simply selects the call from the call detail screen or clicks the play icon to the left of the call detail record and the Player will appear.



Click Play to Listen to a Recording from the Call Detail Results Screen

The Web Player, shown below, provides several advanced listening features, including:

- ***"Bookmarking" a time point in a call recording with a name or comment***
- ***Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback***
- ***Saving bookmarks for future use when you or other users access the call recording***
- ***Adding locally saved recordings to the playlist for playback (for comparison purposes)***
- ***Slowing down or speeding up the playback of a recording***
- ***Muting the playback of either party on the call***

VRS Call Recording Playback

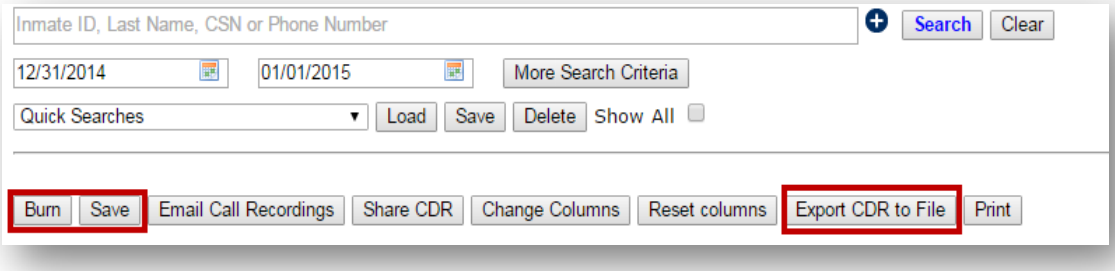
The communication between the inmate and the Purple interpreter are recorded as a default. The recordings are available for retrieval and review by authorized users from the Call Records screen by the CSN or, more generally, by searching for the VRS call type.

Exporting Recordings

The Call Detail results screen has a column at the left in which you can select any recording or group of recordings, and options at the top to "Burn," "Save," (use this select a drive with a USB or zip drive or your PC), and, "Export CDR to file."

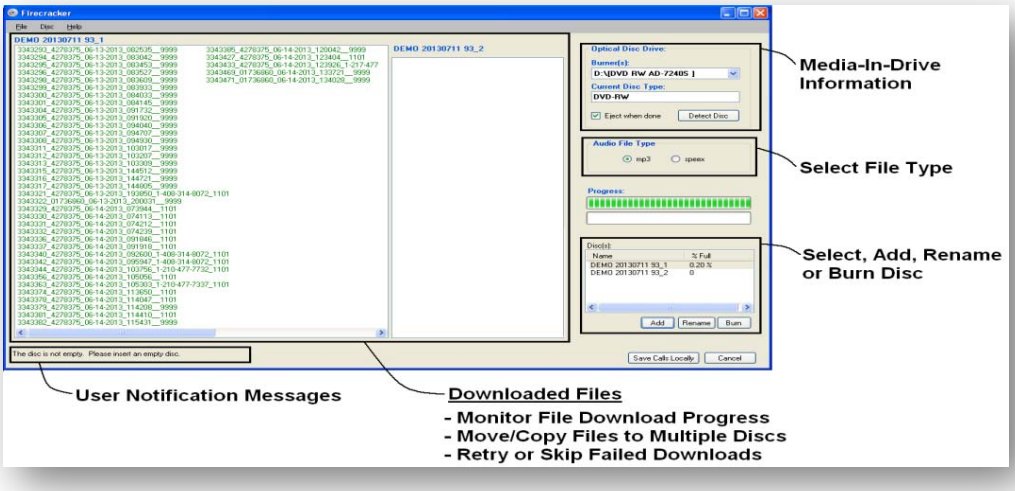
+	Play	Notes	Start Time	CSN	Inmate ID	Last Name
☑	▶		01/01/2015 04:30:07	52751113	39547	PIPER
☑	▶		01/01/2015 08:10:24	52751190	9576	LEFEVRE
☑	▶		01/01/2015 08:31:21	52751217	9576	LEFEVRE
☑	▶		01/01/2015 08:37:56	52751222	9576	LEFEVRE

Select Call Records to Export

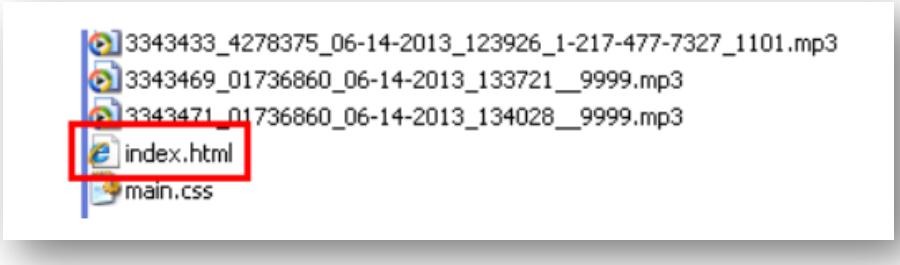


Export Options – Burn, Save, and Export Calls

Authorized users can use the administrative workstation to save and export the recording to a USB drive or to a CD or DVD using the workstation's burner. If the authorized user is working from a remote computer that does not have the capability to export recordings, authorized users can use The Firecracker feature within THE ENFORCER optimizes the process of burning and saving call recordings. From the Call Detail page, authorized personnel need only select the Burn or Save button.



Regardless of which method you use to save call recordings (burn or save locally), Firecracker creates an index.html file in the destination folder or on the disc.



Index File Saved with Call Recordings

This index provides the call detail records associated with the recordings. Recordings can be identified by their file name, which uses the name convention 'CSN_InmateID_Date_File-ID_Called Party Number.file type.' When the index file is opened, the call detail appears, as shown below:

ICS Player Control

Recording Index

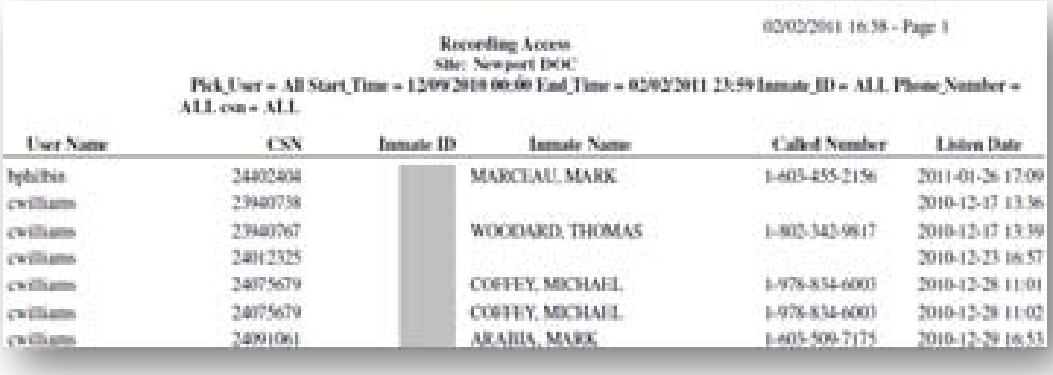
CSN	Billing ID	Site	Site Name	Off Hook	End Type	Inmate ID	PIN	Lastname	Firstname	Sup type	Phone number	Card Number	Bill Start Time	Call Type	Bill Secs	Billed Time	Surcharge	Station ID	Station Name
3343471	0	2851	Demo County	2013-06-14 13:40:28	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:40:28	37	0	2.25	9999	TEST STATION	0
3343469	0	2851	Demo County	2013-06-14 13:37:21	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:37:21	37	0	2.25	9999	TEST STATION	0
3343433	0	2851	Demo County	2013-06-14 12:39:26	Call Disconnected	4278375	1234	TEST	ICS	1	+2174777327		2013-06-14 12:39:41	3	0	3.95	1101	DORM 103 RIGHT	9900101
3343427	0	2851	Demo County	2013-06-14 12:34:04	Preanswer Hangup	4278375	1234	TEST	ICS	1			2013-06-14 12:34:04	36	0	0.00	1101	DORM 103 RIGHT	0
3343385	0	2851	Demo County	2013-06-14 12:00:42	Normal	4278375		TEST	ICS	0	1-210-477-7399		2013-06-14 12:00:42	37	0	2.25	9999	TEST STATION	0

ICSolutions would like to point out that call recordings do not require archival because THE ENFORCER enables immediate, online retrieval of any recording at any time with no change of storage media. THE ENFORCER includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the life of the contract.

Storing your call recordings – as well as the call data – online for the life of the contract ensures that you will always have quick access to all of your call recordings and data. You will never need to archive calls or data, nor will you have to rummage through archives to find the investigative information you need.

Audit Trail

THE ENFORCER provides a Recording Access report, which provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.



02/02/2011 16:38 - Page 1

Recording Access
Site: Newport DOC

Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bpilcher	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940758				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53

Recording Access Report

Tablet-Based VRS

ATG will work with Purple Communications to provide Video Relay Services (VRS). Purple Communications is dedicated to delivering the highest-quality and most innovative communication services to meet the unique needs of the deaf and hearing-impaired. Purple Communications has been serving the deaf and hearing-impaired since 1982.

The BRIDGE 8 tablet can offer VRS directly on the tablets. However, the tracking via THE ENFORCER, which is described earlier in response to this requirement, would not be included with this option.

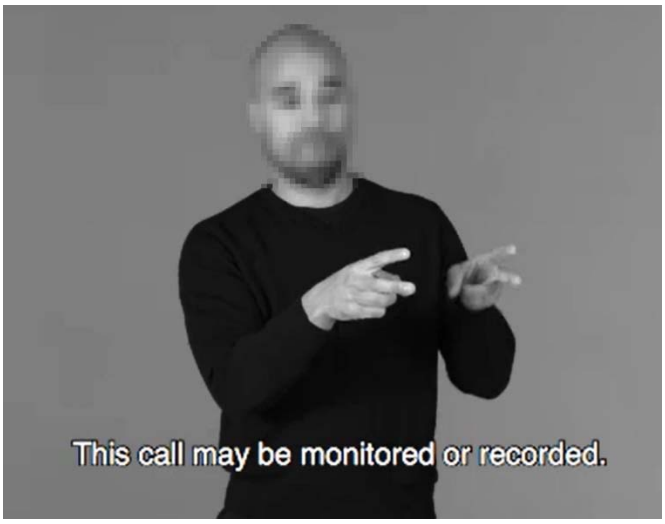
2.1.2.6 Have automated announcement to called party / interpreter to inform called party that the call is from a correctional facility and that calls may be monitored and recorded:

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

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

VRS

Once the interpreter confirms the inmate speaks American Sign Language (ASL), the interpreter will sign that the call may be monitored or recorded:



Notification Message of Monitoring & Recording

The called party will be contacted based on the number initially entered by the inmate. Inmate will never have to repeat the number to the interpreter.

When the called party answers, the Purple interpreter will play an automated message informing hearing called parties that the call may be monitored or recorded. If the called party is deaf and uses sign language, they will receive the message that the call may be monitored or recorded in sign language.

SCORE 7

Tablet-Based Video Visitation

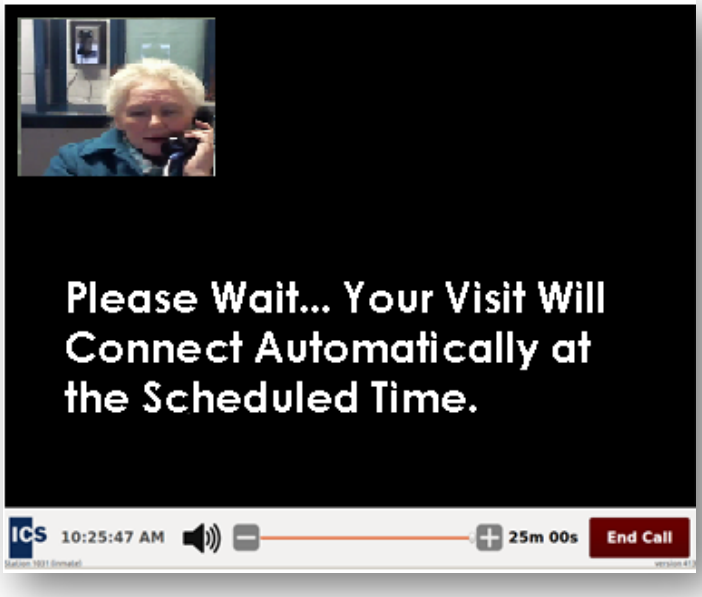
All ICSolutions tablet solutions offer this capability. With the Score solution we are recommending for the NDOC, VVS scheduled visits automatically require the outside recipient to accept the visit at which time the recipient is displayed a warning/acceptance note that the request is from a correctional institution, is video visit is monitored and recorded. The exact text can be configured to the agency's requirements.

Our BRIDGE solutions perform these same functions in a similar way.

THE VISITOR™

Kiosk-Based Video Visitation Solution

After logging in and prior to the visitation start time, inmates and visitors are presented with a message displayed on the video visitation unit. These messages can be customized to the Facility's specifications and can be utilized to inform both inmates and visitors that the visit is subject to recording and monitoring.



Screen Prior to Visit

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

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

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

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

Regardless of which video visitation or tablet offering is selected (SCORE, BRIDGE, or THE VISITOR), the VVS runs on a vendor-provided network and will have zero impact 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.

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

SCORE

Tablet-Based Video Visitation

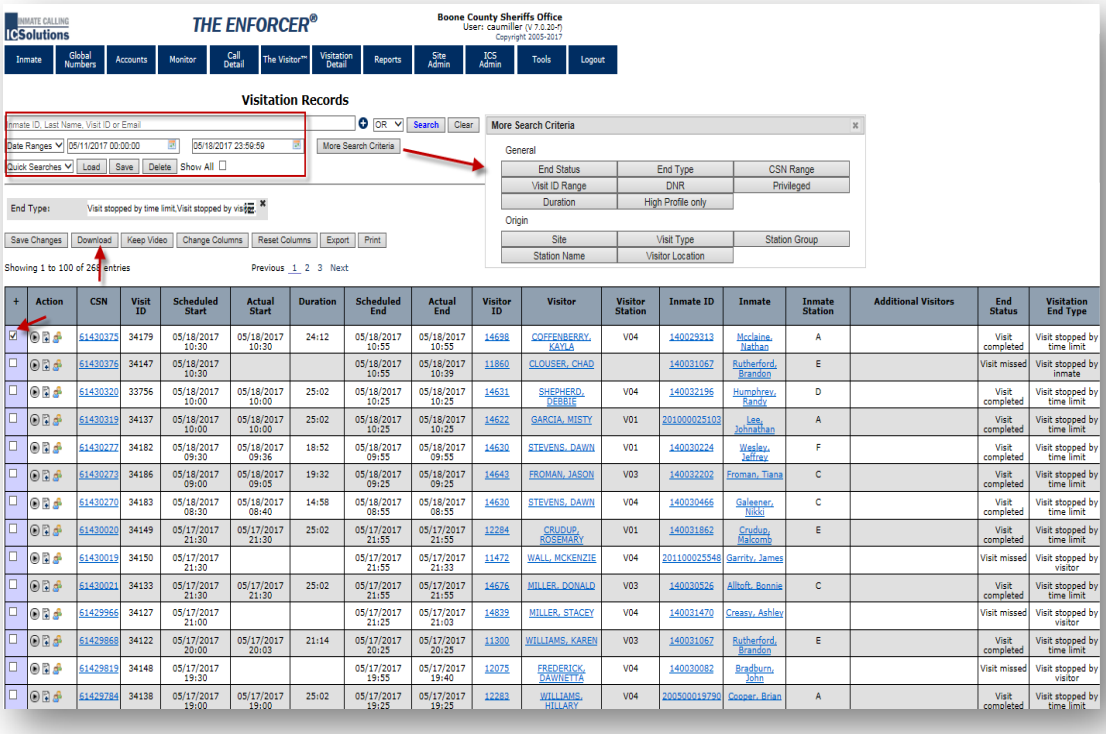
VVS administrative app allows the staff to search for visits using multiple criteria concurrently, all the criteria list above are available options.

All of ICSolutions tablet offerings provide the ability for authorized users to track, research, and investigate visitation history by the factors outlined in this requirement.

THE VISITOR™

Kiosk-Based Video Visitation Solution

All recorded visitations are stored on redundant arrays and accessible online by authorized users in accordance with the storage period in the contract. Authorized users can search visitation data and download and export recorded files in .mp4 format from the Visitation Records screen.



Download Visit Recordings – Visitation Records Screen

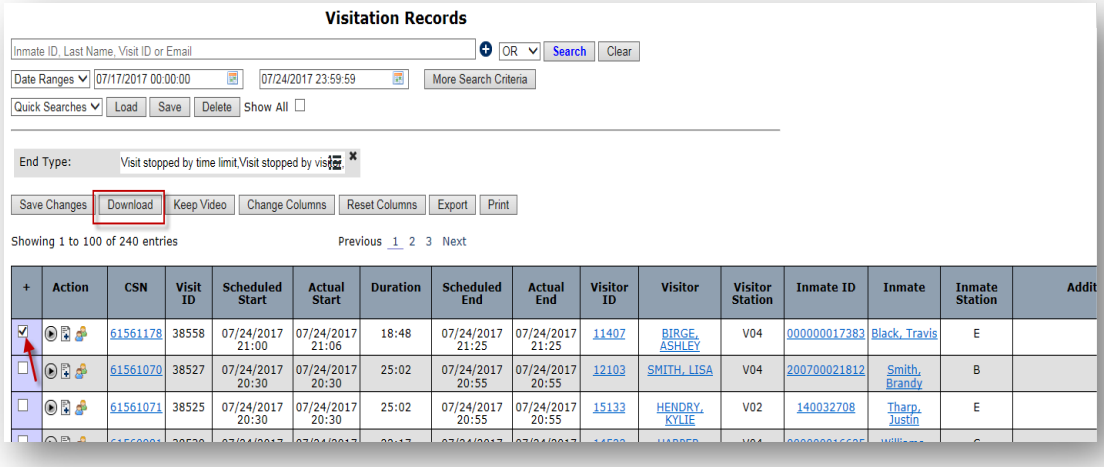
Searching Records and Recordings

Visitation records are searchable by any factor of the visit, such as:

- ***Inmate ID***
- ***Inmate or Visitor Last Name***
- ***Visitor ID***
- ***Visitor's Email***
- ***Date ranges***
- ***End Status***
- ***End Type***
- ***DNR settings***
- ***Privileged settings***
- ***High Profile settings***
- ***Duration***
- ***Visitation location***
- ***Visit Type***
- ***Station Group***
- ***Station Name***
- ***Visitor Location***

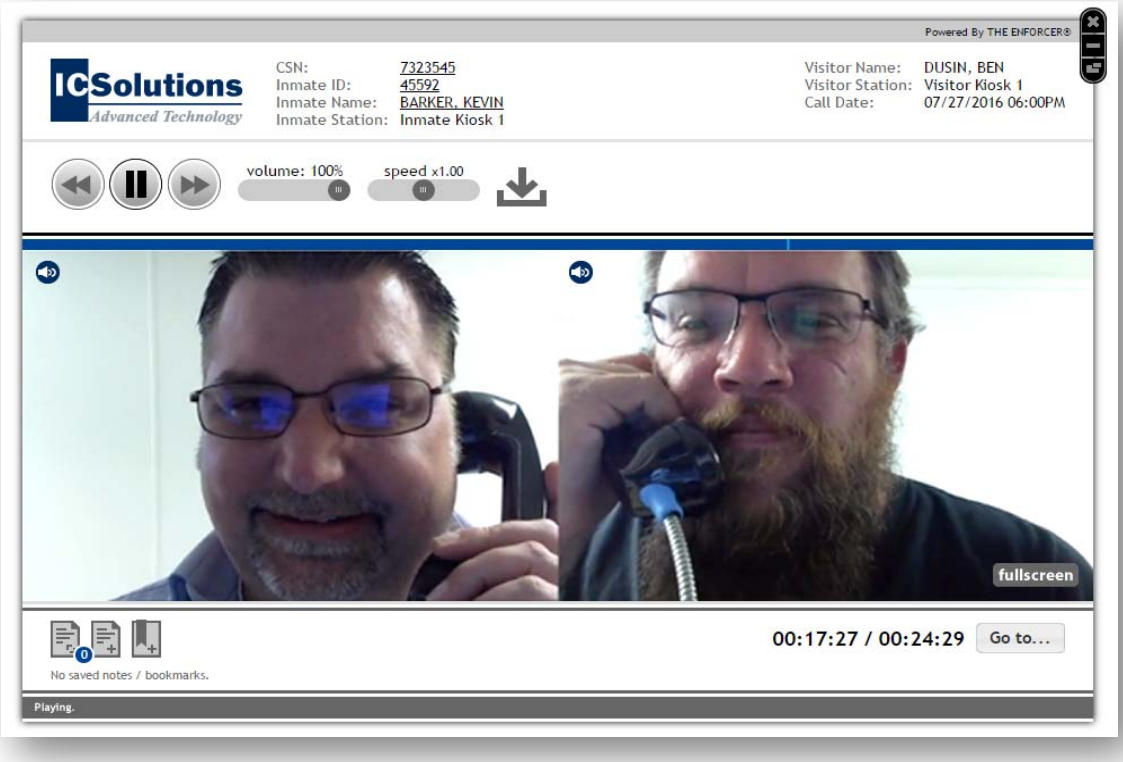
Exporting Recordings

Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.



Visitation Records – Download Recordings

The video can also be downloaded directly from the playback screen:



Recorded Video Visitation - Playback

2.1.3 External Electronic Mail

ICSolutions Response:

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

Below we have described the ATG CorrLinks℠ electronic mail system available through the SCORE tablets. Please note that all of ICSolutions' tablet offerings include electronic mail that functions in a similar manner to what is described herein; any deviations have been noted in response to specific requirements throughout this section.

The inmate messaging system is designed to assist DOC offender re-entry initiatives by providing offenders with a convenient and economical option to interact with family and friends. Ongoing communication has proven to help offenders preserve and foster personal relationships; these relationships are critical to offenders' successful transition to public life later on. It also provides offenders with an opportunity to learn computer and keyboarding skills. The system teaches an offender the basics of composing a message, managing an inbox and address book, and navigating an email account. The offenders use a very secure messaging application that tightly controls their correspondence; offenders can only send and receive "email" messages from approved addresses.

The system's built-in keyword search capability automatically marks all emails for review that meet the DOC's security criteria, thus eliminating time wasted reviewing benign messages. Second, it reduces the amount of regular offender mail that is handled by the institution, which in turn reduces opportunities for introduction of contraband, and time spent reviewing contents and distributing mail. Finally, electronic correspondence can be retained in the system as long as the DOC wishes to store it. Messages can be searched, indexed and analyzed.

ATG developed CorrLinks℠ as an environment for offender families and friends to conveniently and economically interact with their loved ones. The families utilize an Internet accessible website to pay for and use the service that accepts messages for delivery to offenders. CorrLinks enables offenders to have a quicker and more interactive alternative to postal mail while retaining the requirements of security and order in a correctional institution.

The single largest implementation of the proposed inmate messaging system handles over 980,000 messages daily. Taking all of our implementations together, our systems handle well over a million messages daily.

Additionally, our staff messaging feature allows offenders to communicate with correctional staff regarding an array of topics such as housing, religious, visitation and commissary requests and/or inquiries. The process reduces the potential for miscommunication and expedites the response process. This communication can be preserved for the offender and staff to refer to in the future.

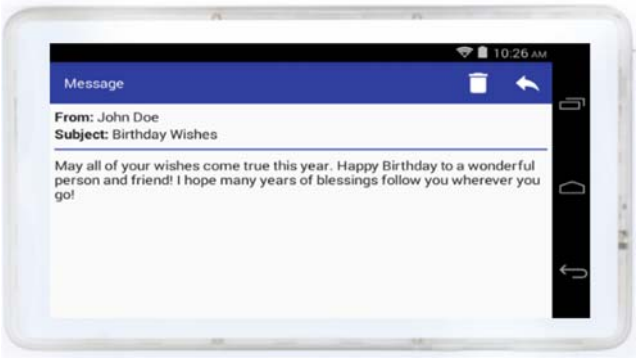
The public portal, CorrLinks, supports well over 2,400,000 active members of the public; over 400,000 unique members use it daily. This is a single portal where public users can perform many functions to interact/communicate with their loved ones who are incarcerated.

The web application supports connections from a personal computer, as well as phone and tablets using its mobile site.

CorrLinks Smartphone App (iOS and Android)

ATG also offers iPhone and Android apps, which are currently being used by over 205,000 devices.

Approved messages, photos and/or video messages are downloaded to the tablet to be viewed and replied to directly on the device by the offender.



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

ICSolutions Response:

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

The Offender Information and Control screen allows the administrator to place an offender on restriction from any or all of the Offender Kiosk services. Additionally, offenders may be put on a

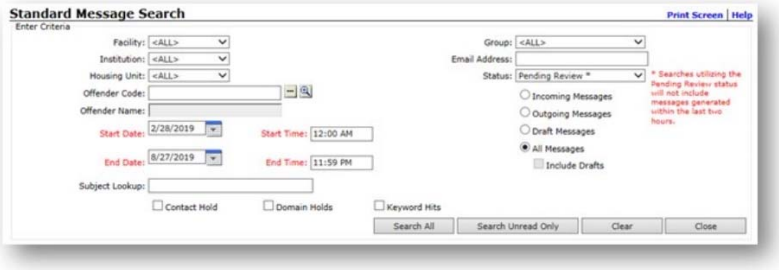
temporary suspension from Public Messaging and/or Media for a designated period of time. Similarly, the system allows administrator to put restrict message from outside parties, and or entire domains.

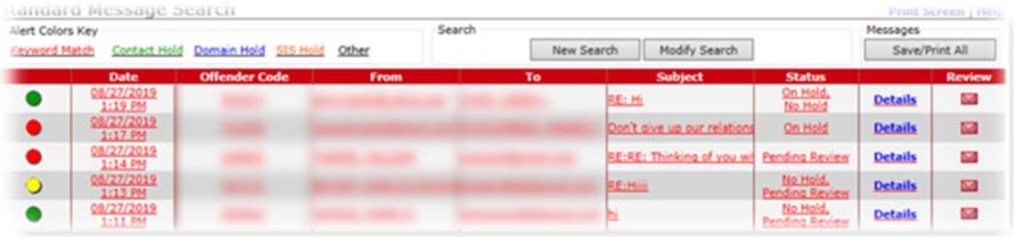
2.1.3.2 Keyword search capabilities on both incoming and outgoing messages.

A. Keyword search may be edited at any time.

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

Our system has a built-in keyword search capability that automatically marks all emails for review that meet the state's security criteria, thus eliminating time wasted reviewing benign messages. The keyword search may be edited at any time.





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

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

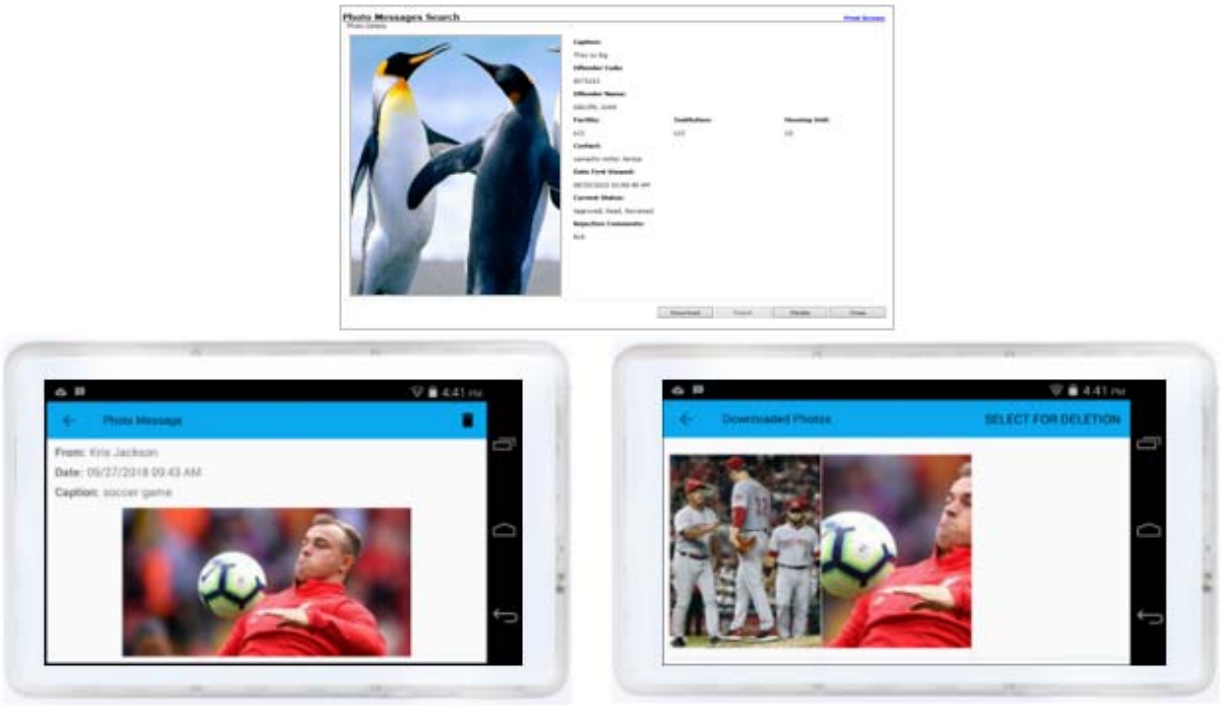
The DOC will have the ability to manage email approvals at either an institution level and/or the state level by using the Add User screen. This screen allows the administrator to create user login information as well as the User Security (individual rights of each user). The administrator can assign the created user the ability to only see messages to/from inmates at their particular institution or to allow them to see messages to/from inmates at all institutions.

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.

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

The system allows for family/friends to also send Photo Messages and/or Video Message to an offender. These messages come as a completely separate message from a regular electronic message. All photo/videos need by reviewed by facility staff before they are delivered to the offender. The offender can view them either at the kiosk or on their tablet.



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.

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

Our system requires that text messages are separate from either photo or video messages. Video and photo messages are not sent as an attachment to a regular message, it is a video or photo uploaded by itself by a family/friend. This gives the DOC the ability to reject/accept video, photo and text messages separately.

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

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

All offender emails are storable by the vendor and can be transferred to the DOC for storage should that need arise.

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

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

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

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

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

The entire system runs on vendor-provided network and therefore sending/receiving messages by inmates will not impact DOC's network. This is true for electronic mail provided through any of ICSolutions proposed tablet offerings.

The CorrLinks system allows for granular control of message size by type (regular text message, photo and video message). Staff's reviewing messages takes minimal resources as only thumbnails (i.e. very small) are delivered, and only if specifically requested by staff will the entire photo/video be sent to staff workstation. This design alleviates bandwidth use.

THE BRIDGE tablets cap photos at 5MB each.

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.

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

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

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

From the Message Search Results screen, staff can save and/or print messages.

ICSolutions will supply both printers and consumables for the DOC. Our offer assumes that up to 10% of email/photos will be printed each month. When it comes time to order replacement toner or paper, an authorized staff member will simply create a ticket in our Jira ticketing system.

Toner will also be recycled by ICSolutions. Once twenty (20) toners are ready to be recycled, an authorized user will once again simply create a ticket for a return label with information on what toners are being recycled. Then ICSolutions will send the DOC a prepaid shipping label to have the toners shipped for 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.

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

The Message Search screen provides a very comprehensive array of criteria that includes sender, recipient, time, works, etc. to quickly and easily analyze the collection of messages to retrieve the one(s) needed. This system has been designed to help USDOJ's Counter Terrorism Unit perform its tasks. The system offers several sophisticated features to track, research and investigate messaging history for messages that have been sent and received through the Offender Kiosk System. All messages, regardless of their status, will appear in the search. After a message is found, the user can then view the details of the message by clicking on the details hyperlink.

There is also a Contact Search. This allows the DOC user to search for a specific sender. It will provide a list of all inmates that have that individual as a contact as well.

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;

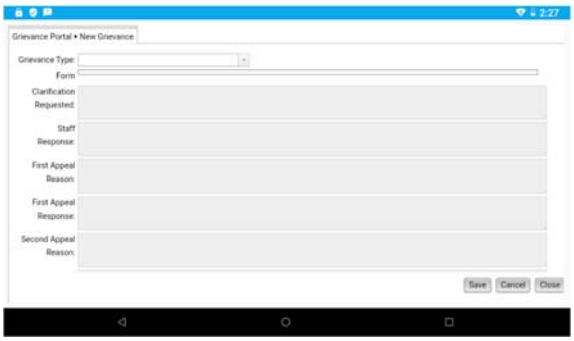
C. Medical appointments;

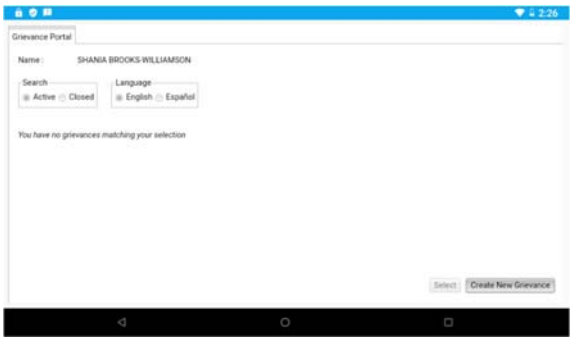
D. Pharmacy refills orders; and

E. Access to DOC-approved forms/documents.

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

The Grievance Module allows the user to configure them based on the form provided by the Agency and associated them to the requested department/grievance type.





2.1.5 Inmate Commissary

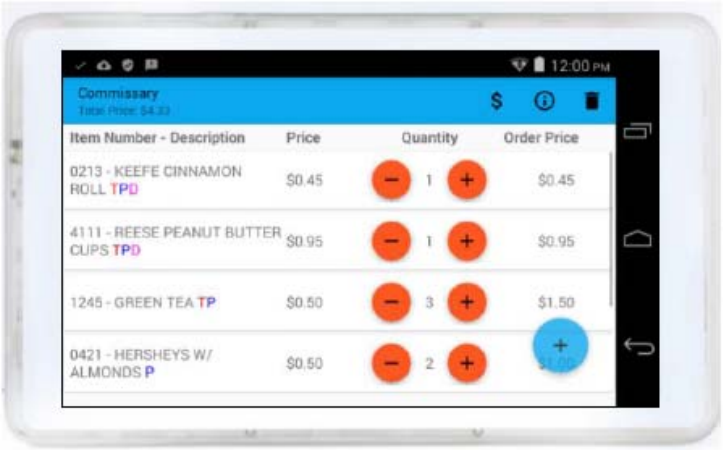
2.1.5.1 Provide tablets and implementation services to enable devices to interface with the DOC commissary vendor so that offenders may be able to place commissary orders from tablets. The vendor shall fully cooperate with the commissary vendor to enable commissary orders via tablets. There shall be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

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

The commissary vendor's webpage will be displayed on the tablet. The commissary vendor will be required to adhere to security requirements imposed by the tablet's security subsystem. Additionally, commissary vendor will be responsible for the authentication, their apps functionality and the ability to correct display on the tablet's 5" or 7" screen.

ICSolutions will not charge the inmate or Agency for the system and will provide the pathway for the tablet to communicate with commissary vendor's website, however the commissary vendor will be responsible to enter into a licensing and services agreement with ATG (in the case of the SCORE 7 tablet) to pay for the effort and cost of supporting their app on our network.

THE BRIDGE tablets will also provide a commissary ordering application similar to the one described above that will be integrated with the commissary providers system, typically at no cost.



2.1.5.2 View receipts of commissary purchases.

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

The tablet commissary application has the ability to display receipts for commissary purchases.

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;

2.1.6.2 View account statements; and

2.1.6.3 Request DOC-approved account transactions.

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

ICSolutions tablet offerings support interfaces with external systems to display the Information including balances and the same will be extended to the agency's banking/telephone service provider at no cost to DOC or inmate.

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.

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

The SCORE tablet has the ability to offer inmates at an agency to either purchase songs or purchase a subscription for music. In both cases, the songs are downloaded to the tablet so that they are accessible to the inmate without needing to be connected to the network.

Purchased music provides inmate right to use it for as long as they want, subscripted music gives them the right to listen to the songs for the duration of the subscription at the end of which they have no rights to the music.

Please note that the music is not "streamed," songs are provided through a music download process via Wi-Fi. By providing music via a download process instead of streaming allows inmates to continue listening to their music even when outside of the Wi-Fi range.

In this case, the functionality of the SCORE tablet described above, differs from how THE BRIDGE tablet operates. THE BRIDGE tablet allows for streaming music at a per-minute rate. Please refer to our COST PROPOSAL for pricing details.

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.

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

The SCORE music catalog consists of the top 500,000 songs, representing over 10 genres, sold in the US that are allowed to be sold electronically, except for those that are tagged with "Parental Advisory Label" or have been deemed inappropriate by a correctional agency. The catalog is updated monthly.

THE BRIDGE tablets also consist of a robust music catalog curated specifically for use in correctional facility environments.

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

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

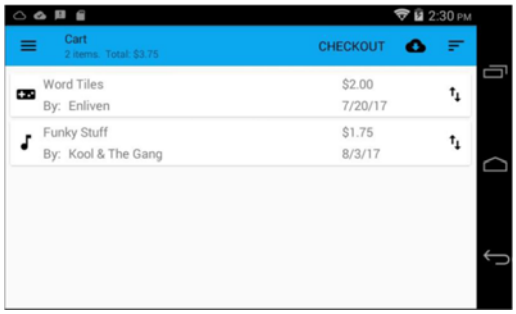
Participating State DOC's will have the ability to remove songs from the catalog that they deem inappropriate.

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.

ICSolutions Response:

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

Inmates have the ability to search the Media Store without being connected to the kiosk and/or Wi-Fi network. They can then add the content they wish to purchase/download to their "Cart". Once connected to the Wi-Fi, they can "Checkout" and the purchase will be completed and the content will be added to their Download Screen to be downloaded to the inmate's device. Prior to Checking Out, inmates will have the ability to choose their order of preference as well as remove selections from their Cart.



THE BRIDGE tablets offer access to search for and select specific songs to stream, but do not offer the ability place the selected music in a queue at this time.

2.1.7.5 Vendor must provide expected download/data retrieval times.

ICSolutions Response:

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

The system has unparalleled scalability. All content is downloaded to the tablet before it can be used. Once the inmate has downloaded the content (message, books, documents, music, video, etc.) they do not need access to Wi-Fi. This allows them to quickly download content and then consume it without needing or accessing the Wi-Fi network. Not only does this feature add convenience because the inmate can use the content inside their cell, but it also leaves the Wi-Fi network free for other inmates to use. Finally, by having all the content stored on the cache server at each institution, this ensures that the content is delivered at wire speed to the inmates without using any wide area network capacity.

Again, in this case, the functionality of THE BRIDGE tablets differs from that described above. With our BRIDGE tablets, inmates stream music and rather than download it.

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.

A. Vendor to describe theft prevention features.

ICSolutions Response:

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

The screen displays owner information including inmates name and number each time the device is powered on. The information screen will also indicate days remaining on the Mortality/Security Timer. Screen requires offender's PIN number each time the offender accesses the device; this is the same number used to log into the kiosk.

"Mortality" is a key security feature. Mortality requires each tablet to connect to either the Kiosk or the Server via Wi-Fi, periodically whose frequency is determined by the agency. System support the frequency to be any value between 1 and 99 days, the default is 14 days. The device will be automatically disable itself when the Mortality Timer reaches zero.

Upon release, offenders have the ability, for a fee, to ship their purchased device to Keefe to have the security software removed. Once the software is removed, the device will be shipped back to them with all of their purchased content allowing them to continue to use their tablet upon their release. Obviously, this does not apply in programs where inmates are assigned a tablet and access content via subscription services and thus do not own the device or the content.

Tablet Security

As with every technology we develop, security is paramount. That's why the SCORE Secure Device runs on a customized Android 8.1 operating system locked down with layers of security features that include:

- ***The firmware is custom built by ATG engineers, and a signed version is installed, so even the Secure Device manufacturer is unable to change the firmware. The firmware can only be replaced by another one created by ATG.***
- ***Regular and automatic OTA updates by ATG servers for both firmware (tablet operating system, and apps).***
- ***USB communication modified to proprietary protocol.***
- ***System limits access to only pre-approved Wi-Fi networks, furthermore, optionally limits device to Access Points within the inmate's housing unit. Wi-Fi configuration can only be set and modified by ATG Servers.***
- ***The devices are never unlocked and can only communicate with ATG's kiosks and servers using a proprietary encrypted communication protocol.***
- ***Only runs apps signed by ATG's certificates***
- ***Tablet apps are only allowed to access their personal storage (i.e. one app cannot access data outside their storage, whether is in public storage or another apps private storage).***

The functionality of THE BRIDGE tablets differs from that described above. Rather than each inmate purchasing their own individual tablet, THE BRIDGE tablets utilize a shared tablet model. In this case, any tablet can be checked out and utilized by any inmate, thereby rendering the possibility of potential theft moot. With this model, inmates are also not able to retain a tablet upon their release since a tablet has never been purchased.

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

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

All of the ICSolutions tablets were designed specifically for the corrections industry, to meet the unique needs of our correctional facility partners across the Country.

Using cutting-edge technology, inmates use hardened handheld tablets through our secure wireless network as multimedia communications devices. Our proposed solution allows mobile communication and features for inmates on the tablet while still providing the safety and security protocols required in a corrections environment. The tablet allows ICSolutions to provide inmate access to secure phone calling, inmate services, music and media content, facility and informational documents, and educational content, as well as other communication products such as email. Our proposed solution provides monitoring, reporting, and security protocols and more.

These locked-down, computing devices that help inmates pass their time constructively while improving themselves and preparing to re-enter society. Your facility will benefit from a calmer, better-behaved offender population and a safer corrections environment.

Tablet Applications

A full suite of interactive applications keeps inmates engaged, informed, entertained and in touch with their family and friends.

Tablets help familiarize inmates with the technology they'll encounter when they are released. Software/Applications are regularly updated over the air, so no facility disruptions are necessary.

Our tablets can include access to the following:

- ***Music***
- ***Podcast***
- ***Movies***
- ***SIAM – Secure News Websites***
- ***Edovo Core Educational Platform – includes self-improvement programs & substance abuse/recovery, Life Skills Videos, Khan Academy***
- ***PDF Reader***
- ***ePub Reader***

- *e-Books, including Religious Material*
- *Clock*
- *Calculator*
- *FM Radio*
- *Games*
- *Staff Messaging*
- *Grievances*
- *Electronic Messaging*
- *Video Messages*
- *Photo Messaging*
- *Commissary ordering*

The system ensures security, data privacy and transactional integrity. Additionally, no application will be provided unless approved by the Agency.

Inmates have access to the following features:

- *Free:*
  - *Life-skill videos*
  - *1,500+ Khan Academy Videos*
  - *50,000+ Guttenberg eBooks*
  - *Agency provided documents*
  - *Electronic messaging to staff (custom forms)*
  - *Commissary Ordering*
  - *FM Radio*
  - *Edovo Core education/self-improvement*

- *Fee based:*
  - *Music*
  - *Games*
  - *Movies*
  - *Electronic messaging to and from family/friends*
  - *Secure Internet Access – Optional secure access to curated websites (ESPN, CNN, FOX, BBC News)*

The SCORE tablet from ATG, proposed herein for NDOC, is now in its fourth generation of tablet hardware ensuring agencies benefit from technology improvements. Currently, over 356,000 inmates use this system nationwide.

Keefe and ATG's commissary systems are already available on the SCORE 7 tablet which covers over 65% of all customers. Other vendor's commissary systems will be made available on the tablet, once the vendor has reached agreement with ATG. ATG has such agreements in place with several phone and tablet vendors.

With the SCORE tablet, the Agency will also benefit from a system that was first deployed in 2004 and has been exhaustively battle tested for 15 years at hundreds of county, state and federal facilities.

A. Is the base version upgradable?

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

None of our proposed tablets feature an upgradable base version. We have provided specification sheets for all tablet options in response to REQUIREMENT 2.4.1 LATER IN THIS SECTION.

SCORE Tablet Specifications

Please see the specifications for the SCORE tablet proposed for NDOC below. There is no upgradable version to the SCORE tablet.

TECHNICAL SPECS

HARDWARE & OS

OS	Google Android 8.1 Purpose-built for correctional use
CPU	Quad-core Mediatek 8167
GPU	Mali-400 MP2
RAM	1GB
Storage	32GB
Screen	5 inch IPS or 7 inch TN
Resolution	IPS 480*584 or TN 1024*600
Touch Panel	Yes
I/O ports	One microUSB
	One 3.5mm headphone/microphone jack
FM Radio	FM radio with RDS
Speaker	None
MIC	None
Battery Type	3.7V/4000mAh rechargeable lithium battery with NTC
Casing	Transparent, double-thick back cover is firmly fastened with security screws to prevent breach/access.

NETWORK

Wireless	2.4G/5G Wi-Fi, 802.11 b/g/n SIMO
Bluetooth	Bluetooth 2.1

FEATURES

G Sensor	Yes
Front Camera	2MP
Video Formats	Supports MP4, 3GP, AVI, RM, etc. 1080P video playback @30fps max
Audio Formats	MP3, MP2, OGG, AAC, M4A, AMR, FLAC, APE, MAV
Picture Formats	JPG, BMP, PNG

ACCESSORIES

Headphones	Included
Charger	Available for purchase -- DC 5V 2A
Silicon Cover	Available for purchase -- custom fit

B. What are the minimum and maximum gigabyte capacities?

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

The SCORE tablet features 32GB of storage of which 22GB is available for new content.

THE BRIDGE 6 features 8GB LPDDR4x / 128GB Flash onboard, THE BRIDGE 8 features 32 GB flash memory, and THE BRIDGE 10 features 4 GB of memory and 64 GB of storage.

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

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

The tablet features a rechargeable, lithium-ion battery pack equipped with a NTC (negative temperature coefficient) thermistor that actively monitors the battery's temperature so that is being safely used and charged. The battery life varies depending on the functions being used. On average, the battery will last 7 hours after it is fully charged.

The tablet offers multiple charging options including both individual outlet adapters and charging stations. If offenders have access to outlets, we offer outlet adapters for offenders to easily charge their tablets. Where outlet adapters are not available, we also have the option of putting in charging stations. The charging stations allow for up to 10 tablets to be charged simultaneously.

Our proposed BRIDGE 6 and BRIDGE 8 tablets feature wireless charging, either through wall-mounted stations or charging carts.

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.

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

Inmates have the ability to manage their total music library. The inmate has the ability to remove any song from their device and later re-download that song should they choose at no additional cost.

Because THE BRIDGE tablets utilize streaming music services on a shared tablet, songs are not catalogued, nor are inmates able to manage their entire music library.

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

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

The device is clear to allow the viewing of internal components.

THE BRIDGE 8 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. THE BRIDGE 6/10 does not currently feature a clear exoskeleton but this could be made available if there is significant customer demand.

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.

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

ATG has the contractual rights to distribute digital media from major music labels, as do our other tablet partners.

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

2.1.8.1 Job Readiness Skills Training;

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

With the proposed tablets, inmates will have free access to the Edovo educational platform. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work.

Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels.

Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.

In addition to education, Edovo offers the following Job Skills Training:

Examples of Available Coursework	
Job Skills & Personal Finance	***Introduction to Credit Reports and Credit Score*** ***Introduction to Personal Finance (50+ courses from 4+ providers)*** ***Cisco Networking Certification*** ***Commercial Driver's License Certification*** ***Digital Literacy*** ***Introduction to Customer Service*** ***Introduction to Customer Service Management*** ***ServSafe Certification*** ***SquareUp*** ***Career Exploration*** ***Trade-Specific Courses*** ***Vocational Skill-Building***

2.1.8.2 Self-Improvement Programs;

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

Edovo's platform will offer Life Skills content as shown in the chart below.

Cognitive Behavioral Therapy & Mental Health	***Cognitive Behavioral Therapy: Addressing Criminogenic Factors*** ***Houses of Healing: A Prisoner's Guide to Inner Power & Healing*** ***Parenting While Incarcerated (150+ hours of coursework)*** ***Mindfulness-Based Substance Abuse Treatment (50+ courses)*** ***Anger Management (25+ courses)*** ***Peace Education Program (10 courses)***
Health	***Florida Literacy Coalition: Staying Healthy*** ***Health Insurance Basics*** ***How to Apply for Health Insurance*** ***Properly Utilizing Health Services*** ***Topics in Health: LGBTQ*** ***Topics in Health: Veterans*** ***Topics in Health: Women*** ***Fitness & Nutrition (250+ courses)*** ***Personal Hygiene*** ***Reproductive Health*** ***Seeking Substance Abuse Treatment (750+ courses)*** ***Meditation (50+ courses)*** ***Workout Videos (750+ workout videos and courses)***

2.1.8.3 Law Library Research;

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

The proposed tablets can interface with Fastcase law library system to enable touchscreen access to legal research. Fastcase is a leading provider of legal research in the U.S. This would eliminate the need to transport an inmate to a dedicated location in the facility in order to perform legal research.

2.1.8.4 Inmate Grievances;

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

The Grievance Module is available via the tablet. This module allows the user to configure them based on the form provided by the Agency and associated them to the requested department/grievance type.

2.1.8.5 Electronic Books;

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

Edovo's platform will offer E-Books content as shown in the chart below.

Exploration Content	***Educational & Instructional Videos*** ***Library of E-Books (250+ e-books)*** ***Library of Inspirational Videos: Life after Incarceration*** ***Manuals & Resources for Vocational Training*** ***Podcasts (6+ podcasts)*** ***Poetry (64 spoken word series, 1,000+ poems)*** ***NASA Launch Pad (86 courses)*** ***Leadership Conferences (4+ nationally recognized leadership conferences and seminars)***

2.1.8.6 Games;

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

While there are several games provided for free, inmates also have the ability to purchase additional games for a fee.

2.1.8.7 News;

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

Inmates will have Secure Internet Access a system has US patent to securing web access. Agency can sub-select News sites (ESPN, NPR, CNN, etc.) available from a curated list. The inmates are not able to participate in any social media, forms offered, or external links that may be offered within these news websites.

2.1.8.8 Movies;

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

The SCORE tablets can provide access to movie rentals. We offer a catalog of 200+ movies for rental. All movies have a rating of PG-13 or lower.

With THE BRIDGE tablets, inmates are able to watch movies on a streaming basis. Select models may also offer a monthly subscription service for select, Agency-approved movies and TV shows.

2.1.8.9 Podcasts;

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

The SCORE tablet offers a secure podcast option that limits available podcasts to only those podcasts within the catalog approved by the agency. User has to have Wi-Fi to search for and download podcasts. Once they are downloaded to the tablet, they can be listened to without a Wi-Fi connection.

Our BRIDGE tablets also offer access to podcasts on a streaming basis.

2.1.8.10 PDF Document Viewing;

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

All tablets have a PDF Reader to allow for PDF document viewing.

2.1.8.11 Translation from English to other languages;

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

While there are no translation services, the inmate can select whether they want English or Spanish language displayed on the tablet. The SCORE admin application allows users to save translated content along with the original message through a link on the message search screen giving users the flexibility to use their preferred source for the actual translation.

THE BRIDGE tablets utilize a third-party translation software that can be utilized for this purpose, which is not directly integrated into the tablet or messaging application.

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

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

Upon award of the contract/agreement, ICSolutions will work with the participating DOC for the exact inmate management tools and to comply with this requirement.

Furthermore, all of our tablet options offer basic inmate management tools. Authorized users can establish tablet usage policies such as days/times when tablets function. Inmate Tablet 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 tablet or ALL tablets. Should facility staff need to suspend a friend or family member's privileges, they can do so easily via any web browser.

2.1.8.13 Religious Content;

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

The Edovo platform offers religious content as shown in the chart below.

Religion and Spirituality	***Bible Correspondence Course*** ***Topics in Islam*** ***Topics in Judaism (Dozens of providers, 100+ courses)*** ***Topics in Christianity (50+ providers, 500+ courses)*** ***Topics in Mormonism (Dozens of providers, 250+ courses)*** ***The Aleph Institute***

	Video Sermon Library ***Religious Holy Texts*** ***The Bible Project***

2.1.8.14 Court Appointments/Hearings Video Conferencing; and

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

Regardless of which video visitation system is selected by a participating entity (whether tablet- or kiosk-based), the video visitation system would be able to provide video visits for court appointments and hearings.

2.1.8.15 Agency provided content to work with agency direct.

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

All of the ICSolutions tablets support the addition of approved agency content that are in standard format such as MP3, MP4, PDF or ePUB.

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

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

Every application included with the tablet has been developed or customized specifically to be usable in correctional institutions. The system allows agencies to control which applications are accessible to inmates and optionally manage access by and inmate's privilege level.

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.

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

ICSolutions proposes its V17 video kiosk as a turnkey solution for NASPO or the other participating agencies.

State-of-the-Art IP-Based Video Visitation Stations

ICSolutions provides multi-functional video kiosks for inmates and visitors. THE V17 video kiosks offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

THE V17 serves as an all-in-one video visitation station that provides both inmate calling and video visitation on one wall-mounted device. THE V17 runs THE VISITOR video visitation and visitation management module, as well as allowing inmate calls through THE ENFORCER.

THE V17 can support not only video visitation and inmate calling, but can also interface with any third-party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc. In addition, the device's multi-tasking feature enables inmates to access touchscreen services like account balance inquiry, information lookup, and commissary ordering even while they are talking on the phone.

The V17 17" Color Monitor

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

THE V17 is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. For locations that require mobility, the video stations can be attached to a cart for controlled portability.

ICSolutions will provide all necessary V17 kiosk hardware, software, and services, including:

- ***Restricting or locking out specific inmates by providing ICSolutions with an inmate roster that excludes those inmates.***
- ***Remotely monitoring and performing maintenance actions such as patches and upgrades. Any maintenance action requiring downtime will be scheduled 72 hours in advance and will be communicated to DOC. These are typically scheduled during times of minimal customer impact, such as midnight on weekends.***
- ***Providing all network and data security***

ICSolutions will be responsible for monitoring, logging, and alerting for security-related issues occurring within the ICSolutions network. External and internal security scans are conducted on a weekly basis at the ICSolutions central services site, and security findings are also addressed weekly.

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.

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

The V17 features a touch screen that allows inmates to access commissary ordering, their account history, facility documents, a facility bulletin board, law library, and more. The V17 is ADA compliant.

2.2.2 Deposit Kiosks

2.2.2.1 Kiosk should accept incoming inmate deposits from outside parties to include credit cards and cash.

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

ICSolutions proposes to provide deposit kiosks through our sister company, Access Corrections. All deposits are tracked through Keefe's Cloud-Based Deposit Clearinghouse.

All kiosk devices communicate with Keefe's PCI compliant Deposit Clearinghouse network for clearing Cash, Credit, and Money Order deposit types.

Please see the following pages for an overview of Access Corrections, KCN's deposit services division.

Access Corrections Deposits & Payments™

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year for more than 700 county agencies and eighteen (18) state department of corrections.

Access Corrections' Deposit and Payment services provides family and friends quick, efficient, and easy to access options of sending funds to offenders as well as to make payments for bond/bail and other obligations due. The agency has the flexibility to set different transaction limits and rules for each service offered. This ensures policy/procedures are followed and agency efficiencies are maximized.

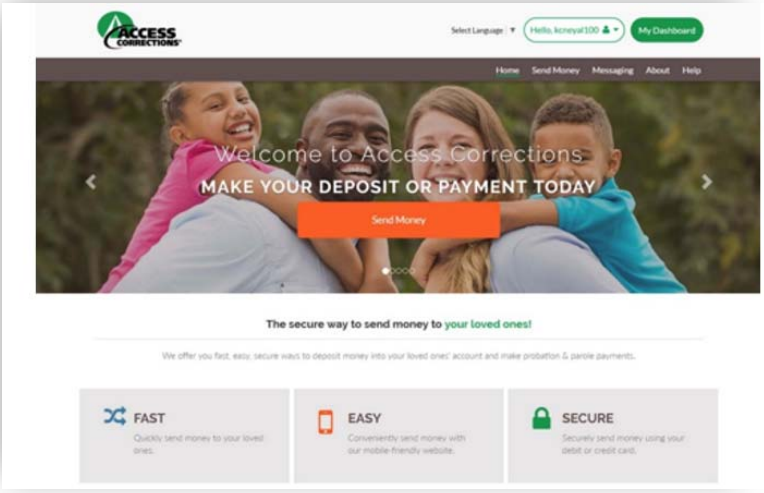
Our platform can process a wide variety of transactions, including parole, probation, and many types of court ordered payments. The probation and parole payment options are limitless with the most common being; supervision fees, program fees, drug screening, monitoring and restitution. Court ordered payments can be made for a variety of different obligations such as fees/fines, child support, licensing records, etc.

Our solution offers deposits and payments to be made using credit or debit cards as well as cash. These deposits and payments can be made via mobile app, web, kiosk, phone, lockbox or walk-in retailer.

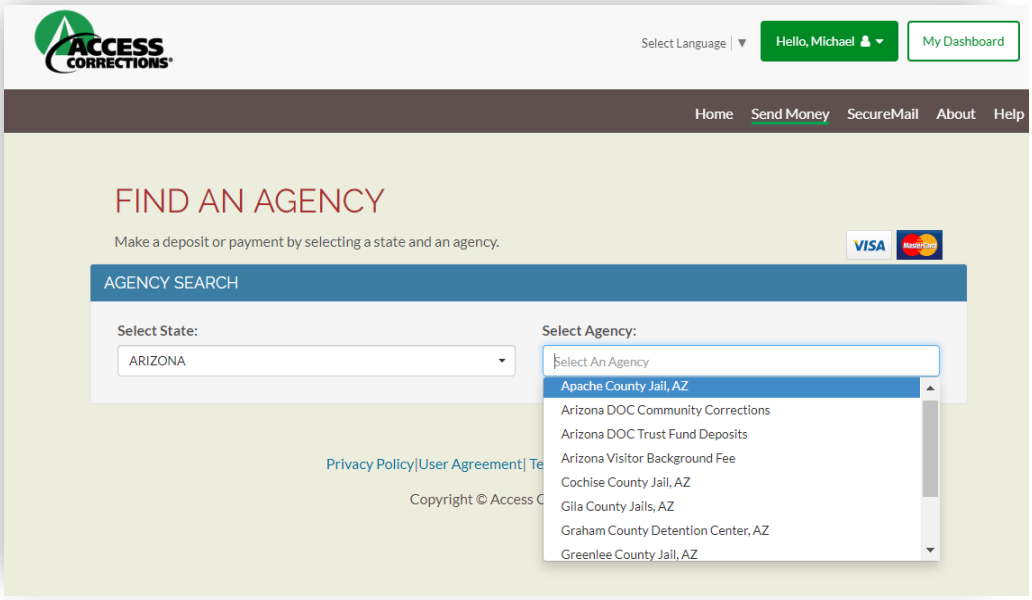
DEPOSIT & PAYMENT TRANSACTION METHODS

www.accesscorrections.com

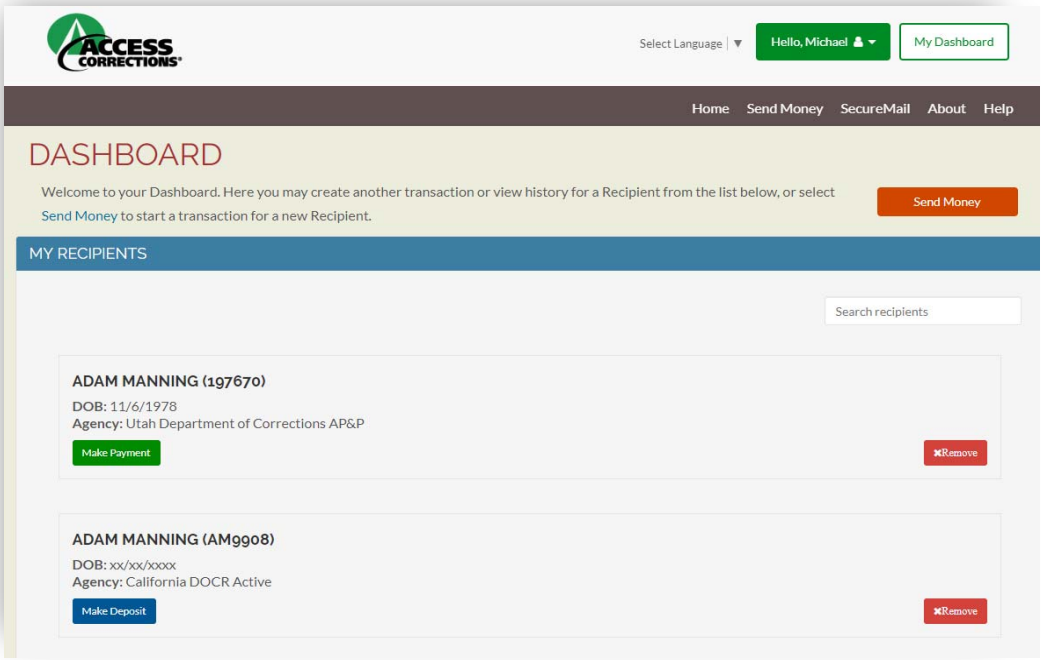
In order to allow inmates' family and friends to make deposits or payments online, Keefe operates a secure website 24/7/365 – www.accesscorrections.com.



Adding a Recipient to my Dashboard

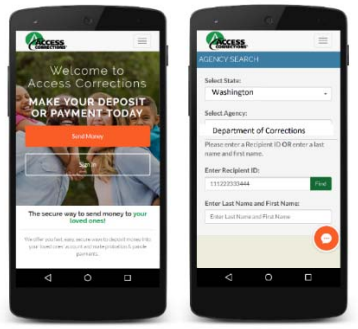


My Dashboard



Access Corrections' Mobile App

Consumers love our mobile app to make deposits or payments while they are on the go. The app is available for both Android and IOS (Apple) phones.



Phone

Keefe offers a 24/7 Toll Free phone number for friends and family that may need a little more help with their transaction. Our bilingual, English and Spanish, customer service representatives are trained to assist customers with their questions with the goal of completely satisfying the customers' needs so they don't call agencies needing additional information.

Keefe has in-house customer service representatives and also provides support through a U.S. based third party call center. All CSRs are specifically trained to handle customer's phone deposits, transaction history, complaints and financial discrepancies. Keefe provides support and allows for phone deposits 24 hours a day, 7 days a week. In addition to live CSR's, users can make deposits via Interactive Voice Response System (IVR) for a quick and easy deposit option. All call center employee candidates must successfully pass a thorough background check, a satisfactory credit check, and drug testing before they are considered for employment. We take full responsibility of our call center operations and employees, and go above and beyond to provide exceptional, professional, and the most secure services to our customers.

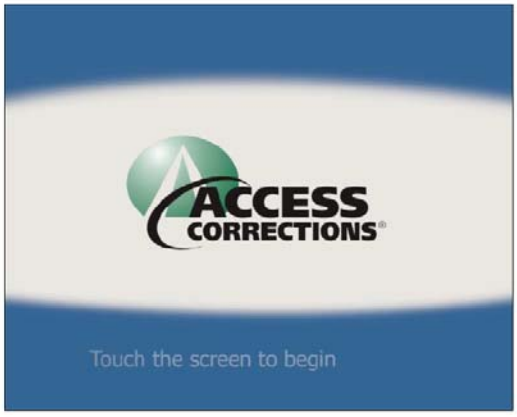
Keefe also offers a 24/7 toll free IVR system that allows friends and family the ability to make a deposit or payment without having to talk with a customer service representative.

Kiosk

Keefe has the largest network of transaction kiosks in the country servicing government agencies. Family and friends enjoy the convenience of our 800+ transaction kiosks located throughout the US. Our transaction kiosks allow users to make a deposit or payment for any agency that Keefe services regardless of its' location. All of Keefe's kiosks has the capability to accept cash and credit/ debit cards.

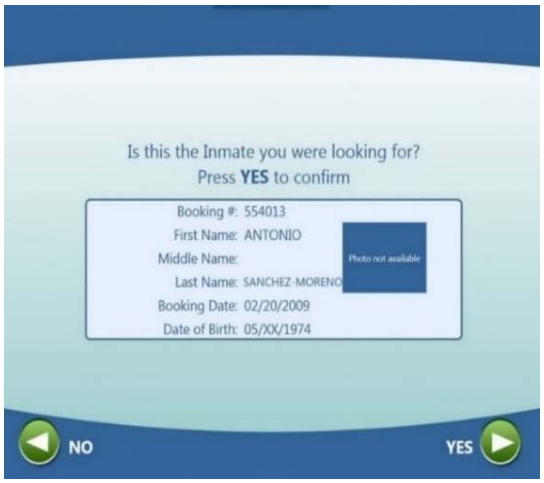
Keefe has technical support technicians who are responsible for the installation of our deposit kiosks. These technicians are employees of Keefe and have years of experience involved in technology implementation, including deposit kiosks. All deposit kiosks are shipped to our Corporate Headquarters where they are tested thoroughly before being shipped to the customer location. Keefe technicians will install, configure and test the kiosk on-site. Furthermore, a designated technician will monitor each kiosk utilizing our management software. This management software sets Keefe apart from our competitors as it enables our staff to monitor each kiosk with alerts. Alerts we receive encompass all operations allowed by the kiosk. This guarantees that Keefe's deposit kiosks are managed as efficiently as possible. The kiosk will accept deposits via cash or credit/debit cards. Each kiosk also has the ability to take a photo of each depositor for potential investigative purposes. A new feature to Keefe's Lobby Kiosk is a Driver's License Reader. This allows both Keefe & the State to collect a more positive identification of the depositor. Additionally, this helps reduce the time a depositor has to spend at the kiosk.

From the initial kiosk splash screen, the depositor selects a primary language:



Next, it will ask to search for the inmate by name or number:

After typing in the name, it will confirm that is the inmate they are looking for:



After the offender is confirmed, the list of agency purposes will be displayed. This allows the depositor to select the purpose of their payment. Keefe can configure and display to the Agency's preference.

Purposes

Along with Trust Deposit, Keefe's Kiosk also have the capability to allow friends and family to send money to specific accounts or purposes that the Agency allows. Below is an example of medical, dental and education deposits.

Remote Kiosk Deposits

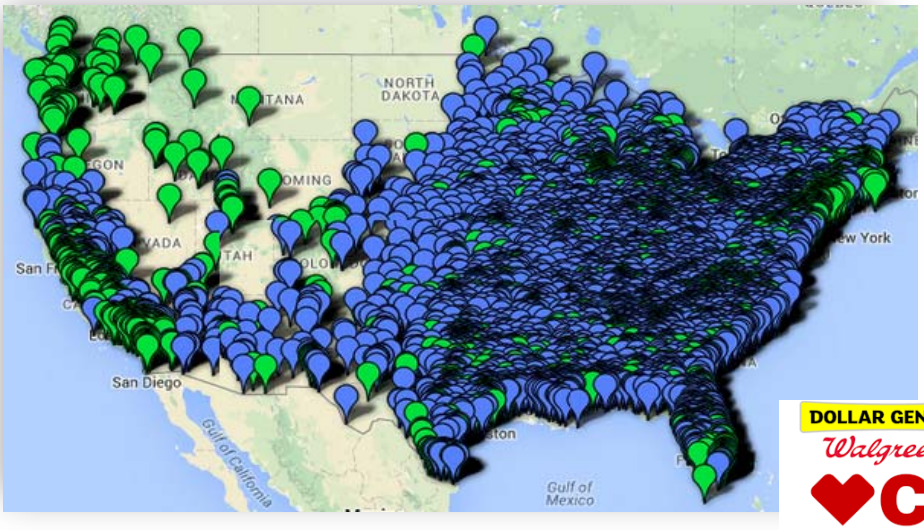
Even if an Agency does not have a lobby kiosk friends & family can still make a deposit through our remote lobby kiosks. A family member can go to any of the hundreds of Access Corrections kiosks across the country and can post funds for an offender close to home or thousands of miles away. Our Secure Deposit services cover 16 statewide DOCs and over 700 jails with many offering lobby kiosks. The service fee associated with this service is below most standard web and phone fees. We are providing this service to all Access Corrections Secure Deposit agencies for deposit and payment services. For example, a customer in Nevada could select, "Select other location" and then select

another agency from the drop-down box. They could then select City of Las Vegas Detention Center, NV.

Walk-In Retailer

Keefe is partnered with CashPayToday, a leading payment technology company automating cash transactions via its network of over 63,000 national and regional retailers in the U.S. These locations will accept cash transactions on behalf of Keefe. The walk-in locations include Walmart – Available at Service Desk or Money Center, CVS, Walgreens, 7-Eleven, Dollar General, Family Dollar stores and others.

These national retailers align with the demographics of our customer base. Our customers are already shopping at these stores making it very convenient way to make a payment or deposit for your agency.



Convenience Like No Other Provider

Customers have the choice to get their CashPayToday account information right on their smart phone or mailed to their address. Consumers love the convenience of the smart phone option because they always have their phone with them. In addition, it provides a real-time retailer location map based on their GPS along with transaction history and an account bar code to send money quick. Also, there is no need to tell the cashier what you are sending the money for. They just know it is being sent to Access Corrections!

VanillaDirect Pay

Recipient: CHRISTOPHER MCCREE ID: 258156
$5.00 Transaction Fee ID MAY BE REQUIRED

7993662667200063716834043075 80

By accepting or using this barcode to make a payment, you agree to the full terms and conditions, available at www.vanilladirect.com/pay/terms. After successful payment using this barcode, you may retrieve your full detailed ereceipt at www.vanilladirect.com/pay/ereceipt

Dollar General MAXIMUM $500.00 PER PAYMENT. You may use PIN debit card or cash for payment.
Family Dollar MAXIMUM $500.00 PER PAYMENT. CASH ONLY
CVS MAXIMUM $999.00 PER PAYMENT. CASH ONLY
Walgreens MAXIMUM $900.00 PER PAYMENT. CASH ONLY
7-Eleven MAXIMUM $500.00 PER PAYMENT. CASH ONLY
Speedway MAXIMUM $500.00 PER PAYMENT. CASH ONLY
Kum & Go MAXIMUM $500.00 PER PAYMENT. CASH ONLY
Stripes MAXIMUM $500.00 PER PAYMENT. CASH ONLY
Pilot/Flying J MAXIMUM $500.00 PER PAYMENT. CASH ONLY
Go Mart MAXIMUM $500.00 PER PAYMENT. CASH ONLY
Royal Farms MAXIMUM $500.00 PER PAYMENT. CASH ONLY

CASH PAY TODAY PAYMENT LOCATIONS:
Our payment locations can be found at www.cashpaytoday.com/locations
ALL locations use printed or mobile barcode ONLY

TRANSACTION INSTRUCTIONS:
Enter the checkout line. Let clerk know you are making a "Vanilla Direct Pay®" payment. Hand this slip to the clerk for them to scan the barcode or allow phone to be scanned. Let the clerk know how much money you are sending.

CashPay TODAY

© Pay It Today, LLC.

Lockbox

Keefe offers consumers a free deposit/payment option using our lockbox services that is provided at no cost to agencies. Keefe does not outsource its lockbox operations. All money orders & checks are processed at Keefe's offices.

All money orders and checks are processed within 24/48 hours from the time of receipt. These transactions are batched with all of transaction types (App, Web, Phone, Kiosk and Walk-In Retailer) and an ACH is sent in one bank deposit. One file that matches the daily ACH is sent to the agency, making it easier and more efficient for the agency to reconcile transactions. Like all transaction methods, money order and checks are guaranteed by Keefe. *Checks are held 7-10 days prior to posting.

Transactions processed via Keefe's lockbox service will be automatically included in the agency reports and investigative tools along with all other transaction methods.

Keefe will ensure the payer information is collected by requiring the sender to fill out a Money Order Form that is required with their money order or checks. Here is an example of the money order form.

Money Order Deposit Form

ACCESS CORRECTIONS

Send Money!

Here's how...

1. Complete the form below by typing or clearly printing in blue or black ink.
2. Make money order/check payable to Access Corrections.
3. Detach and mail form with money order/check to:
   Access Corrections – [Agency Name]
   P.O. Box 12486
   St. Louis, MO 63132

Send Money Faster!

Mailed deposits take up to a week to process. With the following options, funds can be deposited within 24 hours.

- Access Corrections App — Send money on the go with our free mobile app.
- accesscorrections.com — Easy online deposits.
- Kiosk — Send money from any of 800+ kiosk locations.
- 866.345.1884 — Speak with a live, bilingual agent.
- Walk-in Retailer — Register at cashpaytoday.com, get a barcode and make a cash deposit where you shop, including Dollar General, Family Dollar, CVS and 7-Eleven.

Important

- To avoid delay in processing, please complete all fields and verify that the recipient's name and ID are correct. If proper recipient cannot be determined, we will return your money order/check.
- Do not send cash, letters, stamps, photos or notes.
- The Money Order Deposit Form must be included with the money order/check to process the deposit. Do not staple, paper clip, fold or tape the money order/check to the form.
- Failure to accurately complete all fields, including the sender's full name and physical address, may result in your deposit being delayed or rejected. Using a P.O. Box could cause a processing delay and will require your driver's license or state ID number*.
- All deposits must be issued in U.S. funds. We only accept money orders/checks drawn from U.S. financial institutions.
- We accept money orders and cashier's checks.
- A $25 handling fee will be assessed for any returned money order/ check.
- Daily deposit amount cannot exceed [$X,XXX.XX]. A [$X.XX] service fee will be applied to each transaction.
- Federal law requires the sender provide their social security number for deposits or combined deposits of $3,000 or more.
- Keefe Commissary Network, LLC dba Access Corrections is licensed as a Money Transmitter by the state of XXXXXXX.

ALL FIELDS REQUIRED — Mail to: Access Corrections – Agency Name, P.O. Box 12486, St. Louis, MO 63132

[Agency Name]
Money Order Deposit Form
Daily Limit $X.XX

Deposit Amount ($ Cannot Exceed [$X,XXX.XX])
Recipient ID
Recipient First Name
Recipient Last Name
Sender's First Name
Sender's Last Name
Sender's Date of Birth (Month/Date/Year)
Sender's Phone Number
Sender's Email (A Digital Receipt Will Be Sent to the Email Address Provided)
Sender's Street Address (Using a P.O. Box May Result in a Processing Delay)
Sender's City
Sender's State
Sender's Zip
Sender's Social Security Number (For Deposits of $3,000 or More)
Sender's Driver's License/State ID Number*

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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.

ICSolutions Response:

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

Keefe contracts national wide provider armored car services to pick-up cash at kiosks. Deposits are posted to inmate accounts in Keefe's ATG banking platform which communicates with the Cloud-Based Deposit Clearinghouse through a Keefe-proprietary Deposit Subscriber interface. Keefe's clearinghouse service transfers deposits received through ACH transmissions on a nightly basis. All deposits accepted by Keefe are guaranteed to the inmate account and to NV DOC.

2.2.2.3 Kiosk may allow outside parties and/or inmates to post payments towards court-ordered fees and/or fines.

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

Keefe kiosk will allow outside parties and or inmates to post payments toward court ordered fees and fines. The payment workflow will function the same as a Trust deposit. The payment will post to Keefe's ATG Banking Platform which communicates with the Cloud-Based Deposit Clearinghouse through a Keefe-proprietary Deposit Subscriber interface. Keefe's clearinghouse service transfers payments received through ACH transmissions on a nightly basis. All payments accepted by Keefe are guaranteed to the inmate account and to NV DOC. Keefe's kiosk workflow to make a court-ordered fees and fines are shown below.

The offender would be located via name or Case ID Number:

After the offender is located, the respective the court-ordered fees and/or fines is selected and paid as same workflow for trust fund deposit. Kiosk display and language can be customized to the agency's choice.

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.

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

2.2.4 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

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

The operating system will be no more than (N+2) revisions behind the publicly available kernel.

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.

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.

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

ICSolutions will provide technical support for all hardware equipment and software proposed herein. Upon request, we can provide a test environment for DOC staff to verify any upgrade or enhancement and make sure it 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.

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

ICSolutions adheres to a documented change management process, as described below.

Change Management

During the implementation and ongoing management of this project, changes to the schedule, resources and scope may occur. These changes are typically driven by external forces, but could include customer requested changes or internally initiated changes. Anything that exists outside of the original scope of the project would be subject to this Change Management Plan.

ICSolutions recognizes change can have positive or negative effects. Managing those effects is an important factor of success. Management of changes requires communication and planning from all sides of the project team, customer and stakeholders.

Types of Change that can be anticipated for this project include:

- ***Staff changes***
- ***Schedule Changes***
- ***Process/Policy Change***
- ***Deliverables***
- ***Technical Change***

Step-by-Step Process to Manage Change

ICSolutions use the following steps as determined for the specific change proposed or encountered:

1. ***Identify source and nature of the change***
   a. ***Determine type of change (technical, schedule, resource, etc.)***
   b. ***Determine potential impact and risk***
   c. ***Document origin of change (who/where did it come from)***
   d. ***Identify affected resources***
   e. ***Communicate to rest of team as needed***

2. ***Analyze the effects of the change***
   a. ***Quantify the change (risk, how long, how much)***
   b. ***Compare change against current process/plan***
   c. ***Identify impact against agreed upon requirements***

3. ***Develop response and strategy plan***
   a. ***Identify team members' level of authority for endorsement***

b. ***Document analysis into a proposal form***
c. ***Answer: What, Who, How, and Why***

4. ***Communicate strategy and gain endorsement***
   a. ***Present at scheduled meeting***
   b. ***Gain endorsement and/or feedback***
   c. ***Adjust strategy as needed***

5. ***Implement Change***
   a. ***Revise work plan***
   b. ***Monitor and evaluate change***

Develop and Apply a Change Log

The Change Management Record is a tool to document, track, and measure the impact of proposed change of critical project factors. Using the Change Management Record is considered mandatory and will include the following information at a minimum:

- ***Description of Change***
- ***Type of Change***
- ***Origin of Change***
- ***Analyst***
- ***Parties Contacted***
- ***Estimated Time Change***
- ***Decision Owner***
- ***Decision Description***
- ***Location***
- ***Decision Date***

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.

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

ICSolutions is fully capable of developing and implementing future applications on our proposed V17 kiosks. ICSolutions developed our Visitor video visitation system in-house. At ICSolutions, developing and maintaining state-of-the-art technology is ingrained in our corporate culture, with over half of our employees responsible for developing or maintaining our technology. ICSolutions has assembled a team of talented engineers who are responsible for the development and deployment of future applications.

Regarding the deposit kiosks, Keefe has developed its own applications from inception since 1992. The current Keefe Development staff consists of 10 agile teams each focused on a particular cloud technology set. Keefe application development is solely focused on the correctional industry.

Funding for application development continues to be integral to Keefe's commitment to the correctional industry. Keefe refreshes its development directions on an annual basis to remain aligned with industry needs.

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.

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

The V17 inmate kiosks operate via Power Over Ethernet or 110 power. The Keefe deposit kiosks operate on 120 V 60 Hz AC power.

2.2.7.3 Kiosks to support communications via:

A. Cable;
B. Fiber;
C. Wireless; and
D. Other.

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

The V17 inmate kiosks support communication via Power over Ethernet or 110 power.

Keefe's kiosks support cable, fiber, and wireless connections. Cellular connections are not currently supported. For connections from LAN to WAN Keefe provides either DSL, Broadband or T1 connections.

2.2.7.4 Kiosks may or may not connect to DOC network infrastructure. Vendor to detail plans to support their proposal both ways.

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

ICSolutions proposes to provide our own dedicated network for all services.

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.

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

All of the V17 kiosks are connected via the ENFORCER database.

Keefe kiosks home back to Keefe centralized cloud services.

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.

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

The proposed V17 inmate kiosk is a standalone design; as it was designed specifically for use in the corrections environment, it is self-contained, rugged, and secure. It features no crevices that would enable inmates to damage or spill into the enclosure. Per vendor Q&A, the Nevada DOC does not anticipate any outdoor kiosk placement. At this time, the V17 kiosk has not been weatherized for outdoor use. However, in the event outdoor placement is desired by a participating agency, weather-resistant enclosures could be a negotiated component of our offer.

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.

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

THE V17 is a corrections-grade, IP-based station equipped with a hardened touchscreen monitor, high-definition camera, and Linux-based operating system. Made of high-impact armored housing materials, a steel lanyard and a security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. All facets of our proposed solution are made to resist inmate tampering and vandalism.

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.

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

ICSolutions will provide mounting templates for all kiosks should DOC staff need to mount or remove the equipment.

ICSolutions will also provide the anchor bolts for Lobby and Intake transaction kiosks and they are 3/8 by 3 inch wedge anchor bolts and there are 4 per kiosk.

2.2.8.4 The kiosk enclosure must be of a neutral color and easily cleaned.

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

Kiosk enclosures are matte black. Cleaning of the enclosure should be with a mild solvent and micro-fiber cloth.

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;

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.

C. When necessary, the vendor shall include battery replacement when required.

ICSolutions Response:
ICSolutions has read and understands the requirements as stated.

ICSolutions technical services remotely monitors all kiosks. Our ERTS (ENFORCER Real Time Status) system is integrated with the video servers to report issues as they arise.

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

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

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

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

The deposit and inmate transaction kiosks are monitored through centralized Solar Winds services. Keefe's support staff receive alarms for kiosk dysfunction.

For all kiosks, ICSolutions proposes that its staff alert DOC as opposed to audible and shrill alerts at the kiosks themselves.

ICSolutions accepts responsibility for theft and/or damage of its kiosk units deployed.

2.2.8.6 Kiosks shall have sealed opening(s) for power and phone lines as needed.

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

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.

ICSolutions Response:
This requirement is deleted per Vendor Q&A #103. The individual parts used to build the kiosks are UL Compliant.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.
The V17 features a touch screen video display monitor, as described in response to REQUIREMENT 2.2.1 EARLIER IN THIS SECTION.

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.

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

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.

ICSolutions Response:

The touchscreen monitor on the V17 is an overlay type. This is to prevent the glass from being accessible to the inmates if it were to be broken. Thus, we have found this to be the preferable choice for correctional facility environments.

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.

ICSolutions Response:

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

In areas where privacy is a concern, ICSolutions can install privacy booths to reduce the ability for others to see the kiosks screen when viewed from the side.

Furthermore, THE VISITOR features blurred background capabilities when conducting video visitation, to further the privacy of other inmates.

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).

ICSolutions Response:

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

ICSolutions provides appropriate accommodations that are in full compliance with the ADA at no cost to the Agency. Wheelchair-accessible kiosks are installed in accessible locations and meet ADA and E.I.A. standards.

All of our tablet and kiosk options allow for zooming to enlarge the text on the screen. Our proposed solutions also include the following features for offenders with disabilities.

THE BRIDGE 10 has the operating system Windows 10 IoT Enterprise with VEKiosk Embedded Software and therefore can use built-in standard Windows 10 Accessibility Features for Disabled People for compatible applications:

- ***Narrator***
- ***Magnifier***
- ***High Contrast***
- ***Closed Captions***
- ***Speech Recognition***
- ***Keyboard***
- ***Color Filters***

- ***Mouse***
- ***Eye Control***

THE BRIDGE 6 handheld (6.3" diagonal) tablet operating system is Pure Android 9.0 Pie controlled by our MDM Platform and therefore can use built in Android Accessibility Features for Disabled People for compatible applications:

- ***Use of screen reader with TalkBack***
- ***Change your display***
- ***Interaction controls***
- ***Use a braille display***
- ***Captions***
- ***Audio***

THE BRIDGE 8 tablets can offer VRS directly on the tablets to assist inmates who are hard of hearing.

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.

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

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.
To securely sign into the kiosk, the inmate has to create a unique four-digit PIN to be entered along with their inmate ID. We also utilize location mapping/restriction to ensure that inmates are only able to access kiosks in their assigned area.

Furthermore, as part of Category 3, ICSolutions is proud to offer NDOC (as well as the other participating agencies) the complete Argus Investigative Suite, featuring a robust voice biometric application, at no cost to the Agency. If NDOC were to select ICSolutions for both Category 2 and Category 3, ICSolutions would be able to feed video visitation audio from THE VISITOR into Argus for voice biometric identification. If ICSolutions were to be selected for both Category 2 and Category, this service would be provided at no cost. If we were to be selected for only Category 2, pricing for this service could be provided upon request.

2.3.1.3 Pictures, artist renderings or technical drawings of the proposed kiosk design shall be included with the proposal.

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

Please refer to the Specification Sheets provided in EXHIBIT A.

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.

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

The V17 is ADA compliant.

2.3.1.5 Kiosks shall have adequate ventilation to include fans if needed for components.

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

2.3.1.6 The kiosk shall not bear company names or logos.

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

The inmate kiosks do not bear company names or logos.

Keefe supplies company information on public use kiosks for family members to contact Keefe instead of the Department for questions or troubleshooting.

2.3.1.7 The operating system should allow the DOCs the ability to customize the applications offered to inmates.

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

Customization of applications is available within each application's administrative function, including kiosk privileges, kiosk use times, location-bound kiosk use, request/kite types, commissary menus, etc.

2.3.1.8 Deposit kiosks shall print receipts.

ICSolutions Response:

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

Please see the following sample of a receipt generated from a Deposit Kiosk.

Keefe Commissary Network, LLC
dba Access Corrections

Time:	2/3/2019 8:28 AM	
Transaction ID:	95607169	
Terminal:	30080T001-LOB02	
For:		
ID Number:	09000415	
From:	ROBINSON MICHAEL	
Transaction Type:	Cash	
Trans. Status:	Complete	
Trans. Amount:		$36.00
Agency Charge:		$0.00
Handling Charge:		$4.00
Total Amount:		$40.00
Sent Amount:		$36.00

Thank you for using Access Corrections.
Visit us online at
www.AccessCorrections.com
(866)345-1884

2.3.2 Remote Management

2.3.2.1 At minimum, remote Keyboard/Video/Mouse (KVM) reset is required.

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.

2.3.2.3 Remote management should be set through a security access designation.

2.3.2.4 Vendor to describe how to ensure malware is not going to infiltrate the State's system.

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

Kiosks can be remoted rebooted via the managed POE devices and remotely controlled via managed VNC application. ICSolutions technical services team can remotely monitor all kiosks, view application logs of all kiosks, and will resolve errors as they arise.

Tech Support is available 24/7 for our kiosks and their video software. When it comes to intelligence reporting, our ERTS (ENFORCER Real Time Status) system is integrated with our video servers to report issues as they arise.

Application and software updates/upgrades can be remotely conducted without interference to the DOC's routine business. All remote management requires valid ICSolutions ENFORCER credentials on the ICSolutions internal network or VPN. The Visitor system is behind an ICSolutions firewall on our own network, and not connected to the customer's system. This ensures that malware will not infiltrate the State's system.

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.

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

The DOC will receive ICSolutions latest software applications upon contract award. Based on requirements gathered and prioritized, ICSolutions development staff typically releases software updates quarterly. All updates will be immediately available to DOC free of charge.

Software changes will be made in accordance with procedures coordinated with the DOC by the ICSolutions project manager.

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.

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

ICSolutions will provide any and all upgrades that become available during the term of the contract.

With the SCORE system, offenders own rights to use the purchased content. This means that if an offender gets a new device or is released from DOC custody, they will always have the ability to retrieve their purchased content since their latest incarceration. However, due to licensing rights associated with the content, this content cannot be transferred to another vendor's device. ICSolutions will provide a comprehensive list of content purchase by inmates.

That said, ICSolutions intends to offer subscription services whereby inmate has access to content for defined period as opposed to purchasing content.

With THE BRIDGE tablets, media is accessed on a per-minute, streaming basis and therefore the inmate does not purchase it. Therefore, this content will not need to be transferred to another device.

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.

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

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.

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

ICSolutions warrants that it has all legally required authorizations of the developers of the propose SCORE and BRIDGE software; and, further, that ICSolutions is the developer and owner of all VISITOR software. ICSolutions can provide Master Service Agreements or other documentation upon request. Software provided to a participating agency pursuant to an award will be licensed for the term of the resulting contract. For hardware not purchased by inmates (no-cost tablets, phones, kiosks, workstations, servers, networking equipment, etc.), ICSolutions is responsible for any software licenses and required maintenance/support fees. The Microsoft operating systems are appropriately licensed from Microsoft. No agreements are required to be signed by the State. In cases where the agency gets to keep the hardware at the end of the contract, such as workstations, the agency will be responsible for licensing and maintenance after contract expiration.

2.3.3.5 Documented Application Programming Interface (API) and tool kit ad.
2.3.3.6 Custom changes to the Interface API.
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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with requirements 2.3.3.5 – 2.3.3.7 and its subparts as stated.

ICSolutions has a documented API tool kit. This proprietary API tool kit will be provided to the State upon contract award. ICSolutions commits to making custom changes to the Interface API, if required by the NDOC.

ICSolutions' V17 kiosk can interface with the DOC's other applications, such as the Offender Management System or the Commissary System.

An API integration is the connection between two or more applications, via their APIs, that lets the system exchange data and based on a set of subroutine definitions, protocols, and tools for building application software in real time. In general terms, it is a set of clearly defined methods of communication between various software components. We also offer file transfers for offender rosters and information via SFTP in cases where a web service may not be available for use as described above.

We use API security best practices:

- ***Use tokens. Establish trusted identities and then control access to services and resources by using tokens assigned to those identities.***
- ***Use encryption and signatures. Encrypt your data. Require signatures to ensure that the right users are decrypting and modifying your data, and no one else.***
- ***Identify vulnerabilities. Keep up with your operating system, network, drivers, and API components. Know how everything works together and identify weak spots that could be used to break into your APIs. Use sniffers to detect security issues and track data leaks.***
- ***Use quotas and throttling. Place quotas on how often your API can be called and track its use over history. More calls on an API may indicate that it is being abused. It could also be a programming mistake such as calling the API in an endless loop. Make rules for throttling to protect your APIs from spikes and Denial-of-Service attacks.***
- ***Use an API gateway. API gateways act as the major point of enforcement for API traffic. A good gateway will allow you to authenticate traffic as well as control and analyze how your APIs are used.***

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.

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

2.3.3.9 Provide application instructions to the inmates which are clear and to the point, with no large blocks of text.

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

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.

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

ICSolutions recommends an inmate to kiosk ratio of 24:1, especially if the kiosks handle a large number of services (banking, commissary ordering, video visitation, law library, etc.). Please note that the introduction of tablets to the inmate population will have a large impact on kiosk-to-inmate ratios, as kiosk use will reduce dramatically.

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.

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

All facets of our proposed solution are scalable and designed to easily accommodate changes from DOC rules and workflows. Our systems are based upon industry standards and have been deployed at multiple large correctional agencies. We have a proven track record of rapid and timely responses to changing business needs. ICSolutions adheres to a documented change management process and will work with the Agency to identify, document, and roll out any changes as and when needed.

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.

ICSolutions Response:

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

ICSolutions will provide training to authorized DOC staff personnel at the locations where the equipment is installed. This training will be provided on all facets of service proposed. Additional training will be provided throughout the contract period at no cost. We have included a sample training plan for THE VISITOR video visitation system below. All plans will be customized to meet the exact needs of the State.

Facility Staff VVS Training Plan

VVS Training Outlines and Objectives

During the installation of the video visitation system, ICSolutions personnel will be at the facility throughout the week to provide hands-on training to all of your personnel that will be utilizing the system, especially the Control Officer(s) who will mainly be in charge of managing the system. ICSolutions will provide hands-on training using the Facility's live system for at least 1-2 days, or until all necessary facility users have been trained.

ICSolutions' goal is to familiarize Facility personnel with the daily system functions of THE VISITOR video visitation system. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of the video visitation system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a customized hands-on training curriculum for each facility served. Training will be conducted by our dedicated Training Department on the live system, so that users will be able to walk through the process step-by-step. The training classes are typically divided into four types of sessions:

✓User Manuals
✓Quick Reference Guides
✓Self-Help Training Guide
✓Online & Hard Copies

- ***Site Administrator (Super User) – How to create users and assign roles, run reports, ban visitors, restrict inmates, audit system activity, change global application settings, add/edit video stations and more***
- ***Control Officer – How to view scheduled visitations, connect video visitation sessions, schedule visitation, cancel visits, monitor live visits, disconnect live visits, ban visitors, access recordings, and more***

- ***Investigator – How to access recordings and reports***

- *Visitor – How to register, login, schedule visitation, update profile information and manage inmate list*

Training length varies based upon user type and number of trainees, but most training sessions are roughly one-hour long. Upon award, our dedicated Training Department will contact the Agency to set up the training. ICSolutions can schedule video visitation training in shifts, so that facility staff can receive training during their normal work hours.

ICSolutions adheres to the following training process for our video visitation solution:

- *The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as set up by the Training Department and the Agency.*
- *Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class question and answer sessions; THE ENFORCER's Quick Reference Guide; and a demonstration of the commonly used features of THE VISITOR system; and, when permitted, hands-on interactive training using the facility's own live system.*
- *Printed copies of the Quick Reference Guide will be provided for each facility. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of THE ENFORCER system. These online documents are updated and published to all facilities every time THE ENFORCER system is updated or enhanced.*
- *ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.*
- *Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions is able to accommodate your requests for training with very little notice.*
- *All training is provided at no cost to the facility.*

ICSolutions Client Testimonial

"ICSolutions has provided continued refresher and new program update trainings … I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering."

Captain Almonte – Osceola County Corrections Department

Training Curriculum

Below is the standard training curriculum, which is customized for each facility's needs during the site survey, installation, and as requested during the training. The following sample training agenda will be used as the starting point to design the Facility's customized training agenda:

Day-to-Day System Administration	• ***Logging In, locally, remotely, to one site, multiple sites, etc.***
	  o ***Single sign-on to THE VISITOR through THE ENFORCER***
	• ***Visitor Registration & Scheduling***
	• ***Connecting Visits***
	• ***Visitor Verification (if applicable)***
	• ***Live Visit Monitoring:***
	  o ***Audio monitoring***
	  o ***Instant disconnect***
	• ***Viewing and modifying inmate and visitor profiles***
	• ***Generate reports***
	• ***Interface functionality (if applicable)***

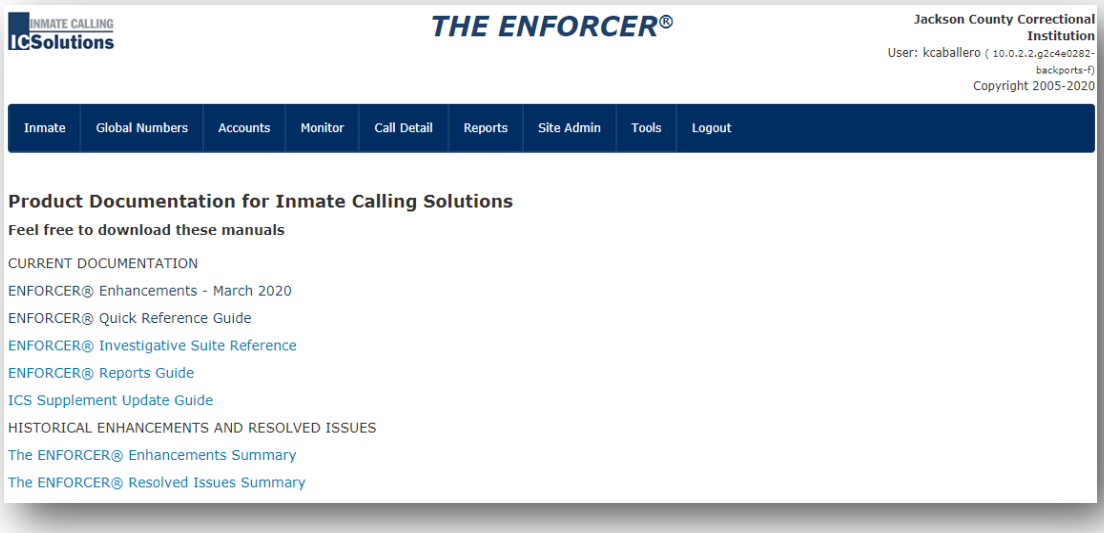
Investigative Functions	• ***Live Call Monitoring/Scanning*** • ***Call Disrupt Function*** • ***Recording*** • ***Recording Exempt Numbers*** • ***Setting Alerts (email, pager and phone)*** • ***Recordings – Search, Retrieval & Reporting*** • ***Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc.*** • ***Running Ad-Hoc Call/Record/Recording Reports***
System Administrative Functions	• ***User Accounts & Privileges (ban visitors & other inmate restrictions)*** • ***System configurations*** • ***Creating messages to warn inmates and visitors of non-compliant behavior*** • ***Setting visitation rules for onsite, remote, and specified visitation centers or housing units*** • ***Establishing authorized visitor relationship type and privilege status***
Service & Maintenance	• ***Initiating Trouble Reports & Scheduling automatic progress notifications*** • ***Information Gathering & Preliminary Trouble shooting*** • ***Trouble Reporting and escalation*** • ***Viewing and reporting on trouble ticket histories***

Training and User Reference Tools	• ***Quick Reference Guide*** • ***User Guide*** • ***Report Synopsis*** • ***Visitor Information Pamphlet in English & Spanish*** • ***Support Center*** • ***ICSolutions' and Support Team Contact Information***

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.

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

Hardcopy training manuals will be provided. This training information is also available electronically through THE ENFORCER GUI at any time.



User Access to Product Documentation

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.

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

ICSolutions will provide informational pamphlets pertaining to the kiosks, if requested by the DOC. The Agency will have rights to copy and use the documentation for inmate's relatives' informational purposes, however, ICSolutions will retain its copyright rights.

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.

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

All software maintenance will be coordinated with Agency staff and will not exceed the 24-hour window. We have provided a sample Service and Maintenance Plan below.

Maintenance and Support Plan

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

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

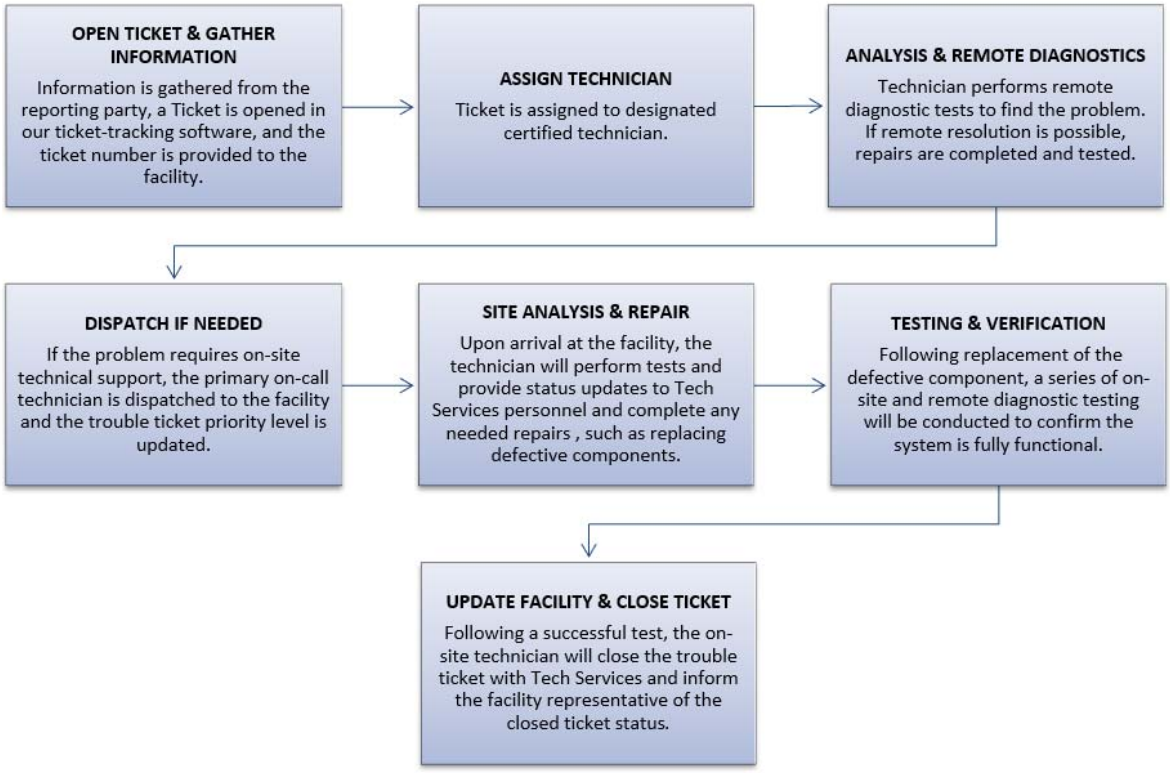
Preventative Maintenance

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

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

Technical Services Center (TSC)

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

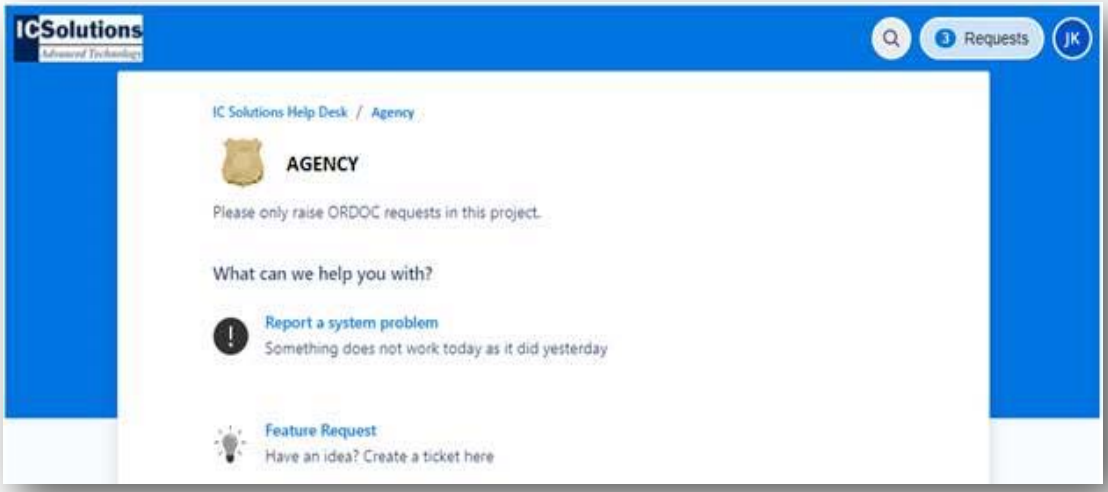


TSC personnel are professionally trained and experienced in the operations of the inmate communications system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Seamless Trouble Ticketing & Tracking

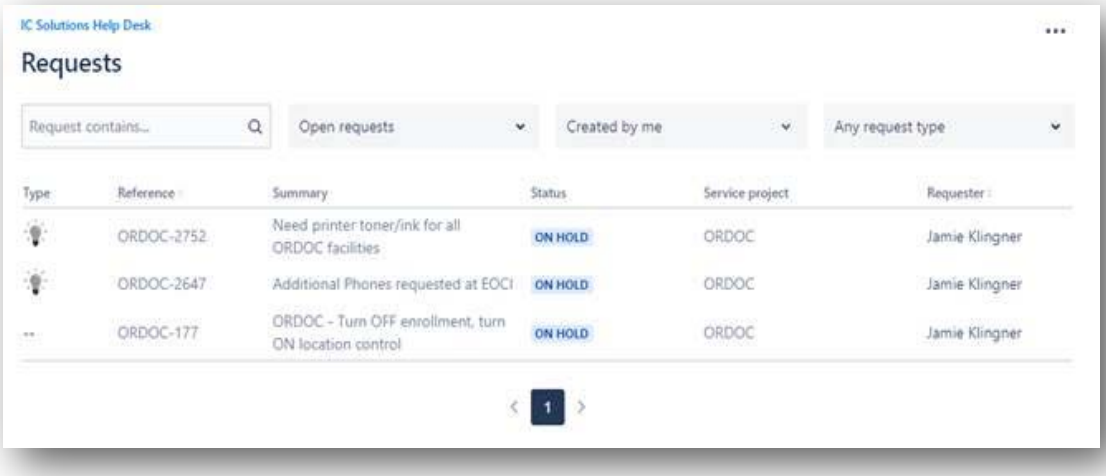
ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

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



Create a Ticket

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



View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

Jira also offers the tracking of Service Level Agreements, which lead to greater accountability and a higher quality of service.

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the Agency.

Priority Level 1	• ***Multiple Housing Units not operational*** • ***Entire System Failure***	***Remote diagnostics and repair will begin within 1 hour***
Priority Level 2	• ***One entire Housing Unit not Operational*** • ***Technical or Recording Failure*** • ***Recording Access Failure*** • ***Server Capacity Warning*** • ***Commissary Interface Failure***	***Remote diagnostics will begin within 1 hour*** ***Repair will begin within 8 hours***
Priority Level 3	• ***One of multiple units in a Housing Unit Not Operational***	***Repair will begin by the end of the 2nd Business Day***

Remote Diagnostics Minimize Onsite Maintenance

TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.

Because critical system components will reside at an offsite data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

Always-on Remote Monitoring, Diagnosis & Repair

Escalation Plan

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

Escalation Level	Escalation Contact	Additional Notification
Initial Report	***Help Desk Technician*** ***Open Ticket & Gather Information*** ***Toll free: 866-228-4031*** ***Email: icssupport@icsolutions.com***	***None***

Level One	***Latoya Coleman*** ***Technical Support Manager*** ***Direct 210-572-9547*** ***Cell: 601-212-6128*** ***email: lcoleman@icsolutions.com***	***None***
Level Two	***Brian Dietert*** ***Director of Operations*** ***Direct: 210-477-7340*** ***Cell: 832-561-8010*** ***email: bdietert@icsolutions.com***	***Mike Kennedy*** ***Regional Account Manager/VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***
Level Three	***Brendan Philbin*** ***Vice President, Product Development*** ***Direct: 210-581-8102*** ***Cell: 408-838-1157*** ***email: bphilbin@icsolutions.com***	***Mike Kennedy*** ***Regional Account Manager/VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***
Level Four	***Tim McAteer*** ***President & General Manager*** ***Direct: 210-572-9570*** ***Cell: 314-504-2254*** ***email: tmcateer@icsolutions.com***	***Mike Kennedy*** ***Regional Account Manager/VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***

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

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

Following are the basic criteria for escalation at each level:

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

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Facility will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Included in our Category 2 proposal for NDOC, is a full-time technician with truck to provide onsite service. Any and all provided site administrators and local technicians are fully trained onsite on each facility's exact equipment and system configuration.

LOCAL Repair Technicians + Spare Parts Storage = FAST RESPONSE

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.

ICSolutions Response:

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

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

2.3.6.3 The vendor shall maintain levels of service and machine installation at no cost to state.

ICSolutions Response:

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

ICSolutions will provide and install all hardware and software at no charge to the State. All cabling, switches, routers, fiber connectors, ISP services are included in ICSolutions offer, and ICSolutions will provide, install, maintain, and replace its network infrastructure elements as required.

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.

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

Any and all upgrades or replacement of kiosk hardware will be provided by ICSolutions at no cost to the State for the life of the Agreement.

2.3.6.5 The vendor will coordinate its service schedule in advance with the facility.

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

Any maintenance action requiring downtime will be coordinated with the DOC and typically scheduled 72 hours in advance. Maintenance and service are typically scheduled during times of minimal customer impact.

2.3.6.6 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

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

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.

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

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.

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

ICSolutions will be responsible for monitoring, logging, and alerting for security-related issues occurring within the ICSolutions network. External and internal security scans are conducted on a weekly basis, and security findings are also addressed weekly.

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.

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

We have included our escalation plan, on-site repair time, method, and proposed level of services in response to REQUIREMENT 2.3.6.1 ABOVE. We have included sample service level agreements for kiosks and tablets below. ICSolutions is well prepared in case of emergency; our Technical Services Center is staffed with live technicians 24/7/365, we have a documented Disaster Recovery Plan in place, and our proposal for the NDOC includes one full-time technician devoted specifically for the services in Category 2.

Service Level Agreements

For Kiosks and Tablets

ICSolutions adheres to the following service delivery standards. Upon contract award, ICSolutions will negotiate specific Service Level Agreements with the Agency. These Service Level Agreements will be designed to address the particular size, characteristics, and service needs of the Agency.

A. INSTALLATION AND CHANGE ORDER INTERVALS

Standard

Installation of the kiosk will be completed within a timeframe determined in coordination with the State. ICSolutions' professionally trained project team will coordinate the transition to THE VISITOR video visitation system to ensure minimal impact on facility operations, including no disruption to ongoing visitation services. The ICSolutions Operations Team will work together with the ICSolutions Regional Account Manager to coordinate the implementation process. ICSolutions' Implementation Project Manager will conduct biweekly status meetings (or another interval, if desired by the Agency) to monitor and track the project's progress.

Change order requests (aka MAC requests – moves, adds, and changes) will receive a response within the same business day, as long as the request is received one (1) or more hour(s) prior to the end of that business day, or the next business day if the request is received during the last hour of the business day in which the request was made. Work will be complete within ten (10) business days of receiving the MAC request.

Performance Measurement

Following a pre-installation project-planning meeting and requirements gathering with the Agency, ICSolutions will submit an official Implementation Plan, which will guide the VVS installation process to completion in the agreed upon timeframe. Regular project status meetings will ensure that the project stays on track. Following installation and testing, the Agency will be given an acceptance form that consists of all features outlined in the Proposal response, contract, and project plan. Each feature/function will be reviewed by the Agency and accepted in writing before the implementation is considered complete.

A ticket will be opened for each MAC request, allowing ICSolutions to track and measure response and work completion times.

Corrective Action

If at any time during installation a delay or service disruption is anticipated, the Implementations Project Manager will report the anticipated delay or service disruption to the Agency's project manager, along with an explanation of the cause, and a corrective action plan when corrective measures are warranted. While some types of delays may be unavoidable – for example, a delay in receiving circuits from the Local Exchange Carrier (LEC) – all avoidable delays will be managed in conjunction with the Agency's Project Manager to ensure an acceptable resolution for the Agency.

Any MAC request ticket not closed within ten (10) business days will be escalated, and a report of this delay will be submitted to the Agency. ICSolutions will provide a cause for any non-compliant service tickets, and a corrective action plan to address recurrent non-compliance issues.

B. ENSURING VIDEO VISITATION SYSTEM REMAINS OPERATIONAL DURING POWER OUTAGES

Standard

ICSolutions maintains an Uninterruptible Power Supply (UPS) system capable of providing operational power to the video visitation system (including processors, system servers, and recording equipment) in the event of a loss of commercial power at our data center.

At Agency facilities, ICSolutions will maintain a UPS system capable of providing operation power to the onsite equipment (including video processing & recording servers) for a minimum of one (1) hour in the event of a loss of commercial power at the facility.

Performance Measurement

System must continue ongoing normal operation after loss of power with no disruption to service. In the unlikely event that power is lost, system must continue normal operation at least one (1) hour after loss of power. Thereafter, system will automatically fail over to generator power to ensure no disruption to service.

Corrective Action

In the event of any instance where the onsite UPS failed to provide at least one (1) hour of backup power during a loss of commercial power, ICSolutions shall provide a detailed report within five (5) business days explaining the cause of the UPS outage and explaining the actions to be taken by ICSolutions within the next thirty (30) days to correct the problem.

C. KIOSK REPAIR RESPONSE TIMES

Standard

ICSolutions will provide maintenance and repair services according to the following priority levels, or at identified levels otherwise agreed to with the Agency:

Priority Level 1	***VIDEO KIOSK SYSTEM*** • ***Multiple Housing Units not operational*** • ***Entire System Failure*** ***TABLET SYSTEM*** • ***Requests related to Provider Software and/or Applications*** • ***Requests related to core network services*** • ***Requests regarding an issue affecting multiple customers at multiple sites***	***Remote diagnostics and repair will begin within 1 hour***
Priority Level 2	***VIDEO KIOSK SYSTEM*** • ***One entire Housing Unit not Operational*** • ***Technical or Recording Failure*** • ***Recording Access Failure*** • ***Server Capacity Warning*** • ***Commissary Interface Failure*** ***TABLET SYSTEM*** • ***Onsite infrastructure hardware related requests*** • ***Requests regarding an issue affecting more than one customer at a single site***	***Remote diagnostics will begin within 1 hour*** ***Repair will begin within 8 hours***
Priority Level 3	***VIDEO KIOSK SYSTEM*** • ***One of multiple units in a Housing Unit Not Operational*** ***TABLET SYSTEM*** • ***End User Devices or Peripherals*** • ***Requests for information not related to a current service outage*** • ***Requests regarding an issue affecting a single customer at a single site*** • ***Feature Requests***	***Repair will begin by the end of the 2nd Business Day***

Performance Measurement

1. ***Priority Level 1 – Remote diagnostics and commencement of repairs within 1 hour***
2. ***Priority Level 2 – Remote diagnostics within 1 hour, commencement of repairs within 8 hours***
3. ***Priority Level 3 – Commencement of remote diagnostic and/or repairs within 48 hours***

Corrective Action

If ICSolutions fails to meet 90% of its service response times over a six-month period, then ICSolutions will report such result to the Agency. ICSolutions will concurrently create an internal task force to analyze the root cause(s) of such failure and implement a comprehensive corrective action plan to prevent future instances.

D. QUALITY ASSURANCE INSPECTIONS

Standard

ICSolutions will conduct monthly quality assurance inspections to ensure that kiosk units at each of the correctional facilities are maintained in good working order. In addition, ICSolutions proactively monitors system performance. Diagnostic routines are constantly being performed to confirm system availability. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.

Performance Measurement

A service ticket will be opened for all repair issues uncovered in the course of quality assurance inspections at each facility, and for any problems uncovered by the remote monitoring and diagnostic routines described above.

Corrective Action

ICSolutions will provide a written explanation to the Agency in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

E. VIDEO KIOSK SYSTEM UPTIME AND AVAILABILITY

Standard

THE VISITOR is designed to minimize the risk of catastrophic system failure and reduce the risk that any single component could result in a complete system outage, data loss, or inaccessibility of data. The most susceptible components are equipped with internal redundancy and/or hot swappable spares (hard disks, cooling fans, power supplies) to ensure minimal risk of service affecting failure and reduced time to repair. ICSolutions builds each Video Processing processor utilizing enterprise-grade components which provide the highest level of performance and reliability. The video processor and recording storage servers are configured with enterprise-grade SAS drives and redundant gigabit network ports to deliver the Quality Standard of 99.999% system availability.

ICSolutions employs redundancy to ensure 99.999% uptime for THE VISITOR video visitation platform, as well as to protect against data loss and ensure continuous availability of visit recordings and data:

> ***Video Processing Redundancy – While the primary video processor is housed in Atlanta, we also install a fully functional, always-on backup processor 900 miles away at our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt video processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.***
>
> ***Storage Redundancy – Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.***

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

Performance Measurement

ICSolutions' standard for THE VISITOR system availability is 99.999% or better for every month.

Corrective Action

If the system uptime or availability is less than 99.999% for any calendar month, a service ticket will be opened to investigate the root cause if not already known and identified. The Agency will be notified when the ticket is opened and a report of the cause will be provided to the Agency.

F. TABLET SYSTEM UPTIME AND AVAILABILITY

Standard

The tablet system will be fully operational at least 99% per day. Scheduled maintenance to be done between 11:00 p.m. and 6:00 a.m. does not count against the 99% System uptime requirement.

Performance Measurement

Reports will be generated to ensure compliance. "Service Lost" and "Service Degraded" will be measured on a monthly basis.

Corrective Action

If the tablet system uptime or availability is less than 99% for any day, a service ticket will be opened to resolve the issue. The system automatically informs staff of all updates and manages the escalation.

G. CUSTOMER SERVICE RESPONSE TIMES AND PERFORMANCE

Standard

ICSolutions maintains a dedicated, toll-free customer service hotline for families/friends to call for assistance with establishing prepaid accounts or billing questions. All calls will be answered within an average of three (3) minutes. A minimum of 90% of issues will be resolved on the first call, with an average talk time of five (5) minutes or less.

Performance Measurement

ICSolutions will provide adequate resources and network capacity to maintain an average wait time (Average Speed of Answer) of no more than three (3) minutes for all inbound calls to the customer service line. Live, U.S.-based customer service representatives will be available 24 hours a day, 365 days a year, to provide first-call resolution within the established timeframes.

Corrective Action

If the average customer service wait time or issue resolution parameters are not met in any given calendar month, then a service ticket will be opened to investigate the root cause. The Agency will be notified when the ticket is opened and a report of the cause and corrective action will be provided to the Agency.

H. TABLET USER SECURITY

Standard

Tablet system will not allow unauthorized access or use of the tablets by inmates or allow any communication (phone, messaging, etc.).

Performance Measurement

Reports will be generated and provided to the State.

Corrective Action

If unauthorized access or use of the tablets occurs, a service ticket will be opened to troubleshoot and document the issue. The system automatically informs staff of all updates and manages the escalation.

I. QUARTERLY SYSTEM UPGRADES FOR VIDEO KIOSKS

Standard

All system upgrades are automatically made available to all clients at no cost. Whenever an upgrade or enhancement to THE VISITOR finishes testing and is ready for wide release, the Agency will be notified of the new release updates and provided documentation of the features and functions of the new software. ICSolutions releases updates to THE VISITOR on a quarterly basis to ensure the system is always state-of-the-art. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. ICSolutions will also notify the Agency of system enhancements in advance to obtain permission to apply these updates to the Agency Visitor configuration.

Performance Measurement

ICSolutions will notify the Agency of new release updates whenever the feature is tested and ready for release. Upgrades will be completed on a quarterly basis.

Corrective Action

In the event that an upgrade is not released during the quarter, ICSolutions will notify the appropriate Agency representative, as necessary.

J. KIOSK HARDWARE MAINTENANCE

Standard

Our offer for the Agency includes maintenance and support for the term of the contract. THE VISITOR equipment is updated and refreshed regularly throughout the contract term. Damaged equipment

will be repaired or replaced immediately, and aging equipment will be replaced as needed. ICSolutions will handle the replacement of any modular parts that are defective or in need of repair. ICSolutions will also maintain an inventory of spare parts either onsite or with the technician, and will refresh that inventory as needed throughout the contract. Keeping spare parts immediately available eliminates extra time for delivery. The ICSolutions technician will be certified to supply onsite hardware support and replacement of modular parts for THE VISITOR video visitation units.

Performance Measurement

Onsite repair of THE VISITOR equipment will be made by ICSolutions personnel within 24 hours.

Corrective Action

ICSolutions will provide a written explanation to the Agency in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

K. THE VISITOR™ KIOSK SOFTWARE MAINTENANCE

Standard

ICSolutions' software maintenance and support for THE VISITOR Visitation Management & Video Visitation module, provides for any and all system enhancements, bug fixes, updates, and periodic training updates and preventative maintenance reviews for the life of the contract. THE VISITOR software is updated regularly with updates pushed remotely to each installed unit.

Performance Measurement

A service ticket will be opened for all software issues uncovered in the course of daily use, or for any problems uncovered during the preventative maintenance reviews or software updates described above.

Corrective Action

ICSolutions will provide a written explanation to the Agency in any case where repairs were not completed in accordance with the repair response times as contractually agreed upon. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the required response times.

L. THE VISITOR™ KIOSK DISASTER RECOVERY

Standard

This plan's goals are to bring THE VISITOR system back into a serviceable condition so that video visitation is functional. To that end the following systems must be recovered in the following order:

1. *Network Switches and Routers*
2. *Database Server*
3. *Application Server*
4. *Control Workstation*

5. *THE VISITOR video visitation units*

Preventative Steps

To prevent a loss of THE VISITOR system within a facility, a number of steps are taken. The main step is putting THE VISITOR system on the facility's backup power system. Each facility is unique in how main power is protected. Some facilities rely on generators while others rely on battery backups. Regardless of the facility's backup power structure, THE VISITOR systems are prevented from failure in multiple ways. Separate uninterruptable power supplies (UPS) are supplied for THE VISITOR switches, routers, and servers, and each THE VISITOR unit is set to automatically restart when facility power is restored.

Recovery Strategies

Because THE VISITOR software application, along with all the Agency's rules and configurations, as well as all data related to scheduled and historical visitations, visitors, and inmates are maintained off-site with our centralized ENFORCER, recovery is as simple as restarting the on-site equipment. This section includes the actual steps to recover failures resulting from on-site issues:

a. ***Ensure facility power has been restored.***
b. ***Check all UPSs connected to THE VISITOR system. Check that the UPSs are powered on and capable of delivering the required power under load. If the UPSs are powered off, turn them on.***
c. ***Check the status of each Visitor switch and any routers in THE VISITOR network. This can be accomplished by connecting a computer directly to THE VISITOR switches and logging into the switch via its console or website.***
d. ***Reboot THE VISITOR Video Call processing/video storage servers. Ensure the server restarts, all services start, and the server is visible on the network. Confirm servers are connect to the centralized database.***
e. ***Log into THE VISITOR application via the admin GUI to verify database connectivity and system functionality. Verify the call correlation service has started. Verify the OMS import service has started.***
f. ***Reboot THE VISITOR Control Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into THE VISITOR control software to verify database connection.***
g. ***Reboot THE VISITOR Monitoring Workstation. Ensure the workstation restarts, all services start, and the workstation is visible on the network. Log into THE VISITOR control software to verify database connection.***
h. ***Verify all VVS stations have restarted. If they have not restarted, attempt to restart them with the control workstation Wake-on-LAN function. If VVS stations still have not restarted, physically go to the VVS stations that have not restarted and manually turn them on.***
i. ***Complete VVS station connectivity test to confirm video and audio quality at each VVS station.***

Plan Testing

The Disaster Recovery Plan should be tested at least once per year. The testing should take place with the facility's backup power testing. If the backup power system uses a generator to ensure no loss of facility power, certain THE VISITOR components can be powered down manually. Once powered down, the system can be recovered as outlined above.

Performance Measurement

A service ticket will be opened for all system outages, and the Disaster Recovery Plan will be enacted as described above. A service ticket will also be opened for any Disaster Recovery Plan issues uncovered in the course of regular testing.

Corrective Action

ICSolutions will provide a written explanation to the Agency in any case where system recovery was not completed in accordance with the Disaster Recovery Plan as described above. This explanation will include corrective actions that have been or will be undertaken to ensure future compliance with the Disaster Recovery Plan.

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.

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.

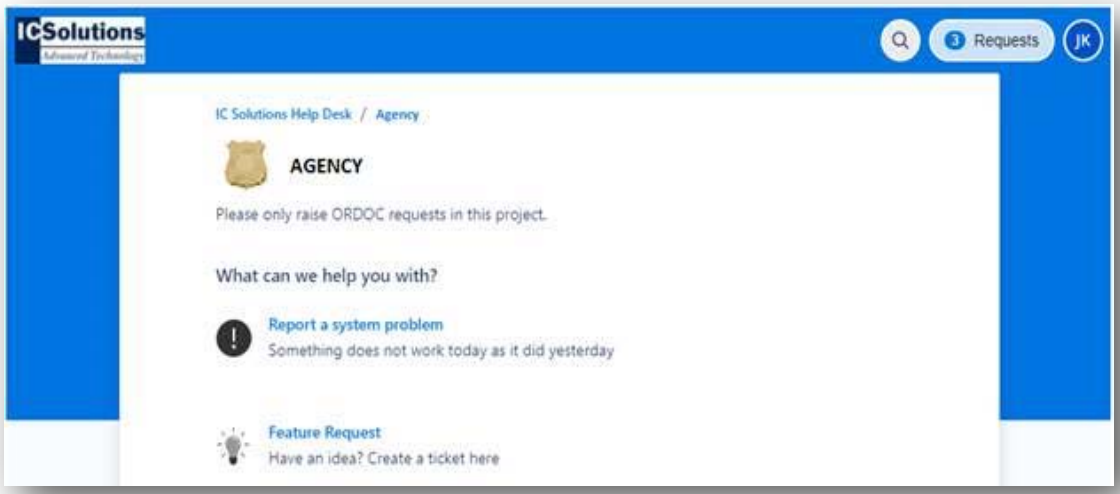
D. Vendor will be allotted time between the notification and the next commission payment due date to validate the lost commission. If the Vendor does not dispute in writing an amount due for commission loss and at the same time present written evidence of a different amount determined to be acceptable 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.

ICSolutions Response:

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

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted. ICSolutions will provide information regarding all tickets of a specified priority that are opened, updated, and closed by the field service technicians. Detail will be provided to show the problem and final resolution.

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



Create a Ticket

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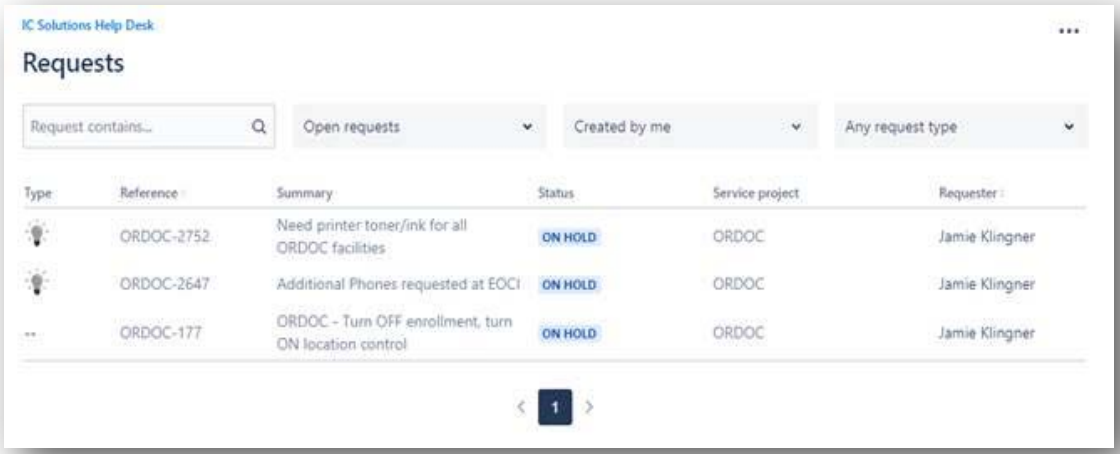


View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

Jira also offers the tracking of Service Level Agreements, which lead to greater accountability and a higher quality of service.

ICSolutions understands that should our escalation plan not be followed explicitly, ICSolutions will be liable for lost commissions during times the kiosks and/or kiosk network infrastructure is in need of repair and not properly operating.

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.

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

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.

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

ICSolutions conducts periodic routine maintenance on systems during selected times.

Customers are notified 72 hours in advance of any planned outage. In the case of the need to take an emergency outage, ICSolutions would work with the Agency to determine an appropriate time to mitigate the impact of such an outage.

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.

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

Upon request, ICSolutions will provide a report on any help-desk issues and the resolution for the case/issue. This will include any issues related to the electronic device network/devices. There will be a log kept for all devices replaced, destroyed, etc.

2.3.6.14 All issues surrounding the tablet environment will be reported by the vendor to the authorized DOC staff.

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

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.);

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

ICSolutions will provide the capability of producing use and statistical reports by function.

2.3.7.2 Accounting reports;

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

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.

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

Our technical team have the ability remotely view application logs of all kiosks. They also have the ability to remotely monitor all kiosks.

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.

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

2.3.8 Vendors are to describe in detail the following:

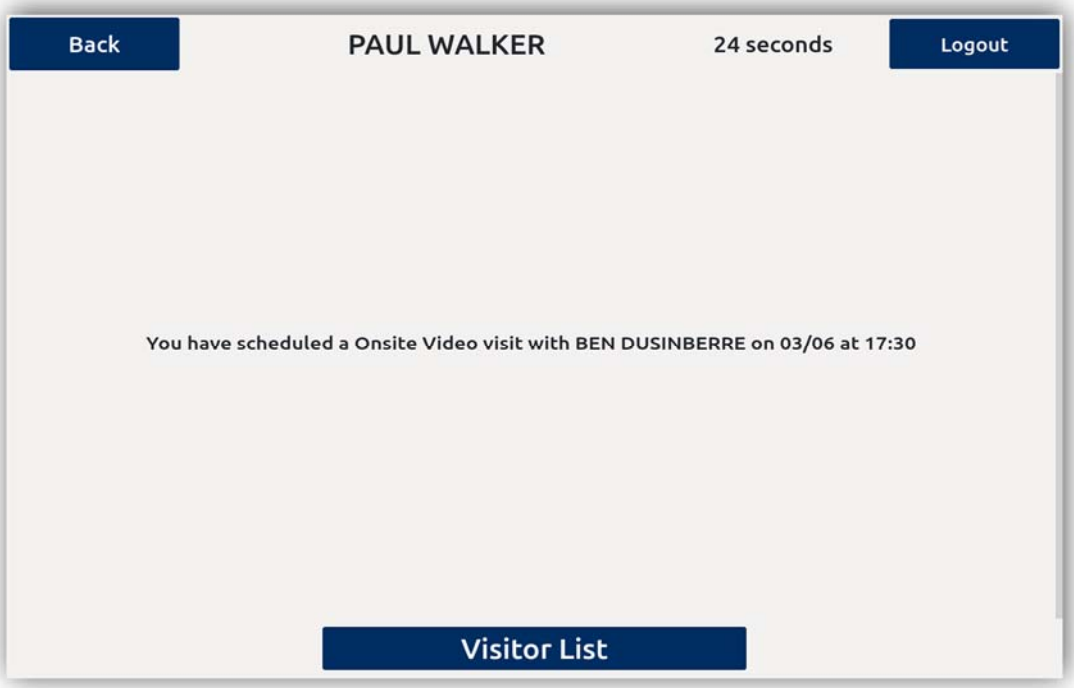
2.3.8.1 Transaction processing messages;
2.3.8.2 Message prompts relayed to the inmates during their usage of the kiosk;
2.3.8.3 Error messages relayed, and whether or not the messages can be customized;
2.3.8.4 Ability for DOC to input instructional prompts and/or messages.

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

When an inmate first logs in to the equipment, they are presented with a main menu that displays all available applications. The Agency has ultimate control over the applications and content that is made available to inmates.

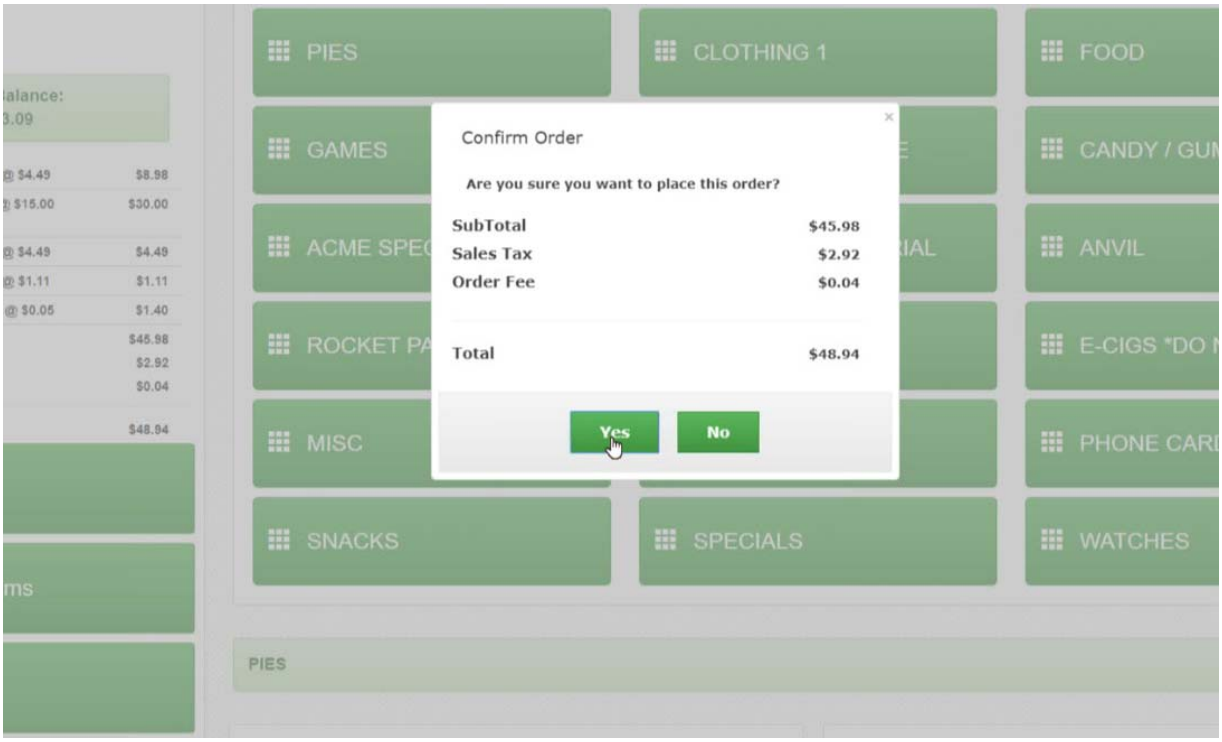
THE VISITOR kiosk system is intuitive and uses easy-to-understand instructions to guide offenders through the system. When transactions have been completed, inmates are given confirmation messages (for example, when placing a commissary order, sending an email, or scheduling a video visit).

As an example, THE VISITOR features an inmate outreach function, whereby the inmate may request or schedule a visit. If the visit is allowed, the inmate will see a message confirming the scheduled date, time, visitor, and visitation location/type:



Visit Scheduled

THE BRIDGE kiosks (if deployed) feature similar functionality. For example, when an inmate purchases commissary, the system will display a pop-up window showing the order total and prompt the inmate to confirm the order. A full record of transactions will be stored in the system and accessible to the inmate through the Transaction History application.



Sample Commissary Order Confirmation

All kiosk error messages are developed by the ICSolutions software teams and we regularly act on customer feedback for use experience suggestions.

DOC personnel will be able to include a "message of the day" for inmates under the Info Button, or they are able to post a DPF or MP4 video under the Docs button to relay instructions or messages to inmates.

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).

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

Our secure tablet devices are built specifically for the corrections environment, and secured with security screws and see through back, no "taper evident" seal. We have provided detailed specifications for all available tablets below.

SCORE Tablet Specifications

TECHNICAL SPECS

HARDWARE & OS

OS	Google Android 8.1 Purpose-built for correctional use
CPU	Quad-core Mediatek 8167
GPU	Mali-400 MP2
RAM	1GB
Storage	32GB
Screen	5 inch IPS or 7 inch TN
Resolution	IPS 480*584 or TN 1024*600
Touch Panel	Yes
I/O ports	One microUSB One 3.5mm headphone/microphone jack
FM Radio	FM radio with RDS
Speaker	None
MIC	None
Battery Type	3.7V/4000mAh rechargeable lithium battery with NTC
Casing	Transparent, double-thick back cover is firmly fastened with security screws to prevent breach/access.

NETWORK

Wireless	2.4G/5G Wi-Fi, 802.11 b/g/n SIMO
Bluetooth	Bluetooth 2.1

FEATURES

G Sensor	Yes
Front Camera	2MP
Video Formats	Supports MP4, 3GP, AVI, RM, etc. 1080P video playback @30fps max
Audio Formats	MP3, MP2, OGG, AAC, M4A, AMR, FLAC, APE, MAV
Picture Formats	JPG, BMP, PNG

ACCESSORIES

Headphones	Included
Charger	Available for purchase -- DC 5V 2A
Silicon Cover	Available for purchase -- custom fit

THE BRIDGE 6/10 Tablet Specifications

THE BRIDGE 6 is a tablet/kiosk device that allows your inmates to have our complete software suite literally in the palm of their hand.

Overview

Height: 6 ½"
Depth: ½"
Width: 3 ½"
Weight: ½ pound or 8 ¼ ounces

Durability

IP68 Rated Splash, water and dust resistant. Maximum submersion of 5 Ft up to 30 minutes per IP-69K. Device is MIL-STD-810G certified

Processor

MediaTek Helio P90, Cortex-A75 up to 2.2Ghz.

Memory / Storage
8GB LPDDR4x / 128GB Flash onboard

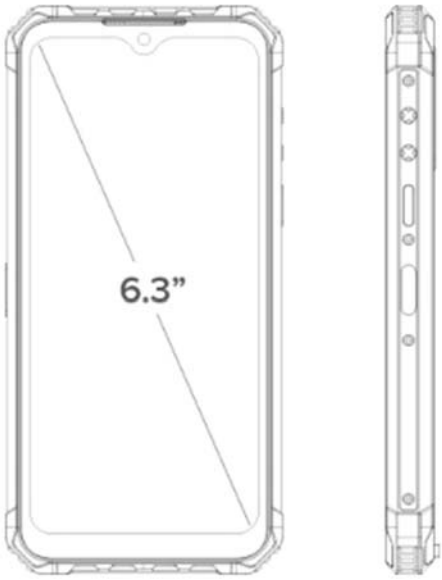
Display
6.3" (Diagonal) multi-touch display with IPS technology with fingerprint-resistant oleophobic coating

Forward Facing Camera: 16MP capable of 1080/720/480 @ 30FPS

Battery
5500mAh onboard lithium-ion battery
Standby Time: Up to 550 hours
Usage Time: Up to 25 hours

Charging
10W Qi Standard wireless charging

Wireless Networking
Supports: 802.11 a/b/g/n/ac @ 2.4G / 5G



Device dimensions:

Height: 6 ½" ***Width: 3 ½"***
Depth: ½" ***Weight: 1/2 Pound***

THE BRIDGE 10

Processor: Intel® Atom Processor™ x5-Z8350 @ 1.44Ghz. (2M Cache)
Operating System: Windows 10 loT Enterprise with VEKiosk/Bridge Embedded Software
Memory: 4 GB
Storage: 64 GB
Display: 10.1" @ 1280 x 800, 300 nits
Touch: Projected capacitive touch (Multi-touch)
Bluetooth: Version 4.0+HS
Wireless: 802.11 b/g/n
Camera: Forward Facing 2.0MP AF
Battery: Rechargeable Li-Ion battery @ 3.85V, 8080mAh
Working Time: 8 Hours @ Movie with headphones, 75% brightness, WiFi/BT on

I/O:

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

Power Adaptor:
AC Input: 100 ~ 240V ~0.5A, 50-60HZ, DC Output 5V, 3A
Temperature:
Operating Temp: 0° C ~ 40°C,
Storage Temp: -20° C ~ 60° Ct
Humidity: 5% to 85% (non-condensing)
Casing: Polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed
Dimensions:
282.5 x 19.1 x 193.6 (mm)
11 1/8" x 3/4" x 7 5/8" (SAE) - W x D x H
Weight: 1,043 g – 2 lbs, 5oz
Certifications: CE / FCC / BSMI / NCC / VCCI / TELEC

The Bridge 8™ Tablet

THE BRIDGE 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. THE BRIDGE 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, the device is protected from inmate access to the inside of the case via specialty security screws, which require a custom tool to remove. THE BRIDGE features an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

Hardware Specifications

- ***CPU: RK3368 Octa-Core 1.5 GHz***
- ***Display: 1280 x 800 pixels 8" IPS touch-screen***
- ***RAM: 2GB DDR3***
- ***Flash Memory: 32GB Flash***
- ***Battery: 3.7V 8000 mAh rechargeable Li-Polymer***
- ***Camera: 5.0 MP front-facing camera***
- ***OS: Proprietary OS built on Android v7.1***
- ***Wi-Fi: 802.11 a/b/g/n/ac Dual Band 2.4/5GHz***
- ***Audio: Headphone Jack, External Mic, Dual Speakers***
- ***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; Wireless Charging: 5V/1.2A***
- ***Integrated Functions: FM radio; RFID***
- ***Testing: Drop tested to MIL-STD-810G***
- ***Headphones: High visibility yellow 42" HD earbud/mic combo***
- ***Device Size: 246mm x 151mm x 22.5mm (approx. 9.7" x 6" x 1")***

Key Hardware Features

ICSolutions is dedicated to providing the highest quality, custom-built hardened tablet in the market. Key hardware features of THE BRIDGE tablet include:

- ***8" 1280 X 800 pixels IPS touch-screen display — High-resolution display and screen size enhances services like video visitation, games, photo sharing, 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***

BRIDGE 8 Tablet Charging Stations

Providing charging solutions is vital to the success of our wireless tablet deployments. ICSolutions offers two wireless charging options which are custom designed for the corrections market. Providing a secure and convenient way to keep the devices powered maximizes the time an inmate spends using services and eases the burden of managing devices for facility staff.

Charging Stations

THE BRIDGE tablet hardware will include dual charging stations which will provide capacitive charging for the tablets and enable tablets to be used for video visitation. The VVS-enabled tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets, both of which can be used for video visitation.

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.

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

The inmate devices only communicate with ICSolutions provided Wi-Fi, similarly the ICSolutions Wi-Fi will only allow ICSolutions authorized devices to connect. ICSolutions provided inmate services network at the institution (includes aforementioned Wi-Fi) only connects to ICSolutions' inmate services data center. Furthermore, the tablets only communicate with ICSolutions servers.

2.4.3 Provide tablets with a minimum one-year warranty.

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

ICSolutions will provide a one-year warranty for defective equipment.

2.4.3.1 Vendor to provide detailed information regarding coverage under warranty:

A. When is repair considered?

B. When is tablet replaced?

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

ICSolutions will provide a one-year warranty on the tablets for defective equipment. Tablets that are under warranty and are found to have a manufacturer defect will be replaced at no charge. However, tablets that exhibit signs of damage or misuse will not be considered for warranty replacement.

2.4.3.2 Vendor to provide any exclusions related to warranty.

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

ICSolutions will not be liable for damage caused by improper use (including use in combination with products not manufactured or developed by ICSolutions for use with the inmate tablets and not used in accordance with the instructions), or by misuse, neglect, improper installation, repair by someone not authorized by ICSolutions, alteration, natural disaster, modification, accident, water damage or damage to any of the following: screen, headphone port, power port and/or USB port. Any proposed tablet device must not be used in applications where failure could threaten injury or life, such as life support systems.

2.4.3.3 Vendor to provide turn-around time for repair/replacement.

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

Returns will be processed and shipped back out within 15 business days of receipt of the device and all required paperwork.

2.4.3.4 Vendor to provide if there is extended warranty coverage option.

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

There is no option for extended warranty coverage.

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.

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

The SCORE tablets proposed herein for NDOC are available in either 5" or 7" screen sizes. If additional sizes are added in the future, they too will be available to all customers. THE BRIDGE tablets are available in 6.3", 8", or 10' sizes.

ICSolutions knows that each Agency has its own preferences and settings, so these devices are designed for you to select your own suite of applications. These tablets offer a complete solution that includes inmate messaging, paperless inmate requests, grievances, crime tips and PREA reporting; communication options including email/text messaging, video visitation, video messaging, and video calling; educational content with access to law libraries, as well as re-entry and life skills courses; commissary ordering; entertainment services that may include music, games, ebooks; and more.

The tablet provides magnification gestures that allow for zooming in or magnifying of text as well as a text to speech output to help those that are visually impaired.

Applications

A full suite of interactive applications keep inmates engaged, informed, entertained and in touch with their family and friends. The Android-based operating system helps familiarize inmates with the technology they'll encounter when they are released.

- ***Media Player***
- ***PDF Reader***
- ***ePub Reader***
- ***Clock***
- ***Calculator***
- ***Scheduling***
- ***Media store***
- ***FM Player***
- ***Electronic Messaging***
- ***Staff Messaging/Grievances***
- ***Electronic Photo Viewer***
- ***Commissary ordering***
- ***Trust Fund look-up***
- ***Games – Selection of free games that offer entertainment and cognitively challenging puzzles***
  - ***additional games available for purchase***
- ***Education – FREE and UNLIMITED Access to Edovo Core Educational Platform***
- ***Life Skills***
- ***Law Library interface***
- ***Videos***

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.

ICSolutions Response:

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

Offenders own the rights to their purchased content. This means that if an offender gets a new device it can retrieve all owned data from the servers.

At time of release, inmate has to send their device along with requisite service fee to ICSolutions to be deinstitutionalized, all purchased content on the device is preserved and sent back to the inmate with the device that has been deinstitutionalized.

With THE BRIDGE tablets, inmates access entertainment (such as music, movies, and games) on a streaming basis. Inmates never have ownership of this digital content, and therefore, it does not need to be retrieved during their incarceration or after their release. Email and photo content would belong to the Agency, and the Agency would be able to provide hard copies upon the inmate's release.

There is a new development on THE BRIDGE 6/10 tablets whereby inmates will be able to access their messages and attachments through an external login for an allotment of time post-release. This feature is in development and could be made available in a future release.

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.

ICSolutions Response:

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

Windows Server 2019 will be installed at each facility on the server utilized for caching local content. All current patches and updates will be installed prior to initial installation, on a monthly cycle each windows server will receive the current released patches from Microsoft and install them overnight to avoid any service interruptions.

The ATG SCORE tablets run on the Android operating system and a custom firmware that ensures the stringent security protocols needed for the corrections environment. The system (firmware, operating system and applications) is routinely updated over-the-air with no actions required by staff or inmate.

THE BRIDGE 6 and 8 also run on an Android operating system, whereas the Bridge 10 utilizes Windows 10 loT Enterprise with VEKiosk/Bridge Embedded Software.

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

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

Windows Server 2019 will be installed at each facility on the server utilized for caching local content. All current patches and updates will be installed prior to initial installation.

The ATG SCORE tablets are manufactured with current secure custom-built Android operating system (no more than one major version behind latest publicly available Android). These tablets will automatically get updates issued by ATG (via kiosks or over-the-air, but will remain at that major version of Android for their life).

The Bridge operating systems will be no more than (N+2) revisions behind the publicly available kernel, unless restricted as described in the requirement above.

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.

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

Windows Server 2019 will be installed at each facility on the server utilized for caching local content. All current patches and updates will be installed prior to initial installation, on a monthly cycle each windows server will receive the current released patches from Microsoft and install them overnight to avoid any service interruptions.

The ATG SCORE tablets are manufactured with current secure custom-built Android operating system (no more than one major version behind latest publicly available Android). These tablets will automatically get updates issued by ATG (via kiosks or over-the-air, but will remain at that major version of Android for their life).

ICSolutions will also provide all updates and upgrades to THE BRIDGE tablet system (if deployed) throughout the life of the contract.

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.

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.

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.

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

ATG maintains a dedicated test environment for every customer. We are happy to enable authorized agency personnel to connect into our test environment to confirm that a particular update, upgrade, fix or enhancement is compatible with their current operating environment.

The system automatically transfers content to the new tablet once the device has been activated by the inmate. When inmate logs into the network, they hit the sync button to send/receive messages, get new catalogs, etc. The system is aware of the content an inmate is supposed to have and delivers the necessary content. The system knows when an inmate gets a new tablet, the sync button automatically delivers all the content.

Due to licensing rights, we cannot transfer any purchased content to a new vendor. However, by providing a subscription service for accessing content, inmates do not own the rights to any content and therefore, there is no need to worry about transferring any content to a new vendor.

THE BRIDGE tablets feature a shared tablet model where inmates are able to access their content from any tablet on a streaming basis. Therefore, there will never be a need to transfer content from one tablet to another.

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.

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

The system does actively update the operating system (and applications) over-the-air. This is controlled by the SCORE system security and does not require (or allow) actions by staff or inmates.

THE BRIDGE tablet security-related updates are also provided over-the-air.

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.

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

ICSolutions' provided institution network (including wireless network if allowed) will be totally independent of the State's network and will be maintained by ICSolutions. It will not interfere with any wireless equipment currently operating in the DOC facilities. ICSolutions-provided devices (kiosks and tablets) will only connect to the ICSolutions-provided network.

Where Wi-Fi is allowed, the tablets will get updates and content over-the air. Where Wi-Fi is not allowed, tablets can be serviced by USB-connection to a kiosk.

All BRIDGE tablets are deployed using a wireless network.

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.

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

The tablet network infrastructure can be either a separate vendor provided network or utilize the DOC network infrastructure – our strong preference is to provide our own independent network to host kiosks and tablets; this network would not have any connections to the DOC network. In this scenario, ICSolutions would provide all equipment necessary; switches, access points and building-to-building infrastructure to connect the housing units with the admin building. The three diagram below show the various implementation of the network, depending on whether inter-building fiber exists or inter-building Wi-Fi is being deployed.

Image 1 – LAN utilizing existing fiber for building-building connectivity on ICSolutions equipment:

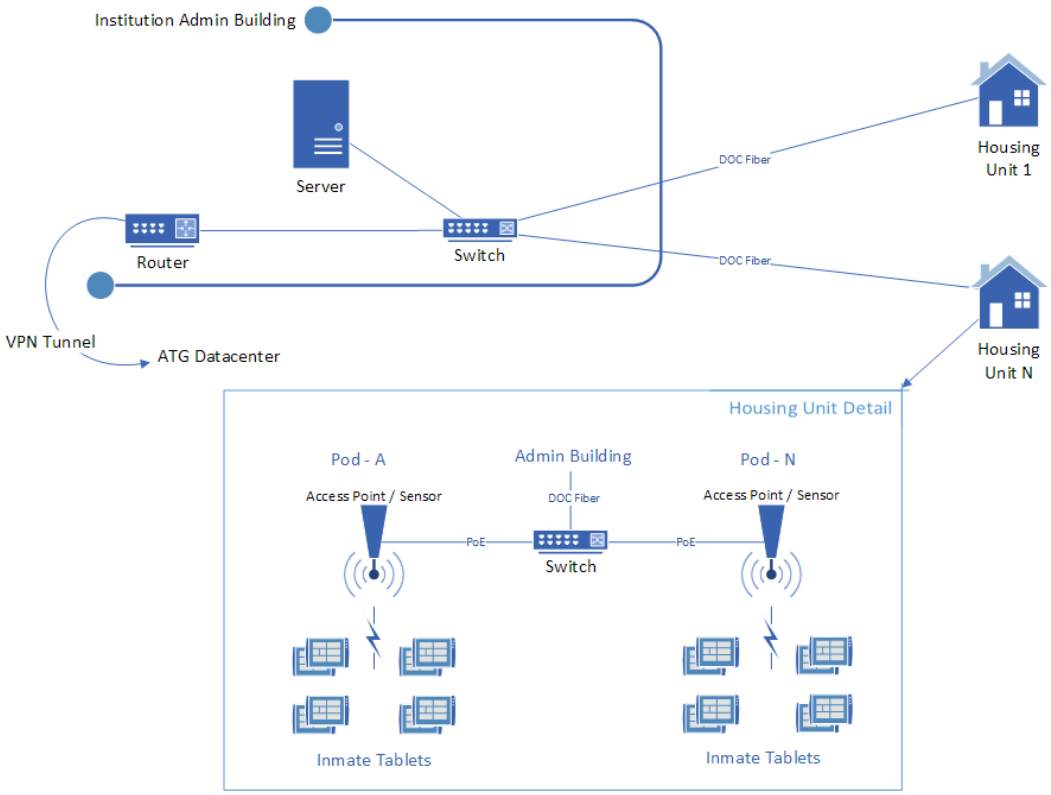
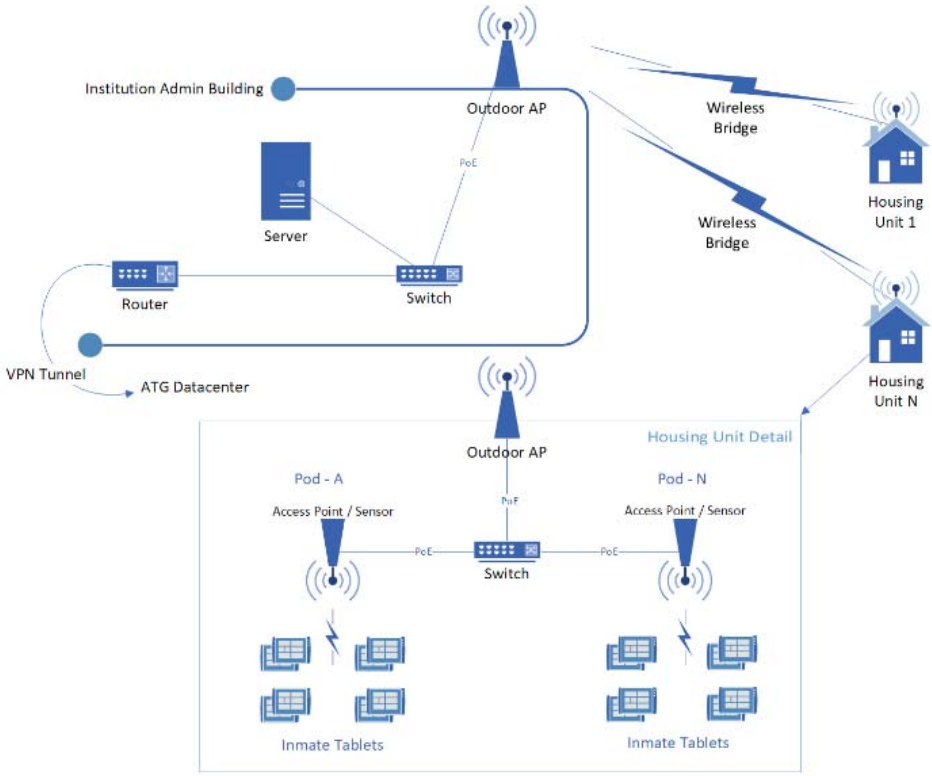
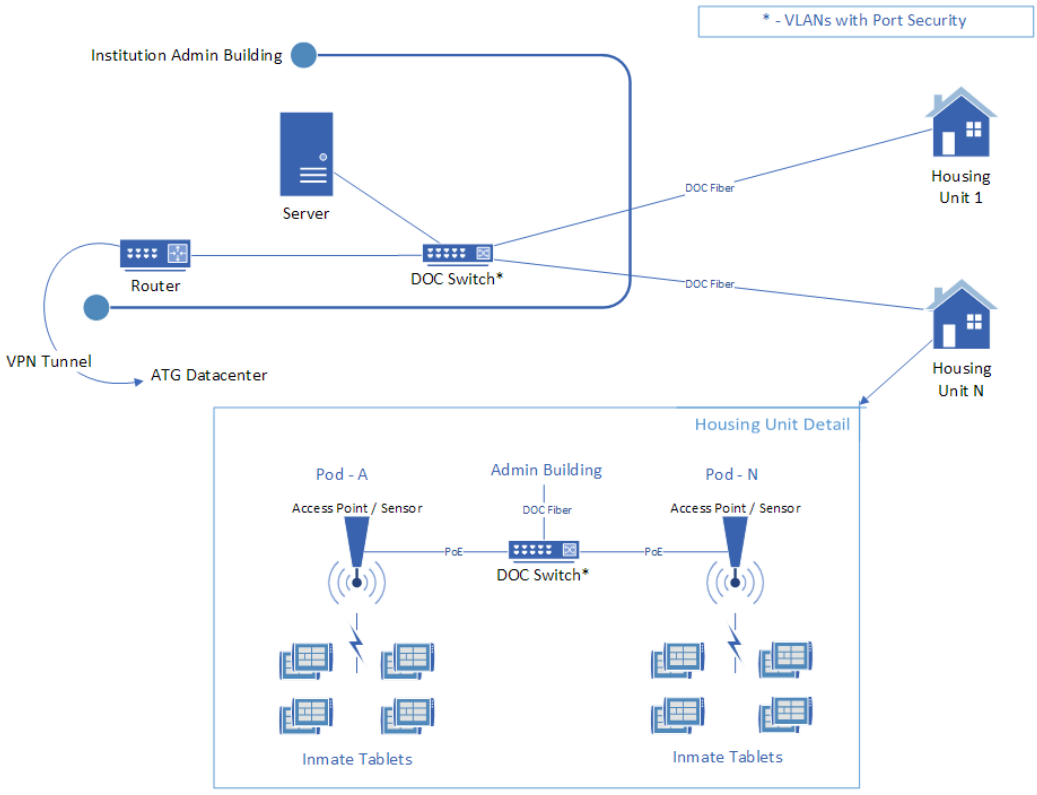


Image 2 – LAN utilizing Point-to-Multipoint wireless backhaul



In the scenario where the DOC is providing the network infrastructure, ICSolutions would work with the DOC network team to develop a secure infrastructure utilizing VLANs and switch port security to isolate the tablet infrastructure from the DOC network infrastructure. Access points would be provided by either DOC or ICSolutions in this scenario. If the DOC provides the Access Point, specific SSIDs and security configurations will be required.

Image 3 – LAN utilizing DOC network infrastructure – VLAN/Port Security



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.

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

ICSolutions will work with agency to determine which Wi-Fi channels are used within the wireless infrastructure. The wireless tablet infrastructure will not interfere with radio or fire alarm systems.

B. The vendor shall be responsible for any repairs required should any damage occur.

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

ICSolutions will work with the DOC to determine root cause of any issues; issues found to be caused by ICSolutions, will be the responsibility of ICSolutions to repair/resolve.

ICSolutions' provided institution network (including wireless network if allowed) will be totally independent of the state's network and will be maintained by ICSolutions. It will not interfere with any wireless equipment currently operating in the DOC facilities. ICSolutions provided devices (kiosks and tablets) will only connect to ICSolutions provided network.

Where Wi-Fi is allowed, the tablets will get updates and content over-the air. Where Wi-Fi is not allowed, tablets are serviced by USB-connection to a kiosk.

2.5.5.3 The DOC shall have the authority to determine which channels are to be used by the vendor.

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

ICSolutions will work with agency to determine which Wi-Fi channels are used within the wireless infrastructure.

A. The vendor shall allow DOC SNMP monitoring of these tablets devices, at a minimum.

ICSolutions Response:
The security layers of the tablet will not allow any device to probe/ping it, so SNMP is not permitted.

B. The vendor shall allow DOC complete audit and read-only access to entire vendor infrastructure located on any DOC premises.

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

DOC will have the ability to review logs of servers, workstations and access points located on DOC premises.

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.

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.

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

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.

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

- ***Our SCORE tablets download all content (music, movies, podcast, games, etc.) to its local storage before inmate can use the content, therefore our tablets do not rely on continuous Wi-Fi access. The Wi-Fi network will be installed in all housing units and living quarters so that the signal is available in facility's primary common area. We recommend against installing the additional access points in all other areas.***
- ***ICSolutions first implemented inmate kiosks in 2005. Since then we have implemented and managed over 4,000 video kiosks nationwide.***
- ***Our technology is tested annually by the federal government's Vulnerability and Penetration Testing team, and they have never ever been able to break through our security layers.***

Please note, that THE BRIDGE tablets described earlier do not allow the downloading of content. Inmates must be connected to the wireless network in order to access content. ICSolutions will work with the participating entities during site surveys to determine the number and placement of access points to ensure maximum coverage throughout the facility. We utilize heat maps to determine where additional access points may be required.

2.5.6.3 All equipment should be tamper resistant, of durable construction, and considered by industry standards as appropriate for a correctional environment.

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

Any equipment with direct access to inmates will be made of durable construction and intended for correctional facilities. Items such as Access Points will be installed at a minimum height of 10 feet or place on a ceiling depending on the layout of the living quarters. All equipment intended to be installed in data closets MDF/IDF will be standard IT equipment such as network switches, servers, UPS, etc.

The tablet features a rechargeable, lithium-ion battery and a transparent case, rounded edges and tamper-resistant screws. Constructed with high-impact polycarbonate, it withstands durability testing.

A multi-layered architecture ensures that the tablet only communicates with our network and all communication is encrypted.

The system requires users to log in, has a built-in mortality timer to prevent theft, and mechanisms that strictly control access to peripherals such as USB and all communications.

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

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

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).

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

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.

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

The infrastructure needed for tablet services does not require (or include) any fiber facilities. Our solution will utilize any existing fiber optic cabling that is made available for our solution. If no fiber optic cable is available, a new Point-to-multipoint network will be installed to provide the LAN backbone for connectivity between the housing units and the building where the WAN DMARC is located.

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.

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

The infrastructure needed for tablet services does not require (or include) any fiber facilities. We are happy to share portion of the Wi-Fi network bandwidth.

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.

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

The networking equipment, except the caching servers installed in each institution, will be provided to DOC upon contract expiration.

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.

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.

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

WAN Connectivity - IPSec VPN tunnels using 256 bit AES/RSA or MPLS for WAN's – all communication between client Institutions and the ATG data centers is conducted through either a private MPLS link or ipsec vpn tunnels using the latest encryption algorithms.

Tablet Client Wi-Fi – Wireless AP's support WPA2-Enterprise and WPA2-PSK to provide wireless services inside buildings. All client kiosks utilize PEAP/EAP/TLS and use PKI infrastructure to secure authenticate and encrypt connections from kiosk computers. WPA2-PSK and 16 bit randomly generated passwords keep the tablet clients connections safe and secure.

Where wireless building-building backhaul is used when fiber is not available. Wireless bridging between buildings at client institutions – We use wireless equipment that supports WPA2-PSK/AES encryption and utilize 24 bit randomly generated passwords to support the authentication.

The system has the ability to disable Wi-Fi, FM, and Bluetooth. This is a public document, and the security processes will only be shared under a Non-Disclosure Agreement.

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.

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

When we state a component is disabled, it is disabled in the firmware and its device driver is excluded when building the firmware.

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.

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.

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

Existing SCORE admin app functionality allows Designated DOC personnel will have the ability to modify or view privileges, accesses or restrictions pertaining to inmates based on DOC defined administrator rights.

The User Security screen allows the administrator to create or remove system access for DOC personnel. The administrator can also assign or remove screen rights for a specific user.

The Offender Information and Control screen allows the administrator to place an offender on restriction from any or all of the Offender Kiosk services. Additionally, offenders may be put on a temporary suspension from Public Messaging and/or Media for a designated period of time.

Administrators can remotely tell a tablet to disallow login and/or subsequently stop connecting into the network. Tablet's security does not allow any remote connection to it, all connections have to be initiated by the tablet and can only be web service calls to ATG servers. Nobody is able to remotely access a tablet or even send it commands.

Our BRIDGE tablets function in a similar way to what is described above.

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.

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

Every kiosk and tablet application is designed by ATG to respond to our monitoring system. So rather than simply pinging the device to see whether it is up, we are able to actually query the status of specific applications allowing us to monitor its responsiveness as well.

Central monitoring servers periodically query the remote devices (kiosks, tablets, caching servers, routers) to ensure that they are functioning per design.

The SCORE admin app allows the user to flag devices for blocking/wiping which is then automatically executed on the device when it is next seen on the network.

Our BRIDGE tablets feature similar functionality to what is described above.

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.

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

Every rollout has a new unique version number, and agency approves the (list of) changes in advance. The date for rollout is typically scheduled one week in advance with consultation with the agency's point person.

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.

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.

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.

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

Training manuals will be provided to DOC staff for whichever tablet option is selected. We will also provide the necessary marketing via posters and buck slips to make inmate's relatives aware of the applicable features and functionalities.

ICSolutions will provide training on the tablet system at the locations where the equipment is installed. Additional training is available throughout the duration of the contract, 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.

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

All network maintenance is done without interfering with inmate access and is done only to deploy updated firmware where security maybe impacted. Servers are patched monthly after hours so inmates are not impacted. All application rollouts are done in coordination with agency's point person, and these rollouts are scheduled a week in advance and typically take less than one hour.

Every kiosk and tablet application is designed to respond to our monitoring system. So rather than simply pinging the device to see whether it is up, we are able to actually query the status of specific applications allowing us to monitor its responsiveness as well.

Central monitoring servers periodically query the remote devices (kiosks, tablets, caching servers, routers) to ensure that they are functioning per design.

We have very sophisticated processes to ensure that there is no maintenance downtime (system is available 24x7) and that systems are robust and resilient.

Additional information on our Service & Maintenance Plan has been provided in response to REQUIREMENT 2.3.6.1 EARLIER IN THIS SECTION.

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.

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

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

As stated above, our Technical Services Center is available both during business hours and non-business hours to ensure the highest level of customer satisfaction.

2.5.12.3 The vendor shall maintain levels of service and machine installation at no cost to state.

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

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.

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

2.5.12.5 The vendor will coordinate its service schedule in advance with the facility.

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

2.5.12.6 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

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

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.

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

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.

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

All of our proposed tablets provide for continuous online diagnostics and continuous supervision. ICSolutions will provide reporting to the State on failure reports, service history, and other diagnostics, as required. ICSolutions will work with the NDOC upon contract award to determine the exact reports that are required, their frequency, and their recipients.

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.

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

We have included our escalation plan, on-site repair time, method, and proposed level of services in response to REQUIREMENT 2.3.6.1 EARLIER IN THIS SECTION. We have also provided a sample Service Level Agreement for our kiosks and tablets in response to REQUIREMENT 2.3.6.9 EARLIER IN THIS SECTION.

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.

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.

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

ICSolutions will provide information regarding all tickets that are opened, updated, and closed by the field technicians. Detail will be provided to show the problem and final resolution. ICSolutions will work with the Agency to resolve any technical issues in a timely manner and with minimal disruption.

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.

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

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.

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

We have included our repair procedure policy in response to REQUIREMENT 2.3.6.1 EARLIER IN THIS SECTION. We have also provided a sample Service Level Agreement for our kiosks and tablets in response to REQUIREMENT 2.3.6.9 EARLIER IN THIS SECTION.

2.5.12.13 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the tablet environment.

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

Upon request, ICSolutions will provide a report on any help-desk issues and the resolution for the case/issue. This will include any issues related to the electronic device network/devices. There will be a log kept for all devices replaced, destroyed, etc.

Additionally, inmates will be responsible for paying for any tablets that they damage. Tablets that are under warranty and have a manufacturer defect will be replaced at no charge.

2.5.12.14 All issues surrounding the tablet environment will be reported by the vendor to the authorized DOC staff.

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

Please see the response to REQUIREMENT 2.5.12.13 ABOVE.

2.6 ACCESSORIES

The vendor to provide a list and proposed pricing for all tablet accessories offered in the Cost Proposal.

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

Please see COST PROPOSAL for pricing for tablet accessories.

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.

ICSolutions Response:

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

ICSolutions is proposing a completely turnkey ITS to provide local and long-distance telephone service, monitoring and recording system, equipment, and call control software, as well as installation, ongoing maintenance, support and repair necessary for the operation of the inmate telephone system for the DOC all at no cost to the DOC.

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

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

- ***Blocking Phone Numbers***
- ***Inmate-Specific Restrictions***
- ***PIN Administration***
- ***Electronic and Mechanical Phone Shutoff***
- ***Personal Allowed Numbers (PAN)***
- ***Report Scheduler***
- ***User Access Log***
- ***Multi-Site Networking and Reporting***
- ***Customizable Phone Scheduler***
- ***Password-Controlled Access***
- ***User Permissions – Editable Per User or Group***
- ***Free Call Controls***
- ***Programming Call Duration***
- ***Voice Prompts & Call Branding***
- ***Court-Sealed Record***

Some of our investigative features include, but are not limited to, the following:

- ***100% Recording***
- ***Live Monitoring***
- ***Remote ENFORCER® Access***
- ***Call Detail Search & Report***
- ***Ad-Hoc Report Creation***
- ***Attach Notes to CDR***
- ***3-way Call Detection***
- ***Crime Tip-lines***
- ***User Access Reports***
- ***Called Number & PIN Alerts***
- ***Word Detector Keyword Search***
- ***Officer Check-In***

- *Search Notes*
- *Gang Affiliation Tracking*
- *Unlimited Online Storage*
- *Frequently Called # Report*
- *Reverse Directory*
- *Argus Echo Continuous Voice Biometrics*
- *Extra-Dialed-Digit Detection*
- *Remote Call Terminate*
- *Records Seal*
- *Blocked Call Attempt Reports*
- *The Analyzer Link Analysis*
- *Argus IRIS Case Management*

Data Center Infrastructure

ICSolutions' centralized ENFORCER inmate telephone system is built to provide 99.999% uptime by reducing single points of failure. All parts of the backend system are redundant, up to and including the data center.

Diverse hardware

THE ENFORCER product processes calls using pure VoIP, free from any dependency on telephony hardware. This allows us to optimize our backend based on stability, reliability, and performance rather than designing around traditional computer telephone hardware.

A key to our reliability and ability to scale is sourcing hardware from multiple vendors to protect against manufacturer defects and supply constraints. We have selected -grade servers from Dell, HP, and SuperMicro. Intel Xeon processors power all of our servers. Our operating system is Red Hat Linux.

Fault Tolerance

In the VoIP environment, telephone calls take the form of data on our network and can be directed dynamically to call processors. Our pool of call processors forms a private cloud where we can take a call processor offline or bring others online seamlessly. This elastic expansion and contraction ensures 99.999% uptime of the cloud, regardless of load or hardware failure.

Our database servers are also built from Stratus ftServers to provide better than 99.999% uptime. ftServers are built with fully replicated hardware to eliminate any single points of failure. In other words, it is two computers in one. Should any component in the system fail, processing continues and the component can be removed and replaced with no downtime. Stratus tracks the reliability of the ftServers they have sold and publish the figure daily on their website.

We further ensure high availability and high performance with a hot standby database server. A hot standby is a database server than can be accessed in read-only mode to share the load of the primary database server. Should the primary database server need to be brought offline for any reason, the hot standby can take over the role of the primary. Our hot standby database server is also an ftServer.

Pure Performance

Typically cloud computing refers to virtual machines running in third-party data centers. While easy to build and cheap to operate, outsourced clouds suffer penalties in performance due to virtualization and place full control of the hardware in the hands of a vendor. THE ENFORCER private cloud suffers no over-head from virtualization because we don't use it. Our software runs natively and load balancing is handled natively by THE ENFORCER software.

Multiple Layers of Redundancy

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

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

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

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

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

- ***Redundant Power: Our servers are built with redundant power supplies and no two power supplies in a server share a circuit. This ensures that if a power supply fails or a circuit needs to be taken offline, there will be no interruption to call processing. In our San Antonio data center, servers are powered by redundant UPS systems (Liebert and APC) and backed by a generator.***

- ***Redundant Cooling: Our data centers have redundant AC units and remote environmental monitoring.***

- ***Redundant Data Centers: THE ENFORCER systems are built in the primary data center in Atlanta and backup systems in San Antonio to provide protection from regional outages and natural disasters. While the primary call processor is housed in a primary data center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away at our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in Atlanta, service would instantly fail over to the secondary processor in San Antonio.***

Non-Proprietary Data Storage

Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes. At each of the data centers, call recordings and data are stored on internally redundant digital storage devices.

ICSolutions stores all call recordings and data in non-proprietary formats, and we can provide regular data feeds into a DOC data repository if required. ICSolutions can provide CDR records to the DOC on a periodic basis in CSV, XLS, PDF, other formats. In addition, authorized facility personnel can access all call detail information from THE ENFORCER user interface at any time. THE ENFORCER enables immediate, online retrieval of call data and recordings at any time with no change of storage media. All recordings and data are stored online and accessible to authorized DOC personnel for the life of the contract.

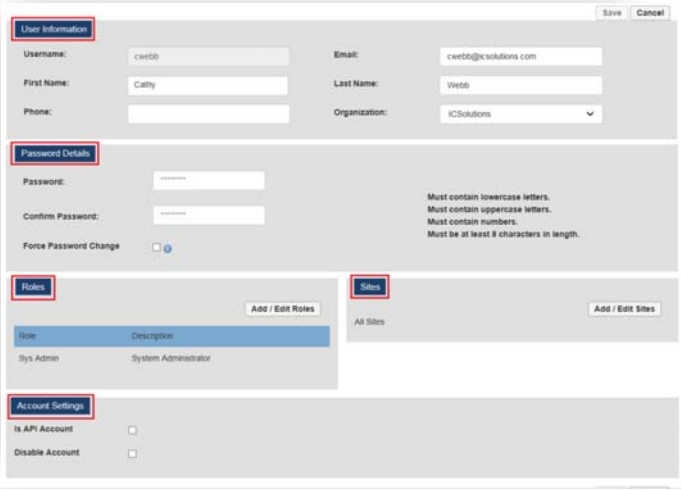
3.1.2 Vendor must have functionality to allow or establish approval processes based on hierarchy or named group before an event is allowed to occur.

ICSolutions Response:

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

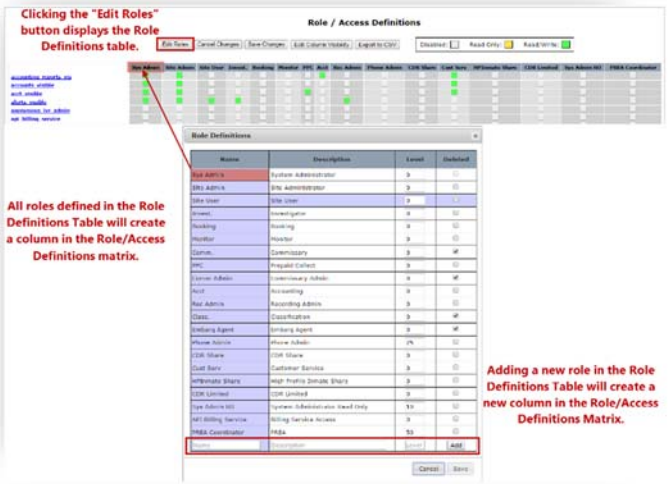
THE ENFORCER controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. When the browser-based GUI is launched, the user must log in to the system with a valid username and password.

Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.



Account Settings - Assign/Revise User Function Privileges

A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all Agency users, but Agency staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).



System Administration - Customize Role/Access Definitions

Remote Access

THE ENFORCER offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to THE ENFORCER any time from any location. Our remote access allows users to perform the same functions they can onsite, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more – on any internet-enabled device, including computers, smart phones, and tablets. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.

THE ENFORCER system is a centralized call processing platform deployed in a Tier 4 data center and the system is accessible from any internet-connected device. To ensure the utmost security, the system is deployed behind an enterprise-grade perimeter firewall operating a rigid security policy. ICSolutions will register the Agency domain on this perimeter firewall thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

Remote users that are outside of the Agency domain and originate the browser connection from an IP address that is not registered on the perimeter firewall will be redirected to a secure server where they are required to enter their user credentials to authenticate themselves. THE ENFORCER will be configured to require two-factor authentication, whereby the system will send a temporary access code to either the email address or the wireless number that is registered for the username. Upon receipt of the temporary access code, the user will need to provide this code plus their username and password to be granted access to the system. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are redirected to the web-based inmate calling system, where they can perform all system administrative functions utilizing their SSL-enabled browser.

The perimeter firewall manager automatically logs all connection requests. These logs are accessible to network monitoring staff. Should the Agency wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

THE ENFORCER provides flexible and convenient remote access for investigators. THE ENFORCER infrastructure is configured to support a virtually unlimited number of remote users without any degradation of service. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This facilitates cooperative investigations with external law enforcement agencies.

This feature is regularly utilized by many of our clients who rely on offsite investigators located throughout their state, such as the Wyoming DOC and some county facilities in California. One of our clients needed remote access for 48 offsite investigators, which we were able to accommodate with ease. Offsite investigators can conduct investigations remotely through the use of reports, Monitoring Live Calls, or listening to recordings. This is accomplished by the remote investigators using secure Internet-based VPN access. Some investigators gain access to THE ENFORCER platform securely through the network firewall. Many of our clients rely on THE ENFORCER's feature that multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance.

ICSolutions can provide you with the tools to share restricted information with other investigative agencies. While some other vendors do provide data sharing with external investigators (FBI, counties, other states, etc.), they do not give the Facility any control over what information each external user can see and access. With THE ENFORCER, Agency administrators have complete control over which data users can see and access.

For investigative purposes, administrators can allow an external law enforcement agent to view, listen to, and/or download only the data and call recordings that the Agency wants to share with that agent.

Authorized facility personnel can give restricted permission to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized facility personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The Agency can choose to share not only call data, but also call recordings and even biometric voice prints (where applicable).

User Access Reports

THE ENFORCER logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized system administrators may run reports to view user activity, including a playback history of every user that has listened to a recorded call, PIN changes, additions, etc. A User Access Log Report details system access by user and lists changes made during a defined date range.

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.

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

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

ICSolutions designs, builds and runs our own back-office, including data centers, networked systems, and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects, we guarantee our ability to create customized interfaces with the Agency's other vendors to support our full range of premium integrated services, all at no cost!

We have implemented hundreds of real-time web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, OMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

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.

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

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

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.

ICSolutions Response:

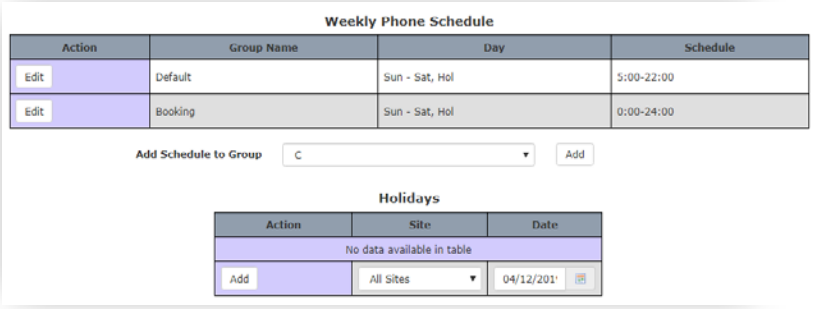
ICSolutions has read, agrees, and will comply with the requirements as stated.

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

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

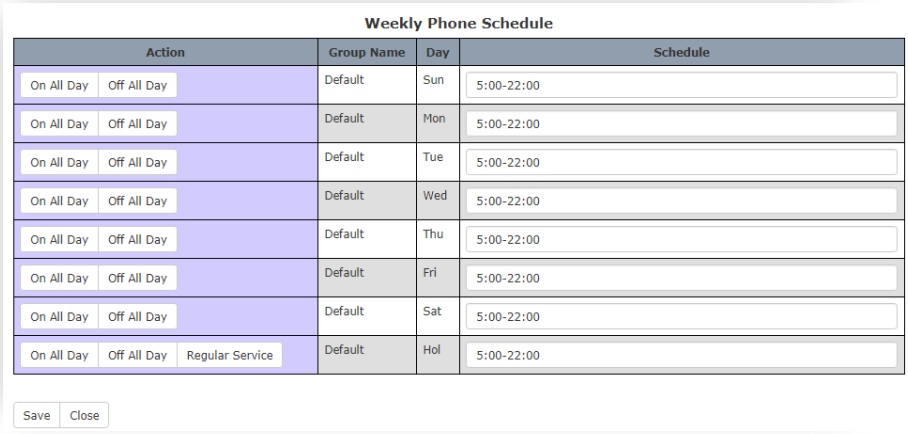
- ***By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)***
- ***For all phones in the facility***
- ***Unique hours for defined holidays***
- ***Unique hours by day of the week***
- ***Unique hours for specified called numbers***

The Phone Schedule option is accessed through the Site Admin tab on THE ENFORCER's control bar. From the Phone Schedule menu, authorized System Administrators may add or modify a Schedule Group.



Weekly Phone Schedule - Add or Edit Groups

Any authorized user may select the Edit button next to any of the respective group names they wish to alter. By selecting Edit, the Weekly Phone Schedule for that specific phone group is displayed. This screen enables users to select what day and time this specific phone group will have service. Users may select On All Day or Off All Day to toggle operation on a daily basis, or set specific on/off times for a specific day:



Weekly Phone Schedule screen

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

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

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".

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

THE ENFORCER will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with "Hello, this is a collect call from [inmate name], an inmate at [facility name]."

Additional configuration parameters can be chosen, such as:

- ***"To accept this call, press or say '5'***
- ***To refuse this call, hang up now***
- ***For a rate quote on this call, press or say '2'***
- ***To block this call and all future calls from this facility, press or say '9'"***
- ***"This call will be recorded and is subject to monitoring at any time."***

Voice Overlays

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

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

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.

ICSolutions Response:

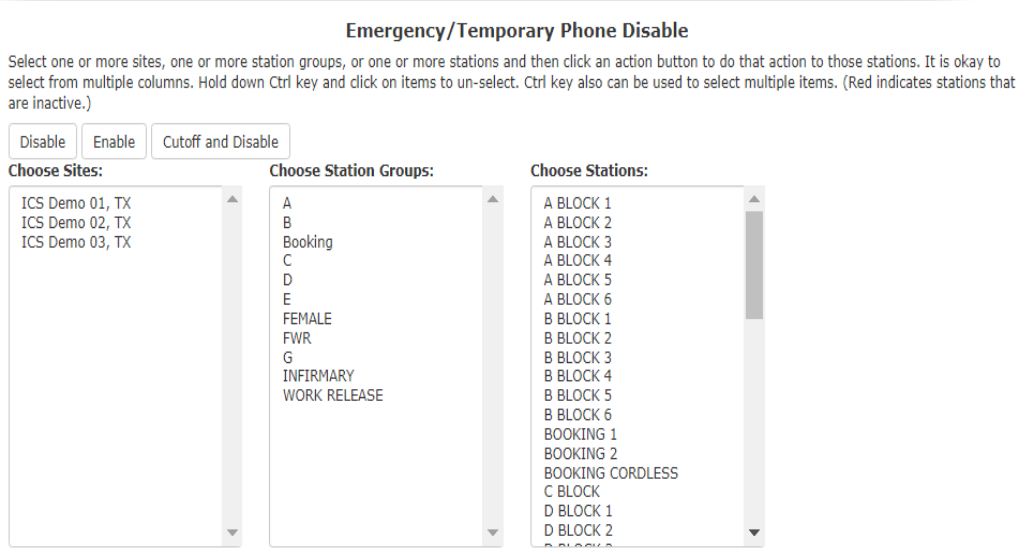
ICSolutions has read, agrees, and will comply with the requirements as stated.

THE ENFORCER will be configured to only allow outgoing, station-to-station collect calling. All other call types are disabled and therefore, the inmate is prohibited from choosing other calling methods. THE ENFORCER monitors all calls and prohibits inmate fraud at every step of the call process. THE ENFORCER provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity. THE ENFORCER offers prepaid collect, direct-billed collect, debit, local and long distance calling, and calls to cell phones and international destinations.

THE ENFORCER system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

Phone Shutdown in THE ENFORCER

To shut down phones immediately and in real-time, the user clicks the Phone Disable dropdown menu in the Site Admin tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation Call Status display.



Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port and then click either the Disable button or the Cutoff and Disable button. The difference between these buttons is significant, as the Disable button will allow a station/phone in-use to complete the call it is processing before termination; whereas the Cutoff and Disable button immediately terminates the station/phone, regardless of whether it is in use or not.

It is important to note that all administrative changes made in THE ENFORCER system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shutdown Using Mechanical Cutoff Switches

Telcom Marketing Group
KS-6100 Kill Switch Box

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

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:

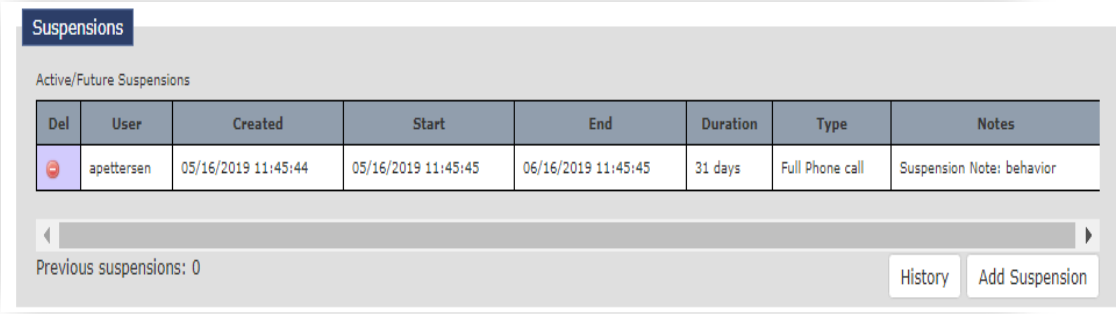
3.1.8.1 48-hours prior to any transfer;

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.

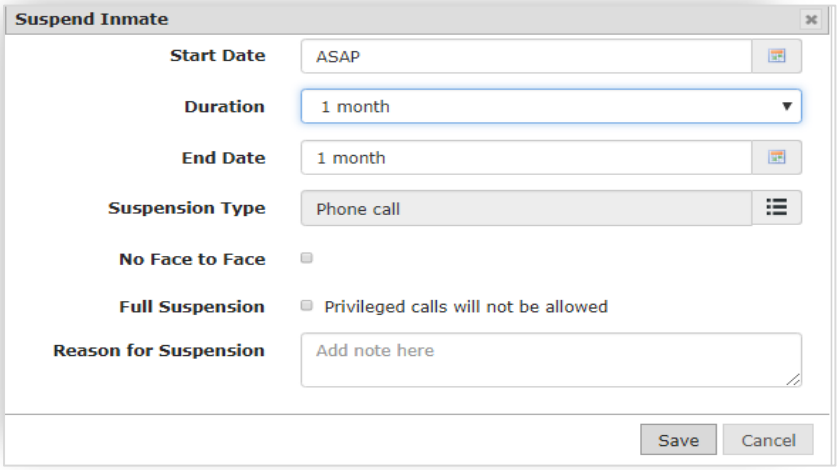
ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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

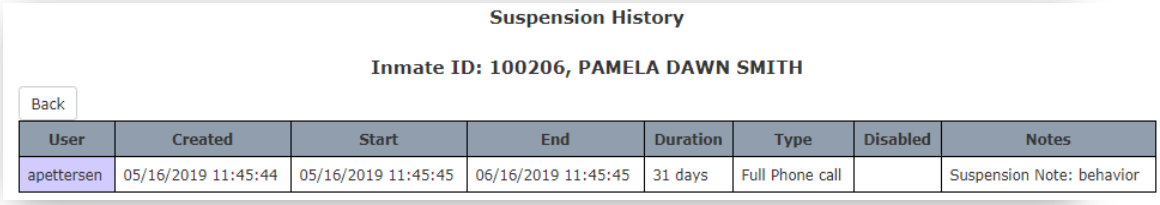


Inmate Profile – Inmate Suspension

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



Suspension of Calling Privileges



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

Suspension History

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

Authorized users can select the appropriate Start Date for the suspension (either immediately or in the future), and then select either the End Date or the Duration (in hours, days, weeks, or months). Lastly, notes must be added into the Notes/Comments field to add any further required information. Authorized personnel may disable a suspension manually at any time.

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.

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

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

Access for the purposes of managing ITS data and controls is restricted to authorized staff based on unique username and log-in password combination. Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc. All changes in THE ENFORCER occur in real-time.

THE ENFORCER has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the Agency, and we welcome your input as a valued technology partner.

Some of our administrative features include, but are not limited to, the following:

- ***Blocking Phone Numbers***
- ***Inmate-Specific Restrictions***
- ***PIN Administration***
- ***Electronic and Mechanical Phone Shutoff***
- ***Personal Allowed Numbers (PAN)***
- ***Report Scheduler***
- ***User Access Log***
- ***Multi-Site Networking and Reporting***
- ***Customizable Phone Scheduler***
- ***Password-Controlled Access***
- ***User Permissions – Editable Per User or Group***
- ***Free Call Controls***
- ***Programming Call Duration***
- ***Voice Prompts & Call Branding***
- ***Court-Sealed Record***

Some of our investigative features include, but are not limited to, the following:

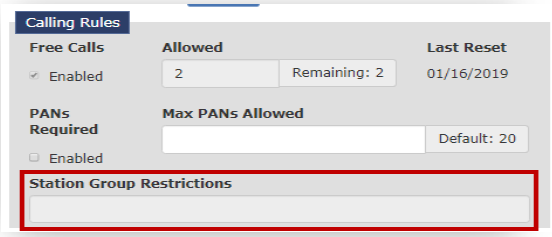
- ***100% Recording***
- ***Live Monitoring***
- ***Remote ENFORCER® Access***
- ***Call Detail Search & Report***
- ***Ad-Hoc Report Creation***
- ***Attach Notes to CDR***
- ***Search Notes***
- ***Gang Affiliation Tracking***
- ***Unlimited Online Storage***
- ***Frequently Called # Report***
- ***Reverse Directory***
- ***The Verifier Voice Identification***
- ***3-way Call Detection***
- ***Crime Tip-lines***
- ***User Access Reports***
- ***Called Number & PIN Alerts***
- ***Word Detector Keyword Search***
- ***Officer Check-In***
- ***Extra-Dialed-Digit Detection***
- ***Remote Call Terminate***
- ***Records Seal***
- ***Blocked Call Attempt Reports***
- ***The Analyzer Link Analysis***
- ***The Imposter Continuous Voice Biometrics***

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.

ICSolutions Response:

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

Each individual inmate's PIN is linked to a unique set of calling privileges that include the ability to place calls only from their assigned station groups (their housing unit, common areas, etc.) These limits can be customized by authorized users at any time by selecting the Station Groups option on the Inmate Account screen of THE ENFORCER's GUI. In the Station Groups screen, the user simply checks the box next to the station to allow the inmate to place calls from that phone. Inmates can be restricted to specific phones, all stations within a specific group, or all phones within a facility.



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.

ICSolutions Response:

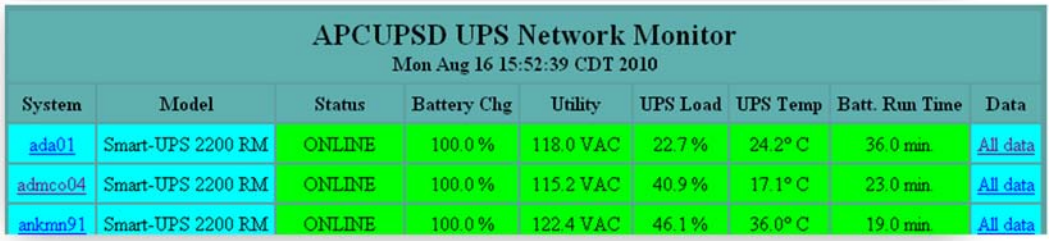
ICSolutions has read, agrees, and will comply with the requirements as stated.

THE ENFORCER is delivered with a 2.2 KVA-rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and THE ENFORCER system will continue to operate for up to 1 hour in the absence of commercial power. The UPS supports ongoing calling for up to an hour, but we can reduce it to 5 minutes if required. ICSolutions also deploys line protection to further shield the system, phones and lines from lightning and power surges.

ICSolutions' network monitoring software is in constant communication with each ENFORCER UPS. Our UPS Monitor (UPSMon) software continually monitors the status, utility voltage, battery capacity, remaining run-time and UPS Load of every ENFORCER installed nationwide. The software runs 24/7/365 and automatically sends an email alert to ICSolutions' 24-hour technical support team anytime there is a loss of utility power of any duration, to any ENFORCER unit. Most utility

power interruptions are very brief. The UPS controlling software also performs a data-save and graceful shut-down of the affected system one minute before primary battery power is exhausted.

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



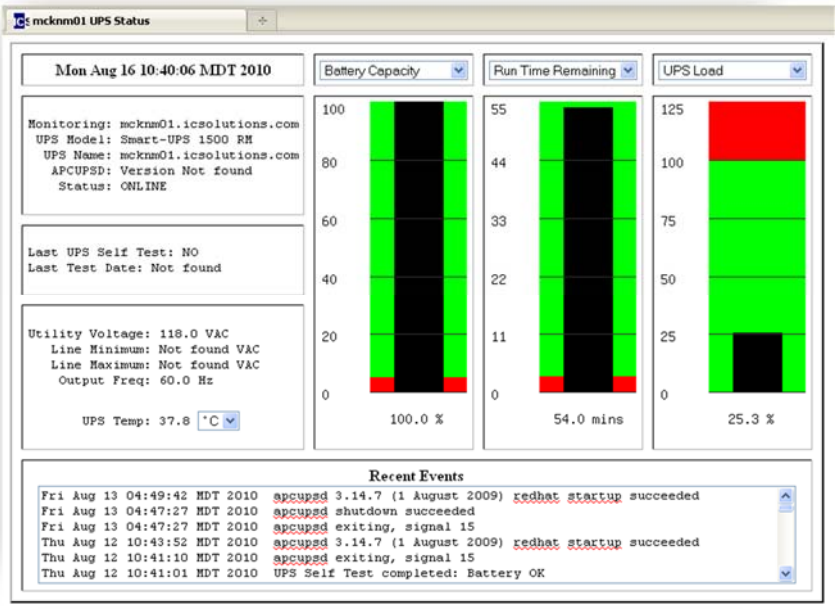
APCUPSD UPS Network Monitor
Mon Aug 16 15:52:39 CDT 2010

System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0 %	118.0 VAC	22.7 %	24.2° C	36.0 min.	All data
admco04	Smart-UPS 2200 RM	ONLINE	100.0 %	115.2 VAC	40.9 %	17.1° C	23.0 min.	All data
ankmn91	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	All data

UPSMON - All Systems Status

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

Please see the following page for a sample screen shot.



UPSMon Detail - View System Details

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

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

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.

ICSolutions Response:

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

DOC investigative personnel can access the system using an onsite workstation or remotely using their unique username and password login.

THE ENFORCER offers unlimited secure, remote access from any computer with internet access, allowing authorized users to log in to THE ENFORCER any time from any location. Our remote access allows users to perform the same functions they can onsite, including viewing call records, generating reports, monitoring live calls, playing recorded calls, exporting call records, and more – on any internet-enabled device, including computers, smart phones, and tablets. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.

THE ENFORCER system is a centralized call processing platform deployed in a Tier 4 data center and the system is accessible from any internet-connected device. To ensure the utmost security, the system is deployed behind an enterprise-grade perimeter firewall operating a rigid security policy. ICSolutions will register the Agency domain on this perimeter firewall thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

Remote users that are outside of the Agency domain and originate the browser connection from an IP address that is not registered on the perimeter firewall will be redirected to a secure server where they are required to enter their user credentials to authenticate themselves. THE ENFORCER will be configured to require two-factor authentication, whereby the system will send a temporary access code to either the email address or the wireless number that is registered for the username. Upon receipt of the temporary access code, the user will need to provide this code plus their username and password to be granted access to the system. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are redirected to the web-based inmate calling system, where they can perform all system administrative functions utilizing their SSL-enabled browser.

The perimeter firewall manager automatically logs all connection requests. These logs are accessible to network monitoring staff. Should the Agency wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

THE ENFORCER provides flexible and convenient remote access for investigators. THE ENFORCER infrastructure is configured to support a virtually unlimited number of remote users without any degradation of service. Multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This facilitates cooperative investigations with external law enforcement agencies.

This feature is regularly utilized by many of our clients who rely on offsite investigators located throughout their state, such as the Wyoming DOC and some county facilities in California. One of our clients needed remote access for 48 offsite investigators, which we were able to accommodate with ease. Offsite investigators can conduct investigations remotely through the use of reports, Monitoring Live Calls, or listening to recordings. This is accomplished by the remote investigators using secure Internet-based VPN access. Some investigators gain access to THE ENFORCER platform securely through the network firewall. Many of our clients rely on THE ENFORCER's feature that multiple investigators can access the system remotely at the same time without impacting ongoing system operations or performance.

ICSolutions can provide you with the tools to share restricted information with other investigative agencies. While some other vendors do provide data sharing with external investigators (FBI, counties, other states, etc.), they do not give the Facility any control over what information each external user can see and access. With THE ENFORCER, Agency administrators have complete control over which data users can see and access. For investigative purposes, administrators can allow an external law enforcement agent to view, listen to, and/or download only the data and call recordings that the Agency wants to share with that agent.

Authorized Agency personnel can give restricted permission to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized Agency personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The Agency can choose to share not only call data, but also call recordings and even biometric voice prints (where applicable).

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.

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

Please see the following response to the requirements within 3.1.13.

Central and Remote Site Network Administration

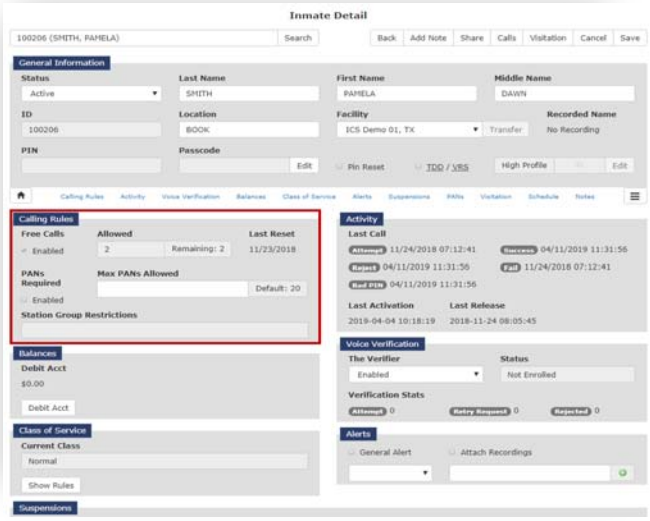
THE ENFORCER is operated through an easy-to-use browser-based GUI (Graphical User Interface) that allows control, monitoring searching and reporting of all inmate calls to any authorized user, accessible remotely and securely anytime, anywhere. Anyone with a password and login ID granted by Agency administrators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

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

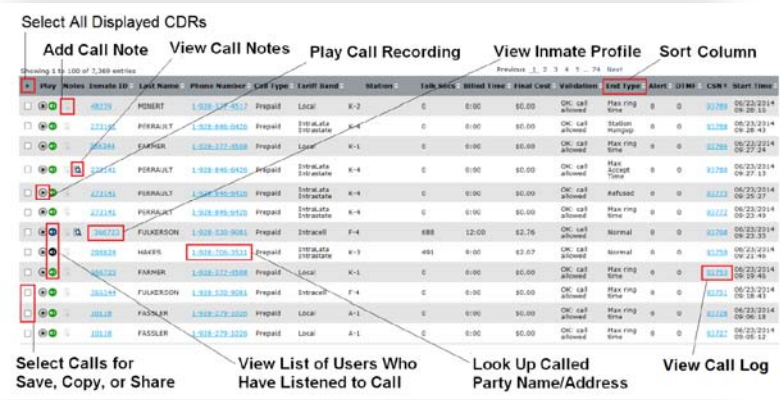
THE ENFORCER's feature-rich GUI divides its tools by group into sections with tabs across the top of every screen allowing users to jump from tool to tool.

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

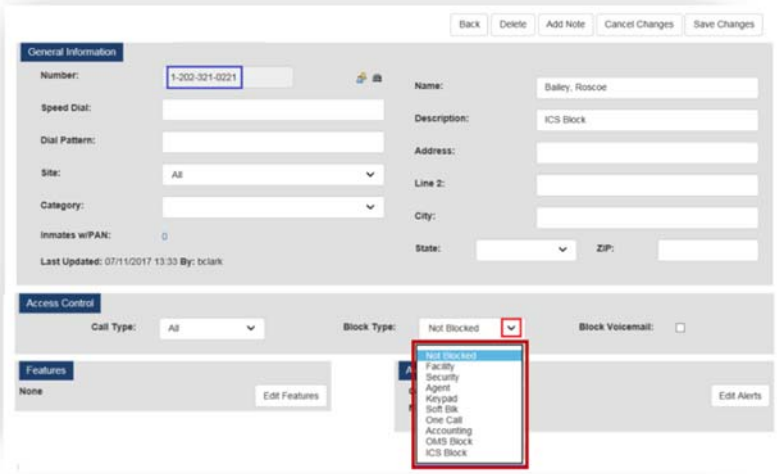
Some sample screens are provided below.



Inmate Account Screen from THE ENFORCER



Call Detail Results Screen from THE ENFORCER

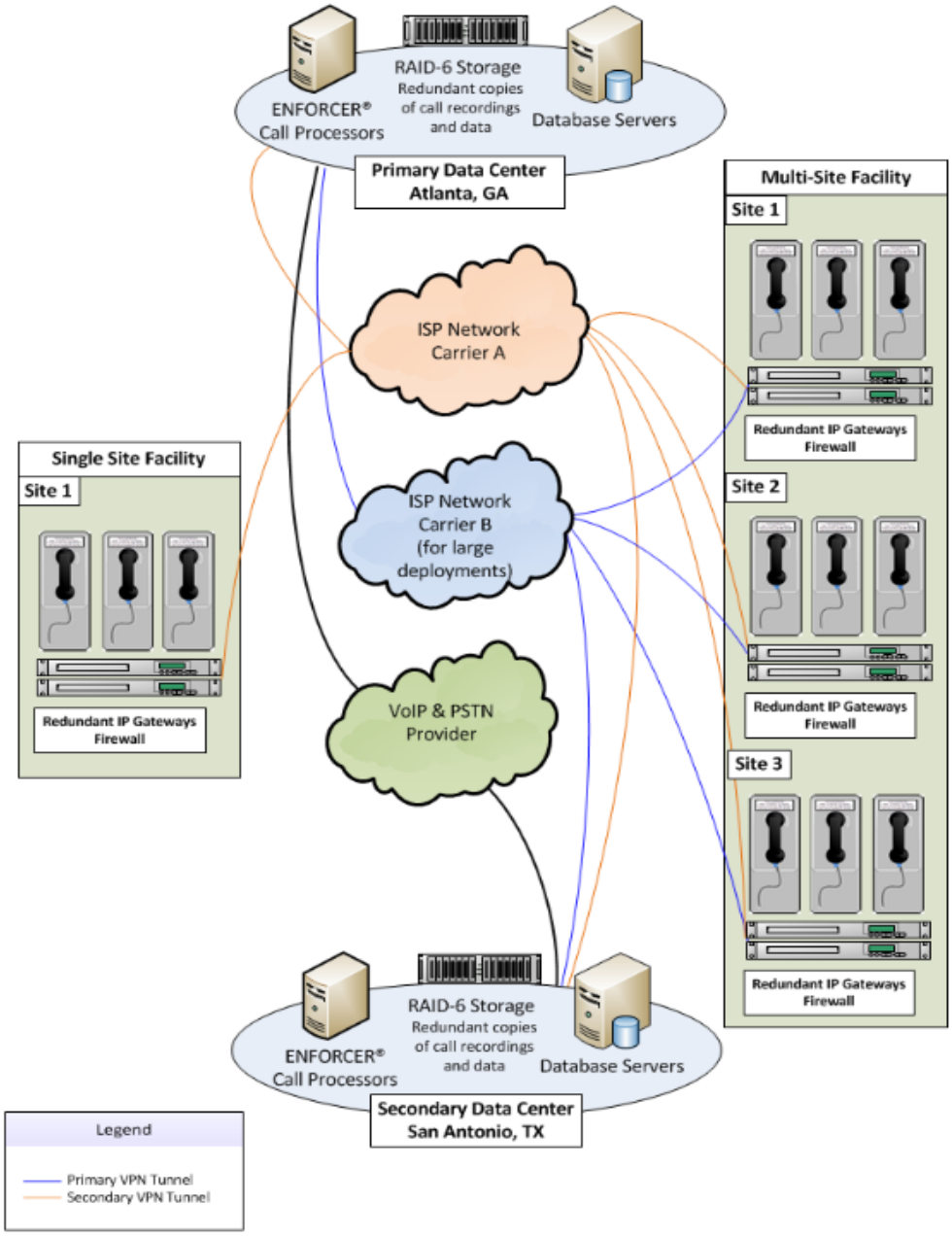


Global Number Edit screen from THE ENFORCER

Centralized DOC system database

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

The following page depicts a high-level diagram illustrating all of our proposed system components and system architecture.



Centralized Network Architecture

Benefits of a Centralized Architecture

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

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

Because our primary and secondary sites are more than 900 miles apart, even a catastrophic event in one location would not affect the performance of the other. If the primary site in Atlanta experiences a catastrophic event, all call processing would seamlessly transfer to our San Antonio data center, resulting in zero downtime and continuous call processing and recording. Failover call processing will also occur at the data center in San Antonio – providing geographically separate call processing that will ensure 99.999% uptime for your Inmate Telephone System, while protecting the Agency from potential data loss.

The centralized network architecture requires considerably less hardware at the facility. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature tolerant and will operate flawlessly in environments ranging from 35-110 degrees Fahrenheit.

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

Our dedicated Network Operations Center (NOC) is housed in a climate-controlled, fireproof, floodproof building with unique redundant fiber lines to the national grid, multiple independent power sources and multi-level, multi-technology access control for unequaled security and database and network uptime. ICSolutions is also taking advantage of our new NOC's capacity and fiber access to offer online storage of all data and records with guaranteed instant access for the full term of the contract at no cost to the Agency.

Automated Operator

THE ENFORCER provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time. THE ENFORCER is delivered with pre-recorded instructional voice prompts in both English and Spanish. Language is selected by the inmate as part of the call setup process. "For English, press or say 1; for Spanish, press or

say 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, Hmong, Cantonese and Vietnamese.

Call Branding

THE ENFORCER will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with "Hello, this is a collect call from [inmate name], an inmate at the [facility name]."

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

"To accept this call, press or say '5'
To refuse this call, hang up now
For a rate quote on this call, press or say '2'
To block this call and all future calls from this facility, press or say '9'"

Call Blocking

THE ENFORCER offers extensive blocking capabilities as a standard feature.

Blocking can be performed on multiple levels, in various scenarios, including:

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

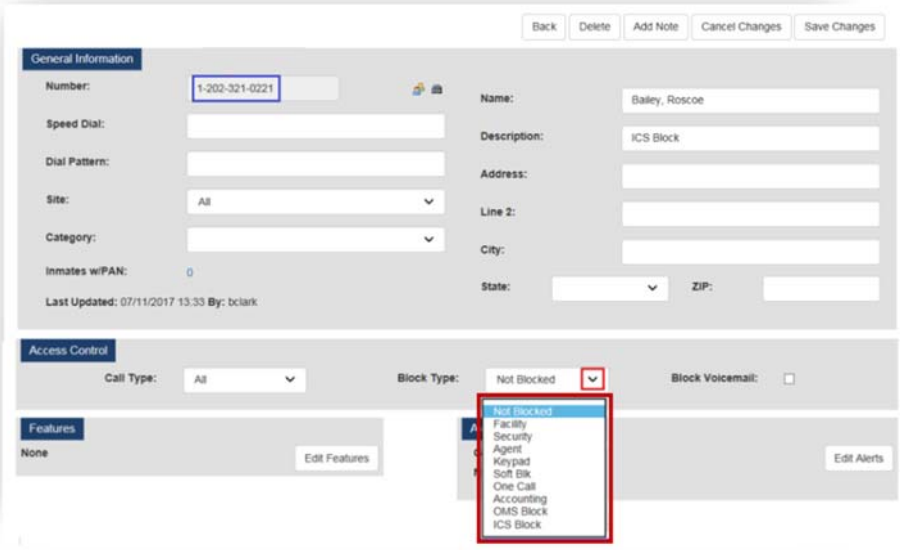
THE ENFORCER enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers.

Important Block Features include:

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

Blocks can be added on site through the system workstation or via remote access by ICSolutions' support personnel using the Global Number Edit screen shown below. To implement a block, the

user simply searches for the specific phone number in the Global Number database, selects the Block category, and clicks Save Changes. The block is applied immediately and in real-time.

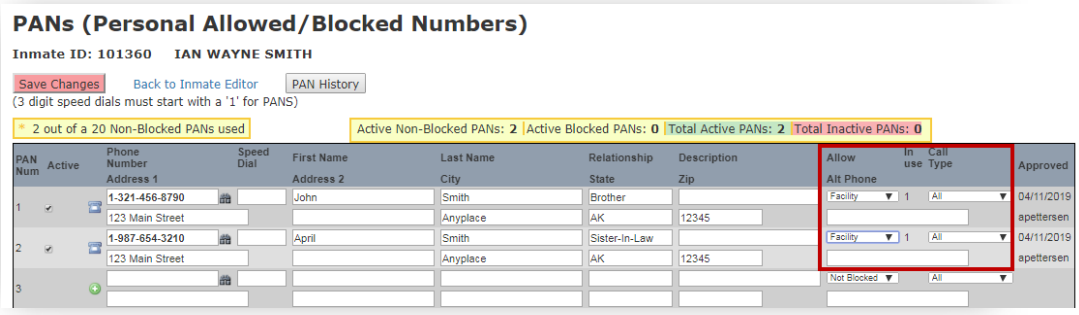


Global Number Edit - Add blocked Number

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

Inmate-Specific Blocked Numbers

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



Edit PAN - Add Inmate-Specific Call Block

Three-Way Call Detect

THE ENFORCER automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation.

When a three-way call attempt is detected, the system can either:

A) flag the call for investigation;
B) flag the call for investigation, and play a warning message to the inmate and called party;
or
C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

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

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

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

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

Standard three-way activity reports from THE ENFORCER system can facilitate investigations into suspected three-way call attempts. The 3-Way Attempts report lists all three-way call attempts detected, along with all associated call detail information. The Top 25 3-Way Destination Numbers shows the top 25 called numbers that triggered three-way call detection.

Call Forwarding Detection

The first line of defense occurs at call validation – this is the typical approach taken by providers who provide call forwarding detection. ICSolutions has identified specific operating carriers (OCs) primarily used by call forwarding services such as Vumber, Google Voice, Conscallhome, etc. When combined with our unique billing name and address verification (BNA) process for prepaid collect customers, this information provides rules-based methods for blocking call forwarding services.

Note: Blocking of any telephone numbers must occur in partnership with the Agency as law enforcement; although some providers do block without explicit consent of / direction from law enforcement, this policy risks adverse action by the Federal Communications Commission.

The second line occurs through querying network information. The Public Switched Telephone Network (PSTN) utilizes the Signaling System Number # 7 (SS7) protocol for interoffice signaling. The primary function of SS7 is to provide call control, remote network management, and maintenance capabilities for the inter-office telephone network. SS7 performs these functions by exchanging control messages between SS7 telephone exchanges (signaling points or SPs) and SS7 signaling transfer points (STPs). In this scenario, the terminating exchange would pass a message to the originating exchange that the terminating number was forwarded to another destination.

A similar message exists in a SIP-enabled telephony network. SIP (Session Initiated Protocol) provides a signaling and call-setup protocol for IP-based communications that can support a superset of the call processing functions and features present in the PSTN. SIP by itself does not define these features; rather, its focus is call setup and signaling. The features that permit familiar telephone-like operations - dialing a number, causing a phone to ring, hearing ring-back tones or a busy signal - are performed by proxy servers and user agents. Implementation and terminology are different in the SIP world, but to the end-user, the behavior is similar.

In a SIP-enabled telephony network, Message Type 181 indicates that the call is being forwarded. This message is available to be returned to the point of call origination. Additionally, most SIP carriers provide the re-direct information (call forwarded number) in the upstream data packet. ICSolutions is actively working with its carriers to ensure that these 181 messages are passed to the call processing platform.

Once these messages are received by THE ENFORCER, it can interpret and trigger appropriate events in the platform. Based on defined and implemented business rules, THE ENFORCER can be configured to take the below action when Message Type 181 is returned from the SIP network.

- ***Allow the call to continue and make a notation on the call record;***
- ***Allow the call to continue, make a notation on the call record and send an alert to a designated Agency staff member;***
- ***Notify the inmate and disconnect the call, making a notation on the call record;***
- ***Disconnect the call and make a notation on the call record.***

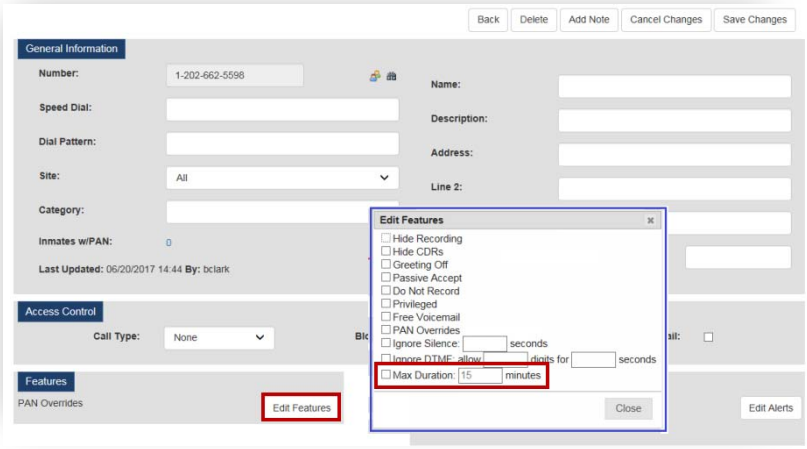
Call Acceptance Monitoring

The called party must press, dial, or say a digit to indicate positive acceptance. Positive call acceptance is required for all collect, debit, and prepaid calls. THE ENFORCER system supports both DTMF and pulse-based call acceptance responses. When the called party is instructed to accept or reject the call, the system "listens" for the appropriate DTMF tones, spoken number or count of rotary-dial pulses.

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

Call Duration Limits

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



Global Number Edit - Override Global Duration Limit for Specific Number

When a call has reached the "one minute remaining" status on the duration limit, the system will prompt the parties with a voice message that states "You have one minute remaining for this call." At the end of the call duration, the system informs both parties that their time has elapsed and the call is terminated.

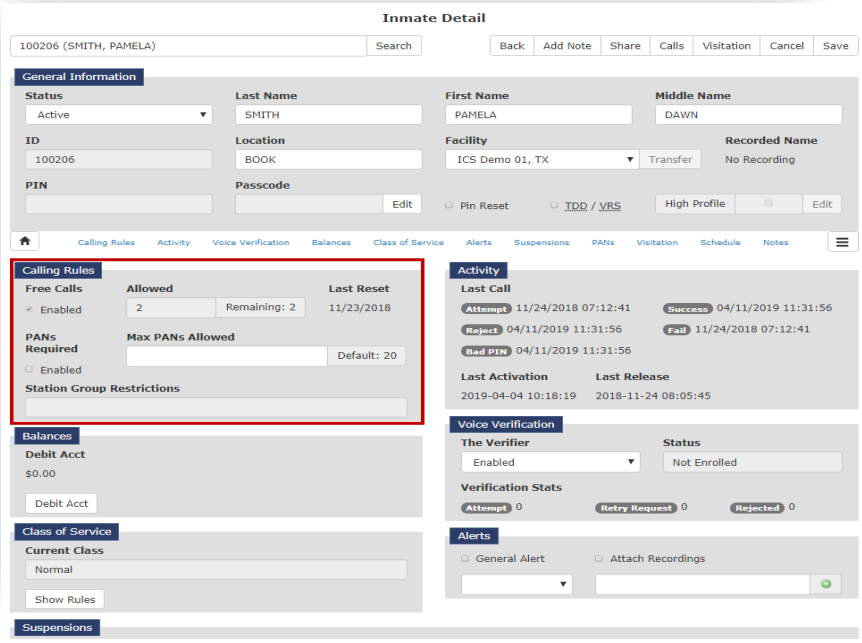
The standard one-minute warning prompt can be custom-configured to play additional warning prompts, such as two-minute and thirty-second warning prompts, prior to disconnecting the call.

Inmate Calling Restrictions

Inmates can be given customized calling privileges and restrictions according to a variety of criteria based on their inmate PIN. Inmates calling privileges can be customized in the following ways:

- ***Restricting calling from individual phones or groups of phones***
- ***Restricting the number of calls an inmate can place in a specific timeframe (days, weeks, months)***
- ***Restricting calling to a specific set of phone numbers (i.e., PAN lists)***
- ***Restricting the number of free calls an inmate can make***
- ***And more!***

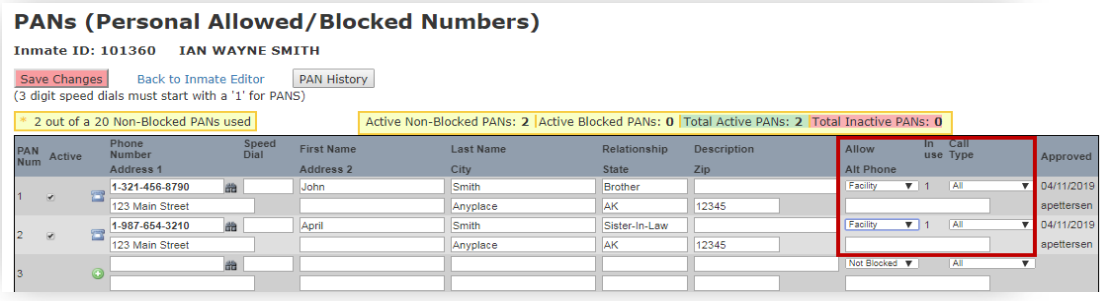
For example, as shown in the screen below, more specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to "Restricted" in the Inmate Account Profile, authorized users may customize calling restrictions; note the "Restrict___ Calls Every___ (Day/Week/Month)," and "Free Calls Allowed" fields below.



Inmate Account Profile

Inmate-Specific Call Blocking

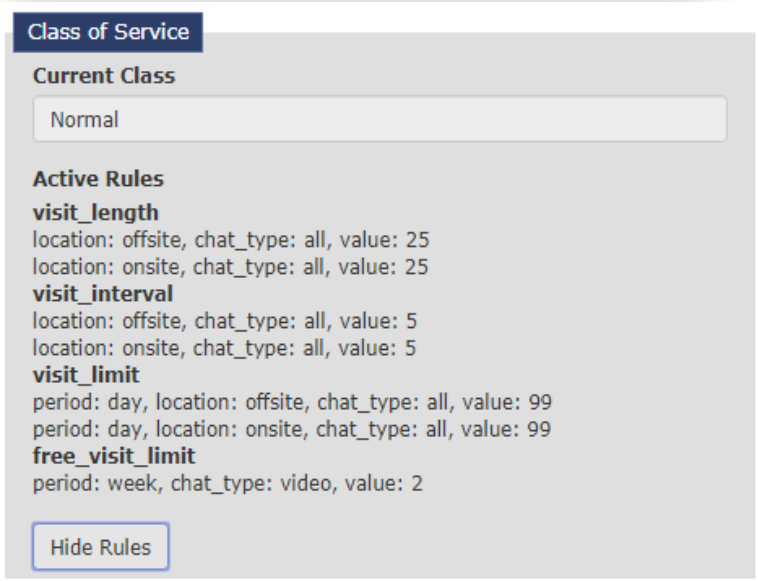
To block calls only from a specific inmate to a particular number add the number to that inmate's PAN (Personal Allowed Number List) and select the check box in the "Block" column as shown below.



Edit PAN - Add Inmate-Specific Call Block

Inmate Class of Service

The 'Class' field in THE ENFORCER Inmate Profile screen enables you to specify a "bundled group" of a selected set of inmate calling privileges.



Inmate Account Profile – Class of Service

By grouping a set of privileges such as how many calls an inmate can place in a given time period, an inmate's time limit per call, or attorney calling, an authorized ENFORCER user can assign the entire set to an inmate globally – without having to set individual restrictions.

Call Monitoring

THE ENFORCER offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the Monitor tab of THE ENFORCER. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the Listen button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.

Authorized Agency personnel can monitor live calls in progress with a high level of audio quality from any location, whether remote or onsite. THE ENFORCER is operated through an easy-to-use, browser-based GUI (Graphical User Interface). Anyone with a password and login ID granted from Agency administrators can access the system from any computer with an internet connection, as if they were visiting a website. Additional detail is provided in response to REQUIREMENT 3.5.1 later in this section.

Call Recording and Playback

THE ENFORCER system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to THE ENFORCER call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.

Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded.

Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration.
Any individual desiring access to the recording playback or call monitoring must have a valid username with sufficient privileges and a valid password. THE ENFORCER streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court, THE ENFORCER allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed.

The system has extensive search capabilities for Investigators.

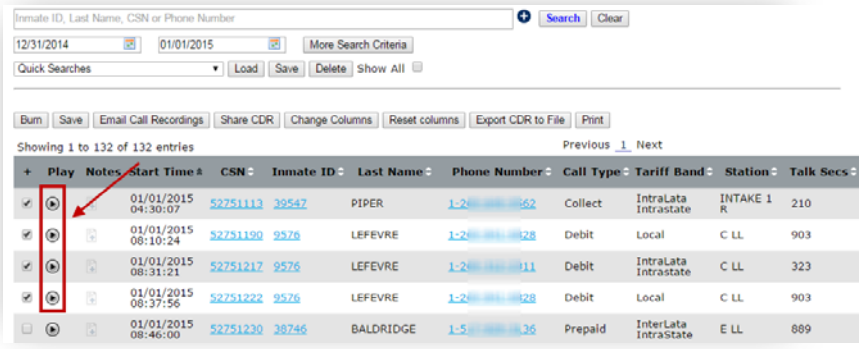
Call recordings can be retrieved based on the following parameters and more:

- ***Inmate PIN/ID***
- ***Date Range***
- ***Called Number***
- ***Facility***
- ***Inmate Station***
- ***Living Unit (building, cell block, etc.)***
- ***Call Completion Type***
- ***Call Bill Type***

Playback Recordings

Recordings may be played back directly from the Call Detail screen or downloaded to the investigator's hard drive or other external media for review at a later time. In either case, the investigator may slow down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

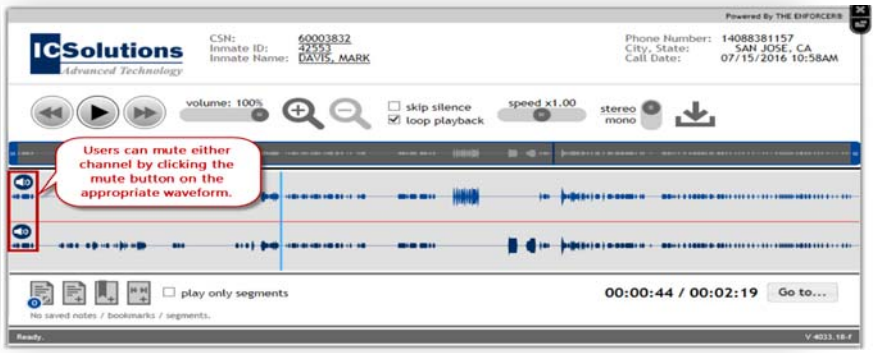
All this can be accomplished via the ICSPlayer. The user simply selects the call from the call detail screen or clicks the play icon to the left of the call detail record and the ICSPlayer will appear.



Click Play to Listen to a Recording from the Call Detail Results Screen

The ICS Player, shown below, provides several advanced listening features, including:

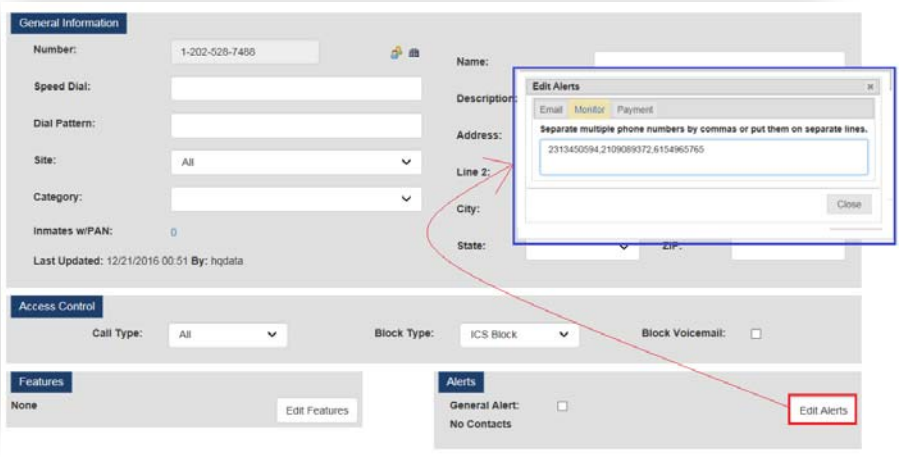
- ***"Bookmarking" a time point in a call recording with a name or comment***
- ***Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback***
- ***Saving bookmarks for future use when you or other users access the call recording***
- ***Adding locally saved recordings to the playlist for playback (for comparison purposes)***
- ***Slowing down or speeding up the playback of a recording***
- ***Muting the playback of either party on the call***



ICS Web Player

Hot Number Tracking

THE ENFORCER provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.



Edit Alerts for a Specific Phone Number

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

The alerts available with THE ENFORCER are described in detail on the following pages.

Alerts dialog box

Monitoring Alerts

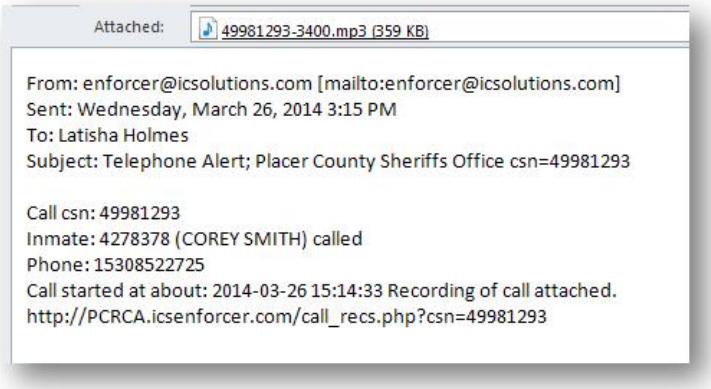
THE ENFORCER can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set THE ENFORCER to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

Once an investigator is patched into an ENFORCER monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad.

Email/SMS Alerts

THE ENFORCER can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



Information Contained in an Email Alert

Pager Alerts

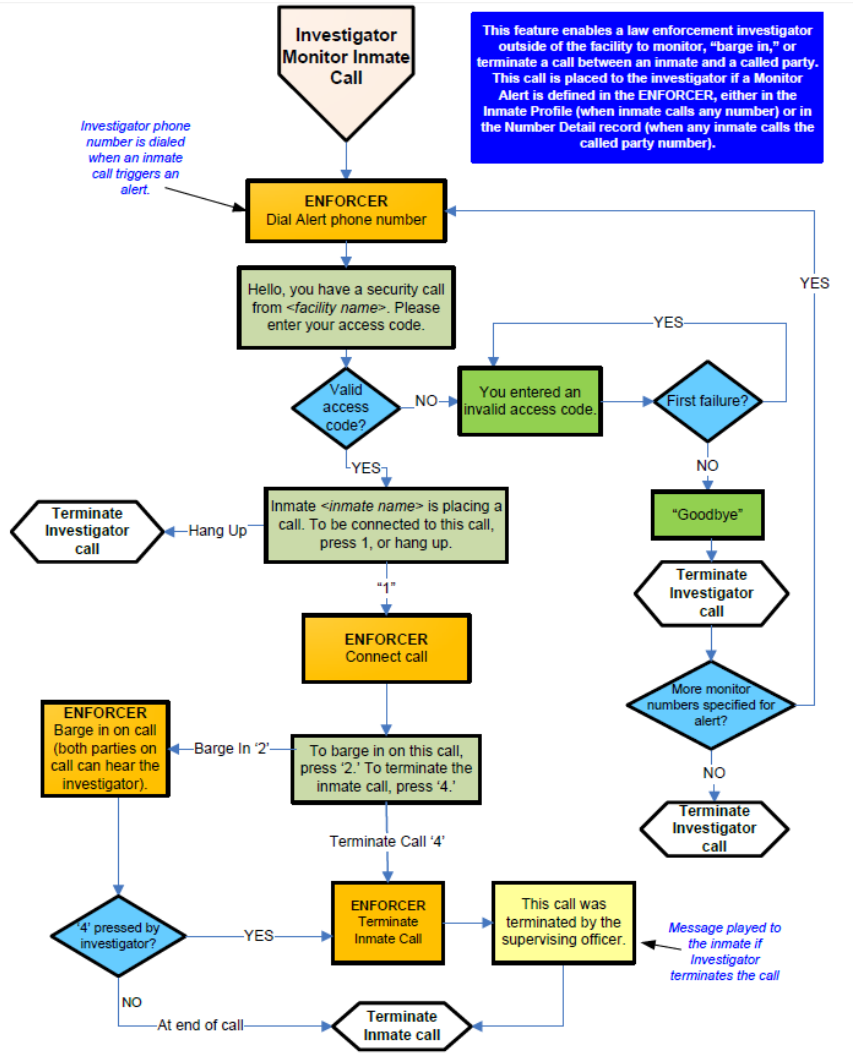
THE ENFORCER can issue numeric messages to paging services to alert an investigator that a call is in progress.

Funding Alerts

THE ENFORCER allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.

Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow on the following page.



System Reporting

THE ENFORCER system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Custom search parameters can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including:

- ***Date of Call***
- ***Start Time of Call***
- ***End Time of Call***
- ***Call Duration***
- ***Called Number (ANI)***
- ***Station & Trunk ID***
- ***PIN (if applicable)***
- ***Disposition of Call (accepted, denied, incomplete, etc.)***
- ***Call Termination Reason***
- ***Call Charges (if accepted)***
- ***Recording indicator***
- ***Three-way call detect indicator***

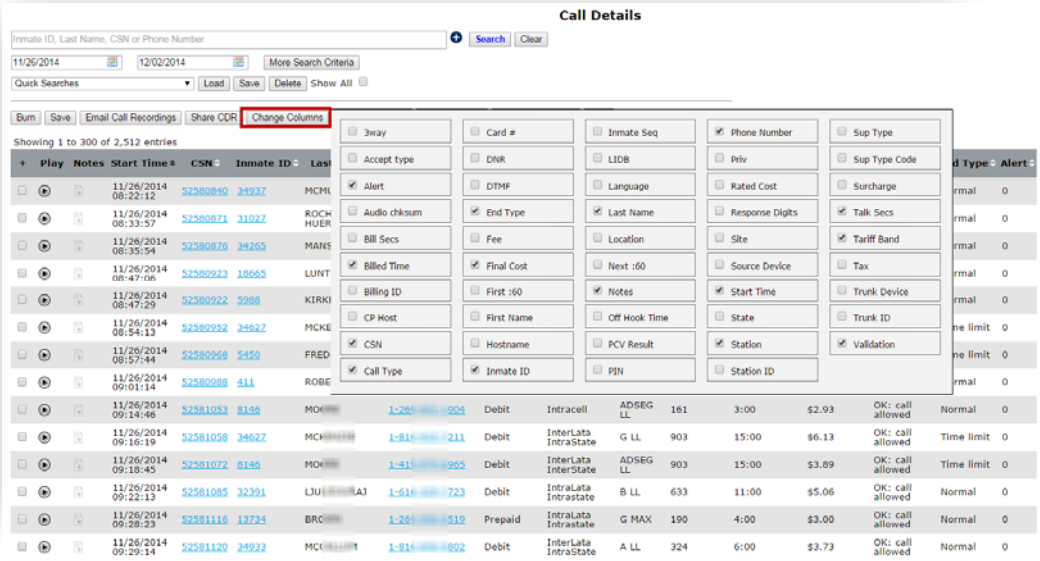
THE ENFORCER has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in THE ENFORCER, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in EXHIBIT B: REPORT SAMPLES of this proposal.

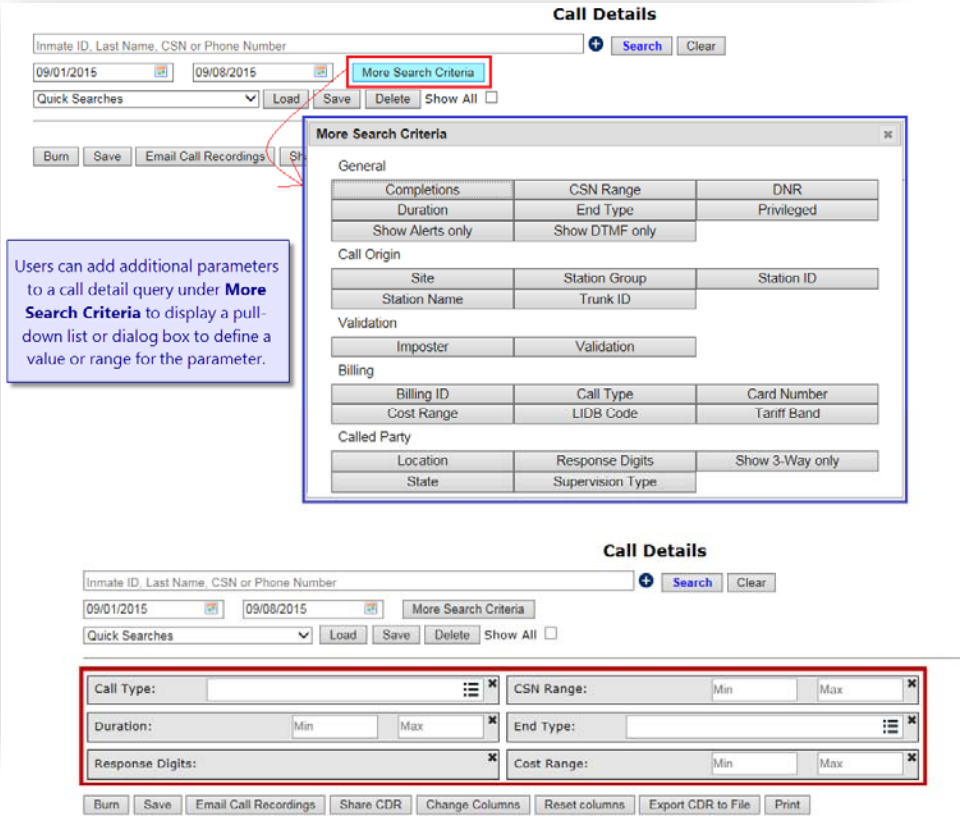
Call Detail – Search Call Records

Numerous additional fields are stored within each call record, and can be used to further customize reports and recording searches.



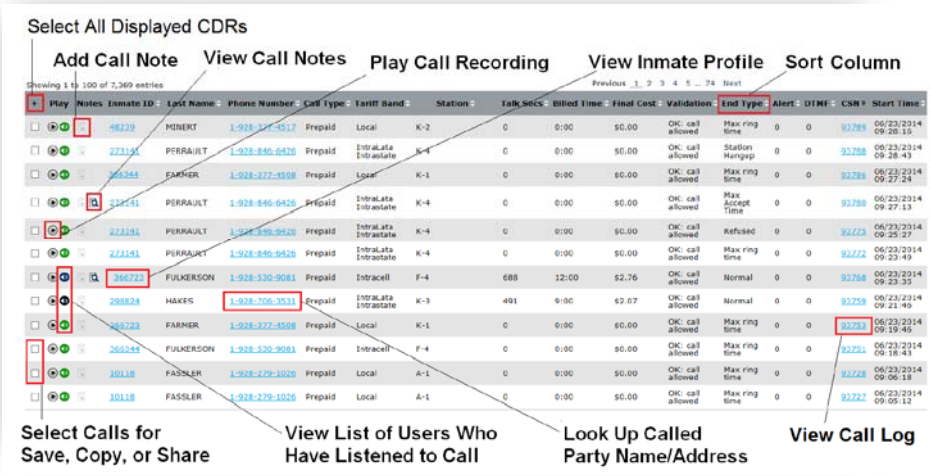
Call Detail – Search Results – Select Change Columns to View More Parameters

The screen above shows the basic search fields date and time, Inmate PIN/ID, Called Number, Inmate Name, etc. By clicking Change Columns in the results screen or More Search Criteria in the search screen, the user is provided with an extended list of call recording search options as shown below. Selecting More Search Criteria will display a drop-down list (dialogue box) to define a value or range for the parameter, allowing further customization options of call detail queries.



Call Detail Report – Select Criteria for Custom Query

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.



Call Detail – Search Calls – Standard Results

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.

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

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER inmate communications system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost to the Agency for this service. For details of our financial offer, including proposed commissions, please refer to PART II: COST PROPOSAL.

3.1.15 Site visits shall be negotiated within each Participating State's Participating Addendum.

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

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.

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

ICSolutions will maintain compliance with all applicable municipal, State or Federal requirements at all times throughout the duration of the contract.

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.

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

ICSolutions maintains compliance with all regulatory issues at all times, by ensuring that all appropriate certifications, licensing and tariffs to operate the system are current and valid. We subscribe to Inteserra (formerly Technologies Management Inc. (TMI)), the industry leader in

regulatory consulting and compliance reporting. Inteserra keeps us abreast of all national and local legislative and regulatory issues, as well as assisting with ensuring all appropriate tariffs and certifications up to date. Furthermore, we have a dedicated executive manager (Ken Dawson, Director of Compliance and Regulatory), whose role is to work with Inteserra and local, state, and national agencies in maintaining full compliance with all legislative and regulatory requirements.

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.

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

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.

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

All call processing and call rating information will be kept current in THE ENFORCER platform. THE ENFORCER system is equipped with a rating engine and a rated call detail record (CDR) is created at the completion of each call and stored in the database. Authorized DOC users will have access through THE ENFORCER to all call data and rating information for all calls throughout the contract term.

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.

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

ICSolutions is committed to providing the highest voice quality through its deployment of over-provisioned bandwidth on an MPLS network coupled with advanced codecs from PIKA Technology Inc. (PIKA). PIKA is focused on the telecommunications market and holds patents related to

communications and host media processing architectures. The PIKA technology suite supports both G.711 and G.729 codecs that can be deployed in both IP and TDM environments.

When combined with our bandwidth provisioning, we are able to ensure a minimum "Mean Opinion Score (MOS)", of 4.0 or better (0 = pure noise, 5 = pure sound). ICSolutions will process all inmate calls over a dedicated statewide MPLS WAN (MultiProtocol Label Switching Wide Area Network) with leased access to a Tier 1 carrier fiber backbone.

Because we use an MPLS network rather than a shared access-type network, all voice traffic, including inmate calling and audio streaming to investigators, will be prioritized on the network. This guarantees that sufficient capacity is reserved for this voice traffic to prevent any deterioration in quality, even at peak hours under heavy usage.

ICSolutions has historically developed the MOS rating by averaging the results of a set of standard, subjective tests where a number of listeners rate the heard audio quality of test sentences read aloud by both male and female speakers over the communications medium being tested. This kind of test methodology had been in use in the telephony industry for decades and was standardized by the International Telecommunications Union, ITU-T recommendation P.800.

Leveraging this subjective approach, ICSolutions will score a minimum of 500 sentences during a test session to derive the MOS score. The results of the test session will be captured and reported as the number of sentences per score category ranging from 1 (Bad) to 5 (Excellent).

MOS Score	Sentence
5-Excellent	318
4-Good	85
3-Fair	63
2-Poor	25
1-Bad	9
MOS Score = 4.2	

In the event the results yield an MOS score of less than 4, ICSolutions will take immediate action to investigate, understand, and correct the issue that is impacting voice quality. Once the corrective action is complete, ICSolutions will repeat the test using the same listener pool.

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.

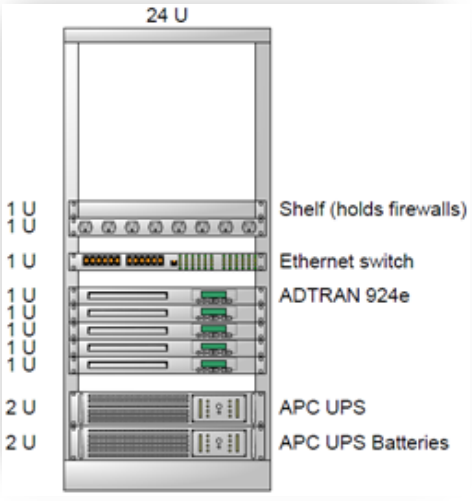
ICSolutions Response:

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

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

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

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



On-site Equipment in a Rack

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

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

The manufacturer's specification sheets are provided in EXHIBIT A: EQUIPMENT SPEC SHEETS of this proposal.

Inmate Phones

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

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

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

TDD Phones

Ultratec Minicom TDD/TTY

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

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

Video Relay Service through Purple Communications

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

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

Purple Video Phone

Visitation Phones

ICSolutions is proposing two phone types to enable visitation phone monitoring and recording.

Wintel 7005SS (inmate side)

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

Wintel 7429VST (visitor side)

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

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

Phone Shut-Down – Mechanical

Telcom Marketing Group KS-6100 Kill Switch Box

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

Typical product dimensions are as follows:

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

Uninterruptible Power Source (UPS)

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

ADTRAN IP Gateways

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

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

Workstations

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

These functions include:

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

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

Portable Cordless Phones

ICSolutions offers V-Tech portable cordless phones when cordless portable devices are required. While the model supplied to the Agency will not be corrections-grade, it will be designed for unfriendly environments and able to withstand some abuse. The advantage of this solution over the cart phone is that the V-Tech handset contains the dial pad – enabling the inmate to dial the number without Agency staff assistance. ICSolutions proposes the V-Tech Cordless Phone, Model CS6114, or a functional equivalent. We have hundreds of these phones in the field, including at Arizona DOC and Oregon DOC.

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.

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

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

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.

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

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.

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

ICSolutions' sample implementation appears below. Upon award and following site surveys of each site, ICSolutions will provide a customized plan for each facility that reflects the agreed upon installation schedule.

Implementation Plan for Inmate Phones

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) to ensure minimal impact on facility operations and phone system revenue. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER platform and exceptional support following installation.

ICSolutions' expertise at conducting fast, smooth implementations has been proven time and again by our many successful installation projects. We have installed THE ENFORCER calling platform and its related complementary inmate communications products at 11 state Departments of Corrections with as many as 44,000+ inmates, as well as hundreds of County, regional, and city correctional facilities across the U.S. These installations have required a complex and sophisticated project management and implementation effort, which the ICSolutions team has honed over more than a decade of successful installations.

Experienced Implementation Team To Serve The Agency

The ICSolutions Operations Team will work together with Mike Kennedy, VP of Sales & Marketing, to coordinate every aspect of the implementation. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. A more detailed implementation timeline has been included at the end of this section and includes all major tasks that will be required to complete the installation efficiently and without interruption of phone service.

ICSolutions follows best practices developed by the Project Management Institute (PMI), which has set the standards for project management since the 1960s. Accordingly, the five major stages of our project management are Initiation, Planning, Execution, Monitoring & Controlling, and Closure.

We have broken down the major milestones of the implementation by:

1. ***Pre-Installation***
2. ***On-Site Installation***
3. ***Post-Installation***

ICSolutions Client Testimonial

"… The transition to the [ICS] system was seamless, taking one day to install new phones and provide training to the inmate population on how to login and make calls …"

Mark MacKay, Operations Sergeant – Placer County Sheriff's Office

These tasks are described in more detail following each table. Because the majority of these tasks are completed at our headquarters in San Antonio, the on-site installation is minimized.

Pre-Installation

Ref	WBS	Task	Duration
1.1 Implementation Project Initiation – Contract Execution			
1	1.1.1	Contract Execution / Review Contract Deliverables	1 day
2	1.1.2	Kick-Off Meeting	1 day
1.2 Implementation Project Planning Process			
3	1.2.1	Conduct Pre-Installation Site Survey	1 day
4	1.2.2	Infrastructure / Installation Plan Customization	2 days
5	1.2.3	Installation Plan Review / Approval from DOC	1 day
6	1.2.4	Scheduling for Onsite Installation	6 days
6.1	1.2.4.1	Onsite Escort Identification & Scheduling	0.5 days
6.2	1.2.4.2	Schedule Training Location and Times for Each Facility	0.5 days
6.3	1.2.4.3	Make Travel Arrangements for Onsite Installation Team & Training Teams	0.5 days
6.4	1.2.4.4	Schedule Equipment Removal at Each Facility with Current Vendor	0.5 days
6.5	1.2.4.5	Network Provisioning	0.5 days
6.5.1	1.2.4.5.1	Order Network Services (including estimated lead time for local provider to deliver and install circuits)	0.5 days
6.6	1.2.4.6	Equipment/System Hardware Provisioning	1 day
6.6.1	1.2.4.6.1	System Hardware including Phones, AdTrans, Firewalls, etc.	1 day
1.3 Implementation Project Execution Process			
7	1.3.1	OMS Data Exchange Interface Development	2 days
8	1.3.2	Trust Account Interface (Banking/Money Data)	2 days
9	1.3.3	Data Migration (Obtain for Current Vendor)	2 days
10	1.3.4	Delivery of Equipment and Materials	61 days
11	1.3.5	Equipment Configuration (Build/Test/Ship)	11 days

1. Contract Execution / Review Contract Deliverables – ICSolutions' Project Team will hold internal meetings to review the contract and RFP requirements, create a ticket in Jira, create project files, and assign internal resources.

2. Kick-Off Meeting – ICSolutions Project Team will sit down with the Agency to review all Contract and RFP requirements to ensure that both parties have a clear understanding of the scope of the project. In this meeting, we will go over any enhanced products or services that you wish to implement. During this meeting, the ICSolutions Project Manager will ask for the appropriate contact information for the person(s) who can provide the Facility's rules to enable the necessary software configurations, such as user access and how to implement optional features to be consistent with Facility policies and procedures.

3. Conduct Pre-Installation Site Survey – Immediately following contract award, we will schedule the Pre-Installation Site Survey, during which all internal wiring will be tested, the locations for each phone will be defined, and other specifications will be agreed upon (such as IDs/names for each inmate telephone station as you would like it to appear on Call Detail Reports, privileges you would like each user to have access to, etc.).

4. Infrastructure / Installation Plan Customization – After the site survey, the Project Team will make any adjustments to the project milestones that are necessary to accommodate your needs. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network your existing workstations to The ENFORCER network.

5. Installation Plan Review / Approval from DOC – ICSolutions will review the customized Installation Plan with the appropriate Facility personnel. We will go over all project milestones and the timeline, and we will ensure you have received identification for the project team for any required background checks.

6. Scheduling for Onsite Installation – After you have had a chance to review the customized Installation Plan, ICSolutions' Project Team will begin making the necessary scheduling arrangements for the onsite installation, such as:

ICSolutions Client Testimonial

"… the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed …"

Warden Joseph – Richmond County Correctional Institute

6.1 Onsite Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the agreed upon timing for onsite installation.

6.2 Schedule Training Location and Times for Each Facility – ICSolutions' certified national training staff will work with the Facility to identify and reserve the location for the onsite training, as well as schedule the various times for each user group that will work best with the Agency's needs.

6.3 Schedule Equipment Removal at Each Facility with Current Vendor – ICSolutions will work with your existing provider to schedule pick up of all existing equipment to ensure minimal downtime of your inmate telephone system.

6.4 Make Travel Arrangements for Onsite Installation Team and Training Teams – After the onsite installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the onsite team.

6.5 Equipment & Network Provisioning – ICSolutions Project Team works expeditiously to set up the necessary network and equipment that can have a long lead time. Delivery and installation of the circuits is performed by the local network provider and, oftentimes, takes approximately four weeks for completion after ordering. Immediately after learning ICSolutions has been awarded the contract, ICSolutions' Director of Operations orders the network services and works with the Facility to schedule the delivery and installation of the circuits, which are necessary to power The ENFORCER. ICSolutions typically obtains service

from two different network carriers. We do this to ensure complete redundancy and maintain our 99.999% system uptime guarantee. If one carrier experiences an outage, service will instantly fail over to the second carrier.

6.6 Equipment / System Hardware Provisioning – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas. ICSolutions' Project Team will requisition the equipment necessary for installation.

7. OMS Data Exchange Interface Development – ICSolutions will review the specification and format of the current interface, as obtained during the Kick-Off Meeting. During this review, we will work with you and your other vendors to review their data format, and define what will be necessary to create a seamless integration. After reviewing the current interface, we will develop all required interfaces with the Facility and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred. We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking/trust account systems, OMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

8. Trust Account Interface (Banking / Money Data) – ICSolutions will determine the authoritative data source of inmate data at the Agency. The project team will integrate current interfaces and conduct QA testing.

9. Data Migration (Obtained from Current Vendor) – If applicable, we will request the data from the current vendor. First, we will collect sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER. ICSolutions will then review the current vendor's data and the format in which it was received.

10. Delivery of Equipment and Materials – As soon as the Carrier has installed new network circuits, ICSolutions will conduct tests to ensure full functionality. During this phase, we will receive internal and external IP addresses, and hardware and materials will be delivered to our headquarters in San Antonio.

11. Equipment Configuration (Build/Test/Ship) – During this phase, ICSolutions will build The ENFORCER to meet the specifications in the contract, test it, and ship all the related equipment for onsite installation. ICSolutions will create the Agency's Site in The ENFORCER, including configuring the centralized system in the data center (such as setting up your dedicated website); add terminals and enable features in accordance with the contract (such as analytic tools, voice biometrics, etc.); create locations (such as pods, facilities, etc.); create user accounts and assign authorized user roles based on access rules obtained during the Kick-Off Meeting; and configure The ENFORCER features based on the contract requirements and the Facility's needs (as identified during the site survey and during the Kick-Off Meeting). ICSolutions will configure the Network IAD, QA Test, and Burn-in. ICSolutions conducts QA tests on the equipment to ensure it works. Upon confirmation that the equipment is operational, ICSolutions ships all equipment that will be installed onsite to the facility.

On-Site Installation

Ref	WBS	Task	Duration
12	1.3.6	Installation & Deployment	15 days
13	1.3.7	Training	1 day

12. Installation & Deployment – The following steps outline the tasks and processes that will occur onsite prior to the cutover. As soon as the Carrier has installed new network circuits, ICSolutions will conduct tests to ensure full functionality. ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. If any new cabling is installed, ICSolutions will label it. We will verify that all information received from the Facility's OMS, including inmate ID information, is correct. ICSolutions will ID all phone ports and create an equipment inventory listing. After swapping phones, ICSolutions' Project Team will conduct QA Testing. The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the Agency. The testing procedures extend to all systems, telephones, software, and peripheral hardware. Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The ENFORCER system occurs quickly and seamlessly.

13. Training – ICSolutions will provide a customized hands-on training curriculum for each facility served. Upon award, our dedicated Training Department will contact the Agency to set up the training. ICSolutions often schedules training in shifts so that Facility staff can receive training during their normal work hours. ICSolutions will also leave behind Training Guides and other materials to assist Staff users in utilizing their ENFORCER system to the fullest. We have provided more detailed information on our training process in our Training Plan, included later in this document.

Post-Installation

Ref	WBS	Task	Duration
1.4 Implementation Project Monitoring & Controlling Process			
14	1.4.1	Post-Cutover System & Process Transition Monitoring	5 days
15	1.4.2	Handoff to Tech Support for Continued Maintenance and Operations	0.5 days
1.5 Project Completion / Closing Process			
16	1.5.1	After Action Reporting – Meet with Customer to Review Implementation	1 day

14. Post-Cutover System & Process Transition Monitoring – ICSolutions closely monitors the status of the project throughout the implementation, with monitoring provided onsite during cutover, training, and user acceptance testing. During this step, ICSolutions will closely monitor your new system and processes to ensure they are operating as specified. After the implementation is complete, ICSolutions performs continuous monitoring of the system and the overall project, starting with monitoring the first few months of call activity to define a pattern of typical activity.

Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). This variance could indicate a problem, such as improper phone function. An exception report is automatically created for any site showing such variances.

15. Handoff to Tech Support – Following a successful implementation of the system, ICSolutions will handoff the project to our Technical Services Center (TSC) to ensure that Facility personnel are familiar with how to receive ongoing support for the solution.

16. Meet to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the Agency to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions you may have, etc.

Installation Testing Protocol

As described briefly above, ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Agency representative to ensure that the entire system is deployed and performs exactly as requested by the Agency. The testing procedures extend to all systems, telephones, software, and peripheral hardware.

Testing of THE ENFORCER system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. THE ENFORCER system testing will encompass the following:

External System Interface	a. Interface protocol b. Access and security c. Error logging
Data Exchange	a. Data format b. File exchange/transfer timelines c. Error logging
Database Integrity	a. Inmate Table i. Inmate ID ii. Inmate full name iii. Inmate PIN (if applicable) iv. Inmate housing location v. Inmate Status vi. Inmate PAN list (if applicable) b. Global Number Table i. Block List ii. Attorney List iii. Privileged List iv. Free numbers v. TDD Access numbers vi. PREA Hotline c. Inmate Station Table i. Station port labeling – Confirm accuracy

	ii. Station Grouping iii. Station Class-of-Service designation iv. Station On/Off times v. TDD Access numbers d. Rates & Dialing Table i. Surcharge & Per Minute entries by Tariff Type ii. Local number listing iii. Dialing rules by Tariff type iv. Dialing rule override (if any) v. Carrier access protocol
System Access	a. User Role privileges b. User Role assignments c. Username & passwords
Facility Workstations	a. Access to THE ENFORCER system b. Ability to monitor live recordings from both workstation and Facility Network if applicable c. Ability to download and burn recordings using the following formats: i. Wav ii. MP3 iii. Speex d. Run and test reports for accuracy of information

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist:

HARDWARE		
Tests and Checks Performed	**INITIALS**	**DATE**
Check – Rack fully assembled.		
Check – 110/66 Blocks labeled and covered.		
Check – UPS is fully charged and operational (plugged in).		
Check – Adtran 924 and network hardware labeled and installed on rack.		

NETWORK		
Tests and Checks Performed	**INITIALS**	**DATE**
Check – Blue cable from smart jack to Adtran 924 NET/T-1 Port. All cables labeled and properly secured.		
Check – Red cable from Adtran 924e ETH 0/1 port to Fortinet ETH 0/1 port. All cables labeled and properly secured.		
Set up workstation(s) in predetermined location. Connect all peripherals and all cables labeled and properly secured.		

Connect network cable to workstation. *Use patch cord to connect workstation to RJ 45 jack.*		

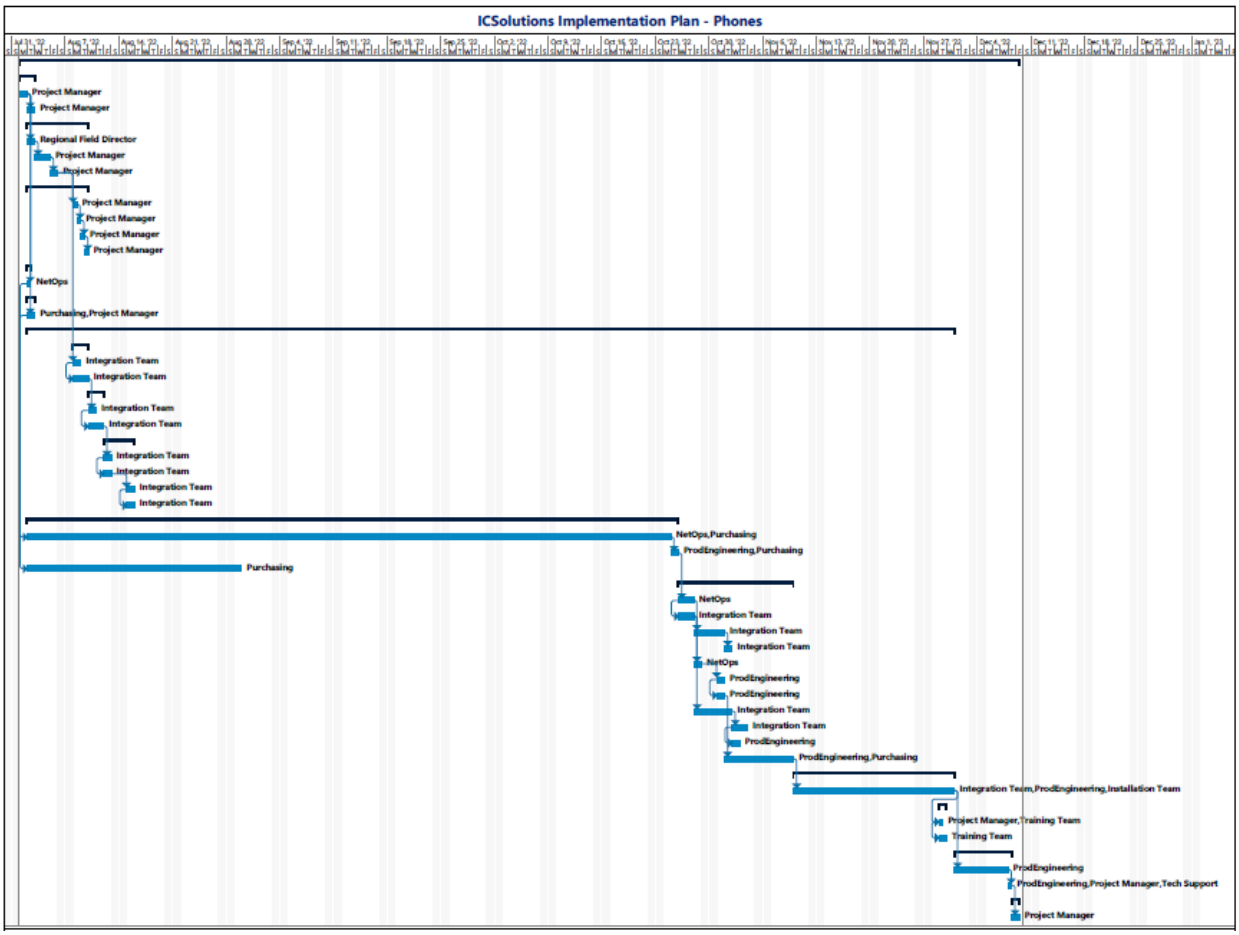
POWER UP		
Tests and Checks Performed	*INITIALS*	*DATE*
Test – Perform start up test and confirm all machines start up correctly.		
Test – UPS test (utilize UPS test switch and confirm system stays on)		
Test – Start up workstation and confirm proper startup and that network can be seen		

SOFTWARE CHECK & TESTS		
Tests and Checks Performed	*INITIALS*	*DATE*
Check – All computers for correct name and IP address. *Check/Verify – Correct IP and Subnet*		
Check – All computers – Network Properly. Installed and working.		
Check – All system clocks are updated properly.		
Check – Verify Inmate Stations.		
Test – Workstation – Verify Monitoring/Playback and Burn CDs		
Check – Facility PIN swap over		
Test – Make test calls from station blocks.		
Check – Facility branding		

SYSTEM CHECKOUT		
Tests and Checks Performed	*INITIALS*	*DATE*
Verify system functionality by performing test calls from every station.		
Perform station cross connect punch work – Verify stations are operational		
Test – Restart and confirm all modules are functioning properly.		
Test – Make test calls from each station – Verify		
Check – Cameras Operational		
Test – Call Search		
Check – Calls for proper start/stop, origination, destination, PIN numbers		
Check – Verify each type of call (Local, IntraLATA, InterLATA, Interstate)		
Test – Perform live monitoring.		
Test – Perform dial-up live monitoring.		
Test – Printing reports to printer.		

ICSolutions Implementation Plan - Phones

ID	WBS	Task Name	Duration
1	**1**	**IMPLEMENTATION PLAN - PHONES**	**94.5 days**
2	**1.1**	**INITIATING**	**2 days**
3	1.1.1	Contract Execution / Review Contract Deliverables	1 day
4	1.1.2	Kick-Off Meeting: Schedule Onsite Site Survey, Obtain Contact Information, Gather configuration information for Enforcer	1 day
5	**1.2**	**PLANNING**	**6 days**
6	1.2.1	Conduct Pre-Installation Site Survey	1 day
7	1.2.2	Infrastructure/ Installation Plan Customization from Site Survey and Additional Facility Needs Identified	2 days
8	1.2.3	Installation Plan Review / Approval from DOC	1 day
9	**1.2.4**	**Schedule Onsite Installation**	**6 days**
10	1.2.4.1	Onsite Escort Identification and Scheduling at Each Facility	0.5 days
11	1.2.4.2	Schedule Training Location and Times for all User Roles	0.5 days
12	1.2.4.3	Make Travel Arrangements for Install Teams and Training Teams	0.5 days
13	1.2.4.4	Coordinate Equipment Removal at Each Facility with Current Vendor	0.5 days
14	**1.2.4.5**	**Network Provisioning**	**0.5 days**
15	1.2.4.5.1	Order Network Services (Including estimated lead time for circuit delivery & installation)	0.5 days
16	**1.2.4.6**	**Equipment/System Hardware Provisioning**	**1 day**
17	1.2.4.6.1	System Hardware including Phones, AdTrans, Firewalls, Etc.	1 day
18	**1.3**	**IMPLEMENTATION**	**87 days**
19	**1.3.1**	**JMS Interface (Inmate Data)**	**2 days**
20	1.3.1.1	Determine the Authortative data source of inmate data at the agency	1 day
21	1.3.1.2	Integrate Current Interfaces and QA Testing	2 days
22	**1.3.2**	**Trust Account Interface (Banking/Money Data)**	**2 days**
23	1.3.2.1	Determine the Authortative data source of inmate data at the agency	1 day
24	1.3.2.2	Integrate Current Interfaces and QA Testing	2 days
25	**1.3.3**	**Data Migration (Obtained from Current Vendor)**	**2 days**
26	1.3.3.1	Agency Global Numbers	1 day
27	1.3.3.2	Loss of Priviledge Data	1 day
28	1.3.3.3	Inmate Personal Allowed Numbers (PANS)	1 day
29	1.3.3.4	Historical Call Records (if applicable)	1 day
30	**1.3.4**	**Deliery of Equipment and Materials**	**61 days**
31	1.3.4.1	Network Services Delivered - Circuit TurnUp	60 days
32	1.3.4.2	Receive IP's - (Internal and External)	1 day
33	1.3.4.3	Hardware and Materials Delivered to SAT	4 wks
34	**1.3.5**	**Equipment Configuration (Hardware & Software - Build / Test / Ship)**	**11 days**
35	1.3.5.1	Wiring Diagram	2 days
36	1.3.5.2	Provisioning and DB Creation (Configure Centralized System, Create Enforcer site))	2 days
37	1.3.5.3	Enable features in accordance with the contract (Analytic Tools, Voice Biometrics, etc.)	2 days
38	1.3.5.4	Create Locations for Phone Station Groups	1 day
39	1.3.5.5	Configure Network IAD, QA Test and Burn In	1 day
40	1.3.5.6	UPS and NMC Configuration	1 day
41	1.3.5.7	Configure Hardware - QA Testing	1 day
42	1.3.5.8	Create User Accounts and Assign Authorized User Roles for ENFORCER Access (Obtained at Kick-Off Meeting)	3 days
43	1.3.5.9	Test Configurations and User Access	2 days
44	1.3.5.10	Rate File QA	1 day
45	1.3.5.11	Prepare Equipment and Materials for Shipping and Delivery	7 days
46	**1.3.6**	**Installation & Deployment**	**15 days**
47	1.3.6.1	17 Facilities: Cabling & Conduit, Circuit Turn-Up, Verify / Test Network, Verify Inmate / Banking Data Integration is Accurate, ID Switches, Stations, etc., Create Inventory List, Hardware Installation, System Checks, UAT and Go Live	15 days
48	**1.3.7**	**Training**	**1 day**
49	1.3.7.1	Provide Training and Training Guides and Materials	0.5 days
50	1.3.7.2	Onsite or Virtual Training	1 day
51	**1.4**	**MONITORING & CONTROLLING**	**5.5 days**
52	1.4.1	Monitor For Issues	5 days
53	1.4.2	Handoff to Tech Support for Continued Maintenance and Operations	0.5 days
54	**1.5**	**PROJECT COMPLETION / CLOSE**	**1 day**
55	1.5.1	After Action Reporting - Meet with Customer to Review Implmentation	1 day



3.3.5 Weekly updates to the installation plan must be submitted to authorized DOC staff designated by each DOC.

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

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.

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

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.

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

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.

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

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.

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

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.

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

3.3.11 The vendor must agree and have the capability to install the required quantity of telephones requested by each DOC.

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

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.

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

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.

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

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.

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

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

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.

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

3.3.16 The vendor will clean up and remove all debris and packaging material resulting from work performed.

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

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.

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

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.

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

ICSolutions will install and maintain THE ENFORCER inmate calling system – along with all telephones and ancillary hardware and software – for the life of the contract and at no cost to the Agency. ICSolutions is committed to keeping your inmate phone system in top working order to ensure continuous availability of calling services to inmates, and reliable revenue generation for our clients.

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

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

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

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.

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

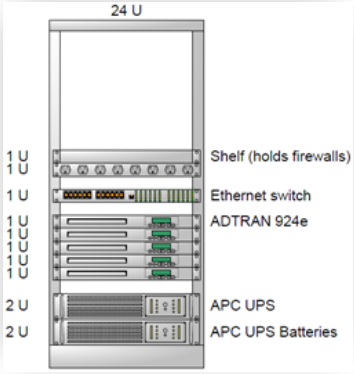
3.3.20 The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

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

With THE ENFORCER's centralized configuration, the Agency will benefit from limited onsite installation and maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment, as this centralized network architecture requires considerably less hardware at the facility. The onsite phone room equipment will consist of ADTRAN IP Gateways and Uninterruptable Power Supply (UPS) units.

This equipment will be installed in a standard 19" Equipment Rack. As there are no servers installed at the facility, this equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 35-110 degrees Fahrenheit. It is recommended that the power source be clean and unencumbered with other devices.

The rack configuration of the onsite equipment is provided below.



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.

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

As there are no servers installed at the facility, the equipment configuration will only require one standard 20AMP power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 35-110 degrees Fahrenheit. It is recommended that the power source be clean and unencumbered with other devices.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions offers V-Tech portable cordless phones when cordless portable devices are required. While the model supplied to the Agency will not be corrections-grade, it will be designed for unfriendly environments and able to withstand some abuse. The advantage of this solution over the cart phone is that the V-Tech handset contains the dial pad – enabling the inmate to dial the number without Agency staff assistance. ICSolutions proposes the V-Tech Cordless Phone, Model CS6114, or a functional equivalent. We have hundreds of these phones in the field, including at Arizona DOC and Oregon DOC.

3.3.23 The vendor will process the calls from the cordless telephones through the ITS.

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

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.

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

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.

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

The operational features and required system functionality described in this proposal are applicable to all calls placed in THE ENFORCER system, including local, long distance and international calling. It offers the richest set of features available in the industry today, all at no cost to the Agency.

- ✓ ***System Features:***
  - ***Remote access for authorized personnel***
  - ***Easy-to-use Web interface***
  - ***Lifetime online storage of all call data & recordings***
  - ***Unlimited expansion capabilities to accommodate new construction and future growth***
  - ***Onsite reporting capabilities***

- *Hardened corrections-suitable equipment*
- *TDD equipment compatibility with transcription service*
- *Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at the Agency's sole discretion*

✓ ***Service Features:***
- *Lifetime repair or replacement warranty on all equipment*
- *24 x 7 x 365 live technical service (for facility personnel)*
- *24 x 7 x 365 live customer service (for call recipients)*
- *Ongoing staff training & online system documentation*
- *Inmate & called party instruction*
- *Free, regular software upgrades for the life of the contract*

✓ ***Calling Services:***
- *Collect, PrePaid Collect, & Debit calling options*
- *Inmate PINs*
- *Inmate PANs (personal allowed numbers lists) with self-learning capability and paper-free change request options*
- *Automated operator service in multiple languages*
- *Custom call prompts & voice overlays*
- *Inmate name recording*
- *Inmate voice mail*

✓ ***Administrative Controls:***
- *Multi-site networking & reporting*
- *Password-controlled access*
- *User permissions – editable per individual user or user group*
- *User access log*

✓ ***Fraud Controls:***
- *3-way call detection*
- *Hook switch calling prevention*
- *Secondary dial tone prevention*
- *Extra dialed digits prevention*
- *Chain dialing prevention*

✓ ***Call Controls:***
- *Blocked number tables*
- *Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide*
- *Set call duration & velocity limits by call type*
- *Inmate call suspension and automatic reinstatement*
- *Electronic and/or manual phone shutdown – scheduled & emergency*

✓ ***Investigative Tools:***
- *100% monitoring & recording of all non-confidential inmate phone calls*
- *Verifiable security encryption on call recordings – supported by free expert testimony*

- ***Free inmate grievance / crime tip / PREA lines – eliminate paper kites***
- ***Custom reporting***
- ***Call alerts (hot numbers, hot PINs)***
- ***Financial alerts***
- ***Gang management***
- ***Remote call forwarding to authorized investigators, with options to "barge in" and/or disconnect***
- ***Searchable call notes***
- ***Reverse directory with satellite mapping***
- ***Argus Transcription and Translation***
- ***More – if the technology exists, we can make it work with our ENFORCER® calling system!***

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.

3.4.3.1 Describe your company's methodology to accomplish this.

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

THE ENFORCER offers fully automated collect, debit and prepaid collect calling. All other call types are disabled and therefore, the inmate is prohibited from choosing other calling methods.

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

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

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

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

- ***"Press or say 0 to make a collect call. Press or say 1 to make debit call."***

After the inmate makes a selection, he is prompted:

- ***"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number"***

The inmate is then prompted to:

- ***"Please stand by"***

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

- ***"Hello, you have a collect call from (inmate's name) an inmate at (facility name)."***
- ***"To accept this call, press or say 5"***
- ***"To refuse this call, hang up now"***
- ***"To block this call and future calls from this facility, press or say 9"***

- *"To hear the charges for this call, press or say 2"*
- *"This call will be recorded and is subject to monitoring at any time."*
- *"Thank you for using I C Solutions. You may begin speaking now."*

The inmate and called party are then connected and the call timer begins.

Prepaid Collect Call Account Set Up Complimentary Call

When an inmate places a collect call for the first time, to a number that cannot receive collect calls, THE ENFORCER system prompts him through a collect call scenario as described above.

Then, when the called party accepts the call, he is given the following information:

- *"We are unable to complete this call as a collect call. Please stay on the line for a one-time complimentary call provided by Inmate Calling Solutions. At the end of your call, you will be automatically connected to our call center so that you may make payment arrangements allowing you to receive calls from (inmate's name) an inmate at (facility name)."*
- *"This call will be recorded and is subject to monitoring at any time"*
- *"You may begin speaking now"*

After one minute, the call is terminated and the called party is connected to the IC Solutions call center to set up a prepaid collect calling account for future calls.

If the inmate calls again in less than 30 minutes, he will hear:

- *"The prepaid account for this number has not been funded. Please allow sufficient time for the called party to set up the account. You may not make calls to this number for X minutes"*

If the called party has received a one-minute free call in the past but has not yet set up a prepaid collect account, when he accepts the call he will hear:

- *"We're sorry but prior payment arrangements must be made before you receive calls from this facility. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407."*

If the Called party presses or says 0, he is transferred, at no charge, to the Inmate Calling Solutions call center.

Prepaid Collect Call

When an inmate places a collect call to a number that has set up a Prepaid Collect account, THE ENFORCER system prompts him through a collect call scenario as described above. If the prepaid account doesn't have a balance sufficient to complete the call, the called party will hear:

- *"Hello. You have a call from (inmate's name) an inmate at (facility name)"*
- *"To accept this call, press or say 5"*
- *"To refuse this call, hang up now"*
- *"To block this call and all future calls from this facility, press or say 9"*

If the call is accepted, the called party will hear:

- ***"Your account balance is (dollars and cents remaining in their prepaid collect account)***
- ***"This balance is not enough to allow this call to be completed. Please contact Inmate Calling Solutions at 888-506-8407. Please press or say 0 to be transferred to Inmate Calling Solutions at 888-506-8407."***

If the prepaid account has a sufficient balance to complete the call, he will hear:

- ***"Hello. You have a call from (inmate's name) an inmate at (facility name)"***
- ***"Your account balance is (dollars and cents of the account balance)."***
- ***"To hear the charges for this call, press or say 2"***
- ***"To accept this call, press or say 5"***
- ***"To refuse this call, hang up now"***
- ***"To block this call and all future calls from this facility, press or say 9"***
- ***"This call will be recorded and is subject to monitoring at any time."***

The call is connected until the prepaid account is depleted or the facility-imposed time limit is reached, whichever comes first.

Debit Calls

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

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

He/she is then asked to:

- ***"Press or say 0 to make a collect call. Press or say 1 to make debit call"***

After the inmate makes a selection, he is prompted:

- ***"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number"***
- ***"To make an international call, please enter the country code and city code followed by the number"***

After the number is dialed, the inmate is given his debit account information:

- ***"Your account balance is (dollars and cents in his debit account)"***
- ***"The cost of this call will be an operator charge of (dollars and cents for the operator fee) plus (dollars and cents) for the first minute and (dollars and cents) for each additional minute excluding taxes and other applicable fees"***
- ***"The time limit is (the facility-imposed time limit or the minutes until the debit account is depleted, whichever is shorter)"***

The inmate is then prompted to:

- ***"Please stand by"***

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

- ***Hello. You have a call at no expense to you from (inmates name) an inmate at (facility name)***
- ***"To accept this call press or say 5"***
- ***"To refuse this call hang up now"***
- ***"To block this call and all future calls from this facility, press or say 9"***

If the call is accepted, they hear:

- ***"This call will be recorded and subject to monitoring at any time"***
- ***"Thank you for using ICSolutions"***
- ***"You may begin speaking now"***

At one minute from the end of the time limit, both parties hear:

- ***"You have one minute remaining"***

3.4.4 The vendor will explain the company's ability and procedure to track other carrier's telephones and validate bill to numbers.

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

THE ENFORCER has a two-step validation process for each call attempt. First, THE ENFORCER validates all calls against the Global Number table in our centralized database for any call restrictions (i.e., checks all blocks and PANs, if used). Second, the dialed number is checked against the LIDB (Line Information Database) maintained by the phone companies, which identifies whether any number is a payphone, pager, etc. Call validation is performed in real time and typically completed within a couple seconds. ICSolutions assumes all costs for the validation of calls.

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.

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

As part of the validation process for each call attempt, the dialed number is checked against the LIDB (Line Information DataBase) maintained by the phone companies. This database identifies whether a phone number is a payphone, pager, cell phone number, etc. Call attempts are validated against ICSolutions' proprietary database as well as the LIDB database to prevent placement of calls to blocked numbers.

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.

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

All proposed telephones are line-powered and require no additional power at the source.

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.

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

In the event of a commercial power outage, the UPS controlling software performs a data-save and graceful shut-down of the affected system one minute before primary battery power is exhausted. If the UPS were to fail, the inmate phones would not function, as there would be no power source to the phones.

3.4.8 The ITS will be capable of recovering from a power outage automatically or remotely once commercial power is restored.

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

No Agency personnel interaction is required to auto-reboot the system after a power outage. The onsite Adtran IP Gateway is powered by a UPS and is homed to the centralized platform at the off-site data centers. When power is restored, the system will automatically restart and reestablish connection with the off-site data centers.

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.

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

THE ENFORCER processor is housed in an offsite data center. For this reason, a power failure at a Nevada DOC facility will never result in THE ENFORCER shut down.

At DOC facilities, the only ENFORCER equipment will be the phones in the inmate areas, and ADTRANS and switches in the equipment room, which are protected by a UPS. THE ENFORCER is delivered with a 2.2 KVA-rated uninterruptible power supply (UPS) unit. In the event of a commercial power outage, the inmate phones and THE ENFORCER system will continue to operate for up to 1 hour in the absence of commercial power.

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

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

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

If an onsite power failure should result in depletion of backup power and shutdown of the ADTRANS, this would have no impact on THE ENFORCER itself, as the ADTRANS are merely connectivity devices that link the telephones to the offsite Enforcer system platform. Thus, THE ENFORCER database integrity is maintained during any DOC power failure, and THE ENFORCER is not subject to shut down, restoration, or validation. As soon as power is restored at the correctional facility, the ADTRANS automatically restart and reestablish connection with the offsite Enforcer platform. No personnel interaction is required.

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.

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

Every part of ICSolutions proposed system is designed for and in use at correctional facilities across the country. All proposed phones are constructed of heavy-gauge steel, with shockproof keypads that includes a shatterproof Lexan handset and have no removable parts. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power.

Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

- ***Lexan handsets***
- ***Factory-Sealed with no removable parts***
- ***Hearing Aid-compatible (E.I.A. Standard RS504 compliant)***
- ***Poly-coated armored handset cords***
- ***Armored steel handset cord***
- ***Optional handset cord lengths (12", 18" or 32" or custom)***
- ***Built-in Confidencer to minimize background noise***
- ***Sealed Housing protects unit from moisture***
- ***Optional external volume control***
- ***Heavy duty chrome keypad***

3.4.11 The vendor will provide a sufficient infrastructure to allow inmates to utilize all the available telephones at the same time.

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

Unlike some other vendors, ICSolutions' system is set up so that each and every phone has its own separate port. No two phones will need to share a port, ensuring that all phones can be used simultaneously without your inmates encountering busy signals due to busy ports. Additionally, if one port is out of service, it will only affect one telephone as opposed to several. This configuration is a major differentiator between us and other vendors, because most other vendors use "port sharing" to minimize their own costs.

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

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.

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

ICSolutions will provide appropriate accommodations that are in full compliance with the ADA, FCC, and PSC rules at no cost to the Agency and your constituents throughout the term of the agreement. Wheelchair-accessible phones and TDD/TTY phones will be installed in accessible locations and meet ADA and E.I.A. standards RS-504 for compatibility and placement. In addition, all inmate phones include braille on the keypad for visually impaired inmates.

Hearing-Impaired Inmates

All standard inmate telephones are hearing-aid compatible with multiple levels of volume control. ICSolutions will also provide TDD/TTY phones in locations designated by the Agency. Additionally, each TDD/TTY call is recorded by THE ENFORCER and converted to text, which is inserted into a Note and attached to the call recording. Recordings can be accessed from the Call Detail Screen, and attached Notes can be printed locally or remotely by users with appropriate security credentials.

Ultratec Minicom TDD/TTY

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

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

Video Relay Service through Purple Communications

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

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

Purple Video Phone

Visually Impaired Inmates

ICSolutions can create custom restrictions in THE ENFORCER to assist visually impaired inmates, such as designating specific phones for the visually impaired by their inmate ID. This will ensure these phones include the appropriate accommodations, such as large print or braille dialing instructions. The best accommodation for visually impaired inmates is the call prompts provided via the inmate phones. Detailed instructions describing calling options, use, and functions of the inmate telephones will be delivered using customizable automated operator prompts. In addition, every call will include the statement "All calls may be monitored and recorded." Call prompts will be reviewed and approved by the Agency prior to deployment.

Calls made by visually impaired inmates will be monitored, and recorded, in the same manner as any other inmate call that is not a privileged call, such as calls to an attorney; calls made by visually impaired inmates can also be designated as Do Not Record in the system, if preferred by the facility. In addition, all restrictions and reporting capabilities that apply to inmate calling will apply to calls placed by visually impaired inmates.

Inmate Voice Messaging can be used by authorized facility staff to broadcast messages to one, many, or all inmates in a correctional facility. This keeps visually inmates informed of facility updates without the need to read announcements on paper. Authorized Facility staff simply type the message into THE ENFORCER, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes on the inmate phones. Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

THE ENFORCER also offers a paperless inmate communications portal, The Communicator, that would allow visually impaired inmates to request medical/dental appointments, submit PREA or crime tip reports, file grievances, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone – without requiring the inmates to fill out a paper form.

3.4.13 All telephones must be of the "amplified" or of volume-controlled sort.

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

All telephone sets provided are equipped with multi-level volume control to meet ADA standards.

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."

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

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

3.4.15 The inmate must be able to select the preferred language utilizing a simple one (1) or two (2) digit code.

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

Language is selected by the inmate as part of the call setup process. "For English, press or say 1; for Spanish, press or say 2."

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."

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

Language selection is controlled by the inmate. Language is selected by the inmate as part of the call setup process. "For English, press or say 1; for Spanish, press or say 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some of our client facilities include English, Spanish, French, Russian, Hmong, Cantonese and Vietnamese.

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.

ICSolutions Response:

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

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

How To Use This Phone	Como Usar Este Teléfono
1. *Lift Handset* 2. *Make Language Selection* *1=English 2=Spanish* 3. *Press 2 for Dialing Instructions* *Calls will be monitored & recorded.* *Friends or Families with Blocked Numbers or Billing Problems Should Call (888) 506-8407*	1. *Levante el aparto* 2. *Escoja la idioma que desee* 3. *Oprime 2 por instrucciones que les dicen como marcar* *Llamadas serán monitorizadas y grabadas.* *Amigos y familiares con problemas con su cuenta que llamen a (888) 506-8407*

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.

ICSolutions Response:

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

THE ENFORCER will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with "Hello, this is a collect call from [inmate name], an inmate at the [facility name]."

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

- ***"To accept this call, press or say '5'***
- ***To refuse this call, hang up now***
- ***For a rate quote on this call, press or say '2'***
- ***To block this call and all future calls from this facility, press or say '9'"***

3.4.19 The ITS must offer the called party an option to receive a rate quote during the call set-up process.

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

During the call setup, the called party is given the option to receive a rate quote prior to acceptance. When the called party answers they are presented the following prompts:

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

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.

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

The system identifies the call type to the called party by presenting the following call prompt:

"Hello, you have a [collect/pre-paid] call from [inmate name], an inmate at the Nevada Department of Corrections [facility name]."

There is no charge for this call prompt. Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now".

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.

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

3.4.22 The vendor will provide information on how the proposed ITS will meet this requirement.

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

THE ENFORCER recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party. Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hookswitch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

ICSolutions accommodates calling to phone numbers that may be blocked due to billing purposes, such as cell phones, but offer our prepaid calling options, such as our industry-leading Family First Prepaid Collect calling.

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.

ICSolutions Response:

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

If a call is not completed for any reason, the inmate is informed of the status by an explanatory announcement. All call prompts may be customized to the Agency's specific requirements.

Examples include:

Facility Block	***"The number you have dialed is blocked and cannot be called from this facility"***
Telco Block	***"The number you have dialed is blocked by the telephone service provider"***
No Answer	***"Your party is not answering. Please try your call again later."***
Busy Signal	***"That line is currently busy. Please try your call again later."***
Invalid Telephone Number	***"A dialing error has occurred. Please check your number and try again."***
Refused Call	***"Your party has refused this call."***
Refused & Blocked	***"Your party has refused this call and blocked their number from future calls."***

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.

ICSolutions Response:

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

To facilitate calling to numbers that would normally be blocked because of CLEC billing issues, ICSolutions offers our prepaid calling options. With our easy-to-use prepaid calling options, we anticipate a significant increase in inmate calling, which translates directly into more revenue generated for the Agency!

Our Family First Prepaid and Inmate Debit services provide more ways to pay for inmate calling and simplified account management. In Macomb County, Michigan, when ICSolutions took over from Securus, we nearly doubled the County's revenue, while also dramatically reducing calling rates and implementing a free Video Visitation System valued at more than $650,000!

ICSolutions Client Testimonial

"Revenue generated from phone calls increased by 64%"

"The incumbent vendor, Securus Technologies, had provided prisoner phone service for the previous 10 years. The average annual commission generated for the last three years of the contract was $491,000. In October of 2012, the County entered into a 5-year contract with ICSolutions. In so-doing, the revenue generated from phone calls increased by 64% to $902,259 for FY 2013. Very impressive considering calling rates for friends and families were reduced by approximately 49%."

Anthony Wickersham, Macomb County Sheriff

More recently, in Smith County, Texas, when ICSolutions took over the contract, we increased the County's revenue by 48%, while reducing calling rates by more than half the cost charged by the previous vendor!

ICSolutions Client Testimonial

"Per-minute price for calls dropped almost 220 percent"

"In March, [Smith County] transitioned to a new phone provider, Inmate Calling Solutions, in the jail. With the new vendor, the per-minute price for calls dropped almost 220 percent, from 44 cents a minute to 20 cents, and the county's profit on the service nearly doubled..... Even with the decreased per-minute price, the county saw a 48 percent increase in revenue during the first quarter - from $79,032 for the months of March through June 2016, to $153,650 for the same period in 2017. That's an increase of $74,617 over the four months."

- Tyler Morning Telegraph, published July 20, 2017

On average across the country, when we keep calling rates the same and provide our ENFORCER calling system and prepaid calling options, our average increase in both call volumes and call revenues is about 40%. Where we implement lower calling rates, we often see call volumes increase by as much as 150%, and revenues increase by about 30%.

ICSolutions Calling Options

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

❖ Family First Prepaid

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

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

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

❖ Call Center Debit

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

❖ Integrated Cardless Debit

Integrated Cardless Debit is a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. To enable this calling option, ICSolutions will interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process.

❖ QwikCall

ICSolutions recognizes that sometimes families/friends do not want to setup a calling account; they just want to pay for one call. To accommodate these customers, ICSolutions offers our QwikCall program, which allows the called party to pay for a call in real-time using a major credit/debit card. in

❖ Direct Billing

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

❖ DirectLink Trust Cardless Debit

Additionally, where Keefe's banking system is in place, we can offer a unique integration between your inmate phones and commissary systems. THE ENFORCER is equipped with a web-service interface to the Keefe (KCN) commissary banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to pay for individual Debit calls.

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

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

DirectLink Trust Cardless Debit can be a key factor in increasing inmate communication and the agency's commission earnings in facilities that use ICSolutions and KCN. In Belmont County, Ohio, for example, after taking over service from Securus, we reduced the average call price by 68.7% and still more than doubled the County's monthly revenue! Our KCN-integrated DirectLink Trust Cardless Debit was a key component of our solution to improve communication opportunities, service, and value for inmates and their loved ones. And DirectLink Trust is available only from ICSolutions!

3.4.25 Provide operational specifics and a description of your proposed ITS validation process.

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

THE ENFORCER has a two-step validation process for each call attempt. First, THE ENFORCER validates all calls against the Global Number table in our centralized database for any call restrictions (i.e., checks all blocks and PANs, if used). Second, the dialed number is checked against the LIDB (Line Information Database) maintained by the phone companies, which identifies whether any number is a payphone, pager, etc. Call validation is performed in real time and typically completed within a couple seconds. ICSolutions assumes all costs for the validation of calls.

3.4.26 Include whether the vendor's validation is done in real time or by batch.

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

Call validation is performed in real time and typically completed within a couple seconds.

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.

ICSolutions Response:

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

No customer is ever blocked for non-payment or exceeding the collect threshold, because he or she will always have the option to set up a Prepaid account. If a customer chooses to not use the Prepaid option, the customer will be able to use Collect calling, if applicable, within four (4) hours of ICSolutions receiving a past-due collect bill payment, or when the new period (e.g., daily, weekly, or monthly) begins for collect calling limits.

THE ENFORCER inmate telephone system contains built-in functionality to establish daily, weekly, and monthly calling thresholds for each billed number in the system. Such thresholds are established at a reasonable level and can be adjusted based on specifications from the State. These levels can be changed based upon actual experience with collect call billing for each particular location. Exceptions can also be made for specific telephone numbers based on the ability to pay and payment history.

If a customer no longer can receive direct-billed Collect calls due to non-payment and he or she elects not to set up a Prepaid account, direct-billed Collect calling will be restored to that telephone number within four (4) hours of ICSolutions being notified that a payment has posted on their LEC bill.

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.

ICSolutions Response:

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

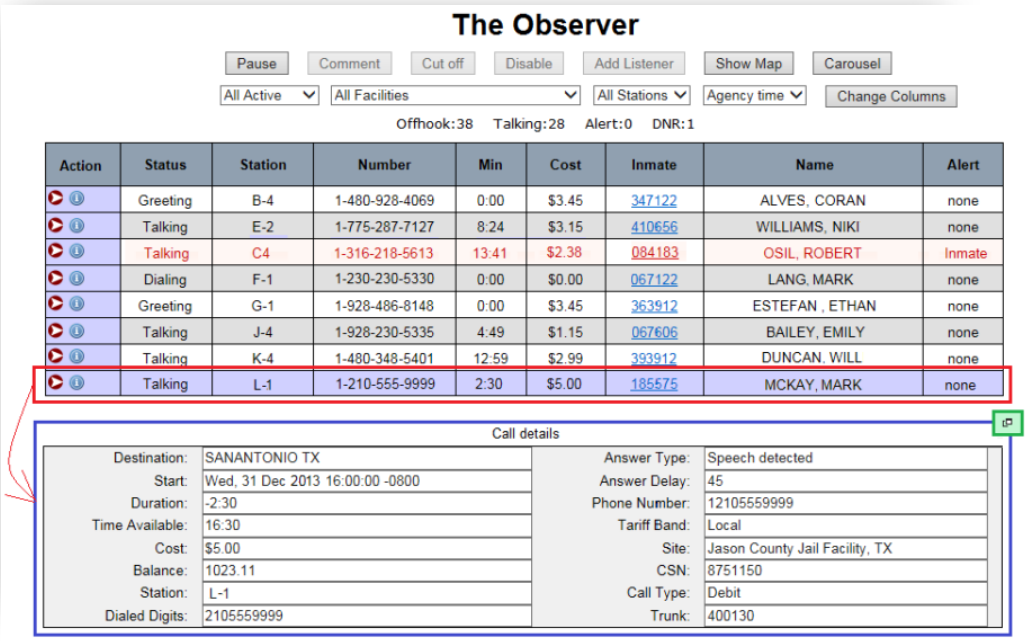
THE ENFORCER features roll-based access to administrative and investigative tools, including live monitoring of calls. This allows authorized DOC staff to securely access the system whether from an onsite computer or remote device. When the browser-based GUI is launched, the user must log in to the system with a valid username and password. Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.

Live Call Monitoring

THE ENFORCER offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the Monitor tab of THE ENFORCER. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the Listen button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.

Authorized Agency personnel can monitor live calls in progress with a high level of audio quality from any location, whether remote or onsite. THE ENFORCER is operated through an easy-to-use, browser-based GUI (Graphical User Interface). Anyone with a password and login ID granted from Agency administrators can access the system from any computer with an internet connection, as if they were visiting a website.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset.

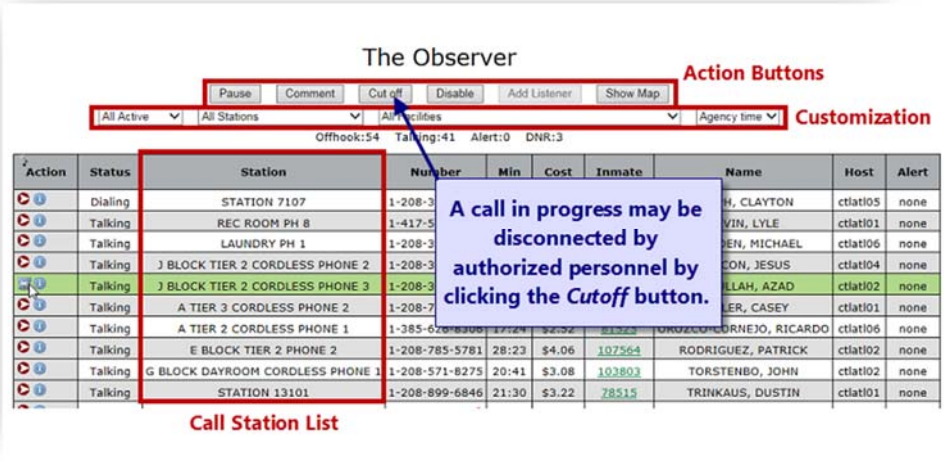


Monitoring Live Calls - Calls in Progress screen with Call Detail displayed

When the Live Monitor screen appears, a default set of columns is pre-selected based on the most frequently used call information. To view additional parameters in the Live Monitor screen, the authorized user can click Change Columns to add or delete columns that contain specific parameters in The Observer.

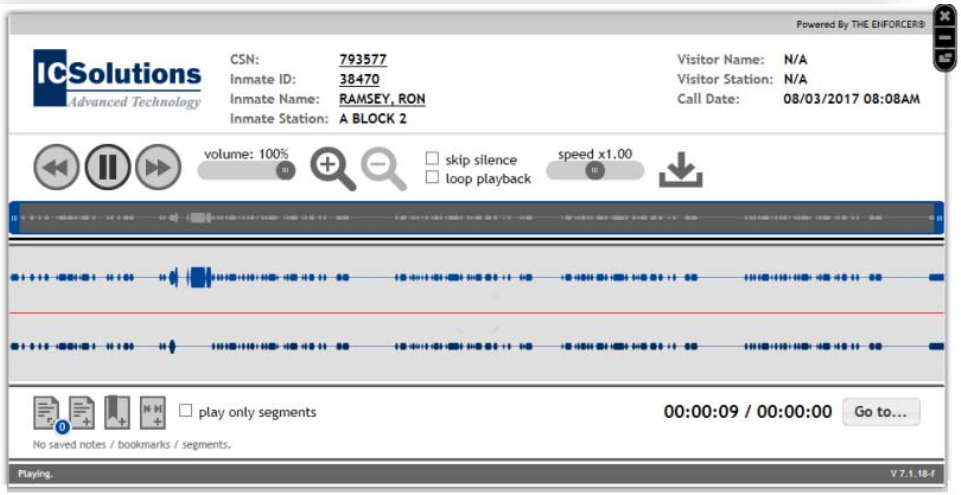
Critical Call Monitoring Functions include:

- ***Silent, undetectable monitoring***
- ***Allows multiple simultaneous monitoring sessions***
- ***Search function to isolate calls of interest***
- ***Monitoring has no impact to recording function***
- ***Ability to monitor from a remote workstation or PC via LAN, WAN or Internet***
- ***Protection of privileged calls from monitoring***
- ***Ability to disconnect call in progress while monitoring***
- ***Ability to "barge in" to calls in progress and speak to both parties***



Display of Calls in Progress

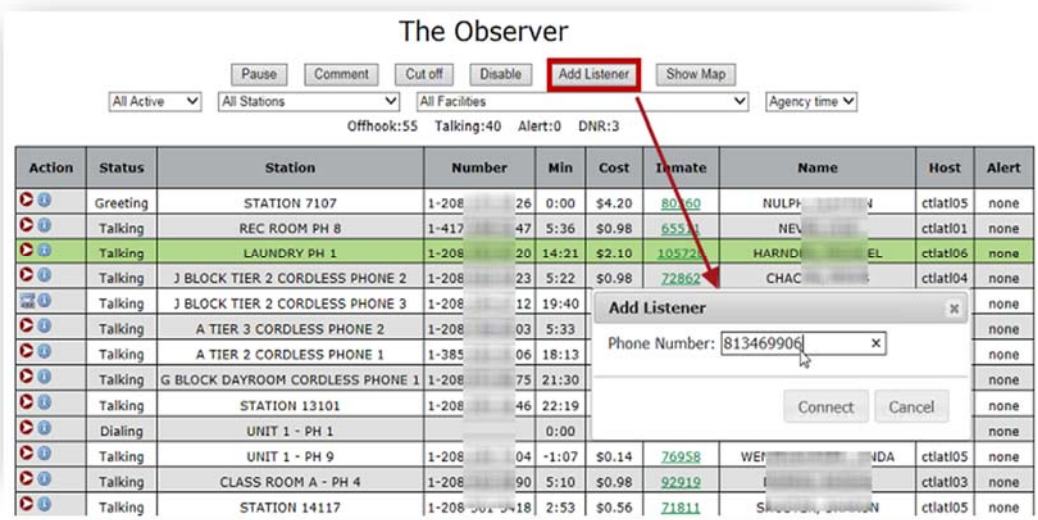
Monitoring sessions occur in true real time with no delay in transmission of the audio, using standard live audio streaming techniques. When a user selects a call in progress to begin monitoring, the audio is streamed to that user live and in real time. All audio is buffered, so even if the call had started before the user started monitoring, the user may scroll back to any point in the call and listen to the audio.



Web Player

Add Listener

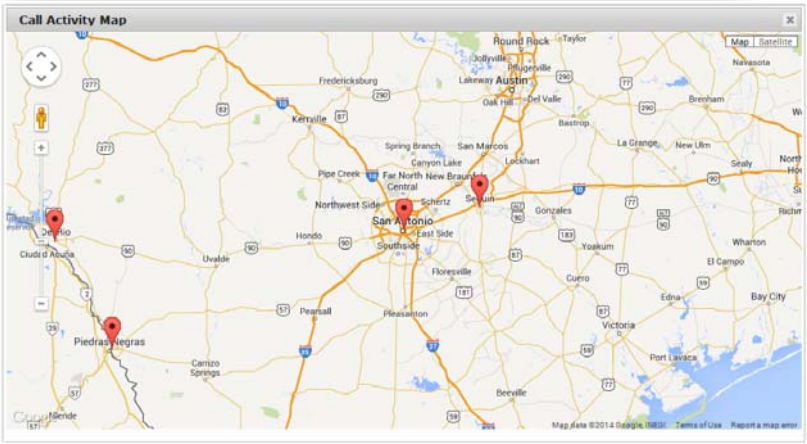
The Observer is equipped with a remote monitoring feature that allows users to add a listener to the call while the call is in progress to allow for true remote call forwarding and monitoring. The user simply types in the phone number to which the call will be forwarded in the Add Listener field, as shown below.



In addition, live calls can be forwarded to other phones using our Alerts feature. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

Displaying a Geographical Map

By clicking the Show Map button, THE OBSERVER displays a map that shows the location of the site/facility as well as the destination of all calls (both in-progress and completed calls). Users can limit the calls displayed by selecting the call type from the drop-down menu (Active, Inactive, Alerts, Visitation, etc.).



Live Monitoring Call Activity Map

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.

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

ICSolutions' turnkey proposal includes LEC/IEC coordination. For large County and State deployments, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.

The ITS equipment located onsite will interface to a variety of circuit types to provide inmate calling. The types may include FXS, FXO, T1, and 100MB Ethernet. The equipment will interface with T1/DS1 delivered by the Interexchange carrier via LEC facilities.

THE ENFORCER is built on full network redundancy. We start with the "last-mile" connection between the facility and the Internet, where we provide multiple links via T1 lines. T1 lines are far more reliable than cable modem connections and we use multiple T1s to maximize reliability.

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

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.

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

As part of our turnkey solution, ICSolutions will provide all software required to support THE ENFORCER system. ICSolutions will install the latest version of THE ENFORCER in operation at the time of installation. ICSolutions is recognized as a leader in technology innovation. System feature upgrades are released quarterly to ensure the system is always state-of-the-art. Many features that are currently available on THE ENFORCER are the result of specific suggestions and requests from our clients. Regardless of which client requests the new feature, the functionality is automatically made available to all clients at no cost.

THE ENFORCER includes unlimited software licenses at no cost to the DOC.

3.6.2 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

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

ICSolutions continuously upgrades THE ENFORCER throughout the life of the contract on a quarterly basis.

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.

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

THE ENFORCER is entirely web-based; therefore, no external software is required to access the features of the inmate call processing system. Anyone with a password and log-in ID granted by DOC administrators can access the system from any computer running a modern browser, as if they were opening a website.

THE ENFORCER currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions. Users may also perform administrative functions, view live calls in progress, run reports, playback recordings and analyze call data on a smart phone or tablet.

Because THE ENFORCER is web-based and operates on its own dedicated, private, firewalled network, DOC configuration changes should not affect access to the system. However, should configuration changes be necessary, all modifications and updates will be provided at no cost.

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.

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

ICSolutions is proposing THE ENFORCER, an entirely web-based system, operated through an easy-to-use browser-based GUI (graphical User Interface), that allows control, monitoring searching and reporting of all inmate calls to any authorized user, accessible remotely and securely anytime, anywhere. No external software is required to access these features. THE ENFORCER's web-based platform does not require installation of a separate software on DOC computers since it is directly accessible online.

Anyone with a password and log-in ID granted by DOC administrators can access the system from any computer running a modern browser, as if they were opening a web-site. THE ENFORCER currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions. Users may also perform administrative functions, view live calls in progress, run reports, playback recordings and analyze call data on a smart phone or tablet, as well as computer.

Features of THE ENFORCER

ICSolutions' ENFORCER Inmate Calling System offers the richest set of features available in the industry today that are easy to use, allowing for quick, accurate and efficient investigations – all at no cost to the DOC.

- ✓ ***System Features:***
  - ***Remote access for authorized personnel***
  - ***Easy-to-use Web interface***
  - ***Onsite reporting capabilities***
  - ***Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at the Agency's sole discretion***
  - ***Inmate PINs with optional automatic enrollment (no facility staff intervention required)***
  - ***Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options***

- ✓ ***Administrative Controls:***
  - ***Multi-site networking & reporting***
  - ***Password-controlled access***
  - ***User permissions – editable per individual user or user group***
  - ***User access log***
  - ***3-way call detection and tracking***

- ✓ ***Call Controls:***
  - ***Blocked number tables***
  - ***Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide***
  - ***Set call duration & velocity limits by call type***
  - ***Inmate call suspension and automatic reinstatement***
  - ***Electronic and/or manual phone shutdown – scheduled & emergency***

- ✓ ***Investigative Tools:***
  - ***100% monitoring & recording of all non-confidential phone calls***
  - ***Verifiable security encryption on call recordings – supported by free expert testimony***
  - ***Free inmate grievance / crime tip / PREA lines – eliminate paper kites***
  - ***Officer check-in (optional)***
  - ***Call alerts (hot numbers, hot PINs)***
  - ***Financial alerts***
  - ***Remote call forwarding to authorized investigators, with options to "barge in" and/or disconnect***
  - ***Searchable call notes***

- *Unlimited Reverse Directory with satellite mapping*
- *More – if the technology exists, we can make it work with our ENFORCER calling system!*

User Interface

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

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

Databases

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

Call Control Software Tier

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

IVR Calling Platform

Inmate calls are dialed and completed through an Integrated Voice Response System (IVR). THE ENFORCER calling platform has been programmed with a wide range of voice prompts and messages that play to the inmate, called party, or both parties. These prompts and messages collect required information and guide the parties through call billing, verification checks, and the actual conversation.

THE ENFORCER calling platform is used to place inmate calls, enroll inmates, send call events to the Call Control software, restrict and route inmate calls and transfer billing information.

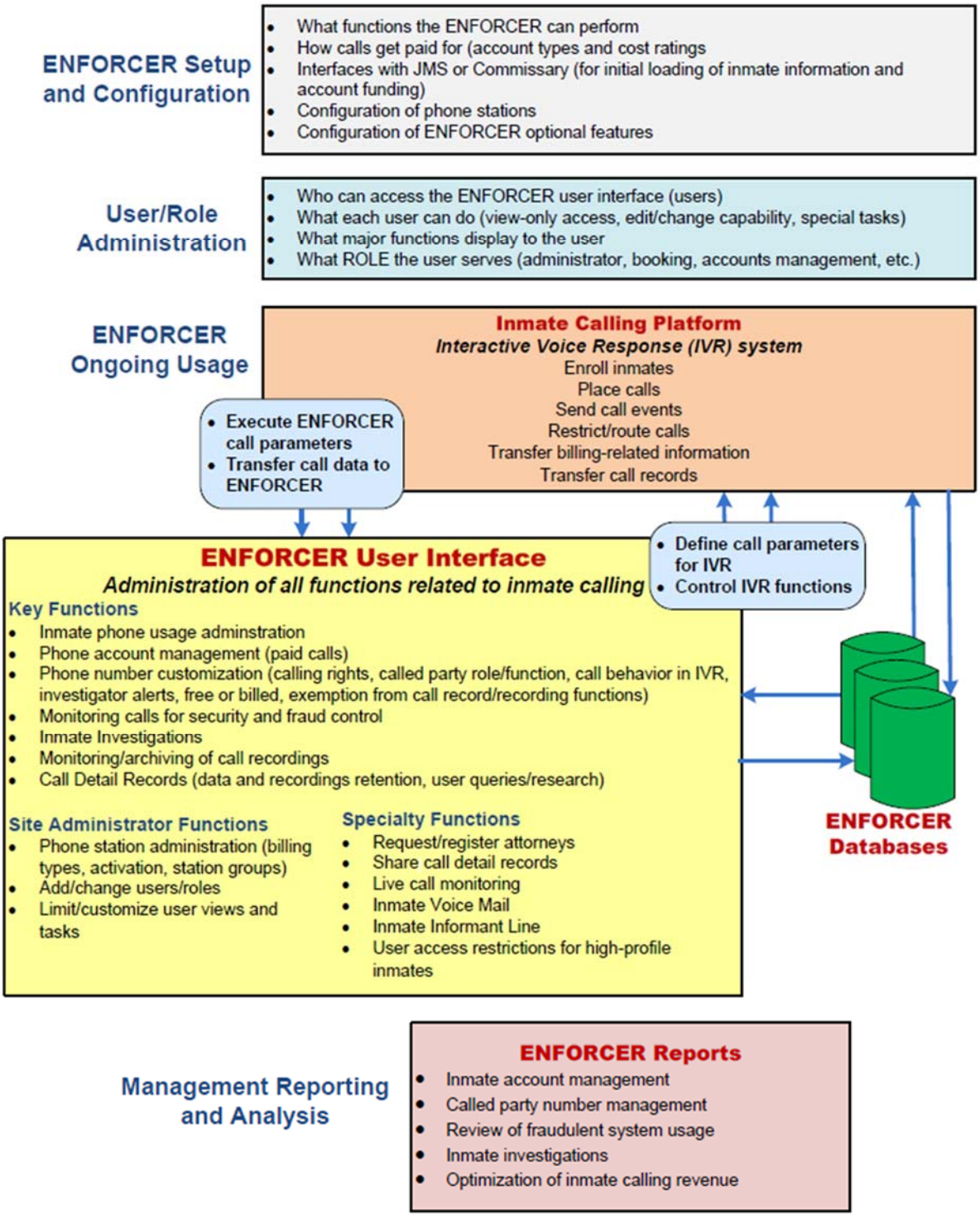
Application Programming Interface (API)

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

Hardware Tier

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

ENFORCER Process Overview



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.

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

System feature upgrades are released quarterly to ensure the system is always state-of-the-art. New functionality is automatically made available to all clients at no cost.

All upgrades are rigorously tested before released to our clients. Whenever an upgrade or enhancement to THE ENFORCER finishes testing and is ready for wide release, the DOC will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. ICSolutions will never install beta software without the approval from authorized DOC staff.

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.

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

Whenever an upgrade or enhancement to THE ENFORCER finishes testing and is ready for wide release, the DOC will be notified of the new release updates and provided documentation of the features and functions of the new software. Upgrades will not be applied without approval from the DOC. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption.

THE ENFORCER team regularly patches THE ENFORCER software, operating system, and server firmware to correct bugs and thus ensure the highest function and security of our product. Exceptions to the schedule are made as conditions merit, for example, due to holidays or a critical bug.

ENFORCER software updates are evaluated first in QA before being deployed into production. While we typically perform bug fixes as necessary every two weeks, should the DOC require, ICSolutions will not apply upgrades, bug fixes or software enhancements without the DOC's approval.

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.

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

ICSolutions, is a Keefe company; therefore, any facility using Keefe's Inmate Banking software, can enable a unique real-time integration between your inmate phones and commissary systems.

THE ENFORCER is equipped with a web-service interface to the Keefe banking system for real-time secure access to inmate trust funds. This web service interface allows the inmate to directly access funds in their trust account to place Debit calls. Once the inmate passes the PIN verification step, THE ENFORCER will offer the inmate the option to place a Collect Call or Debit call.

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

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

ICSolutions' unique integration between our inmate phones and the Keefe Commissary and Banking system also enables inmates to complete their commissary ordering via the inmate phones. This will save your staff countless hours of time distributing and collecting order sheets; speed up order processing; and will make tracking and reporting of orders and payments easier and automated.

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.

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

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

ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. TSC personnel are professionally trained and experienced in the operations of the inmate telephone system and, within the required response times, can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

The Atlassian's Jira ticketing system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related

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

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 ofpossible trends with inmate calls that could jeopardize the security of inmates, staff, or facilities.

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

All calls will be recorded and stored for the life of the contract in a centralized database that can be accessed from any internet-enabled computer. These call data records can be analyzed with standard reports, or staff can generate customized views of that data using THE ENFORCER's query tools. Authorized DOC staff can log in to THE ENFORCER web-based interface to conduct queries for any combination of parameters within a call detail record that allows for further analysis.

ICSolutions will provide secure access to the database so the DOC can extract defined data sets on a real-time, daily or other basis. ICSolutions will provide the requested data elements in a format determined by authorized staff so that staff may download the data to perform further analysis, as needed. ICSolutions will work with DOC staff to establish the methods, processes and functions of the data extraction.

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.

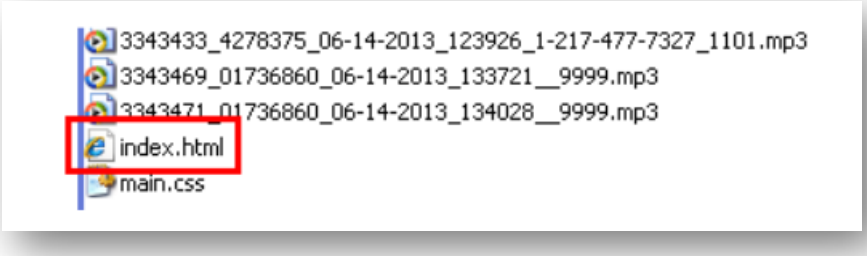
ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will provide a completely centralized solution with all data sessions hosted and call records/recordings stored in THE ENFORCER's primary data center in Atlanta. This centralized infrastructure is replicated at the backup data center in San Antonio, for immediate failover in the event of a disaster at the primary data center. Copies of all call recordings and data will also be replicated for back up and disaster recovery purposes.

Every recorded call results in the creation of a call detail record and its associated recording. From the CALL DETAIL RESULTS screen, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. Selected calls may be quickly and easily exported to media in CSV, PDF, and Excel file formats. Call recordings may be exported to MP3, WAV, or Speex formats. CDRs and call recordings can be emailed, saved to CD, USB, etc. Additionally, call recordings can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

Whenever a user exports call recordings, the call detail is attached. Users have the option to export the audio files only or export call detail. In either case, the call recordings are exported with the call detail, which is printable.

Call detail is created as an index.html file in the destination folder or on the disc.



Index File Saved with Call Recordings

This index provides the call detail records associated with the recordings. Recordings can be identified by their file name, which uses the name convention 'CSN_InmateID_Date_File-ID_Called Party Number.file type.' When the index file is opened, the call detail appears, as shown below:

ICS Player Control

Recording Index

CSN	Billing ID	Site	Site Name	Off Hook	End Type	Inmate ID	PIN	Lastname	Firstname	Sup type	Phone number	Card Number	Bill Start Time	Call Type	Bill Secs	Billed Time	Surcharge	Station ID	Station Name
3343471	0	2851	Demo County	2013-06-14 13:40:28	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:40:28	37	0	2.25	9999	TEST STATION	0
3343469	0	2851	Demo County	2013-06-14 13:37:21	Normal	01736860		SMITH	ANTHONY	0	1-210-477-7399		2013-06-14 13:37:21	37	0	2.25	9999	TEST STATION	0
3343433	0	2851	Demo County	2013-06-14 12:39:26	Call Disconnected	4278375	1234	TEST	ICS	1	+2174777327		2013-06-14 12:39:41	3	0	3.95	1101	DORM 103 RIGHT	9900101
3343427	0	2851	Demo County	2013-06-14 12:34:04	Preanswer Hangup	4278375	1234	TEST	ICS	1			2013-06-14 12:34:04	36	0	0.00	1101	DORM 103 RIGHT	0
3343385	0	2851	Demo County	2013-06-14 12:00:42	Normal	4278375		TEST	ICS	0	1-210-477-7399		2013-06-14 12:00:42	37	0	2.25	9999	TEST STATION	0

Call Detail Accessed Through the Index File

All exported calls are date and time stamped to the call processor clock. THE ENFORCER includes built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the life of the contract and beyond. Storing your call recordings – as well as the call data – online for the life of the contract in a secure data center ensures that you will always have quick access to all your call recordings and data.

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.

ICSolutions Response:

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

ICSolutions' ENFORCER system is a centralized platform; there is only one database serving all facilities that make up the DOC. Therefore, any authorized staff member with a log in and password, regardless of location, can review and monitor inmate call data at any DOC facility.

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.

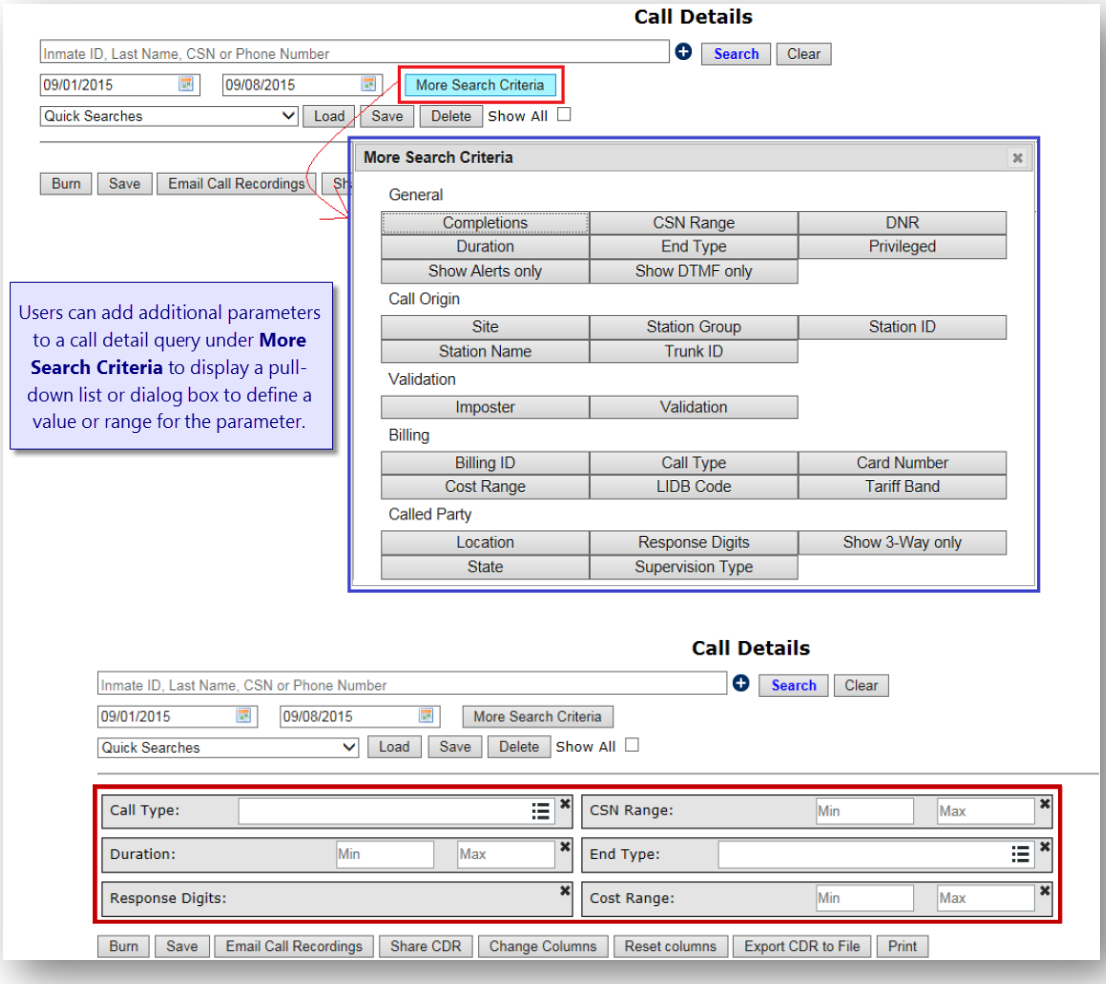
ICSolutions Response:

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

THE ENFORCER reporting function allows users to create reports based on many parameters, including, but not limited to, the following:

- ***Date of call***
- ***Start Time of Call***
- ***End Time of Call***
- ***Call Duration***
- ***Called Number (ANI)***
- ***Station & Trunk ID***
- ***Station Group***
- ***State***
- ***Location***
- ***PIN (if applicable)***
- ***Disposition of Call (accepted, denied, incomplete etc.)***
- ***Call Termination Reason***
- ***Call Charges (if accepted)***
- ***Recording indicator***
- ***Three-way call detect indicator***
- ***Call Type***
- ***Tariff Type***
- ***Debit Card Number***
- ***Alerts by Called Number/PIN***
- ***Privileged Calls***
- ***LIDB Code***
- ***Site***
- ***Validation***
- ***Inmate First and Last Name***
- ***Billed Time***
- ***Surcharge***
- ***Language***

Users can add additional parameters to a call detail query by clicking on MORE SEARCH CRITERIA***, as shown below. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries.***



Call Detail Report – Select criteria for custom query

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.

ICSolutions Response:

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

THE ENFORCER system provides centralized reporting capabilities that enable facility users to generate custom reports in real-time, with no intervention necessary from ICSolutions. Users may access these reports on-demand, or schedule the reports to be automatically generated on a pre-defined schedule.

A facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Custom search parameters

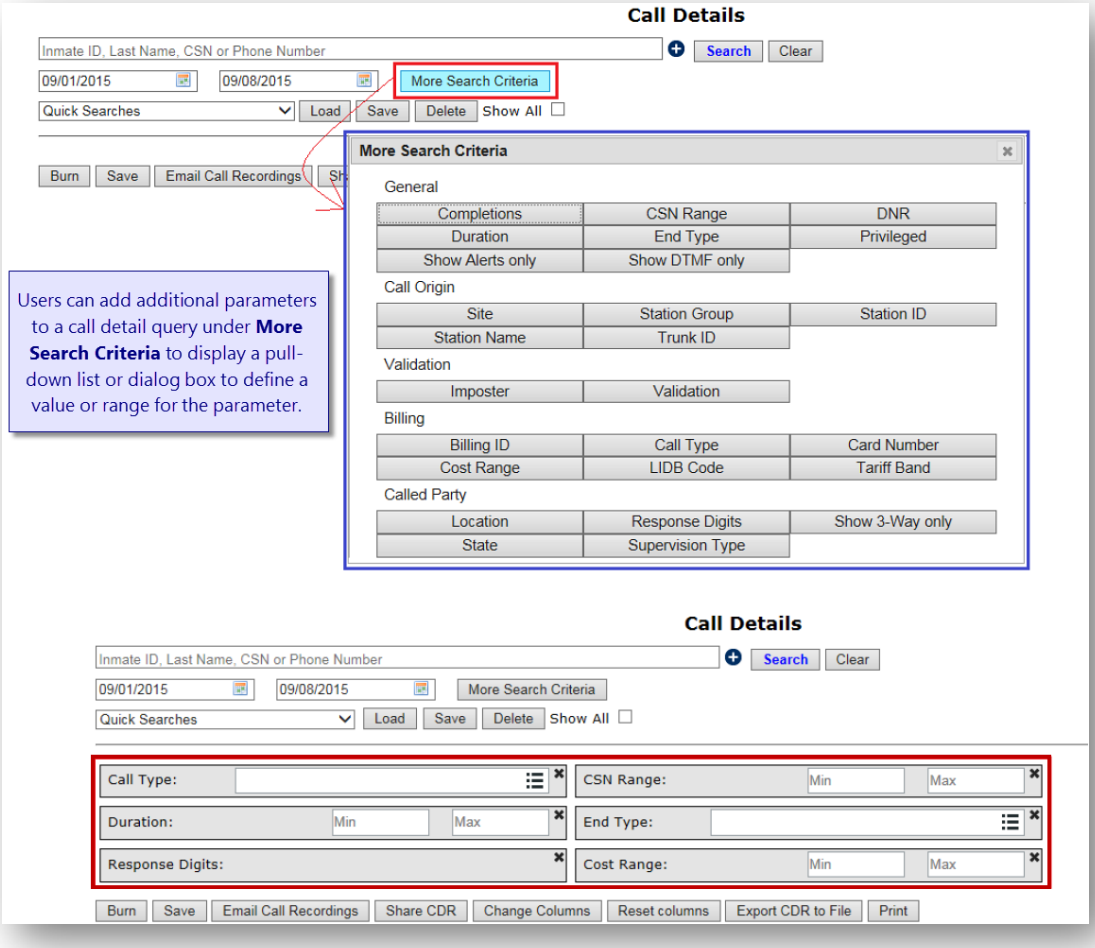
can then be saved for use again in the future. The search can be saved for just the individual user who set up the parameters, or globally for use by all authorized users.

Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

THE ENFORCER has extensive search capabilities which can be used by any user with a valid login and password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

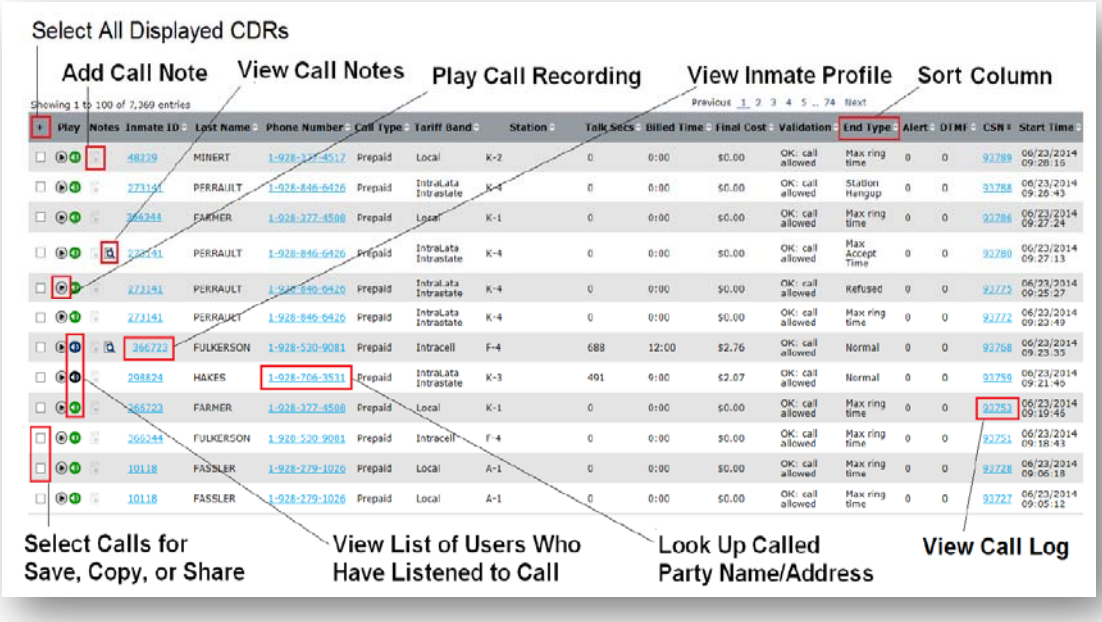
The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in THE ENFORCER, ICSolutions is happy to assist by creating any new, customized reports that are desired.

The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in EXHIBIT B of this proposal.



Call Detail Report – Select Criteria for Custom Query

From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed call recordings are forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.



Call Detail – Search Calls – Standard Results

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).

ICSolutions Response:

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

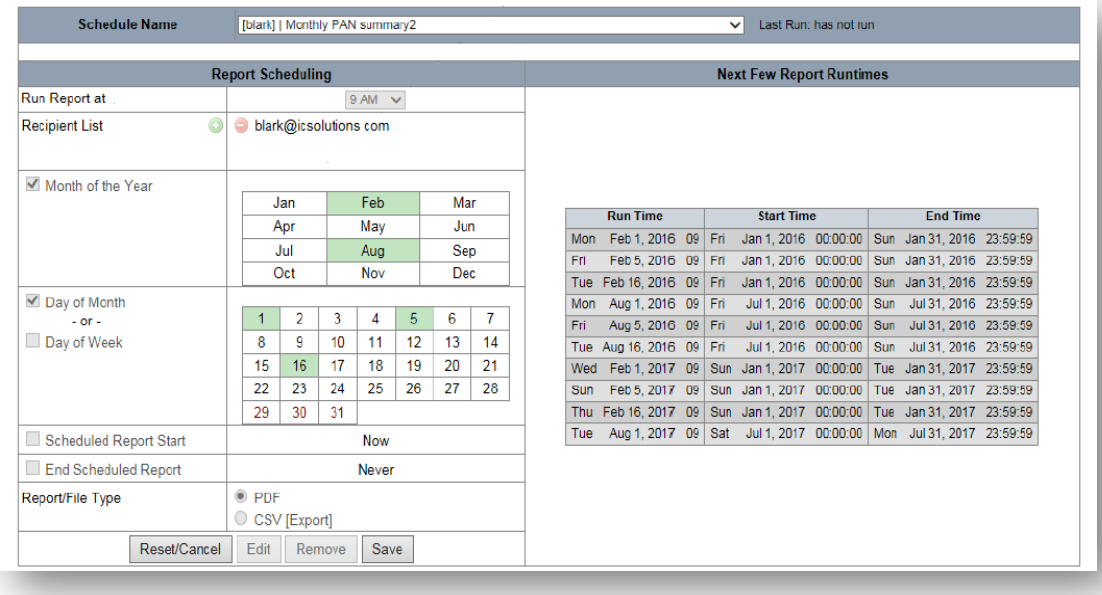
ICSolutions will provide secure access to the database so that authorized DOC staff can extract data on a real-time, daily, or other basis. Only authorized users with a user ID and password will be able to access the database. ICSolutions will provide the data elements in a format determined by staff to allow analysis, as needed, and will work with DOC staff to establish the methods, processes and functions of the data extraction.

In addition, THE ENFORCER system provides centralized reporting capabilities from the web-based interface, allowing facility users to generate reports immediately and in real time. Authorized users simply log in with a username and password to retrieve the desired data.

Users may access call data on-demand or schedule the reports to be automatically generated on a pre-defined schedule. THE ENFORCER allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges. In the

Report Scheduling window, users can define the time, frequency, start and end dates, and file types. Report files can be sent to multiple email addresses in either PDF or Excel format.

THE ENFORCER generates the report according to selectable criteria specified in the Report Scheduling window. ICSolutions will work with the DOC to finalize the methods, processes, and functions of data retrieval.



Report Scheduling window

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.

ICSolutions Response:

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

ICSolutions will provide the data elements in a format determined by staff to allow analysis, as needed, and will work with DOC staff to establish the methods, processes and functions of the data extraction. DOC staff can extract data on a real-time, daily, or other basis.

ICSolutions' reporting feature allows facility users to access all data elements for every call attempted call immediately and in real time. Authorized users simply log in with a username and password to retrieve the desired data.

From the Call Detail Results screen, authorized facility users may quickly and easily export or download call data in standard file formats. As a default, selected calls may be exported to media in CSV, PDF, and Excel file formats. CDRs can be emailed, saved to CD, USB, etc.

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.

ICSolutions Response:

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

ICSolutions will work with the DOC to provide requested data elements in a format desired by authorized DOC staff. DOC staff can extract data on a real-time, daily, or other basis. ICSolutions will provide the data elements in a format determined by staff to allow analysis as needed, and will work with DOC staff to establish the methods, processes and functions of the data extraction. THE ENFORCER will automatically create a unified CDR file daily that contains all call records, including incomplete, attempted, collect, collect but not accepted, and completed calls.

The file will be hosted on a secure web server available for retrieval by the DOC. The data export is accessible by the DOC with appropriate credentials through a specific URL that will be provided by ICSolutions. The file is typically sent in CSV or XML formats.

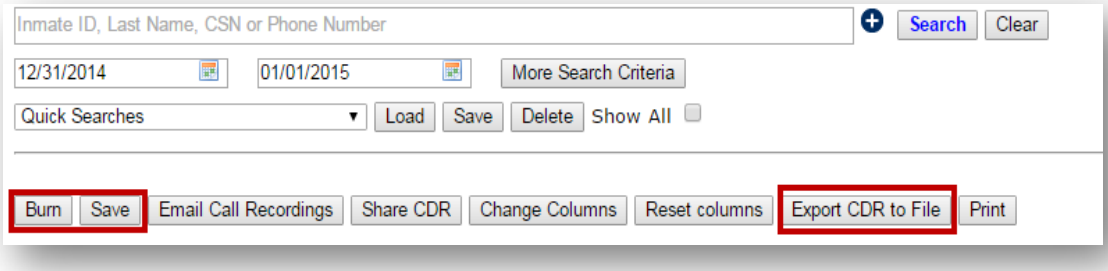
In addition, THE ENFORCER system provides centralized reporting capabilities from the web-based interface, allowing facility users to generate reports immediately and in real time. Authorized users simply log in with a username and password to retrieve the desired data.

Authorized facility users may quickly and easily export or download call data in CSV, PDF, and Excel file formats. CDRs can be emailed, saved to CD, USB, etc. Additionally, call recordings and data can be forwarded as an email attachment, and the file size for a compressed 15-minute recording is approximately 2 MB.

The Call Detail results screen has a column at the left in which you can select any data/recording or group of data/recordings, and options at the top to "Burn," "Save," (use this select a drive with a USB or zip drive or your PC), and, "Export CDR to file."

+	Play	Notes	Start Time	CSN	Inmate ID	Last Name
☑	▶		01/01/2015 04:30:07	52751113	39547	PIPER
☑	▶		01/01/2015 08:10:24	52751190	9576	LEFEVRE
☑	▶		01/01/2015 08:31:21	52751217	9576	LEFEVRE
☑	▶		01/01/2015 08:37:56	52751222	9576	LEFEVRE

Select Call Records to Export



Export Options – Burn, Save, and Export Calls

Authorized personnel with a password and login ID granted by DOC administrators can access the system from any computer running a modern browser as if they were opening a website. The actual data exchange for remote users is via a VPN and SSL protocol rather than through the public internet.

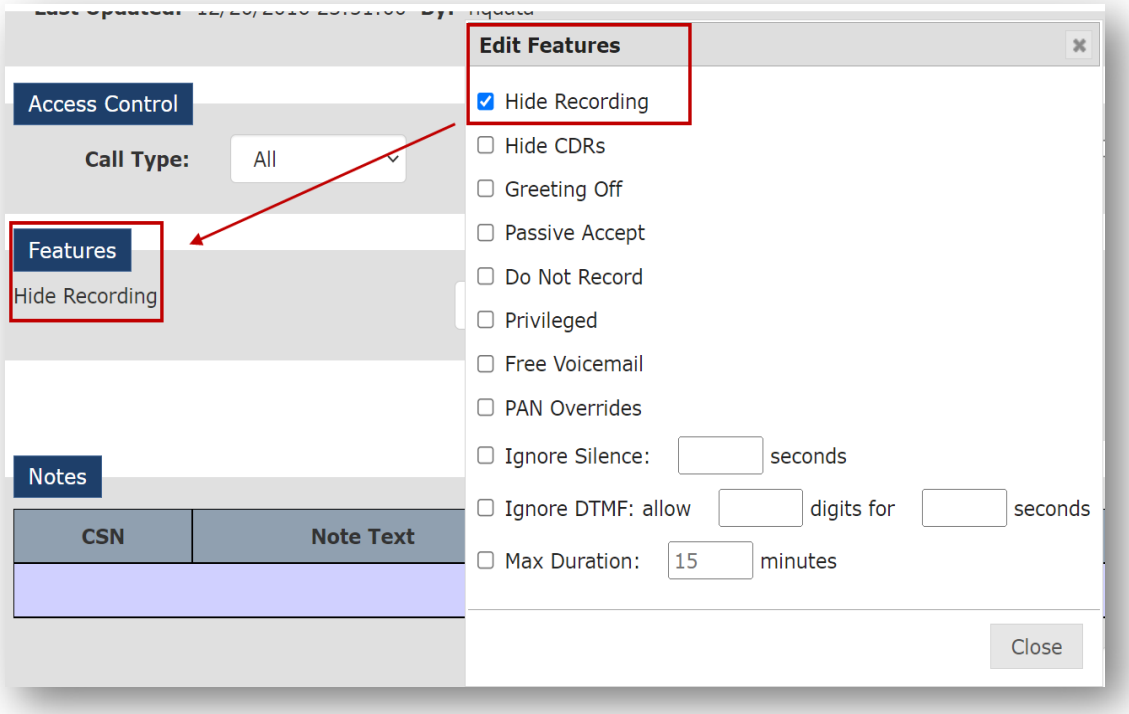
THE ENFORCER provides flexible and convenient remote access for investigators. This remote access allows users to perform any of the features and functions of THE ENFORCER that are available on-site, including, but not limited to:

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

If accessing the system remotely, users must log into THE ENFORCER via the VPN. ICSolutions can restrict access by IP address by allowing only certain IP addresses to install the VPN client. If the VPN client is not installed on the system with a particular IP address, the user cannot log in to the system.

THE ENFORCER system is configured to be accessible remotely over WAN or VPN to ensure availability of recording and call record data from any point or location. Data queries, reports, and recording playback are all available through LAN, WAN, or VPN connection to the system.

THE ENFORCER also provides the ability to restrict access to recordings of specific called numbers by checking the Hide Recordings checkbox in the Number Detail Record. Hiding the recording will allow only System Administrators the authorization to view and listen to the call recording associated with that particular phone number.



Hide Recording in Number Detail Record

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.

ICSolutions Response:

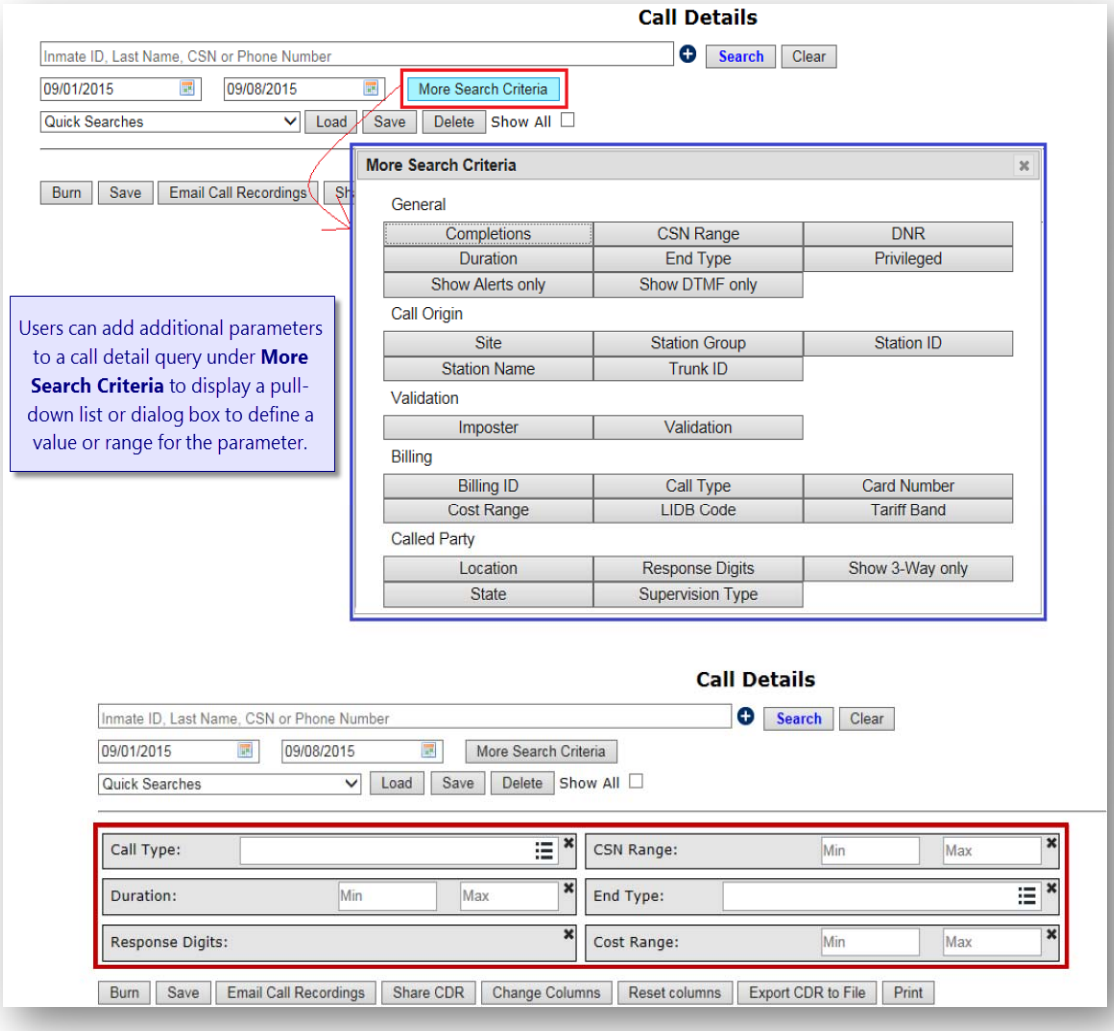
ICSolutions has read, agrees, and will comply with the requirements as stated.

Any individual desiring access to call recordings must have a valid user name with sufficient privileges and a valid password. Users simply enter the parameters of the recordings they wish to locate, and the call recording results will be displayed, allowing users to play back, save or export the recordings.

THE ENFORCER streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court; THE ENFORCER allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed.

The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following and more:

- ***Inmate PIN/ID***
- ***Date Range***
- ***Called Number***
- ***Facility***
- ***Inmate Station***
- ***Living Unit (building, cell block, etc.)***
- ***Call Completion Type***
- ***Call Bill Type***



3.7.10 The ITS must allow for the search criteria either individually or in combinations.

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

Authorized users can search call detail and recordings by entering any combination of the data contained in the call detail record, whether by an individual parameter or a combination of parameters. In addition to the standard parameters, users can expand the search by clicking "More Search Criteria" in the Call Detail Results screen as shown in REQUIREMENT 3.7.9.5 above.

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.

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

Keyword / Topic Detection

ICSolutions' offer includes Argus Echo 2.0, the ONLY solution in the corrections industry that utilizes both a phonetic and transcription keyword capabilities in order to increase accuracy and extend the natural capabilities of alerts. Phonetic keyword alerts have been limited by their inability to extend beyond simple word searches. Echo offers users the ability to detect any word, phrase, or utilizing Echo's AI topics and categories within the conversation of the inmates, while leveraging the phonetic indexing to ensure the highest quality results are returned to investigators.

Alerts can be delivered either a) as soon as they are found in the transcription process or b) via scheduled email reports based on the user's preferences (once a day, week, etc). Any keyword, phrase, topic, can be made into a standing alert unique to the user or shared across investigators. Additionally, Echo can combine alerts to include other criteria.

Any return of a matched keyword, results in users being dropped right into the conversation

before the word or phrase is uttered, and shown the full transcription of the conversation as well for context.

Echo also offers users the ability to generate endless associations as well as teach the machine topics and categories to detect by taking normally complex AI/Neural Network capabilities and allowing the user to generate what is of interest to them and the machine. The Machine will begin to understand context which is extremely important in keyword detection such that in a search for "virus" it would understand the user is interested in searching for virus of an illness vs a computer virus.

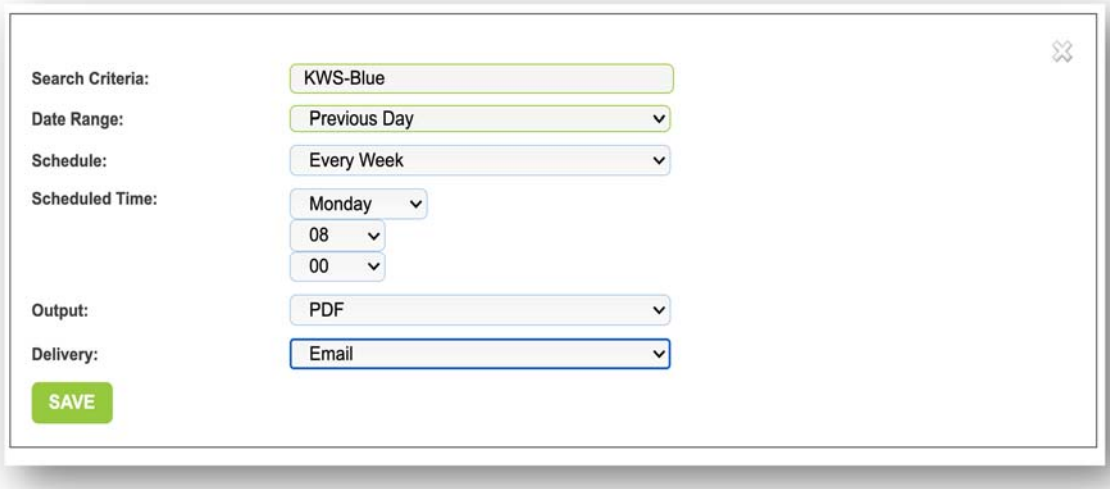
Email Notifications

Echo's email notifications allow users to receive notifications to their inbox for the following:

1. ***An inmate's voice (a target)***
2. ***A called party's voice (a civilian target)***
3. ***A person of Interest that was speaking (for example, suspected officer, or protective custody individual)***
4. ***A word, phrase, or topic***
5. ***A Combination alert that could include***
    1. ***An Inmate's voice***
    2. ***In a particular language***
    3. ***That said a certain word, phrase, or discussed a certain topic***

These associations are generated through Echo's unique search/word coach capability, its cutting-edge AI, and simple and intuitive scheduling of reports.

Users can determine whether they want the alert in near real time (as soon as it happens) or whether they would prefer to have the alert delivered on their own time.



Argus Echo is currently deployed in over 300 facilities, processing hundreds of thousands of calls each day, tens of millions of minutes per month.

Every single completed call can be processed through Echo, identified and transcribed/indexed for searching. Working alongside our partners, the system has an integrated workflow module that is able to assign calls for monitoring to its investigative partners.

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.

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

Argus Echo allows alerts to be placed on key words or phrases and notify DOC staff when these words or phrases are identified. Argus Echo is currently in place at dozens of correctional facilities across the U.S.

3.7.13 The vendor will provide a description of this capability.

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

Alerts can be delivered either a) as soon as they are found in the transcription process or b) via scheduled email reports based on the user's preferences (once a day, week, etc.). Any keyword, phrase, topic, can be made into a standing alert unique to the user or shared across investigators. Additionally, Echo can combine alerts to include other criteria.

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   c. ***That said a certain word, phrase, or discussed a certain topic***

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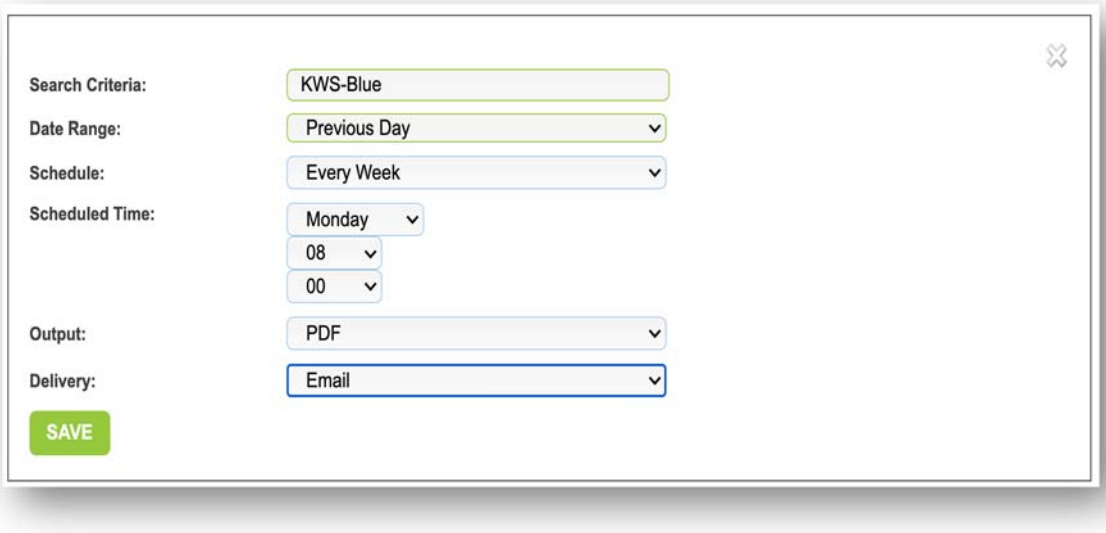


3.7.14 The security and confidentiality of data in the ITS is of critical importance. The vendor will recover all inmate telephone data for all locations, to the point of full service operation using a data backup.

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

ICSolutions is committed to providing a secure and reliable inmate telephone system to meet the goals and expectations of the Agency. All access to THE ENFORCER database and application is password-protected and occurs only through an SSL (Secure Sockets Layer) exchange.

At the core of the ICSolutions infrastructure is the centralized ENFORCER call processing platform. This platform is housed in the primary data center in Atlanta and is engineered for high availability and maximum redundancy, with no single point of failure. ICSolutions maintains a disaster recovery plan, coupled with recovery and response plans for disasters or major service interruptions at any of our client facilities. Our centralized architecture offers immediate failover at our backup data center at our headquarters in San Antonio the event of a disaster at the primary data center. Storing data at two data centers provides full system redundancy and ensures that there is always a full programming backup at all times.

Data is stored in Atlanta and backed up at the secondary data center in San Antonio, ensuring full system recovery from the data backup. Access to the records for retrieval is password-protected and requires specifically assigned privileges from an authorized ICSolutions or Agency Administrator. Access to all data, inmate information, billing records, payment information or client information is granted for ICSolutions employees only on a need-to-know basis and requires signed authorization from ICSolutions management before our Systems Administrators grant any such access.

The system has built in applications to test the integrity of data so that records and recording will be admissible in court. Editable data, such as configurable administrative rules, can only be updated by authorized users in THE ENFORCER application.

THE ENFORCER's design prevents the likelihood of security breaches. THE ENFORCER operates on a Linux-based operating system, which is less susceptible to security threats than Windows- based systems. THE ENFORCER system is deployed on a private, dedicated local network whereby THE ENFORCER data served out to application users will be encrypted per SSL standards. The network over which data travels is itself also encrypted.

THE ENFORCER operates behind enterprise-grade firewalls, which provide both perimeter and internal network protection; therefore, the IP addressing is not exposed to the public. Fortinet-Fortigate supports a robust security policy whereby it will only allow access to the system from registered IP addresses and, as such, is not susceptible to operating system security issues from outsiders. This architecture greatly reduces the risk of malicious attacks.

ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored on a 24X7 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at the primary Data Center in Atlanta and our headquarters in San Antonio, TX, on industrial quality RAID servers.

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.

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

ICSolutions' proposal includes database backups through our centralized redundant data centers based in Atlanta and San Antonio. Backups of the system database will be maintained in these two separate geographical locations for backup and disaster recovery. ICSolutions will provide all hardware, supplies, and network recovery procedures to ensure no data is lost at no cost to the DOC. For information regarding our recovery procedures please refer to our Emergency Preparedness Plan in EXHIBIT A.

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

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

THE ENFORCER call processor is built utilizing Enterprise grade components which provide the highest level of performance and reliability. The Quality Standard for THE ENFORCER calling platform is 99.999% system availability.

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

- ***Network Redundancy: For each supported facility, ICSolutions obtains service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier.***

- ***Call Processing Redundancy: While the primary call processor is housed at the ICSolutions Data Center in Atlanta, we also install a fully functional, always-on backup call processor 900 miles away in our national headquarters and engineering center in San Antonio. Therefore, if a disaster should ever disrupt call processing in San Antonio, service would instantly fail over to the secondary processor in Atlanta.***

- ***Storage Redundancy: Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in Atlanta and one data center in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes.***

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

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.

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

ICSolutions will provide a completely centralized solution with all database sessions hosted and records/recordings stored in the primary data center in Atlanta. A secondary call processor will be

installed at a secondary data center in San Antonio for immediate failover in the event of a disaster at the primary data center. Copies of all call detail records and call recordings will be stored in these two separate geographical locations for backup and disaster recovery.

The Data Centers house built-in arrays of mirrored hard disks for redundant long-term recording storage. This eliminates the hassles of loading and unloading tapes or optical disks, because all recordings are stored online for the life of the contract or other agreed-upon duration. The Network Attached Storage (NAS) arrays operate on a SuperMicro Superchassis 4U. Essentially it comprises two independent RAID-6 arrays of hot-swappable 1TB drives, both managed by the RAID cards on a single motherboard. The advantage of this architecture is that technicians can literally pull out one RAID to replace or upgrade a drive without affecting the ability of the other RAID to remain online and receiving data. The repaired RAID receives any data it missed after it is reattached. Each RAID-6 is internally redundant, as well. At least two drives within one RAID-6 can fail without a single file being lost. All the servers, the database, the routers, and the NAS are connected by 10/100/1000 Ethernet cables and LAN cards.

All archival hardware, supplies, network and recovery procedures that prevent data loss will be provided to the DOC at no cost.

3.8.2 The vendor will briefly describe how they will perform back-up or ITS redundancy of call data.

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

All data is continuously replicated in real-time; therefore, there is no 'back-up schedule'. With ICSolutions' centralized ENFORCER system, replication occurs on redundant storage servers housed at two Data Centers. Once replicated, all information and data is then stored in an Enterprise-level database, including all inmate call records and recordings. Our call data is replicated in real-time from the primary data center in Atlanta to our backup Data Center in San Antonio.

Call data and recordings are stored digitally on internally redundant storage devices for the entire contract duration, at our two geographically separate data centers (in Atlanta and 900 miles away in San Antonio). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes.

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.

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

The ENFORCER exceeds the requirement for a daily backup. All system configurations, including call restrictions, inmate ID numbers, recorded inmate names, call prompts and other database information, are continuously replicated in real-time with automatic failover and replication at two Data Centers to ensure that call processing is never interrupted should one data center experience an outage. A full ITS programming backup is maintained at our Data Center in San Antonio, providing for instant failover call processing if there is ever a problem with the primary call processor in Atlanta.

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.

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

As described in the previous requirement, all ITS programming is continuously replicated in real-time with automatic failover and replication at two geographically separate Data Centers. Therefore, any time a change is made in the system, the change is updated in real time to the primary call processor and replicated immediately to the failover call processor.

3.8.5 The vendor will provide full ITS inmate call record back-up from each DOC location on a daily basis.

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

Due to The ENFORCER's centralized architecture, all DOC locations are delivered over the same secure, fire-walled WAN to ensure data from all facilities is backed up and continuously replicated

to the same redundant storage arrays housed at our Data Centers in Atlanta and in San Antonio. All data is continuously replicated in real-time; therefore, no daily back-up is necessary.

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.

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

All call record data is continuously replicated in real-time with automatic failover and replication at two Data Centers. When an inmate makes a call, all information regarding that call is replicated in real-time from the primary data center in Atlanta to a backup Data Center in San Antonio, protecting against data loss if there is a problem with the Atlanta Data Center.

3.8.7 The vendor will provide full ITS inmate call recording back-up from each DOC location on a daily basis.

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

Due to The ENFORCER's centralized architecture, all DOC locations are delivered over the same secure, fire-walled WAN to ensure data from all facilities is backed up and continuously replicated to the same redundant storage arrays housed at our Data Centers in Atlanta and in San Antonio in the same manner as call record data. All recordings are continuously replicated in real-time; therefore, no daily back-up is necessary.

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.

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

All call recording data is continuously replicated in real-time with automatic failover and replication at two Data Centers. When an inmate makes a call, all information regarding that call is replicated in real-time from the primary data center in Atlanta to a backup Data Center in San Antonio, protecting against data loss if there is a problem at the Atlanta Data Center.

Recordings, as well as call data, are stored digitally on internally redundant storage devices for the entire contract duration, in two geographically separate locations. This storage redundancy ensures that, even if a disaster were to completely destroy one data center, additional copies would still be available for disaster recovery purposes, protecting against data loss.

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.

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

Because we are proposing a centralized architecture, all data is hosted off-site at the Data Center in Atlanta with a redundant backup at our San Antonio Data Center. There is no local database at the facility to keep current. All data is maintained and backed up off-site in real-time. All features proposed will function as cloud-based apps with the software running on application servers in the redundant Network Operation Centers (NOC) in Atlanta and San Antonio. These systems are firewall-protected, and use, access, and operation will be monitored by ICSolutions' NetOps team 24/7/365.

In addition, our geographically separate redundant data centers are equipped with redundant storage arrays, providing several layers of protection against data loss. These Network Attached Storage (NAS) arrays operate on a SuperMicro Superchassis 4U. Essentially each NAS comprises two independent RAID-6 arrays of hot-swappable 1TB drives, both managed by the RAID cards on a single motherboard. The advantage of this architecture is that technicians can literally pull out one RAID to replace or upgrade a drive without affecting the ability of the other RAID to remain online and receiving data. The repaired RAID receives any data it missed after it is reattached. Each RAID-6 is internally redundant, as well. At least two drives within one RAID-6 can fail without a single file being lost.

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.

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

ICSolutions agrees that the DOC retains ownership of all information associated with the inmate communications system, and we will provide full access to the DOC, regardless of the location of the information.

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.

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

THE ENFORCER includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage in our redundant data centers. This eliminates the hassles of loading and unloading tapes or optical disks, because all call data is stored online for the life of the contract and any required retention period thereafter.

Storing your call data online ensures that you will always have quick access to all of your call recordings and data. You will never need to archive calls or data, nor will you have to rummage through archives to find the investigative information you need. ICSolutions will store all CDRs and recordings online for the life of the contract.

ICSolutions can transfer existing recordings and call data from the current vendor into THE ENFORCER, if the vendor will agree to provide the recordings and data in a non-proprietary format. We have done this successfully for many of our current clients. Once the data/recordings are imported, agency staff will have instant online access to this historical data through THE ENFORCER during the new contract period. Call data provided in a documented format will be imported and normalized into our database. Call recordings can be provided by SECURUS in .wav or .mp3 format.

3.8.12 The vendor will provide authorized DOC staff with a "Certificate of Destruction".

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

ICSolutions typically never deletes a call record or recording, as all data is stored online for the life of the contract. However, if the DOC prefers, ICSolutions will delete call records and recordings as dictated by the DOC. Anytime call data is deleted, ICSolutions will provide the Certificate of Destruction.

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.

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

ICSolutions stores all data on-line; we do not store any data off-line. Any ICSolutions-served DOC has immediate access to any historical data.

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.

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

Please see the following Business Continuity Plan.

Business Continuity

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

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

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

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

All security camera video is retained for a minimum of 30 days.

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

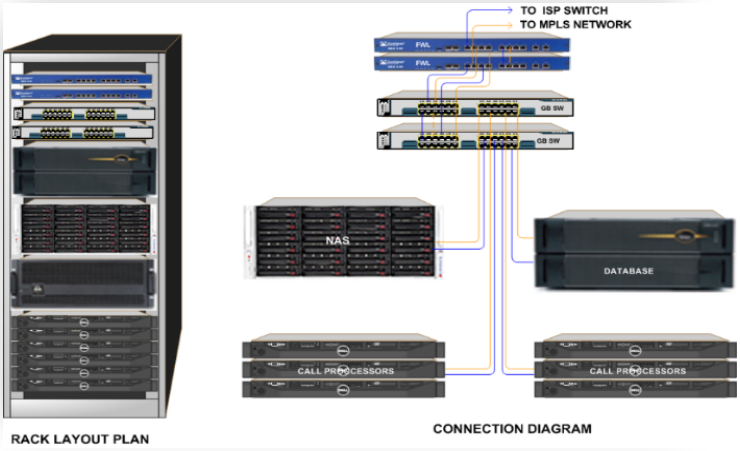
ICSolutions has contracted AT&T and Level 3 to deliver carrier-grade network to the data center utilizing diverse and independent cable routes. Access to the network is front-ended with a series of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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

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

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

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



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

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

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

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

THE ENFORCER Platform

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

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

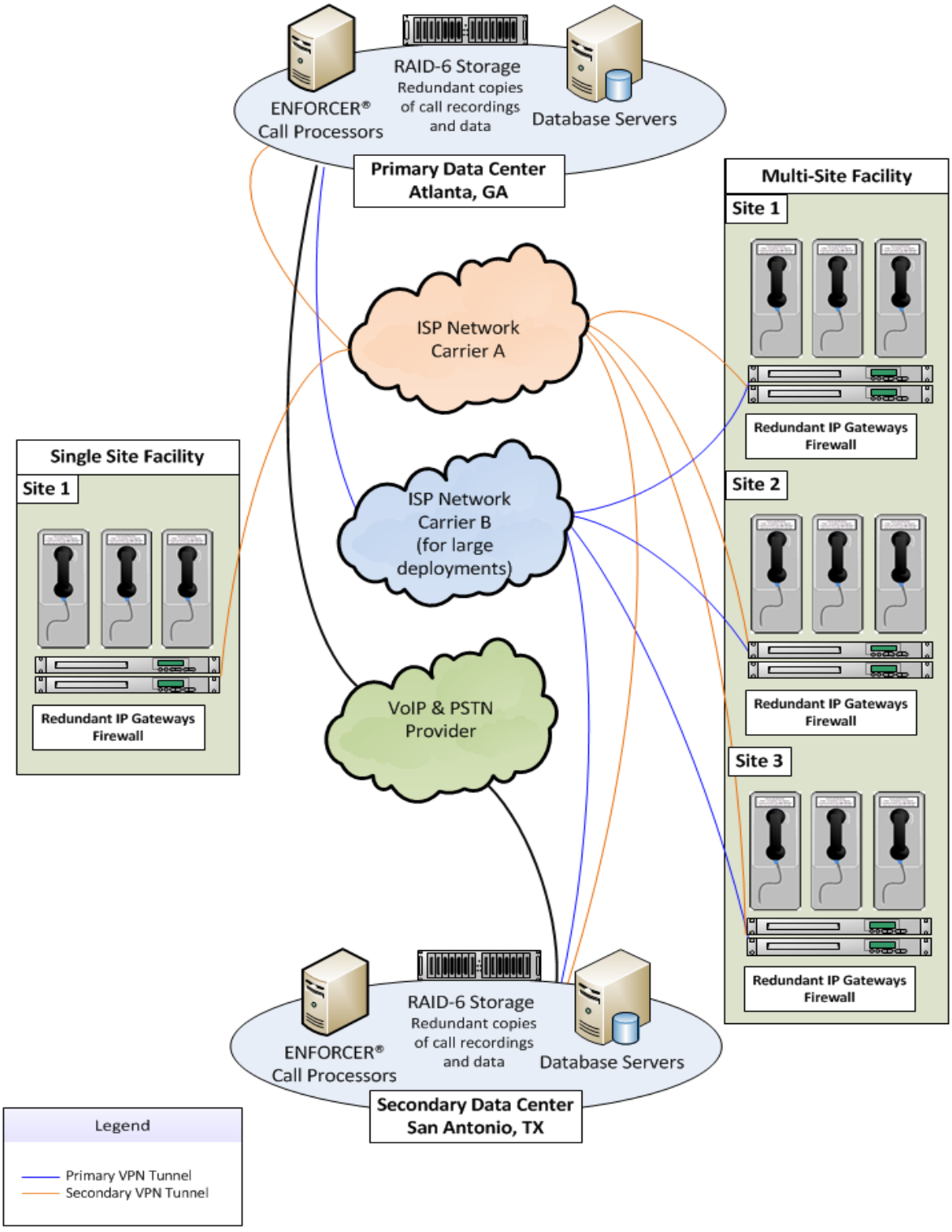
The Facility will be connected by an always-on, fully managed, and secure WAN to our data center where all the call-processing, recording and investigative applications will run in our secure server rooms, which are monitored and maintained 24/7/365. We can perform all system maintenance, install software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

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

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

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

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



Sample System Architecture

Disaster Recovery Plan

ICSolutions has developed a Disaster Recovery Plan which details the steps to ensure business continuity in the event of a system emergency such as a catastrophic event or hardware/network failure. The management team recognizes the importance of maintaining, updating and being familiar with an effective plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Service RPO & RTO Targets for the ENFORCER®

Primary System Failure Only
- RPO: 1 hour
- RTO: 12 Hours
- Priority: Critical

Secondary / Back Up System Failure
- RPO: 1 Hour
- RTO: 4 Hours
- Priority: Emergency (Top Priority)

Our internal planning covers:

- ***Disruption or disaster at a client facility***
- ***Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)***
- ***Disruption or disaster at an ICSolutions data center***
- ***Loss of key personnel***

Each separate plan identifies a primary and back-up Incident Commander (IC).

Type 1 – On-site Equipment Disruption

Please note that THE ENFORCER calling system is fully centralized, with most critical system components located off-site in redundant, geographically separate data centers. On-site equipment is limited to just the phone instruments themselves, UPS backup power, and Adtran IP Gateways that connect the phones to the off-site call processors.

ICSolutions installs Adtran IP Gateways at each facility to connect inmate phones to the off-site call processor. In the event of a catastrophic failure of Adtran IP Gateways, our field service technicians will maintain spare components and gateways and will be dispatched to the affected facility to replace the defective Adtran IP Gateways. In the event of an on-site disaster that damages most or all of the on-site equipment, the following procedure will be initiated.

For a Type 1 disaster, the primary IC will be the Technical Services Manager with the Client Services Manager as the back-up. Each will be closely acquainted with facility staff and procedures. They will be alerted by our network monitoring applications, or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center and will:

- ***Immediately coordinate a visit from the local technician to assess the damage***
- ***Put Engineering & Operations team on notice***
- ***Determine the extent of the damage and the need for replacement parts, as well as the availability of space, and a network access point to either the MPLS or ISP provider***
- ***Present a plan to the facility to restore all services***
- ***Coordinate shipment of new system components***
- ***Both Technical Services Manager and Client Services Manager will stay involved until service is fully restored at the facility***

Type 2 – Network Connectivity Disruption

Please note that, for each supported facility, ICSolutions obtains network service from two different network carriers, so that if one carrier experiences an outage, service will instantly fail over to the second carrier. While the following plan will be initiated anytime a network service outage is detected, phone system access will continue to operate normally except in the unlikely event that a disaster should impede service of both network carriers simultaneously.

For a Type 2 disaster, the primary IC will be the Director of Operations and the Technical Services Manager as back-up. Type 2 incidents may also require a full Crisis Response Team (CRT) drawn from the technical staff of our Network Operations (NetOps), Operations, Installation, Engineering and Management teams.

The IC will be notified by our network monitoring applications, or a ticket opened online by facility staff or a call into our 24/7/365 Technical Services Center, or by one of our network or database providers and their monitoring staff. The IC will:

1. ***Immediately notify the network provider and our Network Specialists and Engineering team leaders, who will begin diagnostics and re-route traffic***
2. ***Determine, based on the severity of the incident, whether or not to form a full Crisis Response Team including ICSolutions' Management (if so, in-office VP will become primary IC)***
3. ***Notify the affected facility***
4. ***Present a plan to re-route all traffic and/or restore normal service***
5. ***Make our Network carriers aware of SLAs and escalate as entitled under our service contracts***
6. ***Coordinate operational response from our carriers and NetOps and Engineering teams to re-route traffic, restore normal service***
7. ***Share progress and resolution with the affected facility***

Third-party validation sources have built-in redundancy and have proven over the years to be reliable. Any risk of loss regarding third-party support is believed to be minimal since key vendors already have redundancy and failover mechanisms in place. Network common carriers and dial-tone providers maintain their own disaster recovery plans pursuant to applicable regulatory requirements, and ICSolutions' third-party services are also distributed among multiple vendors. Any network outage should be diagnosed from our primary data center and Network Operations Center (NOC) in San Antonio. In the event of a third-party utility outage such as a broken power cable, the Director of Operations or the most available backup IC would coordinate directly with local utility.

Type 3 – Data Center Disruption

THE ENFORCER's primary call-processing platform is housed at the primary data center in Atlanta. The Atlanta data center is one of the most sophisticated multi-tenant colocation centers in the country. This purpose-built facility provides network diverse connectivity, rigorous critical systems infrastructure, and multi-tier security. The building provides 86,000 sq/ft of dedicated raised floor space and comes complete with a full complement of private cloud and managed services that are backed with extensive SLA commitments. The Atlanta data center is backed up by an always-on secondary data center located more than 900 miles away in San Antonio. Our Secondary data

center at ICSolutions' headquarters is classified as a Tier IV facility, supported by multiple active power and cooling supplies comprised of redundant fault tolerant enterprise-grade components yielding 99.999% of service availability. Should a disruption to normal call processing occur at the Atlanta data center, service will instantly and seamlessly failover to San Antonio until Atlanta is fully restored and back online.

Should either data center undergo a serious disaster, it will be temporarily replaced to ensure continuity of redundant service. While each data center infrastructure is configured for maximum redundancy, ICSolutions will need to add a similarly equipped data center at another location, geographically separated, in order to deliver complete business continuity irrespective of any localized disaster.

As the manufacturer of THE ENFORCER, ICSolutions is prepared to respond quickly in the unlikely event that a true disaster occurs, completely destroying a primary or backup system. Additionally, each system is monitored on a 24/7/365 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at our headquarters in San Antonio, TX, on industrial quality RAID servers.

For a Type 3 incident, the VP of Product Development will be the primary IC, with Director of Operations as secondary IC. A Type 3 incident will be detected immediately by ICSolutions' staff, or the network monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed by the IC coordinating resources from applicable departments.

- *ENFORCER Core Technology: ICSolutions maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours.*
- *All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto "off-the-shelf" hardware. ICSolutions is the manufacturer of our ENFORCER solution, and our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.*

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), ICSolutions has a web-based procurement and inventory management system that can be used by authorized staff in San Antonio, or any other location to order, track and re-route parts to an alternate data center or one of the ICSolutions Groups regional warehouses or operations centers: New Jersey, Ohio, California, Florida, Missouri, and other geographically disparate locations have both offices and workspace available in an emergency. A team from our San Antonio Engineering center can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if a prolonged downtime at one of our data centers is expected.

ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERs, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

Type 4 – Loss of Key Personnel

Any company is vulnerable to the loss of key personnel, and ICSolutions' management is diligent in cross-training and knowledge transfer among our departments in order to minimize the disruption caused by the loss of a key individual. Specific personnel backup designations have been established to assist in contingency planning. Each key staff member has a backup identified (as in the plans above) by the ICSolutions' management team.

The ICSolutions' disaster response and business continuity plans are subject to periodic internal review and are updated no less than annually. The timely delivery of parts and supplies is tracked and measured constantly to be sure our supply chain is providing the parts needed to provide or restore service in a timely fashion for all of our clients. The performance of all network and network service providers is monitored constantly, and their adherence to SLAs, uptime, and reliability standards is measured and reported monthly.

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.

ICSolutions Response:

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

Multiple investigators can access the system remotely at the same time without impacting on-going system operations, security or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were on-site. This facilitates cooperative investigations among law enforcement and corrections agencies.

When the browser-based GUI is launched, the user must "login" to the system with a valid username and password. In addition, the network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system.

Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the network monitoring staff. Should the DOC wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

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.

ICSolutions Response:

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

ICSolutions is committed to providing a secure and reliable inmate telephone system to meet the goals and expectations of the Agency. The proposed system employs multiple levels of security with the use of data encryption, firewall access, IP-address registration, multi-level password-controlled user access, user tracking and more. ICSolutions has outlined a high-level Security Plan below that includes details regarding practices for the following:

- ***Network Security***
- ***Data Security***
- ***User Security***
- ***Remote Access Security***

Network Security

The network over which all calls will be processed, and all investigative data sessions will travel will be a private, dedicated, managed and firewalled network. All access to THE ENFORCER database and application is password-protected and occurs only through an SSL (Secure Sockets Layer) exchange.

ENFORCER data served out to application users will be encrypted per SSL standards. Data will be stored in Atlanta and backed up at the secondary data center in San Antonio. Access to the records for retrieval is password-protected and requires specifically assigned privileges from an authorized ICSolutions or Agency Administrator.

The network is secured by perimeter and internal firewalls configured with a rigid security policy. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Fortinet firewall automatically logs all denied connection requests. These logs are accessible to ICSolutions' network monitoring staff and are also available to facility personnel, upon request.

Data Security

THE ENFORCER's design prevents the likelihood of security breaches. THE ENFORCER operates on a Linux-based operating system, which is less susceptible to security threats than Windows-based systems. THE ENFORCER system is deployed through an agency-specific website, and all access to the agency-specific website is encrypted with TLS. Thus, to access Agency data in THE ENFORCER, a user must have the Agency-specific URL and a valid username and password. The network over which data travels is itself also encrypted.

Data is stored in two locations: Atlanta and San Antonio. Access to the records for retrieval is password-protected and requires specifically assigned privileges from an authorized ICSolutions or Agency Administrator. Access to any inmate information, billing records, payment information or client information is granted for ICSolutions employees only on a need-to-know basis and requires

signed authorization from ICSolutions management before our Systems Administrators grant any such access.

All the applications proposed will function as cloud-based apps with the software running on application servers in the redundant Network Operation Centers (NOC) in Atlanta and San Antonio. These systems are firewall-protected, and use, access and operation will be monitored by ICSolutions' NetOps team 24/7/365.

Access to all data on the ITS database is read-only for all users. The system has built in applications to test the integrity of data so that records and recording will be admissible in court. Editable data, such as configurable administrative rules, can only be updated by authorized users in THE ENFORCER application.

THE ENFORCER operates behind enterprise-grade firewalls, which provide both perimeter and internal network protection; therefore, the IP addressing is not exposed to the public. Fortinet-Fortigate supports a robust security policy whereby it will only allow access to the system from registered IP addresses and, as such, is not susceptible to operating system security issues from outsiders. This architecture greatly reduces the risk of malicious attacks.

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

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

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

Access to the network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. The Fortinet firewall automatically logs all denied connection requests, which are available to facility personnel upon request.

Password Configuration

ICSolutions follows Windows guidelines for password configurations. Each password is alphanumeric and requires at least one letter, one number and a symbol. Passwords expire after a

specified time period. Additionally, a system administrator can require any user to select a new password at any time. The system can require two-factor authentication, at the Agency's option.

Encryption Configuration

The system secure connections are established through a combination of symmetrical AES-256, or HTTPS, and SSL protocols.

Web App Configurations

ICSolutions employs the following data security safeguards:

- ***All variables used in SQL are sanitized and executed with bound parameters.***
- ***Applications are written in PHP, and, as such, are inherently resistant to buffer overflow attacks.***
- ***All input data is validated and sanitized.***
- ***Cross-Site Request Forgery (CSRF) tokens are used on all HTTP requests.***
- ***Cookies use secure flag.***
- ***Fifteen (15) -minute session timeout.***
- ***No credit card data stored.***
- ***Developed following PCI DSS and OWASP guidelines.***

Addressing Security Breaches

In the extremely unlikely event of a breach in security, ICSolutions will take the following steps:

- ***Immediately notify the Agency or designee***
- ***Communicate to rest of team as needed***
- ***Identify and analyze affected systems***
- ***Develop immediate response and strategy plan***
- ***Communicate strategy with team and Agency or designee***
- ***Adjust strategy as needed***
- ***Gain endorsement and approval***
- ***Implement plan***
- ***Reassess risk levels to ensure security of the system***
- ***Develop strategy to avoid future incidents***
- ***Communicate strategy and gain endorsement***
- ***Implement change***

ICSolutions has designed THE ENFORCER with security in mind. With multiple levels of security in place, ICSolutions strives to keep you and your constituents safe.

Intrusion Testing

THE ENFORCER centralized call processing system is deployed on a secured network leveraging the Fortinet-Fortigate 601E Firewall. When a video server is on-site, the Fortigate premise firewall is deployed at the facility downstream from the perimeter router. Each firewall device is configured to enforce various attack detection and prevention techniques, based on the network traffic that is passing through each firewall. If an intrusion attempt is detected, the firewall will capture the packet information and trigger an email alert to the network operations team. Furthermore, all

perimeter routers are configured with a restrictive ACL policy to manage network access and routing protocols.

Additionally, ICSolutions' parent company (TKC) has contracted with Sikich, a professional Network Penetration Testing Services company, to perform annual network penetration testing across the entire corporate enterprise (encompassing all ICSolutions' web servers), as well as to perform ongoing vulnerability scans of our external network.

Firewall

ICSolutions will provide the FortiGate firewall on-site for ultimate security. The FortiGate 60E Series appliance is a feature-rich, enterprise-class, network security solution that protects against cyber threats with system-on-a-chip acceleration.

The FortiGate firewall:

- *Identifies thousands of applications inside network traffic for deep inspection and granular policy enforcement*
- *Protects against malware, exploits, and malicious websites in both encrypted and non-encrypted traffic*
- *Prevents and detects against known attacks using continuous threat intelligence from AI-powered FortiGuard Labs security services*
- *Proactively blocks unknown sophisticated attacks in real-time with the Fortinet Security Fabric integrated AI-powered FortiSandbox*

Most importantly, installation of this firewall enables ICSolutions to encrypt all data both while it is in transit and while it is at rest.

User Security

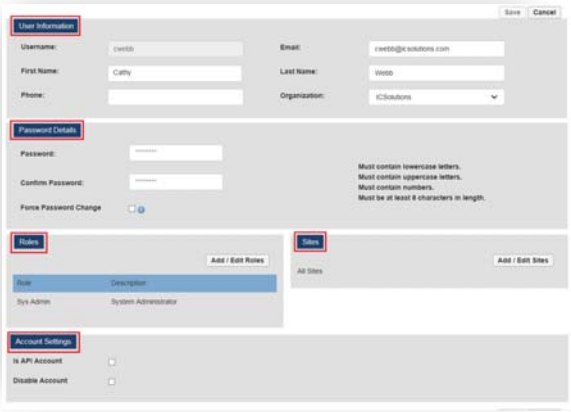
As stated previously, THE ENFORCER controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. When the browser-based GUI is launched, the user must login (see following example) to the system with a valid username and password.

ENFORCER Login Screen

Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.

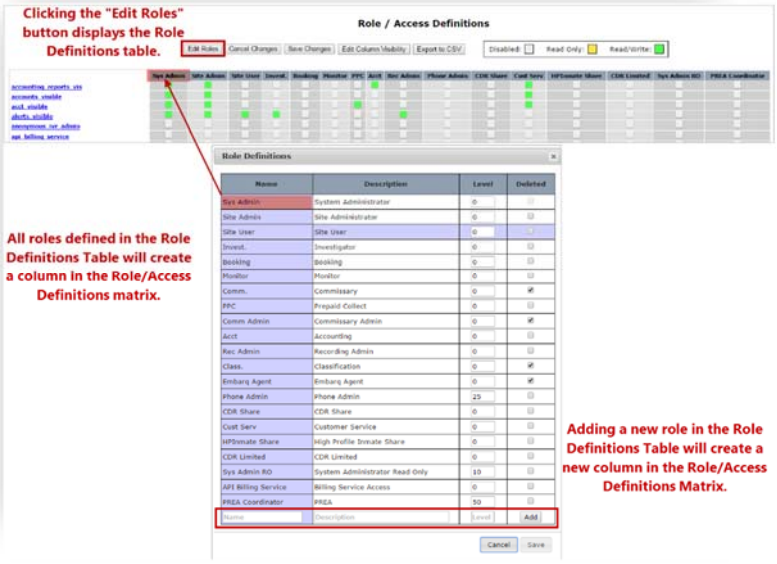
Access to all data on the ITS database is read-only for all users. The system has built in applications to test the integrity of data so that records and recording will be admissible in court. Editable data, such as configurable administrative rules, can only be updated by authorized users in THE ENFORCER application.

THE ENFORCER uses its Aucomp application to create an MD5 checksum value of the audio file for every recording. The MD5 checksum value is stored in THE ENFORCER database and also written to the system log files. Each recording and associated checksum value is stored at the primary data center in Atlanta and replicated to the backup data center in San Antonio. Each recording and checksum is time-stamped and date-stamped as it is written and is protected thereafter. No user has the ability to modify source files.



Account Settings - Assign/Revise User Function Privileges

A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all Agency users, but Agency staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, revoke access, or require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

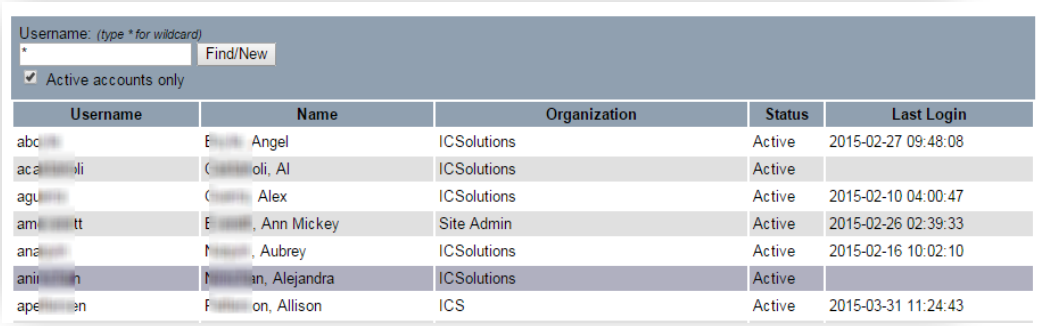


System Administration - Customize Role/Access Definitions

User Access Reports

THE ENFORCER logs all users and user actions with the date, time, user ID, IP address and action performed. Authorized system administrators may also run reports to view user activity, including a playback history of every user that has listened to a recorded call, PIN changes, additions, etc. A User Access Log Report details system access by user and lists changes made during a defined date range.

An example of the Users showing the username, user level and the last login date is shown below. Additional details by user may be reported by clicking on the username. Additional reporting options are available upon request and will be customized to meet the Agency's needs.

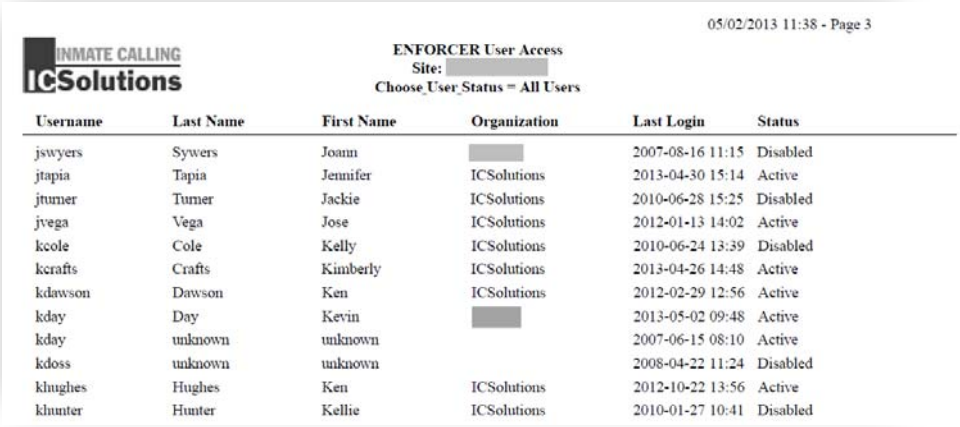


Username: *(type * for wildcard)*
* Find/New
Active accounts only

Username	Name	Organization	Status	Last Login
abc	Angel	ICSolutions	Active	2015-02-27 09:48:08
ac li	oli, Al	ICSolutions	Active	
ag	Alex	ICSolutions	Active	2015-02-10 04:00:47
am tt	, Ann Mickey	Site Admin	Active	2015-02-26 02:39:33
ana	, Aubrey	ICSolutions	Active	2015-02-16 10:02:10
ani n	an, Alejandra	ICSolutions	Active	
ape en	on, Allison	ICS	Active	2015-03-31 11:24:43

User Accounts – Last Login

A sample of the User Access Report, provided below, shows username, first and last name, organization, last login and status.



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INMATE CALLING ICSolutions

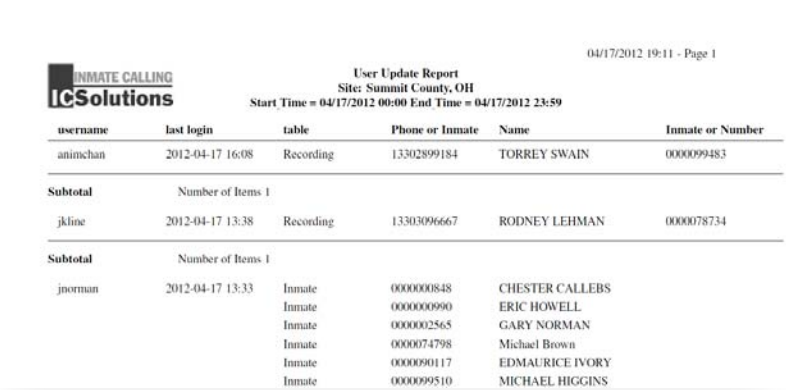
ENFORCER User Access
Site:
Choose User Status = All Users

Username	Last Name	First Name	Organization	Last Login	Status
jswyers	Sywers	Joann		2007-08-16 11:15	Disabled
jtapia	Tapia	Jennifer	ICSolutions	2013-04-30 15:14	Active
jturner	Turner	Jackie	ICSolutions	2010-06-28 15:25	Disabled
jvega	Vega	Jose	ICSolutions	2012-01-13 14:02	Active
kcole	Cole	Kelly	ICSolutions	2010-06-24 13:39	Disabled
kcrafts	Crafts	Kimberly	ICSolutions	2013-04-26 14:48	Active
kdawson	Dawson	Ken	ICSolutions	2012-02-29 12:56	Active
kday	Day	Kevin		2013-05-02 09:48	Active
kday	unknown	unknown		2007-06-15 08:10	Active
kdoss	unknown	unknown		2008-04-22 11:24	Disabled
khughes	Hughes	Ken	ICSolutions	2012-10-22 13:56	Active
khunter	Hunter	Kellie	ICSolutions	2010-01-27 10:41	Disabled

User Access Report

Below is a sample taken from a user log (User Update Report). For each username in the system, the login date/time is logged, and a record is displayed of the database table(s) each user accessed (for example, Call Recording, Inmate Lookup, etc.). The report also displays related information, such as inmate name, phone, and inmate number. Administrators can use the User Update Report to see what actions were taken by each user at what time/date.

In the report sample below, for example, you can see that the user "jkline" logged in at 1:38 p.m. on April 17 and listened to the recording of a call placed by inmate Rodney Lehman.



04/17/2012 19:11 - Page 1

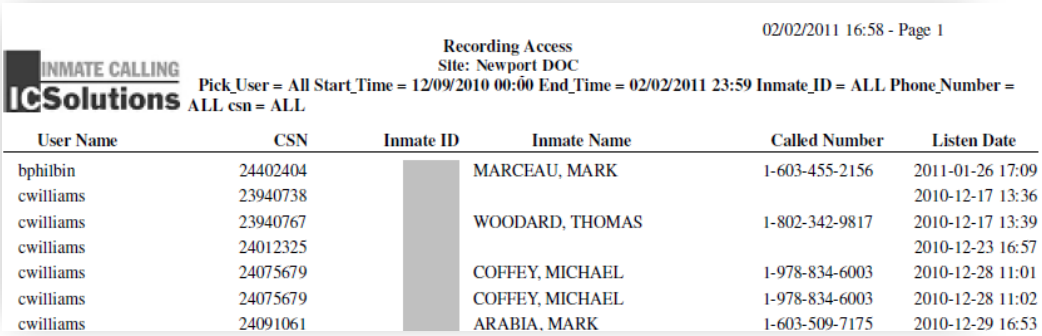
INMATE CALLING ICSolutions

User Update Report
Site: Summit County, OH
Start Time = 04/17/2012 00:00 End Time = 04/17/2012 23:59

username	last login	table	Phone or Inmate	Name	Inmate or Number
animchan	2012-04-17 16:08	Recording	13302899184	TORREY SWAIN	0000099483
Subtotal	Number of Items 1				
jkline	2012-04-17 13:38	Recording	13303096667	RODNEY LEHMAN	0000078734
Subtotal	Number of Items 1				
jnorman	2012-04-17 13:33	Inmate	0000000848	CHESTER CALLEBS	
		Inmate	0000000990	ERIC HOWELL	
		Inmate	0000002565	GARY NORMAN	
		Inmate	0000074798	Michael Brown	
		Inmate	0000090117	EDMAURICE IVORY	
		Inmate	0000099510	MICHAEL HIGGINS	

User Update Report

THE ENFORCER also provides a Recording Access report, which provides a listing of all call records that have been listened to during a user-specified date range. The report lists the user ID of the person who listened to the call, the CSN, inmate ID and name of the inmate who made the call, called number, and date the user listened to the call record.



02/02/2011 16:58 - Page 1

INMATE CALLING ICSolutions

Recording Access
Site: Newport DOC
Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53

Recording Access Report

Remote Access Security

THE ENFORCER system is a centralized call processing platform deployed in a Tier 4 data center and accessible from any internet-connected device. To ensure the utmost security, the system is deployed behind an enterprise-grade perimeter firewall operating a rigid security policy. ICSolutions will register the Agency domain on this perimeter firewall, thereby allowing all approved agency users, with a valid username and password, to access the web-based GUI with an SSL-enabled browser.

Remote users that are outside of the Agency domain and originate the browser connection from an IP address that is not registered on the perimeter firewall will be redirected to a secure server where they are required to enter their user credentials to authenticate themselves. THE ENFORCER will be configured to require two-factor authentication, whereby the system will send a temporary access code to either the email address or the wireless number that is registered for the username. Upon receipt of the temporary access code, the user will need to provide this code plus their username and password to be granted access to the system. Once authenticated, the user's IP address is temporarily registered to allow access through the firewall and they are redirected to the web-

based inmate calling system, where they can perform all system administrative functions utilizing their SSL-enabled browser.

The perimeter firewall manager automatically logs all connection requests. These logs are accessible to network monitoring staff. Should the Agency wish to review these firewall access logs, personnel may contact our Technical Services Center 24/7/365 to request copies of these logs.

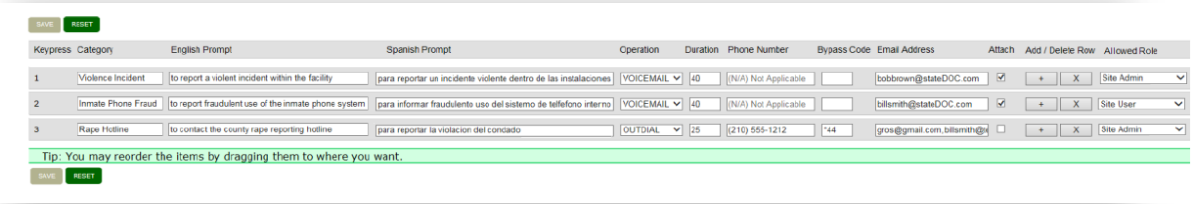
3.9.3 The vendor will establish an "informant" line. Calls to the "informant" line will be free and will be routed via the ITS to a destination designated by authorized DOC staff. If so requested by authorized DOC staff, the destination for the "informant" line may be an automated voicemail box. This call will not be a charge to the inmate.

ICSolutions Response:

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

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

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



Customized Prompts in The Informer Admin Screen

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

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

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

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

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

Improved security – For quick, effective investigations, thanks to anonymous inmate tips about crimes in the facilities.

Compliance with Federal PREA standards – For the anonymous reporting required to host federal inmates or receive certain grants. At the Agency's discretion, each line can be set to allow access with or without PINs (to enable truly anonymous reporting as required by the PREA, for instance). Totally eliminates the need for paper kites or complaint forms – Complaint lines can be set up for inmates to replace any paper kites or service forms that Agency officers now have to distribute and collect by hand. For instance, one internal voicemail box can be set up for inmates to report issues with the inmate phone services. ICSolutions will set an alert on this line to forward these messages to our local technician, so that when they arrive to service each facility or housing unit they know what situation to address, what parts to bring, and when each phone needs cleaning or maintenance – all with no need for facility staff to take complaints or make notes for them.

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

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

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).

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

The system is configured to block Caller ID information. No facility phone numbers will ever appear on called parties' Caller ID. ICSolutions can configure the information to display unknown number or our customer service phone number.

3.9.5 The ITS will prohibit direct-dialed calls of any type.

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

The inmate is required to enter their unique PIN before they can place a call, and the called party must positively accept a call by pressing a digit on the keypad. In addition, THE ENFORCER delivers all calls through an automated operator. Access to a live operator is never allowed.

3.9.6 The ITS will prohibit access to "411" information service.

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

Standard blocks are established for each system at the time of installation. These include 411 information service, 911, emergency, pay-per-call services, 1010XXX access codes, toll free numbers, and live operators. In addition, ICSolutions' project team will work with the Agency to populate specific numbers during installation, such as facility personnel telephone numbers. We will also work with the outgoing vendor to incorporate any telephone numbers which were blocked in the previous contract due to complaints of harassment.

3.9.7 The ITS will prohibit access to DOC designated numbers.

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

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

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

THE ENFORCER enables authorized users to immediately enter blocked numbers into the system using the user-friendly Administrator interface. Blocks may be added for a specific telephone number or group of numbers through the system workstation or via remote access. To implement a block, the user simply searches for the specific phone number in the Global Number database, selects the Block category, and clicks Save Changes. The block is applied immediately and in real-time.

Standard blocks are also established for each system at the time of installation, as described in the previous REQUIREMENT 3.9.6.

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.

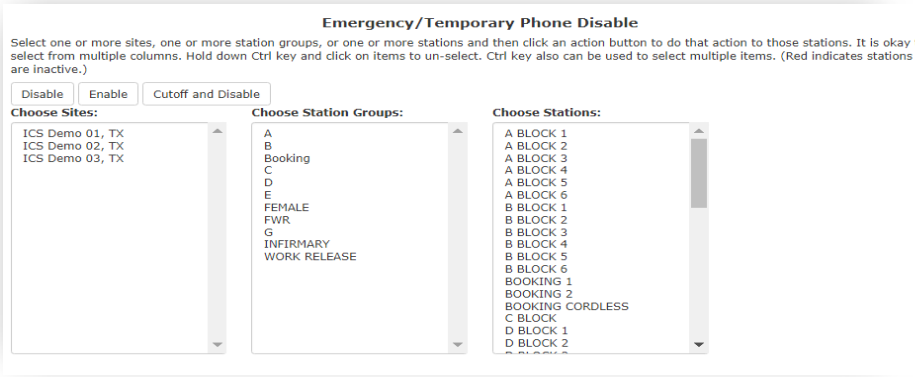
ICSolutions Response:

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

THE ENFORCER system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

Phone Shutdown in THE ENFORCER®

To shut down phones immediately and in real-time, the user clicks the Phone Disable dropdown menu in the Site Admin tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation Call Status display.



Call Status – Emergency/Temporary Phone Disable

To take a station offline, an investigator or operator would select the desired station port and then click either the Disable button or the Cutoff and Disable button. The difference between these buttons is significant, as the Disable button will allow a station/phone in-use to complete the call it is processing before termination; whereas the Cutoff and Disable button immediately terminates the station/phone, regardless whether it is in use or not.

It is important to note that all administrative changes made in THE ENFORCER system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shutdown Using Mechanical Cutoff Switches

Telcom Marketing Group
KS-6100 Kill Switch Box

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

3.9.9 The ITS will be able to take an individual telephone out of service without affecting other telephones.

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

To shut down phones immediately and in real-time, the user clicks the Phone Disable dropdown menu in the Site Admin tab. This will display a screen from which a single station, multiple stations, or individual calls may be quickly switched on/off through the workstation Call Status display.

On the Phone Disable Menu, the authorized user simply selects the individual phone they wish to disconnect. Then select one of the buttons at the top of the menu to perform the following function:

- ***Disable – Allows in-progress calls to complete. No new calls will be allowed from the selected phone(s).***
- ***Cutoff and Disable – Immediately cuts off all calls in progress and disables the selected phone(s).***

This ensures the system will shut down only the selected phone without affecting the other phones. Additional detail is included in response to REQUIREMENT 3.9.8 above.

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.

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

All inmate calls are processed by THE ENFORCER system and terminated over outbound dial-only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones

are incapable of processing an inbound call and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.

3.9.11 The vendor will describe how it detects "false disconnects".

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

Detection of fraudulent use can be managed and adjusted through sensitivity thresholds for sensing of call progress, DTMF tones from either party on the call, and extended silence periods during the call, regardless of whether the called party is using a cell phone or a landline. This level of customization prevents and minimizes the possibility of false disconnects. However, ICSolutions highly recommends allowing the call to proceed, because valuable investigative data can be found by reviewing calls that were flagged as 3-way attempts.

3.9.12 The ITS will have the capability of answer detection.

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

THE ENFORCER recognizes busy signal, ring no answer, and invalid number announcements (SIT Tones). Upon detecting answer, the system will only acknowledge positive acceptance by the called party. The call will not be connected should the system detect irregular ringing signals, answering machines, digital voice mail, cellular telephones, ring-back tones, pagers, operator intercepts, quick disconnects, chain dialing, no voice from called party, etc. Answering machines, pagers and voice mail responses will all be treated as incomplete calls.

3.9.13 The vendor will describe its answer detection methodology.

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

Answer detection is based on the measurement of incoming signal energy on the telephone line. When the called party is instructed to accept or reject the call, the system "listens" for either SIT tones or the appropriate DTMF. THE ENFORCER uses answer detection to recognize busy signal, ring no answer, and invalid number announcements (SIT Tones) by listening for specific call progress tones and silence intervals on a call. Answering machines, pagers and voice mail responses will all be treated as incomplete calls. Only a positively accepted call will generate a call charge to the paying party.

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.

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

Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. THE ENFORCER system offers several options for call delivery:

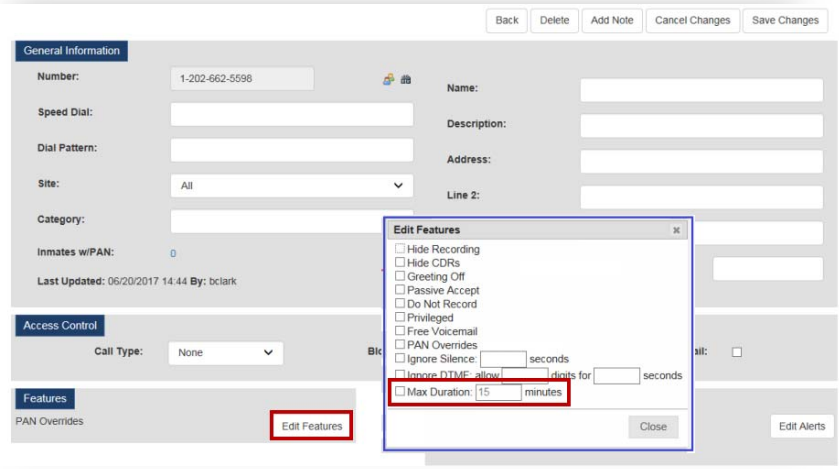
- ***Allow the inmate to hear call progress, but prevent the inmate from being heard by the called party until acceptance is confirmed.***
- ***Place the inmate on hold once the called party answers, preventing the inmate from hearing the called party or being heard by the called party until acceptance is confirmed.***

Regardless of which option is preferred, the inmate cannot communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes.

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.

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

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



Global Number Edit - Override Global Duration Limit for Specific Number

When a call has reached the "one minute remaining" status on the duration limit, the system will prompt the parties with a voice message that states, "You have one minute remaining for this call."

At the end of the call duration, the system informs both parties that their time has elapsed, and the call is terminated.

The standard 1-minute warning prompt can be custom-configured to play additional warning prompts, such as 2-minute and 30-second warning prompts, prior to disconnecting the call.

THE ENFORCER's Phone Scheduler feature allows authorized users to pre-set specific on/off times for the phones to ensure phones have no dial tone during the times that you choose. THE ENFORCER can accommodate different schedules for days of the week, dates of the month and year, as well as holidays, etc.

Hours can be set as follows:

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

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.

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

Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

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

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.

3.9.17.1 Vendor shall describe their ability to monitor a sample of inmate telephone calls and provide monthly reports to the DOC.

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

ICSolutions offers several optional features and services to efficiently manage inmates from intake to release. These integrated services enhance the investigative abilities of your staff, and can in some cases also reduce the amount of paperwork and other administrative duties that staff must perform to support inmate services.

FUSION INTELLIGENCE SERVICES

ICSolutions can offer our innovative FUSION INTELLIGENCE SERVICES program to provide monitoring / listening services to the Agency. This program will assist the State with its investigations through a combination of active call monitoring and comprehensive investigative software from Argus. The Argus software will monitor 100% of all calls to detect calls of interest that will then be forwarded to investigative staff for review.

Our FUSION INTELLIGENCE SERVICES program is staffed with dedicated monitoring personnel equipped with speech acceleration software to maximize the volume of listened calls/minutes. The selected calls are queued to these monitoring personnel based on pre-determined rules such as 3% of total calls, or other volume as negotiated with the DOC; but the rules can also be customized to target specific calls such as watchlist numbers or numbers called from multiple facilities, etc.

Dedicated Investigators

When FUSION INTELLIGENCE SERVICES are deployed, ICSolutions will hire trained investigators who will use the ICSolutions-provide intelligence software to gather and track valuable investigative data. The FUSION INVESTIGATORS will be thoroughly certified on all ICSolutions products and services.

The Investigators' primary responsibility will be to monitor a designated percentage of calls to identify potential security threats and other intelligence. They will utilize the Argus software suite described below, as well as other ICSolutions-provided software like The Analyzer link analysis, and The ENFORCER's flexible reporting capabilities to assist with intelligence tracking and case management.

The FUSION INVESTIGATOR can be stationed offsite and will have remote access to all call monitoring functionality and ICSolutions-provided investigative software, just as if they were onsite at a DOC facility.

The ARGUS INVESTIGATIVE SUITE that is included in our offer provides voice biometrics, call transcription/translation, reverse lookup, keyword search, email notifications, reporting, and other analytical tools – all of which would be utilized in the provision of our Fusion Intelligence Services program, if deployed. Our offer includes the following in support of the required voice biometrics functionality (as described in detail later in this section):

- ***Automatic transcription of all calls***
- ***On-demand translation***
- ***Phonetic & textual keyword search***
- ***Case management***

This investigative software can "listen" to 100% of calls and flag suspicious conversations. The ICSolutions Investigators will review flagged conversations and track as needed in the Case Management System, Iris.

All investigative software will be accessible not only by ICSolutions' Fusion Investigators, but also by authorized DOC investigative staff.

The Analyzer™ Link Analysis Tools

In order to bring the latest in intelligence gathering to client facilities using our calling and payment services, ICSolutions offers The Analyzer link analysis, our data mining solution specifically developed for our services.

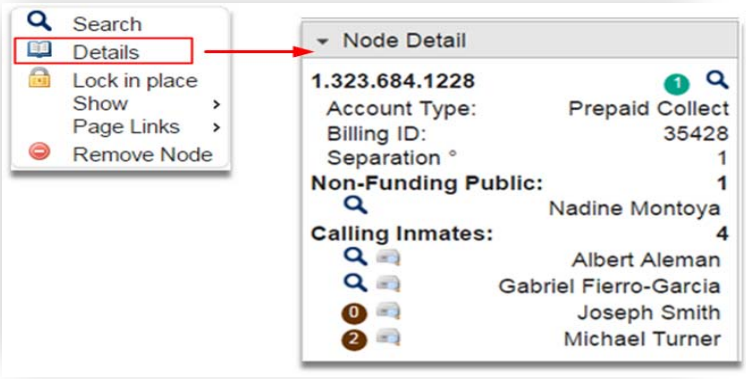
The Analyzer module is a powerful data mapping tool that enables you to graph complex data relationships based on inmate calling activity and account funding activity in THE ENFORCER, as well as video visitation activity in THE VISITOR (when deployed). The information displayed using The Analyzer can be used to find commonalities that are useful in detecting fraudulent or suspicious activity by inmates placing calls through THE ENFORCER, conducting visitation through The Visitor, and funding events through ICSolutions' Point of Sale system as well as third party Point of Sale systems.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate, inmate to end user, or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through THE ENFORCER system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- ***Receiving phone calls***
- ***Scheduling or conducting visits (both on-site and remote)***
- ***Depositing funds into an inmate's account***
- ***Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or traditional on-site visitation (when visitation phones are connected to THE ENFORCER for monitoring/recording)***

The Analyzer builds and displays dynamic visual maps based on user-specified input. These graphs show commonalities in calling, funding, and visitation patterns, such as:

- ***A specific inmate***
- ***A phone number, which could represent a called telephone number, a number associated with an ICSolutions prepaid account, Direct Billed account or a Payment account through a third party***
- ***The name of a public user (called party) outside of the correctional facility who funded an inmate's debit account or an ICSolutions prepaid account***



The Analyzer – Displaying Detail for a Specific Record

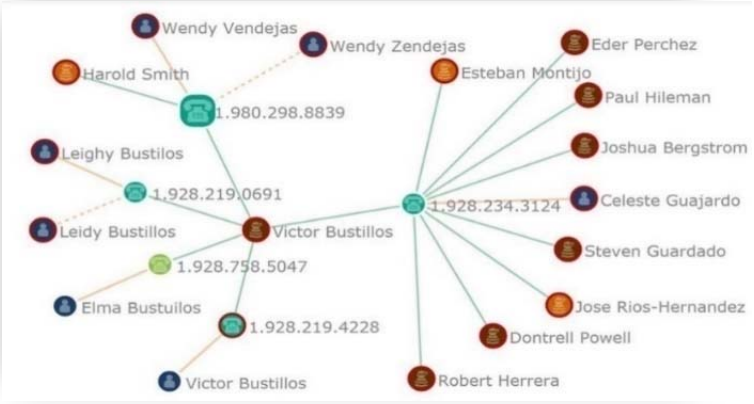
Key Features of The Analyzer

- ***Facility staff can explore important data using a dynamic visual map***
- ***The unique design of the visual map allows investigators to quickly find connections and patterns***
- ***Since The Analyzer is a module that is fully integrated with THE ENFORCER, The Analyzer is entirely web-based. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using on-site workstations***

This tool will automatically be applied to all calling, visitation, and payment information. The Agency will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party's (or depositor's) address.

The Analyzer Map

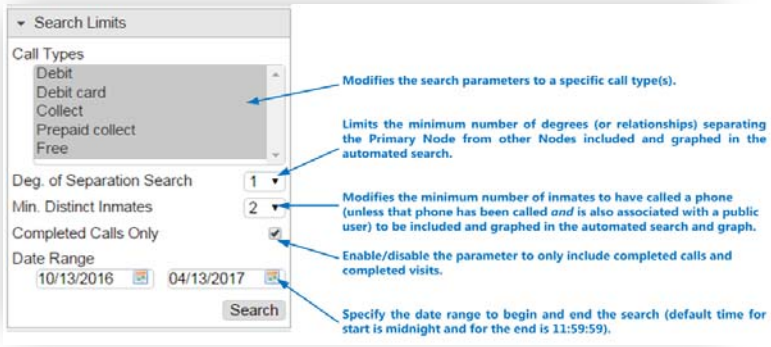
The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



The Analyzer Visual Map

The Analyzer builds and displays detailed "force graphs" based on user-specified input. These graphs show commonalities in calling, funding and visitation patterns among Nodes. Investigators may manipulate the data in The Analyzer Map by specifying any combination of search parameters:

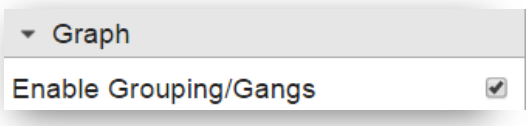
- ***Degree of Separation – Decreasing the value will help reduce the levels the search will execute automatically***
- ***Minimum Distinct Inmates – Increasing the value will have a moderate to significant effect on the size of the graph. The smaller this number is, the more phones would be allowed into the graph in addition to phones having a large number of inmates***
- ***Completed Calls Only – Enabling this feature will have a moderate to significant effect on the size of the graph***
- ***Call Types – Decreasing the number of Call Types to be included in the search can have a moderate to significant effect on the size of the graph. A phone may be called by multiple Call Types and may or may not be included in the graph, depending on which Call Types are specified***
- ***Date Range – Decreasing the range to be searched will have a significant effect on the size of the graph, based on the interactions which occurred within a shorter time span***



Sample Search Criteria

Group/Gang Affiliations

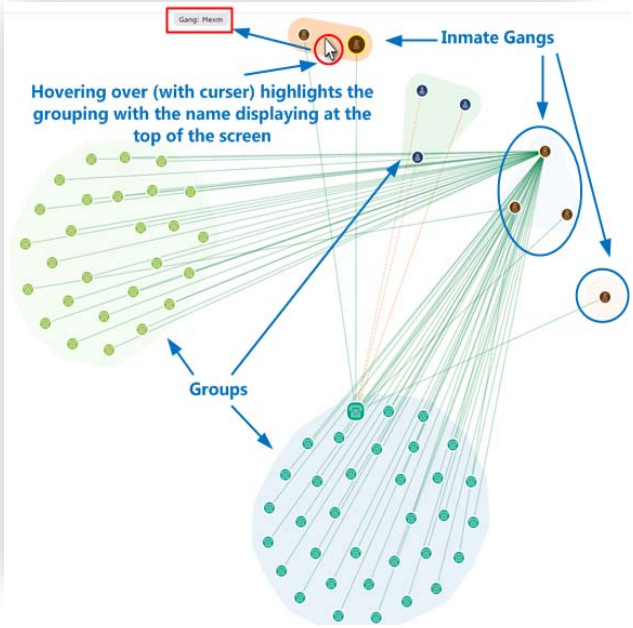
Authorized users may search by Gang if THE ENFORCER is integrated with an Offender Management System (OMS) feed that provides gang information. When the Enable Grouping/Gangs check box has been selected, The Analyzer graph will automatically rearrange the Nodes into groups/gangs if this information is available.



Enable Group/Gangs Checkbox

The following example illustrates how The Analyzer adds this group/gang information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/Gangs feature enabled.

When the user hovers over a group/gang, all groupings are highlighted, and the name of the group/gang will appear at the top of the screen (as indicated with the red box).



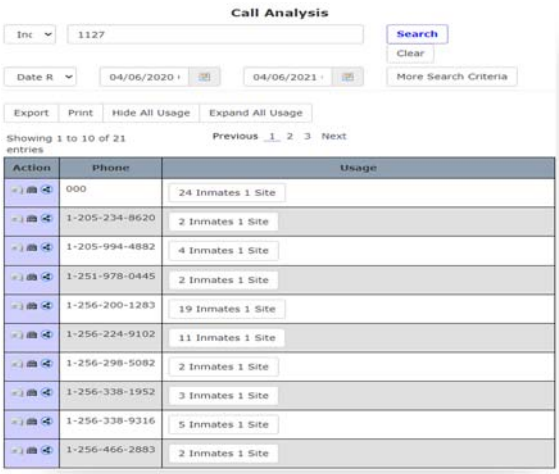
Graph with Grouping/Gangs Feature Enabled

Call Analysis

THE ENFORCER is equipped with a unique call analysis feature that allows authorized users to quickly view a snapshot of the call history for a selected inmate or called phone number, as well as instances where multiple inmates have called the same phone number. And, as an added convenience, users may link directly from the Call Analysis search results to The Analyzer, our calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links among inmates and public users.

To run a query in the Call Analysis tab, users simply enter the inmate name, inmate ID, or phone number and the date range they want to search. Users can also exclude specific categories or set a minimum number of inmates or sites. For example, if you enter the number 10 in the min inmates field, the results will show only events where a minimum of 10 inmates called the same number. For multi-site accounts, you can limit results to show only those affecting two or more sites. Search results can be printed or exported to Excel.
In the example below, a search by inmate ID returned the following list of phone numbers that were called by Inmate 1127 within the specified date range.

The information in the Usage column tells us about other calling events to each of those phone numbers in the same date range:



In the results above, the Usage for Phone 205-994-4882 shows 4 Inmates 1 Site, which means this number was called by four different inmates (Inmate 1127, plus three others), all of whom were housed at the same correctional facility.

Clicking the Usage data will drill down into more information about this data. For example, clicking 4 Inmates 1 Site next to 205-994-4882 reveals additional details about the four inmates who placed calls to this number, including the inmate ID's and names, their housing locations, and how many calls each inmate attempted and completed.

Call Analysis – Usage Details

Icons in the Action column enable the user to drill down further. Clicking the icon will display all associated call records and recordings. Clicking the icon will open The Analyzer to learn more about calling patterns, links, and degrees of separation among the various inmates and called parties related to these search results.

Clicking the icon opens the Reverse Directory to show the map view and address associated with the called number.

The Attendant™ IVR (Information Line) for Constituents

At no cost to the Agency, ICSolutions can implement our Interactive Voice Response (IVR) system, The Attendant, to provide public and inmate callers with automated information. This can include basic facility information (location, visitation hours, etc.) and, with an OMS integration, optional inmate-specific information (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This optional inmate lookup feature can be made available if the Agency OMS will support the data exchange necessary. The Attendant is an in-house IVR solution, developed by ICSolutions specifically for the correctional environment, and it is deployed and operating in dozens of sites.

ICSolutions Client Testimonial

"... Increased Efficiency and Reduced Labor ..."

"The Attendant has provided many benefits, not the least of which is increased efficiency and reduced labor overhead for the Jail. It has also eliminated public frustration caused by long wait times that were experienced when these requests had to be answered manually by Jail staff."

Captain Shane Barker – Summit County, Ohio

Call prompts are fully customizable according to Agency requirements. Call prompt options and associated text provided by the Agency will be converted to synthesized voice prompts to that are played to the caller.

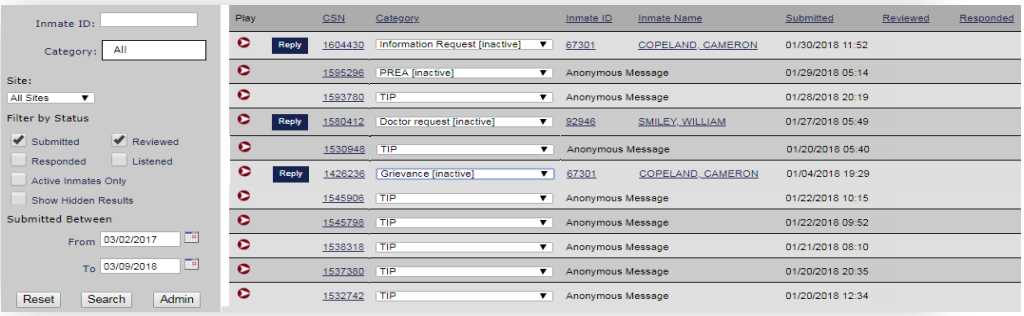
Some examples include the following:

- ***Facility Location, Hours, and Driving Directions***
- ***Visitation Policies***
- ***Information about Posting Bond (payment methods, bond procedures, etc.)***
- ***How to Send Mail to an Inmate***
- ***Inmate Property Policies***
- ***Inmate Phone Call Types and Funding Options***

Public and inmate access will be available through a single phone number provided by the facility. After The Attendant dial-in number has been activated for the facility, the system can be accessed by outside callers, including friends and family as well as attorneys, bail bond companies, and law enforcement agencies. Public Callers can have the option to be transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

The Communicator™ Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the Agency to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.



The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into THE ENFORCER, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of THE ENFORCER calling system and is provided at no cost to the Agency, and with no impact on our financial offer.

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in THE ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid accounts and a Message of the Day feature to broadcast notification messages to one or more inmates at a facility.

Inmate Voicemail

ICSolutions can provide inbound inmate voicemail, whereby messages may be automatically retrieved by inmates through the inmate phone system and are available for access by facility personnel for security purposes. The voicemail system requires the outside party to have an established Prepaid account prior to accessing the system.

The outside party would access the voicemail system by dialing the published toll-free number. Once connected to the voicemail platform, the outside party will be prompted to enter their Prepaid account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a message.

Message of the Day™

Inmate Voice Messaging can also be used by authorized facility staff to broadcast messages to one, many, or all inmates in a correctional facility. The facility personnel simply types the message into THE ENFORCER, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into THE ENFORCER, and the message is translated to a voice recording using text-to-speech technology; or staff can use

traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

Inmate Messaging Screen – Message of the Day text

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

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:

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.

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

The proposed inmate communications system is deployed on a private, dedicated, and firewalled network that is completely independent from the DOC network. Access to the DOC network is never required.

ICSolutions will provide all equipment and software necessary to provide the services requested, to include but not limited to: telephone sets, wiring, connectors, jacks, etc. at no cost to the DOC ICSolutions will install inmate phones in the locations designated by the DOC.

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

Tablets will be corrections-hardened and equipped with an Inmate Phone Calling App, which enables secure inmate calling through ICSolutions' ENFORCER calling platform; standard calling rates and security controls / monitoring & recording apply. Please refer to the Tablet section (CATEGORY 2 earlier in this section) for more detail.

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's expense and shall not be billed to the DOC.

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

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

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.

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

D. Order all lines and make all necessary connections to make the system active and for mounting all Vendor-owned equipment.

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

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.

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

F. Offer a programmable time limit restriction on calls with a notification of cut-off.

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

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.

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

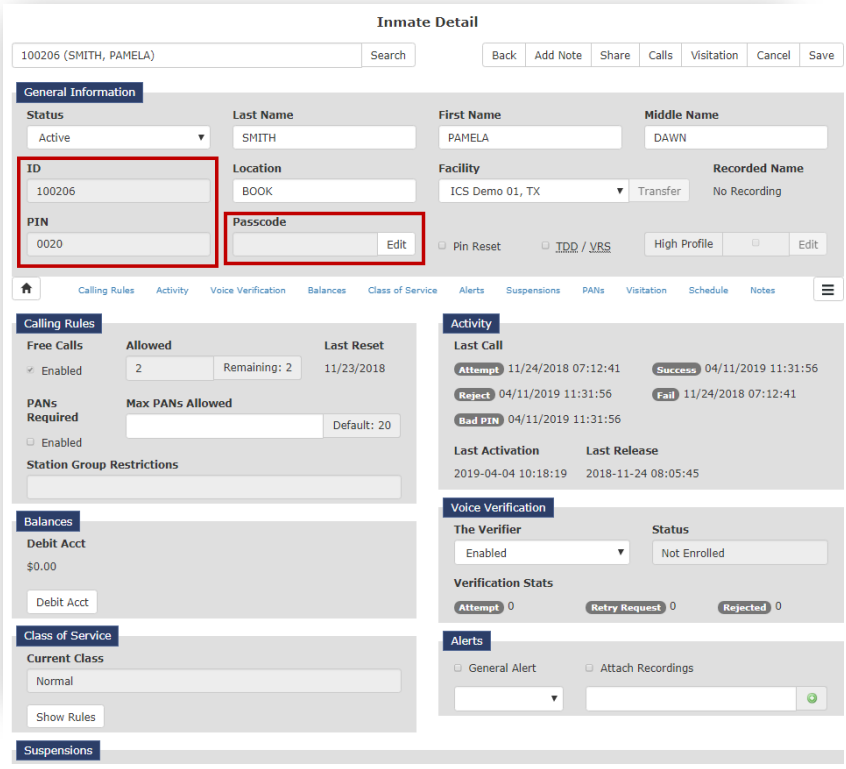
THE ENFORCER system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility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

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

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

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

When the Inmate PIN feature is used, a PIN will be required and included in each call record. This enables searching and reporting on call records on an inmate-specific basis. The system can be configured to create the PINs at time of booking and eliminated at time of discharge. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The following screenshot reflects the Administrative interface that is utilized in the ID-PIN process.



Inmate Profile – Assign PINs

For greater flexibility, ICSolutions offers the option to activate PIN on some phones and not on others. For example, it may be desirable to require PIN in all common area phones, but not in the booking or intake area.

THE ENFORCER also accommodates voice identification technology to biometrically ensure that each inmate placing a call is in fact the inmate assigned to the PIN they've entered for the call.

Changing the Inmate ID

The Change Inmate ID function allows users to "clone" an inmate record to a new inmate ID number should the facility use a different inmate ID number for each incarceration of an inmate. When changing an inmate ID, the inmate record (from the inmate's previous incarceration) is duplicated and assigned a different inmate ID to it.

Essentially, the Change Inmate ID process causes THE ENFORCER to consider the inmate as a new inmate while copying the PAN lists, Inmate Notes, suspension records, and station group restrictions from the old Inmate ID to the new Inmate ID. Users may also make notes of the change in the Comments field.

Change Inmate ID screen

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.

ICSolutions Response:

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

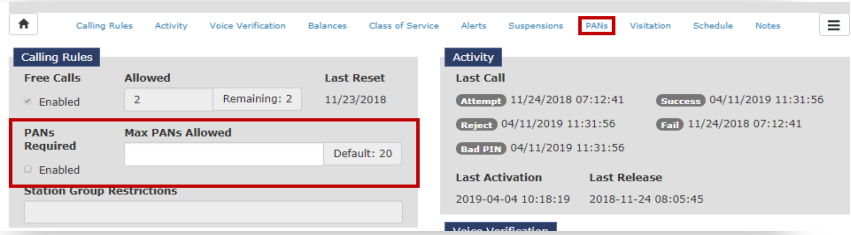
THE ENFORCER system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system. Authorized users can shut down phones from a facility workstation or with the use of mechanical cutoff switches.

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.

ICSolutions Response:

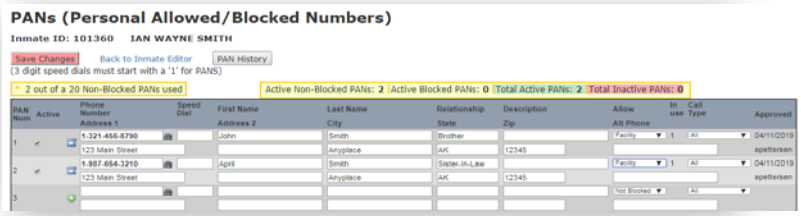
ICSolutions has read, agrees, and will comply with the requirements as stated.

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



Inmate Profile – PANs Allowed

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



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

PAN History

Inmate ID: 101360, IAN WAYNE SMITH

Back

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

PAN History

In addition, THE ENFORCER system offers several tools to query and report PAN information. These include:

- ***Display all PAN records for an inmate account.***
- ***Display all Inmate ID's having access to a specific PAN.***
- ***Display all free or no-charge PAN records.***
- ***Display all PAN records having administration blocks.***
- ***Display all PAN records having telephone company blocks.***
- ***Print reports for the above queries.***

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INMATE CALLING ICSolutions

Inmate PAN Lists
Facility: ICS Enforcer Demo
site = All; **inmate id** = ALL; **pan status** = Active Only; **inmate status** = Active Inmates; **first name** = ALL; **middle name** = ALL; **last name** = ALL; **cp name** = ALL; **cp phone** = ALL; **block** = Blocked

Site	Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Actv	Description
ICS Demo 01, TX	10690	ETHEREDGE, RONALD LYDON	1-256-620-2709			YES	YES	
Subtotal		1						

Site	Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Actv	Description
ICS Demo 01, TX	1576	LITTLE, BENJAMIN JABRON	1-813-469-9060			NO	YES	
ICS Demo 01, TX			1-318-230-0400			NO	YES	
Subtotal		2						

Sample PAN List Report

Self-Learning Mode

In order to minimize the time required to enter an allowed list for each inmate, the system provides a useful "self-learning" feature. Upon assignment of a PIN, the inmate is given a defined time period (usually 24 hours) to enter an allowed call list by dialing the numbers on any inmate telephone. Once positive contact is made, the number will be added to the PAN list. Once the learning period is over, any changes to the list must be made manually. Self-Learning can also be limited to a specified phone or phones in order to provide a greater level of control over the phone number entry process.

J. Brand each call with the name of the facility and the name of the offender placing the call.

ICSolutions Response:

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

THE ENFORCER will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with "Hello, this is a collect call from [inmate name], an inmate at the Nevada Department of Corrections."

Additional configuration parameters can be customized according to DOC requirements or chosen to give the called party the following options and requirements and more:

- ***"To accept this call, press or say '5'***
- ***To refuse this call, hang up now***
- ***For a rate quote on this call, press or say '2'***
- ***To block this call and all future calls from this facility, press or say '9'"***

K. Deny all incoming calls.

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

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

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.

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

THE ENFORCER automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation.

When a three-way call attempt is detected, the system can either:

A) flag the call for investigation;
B) flag the call for investigation, and play a warning message to the inmate and called party;
OR
C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

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

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

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

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

Standard three-way activity reports from THE ENFORCER system can facilitate investigations into suspected three-way call attempts. The 3-Way Attempts report lists all three-way call attempts detected, along with all associated call detail information. The Top 25 3-Way Destination Numbers shows the top 25 called numbers that triggered three-way call detection.

THE ENFORCER has a two-step validation process for each call attempt to prevent placement of calls to blocked numbers. First, THE ENFORCER validates all calls against the Global Number table in our centralized database for any call restrictions (i.e., checks all blocks and PANs, if used). Second, the dialed number is checked against the LIDB (Line Information Database) maintained by the phone companies, which identifies whether any number is a payphone, pager, etc. Call validation is performed in real time and typically completed within a couple seconds. ICSolutions assumes all costs for the validation of calls.

M. Provide offenders in segregation with mobile headsets or tablets (if the offender has purchased a tablet) to place phone calls.

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

The inmate tablets will be pre-loaded with the ICSolutions Phone Calling App, whereby inmates will have access to THE ENFORCER inmate calling services from the tablets. All standard call controls, security protocols, and investigative tools will apply, just as if the call were placed from a standard inmate telephone.

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.

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

Calls are terminated automatically 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). Upon termination of each call, the inmate is returned to the call initiation script and required to go through the entire controlled process in order to place another call.

O. Offer each facility or applicable DOC employees the capability of remotely monitoring calls.

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

THE ENFORCER offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the Monitor tab of THE ENFORCER. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the Listen button. This function is silent and undetectable by either the inmate or called party. Multiple monitoring sessions can occur at the same time without any impact to ongoing call processing or recording.

Authorized Agency personnel can monitor live calls in progress with a high level of audio quality from any location, whether remote or on-site. THE ENFORCER is operated through an easy-to-use, browser-based GUI (Graphical User Interface). Anyone with a password and login ID granted from Agency administrators can access the system from any computer with an internet connection, as if they were visiting a website.

Once the operator has gained access to this display with the proper password and privileges, the monitoring operation can be activated. The operator simply clicks on a call in progress, or telephone station port, and the system begins streaming the audio to the workstation and plays through the workstation speakers or attached headset.

Critical Call Monitoring Functions include:

- ***Silent, undetectable monitoring***
- ***Allows multiple simultaneous monitoring sessions***
- ***Search function to isolate calls of interest***
- ***Monitoring has no impact to recording function***
- ***Ability to monitor from a remote workstation or PC via LAN, WAN or Internet***
- ***Protection of privileged calls from monitoring***
- ***Ability to disconnect call in progress while monitoring***

- ***Ability to "barge in" to calls in progress and speak to both parties***

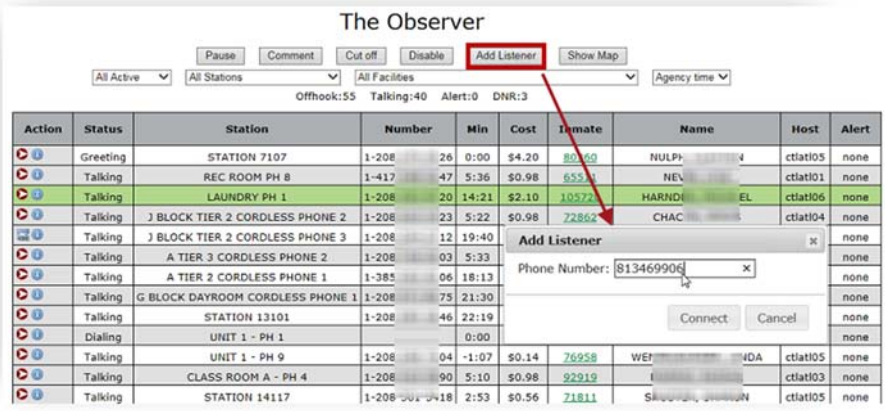
THE ENFORCER provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation.

THE ENFORCER can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set THE ENFORCER to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress. Once an investigator is patched into an ENFORCER monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad.

Add Listener

The Observer is equipped with a remote monitoring feature that allows users to add a listener to the call while the call is in progress to allow for true remote call forwarding and monitoring. The user simply types in the phone number to which the call will be forwarded in the Add Listener field, as shown below.



In addition, live calls can be forwarded to other phones using our Alerts feature. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number.

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.

ICSolutions Response:

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

Manual Linkages and associations can be created in THE ENFORCER using the STG Affiliation Tracking Tool and the Notes feature. In addition, if the DOC's OMS tracks inmates' STG affiliation, THE ENFORCER can integrate with the OMS to import the STG affiliation information into the inmate profile automatically.

THE ENFORCER can also provide a STG Call Analysis function, which shows additional members of the same STG and compares calling activity, and provides detail of multiple offenders calling the same number and their STG affiliations.

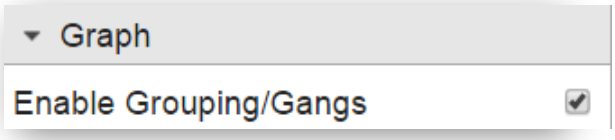
ICSolutions offers the ability to list STG affiliation within each inmate account as shown below. This designation allows for reporting by this field within a facility or across all facilities. The STG affiliation is tracked in the Inmate Profile and the Call Detail Record, which allows investigators to run reports and analyze calling activity based on STG affiliation.

Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date & Time, or by any text entered into the note. All notes can be searched based on specific text entered in the note, so if an investigator assigns a specific case ID number to the records they are investigating, the call records will be "linked" in the system, as users may query all notes containing that case ID.

In addition, all changes made to an inmate's contact list (Personal Allowed Number list) are tracked in THE ENFORCER and can be viewed in the Inmate Profile under PAN History or in User Access reporting. An inmate's PAN list can be accessed by clicking on the PAN quick link at the bottom of an Inmate Profile screen. As shown on the following page, the user can then view the existing PANs for a number, add or delete PANs, block or unblock a number, and view an inmate's calling history for PAN numbers.

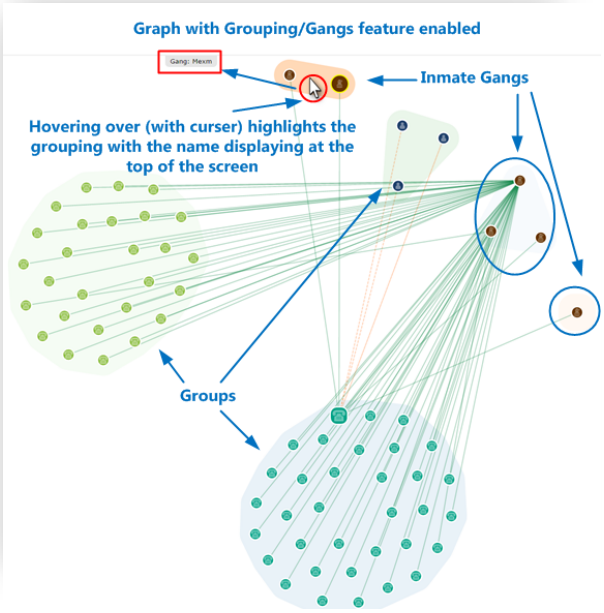
The Analyzer STG Affiliation Tool

Authorized users may search by STG if THE ENFORCER is integrated with an OMS feed that provides STG information. When the Enable Grouping/STGs check box has been selected, The Analyzer℠ graph will automatically rearrange the Nodes into groups/STGs if this information is available.



The following example illustrates how The Analyzer adds this group/STG information to the graph while maintaining the integrity of the data from the original search. The original graph transforms into the graph shown inside the blue dashed box with the Grouping/STGs feature enabled.

When the user hovers over a group/STG, all groupings are highlighted, and the name of the group/STG will appear at the top of the screen (as indicated with the red box).



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.

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

THE ENFORCER system offers fully integrated digital recording capability, with the option to record every call or to track only those phone numbers selected for recording. All inmate telephone stations will be connected to THE ENFORCER call processor and will have full recording and

monitoring capability, with the exception of privileged attorney calls as required by the facility. Specific phone numbers can be set as "privileged" or "do not record" so that calls to these phone numbers are never recorded.
Call recordings are digitally stored on an array of secure hard disks and will be available to the facility for immediate access throughout the contract duration.

Any individual desiring access to the recording playback or call monitoring must have a valid username with sufficient privileges and a valid password. THE ENFORCER streams and copies recordings to system users through its monitoring and playback functions. To maintain absolute integrity of recordings for admission in court, THE ENFORCER allows only WORM (Write Once Read Many) storage. Access to or manipulation of the source recording is never allowed. The system has extensive search capabilities for Investigators.

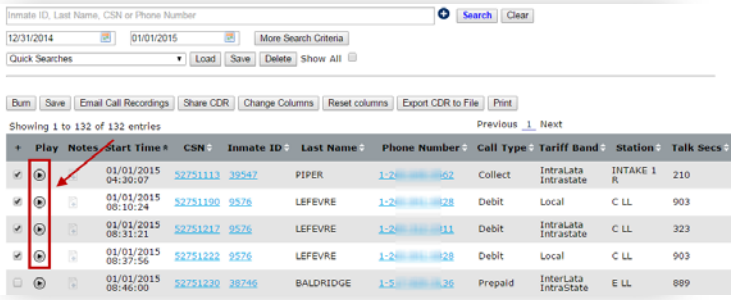
Call recordings can be retrieved based on the following parameters and more:

- ***Inmate PIN/ID***
- ***Date Range***
- ***Called Number***
- ***Facility***
- ***Inmate Station***
- ***Living Unit (building, cell block, etc.)***
- ***Call Completion Type***
- ***Call Bill Type***

Playback Recordings

Recordings may be played back directly from the Call Detail screen or downloaded to the investigator's hard drive or other external media for review at a later time. In either case, the investigator may slow down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium, and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

All this can be accomplished via the ICSPlayer. The user simply selects the call from the call detail screen or clicks the play ***icon to the left of the call detail record and the ICSPlayer will appear.***

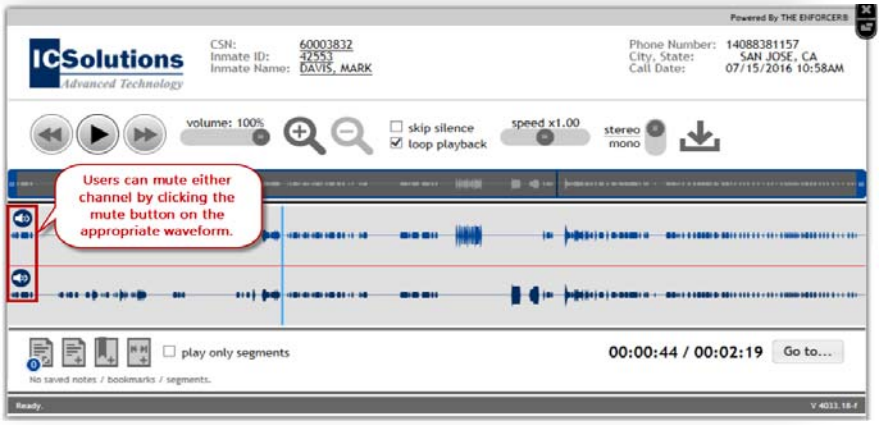


Click Play to Listen to a Recording from the Call Detail Results Screen

The ICS Player, shown below, provides several advanced listening features, including:

- ***"Bookmarking" a time point in a call recording with a name or comment***
- ***Using bookmarks to define a start and stop point for a selected segment of a recording for loop playback***
- ***Saving bookmarks for future use when you or other users access the call recording***

- *Adding locally saved recordings to the playlist for playback (for comparison purposes)*
- *Slowing down or speeding up the playback of a recording*
- *Muting the playback of either party on the call*



ICS Web Player

Keyword / Topic Detection

Echo 2.0 offers users a unique capability in the industry. It is the ONLY solution that utilizes both a phonetic and transcription keyword capability in order to increase accuracy and extend the natural capabilities of alerts. Phonetic keyword alerts have been limited by their inability to extend beyond simple word searches. Echo offers users the ability to detect any word, phrase, or utilizing Echo's AI topics and categories within the conversation of the inmates, while leveraging the phonetic indexing to ensure the highest quality results are returned to investigators.

Alerts can be delivered either a) as soon as they are found in the transcription process or b) via scheduled email reports based on the user's preferences (once a day, week, etc.). Any keyword, phrase, topic, can be made into a standing alert unique to the user or shared across investigators. Additionally, Echo can combine alerts to include other criteria.

Any return of a matched keyword, results in users being dropped right into the conversation before the word or phrase is uttered, and shown the full transcription of the conversation as well for context.

Echo also offers users the ability to generate endless associations as well as teach the machine topics and categories to detect by taking normally complex AI/Neural Network capabilities and allowing the user to generate what is of interest to them and the machine. The Machine will begin to understand context which is extremely important in keyword detection such that in a search for "virus" it would understand the user is interested in searching for virus of an illness vs a computer virus.

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.

ICSolutions Response:

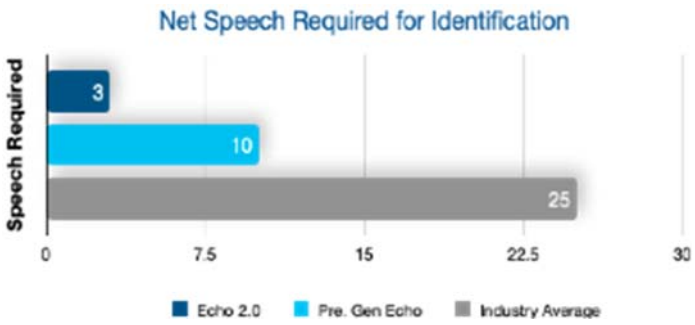
ICSolutions has read, agrees, and will comply with the requirements as stated.

The Argus Investigative Suite – included in our offer at no cost to the Agency – provides not only voice biometrics (Argus Echo), but also call transcription / translation, case management, keyword search, email notifications, reporting, and other analytical tools.

Voice Biometrics

Argus Echo 2.0 revolutionizes and reimagines Voice Biometrics for law enforcement and corrections. The result of 8 years of research and development and over 200,000 development hours, the new Echo platform is underpinned by all new engines leveraging machine learning, artificial intelligence, and deep neural networks.

The all-new core delivers with unmatched speed and accuracy across all of its technologies. For continuous identification, for every second of every call, World Class Speaker Segmentation provides for rapid detection and separation of up to 10 unique voices in a single audio track, while continuous identifying voices across any source, any audio, and any language in as little as 3 seconds.



Across properly calibrated voice prints and audio, accuracy for Echo 2.0 can reach 99%.

Covert Enrollments Completed	***1 Million +***
Development Hours	***200,000+***
Seconds Processed	***100 Billion +***
Facilities Served	***300+***
Daily Mins. Processed	***3 Million+***

Echo 2.0 delivers an improvement to its already World-Leading and Patented Covert Enrollment process, the first and only completely covert enrollment process for targets. It requires no facility or inmate involvement and offers the flexibility to create on demand voice prints for called party targets as well, whether from inside or outside the facility's Inmate Telephone System or Persons of Interest as defined by the facility.

Voice prints can be matched across any audio, whether inmate telephone, ICSolutions' video visitation, or any other presented to the system. Echo Studio™ offers the facility a one-of-a-kind, and industry first, forensic toolkit to introduce and isolate audio from outside the facility into Echo for analysis. Analysis can include creating voice prints for future needs or running isolated voices against existing libraries of targets (whether inmates, ex inmates, or called parties).

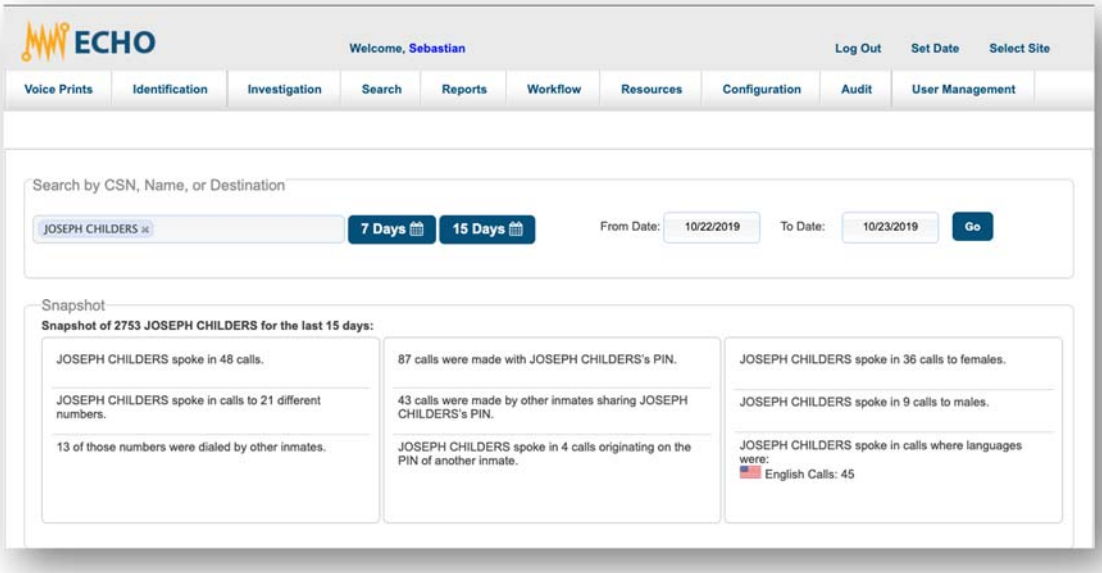
Facility staff can use the intuitive Echo Interface to:

1) ***Identify patterns and perpetrators of PIN Sharing Events***
2) ***Identify calls with more than one inmate and the identity of all inmates on the call (Multi-Speaker Calls)***
3) ***Reveal calls with more than one called party***
4) ***Reveal inmate networks, using Echo's Visual Link analysis. Echo's VLA can support calls, visits, money deposits, etc.***

Additionally, Echo can automatically deliver information to staff, without logging into the system, Email notifications that cover:

1) ***A particular voice (based on voice biometrics)***
2) ***A match of words or phrases (topics)***
3) ***A match on Persons of Interest on the Called Party side***
4) ***Report comprising calls that match some or all variables (voice, words, POI)***
5) ***Reports generated from within the system***

Additionally, within Echo, Snapshot™ offers staff a unique and quick way to see all the information for an inmate's activity around their voice and PIN without having to navigate to multiple places in the system. SnapShot is a revolutionary re-imagining of the way a user interacts with the Echo User Interface. It provides a single point of contact for the user, while maintaining all the reports previously available in Echo. For the user, SnapShot provides a single search box, and a single workspace for all of their broad investigative needs.



Snapshot provides results for 1) the Target's voice 2) Activity of the Target's PIN and 3) Called Party Information.

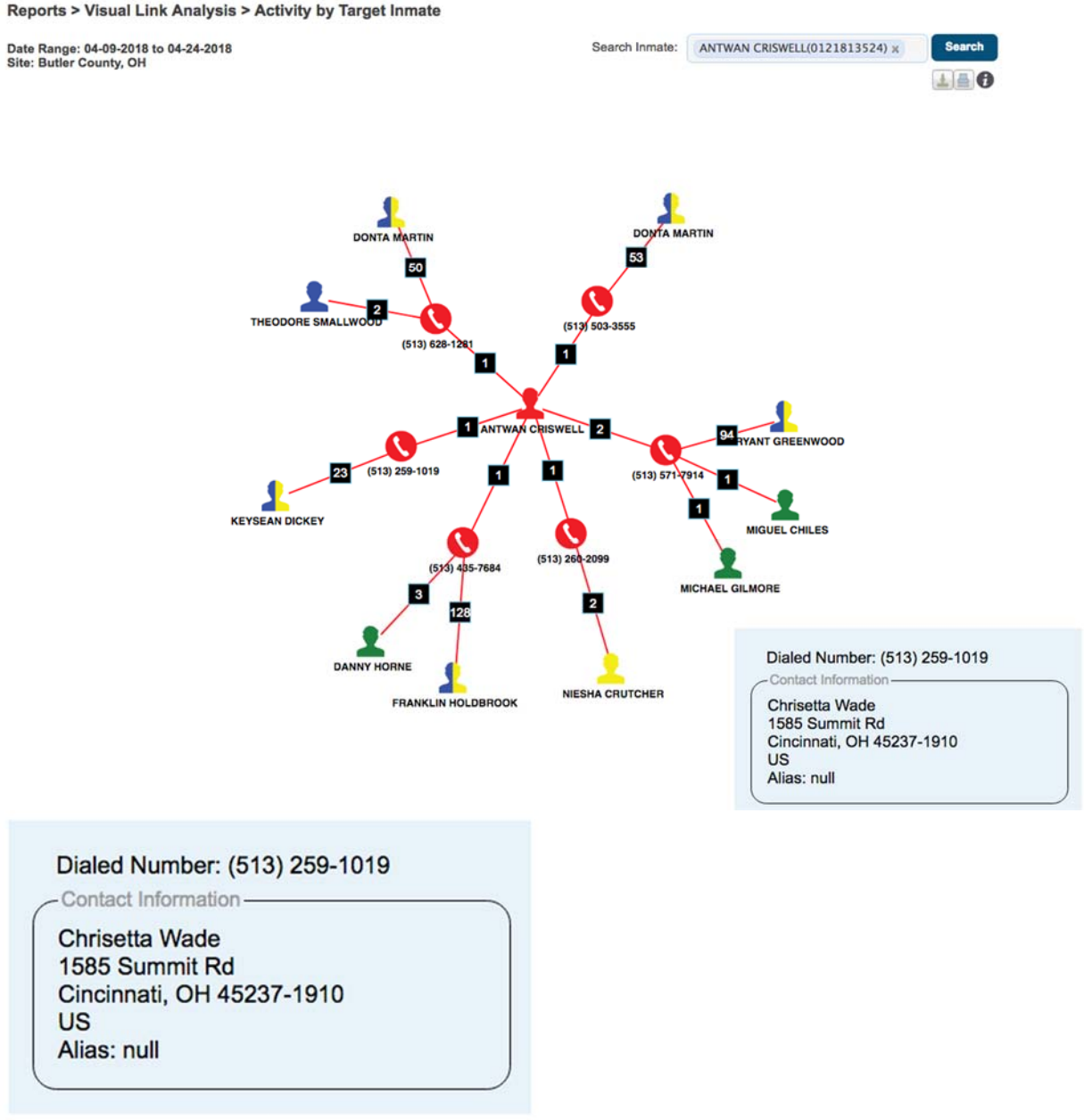
Visual Link Analysis

Activity by Target Inmate

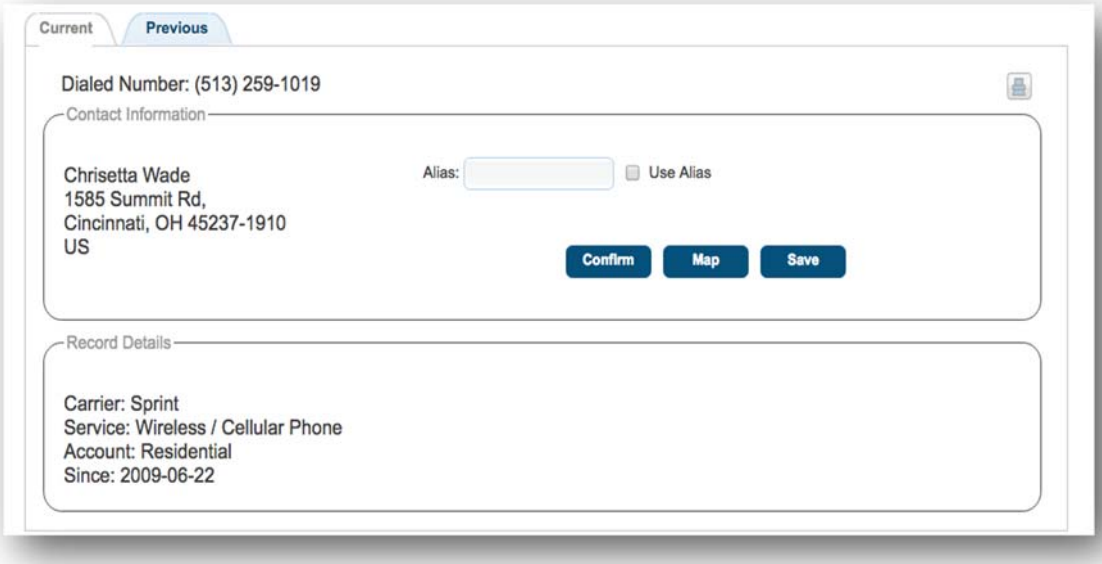
Echo offers a unique report that quickly and efficiently provides facilities the ability to visually see the relationship of inmates and called parties by voice – built right into SnapShot.

Built in Reverse Look Up

Also built into the Visual Link Analysis (VLS) is a proprietary reverse look up capability that, when the information is available, shows the owner of record with the carrier, what type of phone/account it is, and how long it has been established. Investigators can then confirm the name, assign it an alias, or map the location of the address.



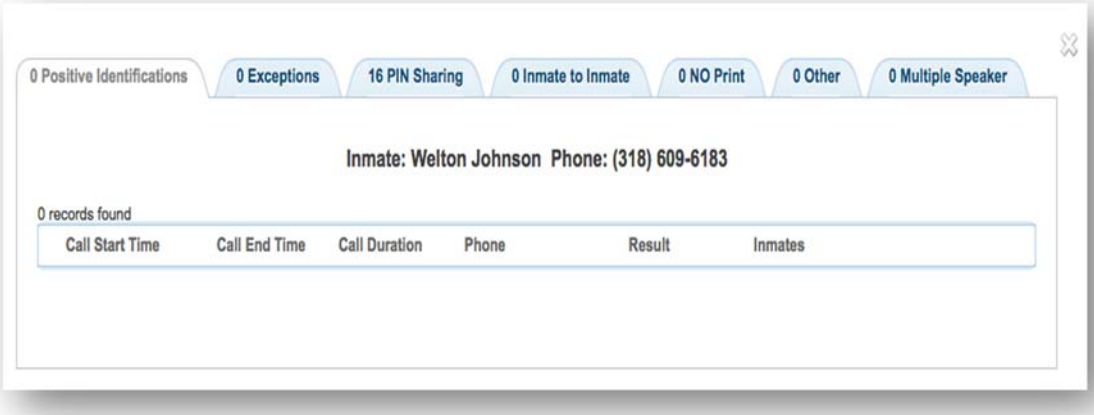
Dialed Number: (513) 259-1019
Contact Information
Chrisetta Wade
1585 Summit Rd
Cincinnati, OH 45237-1910
US
Alias: null

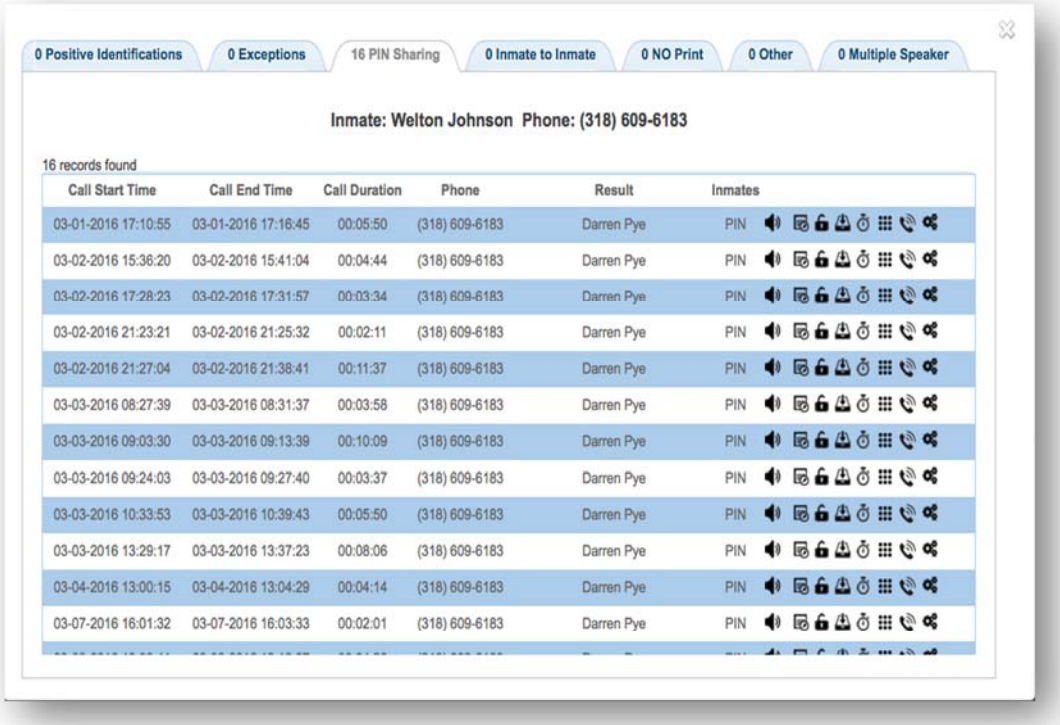


For Inmates

Echo's VLA by Voice report places the target inmate at the center of the report. It then shows the relationships based on CDR data, highlighting other inmates that have called the same BTNs, as well as instances where the target inmate has appeared in other inmate's calls (a PIN sharing event). Investigators can quickly see the number of calls made to BTNs as well as the results by clicking on the box.

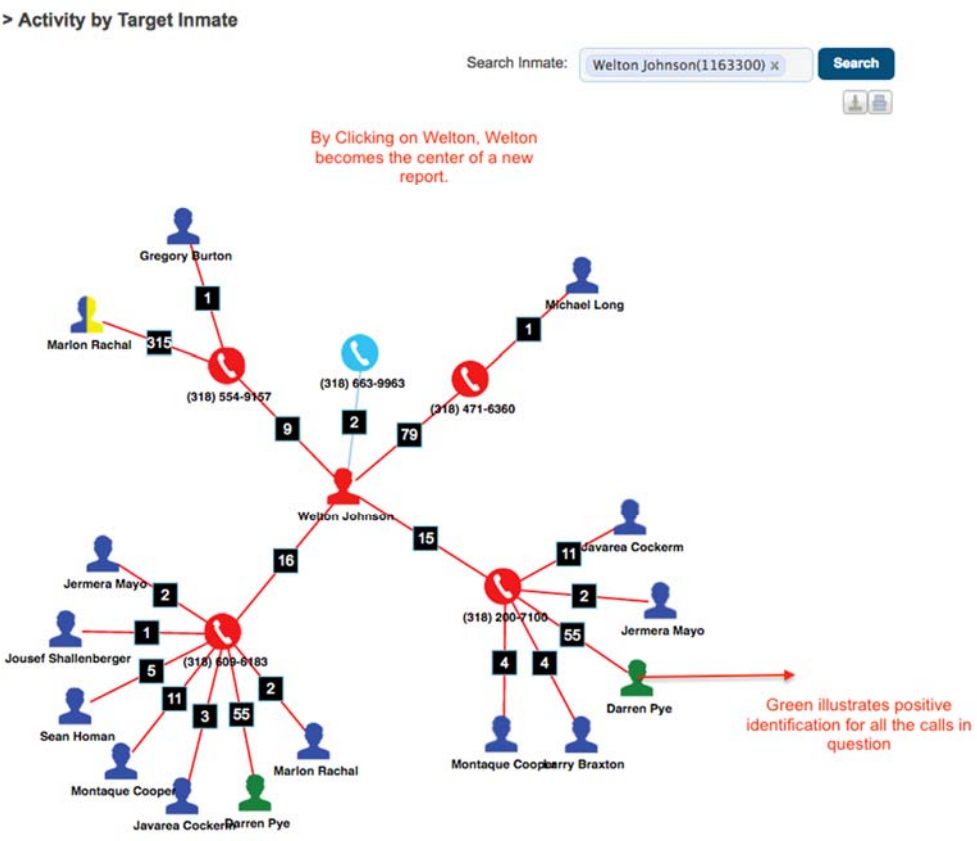
Furthermore, investigators can quickly continue their investigation, by clicking on a non-target inmate. The non-target inmate, becomes the center of the report in a new tab.





Reports > Visual Link Analysis > Activity by Target Inmate

Date Range: 03-01-2016 to 05-31-2016
Site: Natchitoches Parish



Keyword / Topic Detection

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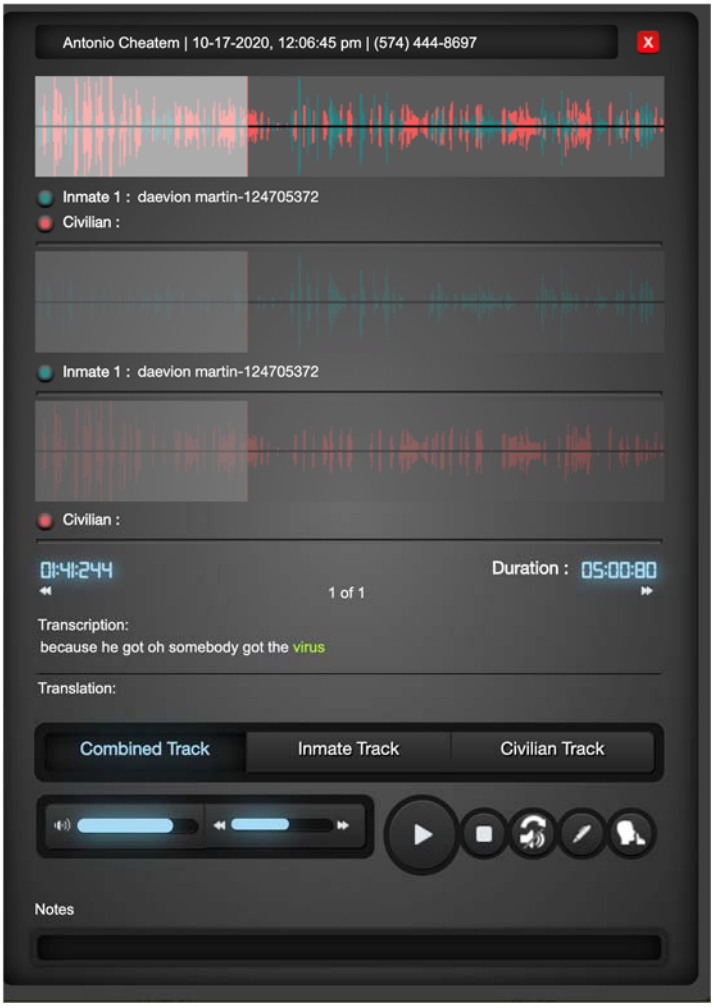

Alerts can be delivered either a) as soon as they are found in the transcription process or b) via scheduled email reports based on the user's preferences (once a day, week, etc). Any keyword, phrase, topic, can be made into a standing alert unique to the user or shared across investigators. Additionally, Echo can combine alerts to include other criteria.

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Email Notifications

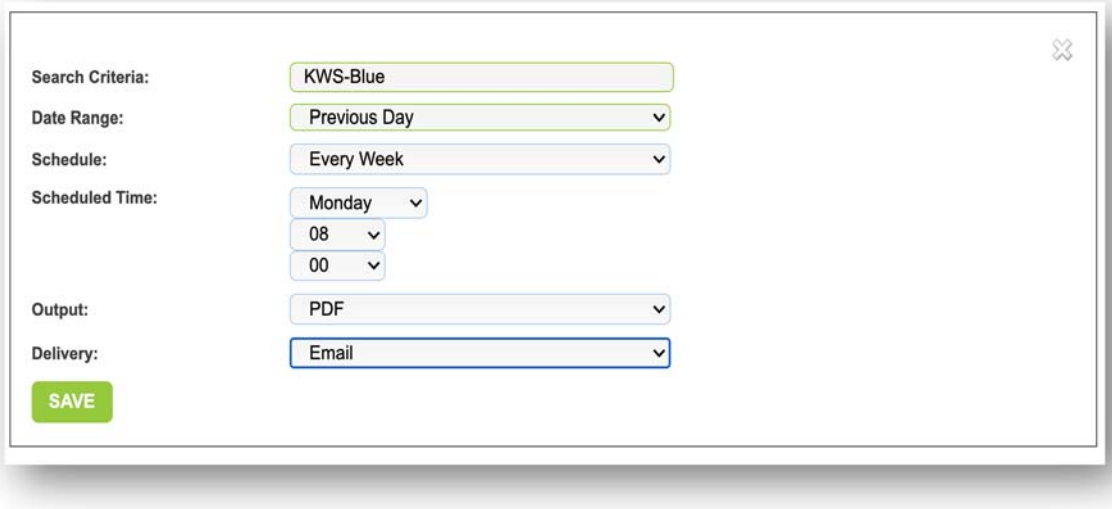
Echo's email notifications allow users to receive notifications to their inbox for the following:

1. ***An inmate's voice (a target)***

2. *A called party's voice (a civilian target)*
3. *A person of Interest that was speaking (for example, suspected officer, or protective custody individual)*
4. *A word, phrase, or topic*
5. *A Combination alert that could include*
   a. *An Inmate's voice*
   b. *In a particular language*
   c. *That said a certain word, phrase, or discussed a certain topic*

These associations are generated through Echo's unique search/word coach capability, its cutting-edge AI, and simple and intuitive scheduling of reports.

Users can determine whether they want the alert in near real time (as soon as it happens) or whether they would prefer to have the alert delivered on their own time.



Argus Echo is currently deployed in over 300 facilities, processing hundreds of thousands of calls each day, tens of millions of minutes per month.

Every single completed call can be processed through Echo, identified and transcribed/indexed for searching. Working alongside our partners, the system has an integrated workflow module that is able to assign calls for monitoring to its investigative partners.

Iris Case Reporting, Intelligence Management & Evidence System

Iris (formerly known as CRIMES) offers the first and only solution in corrections designed by investigators for investigators to manage their cases and evidence. Iris is the only case management software used by every division within the facility with the potential to have fully integrated Voice Biometrics using the Echo feature.

The Iris software allows investigators to quickly and efficiently handle their workload, investigate, and then close cases, following the operating procedure for corrections.

Iris is also the first and only solution to bring together all the divisions within the Agency. Users of Iris include: the Office of the Inspector General Investigation Unit, Human Resources, PREA Administrators, Legal, Division of Adult Institutions, and Probation and Parole all with their respective modules/categories sharing and using the same data. From the Request for an Investigation to the prosecution of a case, Iris provides users the tools to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the Agency is working at its maximum potential.

Key Benefits

- ***Reduce litigation exposure of complaints submitted against the Agency***
- ***Manage an unlimited number of facilities, buildings, subjects and events with ease***
- ***Create custom and relevant reports with no programming skill required***
- ***PREA compliance made easy – evidence, audits, SSV forms all in one place***
- ***Manage sensitive information in the Virtual Review Room***

Comprehensive and Complete Case Management

Most case management solutions offer basic tracking of cases. Iris is the only tool to offer a true comprehensive Case Management Solution (CMS). Iris Includes:

- ***Event Management – Create an unlimited number of events. The user is only presented with the fields and controls relevant to the type of event he/she is creating ensuring maximum accuracy and efficiency.***

- ***Subject Management – Place subjects in three distinct categories; People, Staff, or Organizations. Link Victims/Perpetrators to organizations or other people all through the click of a mouse.***

- ***Evidence Management – Add pictures, video, documents and other electronic files to the event as well as to the subjects or events.***

- ***Comprehensive Drill Down Reporting – Powerful, customizable, and scalable reporting engine that includes predefined and self-service ad hoc reporting. Report authors can create highly formatted reports that provide Agency personnel with a clear vision of incidents, events and subjects, both inside and outside the facility walls along with a journal of actions conducted by users as they interact with Iris. These charts allow the investigator to quickly find the information they are looking by "drilling down" on each category to the level of interest. Charts provided include, but are not limited to, the following information:***
    - ***Events of interest: PIN sharing and multi-speaker inmate calls***
    - ***PIN abuse by inmate***
    - ***Results system-wide (or specific to a facility or other physical location)***
    - ***Ability to schedule reports to be delivered at a specified timeframe***

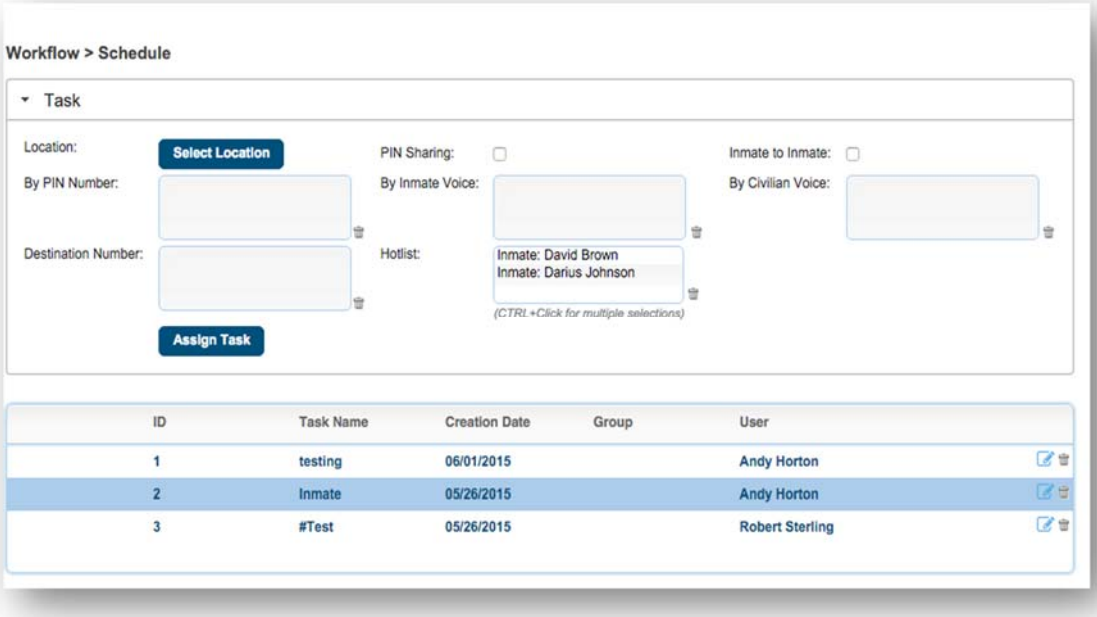
PREAPRO Module – Designed from the ground up to exceed the Agency's PREA Reporting requirements, this module allows users to create, track, manage, and report on all PREA activities within the prison. Additionally, users can generate and submit their PREA Form in the approved Agency format all with the click of a button.

- ***PREA Case Workflow – contains all relevant information to comply with SSV and audit requirements***
- ***Integrated PREA Reports – PREA-specific reports with track changes and comments***
- ***PREA Hotline Integration – With Echo, automatically creates entries with transcribed recordings***

- ***PREA Case Download – template to organize your PREA case for electronic submission to prosecutor or other users***
- ***Real-Time Notifications – notifications of PREA allegations received and tracked instantaneously***

Unmatched Security Restrictions – Control the purging of events. Limit access to information through comprehensive and unmatched administrative privileges.

WorkFlow Management – Iris allows investigators to quickly and efficiently handle large volumes of calls of interest by assigning the workload to their team using built in criteria. The purpose of the workflow management module is to enable an authorized user (Admin or otherwise) to schedule the distribution of Iris results (events) to first-level investigators to investigate the call recording for actionable intelligence. Such authorized user(s) will have the ability to configure the system to automatically distribute call events across multiple groups and/or users. Additionally, it is possible for the authorized user to override the default schedule, once established, to redistribute workload based on resource availability and client requests to focus investigative efforts on one facility or housing unit, or other criteria.



Argus Transcription & Translation

Echo 2.0 also delivers Echo's 5th generation upgrade to its Transcription and Keyword technology. Echo offers a unique and unmatched capability of not only Transcribing the call but also phonetically indexing the words. Previously these two technologies were delivered separately and were unable to leverage one another. For the first time in corrections, phonetic indexing and transcription are present in the same solution.

The Argus transcription tool allows transcription of selected recordings for investigative purposes. The Argus Transcription Engine is a unique proprietary solution utilized by Intelligence Agencies around the world. Users can easily select which calls should be transcribed by selecting individual calls, or by having all calls that meet certain criteria tied to the voice biometric engine/keyword

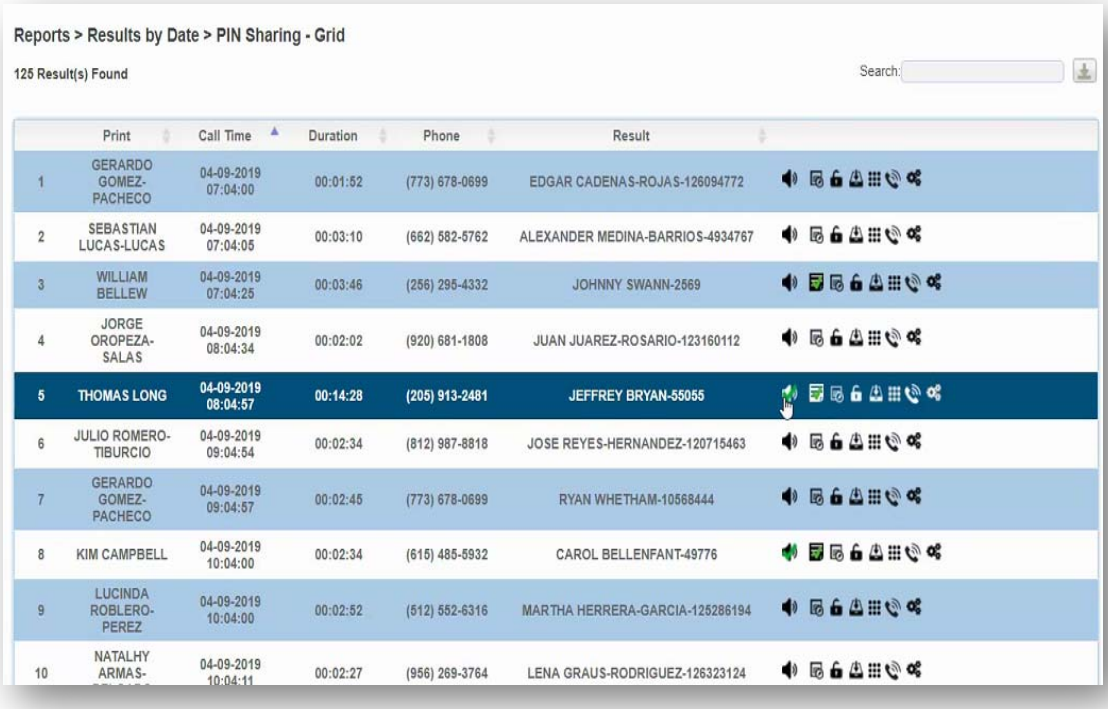
search engine. For example, a user could set up transcription for calls that meet the following criteria:

1. ***Voice of inmate X was identified***
2. ***Was speaking to a Female called party***
3. ***And said "x" Word (if Keyword Technology is enabled)***

The transcription engine is unmatched in its accuracy. Utilizing calls from the Alabama Department of Corrections, the engine reported accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state of the art machine learning/artificial intelligence.

Echo can:

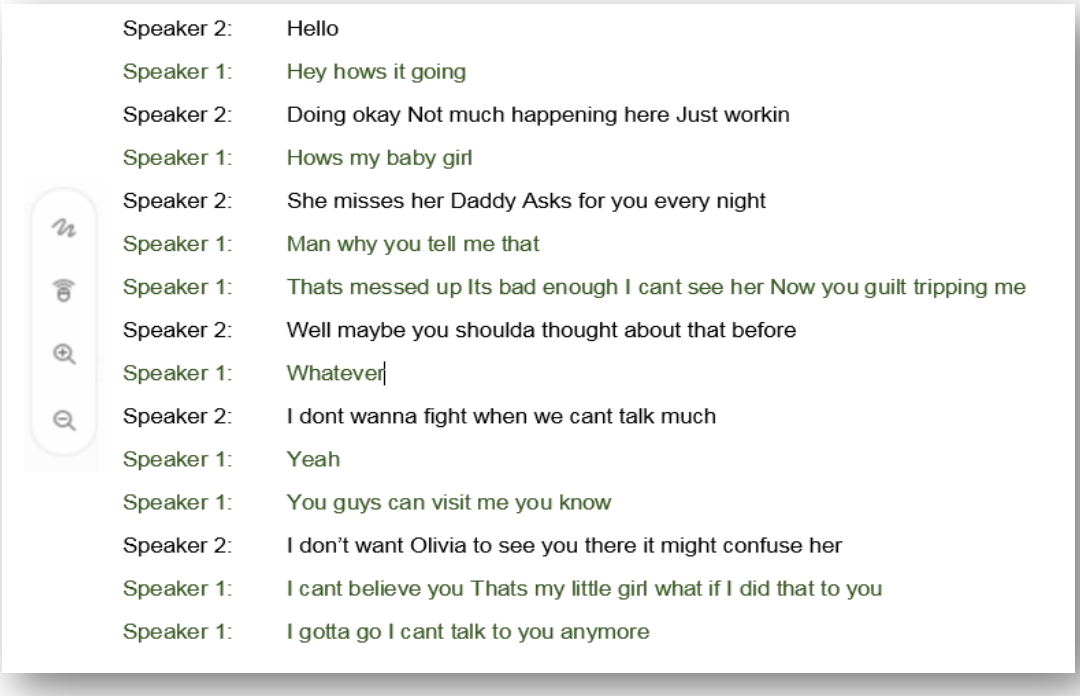
1) ***Detect, transcribe, and translate more than 60 languages***
2) ***Transcribe the spoken word with unmatched accuracy and precision, delivering accuracy north of 90% with no need for human intervention***
3) ***Deliver email notifications to staff based on words or phrases found not just in the transcription but also the phonetic indexing ensuring unmatched accuracy***
4) ***Uncover the full context of recorded conversations AND recognize topics being discussed to get ahead of your investigations***



Reports – Results by Date

To select a call for transcription, users click on the TRANSCRIPTION icon in the screen above. Calls that have previously been transcribed show a check mark over the TRANSCRIPTION icon. To play the audio of the call, users select the LOUDSPEAKER icon.

The transcription of the call shows each speaker in a different font color so the user can easily evaluate the conversation. The transcription is downloadable in either PDF or Word files. For optimum accuracy, the system takes about one minute to transcribe every two minutes of speech.



Sample Transcription

Word Flow

The transcription of the call even appears on the player as shown in the image above. Not only is the transcription shown, but the investigator can also select words within the transcription to launch/search for keywords in other calls. This capability is unmatched and unavailable on any other solution available in the marketplace. It is a completely integrated, voice biometric, transcription, and keyword engine.

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.

ICSolutions Response:

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

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

- ***On-demand by authorized Agency or ICSolutions personnel with the appropriate access level***

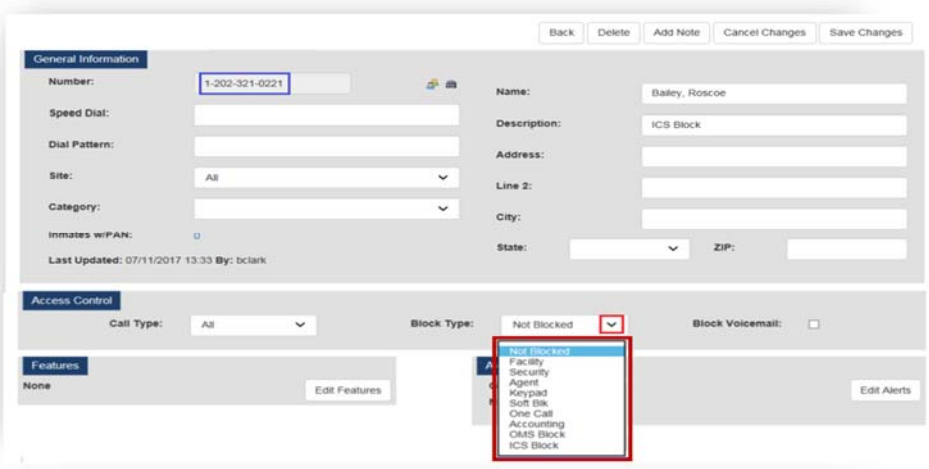
- *On specific phone numbers facility-wide using the Global Number Table*
- *On specific phone numbers only for specific inmates in the Inmate's PAN list*
- *By called parties during the call set-up process*
- *Automatically after a called party refuses the call a set number of times*
- *Blocking a range of phone numbers using the Wildcard blocking feature*

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

Important Block Features include:

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

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

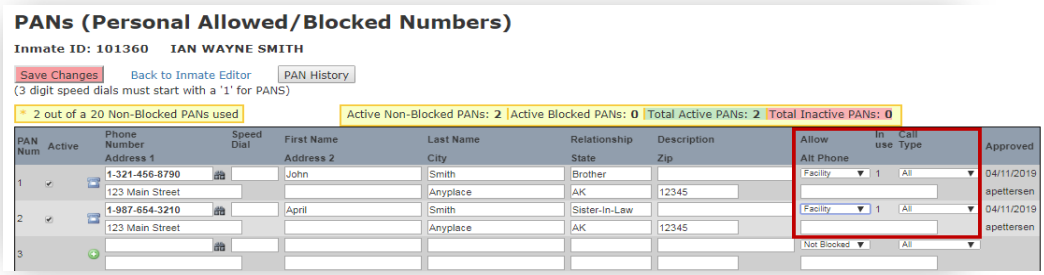


Global Number Edit - Add blocked Number

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

Inmate-Specific Blocked Numbers

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



Edit PAN - Add Inmate-Specific Call Block

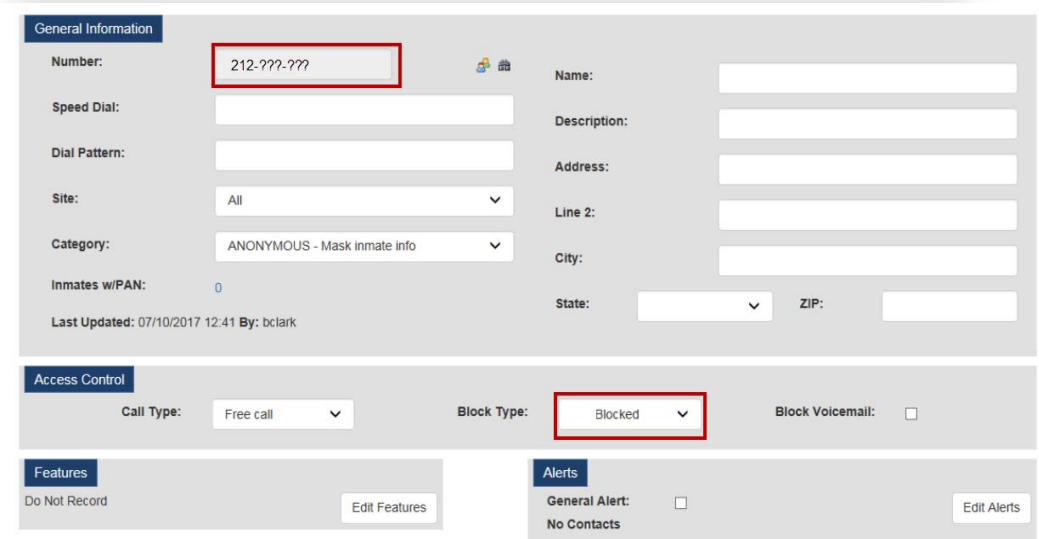
T. Offer a feature for blocking large number ranges, such as for State college dormitories.

ICSolutions Response:

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

Authorized users can use a Wildcard Number to define the "behavior" of a phone number across an area code or dialing prefix. When creating a new Wildcard Number, the question mark '?' character is used to substitute the actual digits.

Authorized users can block groups of numbers such as: 800, 888, 866, 911, 1411, 555-1212, 1010XXX, etc. using THE ENFORCER's Wildcard blocking feature. When the user enters any area code, area or area code plus prefix and then completes the number using questions marks, then all phone numbers beginning with the digits entered before the '?' characters will then be blocked.



Global Number Edit - Enter Wildcard block

U. Not require DOC personnel to assist with the placing of a call.

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

All calls are processed using an automated operator delivering clear and concise instructions for placing a call; no assistance from DOC personnel is needed.

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.

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

ICSolutions will provide a monthly Revenue/Commission Report which summarizes the total collect, prepaid collect and debit call activity for the applicable month. The monthly commission report covers the number of days for that month. And, ICSolutions provides the data necessary to verify the accuracy of commission calculations at all times, allowing complete transparency of collected revenue. Commission and revenue data can be accessed at any time by authorized DOC personnel by logging on to THE ENFORCER system via a DOC workstation or remotely.

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.

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

THE ENFORCER system offers THE INFORMER to allow inmates to report illegal activity through the inmate phones. THE INFORMER can be configured to allow inmates to leave a voicemail message for facility staff or allow calls to be placed directly to an outside entity, such as an identified emotional support entity and any other special need hotline numbers identified by the DOC.

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

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

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

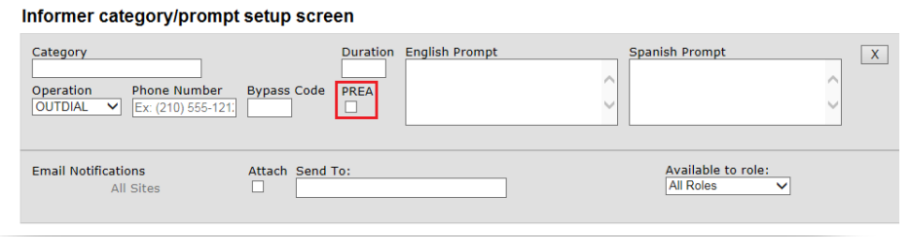
The system can be configured to allow authorized personnel the ability to live monitor the calls in the same manner as any recorded inmate call.

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.

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

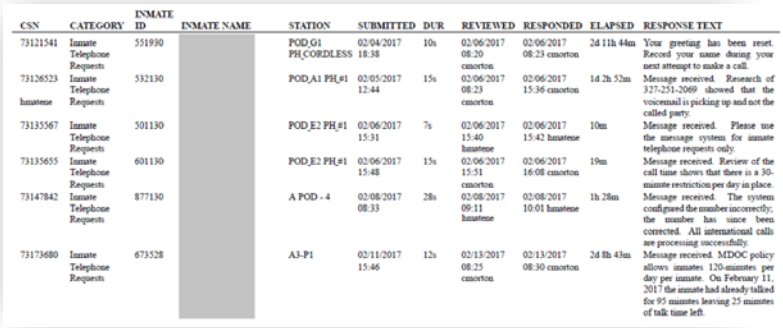
THE ENFORCER system offers THE INFORMER, a messaging system that allows inmates to leave voicemail messages that can be sent to a shared mailbox for review and handling by authorized users. THE INFORMER can be configured to allow inmates to leave a voicemail message for facility staff or allow calls to be placed directly to an external number, such as an investigational entity, an Attorney General's office, Crisis Reporting Hotline, or another entity that could offer Emotional Support to inmates.

Any hotline can be assigned a speed dial code designated by the facility. Call prompts can be configured for English or Spanish. An email can be sent any time an inmate leaves a message, with the recording attached, by adding an email address in the "Send To:" field.



Informer Configuration Screen

The DOC can confirm the location where the call originated by running a report. As shown in the example below, the report includes a station column that identifies from which phone the inmate is calling. Search results can also be displayed for a particular site or facility-wide.



CSN	CATEGORY	INMATE ID	INMATE NAME	STATION	SUBMITTED	DUR	REVIEWED	RESPONDED	ELAPSED	RESPONSE TEXT
73121541	Inmate Telephone Requests	551930		POD_G1 PH_CORDLESS	02/04/2017 18:38	10s	02/06/2017 08:20 cmorton	02/06/2017 08:23 cmorton	2d 11h 44m	Your greeting has been reset. Record your name during your next attempt to make a call.
73126523 hmatene	Inmate Telephone Requests	532130		POD_A1 PH_#1	02/05/2017 12:44	15s	02/06/2017 08:23 cmorton	02/06/2017 15:36 cmorton	1d 2h 52m	Message received. Research of 327-251-2069 showed that the voicemail is picking up and not the called party.
73135567	Inmate Telephone Requests	501130		POD_E2 PH_#1	02/06/2017 15:31	7s	02/06/2017 15:40 hmatene	02/06/2017 15:42 hmatene	10m	Message received. Please use the message system for inmate telephone requests only.
73135655	Inmate Telephone Requests	601130		POD_E2 PH_#1	02/06/2017 15:48	15s	02/06/2017 15:51 cmorton	02/06/2017 16:08 cmorton	19m	Message received. Review of the call time shows that there is a 30-minute restriction per day in place.
73147842	Inmate Telephone Requests	877130		A POD - 4	02/08/2017 08:33	28s	02/08/2017 09:11 hmatene	02/08/2017 10:01 hmatene	1h 28m	Message received. The system configured the number incorrectly; the number has since been corrected. All international calls are processing successfully.
73173680	Inmate Telephone Requests	673528		A3-P1	02/11/2017 15:46	12s	02/13/2017 08:25 cmorton	02/13/2017 08:30 cmorton	2d 8h 43m	Message received. MDOC policy allows inmates 120-minutes per day per inmate. On February 11, 2017 the inmate had already talked for 95 minutes leaving 25 minutes of talk time left.

Informer Messages

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

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

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.

ICSolutions Response:

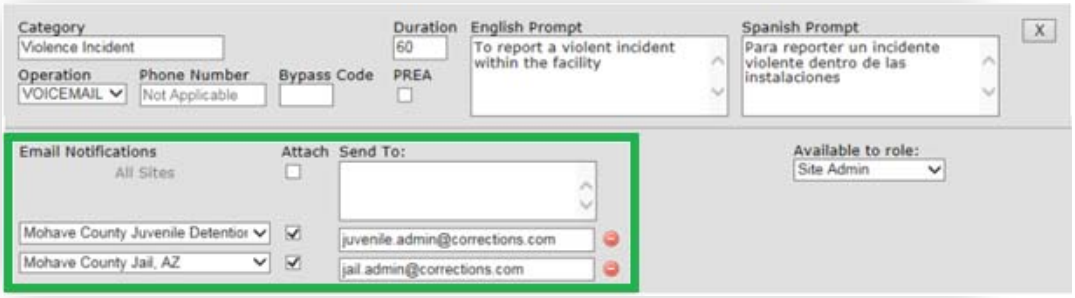
ICSolutions has read, agrees, and will comply with the requirements as stated.

THE ENFORCER can also be configured to allow staff and the general public to call in reports for sexual abuse and harassment, using The Attendant IVR. The Attendant is an IVR solution that is configured to provide specific information to the public using an automated operator, offer the option to leave messages, or transfer parties to an outside number. Public access will be available through a single phone number provided by the facility.

After The Attendant dial-in number has been activated for the facility, outside callers can leave messages anonymously at no cost relating to PREA by selecting the appropriate digit on the keypad. Outside callers may include friends and family, as well as facility staff, attorneys, bail bond companies, and law enforcement agencies.

A call detail record is created and saved in THE ENFORCER automatically, with a recording of the message attached. Because messages are saved within THE ENFORCER, no separate voicemail box is required. Authorized facility users can run queries of call detail records in THE ENFORCER to access messages using any combination of parameters, such as date, time, location, etc.

The messaging feature can also be configured to send an email to designated emails with the recording attached, by completing the Email Notifications section, as shown in the screen below.



Email Notifications

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 newcontract at the termination of the contract resulting from this RFP.

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

ICSolutions acknowledges that prior to the expiration of this contract the DOC may select another Inmate Telephone Service Provider through the competitive bid process. We guarantee that we will cooperate in an orderly transfer of responsibility and services to the incoming vendor, in order to minimize disruptions of service and commissions during the transition.

All call records, recordings, documentation, reports and data of any kind contained within THE ENFORCER will become the property of the DOC. Any and all workstations, as well as inside wiring, will also become property of the DOC at the expiration of this contract.

Prior to the transition, ICSolutions will work closely with the DOC and the incoming vendor to schedule the timely removal of all ICSolutions on-site equipment at each of the DOC's facilities. This schedule will ensure minimum disruption of service to the facilities. Depending upon the implementation plan and timeline of the new vendor, removal of on-site equipment, such as ADTRAN IP Gateways, network switches, UPS systems and inmate telephones, may be staggered by facility and even by specific areas within a facility to prevent disruption of inmate telephone service.

AA. Provide a system that does not violate any federal, State, or local laws.

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

ICSolutions maintains full compliance with local, state, and federal laws at all times.

BB. Obtain all required Federal Communications Commission (FCC) licenses or any other approvals needed to utilize the system at a DOC facility.

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

ICSolutions currently operates our inmate communications system throughout the United States and therefore holds the necessary licenses and approvals to operate the system at a DOC facility. ICSolutions maintains full compliance with local, state, and federal laws at all times.

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.

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

THE ENFORCER will never interfere with wireless equipment. THE ENFORCER operates off its own private, dedicated network, with no need for wireless equipment that could potentially cause any interference.

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.

ICSolutions Response:

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

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

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

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

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

When the Inmate PIN feature is used, a PIN will be required and included in each call record. This enables searching and reporting on call records on an inmate-specific basis. The system can be configured to create the PINs at time of intake and eliminated at time of discharge. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location.

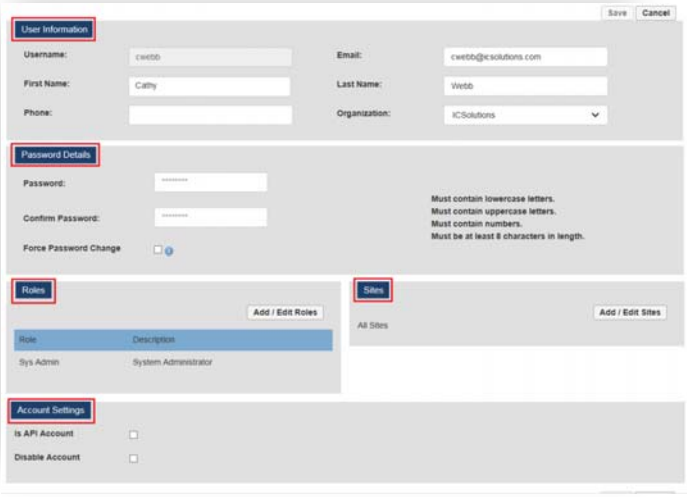
3.10.2 Authorized DOC staff will have authority to modify or review any privileges or restrictions pertaining to an inmate. Level of authority should be password/user account/password-based.

ICSolutions Response:

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

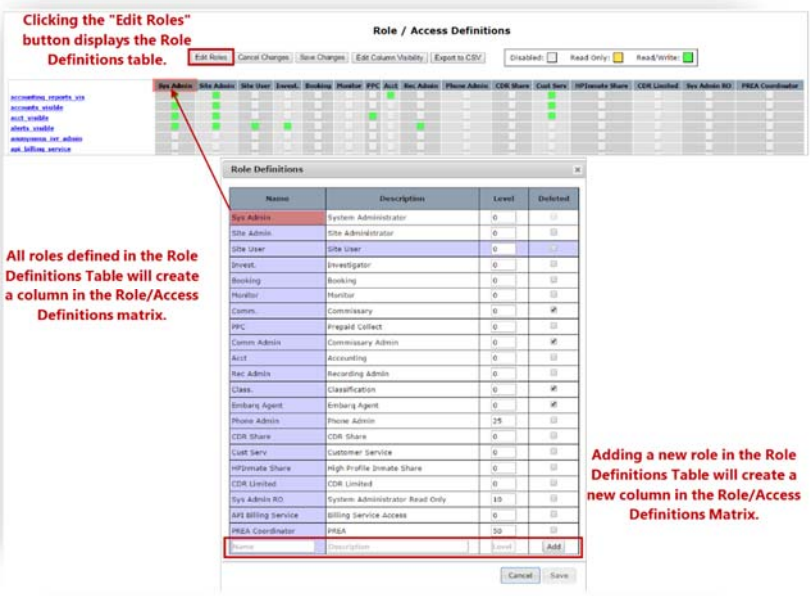
Security clearance to gain access to call record data, call recordings, call monitoring and reporting is managed through a series of usernames, passwords and account privileges in THE ENFORCER system. When the browser-based GUI is launched, the user must "login" to the system with a valid username and password.

Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.



Account Settings - Assign/Revise User Function Privileges

A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all DOC users, but DOC staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).



System Administration - Customize Role/Access Definitions

THE ENFORCER platform offers great flexibility and convenience for remote access to investigators. Multiple investigators can securely access the system remotely at the same time without impacting on-going system operations or performance.

Inmate-Specific Restrictions

We have described the inmate-specific restrictions available within in response to REQUIREMENT 3.10.5 later in this section.

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.

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

THE ENFORCER allows authorized users to add several combinations of restrictions to any inmate, phone, location or outside number. The basic security levels associated with each inmate's PIN are as follows:

- ***PIN Only – This requires a valid PIN to be entered each time a call is placed. The inmate may call any number that is not blocked and may use any telephone to place a call.***

- ***PIN with Inmate-Specific Controls – This option also requires that a valid PIN be entered each time a call is placed. Additionally, the inmate may be limited to using only certain***

phones, call duration, or calling during specified hours. These controls may be used in conjunction with an inmate specific list of allowed phone numbers as well as an optional voice verification feature and/or voice verification feature.

- ***PIN with Allowed Call List – In addition to requiring a valid PIN to be entered for each call placed, inmates are limited to calling only the approved list of allowed numbers associated with their account.***

- ***PIN with Voice Verification – The inmate's PIN is associated with a unique voice print. Each call placed verifies that the PIN and the voice print match at the beginning of the call.***

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.

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

THE ENFORCER supports direct-billed collect, debit, and pre-paid calls. The type of call permitted will be driven by inmate PIN, as well as the called party number, which together will ensure adherence to DOC policies, such as inmate restrictions and called party blocks.

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:

3.10.5.1 Location: Inmates can only make calls from the location designated by DOC.

3.10.5.2 Placing of Calls: Inmates can be either approved or not approved to make telephone calls by ITS inmate ID number.

3.10.5.3 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.).

3.10.5.4 Duration of Call: Limit the duration of the call by facility, by individual, and by type of call, (local, Interlata, etc.).

3.10.5.5 Time of day calling.

3.10.5.6 Any combination of the above.

3.10.5.7 Once an inmate is released, the ITS inmate ID number and password will be deactivated.

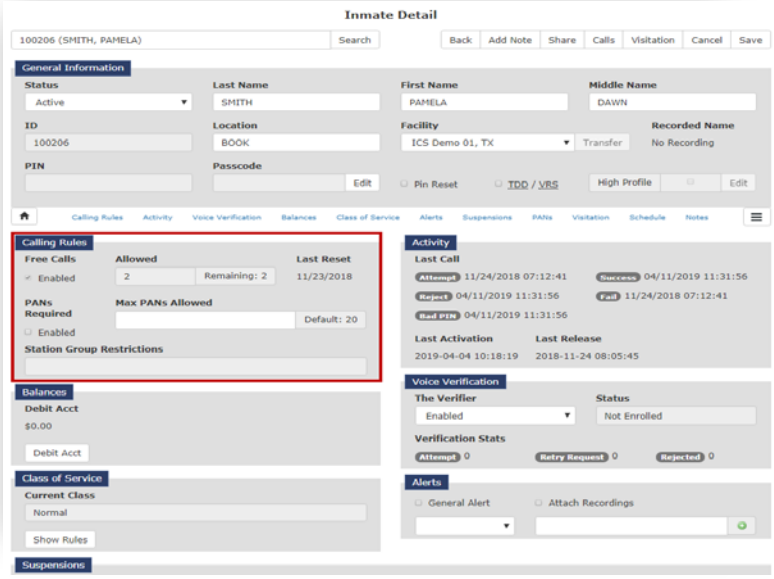
CSolutions Response:

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

Inmates can be given customized calling privileges and restrictions according to a variety of criteria based on their inmate PIN. Inmates calling privileges can be customized in the following ways:

- ***Restricting calling from individual phones or groups of phones***
- ***Restricting the number of calls an inmate can place in a specific timeframe (days, weeks, months)***
- ***Restricting calling to a specific set of phone numbers (i.e., PAN lists)***
- ***Restricting the number of free calls an inmate can make***
- ***And more!***

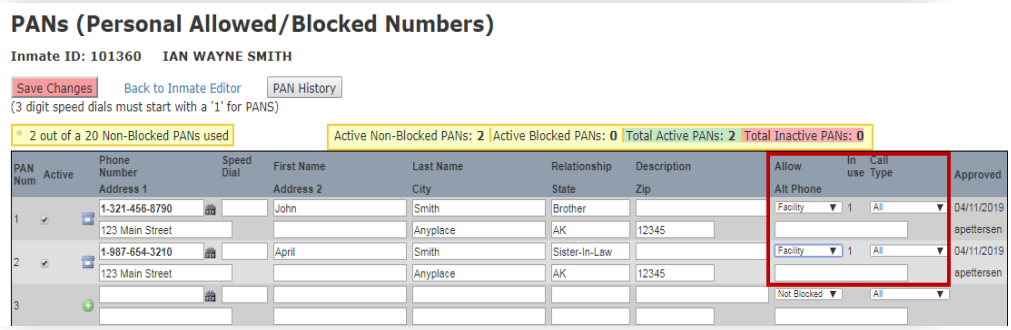
For example, as shown in the screen below, more specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to "Restricted" in the Inmate Account Profile, authorized users may customize calling restrictions; note the "Restrict___ Calls Every___ (Day/Week/Month)," and "Free Calls Allowed" fields below.



Inmate Account Profile

Inmate-Specific Call Blocking

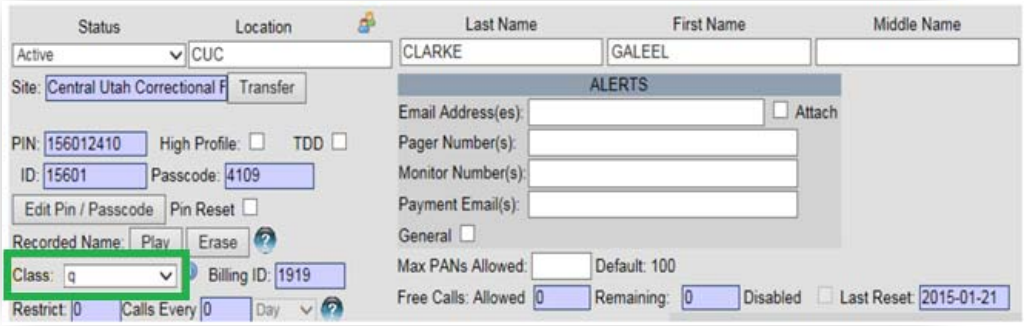
To block calls only from a specific inmate to a particular number add the number to that inmate's PAN (Personal Allowed Number List) and select the check box in the "Block" column as shown below.



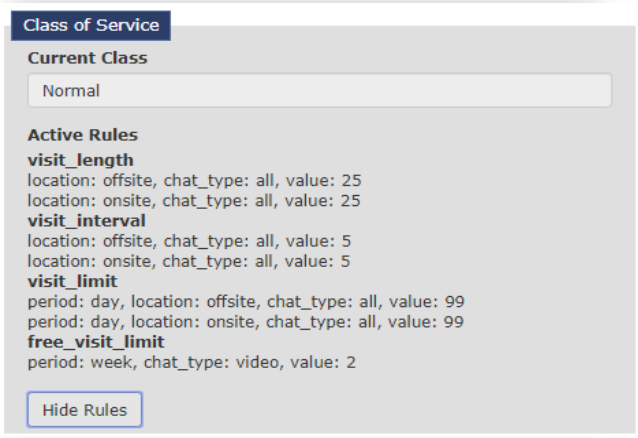
Edit PAN - Add Inmate-Specific Call Block

Inmate Class of Service

The 'Class' field in THE ENFORCER Inmate Profile screen enables you to specify a "bundled group" of a selected set of inmate calling privileges.



Inmate Account Profile



Inmate Account Profile – Class of Service

By grouping a set of privileges such as how many calls an inmate can place in a given time period, an inmate's time limit per call, or attorney calling, an authorized ENFORCER user can assign the entire set to an inmate globally – without having to set individual restrictions.

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.

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

THE ENFORCER features an open architecture that allows it to easily integrate with other DOC systems. THE ENFORCER can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the DOC across multiple systems. Interfacing with IMS, Commissary, Inmate Banking, and other DOC systems reduces the data entry burden on DOC staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to DOC staff and constituents. If supported by the DOC's commissary system, we can write an interface that will enable over-the-phone commissary ordering by inmates.

ICSolutions designs, builds and runs our own back-office including data centers, networked systems and dozens of secure interfaces linking our network and databases to third-party services and vendors across the country. With our dedicated, in-house team of software engineers and network architects we guarantee our ability to create customized interfaces with the DOC's other vendors to support our full range of premium integrated services, all at no cost!

We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating XML and CSV data exchange protocols with inmate commissary, banking / trust account systems, IMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

3.10.7 The ITS inmate ID numbers will be accessible to authorized DOC staff.

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

Authorized users will be able to view the inmate IDs, as well as their PIN and passcode, in multiple ways, such as:

- ***Inmate Profile***
- ***Inmate PIN Summary report***
- ***Inmate Information Summary report***

In addition, THE ENFORCER has a Change Inmate ID function that allows authorized users to "clone" an inmate record to a new inmate ID number should the facility need a different ID, such as using a different inmate ID number for each incarceration of an inmate. When changing an inmate ID, the inmate record (including the record from the inmate's previous incarceration) is duplicated and assigned a different inmate ID to it.

Essentially, the Change Inmate ID process causes THE ENFORCER to consider the inmate as a new inmate while copying to the new ID all the existing inmate-specific data, such as the PAN lists,

Inmate Notes, suspension records, and station group restrictions from the old Inmate ID to the new Inmate ID.

3.10.8 The vendor's ITS will document any changes to an individual ITS inmate ID number.

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

THE ENFORCER automatically records all changes to inmate data. In addition, when changing an inmate ID, users may also make notes of the change in the Comments field.

Change Inmate ID screen

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:

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.

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

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

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

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.

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

THE ENFORCER detects and prevents fraudulent dialing attempts and patterns in several ways.

- ***THE ENFORCER is configured to only accept a specific number of digits based on the options selected during the call prompt process. If an inmate selects the option to make a domestic call, the system allows the inmate to dial only 10 digits. After 10 digits are dialed, the keypad is disabled.***
- ***If there are repetitive attempts to dial a PIN that are denied, the Enforcer will temporarily disable PIN in suspicion of PIN fraud.***
- ***Repetitive calling to the same number by multiple inmates could trigger three-way call detection thresholds.***

Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hookswitch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

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

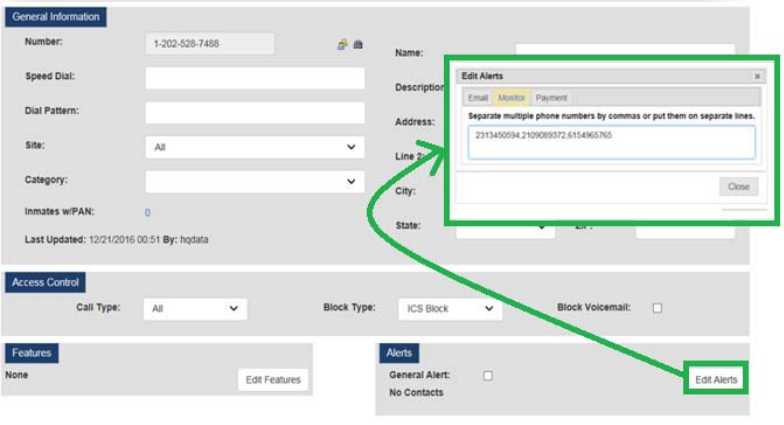
C. A DOC unauthorized call attempt is made.

D. The vendor will briefly describe the alert feature proposed with the proposed ITS and the options available to the DOC.

ICSolutions Response:

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

THE ENFORCER provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The Enforcer alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.



Edit Alerts for a Specific Phone Number

Alerts can be sent to any investigator cell phone, land line, email, and/or pager. This alert will be triggered when an alerted number is dialed/connected from any inmate phone regardless of which inmate dialed the number. The alerts available with THE ENFORCER are described in detail below.

Alerts dialog box

Monitoring Alerts

THE ENFORCER can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Investigators can set THE ENFORCER to automatically transfer calls to them for monitoring wherever they may be by using the unique

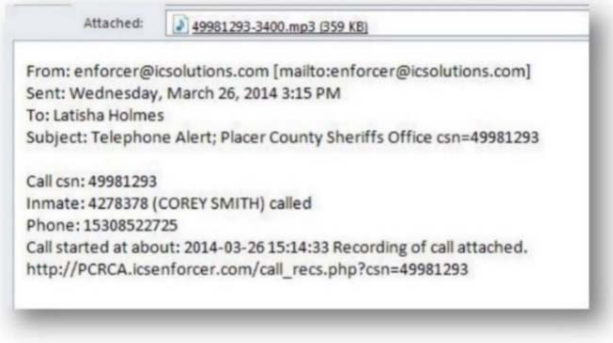
"Find Me, Follow Me" service

"Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

Once an investigator is patched into an Enforcer monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad.

Email/SMS Alerts

THE ENFORCER can send email or SMS messages to an administrative workstation or any public email address when an alert is triggered. The email alert will contain the called phone number, the inmate name and ID, the start date and time, a link to the call record, and the call recording.



Information Contained in an Email Alert

Pager Alerts

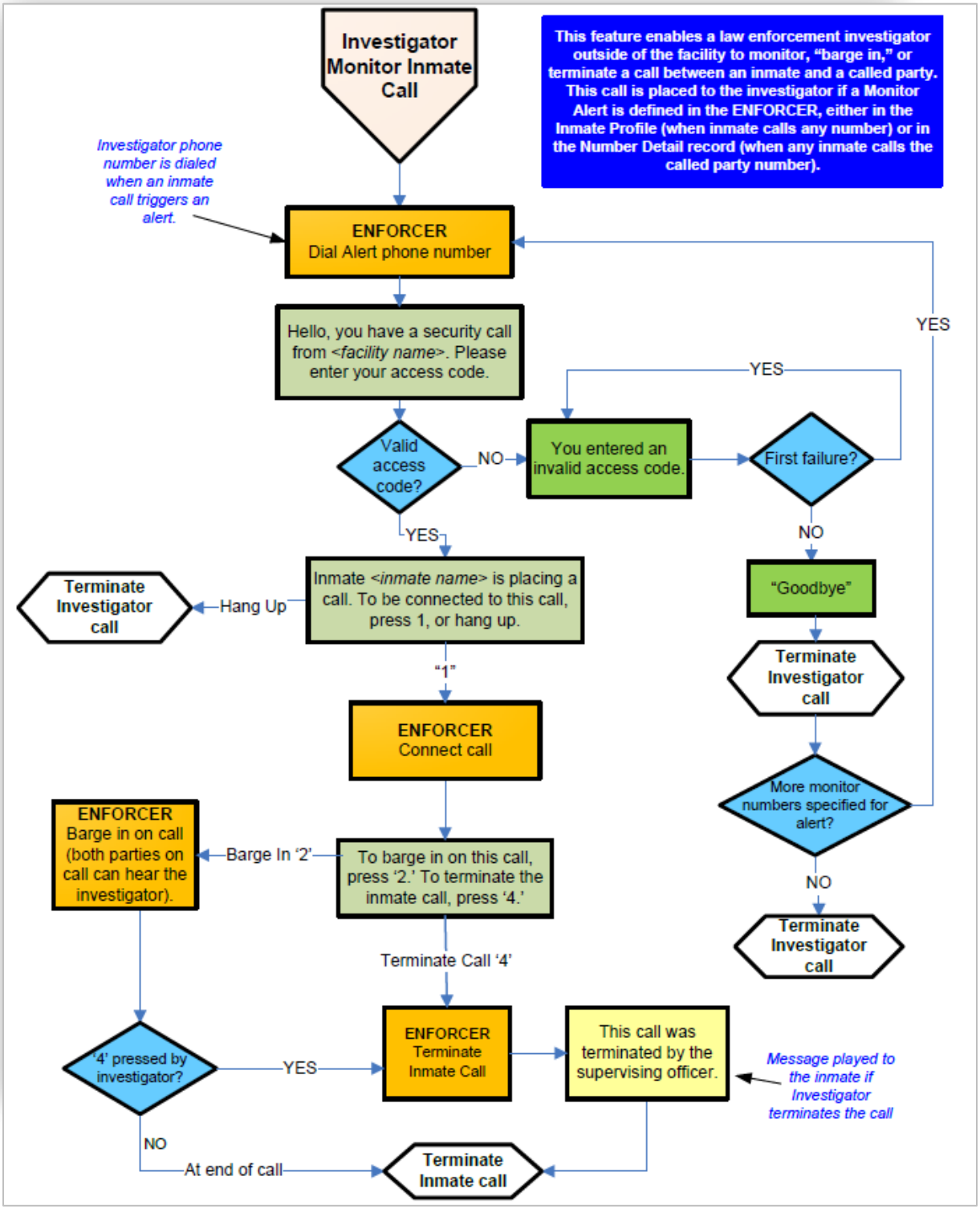
THE ENFORCER can issue numeric messages to paging services to alert an investigator that a call is in progress.

Funding Alerts

THE ENFORCER allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.

Monitoring Alerted Calls

Once an investigator is patched into an Enforcer monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.



Edit Alerts for a Specific Phone Number

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".

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

Upon detection of a fraud attempt (extra dialed digits, silence on the line, etc.), a voice prompt can be played. This prompt can serve as a warning only – meaning, the call is flagged for investigation and both parties on the phone are warned that potentially fraudulent activity has been detected. Or the prompt can precede automatic disconnection of the call (these calls are flagged for investigation, as well).

THE ENFORCER will be configured to take whichever action the DOC prefers. ICSolutions recommends allowing the call to proceed, because value investigative data can be gained in reviewing these potentially fraudulent calls. Following is the list of pre-recorded announcements that are available, depending upon which action the DOC prefers:

- ***"Three way call detected. This will be reported." The call is allowed to proceed.***
- ***"A three way call attempt has been detected. This call is now being terminated." The call is then terminated.***

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.

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

The following Cell Phone Control products can be offered as an option.

CEIA Magneto Static Detector (MSD)

The CEIA MSD is a highly portable cell phone, weapon, and contraband detector that can locate all cell phones and other contraband concealed on the person or in body cavities (including key fob cell phones), with or without batteries. Its multi-zone targeting indication identifies the location of contraband on the body, and it includes a Bluetooth headset for covert alarm signaling, whereby detection is silent to the inmate.

The CEIA MSD is fully weatherproof for use outdoors or inside, and provided for up to 26 hours of continuous use on the embedded battery. Best of all, the MSD's extremely durable design yet lightweight, one-piece design is portable and requires no assembly – allowing for setup within 10 seconds!

- *Detection of all cell phones and other ferrous contraband concealed on the person or in body cavities (including key fob cell phones, smart phones, radio transceivers, etc.)*
- *Constant Sensitivity across the detection area in pass-through operations*
- *Multi-Zone targeting indication identifies location of contraband on the body*
- *Covert operation through use of Bluetooth wireless headset*
- *Fully weatherproof for outdoor use (IP65 certified)*
- *26 hours continuous operation*
- *Unmatched detection in all environments without adjustment*
- *Extremely durable design*
- *No assembly required: Setup in less than 10 seconds*

Cellebrite's UFED Ultimate

ICSolutions can provide Cellebrite's UFED Touch Ultimate all-in-one mobile forensic solution. UFED Touch Ultimate performs physical, logical, and file system extractions of cell phones – performing a complete data extraction of existing, hidden, and deleted phone data, including call history, text messages, contacts, email, chat, media files, geotags, passwords, and more! UFED Touch Ultimate will give you unparalleled access to investigative cellular data.

UFED Touch Ultimate

UFED Ultimate also includes UFED Physical Analyzer, the most powerful and feature-rich mobile forensics tool in the industry. UFED Physical Analyzer highlights the most critical components of an extracted phone's memory data, making navigating through the data easier and more flexible than ever, while providing in-depth decoding, analysis and reporting methods. Users can generate reports, print them, and/or save them to their computer in PDF, HTML, XLS, and XML formats.

Shawntech Cellular Interdiction

SCI's Cellular Interdiction teams are trained and experienced in Signals Intelligence operational planning, collection, and analysis. SCI operates as 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 SCI, 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.

3.12 SYSTEM NETWORK STATUS MONITORING COMPONENT

3.12.1 All the ITS will provide a system network status monitoring component within the ITS.

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

THE ENFORCER utilizes continuous and automated Nagios monitoring for the network. In the unlikely event of a power failure at the primary data center, failover call processing will automatically occur at the secondary data center. Because of this call processing redundancy in geographically separate data centers, ICSolutions can ensure maximum system uptime for the DOC's inmate calling system.

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

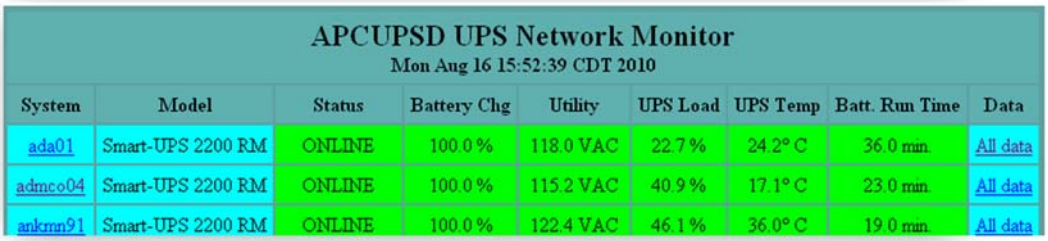
F. Network circuit connections.

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

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

The software runs 24/7/365 and automatically sends an email alert to our 24-hour technical support team anytime there is a loss of utility power of any duration, to any ENFORCER device. Most utility power interruptions are very brief. The UPS controlling software also performs a data-save and graceful shut-down of the affected system one minute before primary battery power is

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

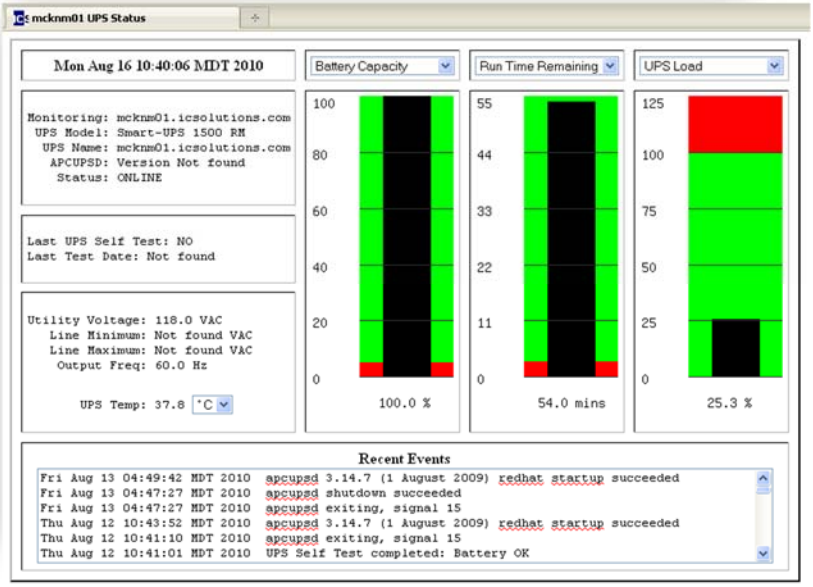


APCUPSD UPS Network Monitor
Mon Aug 16 15:52:39 CDT 2010

System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt. Run Time	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0 %	118.0 VAC	22.7 %	24.2° C	36.0 min.	All data
admco04	Smart-UPS 2200 RM	ONLINE	100.0 %	115.2 VAC	40.9 %	17.1° C	23.0 min.	All data
ankmn91	Smart-UPS 2200 RM	ONLINE	100.0 %	122.4 VAC	46.1 %	36.0° C	19.0 min.	All data

UPSMON - All Systems Status

They can also pull up details including histories of all power fluctuations and disturbances to drill down and diagnose oddities in network usage and performance as shown in the following image.



UPSMon Detail – View System Details

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.

ICSolutions Response:

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

The Nagios network monitoring application shows different colors depending on the service event or component status. Green indicates normal operation, while red indicates a critical issue, and yellow indicates that there may be a potential problem. Please refer to our response below to REQUIREMENT 3.12.2.4 for a sample report.

3.12.2.3 Provide automatic reporting of component status changes (not manual input) for calls.

ICSolutions Response:

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

THE ENFORCER's custom monitoring application will automatically report component status changes. It offers automatic self-reporting for all system operations, which provides our Technical Services personnel with immediate visual and audible alerts in the event of any recording system failure. Please refer to our response below to REQUIREMENT 3.12.2.4 for a sample report.

In addition to this passive monitoring, which is ongoing, ICSolutions has also created a utility called "The Patrol," which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning.

These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response. We have described our ENFORCER Real Time Status (ERTS) monitoring system below in response to REQUIREMENT 3.15.4 later in this section.

3.12.2.4 Display and record event times, e.g., when any component changes status from "Red" to "Green", or vice-versa.

ICSolutions Response:

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

The Nagios network monitoring application tracks the status and the changes in status, as shown in the image below.

Showing 1-39 of 39 total records

Search... Go

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

Nagios Monitoring

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.

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

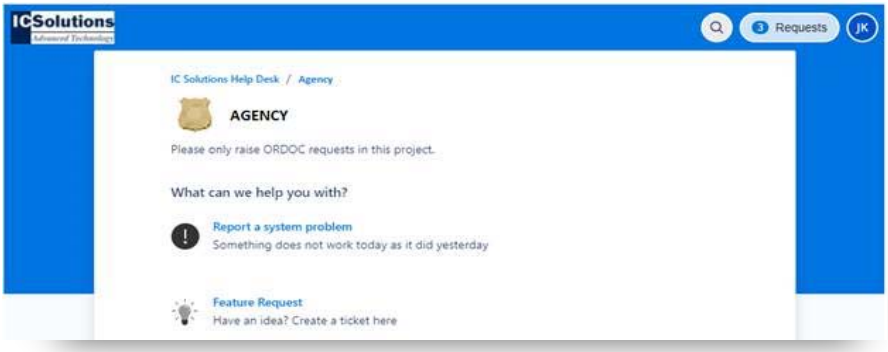
When any system issues occur, an email is automatically sent to our Technical Services Center (TSC), where a TSC representative will open a ticket and begin remote diagnostics immediately. Authorized DOC personnel may view all tickets through our web-based Jira trouble ticketing system to track repair status. Additionally, authorized personnel will also receive automatic status updates sent directly to their email. If the problem cannot be resolved remotely, a technician will be dispatched to the facility for repair.

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.

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

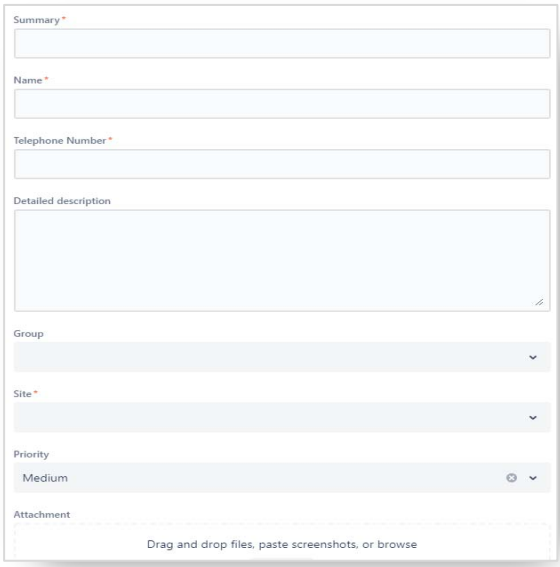
ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

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



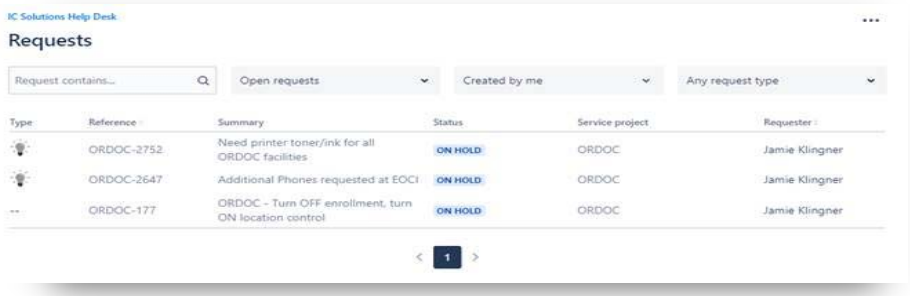
Create a Ticket

The user then fills in the details of the ticket.

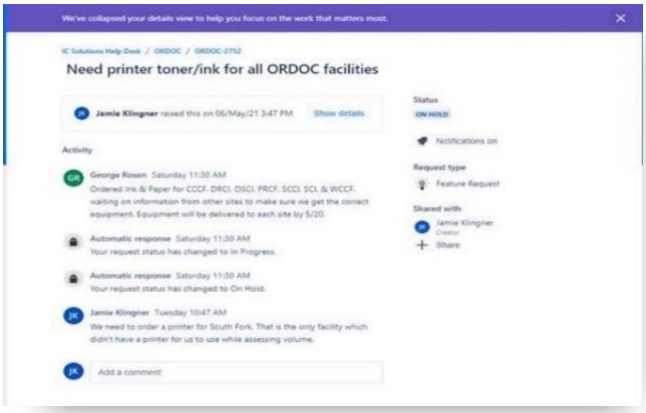


Trouble Ticket Details

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



View Requests



Ticket Details

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Agency has all required reporting at your fingertips, automatically.

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.

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

ICSolutions is proud to offer the Agency our Integrated Cardless Debit calling option. Integrated Cardless Debit is a fully integrated debit platform that allows inmates to place calls using the funds established and maintained in their individual PIN-based accounts. To enable this calling option, ICSolutions will interface with the facility's inmate/records management system or commissary software package to share information between systems and automate the process.

In addition, to the inmate debit process described above where the inmate debit application is interfaced with the Nevada DOC commissary system, ICSolutions can offer the DOC our Call Center Debit program, which allows inmates' loved ones to fund an account associated with a specific inmate's PIN. Once the account is funded, the money belongs to the inmate and is tied to that inmate's PIN, so the inmate can use these funds to call any allowed telephone number. Upon the inmate's release, refunds are handled by our Customer Service Center.

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.

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

THE ENFORCER features an open architecture that allows it to easily integrate with other Agency systems. THE ENFORCER can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the DOC facilities across multiple systems. ICSolutions commits to interfacing with the current DOC commissary system for ease of money transfer from the commissary account to the inmate ITS account.

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.

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

The debit funds are tied to the inmate and will therefore move with the inmate during the transfer. These funds are inmate-specific, not site specific.

We have written all manner of interfaces with inmate commissary, banking / trust account systems, IMS and/or VINE systems to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities. ICSolutions will gladly provide interfaces with any vendor the DOC currently uses and any systems the DOC chooses to implement in the future.

In addition to the numerous successful integrations at facilities managing their own commissary, below are a few examples of commissary providers used at facilities where ICSolutions has deployed successful integrations:

- ***Canteen***
- ***Swanson***
- ***Stellar***
- ***Tech Friends***
- ***Keefe***
- ***Kimble***
- ***Snackery Vending Systems***
- ***Cashless Systems***
- ***Visionaire***
- ***Turnkey***
- ***Aramark***
- ***Union Foods/ATG***
- ***Facility in-house systems***

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.

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

After the inmate has been verified (e.g., PIN), and dialed the number, the inmate is given his debit account information:

- ***"Your account balance is (dollars and cents in your debit account)"***
- ***"The cost of this call will be an operator charge of (dollars and cents for the operator fee) plus (dollars and cents) for the first minute and (dollars and cents) for each additional minute excluding taxes and other applicable fees"***
- ***"The time limit is (the facility-imposed time limit or the minutes until the debit account is depleted, whichever is shorter)"***

3.13.5 The debit/inmate based pre-paid application will allow international calls.

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

ICSolutions' ENFORCER provides international calling to more than 145 countries using our debit calling option. International calls are processed through an automated operator in the same manner as domestic calls, with no access to a live operator allowed. The call will be processed with all call controls in place. After the inmate selects a language and enters their PIN, the inmate selects the debit calling option. The inmate is then prompted:

- ***"For calls within the United States, Canada or the Caribbean, please dial the area code, prefix and number.***
- ***To make an international call, please enter the country code and city code followed by the number."***

3.13.6 The ITS will provide balance on bank account if requested at no cost to inmate.

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

The inmate will be given the balance of his or her debit account after the inmate has been verified and dialed the number.

ICSolutions can also provide the option for the inmate to request the balance on his or her trust account with an appropriate banking interface.

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.

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

ICSolutions will offer the DOC (as well as any other Participating Entities) training of DOC staff. We have provided a sample training plan below.

Training Plan

Our goal is to familiarize DOC personnel with daily system functions, blocks, reports, and investigative tools as well as emergency system shut down of THE ENFORCER system. We understand that different user groups will sometimes have different training needs. As such, classes will be customized to fit the participants and their DOC assigned user roles. The user-friendly nature of THE ENFORCER system makes it easy to understand and minimizes staff training time.

The length of each training session is approximately 1 hour, per group. Based on user level (e.g. administrator, investigator, etc.), the duration might vary based on subject depth and attendee questions.

ICSolutions' goal is to familiarize Facility personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' job responsibilities. The user-friendly nature of THE ENFORCER system and its VISITOR module makes it easy to understand and minimizes staff training time.

ICSolutions will provide a customized hands-on training curriculum for each facility served. Upon award, our dedicated Training Department will contact the Agency to set up the training. ICSolutions often schedules training in shifts so that facility staff can receive training during their normal work hours.

- ✓ ***User Manuals***
- ✓ ***Quick Reference Guides***
- ✓ ***Self-Help Training Guide***
- ✓ ***Online & Hard Copies***

- ***The ICSolutions training sessions will be conducted at a centralized location, or at individual sites, as set up by the Training Department and the Agency.***

- ***Training materials consist of a visual presentation, such as a Microsoft Power Point presentation; in-class questio***
- ***n and answer sessions; THE ENFORCER's Quick Reference Guide; and a demonstration of the commonly used features of THE ENFORCER system; and hands-on interactive training using the facility's own live system.***

- ***Training is typically divided into three types of***
- ***sessions: Standard User, Investigator, and Site Administrator (Super User) and, for the VVS, we also add training for the Control Officer. Training length varies based upon user type and number of trainees, but most training sessions are roughly one-hour long.***

- ***Training is typically divided into three types of sessions: Standard User, Investigator, and System Administrator (Super User) and, for the VVS, we also add training for the Control Officer. Training length varies based upon user type and number of trainees, but most training sessions are roughly one-hour long.***

ICSolutions Client Testimonial

"ICSolutions has provided continued refresher and new program update trainings … I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering."

Captain Almonte – Osceola County Corrections Department

- *When a voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.*

- *Printed copies of the Quick Reference Guide will be provided for each facility. Online documentation (Quick Reference Guide, Investigative Suite Reference, Reports Guide, and Enhancements Summary) is provided as part of THE ENFORCER system. These online documents are updated and published to all facilities every time THE ENFORCER system is updated or enhanced.*

- *ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx. Initial and all follow-up training will be conducted by our dedicated Training department. ICSolutions is able to accommodate your requests for training with very little notice.*

- *All training is provided at no cost to the Agency.*

Training Agenda

We have included a typical training agenda below and on the following pages, which can be customized for the DOC.

Day-to-Day System Administration	• ***Logging In, locally, remotely, to one site, multiple sites, etc.***
	  o ***Single sign-on to ITS and VVS through THE ENFORCER***
	• ***User Access Control Settings: Roles, permissions etc.***
	• ***Call Process Flow & Control settings***
	• ***Call Record Search***
	• ***Blocked Number Administration***
	• ***Inmate Account Editor***
	  o ***Search for Inmate Account***
	  o ***ANI Advanced Privileges and Inmate-specific controls***
	  o ***Enter PANs, Inmate-specific blocks & exceptions***
	  o ***Alerts on Inmate Accounts***
	  o ***Print Account Information***
	  o ***Account suspension/reinstatement***
	  o ***Change PINs***
	• ***Debit Account Administration***
	• ***Visitor Registration & Scheduling***
	• ***Connecting Visits***
	• ***Visitor Verification (if applicable)***
	• ***Viewing and Modifying Inmate and Visitor Profiles***
	• ***Interface Functionality (if applicable)***

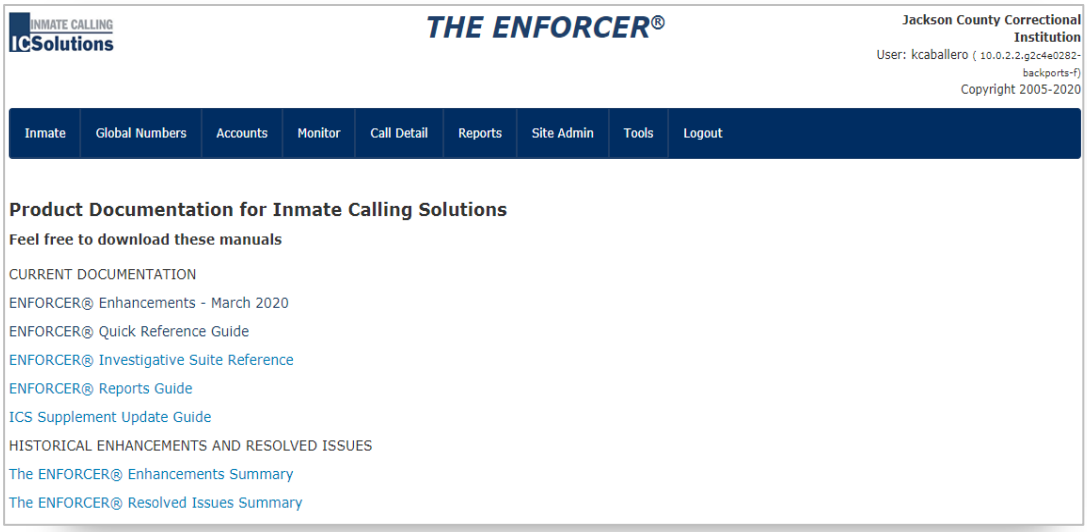
Investigative Functions	• ***Live Call Monitoring/Scanning*** • ***Call Disrupt Function*** • ***Recording*** • ***Recording Exempt Numbers*** • ***Setting Alerts (email, pager and phone)*** • ***Recordings – Search, Retrieval & Reporting*** • ***Recordings – Exporting Recordings, records and files to CD/DVD/USB, etc.*** • ***Running Ad-Hoc Call/Record/Recording Reports*** • ***Live Visitation Monitoring & Instant Disconnect*** • ***Visitation Recordings Search, Retrieval & Playback*** • ***Visitation Reporting & Interactive Tables***
Automated Calling Process Overview	• ***Placing a Call*** • ***Debit Call Process*** • ***Prepaid Process***
Visitation Administration	• ***User Accounts & Privileges (ban visitors & other inmate restrictions)*** • ***System configurations*** • ***Creating messages to warn inmates and visitors of non-compliant behavior*** • ***Setting visitation rules for on-site, remote, and specified visitation centers or housing units*** • ***Establishing authorized visitor relationship type and privilege status*** • ***Interface functionality (if applicable)***
Service & Maintenance	• ***Initiating Trouble Reports & Scheduling automatic progress notifications*** • ***Information Gathering & Preliminary Trouble-shooting*** • ***Trouble Reporting and escalation*** • ***Viewing and reporting on trouble ticket histories***
Training and User Reference Tools	• ***Quick Reference Guide*** • ***User Guide*** • ***Report Synopsis*** • ***Inmate Information Pamphlet in English & Spanish*** • ***Support Center*** • ***ICSolutions' and Support Team Contact Information***

ICSolutions will provide a customized training curriculum for the DOC. Training classes will be scheduled to fit DOC's preferences and the schedules of the personnel involved in the training.

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.

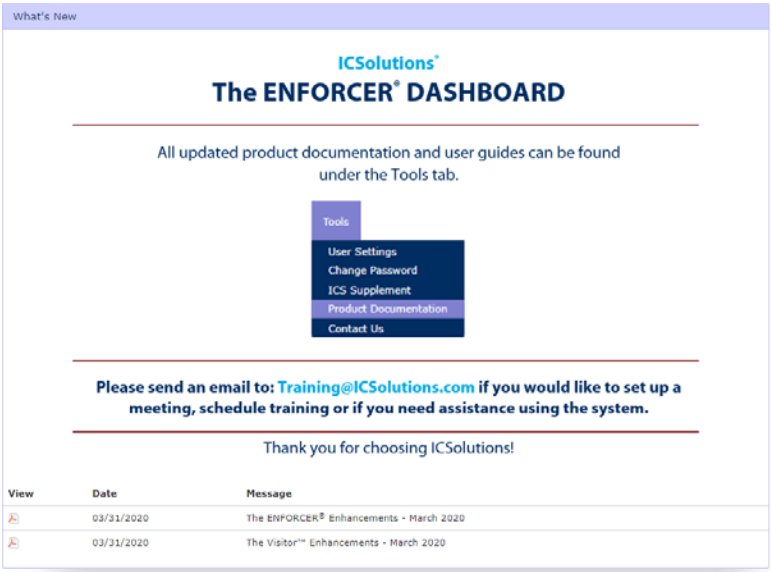
ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Each participant will leave the training session with a Quick Reference Guide for future reference. One or more complete ENFORCER User Manuals will be provided for each facility. In addition to providing training manuals, the full User Guide, Quick Guide, and Release Notes (describing changes in upgrades) are available to all authorized users directly through THE ENFORCER.



User Access to Product Documentation

In addition, all users will be notified through THE ENFORCER's Dashboard of recent enhancements and related product documentation upon logging in.



Upgrades Dashboard

3.14.3 Vendor to provide training material for inmates.

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

ICSolutions will provide informational pamphlets to inmates and called parties, which explain calling options available, how calls are placed, how to open/fund accounts, and more. All signage, brochures, and call prompts will be approved by the DOC and provided at no cost.

ICSolutions provides the following educational methods for inmates and called parties:

- ***Informational notices in multiple languages***
- ***Detailed instructions via the inmate phones***
- ***Bilingual written instructions posted in a placard on inmate phones***
- ***Educational posters displayed in housing areas (if allowed)***
- ***Brochures and posters in the lobby***
- ***Pamphlets explaining available calling options***
- ***24/7 live-answered customer service department and automated prompts***
- ***User-friendly website***

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.

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

ICSolutions can provide informational pamphlets for inmate's relatives to explain the features and functionalities of the ITS, as well as brochures and posters in the lobby.

3.15 GENERAL MAINTENANCE

3.9.15 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

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

ICSolutions will comply with Nevada DOC policy by requesting facility access at least 48 hours in advance and work with the appropriate DOC staff in cases where emergency gate passes are required.

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.

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

ICSolutions will utilize only technicians that have been certified to work on THE ENFORCER to provide support and maintenance throughout the contract. Our offer includes three full-time technicians equipped with trucks and stationed at strategic locations throughout Nevada.

ICSolutions will install and maintain THE ENFORCER inmate calling system – along with all telephones and ancillary hardware and software – for the life of the contract and at no cost to the DOC. ICSolutions is committed to keeping your inmate phone system in top working order to ensure continuous availability of calling services to inmates, and reliable revenue-generation for our clients. To ensure optimal performance of the phone system, ICSolutions invests extensively in appropriate:

- ***preventive maintenance,***
- ***efficient remote diagnostics,***
- ***certified local technicians,***
- ***local storage of spare parts and a "crash kit" of critical system components,***
- ***a 24X7X365 professional Technical Services call center that will connect you to a live technician within 20 seconds of calling, and***
- ***a thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve.***

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

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.

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

The solution designed for the DOC is a centralized configuration, which means the call processor will be reside at a secure data center rather than at a DOC facility. The centralized, primarily off-site configuration we have designed for the DOC will benefit the facility by requiring:

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

Because critical system components will reside at an off-site data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining on-site components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

Remote Monitoring & Diagnostics

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

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

The Technical Support Center is staffed 24x7x365 with Level 1 and Level 2 technicians and is the initial point of contact for remote system support and any issue related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis web-based system for trouble ticket issuance and resolution.

Technical Support Center (TSC) personnel can conduct an array of non-intrusive remote diagnostic tests when a problem is detected, quickly pinpointing the cause and thereby expediting resolution. Average response time for a non-emergency service request is benchmarked at 4 hours or less.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

System monitoring is part of the fundamental design of all components of THE ENFORCER system. All key applications send heartbeat messages to the central monitoring system ERTS (Enforcer Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs can send both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring, which is ongoing, our technology partner, ICSolutions, has created the utility "ADTEST," which proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support Center and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriate.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our ITS solution for each customer. As such, there will be no cost whatsoever to the DOC for this service.

ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. TSC personnel are professionally trained and experienced in the operations of the inmate telephone system and, within the required response times, can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

The Jira trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the DOC.

Priority Level 1	• ***Multiple Housing Units not operational*** • ***Multiple intake phones out of service*** • ***Entire System Failure***	***Remote diagnostics and repair will begin within 1 hour***
Priority Level 2	• ***One entire Housing Unit not Operational*** • ***One intake phone not working*** • ***Technical or Recording Failure*** • ***Recording Access Failure*** • ***Server Capacity Warning*** • ***Commissary Interface Failure***	***Remote diagnostics will begin within 1 hour*** ***Repair will begin within 8 hours***
Priority Level 3	• ***One of multiple phones in a Housing Unit Not Operational***	***Repair will begin by the end of the 2nd Business Day***

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	***Escalation Contact***	***Additional Notification***
Initial Report	***Help Desk Technician*** ***Open Ticket & Gather Information*** ***Toll free: 866-228-4031*** ***Email: icssupport@icsolutions.com***	***None***
Level One	***Latoya Coleman*** ***Technical Support Manager*** ***Direct 210-572-9547*** ***Cell: 601-212-6128*** ***email: lcoleman@icsolutions.com***	***None***
Level Two	***Brian Dietert*** ***Director of Operations*** ***Direct: 210-477-7340*** ***Cell: 832-561-8010*** ***email: bdietert@icsolutions.com***	***Mike Kennedy*** ***VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***
Level Three	***Brendan Philbin*** ***Vice President, Product Development*** ***Direct: 210-581-8102*** ***Cell: 408-838-1157*** ***email: bphilbin@icsolutions.com***	***Mike Kennedy*** ***VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***
Level Four	***Tim McAteer*** ***President & General Manager*** ***Direct: 210-572-9570*** ***Cell: 314-504-2254*** ***email: tmcateer@icsolutions.com***	***Mike Kennedy*** ***VP Sales & Marketing*** ***Toll-free: 866-228-4040*** ***Fax: 210-693-1016*** ***mkennedy@icsolutions.com***

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.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements within 3.15.6 as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will provide all information required to authorized DOC staff; all contact information will be kept up to date throughout the life of contract.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of THE ENFORCER inmate communications system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of

support is part of our turn-key proposal to each customer. As such, there will be no cost to the Agency for this service.

Preventative Maintenance

Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the Agency's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and perform preventative maintenance tasks.

Proactive System Performance Monitoring

THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week, 365 days a year to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

1. ***Call Volume Activity – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.***

2. ***Network Availability – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status, and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.***

3. ***Variances – Daily call data is compared against normal call activity characteristics, such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.***

4. ***System Monitoring – System monitoring is part of the fundamental design of all components of THE ENFORCER system. Key applications send heartbeat messages to ICSolutions' central monitoring system ERTS (ENFORCER Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored.***

Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire.

All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

In addition to this passive monitoring, which is ongoing, ICSolutions has created a utility called "The Patrol", which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

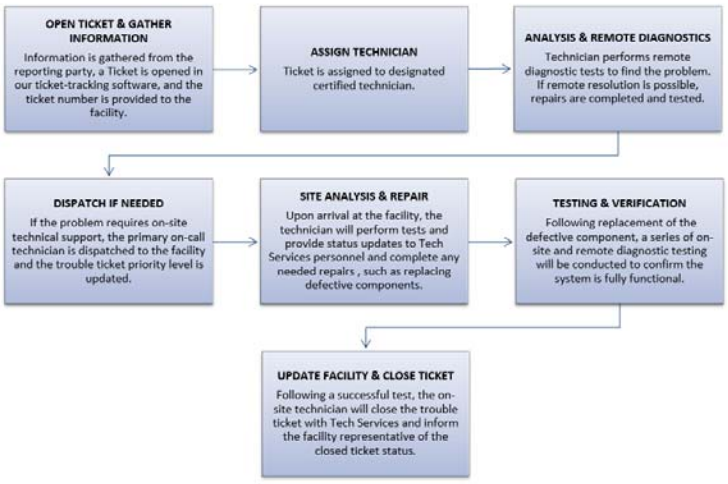
ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Each call is handled with care following these basic steps:

24/7/365
Live Support Center



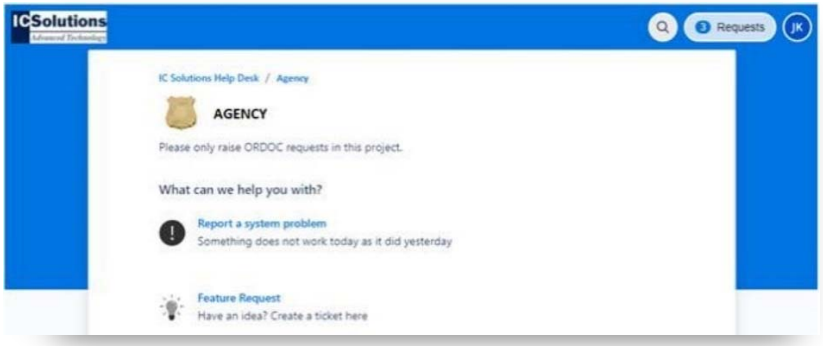
TSC personnel are professionally trained and experienced in the operations of the inmate communications system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Seamless Trouble Ticketing & Tracking

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

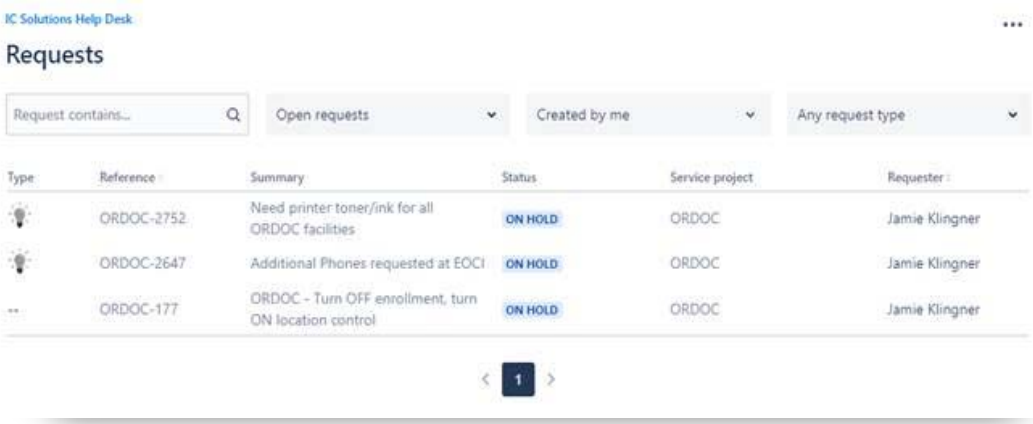
ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

Robust & Seamless Trouble Ticketing System Jira



Create a Ticket

By clicking Requests, users can view a list of their tickets and select a specific ticket to see additional details.



View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

Priority Schedule

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the Agency.

Priority Level 1	• ***Multiple Housing Units not operational*** • ***Multiple intake phones out of service*** • ***Entire System Failure***	***Remote diagnostics and repair will begin within 1 hour***
Priority Level 2	• ***One entire Housing Unit not Operational*** • ***One intake phone not working*** • ***Technical or Recording Failure*** • ***Recording Access Failure*** • ***Server Capacity Warning*** • ***Commissary Interface Failure***	***Remote diagnostics will begin within 1 hour*** ***Repair will begin within 8 hours***
Priority Level 3	• ***One of multiple phones in a Housing Unit Not Operational***	***Repair will begin by the end of the 2nd Business Day***

Remote Diagnostics Minimize On-site Maintenance

Due to the sophisticated nature of THE ENFORCER, TSC personnel can conduct an array of non-intrusive remote diagnostic tests that will quickly pin-point the problem and expedite resolution. We recognize the need to maintain security at the facility and make every effort to perform remote repairs in order to minimize the need for site visits.

Because critical system components will reside at an off-site data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining on-site components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

Always-on Remote Monitoring, Diagnosis & Repair

Escalation Plan

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	Help Desk Technician Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	Latoya Coleman Technical Support Manager Direct: 210-572-9547 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Mike Kennedy VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkennedy@icsolutions.com
Level Three	Brendan Philbin Vice President, Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Mike Kennedy VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkennedy@icsolutions.com
Level Four	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Mike Kennedy VP Sales & Marketing Toll-free: 866-228-4040 Fax: 210-693-1016 mkennedy@icsolutions.com

Escalations can be initiated by a number of methods. These methods include:

1. *The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.*

2. *Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.*

Following are the basic criteria for escalation at each level:

1. *P1 Issues are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.*

2. *P2 Issues that are not solved within the standard four-hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.*

3. *P3 issues that are not solved within the standard 48-hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.*

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. Our offer for Category 3 includes three full-time technicians equipped with trucks and stationed at strategic locations throughout Nevada. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Agency will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Any and all site administrators and local technicians are fully trained on-site on both THE ENFORCER and each facility's exact equipment and system configuration.

LOCAL Repair Technicians + Spare Parts Storage = FAST RESPONSE

3.15.9 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

3.15.10 All issues surrounding the ITS will be reported by the vendor to the authorized DOC staff.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' professionally trained project team will coordinate the installation of your new Inmate Telephone System (ITS) to ensure minimal impact on DOC facility operations and phone system revenue. ICSolutions commits to providing a seamless transition of service from your current vendor to our centralized ENFORCER calling platform.

3.16.2 The vendor will propose a transition plan that minimizes lost revenue to the DOC for a smooth "cutover" to the new ITS.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' transition plan ensures a smooth cutover to minimize disruption to DOC inmates, as well as any lost revenue opportunities for the DOC.

A narrative describing our Implementation Approach and Methodology and a Sample Implementation Plan Gantt chart has been developed and is provided earlier in our response to REQUIREMENT 3.3.4. This plan will be discussed with the DOC immediately after contract award, and modified as required.

A finalized plan will be submitted to NV DOC within the specified timeframe.

> *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.*

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

This process involves receiving a standard normalized data feed from the prior provider. PINs, PAN, attorney numbers, inmate profiles, and other data are brought over to the new system to ensure they do not need to be re-created.

Regarding call records and recordings, non-proprietary call recordings and data files can be imported from the incumbent's system and stored on THE ENFORCER – giving Agency staff instant online access to this historical data through THE ENFORCER during the new contract period. Call data provided in a documented format will be imported and normalized into our database. Call recordings can be provided by the incumbent in .wav or .mp3 format.

ICSolutions is fully capable of transferring existing recordings from the current vendor, if the vendor will agree to provide the recordings in a non-proprietary format. We have done this successfully for many of our current clients.

When we began providing services at the New Hampshire DOC, for example, we inherited a full 60 months of call recordings and data from the PCS system and transferred all of it to our ENFORCER platform. ICSolutions provides online storage of all call recordings and data for the life of your contract – so adding your existing recordings, as well as all locked calls, will be no problem with our system.

In the absence of non-proprietary files, ICSolutions will be happy to negotiate with the current vendor to obtain a leave-behind solution that will give the Agency continued access to the proprietary files. This solution will be required of whichever vendor the Agency selects if the outgoing vendor will not deliver files in a non-proprietary format.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

We start by noting that ICSolutions has never failed to pay commissions within the contracted time period. Regardless, if we fail to timely pay commissions, we will incur a penalty equal to $100.00 per day for each day that the commission payment is late.

In the case of a protracted system outage, we propose to calculate lost commissions on the basis of a seasonally adjusted monthly baseline, compared with actual commissions earned during the month. Regardless of methodology chosen, ICSolutions will act in good faith to properly compensate the Participating Entity.

3.17 MAINTENANCE/SERVICE

3.17.1 Software Modification by the vendor and Release Management.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Software Development Process

When releasing new features, updates, and bug fixes, the ICSolutions Team follows the Agile software development process, which allows for expediency and flexibility in development.

While many companies go through a long process of analysis and documentation for business justification, we are driven by the needs and desires of the customers to get to the end result quickly and efficiently. Business justification is left to a very few cases where the requested feature will only benefit a single customer.

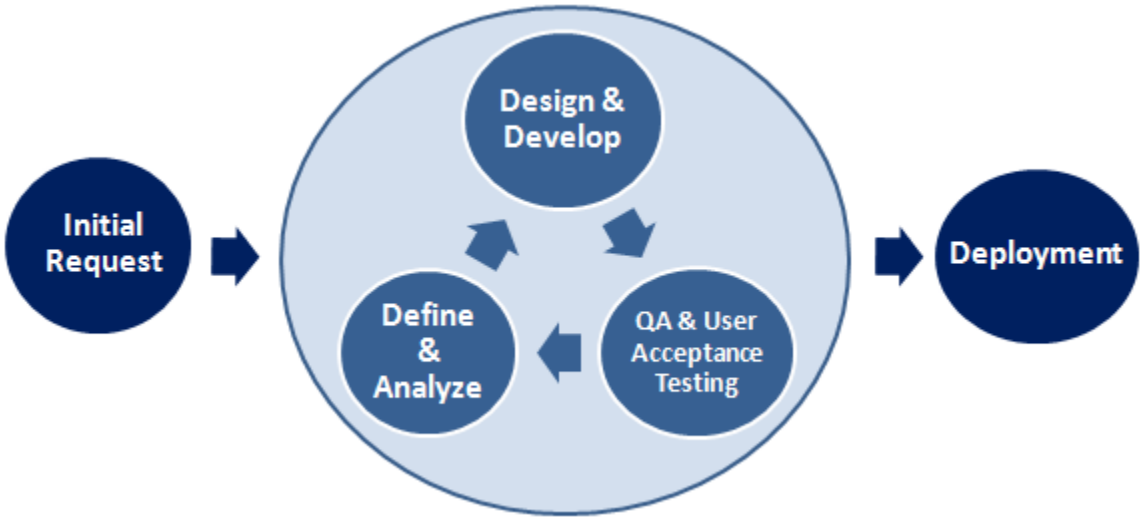
Benefits of Agile Software Development

The Agile Software Development process is unique in that the development methods are based on iterative and incremental development, rather than focusing on one long-term project from beginning to end. Instead, Agile breaks the development cycle into small pieces that allows for short-term planning that can be completed more quickly and fluidly.

This incremental development allows developers to create solutions that evolve through collaboration with multiple cross-functional teams and in many cases, directly with the client, throughout the development process.

Benefits of this type of flexibility include:

- ***Quick turn-around, with the ability to develop and deliver working software within days or weeks***
- ***High level of customer input in every phase, allowing for adaptive change throughout the development process***
- ***Collaborative effort that evolves with internal and external feedback***



Agile Software Development Cycle

THE ENFORCER's Software Development Cycle consists of five phases after the Initial Request is placed:

- ***Phase 1: Define & Analyze***
- ***Phase 2: Design & Develop***
- ***Phase 3: Quality Assurance & User Acceptance Testing***
- ***Phase 4: Deployment***
- ***Phase 5: Post-Deployment***

These phases are described in detail below:

Phase 1: Define & Analyze

Enhancements and upgrades to THE ENFORCER are predominantly driven by emerging technology and technological ideas, market demand and specific client requests.
Enhancements, upgrades, or client requests are entered into our ticketing system, which are prioritized and tracked through each phase of development. Feature requests may be submitted by internal ICSolutions employees, as well as external clients.

All feature requests are reviewed at the executive level by the Vice President of Product Development, the Vice President of Sales & Marketing and other general management to determine the order of priority for each enhancement.

- ***Preliminary Product Requirements. Business owners present features/functionality desired, including considerations of basic versus advanced functionality.***
- ***Analysis of Business Need. Business owners additionally present data regarding the individual customer and/or broader market need for their idea.***
- ***Go/No-Go Decision. A go/no-go decision is made based on preliminary business analysis. If "go," the project proceeds to formal evaluation.***

Enhancements that are approved for development are ported into a Project List to outline the priority and order in which the enhancement will be completed.

The Project List includes:

- ***Detailed list of feature(s) required, listed in order of priority***
- ***For each feature required, requirements for each solution component are listed: application design and development, database design and storage requirements, as well as ongoing maintenance/monitoring and customer care (staff as well as consumers).***

A Project Plan is then created to track progress and capture the overall essence of the project flow. Functional owners detail tasks and timelines needed to fully deploy the project; the project is then placed in the development queue.

The number of system updates required for a particular enhancement is dependent upon the scope of the project.

Phase 2: Design & Develop

During the Development phase, the Engineering Manager oversees the development of functional requirements through to the QA Testing phase. To ensure that development is on track, Engineering Scrums are run three times per week. Using Scrum methodologies, projects are broken down into smaller, more manageable pieces, known as "sprints," that can be completed within two to three days. At the end of each sprint, the Development Team meets to assess the project's progress and plan the next steps.

Due to the collaborative nature of the Agile process, ICSolutions' Developers work closely with customers throughout the development phase to define and fulfill a requirement request in the most efficient and accurate way. The focus is on getting the feature developed that is most beneficial and useful to the customer, not on extraneous process and documentation. For specific customer requests, periodic work-in-progress demonstrations of the new feature may be performed for customers where appropriate.

Phase 3: Quality Assurance & User Acceptance Testing

ICSolutions conducts thorough Quality Assurance testing, and in cases of specific customer request, User Acceptance testing. Once the Development phase of each iteration is complete, the Quality Assurance Team will define test parameters for the system, which is reviewed with the entire Development Team. This Test Parameters and Requirements document will be used to generate a QA matrix. Testing is performed in a QA Test environment to verify functionality of new enhancements, bug fixes, and software patches.

Due to the incremental nature of Agile, testing often occurs concurrently with development so that each iteration of a feature is tested as it is developed. Testing in this manner lessens the risk of a compressed test period that often occurs in traditional Software Development Cycles as a result of running out of time on the development timeline.

For enhancements resulting from specific customer requests, our Engineers will work closely with the customer to conduct User Acceptance Testing in a controlled test environment to ensure that all requirements of the requested enhancement are met. Customers will review their enhancement for the appropriate functionality and usability and report any issues or requested changes back to the Testing Engineer.

While Engineers are completing QA Testing, ICSolutions' Technical Writer begins creating documentation of the new features that will go into the User Reference Guide and Release Notes, which are released to DOC before deployment.

Phase 4: Deployment

After the Testing Phase is complete, the feature/module is moved from the development branch into the software trunk. The software is then forwarded to the System Architect for incorporation into the appropriate software release. New software releases and enhancements are distributed through an IP connection, with no need for any on-site disruption. Due to this centralized system update, downtime is minimal. ICSolutions will work with DOC to arrange a mutually agreeable maintenance schedule at the most convenient time to ensure as little disruption to site operations

as possible. ICSolutions can accommodate any time of day or night for release, whether during business hours or after hours.

Whenever an upgrade and/or enhancement to THE ENFORCER finishes testing and is ready for wide release, DOC will be notified of the new release updates (typically within two weeks of the release) and provided documentation of the features and functions of the new software. A white paper "Feature Flyer" will be distributed to DOC, which describes the new system feature and its functionality. At this point, the newly updated User Reference Guide and Release notes are uploaded online for DOC users to access through THE ENFORCER GUI.

ICSolutions schedules two major and two minor releases per year on a quarterly basis to ensure the system is always state-of-the-art. In addition, specific customer requests can be completed on-demand and pushed to DOC as a patch. These requests will then be rolled out to all clients in the next quarterly release. Any bug fixes and critical patches will be completed and applied immediately, as well.

Phase 5: Post-Deployment

In the Post-Deployment phase, our Technical Services Center is notified of all system changes in the release so that they are aware of and prepared for any potential issues that may occur. All software is built to report non-standard behavior through our central monitoring system, ENFORCER Real Time Status (ERTS).

System monitoring is part of the fundamental design of all components of THE ENFORCER system. All key applications send heartbeat messages to ICSolutions' central monitoring system, ERTS. These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration to ensure that no missing heartbeats are ignored.
Any condition which is deemed "not normal" can cause an event to trigger. All programs generate detailed log files both for troubleshooting and monitoring, with logs being scraped at least twice per hour for anomalous activity, which is sent to ERTS for processing.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Should an event occur as a result of a recent release, our Technical Services Center will work with the Engineering department to troubleshoot the issue so that Engineering can begin development of a bug fix or software patch where appropriate.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

During the implementation of this project, changes to the schedule, resources and scope may occur. These changes are typically driven by external forces, but could include customer requested changes or internally initiated changes.

ICSolutions recognizes change can have positive or negative effects. Managing those effects is an important factor of success. Management of changes requires communication and planning from all sides of the project team, customer and stakeholders.

Types of Change that can be anticipated for this project include:

- ***Staff changes***
- ***Schedule Changes***
- ***Process/Policy Change***
- ***Deliverables***
- ***Technical Change***

Step-by-Step Process to Manage Change

ICSolutions use the following steps as determined for the specific change proposed or encountered:

1. ***Identify source and nature of the change***
   a. ***Determine type of change (technical, schedule, resource, etc.)***
   b. ***Determine potential impact and risk***
   c. ***Document origin of change (who/where did it come from)***
   d. ***Identify affected resources***
   e. ***Communicate to rest of team as needed***
2. ***Analyze the effects of the change***
   a. ***Quantify the change (risk, how long, how much)***
   b. ***Compare change against current process/plan***
   c. ***Identify impact against agreed upon requirements***
3. ***Develop response and strategy plan***
   a. ***Identify team members' level of authority for endorsement***
   b. ***Document analysis into a proposal form***
   c. ***Answer: What, Who, How, and Why***
4. ***Communicate strategy and gain endorsement***
   a. ***Present at scheduled meeting***
   b. ***Gain endorsement and/or feedback***
   c. ***Adjust strategy as needed***

5. ***Implement Change***
   a. ***Revise work plan***
   b. ***Monitor and evaluate change***

Develop and Apply a Change Management Record

The Change Management Record is a tool to document, track, and measure the impact of proposed change of critical project factors. Using the Change Management Record is considered mandatory and will include the following information at a minimum:

- ***Description of Change***
- ***Type of Change***
- ***Origin of Change***
- ***Analyst***
- ***Parties Contacted***
- ***Estimated Time Change***
- ***Decision Owner***
- ***Decision Description***
- ***Location***
- ***Decision Date***

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Additional details on maintenance and service plan to include frequency and speed of maintenance can be found above in our response to REQUIREMENTS 3.15.5 and 3.15.8.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Please see the following information on the Technical Services Center (TSC).

The Technical Services Center operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician.

Live customer service for consumers is also available 24 hours a day, 365 days a year. Through the toll-free line, customers can connect to knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. The customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the DOC to contact Customer Service anytime at the number or website below for comparison.

- ***Toll-free at (888-506-8407) 24 Hours a Day***
- ***User-Friendly Website – www.icsolutions.com***

3.17.7 Maintain levels of service and machine installation at no cost to state

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

3.17.8 No additional installation cost for changing out machines that need repair or replacement.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

3.17.9 The vendor will coordinate its service schedule in advance with the facility.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions can offer multiple solutions for Digital Mail Services, including Advanced Technologies Group (ATG) and TextBehind offsite mail scanning. The ATG solution is available only if the Agency chooses the ATG SCORE tablet solution for Category 2, while TextBehind offsite mail scanning is available with any of our other proposed tablet and kiosk options. In addition, our proposed BRIDGE tablets are equipped with software that enables DOC staff, or ICSolutions staff stationed onsite at DOC facilities, to scan and upload mail into THE BRIDGE software.

Advanced Technologies Group (ATG)

The existing SCORE functionality allows an authorized user to scan incoming mail and identify the inmate and their public contacts. The system controls scanner's operations and presents the scanned document for the staff member's view. Optionally, the staff member can annotate/edit the document before saving it. The saved document is flagged for the one-and-only-one inmate. The inmate is able to see the stored document on the kiosk or tablet.

TextBehind

With the TextBehind mail scanning solution, mail will be scanned and delivered to inmates via the inmate tablets, as well as THE VISITOR v17 video visitation kiosks, if deployed. TextBehind enables families and friends to communicate with incarcerated loved ones conveniently and affordably. TextBehind focuses on keeping family and friends consistently connected through the ease of use of our technology during incarceration. TextBehind provides easy to use website and mobile apps to create communications with status updates, back-end mail management, investigative, and tracking software capabilities.

TextBehind offers the ability to decrease operational expenses for our contracted facilities when providing Screen & Clean Service to the general public. The screen and clean process is implemented by simply changing where family and friends send their hand-written mail to be processed to the inmate.

TextBehind® Key Values:

- ***Accessible on any BRIDGE tablets or video visitation kiosks***
- ***Correctional Facility Mailroom cost savings for reallocation of budget***
- ***Elimination of contraband from inmate mail by 100%***

- ***Total control on inmate mail review, mail room approval and expedited mail distribution***
- ***No hardware required to be managed or facility infrastructure change needed***
- ***Mail management software with unlimited facility users, and all supporting equipment provided by TextBehind***

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The administrative staff can access the web-based SCORE administrative application from anywhere on the authorized DOC network and use the existing screens to view data and manage inmate restrictions by logging in with their authorized credentials. The application has an inbuilt security module that allows the Agency application admin to assign permissions to screens and reports to security groups/users based on the respective roles & responsibility.

TextBehind

TextBehind CAMMP (Comprehensive Access to Mail Management Portal) is a highly practical and easy-to-use cloud-based web application created specifically for correctional facility operators to manage every aspect of the inmate mail review and approval process.

Facility users may log into the TextBehind CAMMP System (facility portal) only when they have a set of valid credentials and permissions to perform any main review and management functions. All actions performed by any correctional officer within CAMMP system are recorded with date and time log for professional accountability and transparency.

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;

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;

4.1.3.3 Central and remote site network administration;

4.1.3.4 Investigative search features for inmates' mail;

4.1.3.5 Tracking and logging receipt and delivery of all received mail, privileged and non-privileged;

4.1.3.6 Storage of hard copy mail off-site from DOC;

4.1.3.7 Retention of digital copies of all received mail;

4.1.3.8 Reporting of received contraband to DOC and local law enforcement;

4.1.3.9 Handling policy for rejected mail; and

4.1.3.10 Policy for distribution of approved mail, privileged and non-privileged.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All mail is scanned in by an authorized user using the designated screen in the SCORE admin application. The saved document is stored in the database and displayed to the one-and-only-one inmate. The inmate is able to see the document on the kiosk or tablet.

Documents flagged by scanning personnel as privileged will not be visible to or monitorable by any staff member. Scanned documents not marked as privileged, can be reviewed by authorized staff members.

****All records to be retained as per the agreed upon retention policy.***

TextBehind

All mail is scanned by TextBehind personnel or, in the case of legal mail, by an authorized facility user. To maintain attorney-client privilege, legal mail cannot be scanned off-site. Attorneys also have the option to upload legal mail directly to the system electronically. The Legal Mail Processing System (LEMPS) is described in response to REQUIREMENT 4.8.7 later in this section.

With TextBehind, all physical non-legal mail will be received at the TextBehind facility in San Antonio, Texas, with the exception of legal mail, which will continue to be sent/delivered directly to the facility. All mail will be processed within 24 hours from Monday through Friday.

The TextBehind mail processing and production process is automated with limited human interaction to the extent necessary to verify mail count and print quality. Respecting the privacy of our customers is one of our top priorities.

TextBehind CAMMP system has a comprehensive set of features to review, redact text, redact images, redact scanned mail, reject letter, deny, and approve any mail contents partially or in full.

The CAMMP system is equipped with a series of advanced automation functions to streamline mailroom operations to save time and enhance security related to all inmate mail data. The CAMMP search system provides:

- ***Watch-List – allows adding an inmate who is under investigation to a watch-list and notified concerned authority upon any communication to and from any inmate under investigation***
- ***User Activity Logs – Every action performed by a CAMMP User is logged for professional accountability.***
- ***Two-Way Connections Monitor – displays which inmate is communicating with whom on the outside through the TextBehind system and vice versa when applicable***
- ***Two-Way Communications Monitor – displays all available communications in real time and allows access to all historical data***
- ***Auto Content Discovery and Smart Search – allows you to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest"***
- ***Export Data – allows facility staff to download communications data for any inmate for investigative and filing purposes***

As a standard, TextBehind stores original physical letters for up to 30 days. They are then shredded for recycling in a secure manner. Electronic copies of all correspondence are securely stored for seven years in a historical archive. These can be accessed and retrieved in just a few clicks.

When and if we ever receive something that may qualify as contraband, we notify the Agency right away by email and photos of the letter. And right after, we also call local law enforcement agency and notify them to file an official report.

An outside user (sender) can register a free account, add a contact and then view, and track their scanned mail and see mail that was rejected.

By default, we reject packages, money orders, privileged documents, books, magazines, and items that cannot be scanned using conventional methods. Legal and medical mail will continue to be sent directly to the facility.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Our proposed systems include sophisticated interface engines that accept Agency data in any format and frequency preferred by the Agency.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Administrative staff can search for messages and print them to an existing printer. No special printers are needed to support this implementation.

ICSolutions highly recommends deploying THE BRIDGE tablets for the Digital Mail Services, which will require minimal printing and ensure fast, efficient delivery of mail that is easily access by inmates using the handheld tablets.

ICSolutions will supply both printers and consumables for the DOC, if required. Our offer assumes up to 10% of scanned mail will be printed. When it comes time to order replacement toner or paper, an authorized staff member will simply create a ticket in our Jira ticketing system.

4.1.7 Vendor to describe the ability for inmate's to view approved mail using a DOC-approved portable device (e.g., tablet).

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

Existing SCORE functionality allows inmates to sync their device either through authorized Wi-Fi or at the kiosk which then automatically downloads any new messages/documents for the inmate to be viewed using the appropriate screens both on the kiosks as well as tablets.

TextBehind

The system allows letters, photos and drawings to be delivered to inmates electronically via the tablets. Scanned electronic mail is saved to the cloud and available to the inmate upon login on the tablet. The mail is automatically saved so the inmate can go back and reread old messages or look at old photo attachments, etc. No mail is saved to the device itself.

4.1.8 Site visits, if necessary, shall be negotiated within each Participating State's Participating Addendum.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.2.3 The vendor will keep all mail processing data current and made available upon request by the authorized DOC staff.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The proposed solution allows the authorized user to scan the mail as per their schedule and makes the document visible to the inmate per the system configurations managed by Agency staff through the SCORE admin screens.

TextBehind

All mail will be processed within 24 hours from Monday through Friday. Each piece of mail is processed as a high-resolution PDF document.

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:

4.3.1.1 Software systems;

4.3.1.2 Printers; and

4.3.1.3 Security and monitoring hardware.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

There are currently no printers or monitoring hardware envisioned. No special printers are needed to support this implementation. ICSolutions highly recommends deploying THE BRIDGE tablets for the Digital Mail Services, which will require minimal printing and ensure fast, efficient delivery of mail that is easily access by inmates using the handheld tablets.

If required, ICSolutions will supply both printers and consumables for the DOC. When it comes time to order replacement toner or paper, an authorized staff member will simply create a ticket in our Jira ticketing system.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

No special printers are needed to support this implementation. ICSolutions highly recommends deploying THE BRIDGE tablets for the Digital Mail Services, which will require minimal printing and ensure fast, efficient delivery of mail that is easily access by inmates using the handheld tablets.

If required, ICSolutions will supply both printers and consumables for the DOC. When it comes time to order replacement toner or paper, an authorized staff member will simply create a ticket in our Jira ticketing system.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Upon award of the contract, ICSolutions will work with Agency staff on a mutually agreed upon implementation plan and schedule.

4.3.5 Weekly updates to the installation plan must be submitted to authorized DOC staff designated by each DOC.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.3.12 The vendor will clean up and remove all debris and packaging material resulting from work performed.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.3.16 The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The following space will be required for the controlling equipment to be installed at the DOC facilities:

a) 12 inches of space in a rack (2' x 4' floor space) for local servers.
b) 2 ft sq for scanning machines on user desktops.

TextBehind

The TextBehind off-site solution does not require equipment installed onsite.

Should the Agency choose an on-site mail scanning operation, ICSolutions will provide a high-tech scanner, such as the one depicted below, by which all physical mail delivered to the facility will be scanned in and uploaded to the tablets. We will also provide installation of the Mail Scanning software on a designated computer at the facility and training for facility staff on how to scan mail.

Brother ADS2700W

No special printers are needed to support this implementation. If required, ICSolutions will supply both printers and consumables for the DOC. When it comes time to order replacement toner or paper, an authorized staff member will simply create a ticket in our Jira ticketing system.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

One server to be installed in each facility which requires standard 110V/20A power outlet, drawing no more than 1,000 watts of power. Additionally, this hardware is temperature-tolerant and will operate flawlessly in environments ranging from 50-86 degrees Fahrenheit. It is recommended that the power source be clean and unencumbered with other devices. The solution will rely on the HVAC provided by the DOC.

TextBehind

The TextBehind off-site solution does not require equipment installed onsite.

Should the Agency choose an on-site mail scanning operation, ICSolutions will provide a high-tech scanner such as the one depicted in the PREVIOUS RESPONSE. This will be a small device, approximately 12" X 7" dimensions. Any onsite printing, if required, can be done using a standard printer, which we will provide.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The administrative staff can access the web-based SCORE administrative application from anywhere on the authorized DOC network and use the existing screens to view data and manage inmate restrictions logging in using their authorized credentials. The application has an inbuilt security module that allows the agency application administrator to assign permissions to screens and reports to security groups/users based on the respective roles & responsibility.

The system allows an authorized user to scan incoming mail and identify the inmate and the public contact controls scanner's operations and presents the scanned document for the staff member's view. Optionally, the staff member can annotate/edit the document before saving it.

TextBehind

TextBehind CAMMP (Comprehensive Access to Mail Management Portal) is a highly practical and easy-to-use cloud-based web application created specifically for correctional facility operators to manage every aspect of the inmate mail review and approval process.

Facility users may log into the TextBehind CAMMP System (facility portal) only when they have a set of valid credentials and permissions to perform any main review and management functions. All actions performed by any correctional officer within CAMMP system are recorded with date and time log for professional accountability and transparency.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

ATG's customized operating system on the kiosk, is never more the N+2 behind current version of Windows Operating System. ATG has spent enormous hours and resources to both lock down the BIOS and operating system, as well as to add active security subsystem to the operating system the control activity.

TextBehind

We will provide mail management software and all supporting equipment necessary for the operation of the digital mail solution. Our offer includes CAMMP access for an unlimited number of facility users at no cost to the DOC.

4.5.2 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All staff/admin functions have been built into the SCORE admin application which is a web-based application that does not require any installation on the PC. The scanning capability does require the PC to be equipped with standard Scanner and TWAIN drivers but require an install of the Dynamsoft control which will be provided.

TextBehind

The CAMMP system is entirely web-based and requires no software to be installed on DOC computers. Facility users may log into the TextBehind CAMMP System (facility portal) only when they have a set of valid credentials and permissions to perform any main review and management functions. All actions performed by any correctional officer within CAMMP system are recorded with date and time log for professional accountability and transparency.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All system upgrades go through a rigorous testing process within the ATG test Environment. Updates are documented and presented to the agency and rolled out to production upon approval. Due to the nature of the network and the stringent security requirements there is no test environment for the agency staff.

TextBehind

All software updates are seamless and are implemented during afterhours when no users are connected. This process does not interrupt service. If requested, we will provide a TEST environment for facility access.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.6 DATABASE REQURIEMENTS

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The above features are included in the existing SCORE admin functionality. By design, all application data is stored in the database and all transactional activity is captured with date time and the user ID performing the activity. Authorized staff users can view the data through the various screens and reports within the SCORE admin application.

TextBehind

The TextBehind CAMMP system provides robust reporting and investigative tools including:

- ***User Activity Logs – Every action performed by a CAMMP User is logged for professional accountability.***
- ***Two-Way Connections Monitor – displays which inmate is communicating with whom on the outside through the TextBehind system and vice versa when applicable***
- ***Two-Way Communications Monitor – displays all available communications in real time and allows access to all historical data***
- ***Watch-List – allows adding an inmate who is under investigation to a watch-list and notified concerned authority upon any communication to and from any inmate under investigation***
- ***Auto Content Discovery and Smart Search – allows you to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest"***
- ***Export Data – allows facility staff to download communications data for any inmate for investigative and filing purposes***

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The above features are included in the existing SCORE admin functionality. By design all application data is stored in the database and all transactional activity is tagged with the user and the date time of the transaction. All electronic messages capture the recipient and sender details.

TextBehind

The CAMMP system displays all available communications in real time and allows access to all historical data. Data is stored for each correspondence and available for investigative purposes. This includes inmate name, type of correspondence, name and address of sender. An outside user (sender) can register a free account, add a contact and then view, and track their scanned mail.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The above features are included in the existing SCORE admin functionality. By design all application data is stored in the database and the authorized central office staff can view the data for all facilities using the designated screens and reports. The central office staff can view activity for all inmates while the local facility staff users can only see activity associated to the inmates active at that site.

TextBehind

Authorized DOC staff will be able to login to the web-based system to manage inmate mail within regardless of which DOC facility is housing the inmate. Any number of facilities can be assigned to a CAMMP user for mail management.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.6.5 The DMS will provide the capability for authorized DOC staff to download reports from the database, through secured internet access.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The above features are included in the existing SCORE admin functionality and the authorized users can download the available reports and save them as a pdf or export to Excel.

TextBehind

Using the CAMMP system, authorized DOC staff will be able to run robust reports and download communications data for any inmate for investigative and filing purposes.

4.6.6 In addition, the vendor will provide access to the database through secure methods to bedefined 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).

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

By design all application data is stored in the database in a normalized fashion and the authorized DOC staff can view the data for all facilities using the designated screens and reports. For several security reasons, and especially to comply with privilege mail requirements, DOC staff will not have direct query access to the system.

TextBehind

The CAMMP system displays all available communications in real time and allows authorized users access to all historical data. Data is stored for each correspondence and available for investigative purposes. This includes inmate name, type of correspondence, name and address of sender. An outside user (sender) can register a free account, add a contact and then view, and track their scanned mail.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

By design, all application data is stored in the database in a normalized fashion and the authorized DOC staff can view the data for all facilities using the designated screens and reports. The users have the ability to export the report data either as excel or pdf directly from the SCORE admin app.

TextBehind

Using the CAMMP system, authorized DOC staff will be able to run robust reports and download communications data for any inmate for investigative and filing purposes.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The DOC has the ability to manage access either at an institution level and/or the state level by using the Add User screen within the SCORE admin app. This allows the administrator to create user login information as well as the User Security (individual rights of each user). The administrator can assign the created user the ability to only see reports/screens for their particular institution or to allow them to see data for all institutions.

TextBehind

The CAMMP system displays all available communications in real time and allows authorized users access to all historical data. Data is stored for each correspondence and available for investigative purposes. This includes inmate name, inmate ID, type of correspondence, sender name and sender address.

Facility users may log into the TextBehind CAMMP System (facility portal) only when they have a set of valid credentials and permissions to perform any main review and management functions. All actions performed by any correctional officer within CAMMP system are recorded with date and time log for professional accountability and transparency.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The DOC has the ability to search for scanned mail by using the designated screen in the SCORE admin application that allows searches by date range, inmate, housing unit and sender.

The system interfaces with Agency's offender management system to get inmate number, demographics and housing information, and also track precisely when a document is scanned and other transactional information. All these fields are available as search criteria.

Presently, the system performs keyword search on all typed text (electronic messages, and staff entered data), scanned documents that contain typed text and have been flagged to convert to text. The system does not convert handwritten documents to text.

Upon award of a contract, ICSolutions will work with the DOC/facility on their requirements.

TextBehind

Mail can be searched using inmate ID, inmate names, sender name, and keywords. Currently, mail can be downloaded based on housing information. We can create the functionality to search mail using housing location.

4.6.10 The DMS must allow for the search criteria either individually or in combinations.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The system has a very robust search screen that allows users to select any/all criteria concurrently. For performance reasons, the only required criteria is date range; however, the user can make the date range as wide as they see fit.

TextBehind

The CAMMP system displays all available communications in real time and allows authorized users access to all historical data. Data is stored for each correspondence and available for investigative purposes. This includes inmate name, type of correspondence, name and address of sender. An

outside user (sender) can register a free account, add a contact and then view, and track their scanned mail. The Auto Content Discovery and Smart Search feature allows users to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest".

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

System allows the Agency to assign a "risk" value to each keyword. As documents are scanned, typed text on the document is converted to machine text. System automatically word indexes the readable text, and any computes a "rank" for the page which is a total of risk value of all instances of keywords found in the document.

The search screen has robust capabilities including ability to search by keywords/phrases and "rank".

Please note, as described above, the system performs keyword search on all typed text (electronic messages, and staff entered data), scanned documents that contain typed text and have been flagged to convert to text. The system does not convert handwritten documents to text.

Upon award of a contract, ICSolutions will work with the DOC/facility on their requirements.

TextBehind

The CAMMP system's Auto Content Discovery and Smart Search feature allows users to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest".

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All messages (electronic messaging, and scanned documents containing typed text) go through keyword search process which computes a "rank" based on risk value associated with each of the keyword(s) found in the message/document.

"Rank" is one of the criteria available in the search screen, so user can find all messages/documents that exceed the specified risk value entered by user.

As responded to previously, handwritten text on scanned documents is not converted to searchable text.

Upon award of a contract, ICSolutions will work with the DOC/facility on their requirements.

TextBehind

The CAMMP system allows users to search for all parameters listed above. The Auto Content Discovery and Smart Search feature allows users to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest".

4.6.13 The vendor will provide a description of this capability.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The DOC staff have the ability to search for scanned mail by using the designated screen in the SCORE admin application that allows searches by date range, inmate, housing unit and sender.

All messages (electronic messaging, and scanned documents containing typed text) go through keyword search process which computes a "rank" based on risk value associated with each of the keyword(s) found in the message/document.

"Rank" is one of the criteria available in the search screen, so user can find all messages/documents that exceed the specified risk value entered by user.

As responded to previously, handwritten text on scanned documents is not converted to searchable text.

Upon award of a contract, ICSolutions will work with the DOC/facility on their requirements.

TextBehind

The CAMMP system allows users to search for all parameters listed above. The Auto Content Discovery and Smart Search feature allows users to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest".

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All data is stored only on central servers – none is stored locally. Please see response to REQUIREMENT 4.7.2 for details.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All data is stored only on central servers – none is stored locally. Please see response to REQUIREMENT 4.7.2 for details.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.7.2 The vendor will briefly describe how they will perform back-up or DMS redundancy of correspondence data.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The central servers hosting the proposed system have multiple layers of redundancies, from component redundancy to server redundancy to entire data center redundancy. The system leverages all these capabilities to ensure uptime and data protection. Data is replicated between data centers in real-time using Microsoft Clustering Services and SQL Availability Groups. Veeam replication services are utilized for all virtual servers that support the environment.

All data is kept in three database servers that have totally independent and redundant storage. Two database servers are in primary data center, one in geographically distant secondary data center. The three servers are kept in sync in real-timing Microsoft Availability Group. Full database backups are performed on a nightly basis, and database logs are backed up every hour. These backups are done in both the primary and secondary data centers.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer. We have a dedicated team of technology developers to mitigate any future downtime. We have THREE redundant servers for disaster recovery.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

DMS data enjoys all the redundancies and data protection described in response to REQUIREMENT 4.7.2.

TextBehind

The TextBehind DMS is a cloud-based platform whereby the programming and inmate correspondence data is replicated and stored in real time.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All data is stored only on central servers – none is stored locally. Please see response to REQUIREMENT 4.7.2 for details.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer. We have a dedicated team of technology developers to mitigate any future downtime. We have THREE redundant servers for disaster recovery.

The TextBehind DMS is a cloud-based platform whereby the programming and inmate correspondence data is replicated and stored in real time.

4.7.5 The vendor will provide full DMS inmate correspondence data back-up from each DOC location on a daily basis.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All data is stored only on central servers – none is stored locally. Please see response to REQUIREMENT 4.7.2 for details.

TextBehind

The TextBehind DMS is a cloud-based platform whereby the programming and inmate correspondence data is replicated and stored in real time.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

The TextBehind DMS is a cloud-based platform whereby the programming and inmate correspondence data is replicated and stored in real time.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All data is stored only on central servers – none is stored locally. Please see response to REQUIREMENT 4.7.2 for details.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer. We have a dedicated team of technology developers to mitigate any future downtime. We have THREE redundant servers for disaster recovery.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

This will be provided to the DOC in an industry standard format.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All mail is scanned and by authorized user using the designated screen in the SCORE admin application. The saved document is stored in the database. All records to be retained as per the agreed upon retention policy.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer. We have a dedicated team of technology developers to mitigate any future downtime. We have THREE redundant servers for disaster recovery.

As a standard, TextBehind stores original physical letters for up to 30 days. They are then shredded for recycling in a secure manner. Electronic copies of all correspondence are securely stored for seven years in a historical archive. These can be accessed and retrieved in just a few clicks. Following this retention period, we can store data for the duration of the contract or provide a copy of all data that is older than 7 years.

4.7.10 The vendor will provide authorized DOC staff with a "Certificate of Destruction".

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All mail is scanned and by authorized user using the designated screen in the SCORE admin application. The saved document is stored in the database and displayed to the one-and-only-one inmate associated. The Inmate is able to see the document on the kiosk or tablet.

Existing SCORE admin functionality allows the admin staff to view the correspondence data through reports which can be extracted/saved.

All records to be retained as per the agreed upon retention policy and data purge to be implemented as per the agency rules and discussions during implementation.

TextBehind

All TextBehind data is automatically backed up on a weekly basis where it can be restored should something occurs to warrant restoration. We are actively planning for a more frequent data/system backup procedure that should be implemented this Summer. We have a dedicated team of technology developers to mitigate any future downtime. We have THREE redundant servers for disaster recovery.

As a standard, TextBehind stores original physical letters for up to 30 days. They are then shredded for recycling in a secure manner. Electronic copies of all correspondence are securely stored for seven years in a historical archive. These can be accessed and retrieved in just a few clicks. Following this retention period, we can store data for the duration of the contract or provide a copy of all data that is older than 7 years.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The detailed plans will be made available to customer at time of contract. ATG has a detailed business resumption plan in place for its data centers, which is kept up-to-date, and tested periodically. These documents have followed Institute of Electrical and Electronic Engineers (IEEE) or Project Management Institute (PMI) template.

Central servers are located in two geographically distributed data centers which are kept in synch with each other (real-time) using Microsoft Clustering Services and SQL Availability Group replication, and Veeam replication for virtual servers.

If a 'Disaster' is declared, the replica servers located in the secondary data center are activated and use the database server node in the secondary data center.

These technologies will allow the Hot site to transition to a Production site within minutes. These steps will be fully detailed in the System Documentation and tested on an annual basis.

TextBehind

TextBehind maintains a written Disaster Recovery and Business Continuity Plan. Upon award, we will provide this plan to the DOC for review and acceptance.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.8.3 The vendor will describe how it detects and identifies contraband in correspondence.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The ATG offer is for the service options where DOC staff or contractor is scanning the documents at DOC centralized site. The system offers a field in the record for a scanned document to flag it if user finds any contraband, and the comments fields allows user to document relevant details.

TextBehind

TextBehind identifies contraband that is detectable visually. Our staff is protected using specialized gear that mitigates exposure that may be harmful to their health.

4.8.4 The vendor will describe its contraband reporting policies.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The system has strict access controls that prevent unauthorized users from even accessing the system. It restricts authorized users to use only functions in the system that they have been explicitly assigned. Attempts to bypass or breach security are captured in logs which will be shared with the Agency.

TextBehind

When and if we ever receive something that may qualify as contraband, we notify the Agency right away by email and photos of the letter. And right after, we also call local law enforcement agency and notify them to file an official report.

4.8.5 The vendor will describe how it identifies approved correspondence.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The ATG offer is for the service options where DOC staff or contractor is scanning the documents at DOC centralized site(s). The user, DOC staff or contractor under the direction of DOC staff determines approved correspondence before scanning it into the system.

TextBehind

TextBehind CAMMP system has a comprehensive set of features to allow Agency staff to review, redact text, redact images, redact scanned mail, reject letter, deny, and approve any mail contents partially or in full based on the Agency's policies.

4.8.6 The vendor will describe how it identifies and handles non-privileged correspondence.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The ATG offer is for the service options where DOC staff or contractor is scanning the documents at DOC centralized site(s) for non-privileged mail only.

We are offering to develop an additional feature at no-cost, where system has a special privileged-document-scanning screen that is only accessible by staff allowed to handle privileged mail. Documents scanned using this screen will not be included in any search screens or reports, and will not accessible to any staff including the staff who has access to the special privileged-document-scanning screen. There will, however, be one report, accessible to authorized staff, to list metadata of scanned privileged mail.

Like all documents scanned, the system ensures only the particular inmate is able to see the privileged mail. The inmate is informed which documents are privileged mail.

TextBehind

All mail is non-privileged unless otherwise identified as privileged mail. Mail is identified as privileged mail if the sender is a legal agency, attorney, lawyer, IRS, or otherwise classified as privileged as such as judicial body, government official, etc. If the envelope is also clearly marked as LEGAL MAIL or PRIVILEGED MAIL, we identify it as such.

4.8.7 The vendor will describe how it identifies and handles privileged (legal, medical, etc.) correspondence.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The SCORE admin application's screen allows an authorized user to flag the document being scanned as "privileged" mail in which case the document is stored as such and not displayed to any user (including staff) and only displayed to the designated inmate.

TextBehind

When TextBehind Offsite Mail Scanning is in use, or when ICSolutions or the DOC scans mail onsite, we can offer a revolutionary technology to process and deliver 100% contraband-free legal mail in compliance with attorney-client privilege regulations. This system includes a security portal for attorneys, video evidence, a management portal for correctional institutions and much more. The following standard process can be customized to meet Agency requirements.

1. ***Legal mail is separated and handled by designated staff members (DOC or ICSolutions depending on service option; if TextBehind offsite scanning is in use, legal mail will be scanned onsite by DOC staff).***
2. ***Mail is opened, and color copies are made of the envelope and its contents using a standard color copier.***
3. ***Copies legal mail are placed in a 9" x 13" envelope and the original envelope and the contents are destroyed***
4. ***A cover letter and receipt is created. This paperwork will include identifying information such as inmate name, inmate ID, sender name, sender address, photo of the front of the envelope.***
5. ***The cover letter and receipt are attached to the envelope. The envelope is sealed with tamper evident tape. The copies are sent to the inmate's housing location.***
6. ***Upon deliver of legal mail to the inmate, the delivering staff will note the delivery date, time and name of staff member who delivered the mail. The inmate will sign to confirm receipt.***
7. ***Agency staff will keep the signed receipt for their records.***

4.8.8 The vendor will describe its process and policy related to rejected correspondence.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

The Agency determines the policy and process for managing rejected correspondence.

TextBehind

By default, we reject packages, money orders, privileged documents, books, magazines, and items that cannot be scanned using conventional methods. Legal and medical mail will continue to be sent directly to the facility.

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.***

4.8.9.1 Vendor shall describe their ability to monitor a sample of inmate correspondence and provide monthly reports to the DOC.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

We will work with agency to auto-generate (monthly, quarterly) any of the existing reports and provide them as email messages to named Agency mailbox.

TextBehind

The following additional services and features are in development and will be available as part of the Digital Mail solution in an upcoming release:

- ***DMS (Document Management System) – Our Advanced Document Management System allows educational and inspirational content providers to send any number of useful documents for the incarcerated individuals. The correctional institution utilizes TextBehind technology to review and approve such content with unmatched efficiency. Utilization of DMS, when it becomes available, will have no financial impact on the Agency.***

- ***Books & Magazines Secure Online Ordering – This service enables friends and families to conveniently order books and magazines online for delivery to their incarcerated loved ones directly from the publishers. At the same time, the system empowers the correctional institutions to ensure that all contents are acceptable and 100% contraband-free through TextBehind's powerful technology. Utilization of this feature, when it becomes available, will have no financial impact on the Agency.***

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

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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:

4.9.1.1 The vendor will be able to detect, identify, and report contraband to local law enforcement and authorized DOC staff.

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***.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

ATG will work with the DOC/participating states on the contraband policies to be followed and how to report to the DMS.

Separately, ATG has provided software licensing information for the Intelligence System specifically built for corrections and in use at several State DOC, all 126 facilities operated by Federal Bureau of Prisons and their Counter Terrorism Unit.

TextBehind

The TextBehind CAMMP system provides robust reporting and investigative tools including:

- ***User Activity Logs – Every action performed by a CAMMP User is logged for professional accountability.***
- ***Two-Way Connections Monitor – displays which inmate is communicating with whom on the outside through the TextBehind system and vice versa when applicable***
- ***Two-Way Communications Monitor – displays all available communications in real time and allows access to all historical data***
- ***Watch-List – allows adding an inmate who is under investigation to a watch-list and notified concerned authority upon any communication to and from any inmate under investigation***
- ***Auto Content Discovery and Smart Search – allows you to define any keywords for the system to automatically search through inmate communications every day and highlight "content of interest"***

- ***Export Data – allows facility staff to download communications data for any inmate for investigative and filing purposes***

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.

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.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.11 GENERAL MAINTENANCE

4.11.1 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.11.3 The vendor will have the ability to perform remote diagnostics to the DMS to determine any network problems.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:

The DMS will trigger an alert if there is any disruption in the operations. TextBehind does not currently have the capability for failure reports and service history reports.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of the system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our solution for each customer. As such, there will be no cost whatsoever to the DOC for this service.

ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician.

The Jira trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

The following Priority Schedule defines our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the DOC.

Priority Level 1	• ***Multiple Housing Units not operational*** • ***Multiple intake phones out of service*** • ***Entire System Failure***	***Remote diagnostics and repair will begin within 1 hour***
Priority Level 2	• ***One entire Housing Unit not Operational*** • ***One intake phone not working*** • ***Technical or Recording Failure*** • ***Recording Access Failure*** • ***Server Capacity Warning***	***Remote diagnostics will begin within 1 hour*** ***Repair will begin within 8 hours***

	• *Commissary Interface Failure*	
Priority Level 3	• *One of multiple phones in a Housing Unit Not Operational*	***Repair will begin by the end of the 2nd Business Day***

In the event that any problem requires escalation, TSC follows a documented internal escalation procedure.

Escalation Level	Escalation Contact	Additional Notification
Initial Report	*Help Desk Technician* *Open Ticket & Gather Information* *Toll free: 866-228-4031* *Email: icssupport@icsolutions.com*	*None*
Level One	*Latoya Coleman* *Technical Support Manager* *Direct 210-572-9547* *Cell: 601-212-6128* *email: lcoleman@icsolutions.com*	*None*
Level Two	*Brian Dietert* *Director of Operations* *Direct: 210-477-7340* *Cell: 832-561-8010* *email: bdietert@icsolutions.com*	*Mike Kennedy* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *mkennedy@icsolutions.com*
Level Three	*Brendan Philbin* *Vice President, Product Development* *Direct: 210-581-8102* *Cell: 408-838-1157* *email: bphilbin@icsolutions.com*	*Mike Kennedy* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *mkennedy@icsolutions.com*
Level Four	*Tim McAteer* *President & General Manager* *Direct: 210-572-9570* *Cell: 314-504-2254* *email: tmcateer@icsolutions.com*	*Mike Kennedy* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *mkennedy@icsolutions.com*

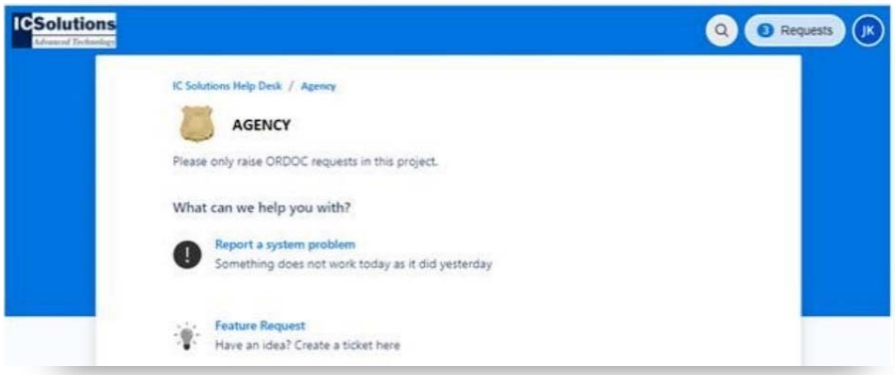
4.11.6 Vendors will provide support for all tickets as they are opened, updated and closed by the field technicians, providing detail to show the problem and final resolution of said problem. Should the escalation plan as provided by the vendor not be followed explicitly, the vendor will be liable.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

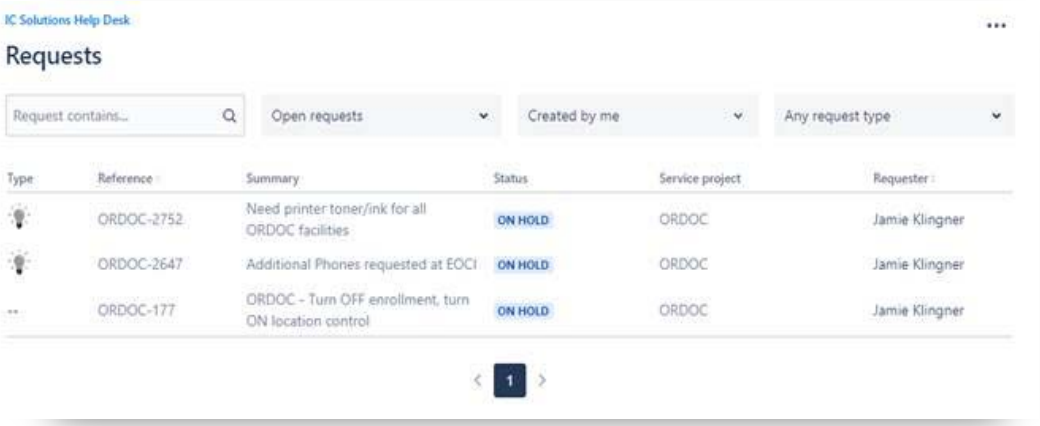
ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

Robust & Seamless Trouble Ticketing System Jira



Create a Ticket

By clicking Requests, users can view a list of their tickets and select a specific ticket to see additional details.



View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will provide all information required to authorized DOC staff; all contact information will be kept up to date throughout the life of contract.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

ICSolutions' proposal includes full support, repair, maintenance, and component replacement as necessary to maintain continuous operation of the system. Our commitment extends to all systems, telephones, software, and peripheral hardware. This level of support is part of our turn-key proposal to each customer. As such, there will be no cost to the Agency for this service.

Preventative Maintenance

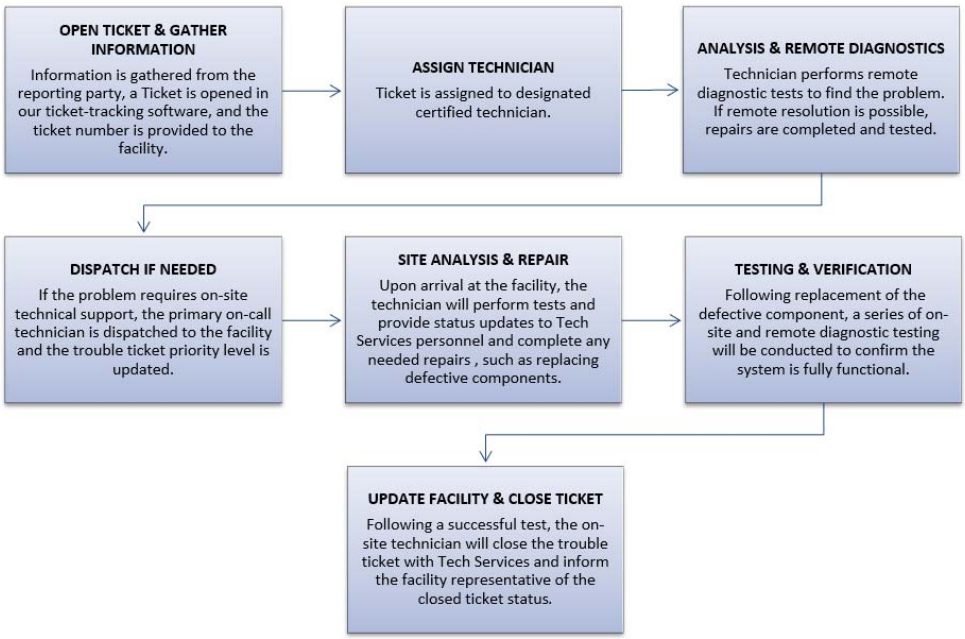
Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the Agency's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walkthrough of the entire facility and perform preventative maintenance tasks.

Technical Services Center (TSC)

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician. Each call is handled with care following these basic steps:

24/7/365 Live Support Center



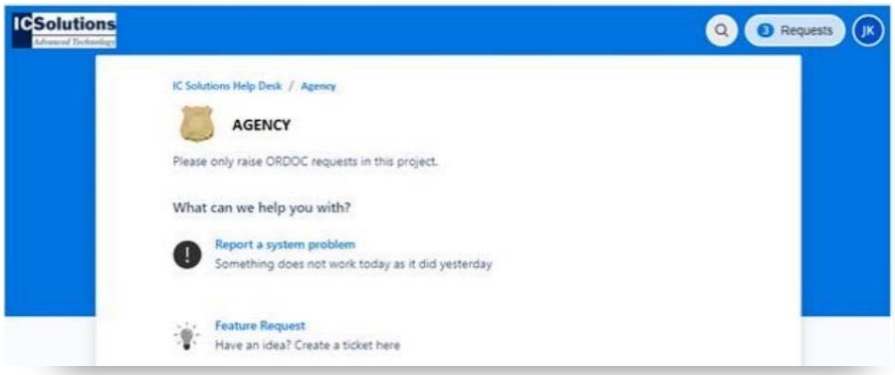
TSC personnel are professionally trained and experienced in the operations of the inmate communications system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

Seamless Trouble Ticketing & Tracking

ICSolutions utilizes Atlassian's ticketing system Jira. This system offers a seamless user experience. Jira will allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have submitted.

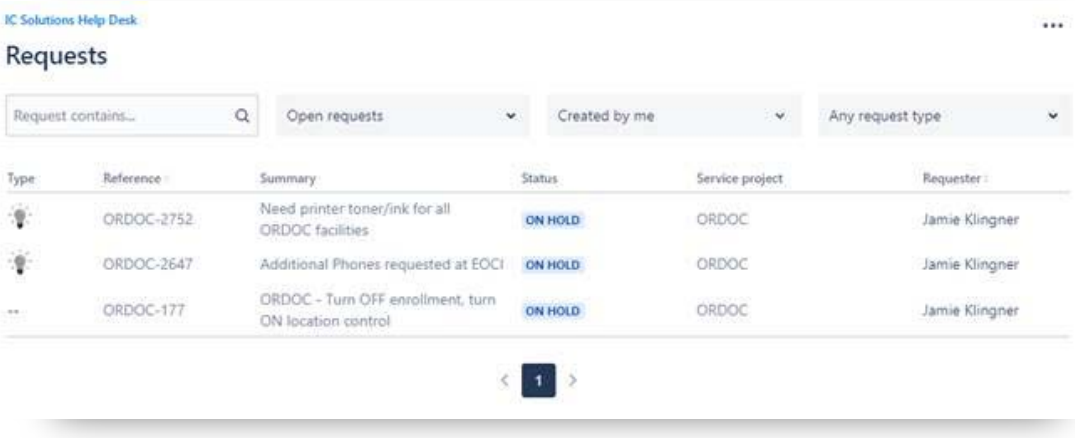
ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

Robust & Seamless Trouble Ticketing System Jira



Create a Ticket

By clicking Requests, users can view a list of their tickets and select a specific ticket to see additional details.



View Requests

Jira also features state-of-the-art reporting features that will be customized and configured according to the Agency's precise needs during the initial implementation and go-live process. ICSolutions will work with the Agency to determine the types of reports that are needed, the frequency at which such reports shall be provided, and which stakeholders require these reports. This information can be updated at any time, and will ensure that the Facility has all required reporting at your fingertips, automatically.

Our standard Priority Schedule and Escalation Plan are described earlier in this section and define our service commitment offered each one of our clients. Specific terms can be customized to meet special needs of the DOC.

Escalations can be initiated by a number of methods. These methods include:

1. ***The Severity Level can trigger an escalation. This either happens by a Technical Support report or by one of our system monitoring applications.***

2. ***Escalations can also be triggered by lower severity levels remaining in that state past a pre-determined threshold.***

Following are the basic criteria for escalation at each level:

1. ***P1 Issues are escalated to the VP of Product Development level immediately. Status updates are provided to that level hourly.***

2. ***P2 Issues that are not solved within the standard four-hour timeframe are escalated to Level 1. P2 issues that are not solved within 8 hours are escalated to the VP of Product Development Level. This level will be provided with status updates daily.***

3. ***P3 issues that are not solved within the standard 48-hour timeframe are automatically escalated one level. P3 issues that are not solved within 7 days are escalated to the VP of Product Development level. The VP of Product Development will receive status updates daily.***

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. Our offer includes three full-time technicians equipped with trucks and stationed at strategic locations throughout Nevada. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The Agency will be served by a designated number of local primary field service technicians, and additional local technicians will be assigned as backups upon contract award. Site administrators and local technicians are fully trained on-site on both THE ENFORCER and each facility's exact equipment and system configuration.

LOCAL Repair Technicians + Spare Parts Storage = FAST RESPONSE

4.11.9 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the DMS.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.11.10 All issues surrounding the DMS will be reported by the vendor to the authorized DOC staff.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.12 MAINTENANCE/SERVICE

4.12.1 Software Modification by the vendor and Release Management.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.
There are no costs associated with our security patches, system updates, new features releases and general system updates online. It is a seamless process.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

All system upgrades go through a rigorous testing process within the ATG test Environment. Updates are documented and presented to the agency and rolled out to production upon approval. Due to the nature of the network and the stringent security requirements there is no test environment for the agency staff.

TextBehind

All software updates are seamless and are implemented during afterhours when no users are connected. This process does not interrupt service. If requested, we will provide a TEST environment for facility access.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Advanced Technologies Group

Each customer has a custom version of the software that addresses their unique requirements. ATG use Microsoft's DevOps subsystem to track change, as well as to ensure that rollouts are only done after requisite approvals have been received. Customer is informed of all changes at least a week before they are deployed to test environment, and then production deployments date/time is mutually agreed by customer and ATG.

TextBehind

Change management is not applicable to the inmate mail scanning services. However, if the Agency would engage us to develop any special features in the TextBehind system for specifically designed for the DOC, we will provide a change management plan accordingly.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

The Technical Services Center operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician.

Live customer service for consumers is also available 24 hours a day, 365 days a year. Through the toll-free line, customers can connect to knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. The customer service

representatives can offer multi-lingual assistance, including both English and Spanish. We invite the DOC to contact Customer Service anytime at the number or website below for comparison.

- ***Toll-free at (888-506-8407) 24 Hours a Day***
- ***User-Friendly Website – www.icsolutions.com***

4.12.7 Maintain levels of service and machine installation at no cost to the DOC.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.12.8 No additional installation cost for changing out hardware that need repair or replacement.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.12.9 The vendor will coordinate its service schedule in advance with the facility.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

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.

4.13.1.1 Service option 1: Facilities to do their own scanning. Vendor to provide equipment and software needed.

4.13.1.2 Service option 2: Vendor to provide scanning at off-site facility.

4.13.1.3 Service option 3: Facility to have contracted staff facilitate scanning at DOC.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

We have provided details for all service options – Service options 1 and 3 with ATG, and Service options 1, 2 and 3 using TextBehind and/or THE BRIDGE software. Refer to our pricing sheet in PART II: COST PROPOSAL for details.

Section V

Company Background & References

SECTION V

Company Background & References

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.

Length of time vendor has been providing services described in this RFP to the public and/or private sector. Please provide a brief description.

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

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Company History & Expertise

Since 2002, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide including Atlanta, GA (primary data center); Edison, NJ; Cleveland, OH; Jacksonville, FL; St. Louis, MO; Dallas, TX; Reno, NV; and Fontana, CA. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider. Keefe Group has been serving the corrections industry for over 40 years. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership,

ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our ongoing and free system upgrades, released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

Across the U.S., ICSolutions currently provides our ENFORCER calling system and outstanding customer service to more than 500 individual facilities, making up more than 275 agencies that serve approximately 350,000 inmates. Agencies using THE ENFORCER range in size from small city, county, and regional facilities, to Federal and State facilities.

ICSolutions has extensive experience providing services to nearly a dozen large multi-site facilities throughout the country, including the Federal Bureau of Prisons that houses 115,000 inmates, and large state DOCs each housing as many as 42,000+ inmates.

In Nevada, we provide our inmate calling services to 4 facilities. The services we provide in Nevada include THE ENFORCER inmate calling platform, deployed at all our sites; THE VERIFIER voice biometrics; inbound voicemail; debit release cards, inmate tablets; cell phone detection and more.

ICSolutions has also successfully installed 4,000 video visitation units at more than 200 sites serving nearly 76,000 inmates. ICSolutions designed and developed THE VISITOR Visitation Management & Video Visitation System based on our experience providing Video Visitation Systems from other vendors since 2005, as well as feedback and suggestions from our client facilities as to what they wanted in a VVS.

ICSolutions is also experienced in providing inmate tablets to our customers. ICSolutions has deployed tablet solutions in about 100 client facilities, supporting nearly 44,000 inmates using 19,000 tablets.

Our clients of every size rely on our proprietary ENFORCER calling system to process calls; THE ENFORCER is a truly scalable, battle-tested platform that can be custom configured to meet specific needs in a wide variety of correctional environments. Furthermore, THE ENFORCER provides multiple levels of networking, call processing, and data redundancy that are unparalleled in the ITS industry – allowing ICSolutions to guarantee at least 99.99% system uptime for your facilities.

We are also proud to note that 100% of ICSolutions' clients are with us because, in a competitive evaluation of the inmate communications marketplace, they chose ICSolutions' products and services from among their many options. ICSolutions operates with impeccable standards. This includes how we treat our employees, our business ethics, and especially how we serve our customers. ICSolutions' reputation has never been blemished with security data breaches, illegal recording of attorney calls, illegal use of call recipient cell phone location technology, multiple

class action lawsuits, and fines by regulatory agencies. ICSolutions will provide the highest service standards to the Agency, its constituents, and all users of ICSolutions' services.

ICSolutions focuses on providing a secure and feature-rich inmate communications system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER, but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, tablets, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we provide for our clients. To better serve called parties, inmates, and facilities alike, our company is staffed by one of the most seasoned management teams in the industry, and our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services, all available to meet our clients' needs 24 hours a day, 7 days a week, 365 days a year.

ICSolutions has provided the requested financial information in PART III.

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).

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has read and understands all of the terms and conditions as shown in the Master Agreement (Attachment A), and we do not propose any exceptions. However, we request the negotiation of one instance of additional language for the Nevada DOC / NASPO's consideration, which is redlined in SECTION VI as required.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Inmate Calling Solutions, LLC. is a multi-national corporation with dedicated personnel who are responsible for procuring and maintaining all insurance and self-insurance (except health benefit plans). These include: property, automobile, directors and officers, etc.

ICSolutions has provided a sample Insurance Certificate in EXHIBIT C. Insurance policies will be customized to meet the requirements of each participating agency.

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.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

NASPO's usage fee and reporting requirements are a natural extension of existing activities ICSolutions performs for its other customers. Due to revenue reporting and commissioning requirements in all contracts we serve, ICSolutions has an existing department dedicated to compliance with these kinds of requirements.

Revenue and usage fee reporting would occur monthly in the course of our regular commissioning cycle, and dispersed monthly if desired or held for quarterly aggregation as stated in "NASPO ValuePoint Summary and Detailed Usage Reports." Because revenue reporting occurs natively within each product database (i.e. it is not batch uploaded to an "outboard" billing system) intra-month reporting is available in real-time throughout the month.

ICSolutions offers each of the products/services proposed to other customers, and have dedicated database administrators managing existing automated interfaces to the report the data. The database administrators would simply need to develop a reporting format that matched the NASPO template – this would take less than one day to complete.

Our standard process for revenue distribution and reporting is to send a physical check or process an ACH payment, according to each customer's requirements. ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated, but this interval will be customized as needed to meet the requirements of NASPO and any participating agency. We acknowledge that NASPO ValuePoint Summary and Detailed Usage Reports requires quarterly reporting no later than the 30th of the month following quarter end – since this is less restrictive than our current service levels, compliance will be straightforward.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will educate our personnel as to the specifics of the Master Agreement and how to promote its use within each of their respective regions. We will hold a meeting with all Managers and salespeople to provide an overview of the program, its advantages and how it can effectively provide procurement solutions for our customers.

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?

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will develop and implement an internal approval procedure which includes written approval and inclusion of the CPOs.

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?

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions takes compliance with law and regulation very seriously. Avoiding "scope creep" in public contracting is an obvious part of that compliance program, and as an internal control all public contracts require review by company officer(s) and attorney(s) (multiple reviews for large contracts) familiar with this area prior to approval and signature. The company also requires annual employee review and certification of a strict corporate Code of Conduct, which includes contracting with public entities.

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?

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions will coordinate a meeting with the NASPO Outreach Team and the ICSolutions Officer, Management and Sales staff to educate and develop effective strategies to promote the NASPO program to a higher level of awareness and success with our customers.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions does hold certain contracts with cooperative purchasing arrangements – for example county jails' ability to purchase services off the State DOC contract - however, we do not participate in any other public procurement cooperatives. There are no restrictions with any other cooperative that would impact ICSolutions' participation 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.
b. Offerors shall identify the method and frequency in which usage data will be collected from authorized distributors.
c. Offerors shall identify the method in which usage fees will be distributed to NASPO ValuePoint and applicable Participating States.
d. Offerors shall identify the method in which up-to-date information will be provided to NASPO ValuePoint and the Lead State Contract Administrator.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

NASPO's usage fee and reporting requirements are a natural extension of existing activities ICSolutions performs for its other customers. Due to revenue reporting and commissioning requirements in all contracts we serve, ICSolutions has an existing department dedicated to compliance with these kinds of requirements.

Revenue and usage fee reporting would occur monthly in the course of our regular commissioning cycle, and dispersed monthly if desired or held for quarterly aggregation as stated in "NASPO ValuePoint Summary and Detailed Usage Reports." Because revenue reporting occurs natively within each product database (i.e. it is not batch uploaded to an "outboard" billing system) intra-month reporting is available in real-time throughout the month.

ICSolutions offers each of the products/services proposed to other customers, and have dedicated database administrators managing existing automated interfaces to the report the data. The database administrators would simply need to develop a reporting format that matched the NASPO template – this would take less than one day to complete.

Our standard process for revenue distribution and reporting is to send a physical check or process an ACH payment, according to each customer's requirements. ICSolutions typically sends out commission payments 45 days following the last day of the month during which the revenue was generated, but this interval will be customized as needed to meet the requirements of NASPO and any participating agency. We acknowledge that NASPO ValuePoint Summary and Detailed Usage Reports requires quarterly reporting no later than the 30th of the month following quarter end – since this is less restrictive than our current service levels, compliance will be straightforward.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions understands they may be required to negotiate additional terms and conditions when executing a Participating Addendum with the Lead State.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions understands they may be required to negotiate additional terms and conditions when executing a Participating Addendum with another Participating State.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.5.1 Offeror Profile

Provide the following information specific to your company:

a. Your company's full legal name
b. Primary business address
c. Describe your company ownership structure
d. Employee size (number of employees)
e. Website
f. Sales contact information
g. Your client retention rate during the past 3 years
h. A brief history of your company and the year it was founded
i. Describe your company's growth during the past three years.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Inmate Calling Solutions, LLC d/b/a ICSolutions
2200 Danbury Street
San Antonio, TX 78217

Inmate Calling Solutions, LLC (dba ICSolutions) is a Limited Liability Company. We have been operating under the name Inmate Calling Solutions since the company's formation in August of 2002. Inmate Calling Solutions, LLC is wholly owned by Keefe Group, LLC.

ICSolutions currently has 154 employees.

ICSolutions' website is www.icsolutions.com.

ICSolutions certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions, and has signature authority to commit ICSolutions to a legally binding contract:

Mr. Mike Kennedy, Vice President of Sales & Marketing
Office: 866-228-4040 | Email: mkennedy@icsolutions.com

Additionally, please feel free to contact Mr. Kennedy with any questions about this Proposal.

ICSolutions' retention rate for the past three years is 95%.

ICSolutions' growth rate for the past three years is as follows:

2019	***1.1%***
2020	***Flat***
2021	***7.9%***

4.5.1a Subcontractor Information

Does this proposal include the use of subcontractors?

Yes		No	**X**

If "Yes", vendor must:

Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

If any tasks are to be completed by subcontractor(s), vendors must:

- Describe the relevant contractual arrangements;
- Describe how the work of any subcontractor(s) will be supervised, channels of communication will be maintained and compliance with contract terms assured; and

- Describe your previous experience with subcontractor(s).
- Vendors must describe the methodology, processes and tools utilized for:
- Selecting and qualifying appropriate subcontractors for the project/contract;
- Ensuring subcontractor compliance with the overall performance objectives for the project;
- Ensuring that subcontractor deliverables meet the quality objectives of the project/contract; and
- 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.

Business references as specified in Section 4.5.1b, Business References must be provided for any proposed subcontractors.

Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

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.

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.

ICSolutions Response:

ICSolutions has read and understands the requirements as stated.

ICSolutions does not propose to use subcontractors to meet the requirements of this contract.

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.

Vendors must provide the following information for every business reference provided by the vendor and/or subcontractor:

The "Company Name" must be the name of the proposing vendor or the vendor's proposed subcontractor.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated.

Reference #:			
Company Name:			
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR		SUBCONTRACTOR
Project Name:			
Primary Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
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 Project/Contract Start Date:			
Original Project/Contract End Date:			
Original Project/Contract Value:			
Final Project/Contract Date:			
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 #:	***1***		
Company Name:	***ICSolutions***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Kansas DOC & DJJ***		
Primary Contact Information			
Name:	***Keith Bradshaw, Executive Director***		
Street Address:	***714 SW Jackson St, Suite 300***		
City, State, Zip:	***Keith Bradshaw***		
Phone, including area code:	***(785) 296-4522***		
Facsimile, including area code:	***N/A***		
Email address:	***keith.bradshaw@ks.gov***		
Alternate Contact Information			
Name:	***N/A***		
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:	***ICSolutions provides Inmate Communication Services, including phones, video visitation, and tablets, as well as deposit services, for 10,000 inmates at 11 facilities.***		
Original Project/Contract Start Date:	***December 2007***		
Original Project/Contract End Date:	***January 2013***		
Original Project/Contract Value:	***$26,871,962.00***		
Final Project/Contract Date:	***May 2023***		
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:	***ICSolutions***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	*VENDOR*		*SUBCONTRACTOR*
Project Name:	***Wisconsin DOC***		
Primary Contact Information			
Name:	***Russell Bowe, Contracts Specialist Adv***		
Street Address:	***3099 E Washington Ave***		
City, State, Zip:	***Madison, WI 53704***		
Phone, including area code:	***(608) 240-5538***		
Facsimile, including area code:	***N/A***		
Email address:	***russell.bowe@wisconsin.gov***		
Alternate Contact Information			
Name:	***N/A***		
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:	***ICSolutions provides Inmate Communication Services, including phones and video visitation, for 24,000 inmates at 35 facilities.***		
Original Project/Contract Start Date:	***December 2002***		
Original Project/Contract End Date:	***July 2009***		
Original Project/Contract Value:	***$45,320,654.00***		
Final Project/Contract Date:	***July 2029***		
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 #:	***3***
Company Name:	***ICSolutions***
Identify role company will have for this RFP project (Check appropriate role below):	

X	VENDOR		SUBCONTRACTOR
Project Name:	Montana DOC		
Primary Contact Information			
Name:		Carleen R. Green, Contracts & Procurement Mgr	
Street Address:		5 S. Last Chance Gulch	
City, State, Zip:		Helena, MT 59620	
Phone, including area code:		(406) 444-4939	
Facsimile, including area code:		N/A	
Email address:		carleen.green@mt.gov	
Alternate Contact Information			
Name:		N/A	
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:		ICSolutions provides Inmate Communication Services, including phones, video visitation, and tablets, for 1,830 inmates at 5 facilities.	
Original Project/Contract Start Date:		June 2017	
Original Project/Contract End Date:		March 2020	
Original Project/Contract Value:		$1,639,164.00	
Final Project/Contract Date:		April 2024	
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	

Vendors must also submit Attachment E, Reference Questionnaire to the business references that are identified in Section 4.1.5b.

The company identified as the business references must submit the Reference Questionnaire directly to the State of Nevada Purchasing Division.

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.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Attachment E – Reference Questionnaires were sent to the following contacts for the vendor:

- ***Kansas Department of Corrections & DJJ***
- ***Wisconsin Department of Corrections***
- ***Montana Department of Corrections***

We have confirmed that these references returned Reference Questionnaires on behalf of ICSolutions to the DOC contact.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

At the end of this Section V, ICSolutions has included Attachment F – Proposed Staff Résumé for key personnel responsible for administering any contract resulting from RFP # 99SWC-S1154.

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:

- A representative of the contractor authorized to bind the company will notify the Lead State in writing of the change in key personnel.

- The Lead State may accept the change of the key personnel by notifying the contractor in writing.

- 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.

- 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.

- If key personnel are replaced, someone with comparable skill and experience level must replace them.

- 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.

- 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.

- 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.

- A written transition plan must be provided to the Lead State prior to approval of any change in key personnel.

- The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

4.5.2 Customer Service

a. What are your hours of operation and when are key account people available to us?

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

The ICSolutions' Technical Services Center (TSC) operates 24 hours a day, 365 days a year in support of our customer sites. When calling our toll-free number (866-228-4031) you will be connected with a live Level 1 TSC technician.

ICSolutions live customer service is available 24 hours a day, 365 days a year. Through their toll-free call center, customers will be connected to knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. The customer service representatives can offer multi-lingual assistance, including both English and

Spanish. We invite the DOC to contact Customer Service anytime at the number or website below for comparison.

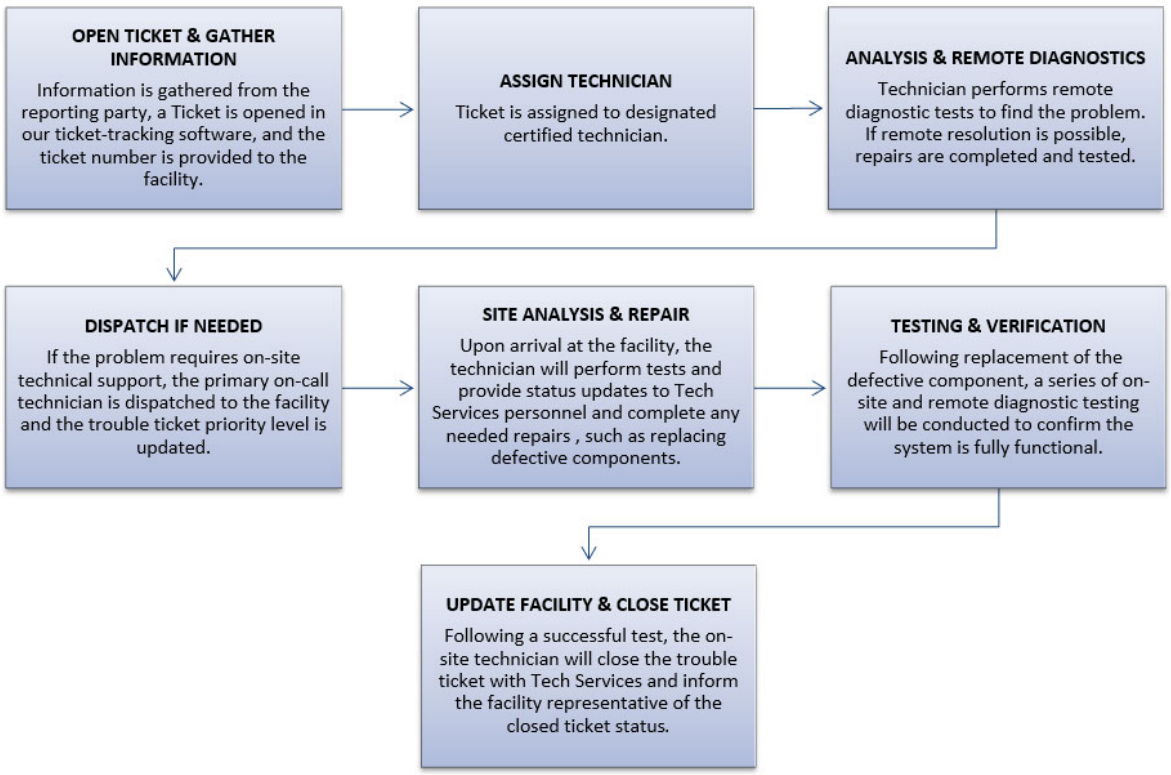
- ***Toll-free at (888-506-8407) 24 Hours a Day***
- ***User-Friendly Web Site www.icsolutions.com***

The DOC will be provided the cell phone numbers for key account personnel, including those listed on the escalation list. For severe issues needing escalation, the DOC can call 24 hours a day, 365 days a year.

b. Describe how problem identification and resolution will be handled.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Our Technical Services personnel are professionally trained and experienced in the operations of the inmate communications system. Upon notification of any service events from the facility, Technical Services can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.



ICSolutions utilizes Atlassian's ticketing system Jira to allow Facility users to easily submit tickets directly via email, and automatically receive emailed status updates related to the tickets they have

submitted. ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

c. How will you service our account? Describe the system you will use to manage our account.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction, and our primary goal is to provide continuous, reliable system performance throughout the contract term.

To ensure optimal performance of the phone system, ICSolutions invests extensively in the following:

- ***A 24/7/365 professional Technical Services call center that will connect you to a live technician***
- ***24/7 remote monitoring from our Headquarters supported by remote diagnostics and repair***
- ***Local technicians dispatched to the facility to make repairs that cannot be resolved remotely***
- ***A 24/7/365 Customer Service for Called Parties/End Users to set up and fund prepaid accounts, ask billing questions, request/remove blocks, and more***
- ***A thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve***
- ***Provision of the inmate phones, tablets, video visitation units, kiosks, network, hardware, software, and other ancillary equipment necessary for the continuous operation for your inmate communications system***
- ***Software development, patches, enhancements, and upgrades***
- ***Training during implementation, upon request, and whenever a new feature or upgrade is put in place***

d. How do you respond to customer complaints and service issues?

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

ICSolutions strives to address end-user issues and complaints proactively by offering 24/7/365 automated and live operator technical and customer services, complemented by an easy-to-use website and trouble ticket tracking tools. Complaints and service issues are handled on multiple levels.

Authorized DOC personnel may call our 24/7 Technical Services Center to file a complaint or report a service issue. We have described our Service and Maintenance procedures in the SCOPE OF WORK in SECTION IV.

Customers with complaints may call the U.S.-based customer service center 24/7/365, and they can press "0" at any time to reach an operator. If a customer does not get immediate resolution with a call center agent, he or she is transferred to a supervisor for assistance. Our Supervisors are available 24/7/365 to resolve any issues that require escalation as quickly as possible.

Inmates may also submit complaints through our Communicator Grievance Filing tool. Inmates can easily open tickets with ICSolutions staff by using the Communicator feature built into THE ENFORCER inmate communications system. They simply leave a voice message describing their issue and staff respond back with the steps taken to resolve the issue.

Detailed tracking and reporting of prisoner trouble tickets is also available through THE ENFORCER system. Date and time stamps are recorded to clearly show when the ticket was submitted, reviewed and responded to as well as the elapsed time for resolution.

e. How do you assess customer satisfaction?

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Your dedicated account manager will schedule Account Review meetings with the Agency periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting your expectations, demonstrate new applications and more. These regular face-to-face meetings will enable our team to continuously improve and adapt ICSolutions' service to maximize your satisfaction throughout the contract term.

f. What are your quality assurance measures and how are they handled in your organization.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Quality Assurance Plan

ICSolutions will install and maintain THE ENFORCER inmate communications system – along with all telephones and ancillary hardware and software – so that it is fully operational from the time of initial installation throughout the life of the contract at no cost to the Agency. ICSolutions is committed to keeping your inmate communications system in top working order to ensure the utmost in quality, continuous availability of calling services to inmates, and reliable revenue generation for our clients.

To maintain the highest quality of service and ensure optimal performance of the inmate communications system, ICSolutions invests extensively in appropriate

- ***Preventive maintenance***
- ***Efficient remote diagnostics***
- ***Certified local technicians***
- ***Local storage of spare parts and a "crash kit" of critical system components***
- ***Our 24/7/365 professional Technical Services call center that will connect you to a live technician***
- ***A thorough Quality Assurance Program that is designed to head off problems before they can impact the facilities we serve***

Personnel

ICSolutions has specifically assigned the following individuals as the key personnel responsible for maintaining Quality Assurance and their related processes and documentation:

Service Technicians – Local technicians will perform installation, test calls, and onsite repair and maintenance to equipment located at Agency facilities, including telephones and network connectivity devices. Remote repair and maintenance of the centralized ENFORCER communications system will be performed by service technicians at our secure data centers.

Technical Service Center Technicians – Technical Service Center (TSC) Technicians will be available by phone 24 hours a day, 365 days a year, to answer calls to our toll-free TSC hotline. These technicians will be trained to assist with administrative, customer service, and technical support tasks. They will dispatch technicians as necessary to provide all necessary repair and maintenance.

Implementation Project Manager – The Implementation Project Manager will manage technical deliverables and review relevant documentation before submission to the customer.

Dedicated Account Manager – Your dedicated ICSolutions Account Manager will provide overall guidance for the implementation project, and will be your primary liaison throughout the contract duration. This individual will have overall responsibility for ensuring client satisfaction.

Vice President of Sales & Marketing – The Vice President of Sales & Marketing, Mr. Mike Kennedy, will have overall responsibility for efficient and effective customer service delivery to our three distinct sets of customers: Agency facilities and employees (technical assistance); inmates (quality assurance and system uptime); and inmate families and friends (billing and technical assistance).

Responsibilities

1. ***The ICSolutions Regional Account Manager will provide overall quality control guidance for the project, and will be the primary liaison for the Agency's Project Manager. This individual will have overall responsibility for ensuring client satisfaction throughout the contract period and any extensions.***

2. ***The ICSolutions Implementation Project Manager will manage deliverable development, as well as conduct reviews of documentation before submission to the customer during the pre-implementation and implementation periods.***

3. ***All ICSolutions project team members will follow the deliverable expectations set, participate in peer reviews when requested, and identify problems that interfere with the team's ability to provide high quality deliverables and services.***

4. ***Technical Service Center Technicians will be trained to assist with administrative, customer service, and technical support issues, including repair and preventive maintenance. They will dispatch technicians as necessary and coordinate their activities to resolve repair and maintenance issues.***

5. ***Technicians will perform onsite and remote repair and maintenance of the equipment related to Inmate Communications Services.***

Installation

Quality assurance begins before equipment is installed. All equipment proposed is shipped from ICSolutions' San Antonio manufacturing facility following a rigorous testing procedure and approval by Quality Assurance personnel. As soon as your local carrier has installed new network circuits, ICSolutions will conduct tests to ensure full functionality. The following steps outline the tasks and processes that will occur onsite prior to the cutover:

- ***Equipment Setup and Powered – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The facility will benefit from less equipment installed onsite and less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.***

- ***Phone Swap – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring.***

- ***Execute Test Plan – ICSolutions implementation procedure includes a detailed testing and acceptance plan for both our Project Manager and a designated Jail representative to ensure that the entire system is deployed and performs exactly as requested by the Agency. Testing of THE ENFORCER system will be conducted by a certified Quality Control ("QC") team. The QC Team will test all features and functionality to ensure adherence to the specifications of the RFP. The testing procedures extend to all systems, telephones, software, and peripheral hardware.***

Immediately following completion of the installation, ICSolutions Project Team will meet with the Agency to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the Agency may have, etc.

System Performance Monitoring

Directly following cutover, ICSolutions will closely monitor the Agency's new system for any issues or problems that may arise. THE ENFORCER deploys remote monitoring 24 hours a day, 7 days a week to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

Call Volume Activity – ICSolutions uses the first few months of call activity to define a pattern. Call volume totals are compared daily for variances outside of a defined range (typically a decrease or increase of 15%). An exception report is automatically created for any site showing such variances.

Network Availability – Diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24-hour Technical Services Center for further investigation and resolution.

Variances – Daily call data is compared against normal call activity characteristics such as ratio of attempted calls vs. completed calls, percentage of invalid PIN failures, percentage of blocked number failures, etc. Any results outside of the norm will appear on the exception report for further investigation.

System Monitoring – System monitoring is part of the fundamental design of all components of THE ENFORCER system. Key applications send heartbeat messages to ICSolutions' central monitoring system ERTS (ENFORCER Real Time Status). These heartbeats are recorded in a status database and displayed on a browser screen. ERTS monitors all heartbeats and raises events, should a heartbeat become overdue based on configuration (or policy, in the event specific configuration has not been assigned) to ensure that no missing heartbeats are ignored. Applications are also able to send events to ERTS for action. Any condition which is deemed "not normal" can cause an event to fire. All interface programs are capable of sending both heartbeat and event messages to the ERTS system, which means that any regularly scheduled interface which is overdue triggers an event on the centrally monitored status system.

In addition to this passive monitoring which is ongoing, ICSolutions has created a utility called "The Patrol", which is completely unique in call control platforms. The Patrol proactively connects to each analog phone media gateway and completes a call to ensure that the media gateway is functioning. These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response.

ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts. Our Technical Support and system monitoring teams are responsible for responding to and performing Level 1 support on issues, and escalating both technically and administratively, as appropriately.

Preventative Maintenance

Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. ICSolutions typically sends out technicians to each facility on a monthly basis for maintenance testing. ICSolutions can vary the frequency of these visits according to the Agency's preference.

At the designated time for the site visit, the technician will work with the facility to troubleshoot and repair any specific problems brought forward by staff and inmates. After specific issues are addressed, the technician will conduct a walk-through of the entire facility and perform the following preventative maintenance tasks:

Offsite Preparation

1. ***Run and print station and activity reports and target zero usage stations and trunks for any priority repairs.***
2. ***Call ICSolutions to acquire an inmate test ID and what enrollment code is in place.***

Phone Room

1. ***Inspect 66 blocks for any blown fuses.***
2. ***Inspect equipment ground.***
3. ***Look for and note any signs of possible equipment movement or tampering since last visit.***
4. ***Check for any kinks or stress on equipment cables and wires.***
5. ***Inspect Equipment for any problem indicator lights and LEDs.***
6. ***If applicable, check trunk lines for static, humming or excessive noise.***
7. ***Clean dust from all equipment filters.***
8. ***Inspect and test all workstations.***
9. ***Dust off all equipment, clean phone room, and remove any trash.***

Inmate Stations

1. ***Inspect all inmate phones onsite for serviceability.***
    a. ***Dual pad – Inspect for stuck or broken keys, any keying problems. Test volume while off hook.***
    b. ***Hook Switch – See that hook switch is not stuck in any one position and moves smoothly.***
    c. ***Handset – Listen for any static, humming, or excessive noise. Check for damaged cable.***
    d. ***Cradle – Visually inspect for cracks.***
    e. ***Inspect security screws for any damaged or missing screws.***
    f. ***Inspect conduit and related hardware.***
    g. ***Ensure that all phones are securely mounted.***
2. ***Test and verify TDD instruments (if applicable).***
3. ***Make test calls to ICSolutions' Helpdesk using test ID to check call quality.***
4. ***Inspect all inmate phone on/off switches and relays for serviceability.***

Video Stations

1. ***Inspect all video stations onsite for serviceability.***
2. ***Look for and note any signs of possible equipment movement or tampering since last visit.***
3. ***Check for any kinks or stress on equipment cables and wires.***
4. ***Inspect equipment for any problem indicator lights and LEDs.***
5. ***Inspect and test all workstations.***
6. ***Clean dust from all equipment filters***
7. ***Dust off all equipment, clean phone room and remove any trash.***

Tablets

1. ***Collect any broken tablets and replace with spares.***
2. ***Using a tablet from each housing location, test connection to Apps.***

Repair

A service ticket will be opened for all repair issues uncovered in the course of Quality Assurance inspections at each facility, and for any problems uncovered by the remote monitoring, diagnostic routines or preventative maintenance inspections described above. The Technician will access the site equipment remotely and perform a series of tests to determine the root cause of the problem. If remote resolution is possible, repairs are completed and tested.

If the problem requires onsite technical support, the on-call technician is dispatched to the facility and the trouble ticket is upgraded to the appropriate priority level. Upon arrival at the facility, the onsite technician will test the system, update Technical Services personnel, and complete recommended repairs. Following a successful test, the onsite technician will close the trouble ticket with Technical Services and inform the facility representative of the closed ticket status.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Please refer to SECTION IV for ICSolutions detailed responses to Attachment B: Scope of Work requirements.

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.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

All ICSolutions personnel are located within the United States. ICSolutions does not outsource any of our services to international call centers or other offshore personnel.

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:	***Inmate Calling Solutions, LLC***

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:	***Mike Kennedy***		***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Vice President Sales & Marketing***			
# of Years in Classification:	***5***	***# of Years with Firm:***		***16***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- ***More than three decades of telecommunications experience***
- ***In-depth knowledge of ICSolutions' technology and services***
- ***Vast experience in account management and business development***
- ***Proven track record for leading an effective team to perform business growth objectives***
- ***Effectively manages day-to-day operations with a customer-centric approach***

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.

2004 - Present
Inmate Calling Solutions, LLC - San Antonio, TX
Vice President of Sales and Marketing
Leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. Responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

1997 – 2003
Infinity Networks, Inc. - Marksville, LA
President/ Vice President Sales

- ***Provided oversight when company converted from sales and marketing organization to full service provider.***
- ***Organized and trained sales force, customer service representatives and MIS personnel.***
- ***Increased sales from $2 million to $12 million.***
- ***Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings $800,000.***
- ***Responsible for all RFP and bid analysis.***
- ***Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.***

1992 – 1997
Schlumberger/Global Tel-Link - Mobile, AL
Director Carrier Services

- ***Introduced new billing product for operator service companies generating sales of $2 million.***

- ***Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.***
- ***Launched long distance resell product***
- ***Managed direct sales and agent sales in ten cities throughout southeast.***
- ***Member of corporate sales team that saw annual sales increase from $8 million to $32 million.***

1989 – 1992
National Data Corporation - Atlanta, GA
Account Manager

- ***Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.***
- ***Assigned validation product manager responsibilities.***
- ***Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.***

1988 – 1989
PAR Microsystems - Utica, NY
Field Service Technician

- ***Installed and serviced data communication, networking equipment for POS systems.***

1980 – 1988
United States Marine Corps - Washington D.C.
Avionics Technician

- ***Avionics Technician for F/A-18 and EA-6B aircraft.***
- ***Received meritorious citations for managing squadron training program.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of South Carolina, Columbia, SC
B.A. Business Administration 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.

John Gentry, VP Sales
VendEngine/Tyler Tech
Phone: 931-698-2440
Fax: N/A
Email: John.Gentry@tylertech.com

Andrew Horton, CTO
Corrections Solutions
Phone: 407-956-4263
Fax: 888-595-5646
Email: Andrew.Horton@teamargus.com

Sheriff Pat Labat
Fulton County Sheriff's Office
Phone: 404-859-0237
Fax: N/A
Email: pat.labat@fultoncountyga.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:	***Inmate Calling Solutions, LLC***

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:	***Sylvia Castillo***		***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Director of Client Services***			
# of Years in Classification:	***12***	***# of Years with Firm:***		***12***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Executive serving customers and providing client leadership in the telecommunications industry since 1993, delivering innovative customer and client management. Proven track record of leading staff in order to deliver outstanding customer and client services. Extensive knowledge of billing regulations and compliance, collections policies and procedures, as well as in-depth knowledge of all of ICSolutions' clients.

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.

2010 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Director of Client Services
As the Director of Client Services, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern Sylvia is one of the primary points of contact in resolving client-specific issues.

2003 – 2010
BSG Clearing Solutions
San Antonio, TX
Director of Compliance and Regulatory Affairs
As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

1993 - 2003
Billing Concepts, Inc (BCI)
San Antonio, TX
Regulatory Supervisor
As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of the Incarnate Word, San Antonio, TX
Bachelor of Business Administration
2003

San Antonio College, San Antonio, TX
Associate of Art Degree
1995

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.

Christopher St. Jean, Business Manager
The GEO Group, Western Region Detention Facility (WRDF) San Diego
Phone: (619) 232-9221
Fax: (619) 232-9224
cstjean@geogroup.com

Captain Duane Christian
Humboldt County Sheriff's Office, CA
Phone: (707) 441-5105
Fax: N/A
dchristian@co.humboldt.ca.us

Kansas Department of Corrections
Debra Lambe, Project/Program Manager
Phone: (702) 439-7379
Fax: N/A
debra.d.lambe@centurylink.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:	***Inmate Calling Solutions, LLC***

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:	***Latisha Steger***	***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Director of Sales Engineering***		
# of Years in Classification:	***22***	***# of Years with Firm:***	***15***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Dynamic, performance driven sales and management professional with proficiency in relationship building at all levels. Excellent interpersonal skills with a strong ability to multitask with outstanding organizational and follow-up skills. Ability to identify problems, perform proper troubleshooting, and resolve issues quickly. Solid knowledge of customer service expectations and client needs. Ability to perform independently beyond expectations, maintain a high level of professionalism, and confidentiality with company affairs. Quickly obtains knowledge and use systems proficiently in a minimum amount of time

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.

2012 – Present
Inmate Calling Solutions, LLC - San Antonio, TX
Director of Sales Engineering
Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and
provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

Work as a liaison between Corporate Support Staff and Engineering; provide updates and training on new features and system developments. Product development and support to all ICS personal in developing and implementing training programs. Work with all ICS vendor partners and support partner accounts. Manage voice biometrics implementation and training. Provide feedback to update marketing materials such as brochures, website, and user manuals. Assist with user interface to support system design and feature enhancements.

2007 – 2012
Inmate Calling Solutions, LLC - San Antonio, TX
Regional Account Manager

Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Sales and support across the Southeast region, growing accounts and supporting existing customers. Conduct software demonstration and customer trainings. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs

2006 - 2007
MISource, Inc - Tampa, FL
Senior Recruiter
Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

2006-2007
Pro Tech Monitoring, Inc - Odessa, FL
Account Support Manager
Support 40-50 accounts across the Midwest territory requiring travel to Wisconsin, Minnesota, Iowa, Illinois, Kentucky, Tennessee, and Arkansas. Maintain regular contact with customers to include site visits and host trainings 3-4 times per year for each account. Offer products and demo software functionality to new and prospective clients. Assist customers with troubleshooting and answer questions. Work with Directors and Management to resolve any issues, ensure proper billing, inventory control, and provide monthly reports. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs. Conduct training for groups of 20-30 people on equipment and software over an eight hour day or two four hour days. Customize training manuals and materials and complete updates as necessary. Work with Call Center staff to understand call trends and review customer calls. Inventory tracking, review and approve orders. Generate reports to assist customers in meeting contract requirements of maintaining a low percentage of spare inventories. Provide documentation for customers to develop budgets and figure quarterly projections. Setup and manage company booth at conferences and trade shows to demonstrate product and software to increase sales. (ACA-NC, WCA-WI, MCA-MN, ICA-IA, & ACA-FL) Seek out State and local Directors to meet and discuss product options and begin sales process. (TN, IL, IN, IA, AR, WI, & GA State Commissioners)

2000-2006
Verizon Wireless - Odessa, FL
Senior Representative
Assist customers with activation and programming, discuss bills and explain details, make changes to wireless plan and features. Investigation, resolution, and documentation of verbal and written complaints. Interact with all other departments. Assist store agents in activating phones and programming. January 2006 assist in training of new Data products. Conduct demonstrations of PDA's and air cards. Conduct training for GPS in children's phones used as a chaperone. July 2003 participate in Pilot Test of ACSS.(Enhancement to current system)May 2003 conduct training for IEX. (Allows employees to check their schedules daily) September 2002 Diversity Banner Project. I have been chosen for many of these projects due my coordination and creativity skills. 2000 Open Help Desk/Escalations Department: handle customer complaints and

request for supervisor. Assist representatives with changes and understanding billing. Assisted with Vision transition. (new billing system) Help desk trained first. I acted as a floor supervisor to assist representatives after training.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

American InterContinental University
Bachelor's Degree/Business Administration 2005-2007

Florida Metropolitan University
Associates Degree 2003

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.

Vivian Quintero, Department Specialist
Kings County Jail
Phone: 559-852-4132
Fax: N/A
vivian.quintero@co.kings.ca.us

Kristy Cobban, Administrative Services Bureau Chief
Montana State Prison
Phone: 406-415-6459
Fax: N/A
kcobban@mt.gov

Matthew Kearney, Assistant Chief
Onondaga County Sheriff's Office
Phone: 315-435-5581 ext. 1129
Fax: N/A
mattkearney@ongov.net

Major Tim Age, Commander Bureau of Corrections
Monroe County Sheriff's Office
Phone: 305-293-7325
Fax: N/A
tage@keysso.net

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:	***Inmate Calling Solutions, LLC***

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:	***Brian Dietert***	***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Vice President Sales & Marketing***		
# of Years in Classification:	***24***	***# of Years with Firm:***	***11***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- ***Three decades of installations experience in the corrections industry***
- ***Results-driven telecommunications director***
- ***In-depth knowledge of core telecommunications business processes and technologies***
- ***Proven ability to perform business growth objectives of a telecommunications company***
- ***Extensive knowledge of local and toll network architecture***
- ***Effective management abilities in established and start-up environments***

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.

Inmate Calling Solutions, LLC - San Antonio, TX
2011 - Current
Director of Operations
Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Public Communications Services, Inc. - Ft. Worth, TX
2008 - 2011
Director of Network & Field Services
Supervised and trained field services technicians on the installation, maintenance, and repair of inmate telephone systems. Configured the VPNs/network components connecting each facility to company WAN and data centers.

AGM Telecom Corporation - Ft. Worth, TX
2005 - Present
Director of Partner Relations
Accountable for driving a multi layered sales and customer service organization that included creating sales proposal and contracts, cost analysis, customer presentations, and financial modeling. Managed and staffed inbound and outbound call center ensuring accuracy for

customer transactions and processing using numerous payment methods. Directed Partner sales channel to establish new customer products and procedures from beginning to end.

Installed and maintained numerous calling and network platforms for Direct and Partner channel facilities.

Provide Leadership to startup operation that has grown from three installations ($3K per month Call Revenue) in 2005 to one hundred twenty five installations ($3.6M per month Call Revenue) in 2007.

T-NETIX, Inc. - Dallas, TX
2003 – 2005
Director of Billing Operations
Directed day to day operations of multi-vendor transaction based Billing System. Daily interface with cross functional team and manage customer expectations internal and external. Client base includes high profile companies such as AT&T, Sprint, SBC, and Qwest. Managed, measured, and increased efficiency of department that processes 1.4M transactions daily. Departmental accountability for end to end process from download to rating to out-clearing to the respective partner.

4/2003 - 11/2003
Sales Engineer
Created and managed sales engineering process for start to finish. Provided sales staff with design and delivery of all systems to respond to RFP. Supported Senior Level Management with presentation material and delivery to Key accounts. Identified solutions for Partner success from cost savings to increased efficiency.

Evercom Systems, Inc. - Dallas, TX
1998 – 2003
Director of Sales Engineering, Solutions
Directed all aspects of a $24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.

Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

2000 – 2002
Director of IT Operations
Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding $12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over $300M annualized revenue.

1999 – 2000
Director of Network Engineering
Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

1998 – 1999
Director of Operations
Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

NAI/TSC/VAC - San Antonio, TX
1986 – 1998
Director of Engineering
Developed and maintained the Domestic and International least-cost routing design for the long distance network. Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

1992 – 1996
Manager of Engineering and Technical Support
Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

1986 – 1992
Installation Manager
Responsible for the management and installation of all correctional facilities.
Responsibilities included design, procurement, and implementation of all associated hardware.
Supervised a team of several installers and inside support personnel.

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.

Tracy L. Futch, Senior National Accounts Manager
Praeses
Phone: 318- 841-3143
Fax: 318-213-8137
tracy.futch@praeses.com

Daniel Calcaterra
Montana Department of Corrections
Phone: 406-415-6246
Fax: N/A
dcalcaterra@mt.gov

Laura Davies, Chief, Inmate Communications Section
Trust Fund Branch
Phone: 202-616-0210
Fax: N/A
laura.davies@usdoj.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:	***Inmate Calling Solutions, LLC***

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:	***Barry Brinker***		***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Program Manager***			
# of Years in Classification:	***2***	***# of Years with Firm:***		***2***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Driven executive manager with extensive experience providing leadership, vision and direction for technology-based corporations in North America. Proven track record managing all operational aspects of a Service Organization including sales support, budgeting, planning, development, evaluation, coordination and measurement of a geographically disperse workforce.

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.

2020 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Program Manager
Notifies personnel and supervisors of strategy for problem resolution. Keeps the DOC and management involved in progress of problem resolution. Escalates as necessary. Responsible for seeing problem through to resolution.

2008 - 2020
CenturyLink Public Communications Inc.
Salem, OR
Vice President, Operations and Technology
Provide leadership to a $100M+ business unit tasked with providing secure communication systems and other cutting-edge investigative technology solutions utilized by government agencies across the country. Responsible for all aspects of post-sale service delivery and design to include development, engineering, implementation, process, operations, vendor management and customer service.

Key contributor to CenturyLink Public Communications rapid growth over the past 11 years during which time revenues have tripled while maintaining a 95% customer retention rate. Manage a national service operations organization consisting of 100+ engineers, program managers, technical support technicians, field service technicians, project managers, installers, trainers and dispatchers with an emphasis on customer retention.

- ***Implemented revised customer service practices and implementation procedures increasing profitability on existing accounts by 24%***

- ***Effectively maintained high level of customer satisfaction and profitability while increasing staff headcount from 30 to 100+***
- ***Accountable for P&L performance for active accounts - $30M per year***
- ***Lead contract negotiations with clients and author Statement of Work documents for all Correctional Markets subcontractors; executed subcontracts valued in excess of $400M***
- ***Led first-time installation of Offender Telephone System at Texas Department of Criminal Justice; included infrastructure installation at 114 sites; capital expenditure totaling over $25M***
- ***Develop and manage annual capital budgets in excess of $3M per year***
- ***Closely manage vendor relationships and monitor performance to ensure contract compliance***
- ***2014 Circle of Excellence award recipient – Global Markets Key Contributor***

2006 - 2008
Securus Technologies
Irving, TX
Director, Field Service Operations
Led a national field service operations organization of 200+ field engineers, field service managers, installers, project managers and dispatchers with an emphasis on customer service. Developed and closely managed expense, capital and manpower budgets with an annual operating budget in excess of $18 million. Negotiated and managed third-party contracts to meet business needs.

- ***Set clear expectations for the team and effectively communicated key objectives, measures of success, and strategic vision of the company. Provided regular feedback on performance.***
- ***Reduced organization overtime by 21% through improved efficiency and productivity resulting in a cost savings of $220k***
- ***Conducted manpower utilization study of field team, reallocated resources and reduced manpower by 12%***
- ***Reduced cycle times of all key business metrics to include break-fix service level agreement response time (16%), site survey (77%), move add change (50%) and installation (12%)***
- ***Negotiate and manage third-party contracts to meet business needs***

2000 - 2006
Fujitsu Network Communications
Denver, CO & Richardson, TX
Manager Technical Support
Managed a technical support organization of 50+ field engineers who provided professional services such as engineering, installation, turn up and maintenance of all Fujitsu and OEM equipment in the US, Canada, Mexico and Puerto Rico. Developed and managed capital and expense budgets with P&L responsibility of revenue streams in excess of $3M annually.

- ***Increased Professional Service offerings and revenue from $600 thousand to $3M per year in a two-year period***
- ***Created enhanced fiber testing service which increased revenues in excess of $2M annually***
- ***Routinely partnered with the Sales Organization in establishing new business strategy***

1999 - 2000
Fujitsu Network Communications
Denver, CO
Technical Support Engineer

- ***Performed test and turn up on all Fujitsu SONET and DWDM equipment to include FLM and Flash series***
- ***Performed in-service migrations on all types of voice and data networks***

- ***Proficient with Digital Lightwave, T-Berd and Anritsu test equipment (SONET, DWDM and OTDR)***
- ***Conducted technology based training classes for peers and customers***
- ***Managed resource utilization and project cost through SAP***

1991 - 1999
United States Navy, Naval Air Station
Fort Worth, TX
Achieved E5 pay grade and supervised aviation electronics technicians in a fast-paced work environment, repairing large volumes of electronic equipment quickly and efficiently. Training focused on both theory and practical application including troubleshooting, repair, and calibration of electronic and avionics equipment.

Supervisor qualifications include:
- ***Supervised 18 technicians***
- ***Ensured all tasks by technicians are completed with the highest standard of workmanship and safety***

Electronics Technician qualifications include:
- ***Received extensive technical training and experience in electronic troubleshooting and repair***
- ***Received certification as a Quality Assurance Inspector***
- ***Received certification as a Calibration Technician***

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of Phoenix
Phoenix, AZ
Bachelor of Science in Information Technology 2005

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

Received certification as a Quality Assurance Inspector 1992
Received certification as a Calibration Technician 1994

REFERENCES
A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Insert here a minimum of three (3) references with the above information.

Russell Bowe | Contracts Specialist Adv
Wisconsin Department of Corrections
Phone: 608-240-5538
Fax: N/A
russell.bowe@wisconsin.gov

Keith Bradshaw | Executive Director
Kansas Department of Corrections
Phone: 785-250-4078
Fax: N/A
Keith.Bradshaw@ks.gov

Carleen Green | Contracts & Procurement Manager
Montana Department of Corrections
Phone: 406-444-4939
Fax: N/A
carleen.green@mt.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:	***Inmate Calling Solutions, LLC***

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:	***Melissa Mitchell***		***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Project Manager***			
# of Years in Classification:	***3***	***# of Years with Firm:***		***2***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Accomplished business professional with extensive experience providing the leadership and support needed to drive the achievement of key organizational business goals and objectives. Skilled at coordinating the logistics needed to see project through from inception through to successful complete. Demonstrated strength building and maintaining strong, long-term relationships with strategic business partners and project stakeholders based on the effectiveness of the leadership provided. Recognized for the ability to deliver impactful results while leading in fast-paced, dynamic business environments.

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.

2020 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Project Manager
Responsible for managing the installation, including development of each facility's project plan and overall management of the installation. Melissa brings her in-depth knowledge and expertise of project management to carry out smooth and efficient implementations from conception through completion. Melissa is an integral part of every installation at ICSolutions. She has coordinated countless complex projects and is proficient at anticipating, identifying and addressing the unique circumstances each facility may have.

2019 - 2020
Global Tel Link
San Antonio, TX
Project Manager
Managed and coordinated up to 20 simultaneous project implementations nationwide for GTL's proprietary technology solutions. Monitored and identified proposed expenditures that could cause a project to fail to meet projected budgetary cost objectives. Benchmarked project progress throughout implementation to include milestones specific to task requirements, planning, installation, system settings, and testing. Managed project plans specifying deliverables, end goals, scheduling, identification of risk, and contingency plans. Coordinated day-to-day activities of project personnel to ensure each project moved forward on the published

project schedule. Maintained project status updates to keep management, clients, and others informed of to date project status and related issues. Coordinated and responded to requests for changes from original specifications. Developed and maintained all project deliverable documentation. Managed relationships with County, State and/or Federal Correctional entities. Trained facility staff on technology products.

2018 - 2019
Southwest Airlines
San Antonio, TX
Service Coordinator
Managed the resolution of escalated calls in a timely, professional manner to maintain the customer's levels of satisfaction. Walked through call flows and scenarios to help representatives handle escalated calls. Provided comprehensive employee technical support, including training call center representatives to correct errors on company applications. Served as the designated individual to help customer service representatives with questions regarding company policies and procedures.

2016 - 2018
Southwest Airlines
San Antonio, TX
Customer Service and Sales Agent
Delivered exceptional levels of service while helping customers with reservations, including itinerary modifications, cancellations, bookings, and accommodations to create increased satisfaction and loyalty. Worked to deliver results that met and exceeded target metrics in terms of call handling and sales. Notable achievements: Selected as a designated floor walker to help other employees with the new reservation system implementing in 2017.

2009 – 2016
BSG Clearing Solutions
San Antonio, TX
Director National Accounts
Led in the comprehensive management of Telecom clients for both account and project management issues inclusive of sales, customer service, regulatory, contract negotiations, implementation, and problem resolution. Led customer projects from initiation to completion while documenting processes, communicating progress to clients, and working with internal customers as well as external vendors to meet deadlines. Responsible for successful initiation, planning, design, monitoring and execution of large multi-platform projects for large Telecom companies. Spearheaded enhanced relationships with both new and existing Telecom clients including contract negotiation and rates specific or customized to meet the needs of Fortune 500 clients including AT&T CenturyLink, Qwest TELUS and Verizon Business. Developed efficient procedures for projects that were delivered to client but dynamic enough to modify the plan according to changing circumstances. Coordinated day-to-day activities of project team to ensure each project proceeded according to the published project schedule. Responsible for communicating with both the internal team and the client on status of project as well as documenting all conference calls, onsite meetings and internal meetings. Analyzed and successfully addressed specific client needs with creative solutions and customization, including internal and external coordination. Continually reviewed sales, telemarketing, 3rd party scripts, and internet marketing to ensure regulatory compliance. Served as the primary contact for 450+ clients regarding customer service, projects, accounting, help desk, regulatory, and IT support and functionality. Notable achievements: Managed C-suite relationships for the top 40 highest revenue generating clients, producing a 15% increase in revenue annually with key accounts including AT&T, CenturyLink, Verizon Business, and Qwest.

2002-2009
BSG Clearing Solutions
San Antonio, TX
Director, Client Services
Managed and worked to enhance relationships with a global client base, including total account management support for sales, service, regulatory, contract negotiations, implementation, project management and problem resolution. Led a team of Project Managers to ensure projects met published schedule and approved budget. Responsible for helping motivate the Project team to hit their goals. Led in the development of a high performing Account Management Team that included new streams of revenue on top of a $150M revenue stream with a 97% client retention rate yearly and detailed account metrics. Served as the primary contact for 450+ telecom clients regarding all facets of customer service, regulatory, accounting, project management and IT support and functionality. Assumed a proactive approach to the training and support for account managers in terms of escalated issues. Notable achievements: Supported the creation, design, and implementation of a quality assurance program that supported all current and on-going Federal Trade Commission requirements, resulting in the development of a Company Best Practices Program while serving as the impetus for change within the industry.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of Texas San Antonio/Texas Tech University
Studied Criminal Justice 1986-1988

University of Texas at San Antonio 1989-1991

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Lean Six Sigma Yellow Belt Certified June 2019

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Sgt. Tyrell Roundy
Kane County, UT
(435) 644-4976
troundykcso@kane.utah.gov

Alicia Dominguez, Accounts Payable
Kane County, IL
(630) 208-2077 Office
(224) 769-0280 Cell
DominguezAlicia@co.kane.il.us

Commander Cathy Redman
Garfield County, CO
(970) 945-0453
credman@garcosheriff.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:	***Inmate Calling Solutions, LLC***

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:	***Jamie Klingner***		***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Project Manager***			
# of Years in Classification:	***6***	***# of Years with Firm:***		***6***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Seasoned professional with more than 20 years of experience in project management, account management, business development, advertising and public relations. Proven ability to develop and lead teams and execute multi-disciplined projects and programs from initiation to project completion including the managing of project costs, efficiencies, compliance, and timelines. Possesses excellent relationship building and communication skills.

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.

2016 - Present
Inmate Calling Solutions, LLC
San Antonio, TX
Project Manager, PMP
Subject Matter Expert of Enforcer and The Visitor user interface and VRS. Assists with onsite training for all. Collaborates with engineers to prioritize and manage product development for improved user experience. Creates custom websites for each deployment of The Visitor™ with Agency-specific information and helpful links. Produces product documentation for all module with functionality from the user perspective. Coordinates between Product Development and Documentation departments to assist with highly technical information needed for RFP responses. Conducts contract analysis for necessary development to meet contractual needs. Develops project plans in Microsoft Project Gantt charts. Manages project development of The Visitor™ and continued product improvement.

2014 – 2016
Praeses, LLC
Shreveport, LA
National Accounts Manager
Managed vendor contracts for correctional facilities to ensure all financial, technological, quality and service requirements were contractually met. Focused on non-local accounts located in California, New Mexico, Alabama, Tennessee and Virginia varying in size from average daily population of 250 to 18,000 inmates with monthly revenues averaging from $7,000 and $200,000. Developed and maintained long-term, successful relationships with new and existing customers as the single point of contact for all service and contractual issues. Provided in-depth industry knowledge of Inmate Telephone System (ITS) components, both hardware and software for

multiple vendors. Drafted complex documents for customers including Request for Proposals (RFP), Contracts and Amendments. Negotiated contractual specifics including commission percentages and extension terms. Evaluated vendor responses to RFPs to provide customers an independent and objective perspective and provide recommendations based on industry knowledge. Facilitated high-level, technical vendor presentations. Completed reconciliation and other accounting roles for billing files, detailed records, and revenue and commission reports. Managed projects for new or transition installation and implementation of new inmate phone systems, video visitation systems, kiosk solutions or any other additional technology provide by the vendor. Maintained statistical data on call patterns and call traffic volumes for correctional facilities. Identified trends and opportunities for revenue growth.

2012 – 2013
Gremillion & Pou Integrated Marketing
Shreveport, LA
Account Executive
Led coordination, management and execution of day-to-day campaign and project responsibilities on behalf of clients, prioritizing and managing a high volume of detailed work and providing excellent client service. Provided strategic planning and execution of long and short term integrated marketing campaigns. Developed and presented marketing campaigns with annual budgets exceeding $250,000. Developed online campaigns across search advertising, email, website promotions employment acquisitions and social networking platforms. Supervised 100+ projects monthly from conceptualization to creative production, traffic and research. Communicated daily with both clients and vendors to assure timely delivery of projects and client satisfaction. Maintained status reports on all open projects. Processed account-specific billing and maintained budgets.

2011 - 2012
Slack Alost Development
Shreveport, LA
Project & Business Development Manager
Evaluated risk and proposed mitigation to eliminate affect the project's budget or schedule. Scheduled project timing and budget to include land acquisition, financing, design, construction, finishing phases, and delivery to meet customer deadlines and company budget. Managed projects from planning phase through delivery to maintain project timing and budget. Trained project teams on communication skills and analysis required to effectively market services and meet client expectations. Spearheaded development of proposals and marketing materials distributed to potential sales leads. Led research of client project management systems and recommended chosen software for tracking clients and projects from lead to contract completion. Established and maintained Basecamp account for project team collaboration and file sharing. Conducted webinars and on-site training sessions on company software.

2009 – 2011
Capital Assistance Project of Louisiana
Shreveport, LA
Paralegal
Prepared legal documents and evidence for civil, criminal, and capital murder cases and file pleadings with court. Met with clients and other law professionals to discuss details of cases. Gathered and analyzed research data, such as statutes, decisions, legal articles, and codes.

2003 - 2009
Mint Julep Paperie
Shreveport, LA
Owner / Founder / Manager
Established custom stationery, announcement and gift retail store that grew from one to six employees and produced a profit in the first year with sales beating break-even projections by 12%. Created custom stationery, invitations and announcements using Adobe Illustrator, Corel 9,

Wacom Tablet and Printing Press Pro Extreme. Attended national and regional markets to purchase and price merchandise. Designed retail space, company logo, website, and advertising material. Exceeded customer's expectations in offerings, product results, and production time. Developed business plan analyzing both retail and wholesale custom stationery and gift industry to determine potential profitability of each.

1998 – 2003
Deahlco Designs
Shreveport, LA
Wholesale Stationery
Sold stationery, invitations and holiday greetings locally through home shows which proved business potential. Created custom artwork and integrated custom designs into marketable products. Developed plan for national wholesale stationery business.

1994-1996
Trinity Episcopal School
New Orleans, LA
Third-Grade Teacher
Taught reading, math and science to third-grade students. Acquired skills in access needs the needs of individual students. Evaluated students and communicated results at parent teacher conferences.

1993-1994
James Avery Craftsman
Atlanta, GA
Sales Associate Manager
Trained new sales associates and coordinated their responsibilities while also serving customers. Balanced sales and prepared deposits for bank each evening. Responsible for safely storing jewelry valued in excess of $750k and closing the store.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Denison University - Granville, OH
B.A. Communications May 1993

Tulane University - New Orleans, LA
Completed coursework towards Masters in Education May 1996

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

PMP Certification January 24, 2020

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Michael Price,
Southwest Virginia Regional Jail Authority (decommissioned 2020)
(276) 608-5742
mkprice@comcast.net

Forest Ledbetter, Administrative Services
Oregon Department of Corrections
(503) 945-0905
Forest.l.ledbetter@doc.state.or.us

Paul Singleton, Director
Purple Communications
(240) 252-6759
paul.singleton@purple.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:	***Inmate Calling Solutions, LLC***

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 Naquin***			***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Field Service Manager***				
# of Years in Classification:	***36***	***# of Years with Firm:***			***18***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- ***More than three decades in the correctional telecommunications industry***
- ***Oversees team of Regional Field Service Managers and field technicians***
- ***Highly experienced in installation of inmate telephone and video visitation systems***
- ***Completed more than 100 inmate telecommunication installations***

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.

2004 - Present
Inmate Calling Solutions, LLC
San Antonio, TX
Regional Field Service Manager
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICSolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

1993 - 2004
Infinity Communications, Southern Louisiana Communications
Marksville, LA
Service Manager

- ***Installation of all Jail Equipment***
- ***Supervision of seven field technicians.***
- ***Maintenance of communication and payphone systems.***
- ***Administrative duties such as ordering and RMA***
- ***Inventory management of assets within the shop.***
- ***Training of technicians and preventive maintenance***

1991 – 1993
Tel-Link
College Station, TX
Correctional Coordinator of Louisiana Operations

- ***Installation of Jail Equipment***

- ***Servicing and maintaining prison phone systems.***
- ***Inventory control and daily production reporting.***

1986 – 1991
Coin Call Corporation / PTC
Lafayette, LA
Service Technician/Manager
- ***General Maintenance of Payphones and equipment.***
- ***Dispatching of Payphone Technicians and Inventory.***

1981 – 1986
Gemoco
Houma, LA
Machine Shop Foreman
- ***Supervise Machinist and Quality Control***

EDUCATION
Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Thibodaux High School Thibodaux, LA
HS Diploma 1975

CERTIFICATIONS
Information required should include: type of certification and date completed/received.

Omniphone Inc. Mobile, AL - Certificate of Completion
Training on new equipment for prison phone systems 1999

REFERENCES
A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Lt. Reginald Worlds, Administrative Lieutenant
Bexar County Jail, TX
Phone: (210) 514-7729
Fax: (210) 335-6199
rworlds@bexar.org

Major Bill Jennings
Capt. Adrian Delgado, Jail Administrator (new)
Comal County Jail, TX
Phone: (830) 620-3400
Fax: 830-608-2082
jenniw@co.comal.tx.us

Kansas Department of Corrections
Debra Lambe, Business Manager
Phone: (702) 439-7379
Fax: N/A
debra.d.lambe@centurylink.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:	***Inmate Calling Solutions, LLC***

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 Urbina***	**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Regional Field Service Manager***		
# of Years in Classification:	***10***	**# of Years with Firm:**	***2***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Experienced Manager with over 10 years of experience in the telecommunication industry. Excellent reputation for resolving problems and improving customer satisfaction.

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.

2021 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Regional Field Service Manager
Responsible for managing the on-site installation, including overseeing on-site technicians and the quality assurance process. Justin is the field supervisor for ICSolutions' installation teams in the Southern Region of the United States. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

2019 - 2021
Texas Land & Right of Way
Gonzales, TX
Right of Way Agent

- ***Surveyed land for the purposes of developing properties and municipals.***
- ***Conducted research on the land and its ownerships, gathering information from multiple sources. Purchased Easements from landowners, notarized documents and filed with the local courts.***

2014 - 2019
Inmate Calling Solutions, LLC
San Antonio, TX
Field Service Technician

- ***Worked with both team members and clients to ensure all parties were satisfied with the service I was providing in my territory. Maintained and installed all ICS products, including but not limited to: Phone Services, Video Visitation and Tablets.***
- ***Installed cable infrastructure and networking for prisons and jails of all sizes and shapes. Ran and installed: CATS and 6, Fiber Optic Cable, and Point to Point.***

- ***Identified issues, analyzed information, and provided solutions to problems.***
- ***Increased customer satisfaction by resolving issues in a efficient manner.***

2012-2014
Global Tel-Link
Mobile, AL
Site Administrator

- ***Maintained our equipment on-site.***
- ***Processed service requests made by staff and offenders***
- ***Ran CAT3 for additional phone lines and CAT5e for workstations. Fixed wiring issues that facility was experiencing for months.***
- ***Helped the investigators with pulling recordings and testifying in court as a professional witness.***

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Raymondville High School, TX
High School Diploma
2007

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.

Insert here a minimum of three (3) references with the above information.

Captain Art Smith
Detentions Division Commander
Mesa County, CO Sheriff's Office
Office: (970)244-3903
Fax: N/A
Sheriffinfo@mesacounty.us

Sergeant Jim Gilletti
Administrative Classification Unit
San Mateo County Sheriff's Office
Phone: (650) 599-1098
Fax: N/A
jgilletti@smcgov.org

Donnie Mendez
MTC-Otero
Information Technology
Phone: (575) 636-7591
Fax: N/A
donnie.mendez@mtctrains.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:	***Inmate Calling Solutions, LLC***

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:	***Latoya Coleman***	**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Technical Support Manager***		
# of Years in Classification:	***14***	**# of Years with Firm:**	***13***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- ***More than a decade with ICSolutions Technical Support Center***
- ***Serves as first level of escalation for unresolved trouble tickets***
- ***Experienced with product related concerns and troubleshooting hardware and software issues***

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.

2015 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Technical Support Manager
Oversee Technical Services team to assist clients with product related concerns, troubleshooting hardware and software issues, and coordinate with field technicians via telephone to change hardware and software configurations. Work to resolve escalated client issues quickly and efficiently.

2012 – 2015
Inmate Calling Solutions, LLC
San Antonio, TX
Systems Engineer
Assembling and testing Linux servers Responding to trouble tickets reported in ticketing system Configuration of ICSolutions developed software for new installs Updating ICSolutions developed software in a production environment

2009 - 2011
Inmate Calling Solutions, LLC
San Antonio, TX
Tech Support Representative
Assisted customers with product related issues. Assisted in troubleshooting hardware and software issues across multiple Microsoft Windows and Linux platforms. Coordinated with field tech via telephone to change hardware and software configurations. Field tested new applications on live systems.

2008-2009
Comcast
Madison, MS
Tier II Technical Support Representative
Provided customer service/technical support for hardware/software, and operating system issues, as well as, installation of hardware and software (Windows and Macintosh Environments).

2006-2007
Jackson State University
Jackson, MS
Computer Forensics Lab Teachers Assistant
Assisted in testing and maintaining forensics hardware for lab usage. Also, created procedural study material for student testing.

2005-2006
Cybercrime Fusion Center of MS
Jackson, MS
Voluntary Internship
Assisted with development of informational material regarding various cybercrimes and prevention.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Jackson State University
B.S. in Computer Science/Minor Math 2008

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.

Insert here a minimum of three (3) references with the above information.

Alejandro Alonso
Call Center Manager
Education Super Highway
Phone: (210) 725-1561
Fax: N/A
alejandra.alonso@gmail.com

Joshua Wilson
Database Administrator
O'Reilly Auto Parts
Phone: (210) 778-7341
Fax: N/A
invaderleige@gmail.com

Catina Clark, CEO
Clark & Clark Legacy Insurance
Phone: (210) 998-8120
Fax: (210) 999-5292
clark_clarklegacy@yahoo.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:	***Inmate Calling Solutions, LLC***

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:	***Brendan Philbin***	***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Vice President Product Development***		
# of Years in Classification:	***33***	***# of Years with Firm:***	***20***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Executive with nearly two decades of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in the telephony billing, collections, bad debt management and inmate telephone services

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.

2002 - Present
Inmate Calling Solutions, LLC
San Antonio, TX
Vice President of Product Development
Responsible for the design & development of all technologies, products, and applications deployed by ICS for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

1996 – 2002
Integretel Billing Solutions
San Jose, CA
Chief Operating Officer
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

1989 – 1996
Value Added Communications
Dallas, TX
Vice President Operations
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System, which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Ballinafad College, Southern Ireland
Honors in five subjects 1974

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.

Michael Satterlee, Site Director
Qualfon
Phone: (701) 770-5218
Fax: N/A
Michael.satterlee@qualfon.com

Andrew Horton, CTO
Corrections Solutions
Phone: (407) 956-4263
Toll Free: (888) 595-5646
Fax: N/A
Andrew.horton@teamargus.com

Brain Hill, CEO
Edovo
Phone: (602) 403-9905
Fax: N/A
brian@edovo.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:	***Inmate Calling Solutions, LLC***

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:	***Stephen L. Shieldes***	**Key Personnel: (Yes/No)**	***Yes***
Individual's Title	***Director of Information Technology***		
# of Years in Classification:	***32***	**# of Years with Firm:**	***9***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Steve has worked in software development since 1990. Steve has experience in all phases of IS/IT development, programming, implementation and operations, systems analysis, specifications, design, coding, optimization, quality assurance, documentation, database and application system conversion, software and hardware evaluation. Steve's experience includes management positions in multiple telecommunications agencies, leading teams in the development, maintenance, deployment and operation of custom software and applications. Since joining ICSolutions in 2013, Steve has overseen a database team managing 254 databases on 44 PostgreSQL clusters, Enterprise wide ETL processes, and Enterprise reporting and data analysis. He has also created a streamlined Quality Assurance environment leading our QA team to have an 80% improvement on the turnaround of software from development to production. Steve obtained degrees in Computer Programming and Computer Applications Design from San Antonio College.

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.

2013 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Director of Information Technology
Mr. Shields is responsible for all software development activity at ICSolutions. He oversees the Software
Engineering department and works with our in-house team to address any software issues and prioritize
ongoing enhancements and upgrades.

2011 – 2013
Carnegie Technologies
San Antonio, TX
Manager Database Development
As manager of database development I report to the CIO and responsible for DB team of database developers/architects in the creation, maintenance and deployment of custom software and applications.

2006 - 2011
Pocket Communications
San Antonio, TX
Manager Database Operations
As manager of database operations I reported directly to the CIO and responsible for a DBA team that managed all data and databases at pocket communications (11 Oracle Instance, 31 MySQL servers, 10 MS SQL Servers). I designed and built the companies data warehouse on a MySQL Linux platform integrating data from multiple vendor data sources, and implemented SAP Business Objects suit of products for report and data delivery . Designed and built an ETL and report tracking system to monitor and report on 300+ daily ETL and Reporting jobs. Implemented Excelsious dashboard software to provide strategic, tactical and operational dashboards enterprise wide.

2000-2006
Clear Channel World Wide
San Antonio, TX
Sr. Database Administrator
As Director Web Services for 18 months, I was responsible for a team of 12 people, an operational budget of 2.5 million, and 3000+ Web Properties of Clear Channel Worldwide. Reduced the operational cost by 50% while increasing the performance, growth and reliability of the Clear Channel Web Farm. Once it was stable and efficient, it was turned over to Clear Channel Radio Interactive in Cincinnati OH. Lead DBA on the implementation of People Soft ERP solution which manages all of Clear Channel's Human Resources and Financials. Lead DBA on the migration of the People Soft ERP solution from ORACLE on HP/UX to MS SQL SERVER 2000. I was also responsible for all Oracle instances, and assist the administration of over 200 Microsoft SQL server instances.

1998-2000
Billing Concepts
San Antonio, TX
Sr. Database Administrator
At Billing Concepts, I managed a team of DBAs and System Administrators. Managed the development and database architecture for Aptis Software, which was a subsidiary of Billing Concepts that developed and sold billing software based on Oracle's database. Implemented Oracle Project and managed Oracle applications running on HP/UX and implemented and maintained a company run ISP.

1997-1998
ILD Telecommunications
San Antonio, TX
Database Administrator
Responsible for (8) ORACLE 7.3 instances. The largest Oracle instances were 61 GB, running 24 X7. Responsible for upgrading all of the instances from ORACLE 7.3.2 to ORACLE 7.3.4. Reorganized the datafiles of the 61 GB Oracle instance for superior disk access gaining a 25% improvement in performance. Responsible for the Migration the 61 GB ORACLE instance from DG/UX (SVR4) to Solaris 7.

1994-1997
WorldCom.
San Antonio, TX
Lead Systems Programmer
Responsible for the development and maintenance of a telephone billing system that processed an average of 2 million records a day. The billing system was written using ORACLE (ver 7.3) with Proc*C /C applications and written on a Data General Aviion running DG/UX (SVR4).

1993-1994
Operational Technologies
San Antonio, TX
Programmer/Analyst
Responsible for maintenance of all C / Pro*C ORACLE applications, on a VAX/VMS System using ORACLE (ver 6). Developed a portable User Interface to port between VMS, MS-DOS and UNIX. The User Interface was accomplished in half of the time budgeted. Developed standard operating procedures for change requests. These standards decreased the time used in communication between Management and software developers by 50%.

1992-1993
Technology Systems
San Antonio, TX
Journeyman Analyst
Supervised and controlled the conversion of all development software to a Code Management System. Automated the code Management System with the development of MAKE type DCL programs on VMS. Supervised & Helped Maintain all C/ Pro*C ORACLE applications on VAX/VMS system using ORACLE (ver 6).

1990-1992
OAO Corporation
San Antonio, TX
Programmer
Supervised and controlled the conversion of all developed software from ORACLE Ver. 5 to ORACLE Ver. 6 to include testing and documentation. Developed data validation software, in Pro*C & SQL for analyzing and loading data into ORACLE database on a VAX/VMS system. Developed installation program for software distribution on the PC in C. Assisted in the design of a data validation program for the PC.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

San Antonio College, San Antonio, TX
Associate of Applied Science, Computer Programming 1989

San Antonio College, San Antonio, TX
Associate of Applied Science, Computer Applications Design 1989

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.

Insert here a minimum of three (3) references with the above information.

Samantha Weeks
Fraud Performance Manager
Chime
Phone: 940.867.3870
Fax: N/A
Sam.Weeks@Chime.com

Amanda Justice
Office of the Chief Administration Officer, Principal, Enterprise Architecture
ERCOT
Phone: 512.576.6200
Fax: N/A
Amanda.Justice@ercot.com

Jesse R. Castro
Principal Engineer
Rackspace
Phone: 210.382.6746
Fax: N/A
Email: jesse.castro@rackspace.com

Aaron Hamstra
Cloud Infrastructure Architect
Convo Relay
Phone: 210.601.5345
Fax: N/A
ahamstra@gmail.com

George Martinez
Project Manager
ADCRR (Arizona Department of Corrections, Rehabilitation and Reentry)
Phone: 602.542.4896
Fax: N/A
gmartinez1@azadc.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:	***Inmate Calling Solutions, LLC***

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:	***George W. Langdin***		***Key Personnel: (Yes/No)***	***Yes***
Individual's Title	***Technical Services Manager (IT Engineering)***			
# of Years in Classification:	***18***	***# of Years with Firm:***		***18***

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

- ***More than 2 decades' experience in technology industry***
- ***Nearly 20 years building, configuring and testing ICSolutions' equipment***
- ***Vast experience planning, developing and deploying technology and applications***
- ***Proven ability to lead teams in addressing complex business and technical challenges***

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.

2004 – Present
Inmate Calling Solutions, LLC
San Antonio, TX
Technical Services Manager
Built, installed, and maintained inmate telephone systems in city, county, and state facilities. Trained and supported customers and internal teams. Managed team of buyers, programmers, and system administrators. Took personal responsibility for 24/7/365 operation of 200+ systems, including on call duties. Managed configuration of Apache, Postgresql, and telephony servers. Lead programmers in developing custom inventory system to manage $3+ million in assets. Developed inmate e-mail product. Worked closely with CIO and COO to provide creative, reliable, and cost effective technical solutions for customers and internal teams. Provided management with statistical analysis of financial performance of telephone systems.

April 2003 – September 2003
IET Media Works, UC Davis
Davis, CA
Student Assistant IV
Developed interactive lessons for Spanish classes using Adobe Flash.

2001 - 2002
Los Gatos High School
Los Gatos, CA
Information Systems Consultant
Managed 500+ Windows and Macintosh desktop systems, MacOS X Servers, and Windows 2000 servers. Reconfigured Mac labs to use NetBoot, OpenDirectory, and AFS. Planned and

implemented software, hardware, and network upgrades. Trained users. Created and implemented security standards. Maintained and secured school administration/student information system. Managed upgrade of school telephone and IVR system. Supervised student assistants and volunteers.

June 2001 – September 2001
Steve Wozniak
Los Gatos, CA
Teaching Assistant/Advisor
Assisted in teaching classes and provided general technology advice and assistance.

1999-2002
HotlineHQ LLC
Davis, CA
General Manager/Systems Administrator
HotlineHQ LLC operated HotlineHQ.com, a Hotline search engine and information site. At its peak in 2001, we served 15 million hits monthly. Founded company and managed all business aspects including service marks, accounting, and strategic alliances; maintained Macintosh servers running Linux; created website.

1998-2000
Research Services, Inc
Los Gatos, CA
Information Services Specialist
Responsible for purchasing; maintenance of file, domain, VPN, and PPP servers; primary tech support contact for national and international employees; managed IT budgeting and staffing.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University of California, Davis
B.S. in Psychology with an emphasis on Biology. Classes included C and C++ 2004

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

N/A

REFERENCES

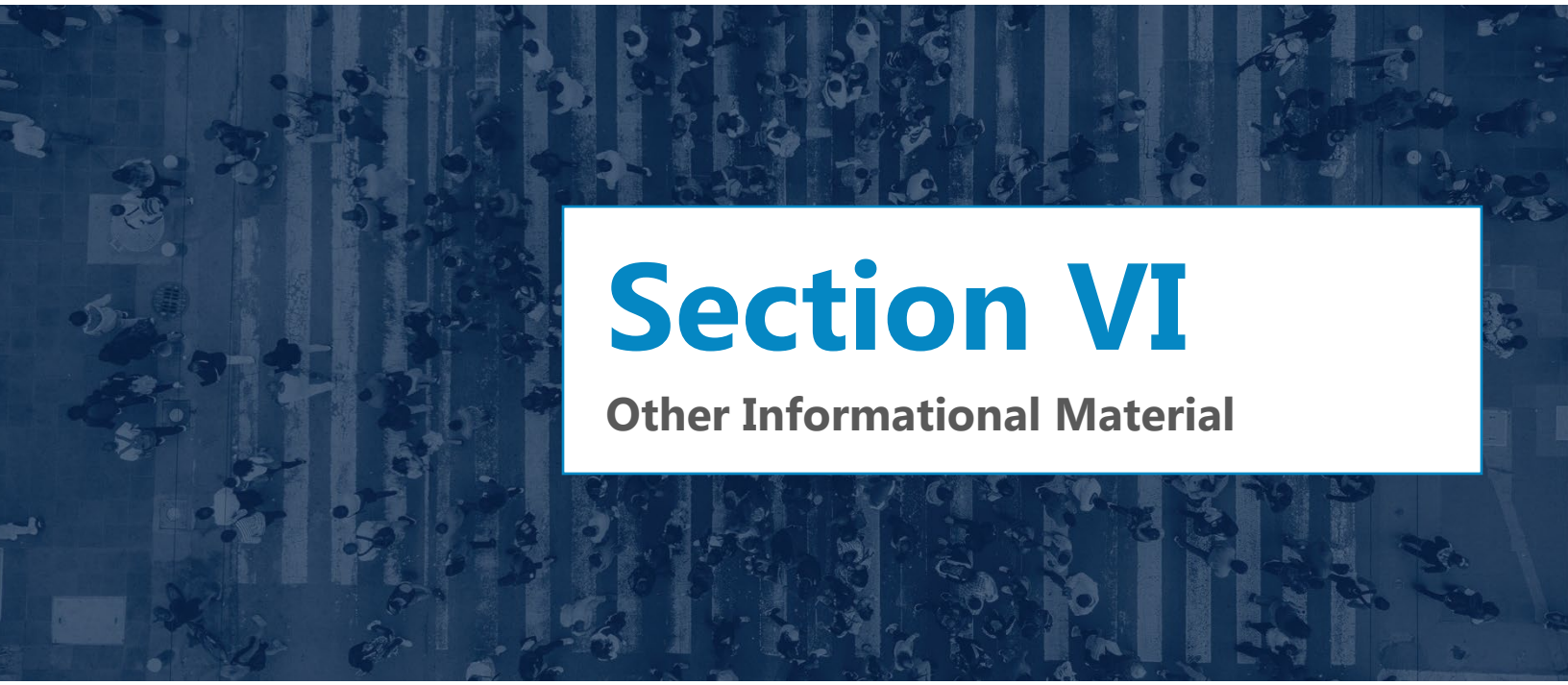
A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Insert here a minimum of three (3) references with the above information.

Kimberly Crafts, MSI LSSYB
National Account Manager
Praeses
Phone: 800.333.8856
Fax: (318) 213-8137
Email kimberly.crafts@praeses.com

Andrew Horton
Chief Technology Officer
Argus Corrections Solutions
Phone: 407.956.4269
Fax: 888.595.5646
andrew.horton@teamargus.com

Steve Smith
Data Center Sales Executive
Dell EMC
Phone: (210) 309-5592
Fax: N/A
steve.smith3@dell.com



Section VI

Other Informational Material

SECTION VI

Other Informational Material

Section VI – Other Informational Material

Vendors must include any other applicable reference material in this section clearly cross referenced with the proposal.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated.

Following this section, we have included some exhibits that provide additional information and supporting documentation to our Technical Proposal:

- ***A. Equipment Spec Sheets***
- ***B. Report Samples***
- ***C. Insurance Certificate***
- ***D. Letters of Reference***

In addition, per Vendor Q&A #102, vendors are instructed to place their response to Section 2.15 here. See below for responses to Sections 2.14 and 2.15:

2.14 Offeror Exceptions to Terms and Conditions

The Lead State discourages exceptions to contract terms and conditions in the RFP, attached Participating Entity terms and conditions (if any), and the NASPO ValuePoint Master Agreement Terms and Conditions. Exceptions may cause a proposal to be rejected as nonresponsive when, in the sole judgment of the Lead State (and its sourcing team), the proposal appears to be conditioned on the exception or correction of what is deemed to be a deficiency or unacceptable exception and would require a substantial proposal rewrite to correct.

Offerors should identify or seek to clarify any problems with contract language or any other document contained within this RFP through their written inquiries about the RFP using the process in **Section 2.1**.

Moreover, Offerors are cautioned that award may be made on receipt of initial proposals without clarification or an opportunity for discussion, and the nature of exceptions would be evaluated. Further, the nature of exceptions will be considered in the competitive range determination if one is conducted. In the sole discretion of the Lead State, exceptions may be evaluated to determine: the extent to which the alternative language or approach poses unreasonable, additional risk to the state; is judged to inhibit achieving the objectives of the RFP; or whose ambiguity makes evaluation difficult and a fair resolution (available to all Offerors) impractical given the timeframe for the RFP. Exceptions may result in a Proposal being rejected as nonresponsive and the Lead State is under no obligation to consider exceptions

ICSolutions Response:

Per Vendor Q&A #112, reasonable modifications will be considered following submission of proposals and should be submitted as redlines with the proposal. ICSolutions agrees to NASPO ValuePoint Master Agreement Terms and Conditions but, as a clarification, we propose adding the redlined language below to Article XI. Section 11.3:

11.3 License of Pre-Existing Intellectual Property. Contractor grants to the Purchasing Entity a nonexclusive, perpetual, royalty-free, irrevocable, license to use, publish, translate, reproduce, transfer with any sale of tangible media or Product, perform, display, and dispose of the Intellectual Property, and its derivatives, used or delivered under this Master Agreement, but not created under it ("Pre-existing Intellectual Property"). The Contractor shall be responsible for ensuring that this license is consistent with any third-party rights in the Pre-existing Intellectual Property. The terms 'Product' and 'Intellectual Property', as used in Article XI of the Agreement, pertain only to goods or services that are actually purchased by a 'Purchasing Entity' and do not apply to any equipment, software or documentation, used or provided by Contractor for the provisioning of services to inmates or other consumers, for which applicable use licenses shall be granted by Contractor. A Purchasing Entity shall otherwise have no rights in Contractor's Products or Intellectual Property, including Pre-Existing Intellectual Property.

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

Question	Response	
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.

ICSolutions Response:

ICSolutions does not have any pending claims or litigation within the past six years that would adversely affect our ability to perform and fulfill our obligations if a contract is awarded as a result of this RFP. No agreements have ever been lost or prematurely canceled for ICSolutions' failure to deliver on any of its contracted services since the company's inception in 2002, nor has ICSolutions ever had any litigation or investigations related to our failure to comply with a contract.

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.

ICSolutions Response:

ICSolutions certifies that neither ICSolutions 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.

Exhibit A

Equipment Spec Sheets

Mini Stainless Steel 7010SS

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart

Wintel®
A Division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Wintel® Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear® Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel® phones or retrofitting DuraClear® Technology from Wintel® will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates "Can't be heard" complaints and is not affected by moisture or weather. DuraClear® handsets have shown below 7% replacement rates over the course of a year!

Wintel® maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel® employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.

- **Designed for Inmate Use:** Wintel® Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel® phones are designed to be offender phones.

- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel® phones feature a LOUD button to the right of the keypad.
  The competitors phones have No button = no user control = non-compliant!

- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.

- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.

- **Rhino® Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.

- **DuraClear® Technology:**
  Magnetically activated transmitter replaces the old style carbon transmitters
  Four times (4X) the life of the standard carbon transmitter and no more
  Performs even in the poorest line conditions found in State Prison Systems
  i.e. low loop current, low voltage, high resistance
  Looks the same, to the user, as the standard Rhino® Handset
  DuraClear® is unaffected by moisture and humidity, unlike carbon transmitters
  DuraClear® is new and patented technology, found ONLY at Wintel®
  The sound is much Louder, Clearer and Crisper with DuraClear®.

Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is $100 to replace a handset, the longer a handset lasts, the better your bottom line.

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A Division of Independent Technologies, Inc.
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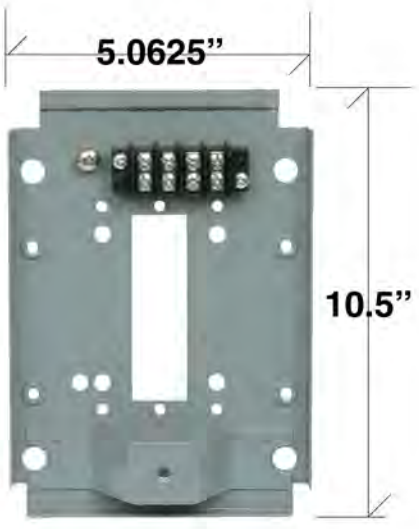
407.834.1188 Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Half Size

Stainless Steel

7005SS

- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be counted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA).
- Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, IC:3267A-ITC254.



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Visitation
Kit
7429VST

- ***Strong & Durable***
- ***Long Lasting***
- ***Standard Wintel Phone Parts***
- ***Rhino Handset***
- ***Wiring Options***
- ***Double-Gang Mounting Box***
- ***Magnetic Hook Switch***
- ***14-Gauge Stainless Steel Faceplate***

Face Plate

14-Guage Stainless Steel

Pin & Head Security Screws

Machined Stainless Steel Ring for Handset Cord Entry

Shipped with Double-Gang Mounting Box

Electronics

Magnetic Hook switch (no mechanical contacts to fail)

Hearing Aid Compatible Handset

Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module

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The V17 Multi-Purpose Video Visitation Station with Touchscreen Monitor:

The V17 video visitation stations are constructed of heavy gauge steel, with a shatterproof Lexan handset and no removable parts and a 17" hardened touchscreen monitor. All handset cords will be armored and have a poly-coated steel lanyard, which can withstand a minimum 1000 foot-pounds of pull power. Tamper-preventive security screws will be used on all telephones to guard against potential vandalism.

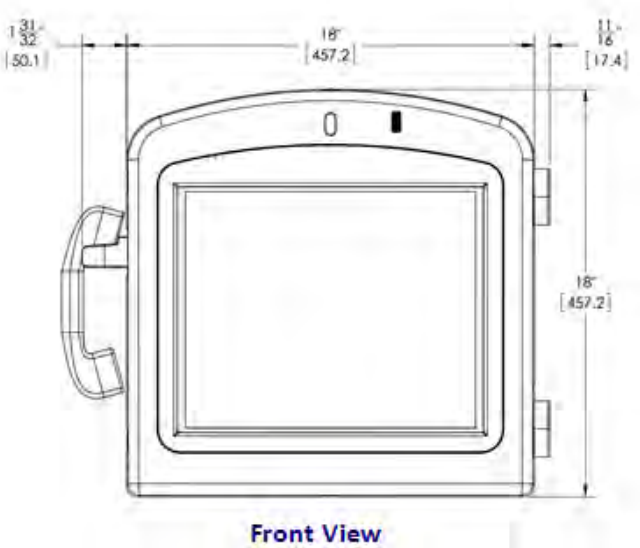
- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capabiity
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored steel handset cord
- Adjustable handset cord lengths (24" standard)
- **Built-in Confidencer to minimize background noise**
- Sealed Housing to protect unit from moisture
- **Touchscreen volume control (ADA compliance)**

The V17 offers high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480, with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

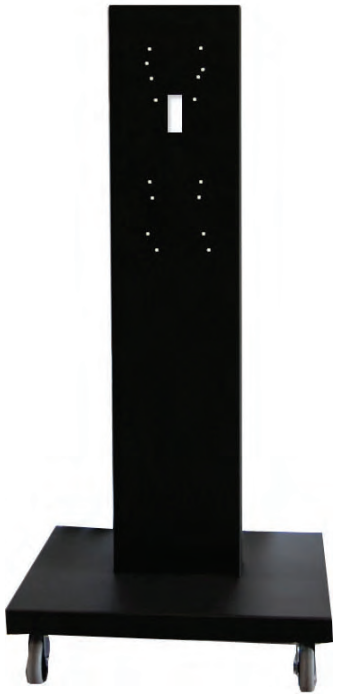
The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

Sample drawings of the size and construction of the V17 enclosures are provided below:

Side View



Front View



TMG, Inc.

TM-24-7 4-Wheel Phone Cart

Body: High Security, 14 Gauge Steel
Size: Post - 51 3/4”H x 10”W x 4”D
Foot: 7”H x 23 3/4”W x 22”D
Paint: Scratch Resistant Black Powder Coat
Shipping Weight: 65 lbs. Each
Mounting: Pattern for Mini and Standard Size Phone
Phone Stability: Large heavy 4-wheel base helps to prevent tipping

Product Description

The TM-24-7 Mobile Inmate Telephone Cart is designed to let you move a phone quickly and easily to where it is needed. The cart functions as a rolling pedestal. When a TMG Inmate Telephone is mounted on the TM-24-7 the telephone handset cord is positioned to be at the appropriate height to enter the food tray slot on most high security doors. Large cleats are positioned inside the back of the cart, away from the reach of inmates, for excess telephone line cord storage.

Applications

- Maximum Security Prisons
- Segregation Housing Units
- Holding Cells
- Psychiatric Wards
- Prison Hospitals
- Any place a temporary phone may be required

The TM-24-7 will accommodate all TMG Inmate Telephones, coin telephones and most competitor telephones. Call to verify which pattern will work for your existing telephone.

Repair and Refurbishment Services Available

Telcom Marketing Group, Inc. -- 1380 Weber Industrial Drive -- Cumming, GA 30041
Phone: 770.844.1346 Fax: 770.844.9079 Toll Free 877.844.1366
www.inmatetelephones.com

Tall Cord Free
7090CFSS

- Applications: drunk tanks, Holding cells, lnmate Facilities/ Prisons, Police Departments, or any location where a prison official, jail administrator, or police chief prioritizes safety issues above ADA compliance.
- Cord free design.
- Design provides similar privacy to that of a corded handset.
- Built-in user controlled volume "LOUD" button for ADA mandated volume control (user must have control of volume amplification AND volume must reset to normal with hang up to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use while maintaining a clean professional look.
- Vandal-proof ON/OFF switch.
- Built-in instruction card window space.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, (DF4USA-75652-CC-E).

ACCESSORIES:

- Momentary Switch

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V-Tech Communications

Header

Manufacturer	V-Tech Communications
Brand	VTech
Product Line	VTech
Model	CS6114
Packaged Quantity	1

Telephone

Type	Cordless phone
Caller ID Type	Caller ID/call waiting
Cordless Phone Standard	DECT 6.0
Dialer Location	Handset
Total Number of Wireless Handsets	1

Telephone Memory

Dialed Calls Memory	5
Caller ID Memory	100
Phone Directory Capacity	30

Features

Dialing Modes	Pulse, Tone
Call Services	Call Waiting, Caller ID, Message Waiting Capability, Voice Mail
Volume Control	Yes
Handset Locator	Yes
Indicators	Charge/in use indicator, Voice message waiting indicator
Lighted Keypad	Yes
Additional Functions	Built-in clock

Display

Type	LCD display
Color Support	Monochrome
Backlit	Yes
Display Languages	English, French, Spanish
Display Location	Handset

CE Cables (Details)

Cables Included	Phone line cable

Battery

Rechargeable Battery	Rechargeable

Miscellaneous

Included Phone Accessories	Power adapter

P3 Video Relay Service

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA).P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

- PC equipped with a 21-inch monitor
- Can operate on a PC or Android tablet connected to the internet
- Simple, easy-to-use interface
- Superior Video Quality
- Customizable Voice Greeting
- Ability to send DTMF tones
- Strictly regulated by the FCC for confidentiality and data protection

Product Specification Sheet

Product:	P3
Platform:	PC
Version:	9.0
Release Date:	October 28, 2015
Customer Support:	For more information or support, please contact us at **877-885-3172**, email **salesengineer@purple.us** or visit our website at **www.purplevrs.com/p3**.

Introduction

P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, Federal Communications Commission (FCC)-certified communications solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.

Package Includes

Simple Interface – easy-to-use

Superior Video Quality

Call Waiting – enables users to answer a call while on another call

3-Way Calling – add a second caller to active call

Personal Voice Greeting – customize the greeting for the hearing caller while connecting to a sign language interpreter

P3 Tech Specs

Interoperable with other VRS devices and providers that support SIP or H.323 standards

Crystal-clear audio with acoustic echo canceler

P3 Advantages

Health Insurance Portability and Accountability Act (HIPAA)-compliant for VRS calls

Ability to send DTMF tones using the dial pad

Services are strictly regulated by the FCC for confidentiality and data protection

P3 can be mass-deployed using silent install

Purple ONE™ Number and Ring All – all devices logged in under the same account will ring simultaneously

PC System Requirements

Windows® 7/8/10 (including 64 bit versions) with DirectX® 9.0c or higher

Recommended CPU: Intel Core 2 Duo class, 2.33 GHz or faster

Ideal CPU: Intel Core 2 Quad class, 2.66 GHz or faster

Memory and Disk: 2 GB of RAM and 250 MB of hard drive space

Open GL 2.1 or higher: hardware-accelerated video drivers are highly recommended

Administrator rights are required for installation and upgrades

Webcam: either built-in or external webcam (Logitech® C910/C920 webcam highly recommended)

DirectSound® compliant required audio card and drivers – must support 48 KHz sampling rate for VCO users

Video Protocols

SIP, H.323

H.263, H.264

CIF (352 x 288)

Audio Protocols

G.711

G.722.1

GSM

iLBC

Echo cancellation

Automatic Gain Control and Denoise

Video Performance (Bandwidth)

Bandwidth adjusts between 384 Kbps and 2048 Kbps

Recommended bandwidth of 768 Kbps

Adaptive low-latency packet-loss recovery

Automatic bandwidth control, adapts to network conditions

Corporate Environments

Compatible with the following virtualized and thin client environments:

- Citrix®
- VMWare®
- Microsoft Hyper-V®

Supports VPN in the following situations:

- Telecommuting workers
- Satellite offices
- Separate departments

Note: If using a VPN, the VPN must be active before launching P3.

ACD/Call Manager

- Will work with many ACD and call manager systems
- Can setup call forwarding from extension to Purple ONE Number
- Outbound call masking of Purple ONE number configurable per business requirements

Secured Login and Connection

- HTTPS login and transferring data prior to and during calls
- Text chat during VRS calls uses data encryption

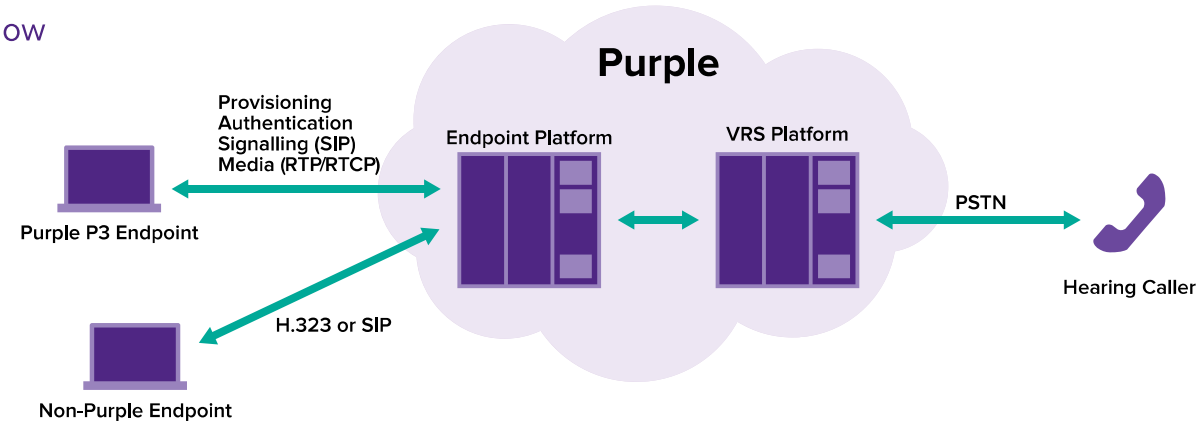
Note: Per FCC regulations, this program cannot be used behind a proxy.

P3 Firewall Configuration Requirements

Protocol	Source Ports	Destination DNS	Destination IP Address[1]	Destination Ports	Purpose	Notes
HTTP	Any	vmailer.hovrs.com	208.17.91.240	80 and 8080	PurpleMail	
HTTPS	Any	websvc.prod.purple.us	208.17.91.76	443	Web Services	
TCP	Any	lb.orion.prod.purple.us	174.137.37.191 174.137.37.192 174.137.37.193 174.137.37.194	14004	WebSocket	/24: may expand up to 16 IP addresses
SIP (TCP)	Any	psip-lb.prod.purple.us	174.137.37.50	5060 and 35060	SIP Signaling	/24: may expand up to 16 IP addresses
RTP/RTCP	43000-43050 (See Note)	(No external DNS available)	174.137.37.52 174.137.37.53	10000-20000	RTP/RTCP media – 6 random ports per call (Audio, Video, and Text)	/24: may expand up to 16 IP addresses

[1]DNS names verified in October 2015; subject to change by Purple.
[2]Note on RTP/RTCP: Depending on port usage patterns at a particular site, source ports can range up to 43000-43999. 43050 as the upper end of the range is suggested as a starting point to be confirmed by operational testing, but firewall administrators should be prepared to allow the full range of 43000-43999 if necessary.
Web Filter Requirements: Web Filter Requirements: HTTP/HTTPS lookups on *.purple.us and *.amazonaws.com including subdomains that can be more than one level deep. It is highly recommended that IP filters be set to a /24 range to allow for future expansion or changes by Purple.
Current as of October 2015.

Call Flow



Support

Analyzing your network and provide recommendation for optimal experience.
Provide firewall instructions and support for deployment of our software.
Assist with mass deployment and provide training for IT staff for future upgrades.
Advise on how to integrate our systems with your existing ACD/Call Manager.
Provide support to transition from other VRS software to P3.
Excellent Purple Premier Support team available to answer your questions and provide support.

Visit **www.purplevrs.com/usernotice** for important information concerning 10-digit numbering and E911 services for VRS.
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Minicom IV

This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- **BUY ONLINE**
- Download User Guide

Minicom IV

- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

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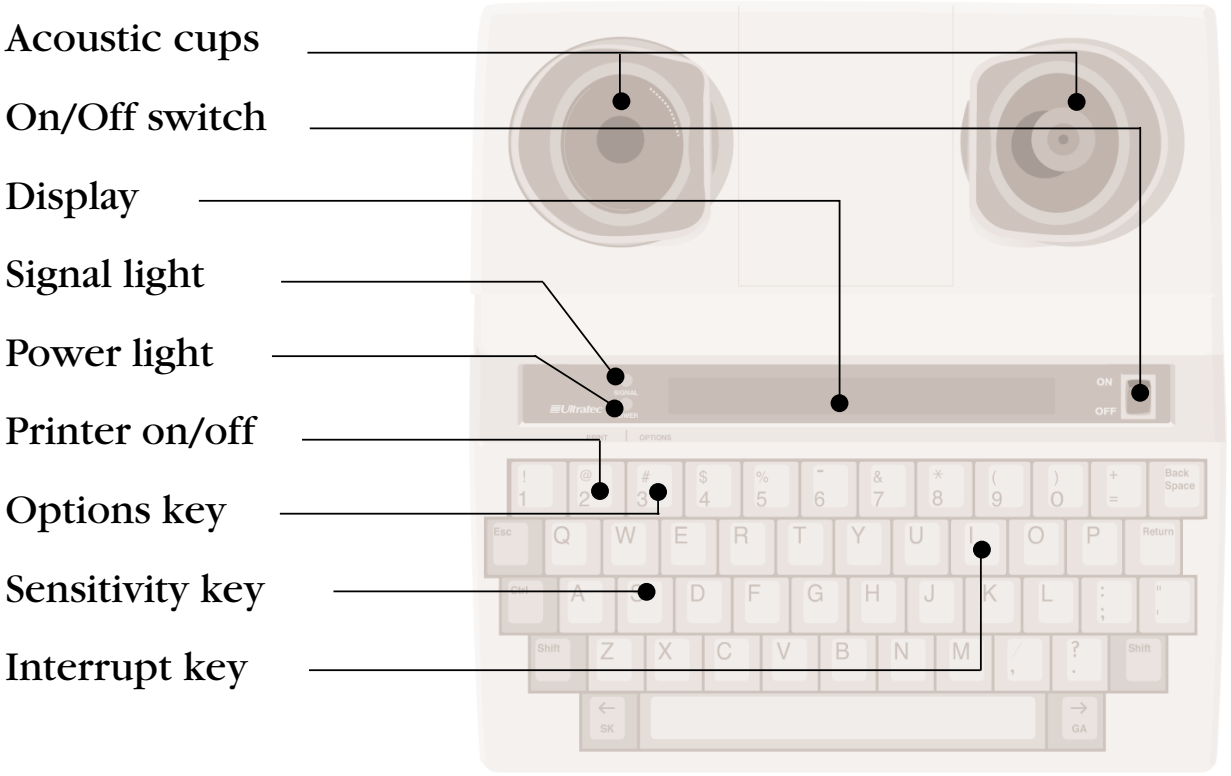
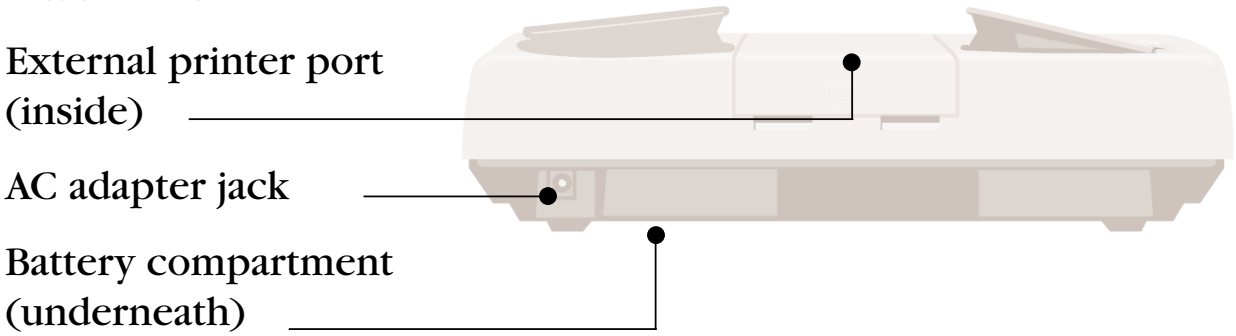
Overview of the Minicom IV™

Top view



Back view



SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter–9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows
Control key plus 4 function keys
Sticky Keys for single-handed typists
Character set: A-Z, 0-9, Backspace, Return/LF, Space, +=-$'()"/:;?,.*# GA, SK.

Display

Blue/green vacuum-fluorescent
20 characters
0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:
45.5 and 50 baud
Sensitivity = -45 dbm, 67 dBSPL (min)
Output = -10 dbm

Turbo Code:
Enhanced communication protocol with interrupt capability.
100 baud (average)
7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

ADTRAN®

Data Sheet

Total Access

900E Series

Market Leading IP Business Gateways

VoIP | eSBC Ready | VQM

Benefits

- Seamless voice and data integration over VoIP-based network architectures
- Designed for Ethernet and Multi-T1 applications
- Optional eSBC functionality
- Up to 24 analog POTS interfaces
- Optional outbound lifeline via FXO
- Compatible with industry-leading softswitches and call agents
- Dynamic bandwidth allocation affords more efficient utilization
- Integral full-featured business-class IP router
- Stateful inspection firewall for network security
- Quality of Service (QoS) for delay and jitter sensitive traffic like VoIP
- Supports 802.1q Virtual LAN (VLAN) Trunking
- Voice Quality Monitoring (VQM)
- Network Address Translation (NAT) for IP address concealment
- Feature-rich ADTRAN Operating System (AOS)
- Optional battery backup
- Industry-leading five-year warranty
- Supports transcoding and DTMF interworking (30 calls)
- Full featured SBC for robust network security and voice interoperability

Overview

The Total Access® 900e Series of market leading IP Business Gateways for Ethernet and multi-T1 applications from ADTRAN® are designed for carrier Ethernet and SIP/MGCP Voice over IP (VoIP) networks. These products feature all the same robust routing and voice features of the previous generation IPBGs, along with a host of new features and functions that enable cost effective, reliable IP service delivery. These devices use the ADTRAN Operating System (AOS) to simplify management and administration. Multiple models offer flexibility for varied applications from PRI delivery and SIP trunking services to Hosted IP PBX offerings.

The Total Access 900e Series offers up to 24 FXS ports for analog voice delivery, and three Ethernet interfaces (one Gigabit and two Fast) for access to the Total Access 900e's router or WAN/LAN access. The Total Access 900e Series can be coupled with a NetVanta® Power over Ethernet (PoE) switch to provide connectivity to a variety of network devices and personal computers, as well as to power IP phones and Wireless Access Points (WAPs).

VoIP Gateway

The Total Access 900e Series utilizes SIP or MGCP For VoIP applications, providing interoperability with industry-leading soft switches, feature servers, and gateways. Acting as a gateway, the Total Access 900e converts IP signaling from the carrier into traditional TDM analog and digital voice services. This functionality allows the Total Access 900e Series to deliver voice services to both IP phones and traditional telephony equipment simultaneously. For customers implementing a hosted PBX or IP Centrex service, the Total Access 900e Series is ideal for providing customers additional analog ports necessary to support their remaining analog phones, fax machines, or modems. The Total Access 900e Series supports many popular calling features such as caller ID, call hold, forward, transfer, and call waiting. Voice Activity Detection (VAD) and silence suppression are supported to ensure reliable VoIP call quality.

Enterprise Session Border Control (eSBC)

The Total Access 900e also can provide eSBC functionality delivering a truly converged application platform at the customer premises. This feature is becoming mandatory in today's service deployment to normalize, secure and troubleshoot the SIP to SIP communication between a carrier network and the customers SIP compliant equipment.

Remote Survivability

In addition, the Total Access 900e Series can act as a registrar and Back-to-Back User Agent (B2BUA) or as a SIP-transparent proxy to facilitate remote survivability and NAT traversal. In the event of a service interruption on the wide area network or if the carrier's call agent were to become unavailable, calls may continue locally at the customer premises between IP-based or analog phones. In addition, the embedded FXO port can be used as a survivable interface for outbound calls to the PSTN.

TA 900E SERIES

QoS, Security, Routing, and VQM

The Total Access 900e Series uses the AOS to provide a stateful inspection firewall; NAT; DHCP server/client; and feature-rich, standards-based, IP routing functionality supporting BGP, OSPF, and RIP routing protocols. Inherent QoS methods ensure appropriate classification and prioritization of VoIP traffic. These methods include Low Latency Weighted Fair Queuing, class based weighted fair queing, support for Differentiated Services (DiffServ) protocol, Frame Relay Fragmentation (FRF.12), and Frame Relay traffic shaping. Voice Quality Monitoring (VQM) captures Mean Opinion Score (MOS), jitter, delay, and packet loss statistics necessary to troubleshoot VoIP calls over the WAN to help ensure superior call quality.

Management

The Total Access 900e Series can be remotely managed by ADTRAN's n-Command® MSP platform. ADTRAN n-Command MSP offers the ability to discover devices, make mass configuration changes or firmware upgrades, backup/restore configuration, and generate inventory reports for asset management. ADTRAN's n-Command MSP also offers VoIP VQM and reporting, SIP ladder diagram, as well as as an industry leading, easy-to-use, Graphical User Interface (GUI). Total Access 900e products are housed in a rugged metal enclosure; available in wallmount, rackmount, and desktop mountings; and offer a battery backup system for up to eight hours of uninterrupted service upon a customer-site power outage. Total Access 900e products are backed by an industry-leading warranty.

Product Specifications

Physical Interfaces

T1

- Quad T1/FT1
- RJ-48C

Ethernet

- **Three Ethernet Interfaces (WAN/LAN Support):**
  - One Gigabit
  - Two Fast
- Full Duplex
- RJ-45
- Supports 802.1q VLAN Trunking

USB 2.0

- One Interface

Digital Voice

- PRI
- T1 CAS Support
- Feature Group D
- RJ-48C
- **Signaling Methods:**
  - E&M Wink
  - E&M Immediate

Analog Voice

- 8, 16, and 24 FXS POTS via 50-pin Amphenol
- 68.5 Vrms with 20VDC Offset Maximum Ring Voltage
- Sinusoidal Ringer Waveform
- 48 V, Nominal On-hook Battery Voltage
- 30 mA, Nominal Loop Current
- **FXS 2-wire Impedances:**
  - 600ΩΩ
  - 900Ω
  - 600Ω +2.16µF
  - 900Ω +2.16µF
- **FXO 2-wire Impedances (Lifeline FXO):**
  - 600Ω
  - 900Ω
  - 600ΩΩ+2.16µF
  - 900ΩΩ+2.16µF
- **Signaling Methods:**
  - Loop Start
- **FXO 2-wire impedances (Standard FXOs):**
  - 600ΩΩ
  - 900ΩΩ
  - 600ΩΩ+2.16µF
  - 900ΩΩ+2.16µF
- Integral FXO (900e Series)
- **Signaling Methods:**
  - Loop Start
  - Ground Start
- **FXO 2-wire Impedances:**
  - 600ΩΩ+2.16µF
  - 900ΩΩ+2.16µF
  - Rs 220 ohms, Rp 820 ohms, Cp 115nF
  - Rs 270 ohms, Rp 750 ohms, Cp 150nF
  - Rs 270 ohms, Rp 750 ohms, Cp 150nF, Zin 600r
  - Rs 320 ohms, Rp 1,050 ohms, Cp 230nF
  - Rs 350 ohms, Rp 1,000 ohms, Cp 210nF, Zin 600r
  - Rs 370 ohms, Rp 620 ohms, Cp 310nF
  - Rs 800 ohms, Rp 100 ohms, Cp 50nF
- **Signaling Methods:**
  - Loop Start
  - Ground Start
  - DPT

Craft

- DB-9

Memory

- **RAM:** 512 MB RAM
- **Flash:** 128 MB Flash

VoIP

- SIP
- **MGCP (FXS Interfaces Only)**

Packet-based Voice Resources

- **CODECs**
  - G.711-64k PCM
  - G.729a-8k CS-ACELP
- G.168 Echo Cancellation
- Up to 64ms Echo-tail length

- Supports up to 60 Channels DSP
- Supports 30 T.38 Sessions
- Supports 30 transcoding calls

Media Stream

- RTP/UDP/IP (RFC 3550)
- RTP Payload for DTMF Digits (RFC 2833)
- Supports Port-to-port Hairpin Call
- SDP (RFC 2327)
- Supports 30 DTMF interworking calls

NAT Traversal and Remote Survivability

- B2BUA
- SIP Registrar for IP Phones
- SIP proxy with Survivability
- Transparent/Stateful/Outbound

Tone Services

- Local DTMF Detection
- **Local Tone Generation:**
  - Dialtone
  - Busy
  - Call Waiting
  - Alternate Call Waiting
  - Receiver Off Hook
- **Ringing:**
  - Distinctive Ring

Calling Feature Support

(Varies with feature server/gateway)

- **Caller ID:**
  - Name and Number (MDMF, SDMF)
  - Call Waiting Caller ID
- **Voice Mail:**
  - Stutter dialtone
  - Visual Message Waiting Indicator (VMWI)
- Call Hold
- **Call Forward:**
  - Busy Line
  - No Answer
- **Call Transfer:**
  - Blind, Attended
- Call Waiting
- Distinctive Ring
- Do Not Disturb
- Three-way Calling
- Call ReturN
- Speed Dial
- 3-way Conferencing (3WC)

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and NAPT (Many:1)

QoS

- Low Latency and WFQ
- Hierarchical QoS
- DiffServ packet marking and recognition
- Frame Relay Fragmentation
- Traffic Monitoring (NetFlow 9)

VQM

- Packet Capture (PCAP)
- MOS prediction
- Jitter, Delay and Packet Loss
- Past and Active Calls

VPN

- **IPSec Tunnel Mode:** 100 Tunnels
- **Encryption:** DES, 3DES, and AES
- **Authentication Mechanisms:** XAUTH, Digital certifications, Pre-Shared Keys, and Secure ID

Protocols

- BGP
- Multilink Frame Relay
- OSPF
- PPP
- RIP (v1 and v2)
- Multilink PPP
- GRE
- HDLC
- IGMP V2
- PAP and CHAP
- Frame Relay
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Relay
- Server

Mangagement and Utilities

- Familiar CLI
- Web-based GUI
- n-Command Support
- SNMP v2 and v3
- SYSLOG Logging
- TCL Scripting
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP

Firmware Upgrade

- FTP
- X-Modem
- TFTP
- HTTP

Environment

- **Operating Temperature:** 32° to 122 °F (0° to 50 °C)
- **Storage Temperature:** -40° to 158 °F (-40° to 70 °C)
- **Relative Humidity:** Up to 95%, Non-condensing
- **Maximum Altitude:** 10,000 Feet

Product Specifications

Physical and Power

Chassis

- Wallmount
- 1U Rackmount
- Desktop Metal Enclosure

Dimensions

- **Total Access 908e:** 1.75 in. x 17 in. x 8 in. (H x W x D)
- **Total Access 916e/924e:** 1.75 in. x 17 in. x 10 in. (H x W x D)

Weight

- **Total Access 908e:** 5.5 lbs.
- **Total Access 916e/924e:** 7 lbs.

Power

- **Total Access 908e:** 120 VAC, 60 Hz, 75W
- **Total Access 916e and 924e:** 120 VAC, 60 Hz, 110W
- **Battery Backup:** Optional eight-hour system
- **LEDs Total Access 900e**
  - ❑ Voice
  - ❑ Gig 1
  - ❑ T1 1 - 4
  - ❑ Status
  - ❑ USB
  - ❑ Ethernet 1 - 2

Agency Approvals

- FCC Part 15, Class A
- FCC Part 68
- Industry Canada CS03
- ETL and Canadian ETL (C-ETL)

Battery Backup Options

- Rackmount or Wallmount

Warranty

- Five Years (North America)

Ordering Information

Hardware Options	Part No.
Total Access 908e	4243908F1
Total Access 908e with Lifeline FXO	4243908F2
Total Access 908e with SBC, 5 Calls with Lifeline FXO	4243908F2#5
Total Access 908e with SBC, 25 Calls with Lifeline FXO	4243908F2#25
Total Access 908e with SBC, 50 Calls with Lifeline FXO	4243908F2#50
Total Access 908e with SBC, 100 Calls with Lifeline FXO	4243908F2#100
Total Access 916e	4243916F1
Total Access 916e with Lifeline FXO	4243916F2
Total Access 924e	4243924F1
Total Access 924e with Lifeline FXO	4243924F2
Total Access 924e, 16 FXS, 9 FXO (1 Lifeline)	4243924F3
Total Access 900e, SBC Feature Pack Upgrade	1950900G3
Battery Backup Systems	
Total Access 908e, Eight-hour, Wallmount	1200641L1
Total Access 916e/924e, Eight-hour, Wallmount/Rackmount	1175044L1
Total Access 916e/924e, Eight-hour, Wallmount	1175044L2
Software Upgrade Options	
IPBG SBC Upgrade, 5 Calls	1962SBCF5
IPBG SBC Upgrade, 10 Calls	1962SBCF10
IPBG SBC Upgrade, 25 Calls	1962SBCF25
IPBG SBC Upgrade, 50 Calls	1962SBCF50
IPBG SBC Upgrade, 100 Calls	1962SBCF100
IPBG SBC Upgrade, 200 Calls	1962SBCF200

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ADTRAN Certified Supplier
ISO 9001
ISO 1401
TL 9000

TL9000
TL 19.1270

NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

DATA SHEET DS DATA SHEET

Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANS
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use trouble-shooting tools for copper and fiber cable
- Familiar CLI and Web GUI
- Limited lifetime warranty
- Next business day advance replacement

NetVanta® 1531 is a managed, 12-port, Layer 3 Lite, Gigabit Ethernet switch designed as an access layer switch for small businesses and branch office deployments. With the combination of the advanced multi-layer switching fabric, high-bandwidth capabilities, and enhanced QoS features, the NetVanta 1531 is ideal for Voice over IP (VoIP), Gigabit-to-the-desktop and converged voice and data deployments. Experience ease of management with Web-based Graphical User Interface (GUI) and familiar Command Line Interface (CLI).

Hardware

The NetVanta 1531 is a desktop, wall mountable or rack mountable switch with a fanless design ensuring quiet operation. It provides 12 Gigabit Ethernet ports, consisting of 10 fixed 10/100/1000Base-T Ethernet ports and two 1.0 Gbps SFP ports. With two interconnected NetVanta 1531 switches mounted in a 19-inch rack (using the optional dual mounting tray), you can scale to twenty GigE ports, and up to four Gbps of backplane capacity, when using the SFP ports.

Multi-layer Switching

The NetVanta 1531 supports advanced multi-layer (Layer 2 and Layer 3 Lite) switching with up to 16 static routes allowing it to easily scale from SMBs to enterprise-size networks.

VoIP Ready

The NetVanta 1531 is VoIP-ready with the ability to automatically configure IP phones using LLDP-MED, and the ability to separate voice traffic onto voice VLANs, to simplify the deployment of VoIP. In addition, the switch includes a VoIP Setup Wizard (available via a web-based GUI or CLI), which automates the complete VoIP setup process reducing deployment time and eliminating errors. An on-demand VoIP report provides a printable summary of the switch VoIP configuration, as well as providing alerts and recommendations to improve performance. All NetVanta switches support QoS to prioritize VoIP traffic, 802.1p and DiffServ Class of Service (CoS).

Security

The NetVanta 1531 offers a variety of data security features including DoS protection, MAC-based port security, multilevel user passwords, Secure Shell (SSH) and Secure Socket Layer (SSL) for encrypted user login, and Access Authentication and Authorization (AAA) for authentication with RADIUS and TACACS+. With features such as 802.1x and port security, administrators can assure that only authorized users are allowed access to the network.

The ADTRAN® Operating System (AOS) also features desktop auditing using DHCP in conjunction with Microsoft Network Access Protection (NAP) protocol to monitor the health of client computers. The two protocols work together to ensure that systems connected to the network are using appropriate corporate policies, such as firewall settings, antivirus settings and other client health information.

Port Scheduler

NetVanta 1531 allows ports to be enabled or disabled based on time of day. This ability to schedule available ports allows for added security and can provide less power consumption during off hours, saving on utility cost.

iSCSI Optimized

All ADTRAN NetVanta Gigabit Ethernet switches are optimized for iSCSI SAN deployments. Network administrators can take advantage of features such as Jumbo frame support (up to 9K), separation of iSCSI network traffic utilizing VLANs, and 802.3x flow control to seamlessly integrate ADTRAN switches with iSCSI SANs devices.

Administration

AOS offers both a CLI and an intuitive Web-based GUI with step-by-step configuration wizards. For automating setup and configuration, NetVanta 1531 supports Auto-Config which provides the ability to automatically obtain the switch configuration via DHCP.

AOS also offers network forensics to aid in troubleshooting network problems by allowing network administrators to easily locate devices on the network by MAC or IP address.

ADTRAN®

NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

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TL9000 TL.19.1270

ADTRAN is an ISO 9001, ISO 14001, and a TL 9000 certified supplier.

61700570F1-8C July

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Product Specifications

Physcial Interface

Ethernet Ports

- 10 –10/100/1000Base-T
- 2–Standard 1 Gbps SFP ports
- Auto rate/duplex/MDI/MDI-X

Console Port

- DB-9, RS-232

Switching Performance

- Non-blocking Layer 2/3 Switching

Maximum Forwarding Bandwidth

- 24 Gbps

Layer 2 Support

- 802.1D Spanning Tree
- 802.1w Rapid STP
- 802.3ad Link Aggregation
- 8,000 MAC Addresses
- Jumbo Frames (9K)
- IGMP Snooping/Querier
- 802.3x Flow Control

Layer 3 Support

- 16 Static Routes
- 8 Layer 3 Interfaces
- UDP Relay
- 232 ARP Entries
- IPv6 Management

Diagnostics

- Port Mirroring
- LLDP (802.1AB)
- LLDP-MED
- Cable Diagnostics
- SFP Diagnostics
- Troubleshooting Page

Front Panel Status LEDs

- Power Status
- **LAN:** Link, Activity

Port Statistics

- Number of TX/RX Frames, Collisions, Errors

Quality of Service

- 802.1p and DiffServ
- Four Output Queues per Egress Port
- Weighted Round Robin (WRR)
- Strict Priority Scheduling

VLAN

- Port-based VLANs
- 802.1Q Tagged Trunked VLANs
- Voice VLANs
- Private VLAN Edge
- Dynamic 802.1x Assigned VLANs
- Support for up to 255 Active VLANs

Administration

- CLI (Console/Telnet/SSH)
- SNMP v3
- Web-based GUI (HTTP/SSL)
- SYSLOG
- n-Command® support
- Email Alerts
- RADIUS
- TACACS+
- TCL Scripting
- Auto Config
- Port Scheduler
- DHCP Network Forensics

Security

- Port authentication (802.1x)
- Port Security
- DoS Protection
- Hardware ACLs
- Microsoft Desktop Auditing

Wi-Fi Controller

- Controls up to 8 NetVanta WAPs

Environment

- **Operating Temperature:** 32° F to 122° F (0° C to 50° C)
- **Storage Temperature:** -4° F to 158° F (-20° C to 70° C)
- **Relative Humidity:** Up to 95%, Non-condensing

Physical

- **Chassis:** 1U, 1/2 Rack Width—Desktop, Wall Mountable or Rack Mountable (with Optional Rack Mount or Wall Mount Brackets or Dual Mount Tray)
- **Dimensions:** 1.7 in. x 8.4 in. x 11.1 in. (4.3 cm x 21.3 cm x 28.3 cm) (H x W x D)
- **Weight:** 3.5 lbs. (1.6 kg.)
- **AC Power:** 100–240 VAC, 50/60 Hz
- **Power:** 30 Watts, Max 2.5A

Agency Approvals

- FCC Part 15 Class A, UL/CUL 60950-1

Ordering Information

Equipment	Part No.
NetVanta 1531	**1700570F1**
NetVanta 1000BaseSX SFP Transceiver	**1200480E1**
NetVanta 1000BaseLX SFP Transceiver	**1200481E1**
NetVanta 1 Meter SFP Interconnect Cable	**1200484G1**
NetVanta 3 Meter SFP Interconnect Cable	**1200484G3**
Dual Mounting Tray	**1700508F1**
Wall Mount Brackets	**1200884G1**
19 in. Rack Mount Brackets	**1700511F1**

Smart-UPS 120 V

Advanced line interactive power protection for servers and network equipment

The world's most popular network and server UPS

The award-winning Smart-UPS™ unit from APC™ by Schneider Electric™ is the most popular UPS in the world for servers, storage, and networks. Trusted to protect critical data and equipment from power problems, the UPS supplies clean and reliable network-grade power. In addition to Legendary Reliability and manageability, Smart-UPS units have extremely high efficiency at low, medium, and high load levels, making them ideal for today's multi-core or virtualized servers that have varying load consumption. Available in a variety of form factors (tower, rack-mount, rack/tower convertible), there is a model for every application and budget.

Intelligent and efficient network power protection from entry level to scaleable runtime. Ideal for servers, point-of-sale, routers, switches, hubs, and other network devices.

- Reliable
- Intelligent
- Efficient
- Manageable

APC by Schneider Electric

Smart-UPS Tower and Rack-mount 750 – 3,000 VA

Application-optimized standard models, ideal for servers, storage, point-of-sale, and other network devices

[SMT1500RM1U]

[SMT1500RM2U]

[SMT750]

[SMT1500RM2U]

[SMT750]

Standard Features

High-efficiency Green Mode:
Optimum efficiency which saves utility and cooling costs

Emergency Power Off (EPO):
Provides for remote UPS shut-off in the event of a fire or other emergency (2,200 VA and above)

Alphanumeric LCD Display:
Intuitive interface provides detailed and accurate information with ability to configure locally

Battery Disconnect:
Convenient way to disconnect battery for transport

Network-grade Power:
Provides most stable power conditions by filtering noise, automatic voltage regulation (AVR), and surge protection

Communication Ports:
Serial, USB, and SmartSlot™ for accessory cards

Advanced Battery Management:
Temperature-compensated charging extends life and advanced algorithms recommend replacement date

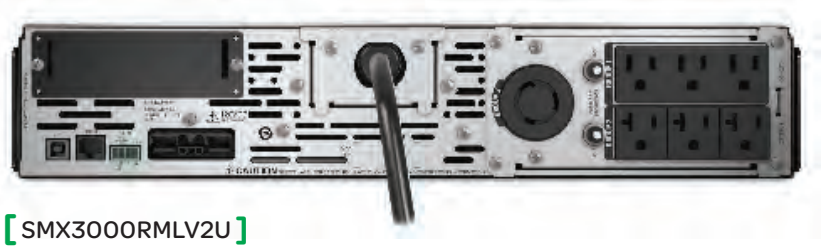
Smart-UPS Extended Run 750 – 3,000 VA

Convertible extended run models ideal for
critical servers and voice/data switches

[SMX3000LV]

[SMX1500RM2U]

[SMX1500RM2UNC]



[SMX3000RMLV2U]

Additional Features

Slim 2U Rack/Tower and 4U Short Depth Convertible Forms:

Display rotates easily for use in or out of a rack

High-frequency Design:

Reduces size of (or eliminates) bulky transformers making installation even easier

Low-voltage Models:

(2 – 3 kVA)
Configurable output from 100 V – 127 V on low-voltage models

Models Available with Pre-installed Network Cards:

Models with “NC” suffix have pre-installed AP9631 network cards with environmental monitoring

Smart External Battery Connector:

Accepts external batteries and increases runtime automatically to increase availability

Switched Outlet Groups:

Reboot hung devices, shed non-critical loads to conserve runtime, and sequence start-up/turn off

Smart-UPS Display

Intuitive, easy-to-use LCD interface

Standard Features

LCD Display Screen
Clear, consistent, and detailed information in your choice of basic or advanced menus

Power Status:
- Operating mode and efficiency
- Load VA/Watts/Amps
- Input/Output voltage and frequency
- Battery capacity and runtime
- Energy meter and more

Control:
UPS and outlet group settings

Configuration:
- Language
- Power quality settings
- Alarm, delay, and threshold settings

Test and Diagnostics:
Initiate battery and runtime calibration tests

Logs:
See explanation of last 10 transfers and faults

About:
UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

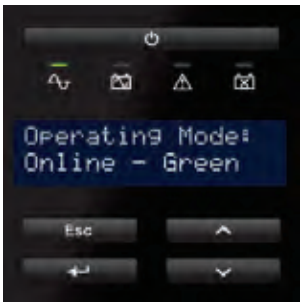
About:
UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

Quick Status Indicators
Online, on battery, fault, and replace battery LEDs for quick status identification

Escape:
Exits to the previous menu or screen

Return:
Used to enter or confirm settings

Navigation Arrows:
Allow for quick adjustment of settings



Product Services and Accessories

Schneider Electric Critical Power & Cooling Services (CPCS) provides the highest quality services and solutions by trained and trusted professionals. Our world-class services offer a smart way to build, operate, and maintain your critical applications, ensuring the right people, in the right place, at the right time.

Management Cards

AP9630: UPS Network Management Card

AP9631: UPS Network Management Card with Environmental Monitoring

AP9620: Legacy Communications SmartSlot Card

Battery Packs

SMX48RMBP2U: APC Smart-UPS 48 V External Battery Pack Rack/Tower

SMX120RMBP2U: APC Smart-UPS 120 V External Battery Pack Rack/Tower

Additional Accessories

AP9625: APC Smart-UPS Two-post Rail Kit

SMX039-2: APC Smart-UPS 48V Battery Extension Cable

SMX040: APC Smart-UPS 120V Battery Extension Cable

Service Bypass Panels

SBP1500RM: APC Service Bypass PDU, 120 V; 15 AMP W/ (8) NEMA 5-15R

SBP3000RM: APC Service Bypass PDU, 120 V; 30 AMP W/ (4) NEMA 5-20R and (1) L5-30R

SBP3000: APC Service Bypass Panel- 100 – 240 V; 30 A; BBM; Hard-wire Input/Output

SBP3000RMHW: APC Service Bypass Panel- 100 – 240 V; 30 A; BBM; Hard-wire Input/Output

AP9631

SBP3000RM

Standard Tower models

Product feature	SMT750	SMT1000	SMT1500	SMT2200	SMT3000
Output					
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V				
Output frequency	57 – 63 Hz				
Waveform type	Sine wave				
Output connections (NEMA)	(6) 5-15R	(8) 5-15R		(8) 5-15R (2) 5-20R	
Switched outlet groups	-	1			
Input					
Nominal input voltage	120 V				
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)				
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)				
Input connection	5-15P, 6 ft. cord			5-20P	L5-30P
Batteries and runtime					
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof				
Replacement battery	RBC48	RBC6	RBC7	RBC55	
Runtime estimates					
200 W	:22	:45	1:24	2:17	2:29
500 W	:05	:10	:23	:51	:55
700 W		:06	:12	:34	:37
1,000 W			:07	:21	:23
1,400 W				:13	:14
1,600 W				:10	:12
Full load	:05	:06	:07	:07	:06
Communication and management					
Interface ports	Serial (RJ45), USB, and SmartSlot				
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm and configurable delays				
Emergency power off (EPO)	Optional			Yes	
Surge protection and filtering					
Surge energy rating	459 J	480 J			
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449				
Physical					
Maximum height (inches)	6.2	8.5	8.5	17.0	17.0
Maximum width (inches)	5.4	6.7	6.7	7.7	7.7
Maximum depth (inches)	14.1	17.3	17.3	21.5	21.5
Net weight (pounds)	29	42	53	112	116
Conformance					
Regulatory	UL 1778, CSA				
Warranty and equipment protection policy	3-year electronics, 2-years battery, and $150,000 lifetime EPP				

Standard Rack-mount models

Product feature	SMT750RM2U	SMT1000RM2U	SMT1500RM1U	SMT1500RM2U	SMT2200RM2U	SMT3000RM2U
Output						
Power capacity	500 W/750 VA	700 W/1,000 VA	1,000 W/1,440 VA	1,000 W/1,440 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V					
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(6) 5-15R	(6) 5-15R	(4) 5-15R	(6) 5-15R	(6) 5-15R (2) 5-20R	
Switched outlet groups	1					
Input						
Nominal input voltage	120 V					
Input voltage range for main operations (Max adjustable range)	82 – 144 V (75 – 154 V)					
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA, 8 ft. cord)	5-15P				5-20P	L5-30P
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery	APCRBC123	APCRBC132	APCRBC88	APCRBC133	RBC43	
Runtime estimates						
200 W	:24	1:10	1:32	:27	1:24	1:26
500 W	:05	:17	:26	:12	:35	:38
600 W		:12	:19	:09	:28	:31
700 W		:09	:14	:07	:24	:26
1,000 W			:07	:04	:15	:17
1,400 W					:09	:11
1,600 W					:07	:09
Full load	:06	:09	:07	:04	:05	:03
Communication and management						
Interface ports	Serial (RJ45), USB, and SmartSlot					
Control panel and audible alarms	Alpha-numeric LCD display with LED status indicators; alarm on battery, distinctive low-battery alarm and configurable delays					
Emergency power off (EPO)	Optional				Yes	
Surge protection and filtering						
Surge energy rating	459 J		540 J	459 J	480 J	
Filtering meets	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5	3.5	1.75 (1U)	3.5	3.5	3.5
Maximum width (inches)	17.0	17.0	17.0	17.0	19.0	19.0
Maximum depth (inches)	16.0	18.0	26.0	18.0	26.0	26.0
Net weight (pounds)	38.0	62.0	53	63.0	96.0	96.0
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-year electronics, 2-years battery, and $150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 2U models

Product feature	SMX750	SMX1000	SMX1500RM2U*	SMX2000RMLV2U*	SMX2200RMLV2U	SMX3000RMLV2U*
Output						
Power capacity	600 W/750 VA	800 W/1,000 VA	1,200 W/1,440 VA	1,800 W/2,000 VA	1,980 W/2,200 VA	2,700 W/3,000 VA
Nominal output voltage	120 V			100/110/120/127 V		
Output frequency	57 – 63 Hz					
Waveform type	Sine wave					
Output connections (NEMA)	(8) 5-15R			(3) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (2) 5-20R	(3) 5-15R (3) 5-20R (1) L5-30R
Switched outlet groups	1	2	3			
Input						
Nominal input voltage	120 V			100 – 127 V		
Input voltage range for main operations (Max adjustable range)	82 – 143 V (75 – 153 V)			70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)					
Input connection (NEMA)	5 - 15P 8 ft. cord			5-20P	L5-30P	
Batteries and runtime						
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof					
Replacement battery (UPS)	APCRBC116		APCRBC115	APCRBC117		
External Battery Pack	SMX48RMBP2U			SMX120RMBP2U		
Replacement battery (XBP)	APCRBC115			APCRBC118		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts					
Communication and management						
Interface ports	Serial (RJ45), USB and Smartslot (Note: models denoted with asterisk * are also available in "NC" version with pre-installed AP9631 network management card.)					
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays					
Emergency power off (EPO)	Yes					
Surge protection						
Surge energy rating	540 J					
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449					
Physical						
Maximum height (inches)	3.5 (2U)					
Maximum width (inches)	17					
Maximum depth (inches)	19			6		
Net weight (pounds)	49	50	55	85		
Conformance						
Regulatory	UL 1778, CSA					
Warranty and equipment protection policy	3-years electronics, 2-years battery, and $150,000 lifetime EPP					

Extended Run Rack/Tower Convertible 4U Short Depth models

Product feature	SMX2000LV*	SMX3000LV*	SMX3000HVT
Output			
Power capacity	1,800 W/2,000 VA	2,700 W/3,000 VA	2,700 W/3,000 VA
Nominal output voltage	120 V (user selectable 100 – 127 V)		208 V
Output frequency	57 – 63 Hz		
Waveform type	Sine wave		
Output connections (NEMA)	(6) 5-15R (3) 5-20R (1) L5-20R	(6) 5-15R (3) 5-20R (1) L5-30R	(2) L6-20R (4) IEC 320 C13 (2) IEC 320 C19
Switched outlet groups	3		
Input			
Nominal input voltage	120 V (user selectable 100 – 127 V)		208 V
Input voltage range for main operations (Max adjustable range)	70 – 153 V		
Input frequency	50/60 Hz +/- 3 Hz (auto sensing)		
Input connection (NEMA)	5-20P, 8 ft. cord	L5-30P, 8 ft. cord	L6-20P, 8 ft. cord
Batteries and runtime			
Battery type	Maintenance-free sealed lead-acid battery with suspended electrolyte; leak proof		
Replacement battery (UPS)	APCRBC143		
External Battery Pack	SMX120BP		
Replacement battery (XBP)	APCRBC143		
Typical back up time at other load conditions, and with external battery packs	Please refer to www.apc.com for runtime charts		
Communication and management			
Interface ports	Serial (RJ45), USB and SmartSlot (Note: models denoted with asterisk * are also available in “NC” version with pre-installed AP9631 network management card.)		
Control panel and alarms	Alphanumeric LCD display with LED status indicators; alarm on battery, distinctive low battery alarm, and configurable delays		
Emergency power off (EPO)	Yes		
Surge protection			
Surge energy rating	540 J		
Filtering	Full-time multi-pole noise filtering: 0.3% IEEE surge let-through, zero clamping response time, meets UL 1449		
Physical			
Maximum height (inches)	17		
Maximum width (inches)	7.0 (4U)		
Maximum depth (inches)	19		
Net weight (pounds)	85		
Conformance			
Regulatory	UL 1778, CSA		
Warranty and equipment protection policy	3-years electronics, 2-years battery, and $150,000 lifetime EPP		

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The SCORE 7

Inmate Tablet

The SCORE 7 is designed specifically for the corrections environment, with hardened housing and a custom operating system. The tablet features a rechargeable, lithium-ion battery and a transparent case, rounded edges and tamper-resistant screws. Constructed with high-impact polycarbonate, it withstands durability testing.

Hardware Specifications

- Android OS purpose-built for correctional use
- Quad core processor
- Wi-Fi licensed & certified device to ensure proper connectivity
- 7" Screen with 1024x600 resolution
- 32GB Flash Storage
- Lithium battery
- Accelerometer
- Video playback
- Headphone Jack
- Transparent enclosure with tamper resistant screws

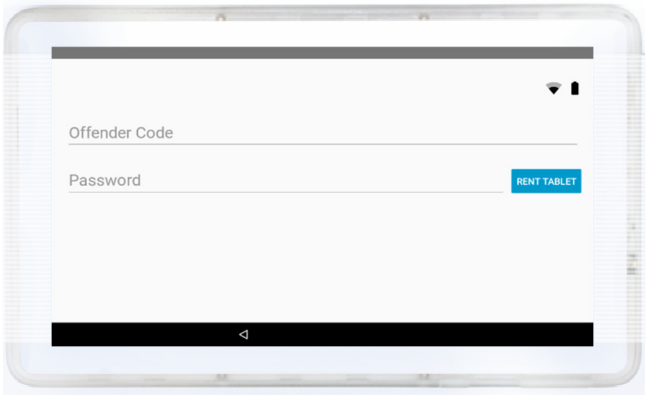
External Dimensions:

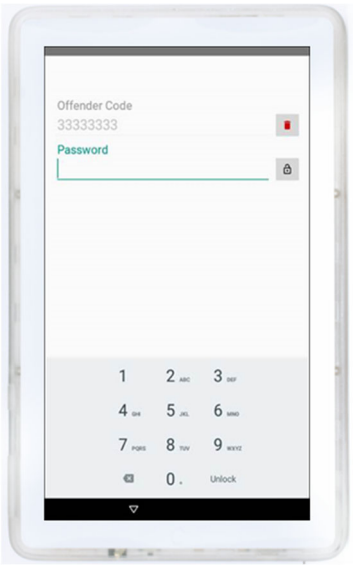
- 7.5" long
- 4.5" wide
- 0.75" deep

Video Formats	SUPPORTS MP4, 3GP, AVI, RM, etc. 1080 video playback @30fps max
Audio Formats	MP3, MP2, OGG, AAC, M4A, AMR, FLAC, APE, MAV
Picture Formats	JPG, BMP, PNG

All peripherals are disabled, including Bluetooth. The SCORE 7 will communicate only with the ATG network and servers, and its firmware cannot be replaced by anyone, not even the tablet manufacturer.

The SCORE 7 tablet is pictured below:





The Bridge 6

Handheld Kiosk

The Bridge 6 is a tablet/kiosk device that allows your inmates to have our ***complete software suite*** literally in the palm of their hand.

Commissary Ordering to Educational Platforms and Video Visitation; from Electronic Communications to Legal Law Libraries, Games, Music, and much more, these secure devices **are *designed to replace or supplement inmate access to a traditional wall-mounted kiosk or larger tablet device.***

The Bridge 6 is easily rechargeable in our wall-mounted wireless charging solution and is locked down ***to only allow your facility's suite of software services.***

ICSolutions knows that each facility has its own preferences and settings, so ***these devices are designed for you*** to select your own suite of applications and CAN include:

- Commissary Ordering
- Grievance Management
- Electronic Communications
- Video Visitation (onsite and off-site)
- Educational Content and Certificate Training
- Medical Requests
- Games, Books, and Streaming Music
- Transactional History
- Video Content with facility-approved video libraries

And much, much more.

Tech Specs

Overview

Height: 6 ½"
Depth: ½"
Width: 3 ½"
Weight: ½ pound or 8 ¼ ounces

Durability

IP68 Rated Splash, water and dust resistant. Maximum submersion of 5 Ft up to 30 minutes per IP-69K.
Device is MIL-STD-810G certified

ICSolutions® Spec Sheet

Processor
MediaTek Helio P90, Cortex-A75 up to 2.2Ghz.

Memory / Storage
8GB LPDDR4x / 128GB Flash onboard

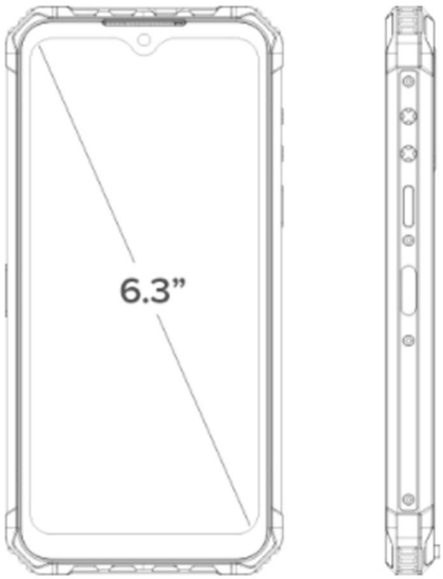
Display
6.3" (Diagonal) multi-touch display with IPS technology with fingerprint-resistant oleophobic coating

Forward Facing Camera: 16MP capable of 1080/720/480 @ 30FPS

Battery
5500mAh onboard lithium-ion battery
Standby Time: Up to 550 hours
Usage Time: Up to 25 hours

Charging
10W Qi Standard wireless charging

Wireless Networking
Supports: 802.11 a/b/g/n/ac @ 2.4G / 5G



Device dimensions:

Height: 6 ½" **Width: 3 ½"**
Depth: ½" **Weight: 1/2 Pound**

The Bridge 8 Tablet

The Bridge 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. The Bridge 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, the device is protected from inmate access to the inside of the case via specialty security screws, which require a custom tool to remove. The Bridge features an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

Hardware Specifications

- CPU: RK3368 Octa-Core 1.5 GHz
- Display: 1280 x 800 pixels 8" IPS touch-screen
- RAM: 2GB DDR3
- Flash Memory: 32GB Flash
- Battery: 3.7V 8000 mAh rechargeable Li-Polymer
- Camera: 5.0 MP front-facing camera
- OS: Proprietary OS built on Android v7.1
- Wi-Fi: 802.11 a/b/g/n/ac Dual Band 2.4/5GHz
- Audio: Headphone Jack, External Mic, Dual Speakers
- 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; Wireless Charging: 5V/1.2A
- Integrated Functions: FM radio; RFID
- Testing: Drop tested to MIL-STD-810G
- Headphones: High visibility yellow 42" HD earbud/mic combo

Key Hardware Features

ICSolutions is dedicated to providing the highest quality, custom-built hardened tablet in the market. Key hardware features of The Bridge tablet include:

- 8" 1280 X 800 pixels IPS touch-screen display — High-resolution display and screen size enhances services like video visitation, games, photo sharing, 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

Tablet Charging Stations

Providing charging solutions is vital to the success of our wireless tablet deployments. ICSolutions offers two wireless charging options which are custom designed for the corrections market. Providing a secure and convenient way to keep the devices powered maximizes the time an inmate spends using services and eases the burden of managing devices for facility staff.

Charging Stations

The Bridge tablet hardware will include dual charging stations which will provide capacitive charging for the tablets and enable tablets to be used for video visitation. The VVS-enabled tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets, both of which can be used for video visitation.

The Bridge 10

Tablet Specifications

Processor: Intel® Atom Processor™ x5-Z8350 @ 1.44Ghz. (2M Cache)
Operating System: Windows 10 IoT Enterprise with VEKiosk/Bridge Embedded Software
Memory: 4 GB
Storage: 64 GB
Display: 10.1" @ 1280 x 800, 300 nits
Touch: Projected capacitive touch (Multi-touch)
Bluetooth: Version 4.0+HS
Wireless: 802.11 b/g/n
Camera: Forward Facing 2.0MP AF
Battery: Rechargeable Li-Ion battery @ 3.85V, 8080mAh
Working Time: 8 Hours @ Movie with headphones, 75% brightness, WiFi/BT on

I/O:

- Volume Up/Down
- Micro USB – Blocked by Casing
- Mini HDMI – Blocked by Casing
- Headphone + Mic 3.5mm – Exposed
- DC Power In
- Power Button
- Pogo Pins for optional charging solutions

Power Adaptor:
AC Input: 100 ~ 240V ~0.5A, 50-60HZ, DC Output 5V, 3A
Temperature:
Operating Temp: 0° C ~ 40°C,
Storage Temp: -20° C ~ 60° Ct
Humidity: 5% to 85% (non-condensing)
Casing: Polycarbonate substrate with Versaflex™ overmold, mechanically and chemically sealed
Dimensions:
282.5 x 19.1 x 193.6 (mm)
11 1/8" x 3/4" x 7 5/8" (SAE) - W x D x H
Weight: 1,043 g – 2 lbs, 5oz
Certifications: CE / FCC / BSMI / NCC / VCCI / TELEC

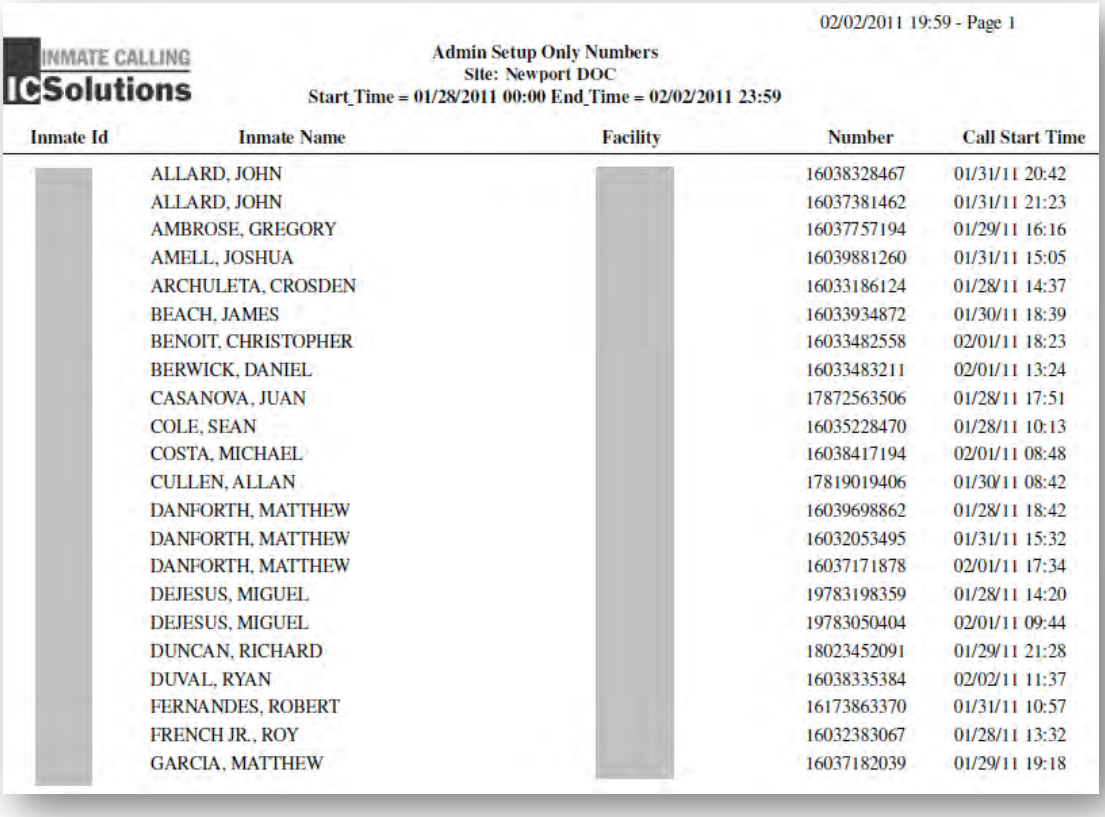
Exhibit B

Report Samples

ICSolutions® Report Samples

The ENFORCER® Reports

Admin Setup Only Report



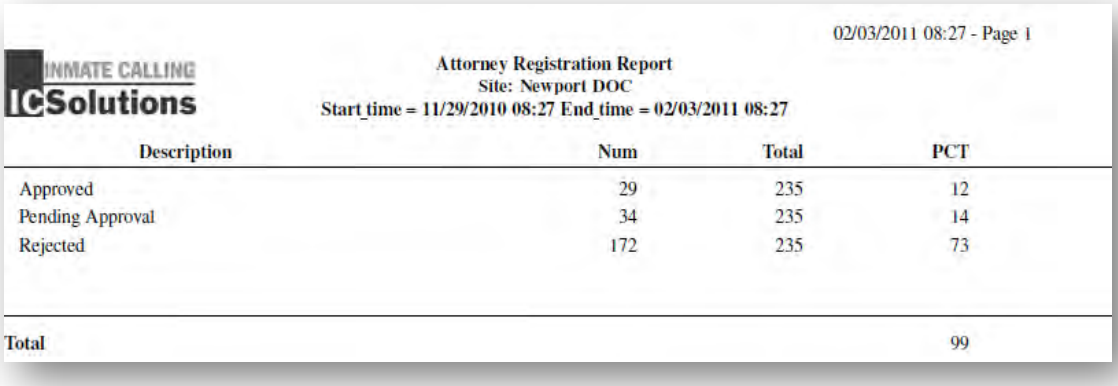
02/02/2011 19:59 - Page 1

INMATE CALLING ICSolutions

Admin Setup Only Numbers
Site: Newport DOC
Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59

Inmate Id	Inmate Name	Facility	Number	Call Start Time
	ALLARD, JOHN		16038328467	01/31/11 20:42
	ALLARD, JOHN		16037381462	01/31/11 21:23
	AMBROSE, GREGORY		16037757194	01/29/11 16:16
	AMELL, JOSHUA		16039881260	01/31/11 15:05
	ARCHULETA, CROSDEN		16033186124	01/28/11 14:37
	BEACH, JAMES		16033934872	01/30/11 18:39
	BENOIT, CHRISTOPHER		16033482558	02/01/11 18:23
	BERWICK, DANIEL		16033483211	02/01/11 13:24
	CASANOVA, JUAN		17872563506	01/28/11 17:51
	COLE, SEAN		16035228470	01/28/11 10:13
	COSTA, MICHAEL		16038417194	02/01/11 08:48
	CULLEN, ALLAN		17819019406	01/30/11 08:42
	DANFORTH, MATTHEW		16039698862	01/28/11 18:42
	DANFORTH, MATTHEW		16032053495	01/31/11 15:32
	DANFORTH, MATTHEW		16037171878	02/01/11 17:34
	DEJESUS, MIGUEL		19783198359	01/28/11 14:20
	DEJESUS, MIGUEL		19783050404	02/01/11 09:44
	DUNCAN, RICHARD		18023452091	01/29/11 21:28
	DUVAL, RYAN		16038335384	02/02/11 11:37
	FERNANDES, ROBERT		16173863370	01/31/11 10:57
	FRENCH JR., ROY		16032383067	01/28/11 13:32
	GARCIA, MATTHEW		16037182039	01/29/11 19:18

Attorney Registration Status Report



02/03/2011 08:27 - Page 1

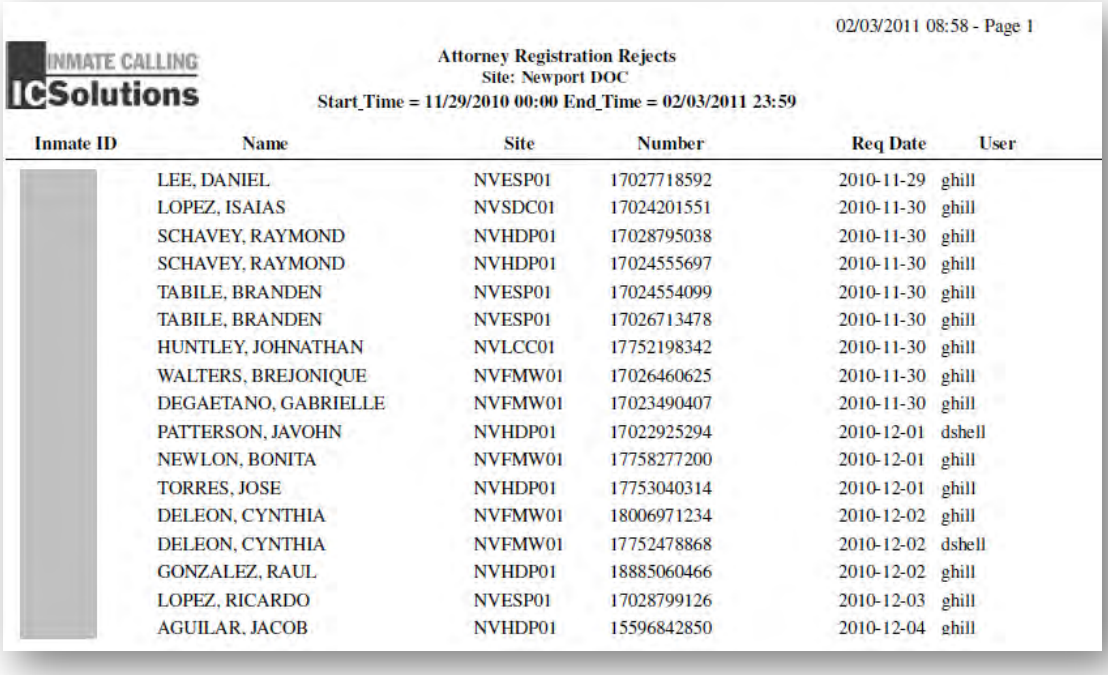
INMATE CALLING ICSolutions

Attorney Registration Report
Site: Newport DOC
Start_time = 11/29/2010 08:27 End_time = 02/03/2011 08:27

Description	Num	Total	PCT
Approved	29	235	12
Pending Approval	34	235	14
Rejected	172	235	73
Total			99

ICSolutions® Report Samples

Attorney Registration Rejects Report



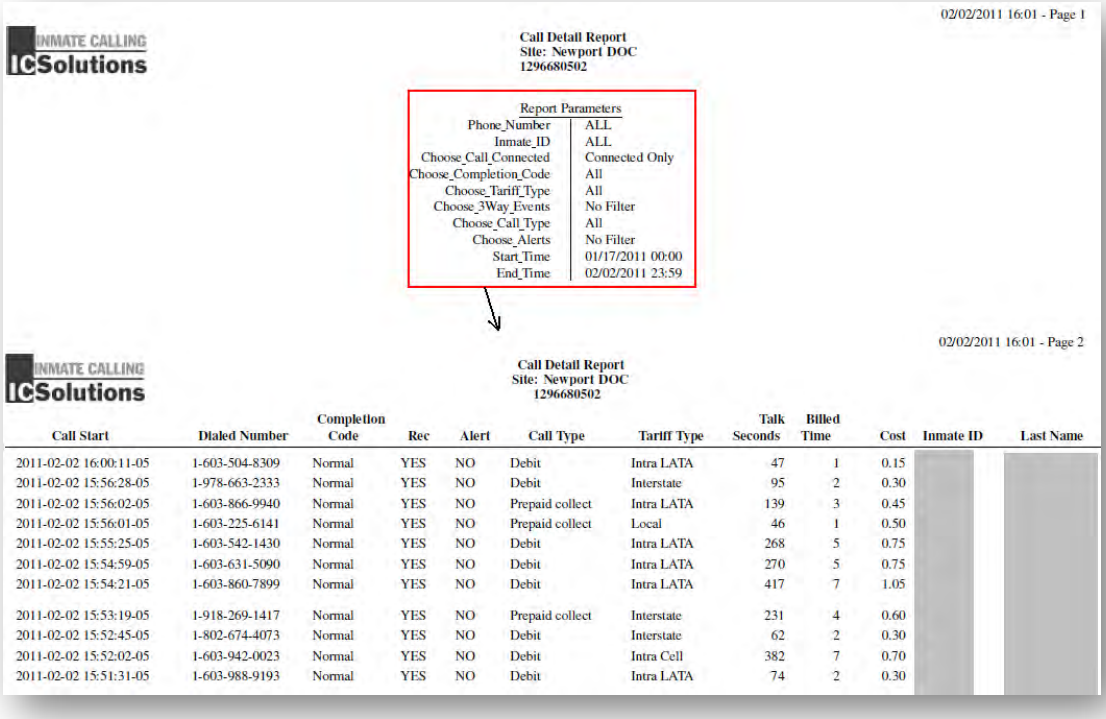
02/03/2011 08:58 - Page 1

INMATE CALLING ICSolutions

Attorney Registration Rejects
Site: Newport DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Inmate ID	Name	Site	Number	Req Date	User
	LEE, DANIEL	NVESP01	17027718592	2010-11-29	ghill
	LOPEZ, ISAIAS	NVSDC01	17024201551	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17028795038	2010-11-30	ghill
	SCHAVEY, RAYMOND	NVHDP01	17024555697	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17024554099	2010-11-30	ghill
	TABILE, BRANDEN	NVESP01	17026713478	2010-11-30	ghill
	HUNTLEY, JOHNATHAN	NVLCC01	17752198342	2010-11-30	ghill
	WALTERS, BREJONIQUE	NVFMW01	17026460625	2010-11-30	ghill
	DEGAETANO, GABRIELLE	NVFMW01	17023490407	2010-11-30	ghill
	PATTERSON, JAVOHN	NVHDP01	17022925294	2010-12-01	dshell
	NEWLON, BONITA	NVFMW01	17758277200	2010-12-01	ghill
	TORRES, JOSE	NVHDP01	17753040314	2010-12-01	ghill
	DELEON, CYNTHIA	NVFMW01	18006971234	2010-12-02	ghill
	DELEON, CYNTHIA	NVFMW01	17752478868	2010-12-02	dshell
	GONZALEZ, RAUL	NVHDP01	18885060466	2010-12-02	ghill
	LOPEZ, RICARDO	NVESP01	17028799126	2010-12-03	ghill
	AGUILAR, JACOB	NVHDP01	15596842850	2010-12-04	ghill

Call Detail Report



02/02/2011 16:01 - Page 1

INMATE CALLING ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Report Parameters

Phone_Number	ALL
Inmate_ID	ALL
Choose_Call_Connected	Connected Only
Choose_Completion_Code	All
Choose_Tariff_Type	All
Choose_3Way_Events	No Filter
Choose_Call_Type	All
Choose_Alerts	No Filter
Start_Time	01/17/2011 00:00
End_Time	02/02/2011 23:59

02/02/2011 16:01 - Page 2

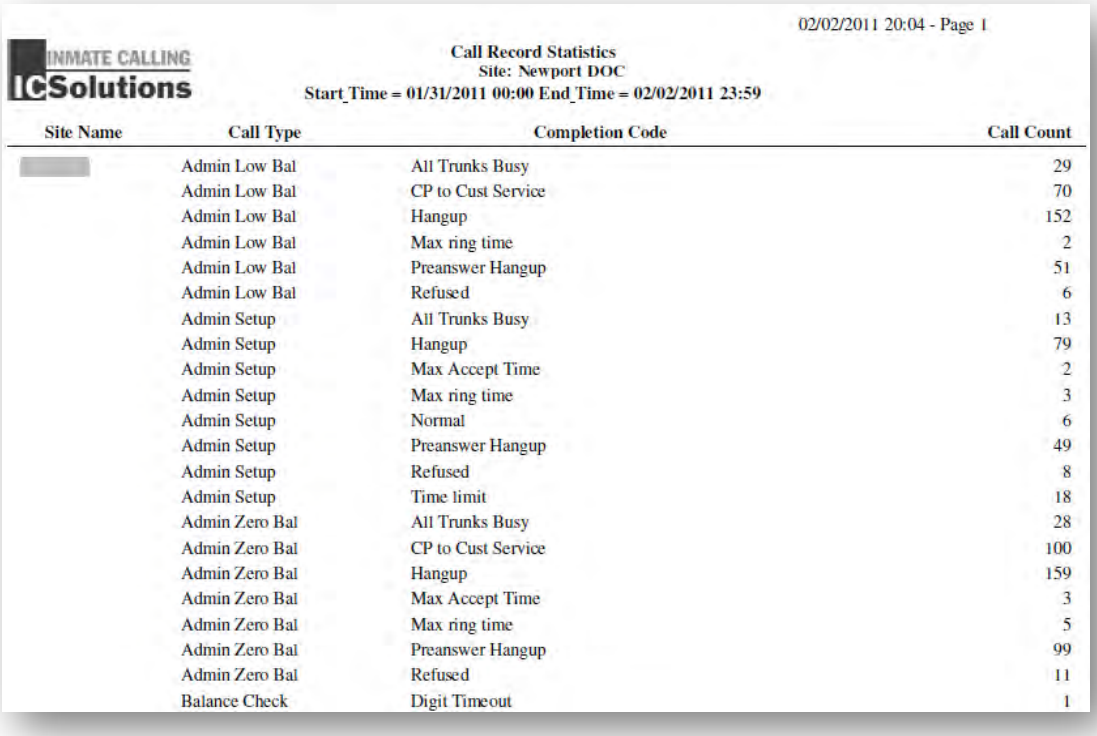
INMATE CALLING ICSolutions

Call Detail Report
Site: Newport DOC
1296680502

Call Start	Dialed Number	Completion Code	Rec	Alert	Call Type	Tariff Type	Talk Seconds	Billed Time	Cost	Inmate ID	Last Name
2011-02-02 16:00:11-05	1-603-504-8309	Normal	YES	NO	Debit	Intra LATA	47	1	0.15		
2011-02-02 15:56:28-05	1-978-663-2333	Normal	YES	NO	Debit	Interstate	95	2	0.30		
2011-02-02 15:56:02-05	1-603-866-9940	Normal	YES	NO	Prepaid collect	Intra LATA	139	3	0.45		
2011-02-02 15:56:01-05	1-603-225-6141	Normal	YES	NO	Prepaid collect	Local	46	1	0.50		
2011-02-02 15:55:25-05	1-603-542-1430	Normal	YES	NO	Debit	Intra LATA	268	5	0.75		
2011-02-02 15:54:59-05	1-603-631-5090	Normal	YES	NO	Debit	Intra LATA	270	5	0.75		
2011-02-02 15:54:21-05	1-603-860-7899	Normal	YES	NO	Debit	Intra LATA	417	7	1.05		
2011-02-02 15:53:19-05	1-918-269-1417	Normal	YES	NO	Prepaid collect	Interstate	231	4	0.60		
2011-02-02 15:52:45-05	1-802-674-4073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

ICSolutions® Report Samples

Call Record Statistics Report



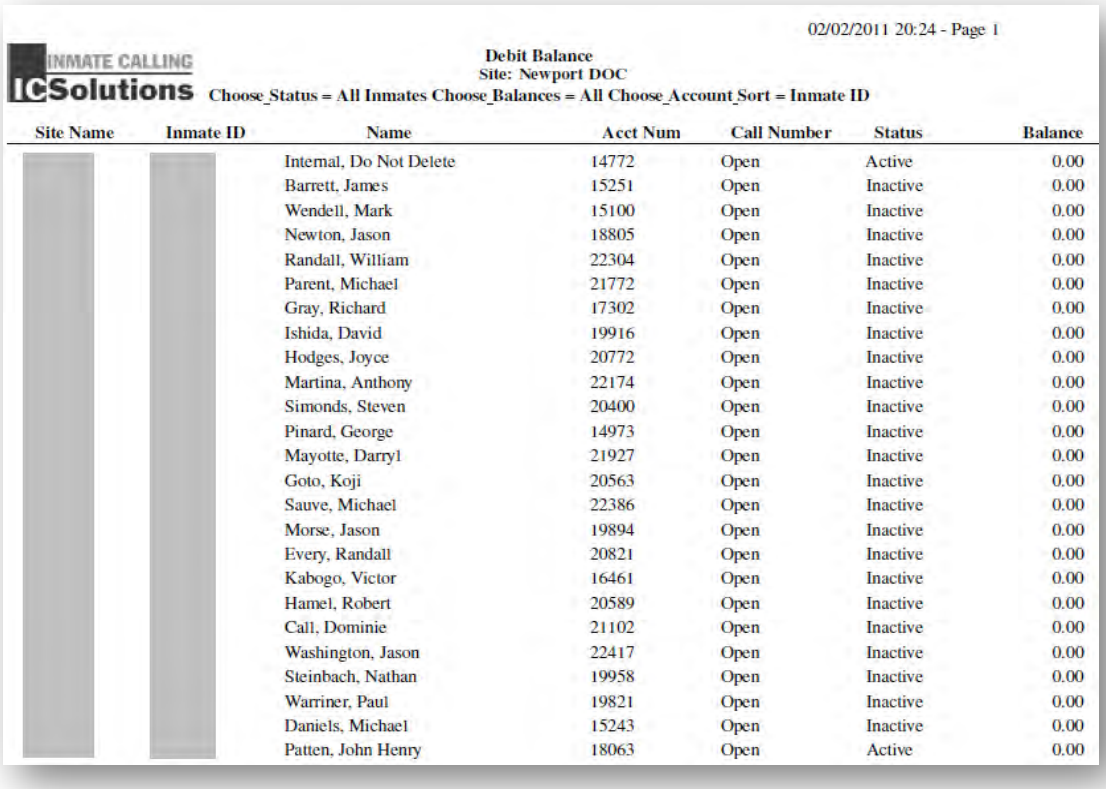
02/02/2011 20:04 - Page 1

INMATE CALLING ICSolutions

Call Record Statistics
Site: Newport DOC
Start_Time = 01/31/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Call Type	Completion Code	Call Count
[redacted]	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report



02/02/2011 20:24 - Page 1

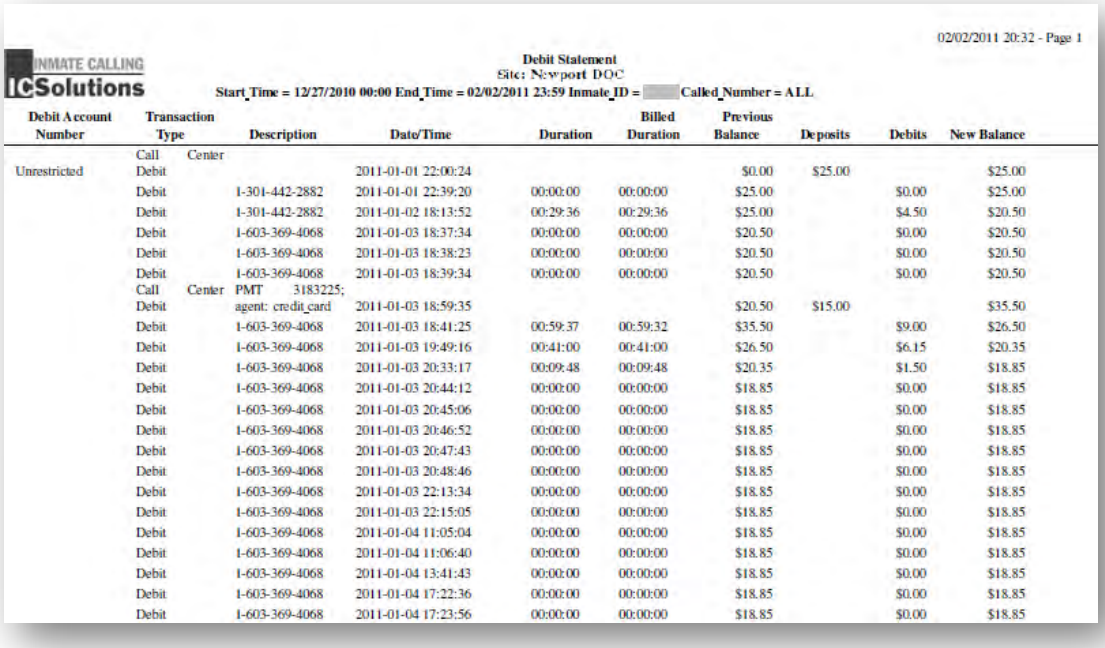
INMATE CALLING ICSolutions

Debit Balance
Site: Newport DOC
Choose_Status = All Inmates Choose_Balances = All Choose_Account_Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
[redacted]	[redacted]	Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominie	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

ICSolutions® Report Samples

Debit Statement Report



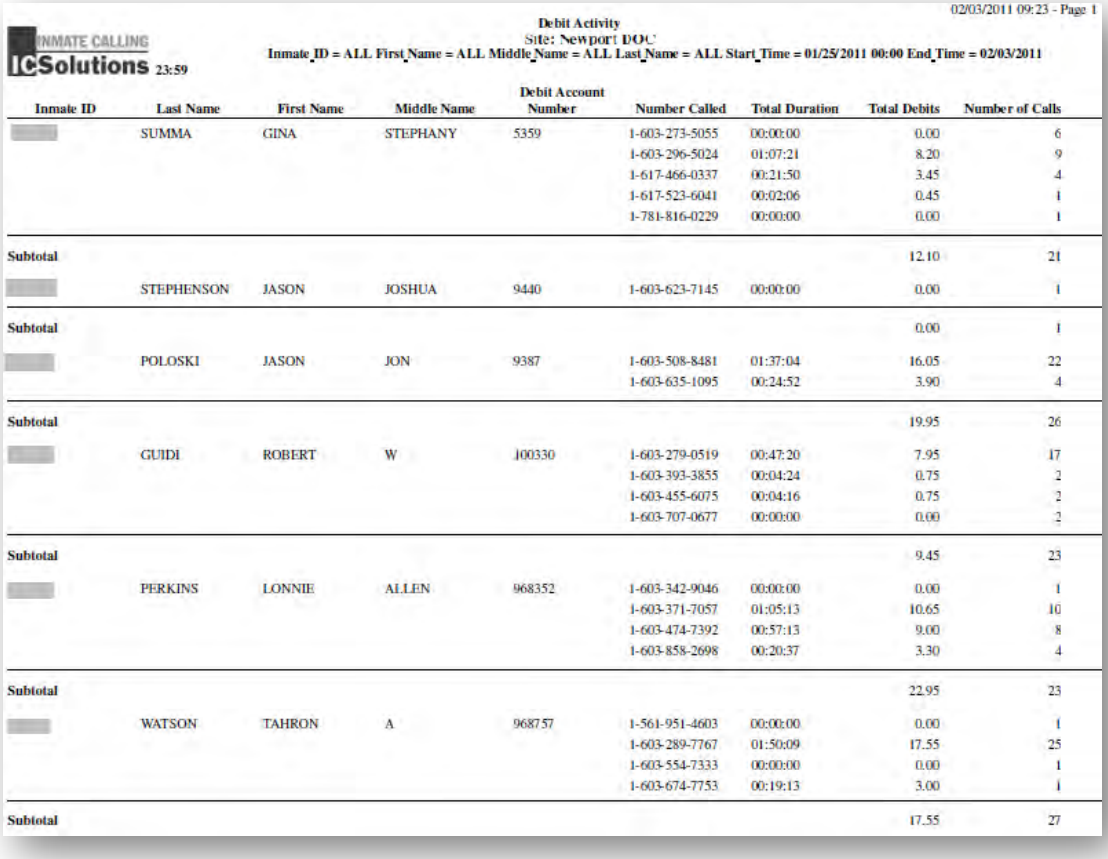
02/02/2011 20:32 - Page 1

INMATE CALLING ICSolutions

Debit Statement
Site: Newport DOC
Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = [redacted] Called_Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
	Call Center								
Unrestricted	Debit		2011-01-01 22:00:24			$0.00	$25.00		$25.00
	Debit	1-301-442-2882	2011-01-01 22:39:20	00:00:00	00:00:00	$25.00		$0.00	$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	$25.00		$4.50	$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	$20.50		$0.00	$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	$20.50		$0.00	$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:34	00:00:00	00:00:00	$20.50		$0.00	$20.50
	Call Center	PMT 3183225;							
	Debit	agent: credit_card	2011-01-03 18:59:35			$20.50	$15.00		$35.50
	Debit	1-603-369-4068	2011-01-03 18:41:25	00:59:37	00:59:32	$35.50		$9.00	$26.50
	Debit	1-603-369-4068	2011-01-03 19:49:16	00:41:00	00:41:00	$26.50		$6.15	$20.35
	Debit	1-603-369-4068	2011-01-03 20:33:17	00:09:48	00:09:48	$20.35		$1.50	$18.85
	Debit	1-603-369-4068	2011-01-03 20:44:12	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-03 20:45:06	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-03 20:46:52	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-03 20:47:43	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-03 20:48:46	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-03 22:13:34	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-03 22:15:05	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-04 11:05:04	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-04 11:06:40	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-04 13:41:43	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-04 17:22:36	00:00:00	00:00:00	$18.85		$0.00	$18.85
	Debit	1-603-369-4068	2011-01-04 17:23:56	00:00:00	00:00:00	$18.85		$0.00	$18.85

Debit Activity Report



02/03/2011 09:23 - Page 1

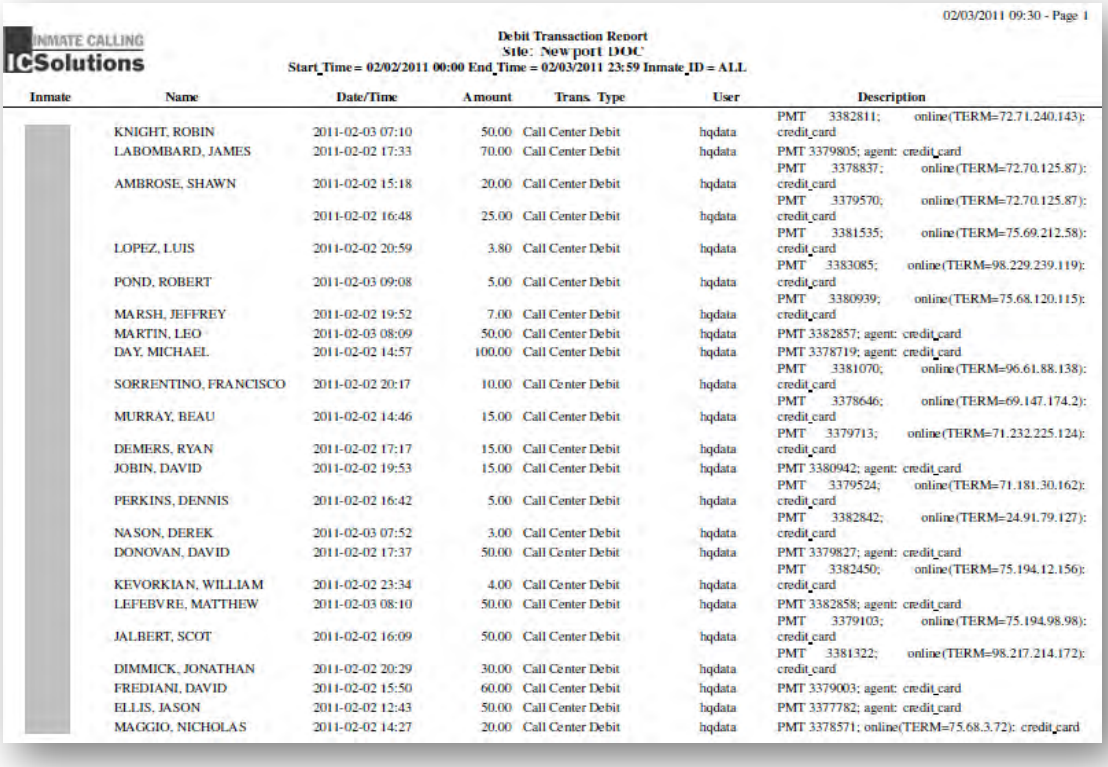
INMATE CALLING ICSolutions 23:59

Debit Activity
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/25/2011 00:00 End_Time = 02/03/2011

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
[redacted]	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-466-0337	00:21:50	3.45	4
					1-617-523-6041	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	21
[redacted]	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
[redacted]	POLOSKI	JASON	JON	9387	1-603-508-8481	01:37:04	16.05	22
					1-603-635-1095	00:24:52	3.90	4
Subtotal							19.95	26
[redacted]	GUIDI	ROBERT	W	100330	1-603-279-0519	00:47:20	7.95	17
					1-603-393-3855	00:04:24	0.75	2
					1-603-455-6075	00:04:16	0.75	2
					1-603-707-0677	00:00:00	0.00	2
Subtotal							9.45	23
[redacted]	PERKINS	LONNIE	ALLEN	968352	1-603-342-9046	00:00:00	0.00	1
					1-603-371-7057	01:05:13	10.65	10
					1-603-474-7392	00:57:13	9.00	8
					1-603-858-2698	00:20:37	3.30	4
Subtotal							22.95	23
[redacted]	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

ICSolutions® Report Samples

Debit Transaction Report



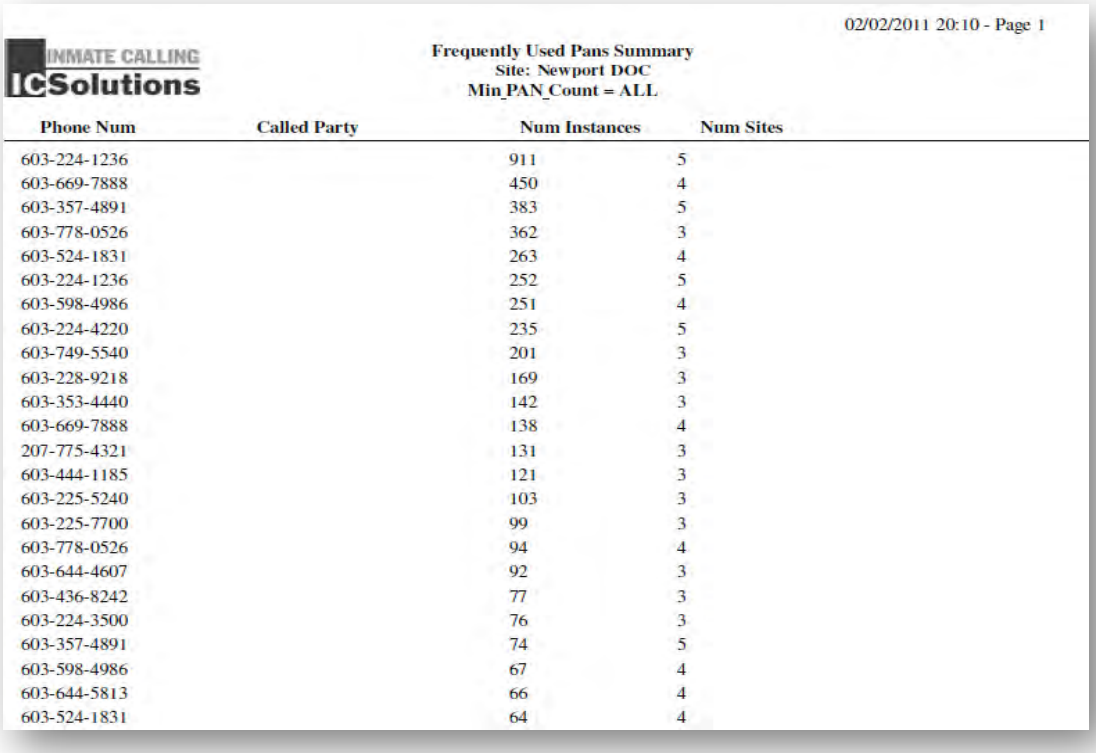
02/03/2011 09:30 - Page 1

INMATE CALLING ICSolutions

Debit Transaction Report
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL

Inmate	Name	Date/Time	Amount	Trans. Type	User	Description
	KNIGHT, ROBIN	2011-02-03 07:10	50.00	Call Center Debit	hqdata	PMT 3382811; online(TERM=72.71.240.143): credit_card
	LABOMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	20.00	Call Center Debit	hqdata	PMT 3378837; online(TERM=72.70.125.87): credit_card
		2011-02-02 16:48	25.00	Call Center Debit	hqdata	PMT 3379570; online(TERM=72.70.125.87): credit_card
	LOPEZ, LUIS	2011-02-02 20:59	3.80	Call Center Debit	hqdata	PMT 3381535; online(TERM=75.69.212.58): credit_card
	POND, ROBERT	2011-02-03 09:08	5.00	Call Center Debit	hqdata	PMT 3383085; online(TERM=98.229.239.119): credit_card
	MARSH, JEFFREY	2011-02-02 19:52	7.00	Call Center Debit	hqdata	PMT 3380939; online(TERM=75.68.120.115): credit_card
	MARTIN, LEO	2011-02-03 08:09	50.00	Call Center Debit	hqdata	PMT 3382857; agent: credit_card
	DAY, MICHAEL	2011-02-02 14:57	100.00	Call Center Debit	hqdata	PMT 3378719; agent: credit_card
	SORRENTINO, FRANCISCO	2011-02-02 20:17	10.00	Call Center Debit	hqdata	PMT 3381070; online(TERM=96.61.88.138): credit_card
	MURRAY, BEAU	2011-02-02 14:46	15.00	Call Center Debit	hqdata	PMT 3378646; online(TERM=69.147.174.2): credit_card
	DEMERS, RYAN	2011-02-02 17:17	15.00	Call Center Debit	hqdata	PMT 3379713; online(TERM=71.232.225.124): credit_card
	JOBIN, DAVID	2011-02-02 19:53	15.00	Call Center Debit	hqdata	PMT 3380942; agent: credit_card
	PERKINS, DENNIS	2011-02-02 16:42	5.00	Call Center Debit	hqdata	PMT 3379524; online(TERM=71.181.30.162): credit_card
	NASON, DEREK	2011-02-03 07:52	3.00	Call Center Debit	hqdata	PMT 3382842; online(TERM=24.91.79.127): credit_card
	DONOVAN, DAVID	2011-02-02 17:37	50.00	Call Center Debit	hqdata	PMT 3379827; agent: credit_card
	KEVORKIAN, WILLIAM	2011-02-02 23:34	4.00	Call Center Debit	hqdata	PMT 3382450; online(TERM=75.194.12.156): credit_card
	LEFEBVRE, MATTHEW	2011-02-03 08:10	50.00	Call Center Debit	hqdata	PMT 3382858; agent: credit_card
	JALBERT, SCOT	2011-02-02 16:09	50.00	Call Center Debit	hqdata	PMT 3379103; online(TERM=75.194.98.98): credit_card
	DIMMICK, JONATHAN	2011-02-02 20:29	30.00	Call Center Debit	hqdata	PMT 3381322; online(TERM=98.217.214.172): credit_card
	FREDIANI, DAVID	2011-02-02 15:50	60.00	Call Center Debit	hqdata	PMT 3379003; agent: credit_card
	ELLIS, JASON	2011-02-02 12:43	50.00	Call Center Debit	hqdata	PMT 3377782; agent: credit_card
	MAGGIO, NICHOLAS	2011-02-02 14:27	20.00	Call Center Debit	hqdata	PMT 3378571; online(TERM=75.68.3.72): credit_card

Frequently Used PANs Summary Report



02/02/2011 20:10 - Page 1

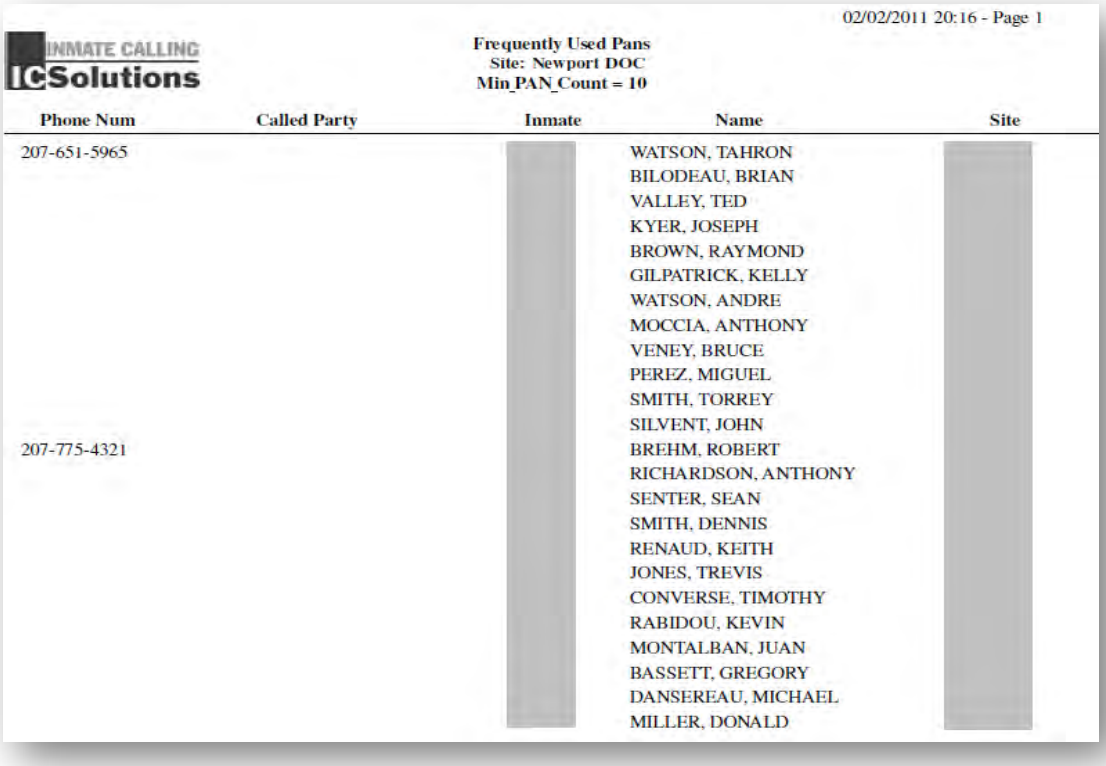
INMATE CALLING ICSolutions

Frequently Used Pans Summary
Site: Newport DOC
Min_PAN_Count = ALL

Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

ICSolutions® Report Samples

Frequently Used PANs Detail Report



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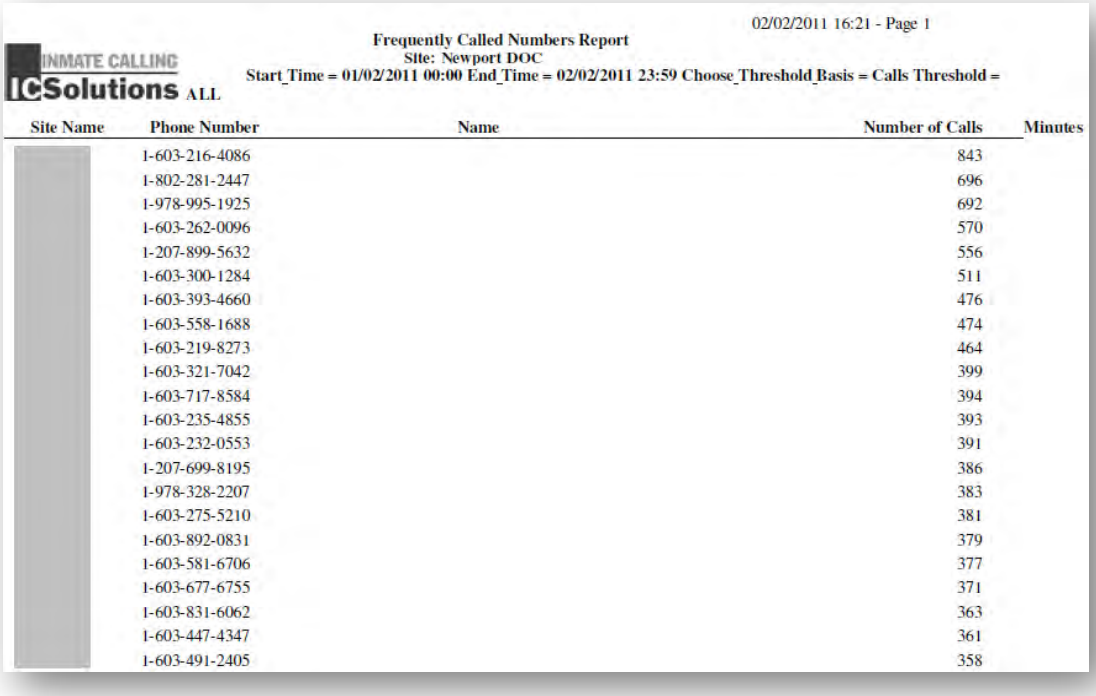
INMATE CALLING ICSolutions

Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHRON	
			BILODEAU, BRIAN	
			VALLEY, TED	
			KYER, JOSEPH	
			BROWN, RAYMOND	
			GILPATRICK, KELLY	
			WATSON, ANDRE	
			MOCCIA, ANTHONY	
			VENEY, BRUCE	
			PEREZ, MIGUEL	
			SMITH, TORREY	
			SILVENT, JOHN	
207-775-4321			BREHM, ROBERT	
			RICHARDSON, ANTHONY	
			SENTER, SEAN	
			SMITH, DENNIS	
			RENAUD, KEITH	
			JONES, TREVIS	
			CONVERSE, TIMOTHY	
			RABIDOU, KEVIN	
			MONTALBAN, JUAN	
			BASSETT, GREGORY	
			DANSEREAU, MICHAEL	
			MILLER, DONALD	

Frequently Called Numbers Report



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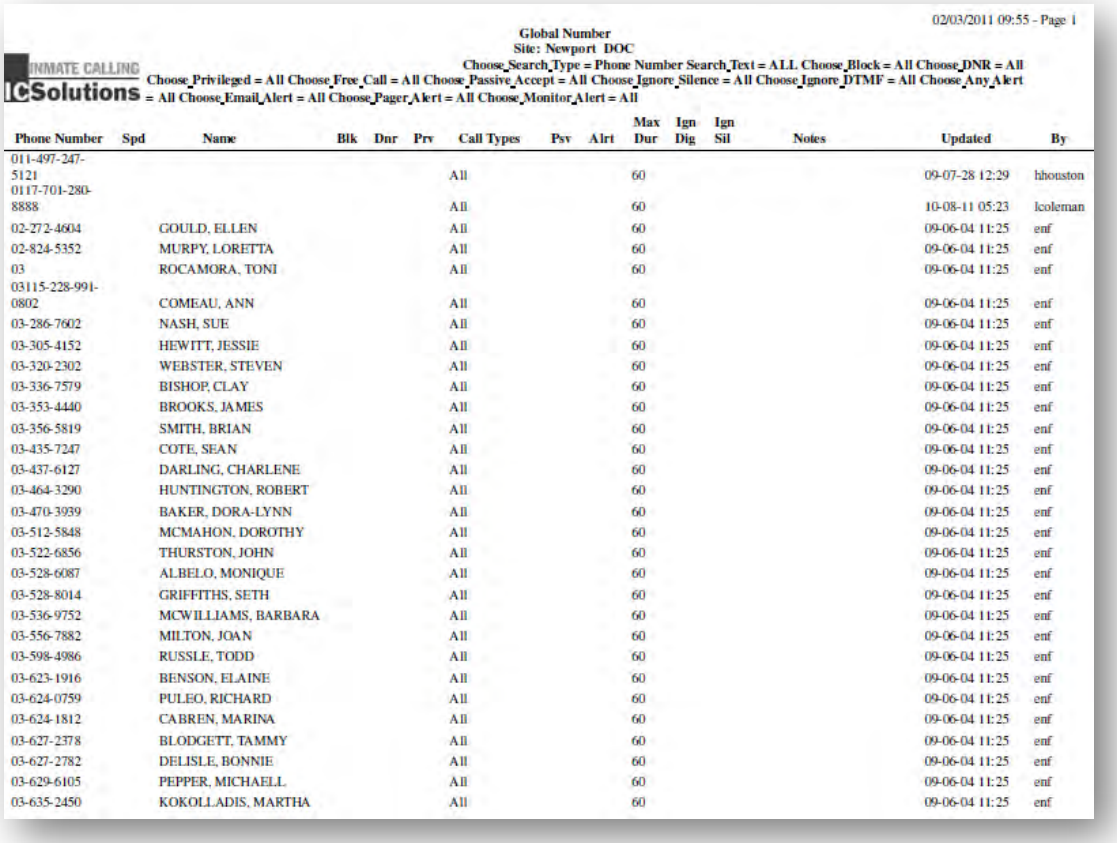
INMATE CALLING ICSolutions ALL

Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

ICSolutions® Report Samples

Global Number Report

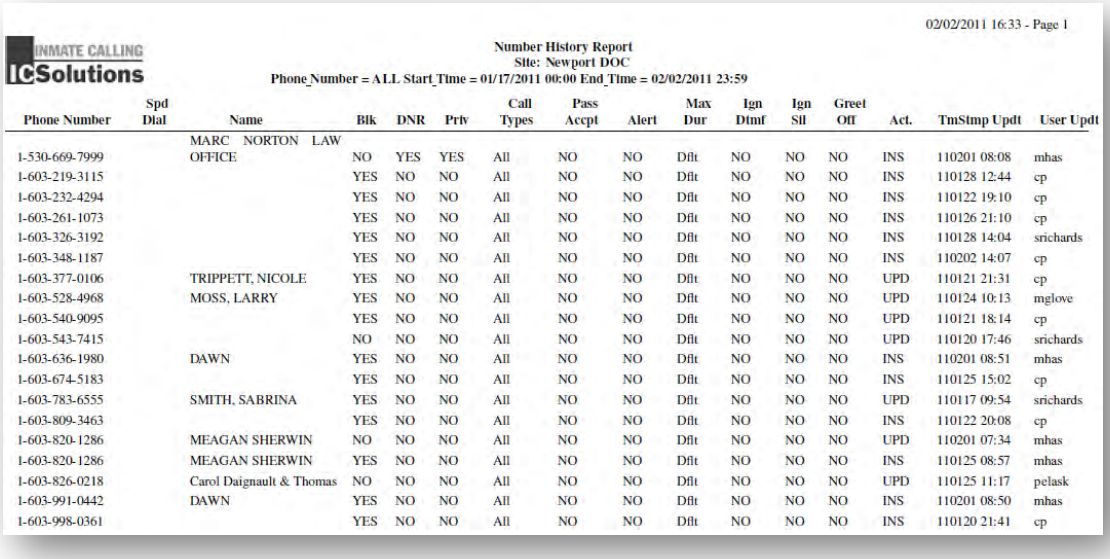


02/03/2011 09:55 - Page 1

Global Number
Site: Newport DOC
Choose_Search_Type = Phone Number Search_Text = ALL Choose_Block = All Choose_DNR = All Choose_Privileged = All Choose_Free_Call = All Choose_Passive_Accept = All Choose_Ignore_Silence = All Choose_Ignore_DTMF = All Choose_Any_Alert = All Choose_Email_Alert = All Choose_Pager_Alert = All Choose_Monitor_Alert = All

Phone Number	Spd	Name	Blk	Dnr	Prv	Call Types	Psv	Alrt	Max Dur	Ign Dig	Ign Sil	Notes	Updated	By
011-497-247-5121						All			60				09-07-28 12:29	hhouston
0117-701-280-8888						All			60				10-08-11 05:23	lcoleman
02-272-4604		GOULD, ELLEN				All			60				09-06-04 11:25	enf
02-824-5352		MURPY, LORETTA				All			60				09-06-04 11:25	enf
03		ROCAMORA, TONI				All			60				09-06-04 11:25	enf
03115-228-991-0802		COMEAU, ANN				All			60				09-06-04 11:25	enf
03-286-7602		NASH, SUE				All			60				09-06-04 11:25	enf
03-305-4152		HEWITT, JESSIE				All			60				09-06-04 11:25	enf
03-320-2302		WEBSTER, STEVEN				All			60				09-06-04 11:25	enf
03-336-7579		BISHOP, CLAY				All			60				09-06-04 11:25	enf
03-353-4440		BROOKS, JAMES				All			60				09-06-04 11:25	enf
03-356-5819		SMITH, BRIAN				All			60				09-06-04 11:25	enf
03-435-7247		COTE, SEAN				All			60				09-06-04 11:25	enf
03-437-6127		DARLING, CHARLENE				All			60				09-06-04 11:25	enf
03-464-3290		HUNTINGTON, ROBERT				All			60				09-06-04 11:25	enf
03-470-3939		BAKER, DORA-LYNN				All			60				09-06-04 11:25	enf
03-512-5848		MCMAHON, DOROTHY				All			60				09-06-04 11:25	enf
03-522-6856		THURSTON, JOHN				All			60				09-06-04 11:25	enf
03-528-6087		ALBELO, MONIQUE				All			60				09-06-04 11:25	enf
03-528-8014		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7882		MILTON, JOAN				All			60				09-06-04 11:25	enf
03-598-4986		RUSSLE, TODD				All			60				09-06-04 11:25	enf
03-623-1916		BENSON, ELAINE				All			60				09-06-04 11:25	enf
03-624-0759		PULEO, RICHARD				All			60				09-06-04 11:25	enf
03-624-1812		CABREN, MARINA				All			60				09-06-04 11:25	enf
03-627-2378		BLODGETT, TAMMY				All			60				09-06-04 11:25	enf
03-627-2782		DELISLE, BONNIE				All			60				09-06-04 11:25	enf
03-629-6105		PEPPER, MICHAELL				All			60				09-06-04 11:25	enf
03-635-2450		KOKOLLADIS, MARTHA				All			60				09-06-04 11:25	enf

Global Number History Report



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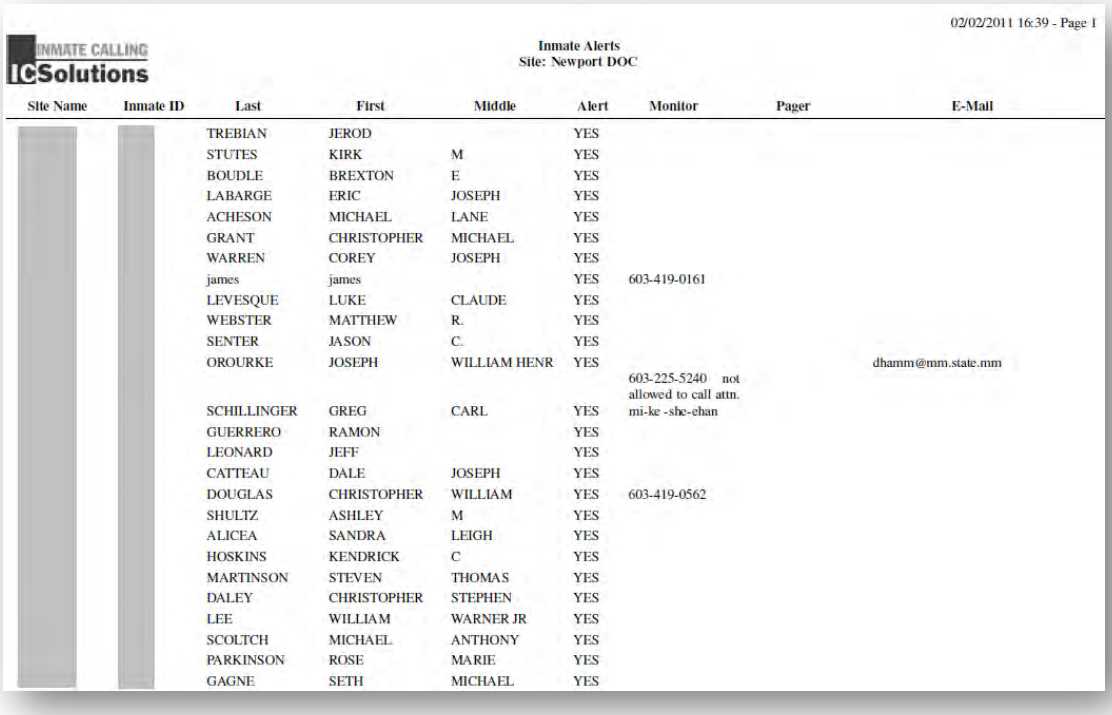
Number History Report
Site: Newport DOC
Phone_Number = ALL Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Phone Number	Spd Dial	Name	Blk	DNR	Priv	Call Types	Pass Accpt	Alert	Max Dur	Ign Dtmf	Ign Sil	Greet Off	Act.	TmStmp Updt	User Updt
		MARC NORTON LAW													
1-530-669-7999		OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

ICSolutions® Report Samples

Inmate Alerts Report



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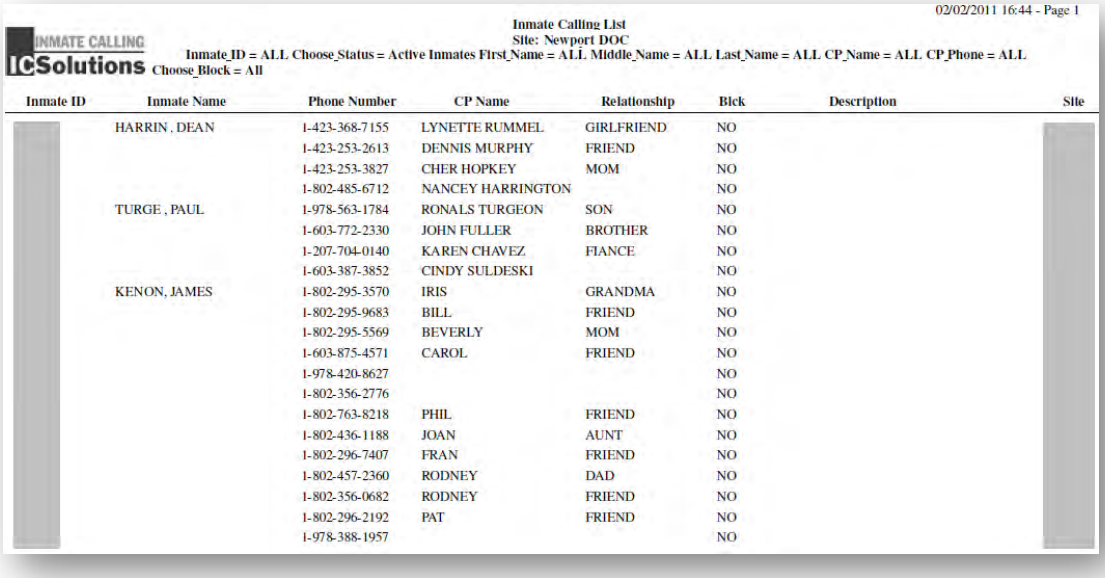
INMATE CALLING ICSolutions

Inmate Alerts
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		SENTER	JASON	C.	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES			dhamm@mm.state.mm
						603-225-5240 not allowed to call attn.		
		SCHILLINGER	GREG	CARL	YES	mi-ke -she-ehan		
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-419-0562		
		SHULTZ	ASHLEY	M	YES			
		ALICEA	SANDRA	LEIGH	YES			
		HOSKINS	KENDRICK	C	YES			
		MARTINSON	STEVEN	THOMAS	YES			
		DALEY	CHRISTOPHER	STEPHEN	YES			
		LEE	WILLIAM	WARNER JR	YES			
		SCOLTCH	MICHAEL	ANTHONY	YES			
		PARKINSON	ROSE	MARIE	YES			
		GAGNE	SETH	MICHAEL	YES			

Inmate PANs Report



02/02/2011 16:44 - Page 1

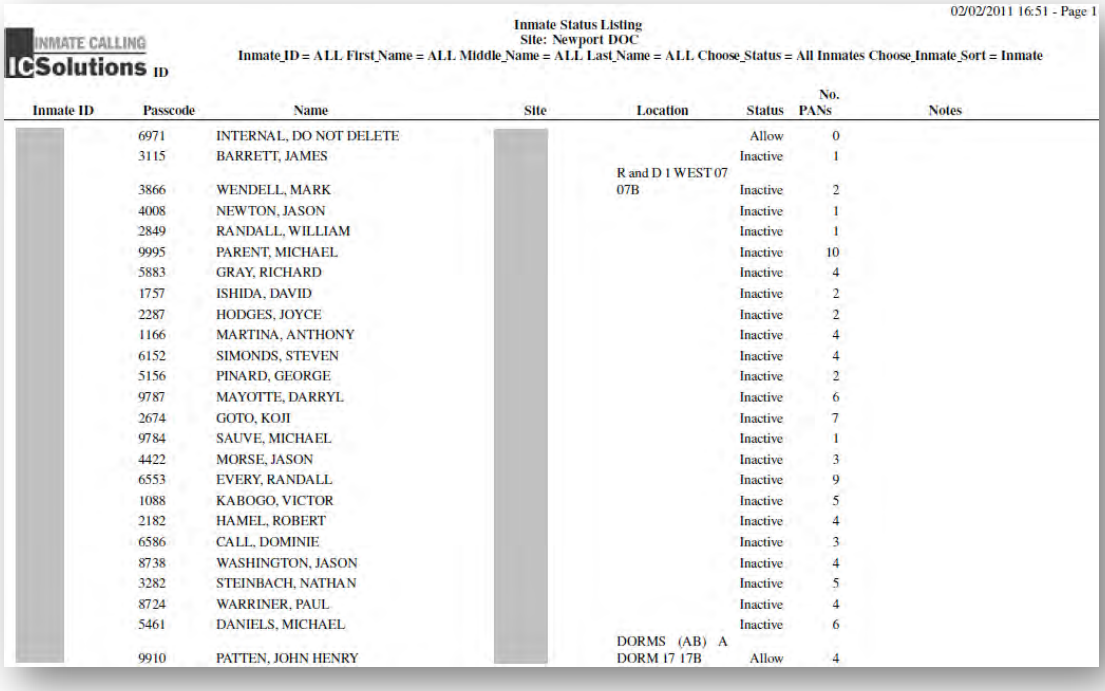
INMATE CALLING ICSolutions

Inmate Calling List
Site: Newport DOC
Inmate_ID = ALL Choose_Status = Active Inmates First_Name = ALL Middle_Name = ALL Last_Name = ALL CP_Name = ALL CP_Phone = ALL Choose_Block = All

Inmate ID	Inmate Name	Phone Number	CP Name	Relationship	Blck	Description	Site
	HARRIN , DEAN	1-423-368-7155	LYNETTE RUMMEL	GIRLFRIEND	NO		
		1-423-253-2613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE , PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON, JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

ICSolutions® Report Samples

Inmate Status Report



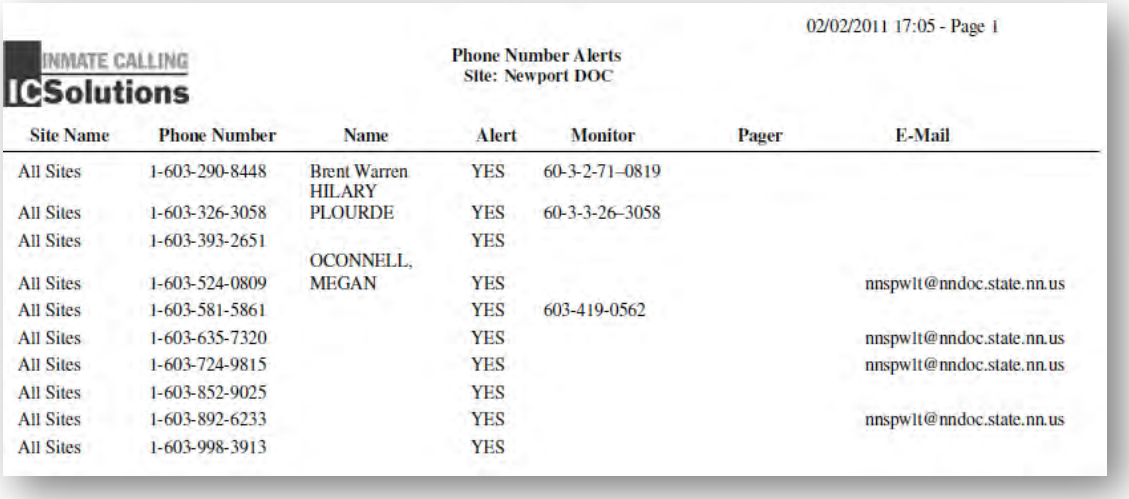
02/02/2011 16:51 - Page 1

INMATE CALLING ICSolutions ID

Inmate Status Listing
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Choose_Status = All Inmates Choose_Inmate_Sort = Inmate

Inmate ID	Passcode	Name	Site	Location	Status	No. PANs	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
	3866	WENDELL, MARK		R and D 1 WEST 07 07B	Inactive	2	
	4008	NEWTON, JASON			Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	10	
	5883	GRAY, RICHARD			Inactive	4	
	1757	ISHIDA, DAVID			Inactive	2	
	2287	HODGES, JOYCE			Inactive	2	
	1166	MARTINA, ANTHONY			Inactive	4	
	6152	SIMONDS, STEVEN			Inactive	4	
	5156	PINARD, GEORGE			Inactive	2	
	9787	MAYOTTE, DARRYL			Inactive	6	
	2674	GOTO, KOJI			Inactive	7	
	9784	SAUVE, MICHAEL			Inactive	1	
	4422	MORSE, JASON			Inactive	3	
	6553	EVERY, RANDALL			Inactive	9	
	1088	KABOGO, VICTOR			Inactive	5	
	2182	HAMEL, ROBERT			Inactive	4	
	6586	CALL, DOMINIE			Inactive	3	
	8738	WASHINGTON, JASON			Inactive	4	
	3282	STEINBACH, NATHAN			Inactive	5	
	8724	WARRINER, PAUL			Inactive	4	
	5461	DANIELS, MICHAEL			Inactive	6	
	9910	PATTEN, JOHN HENRY		DORMS (AB) A DORM 17 17B	Allow	4	

Number Alerts Report



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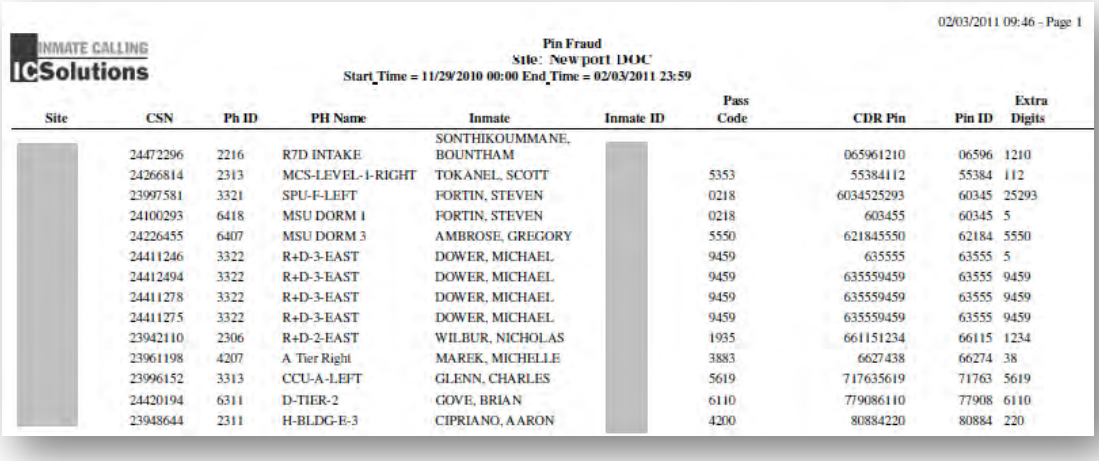
INMATE CALLING ICSolutions

Phone Number Alerts
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren	YES	60-3-2-71–0819		
All Sites	1-603-326-3058	HILARY PLOURDE	YES	60-3-3-26–3058		
All Sites	1-603-393-2651		YES			
All Sites	1-603-524-0809	OCONNELL, MEGAN	YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnspwlt@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

ICSolutions® Report Samples

PIN Fraud Report



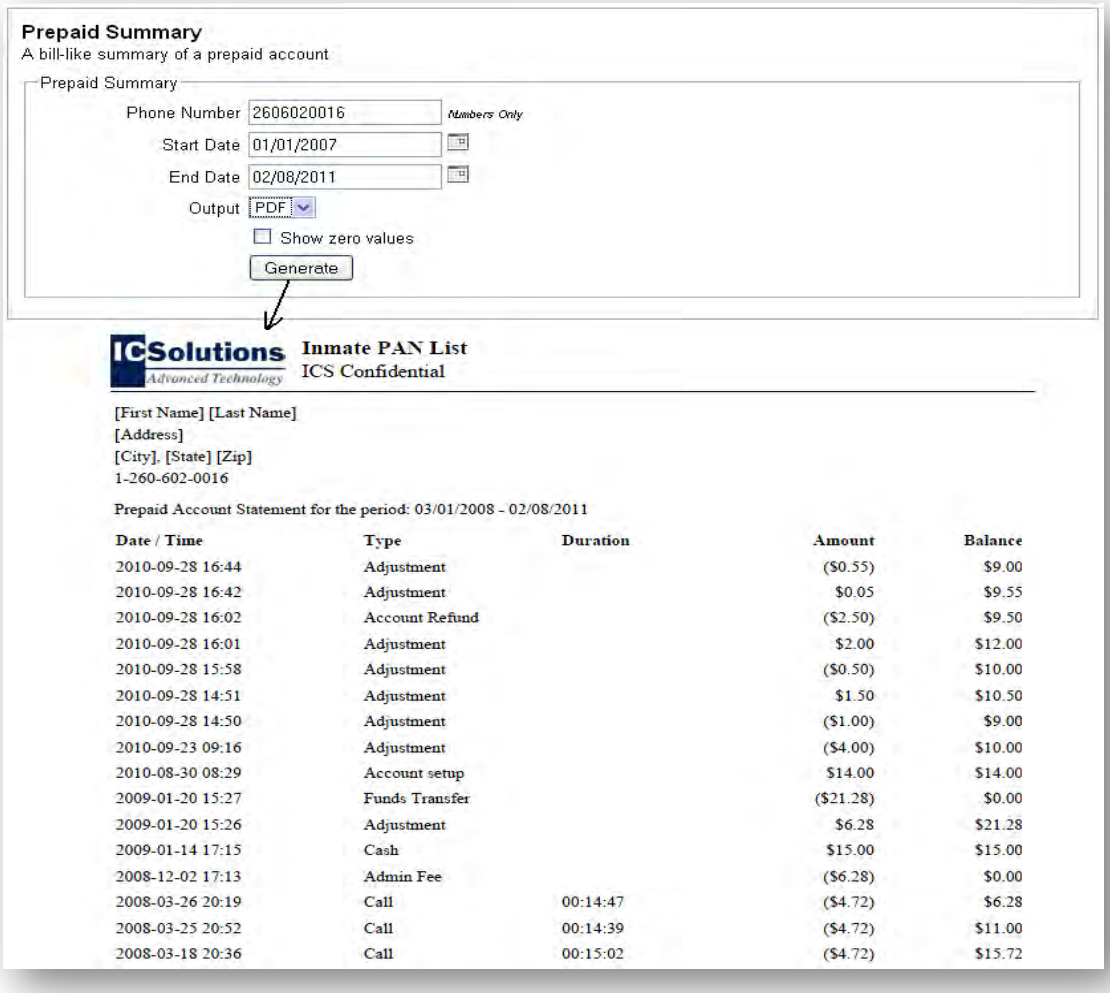
02/03/2011 09:46 - Page 1

INMATE CALLING ICSolutions

Pin Fraud
Site: Newport DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Site	CSN	Ph ID	PH Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE, BOUNTHAM			065961210	06596	1210
	24266814	2313	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPU-F-LEFT	FORTIN, STEVEN		0218	6034525293	60345	25293
	24100293	6418	MSU DORM 1	FORTIN, STEVEN		0218	603455	60345	5
	24226455	6407	MSU DORM 3	AMBROSE, GREGORY		5550	621845550	62184	5550
	24411246	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635555	63555	5
	24412494	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411278	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	24411275	3322	R+D-3-EAST	DOWER, MICHAEL		9459	635559459	63555	9459
	23942110	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	661151234	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	6627438	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6311	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2311	H-BLDG-E-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report



Prepaid Summary
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number 2606020016 *Numbers Only*
Start Date 01/01/2007
End Date 02/08/2011
Output PDF
☐ Show zero values
Generate

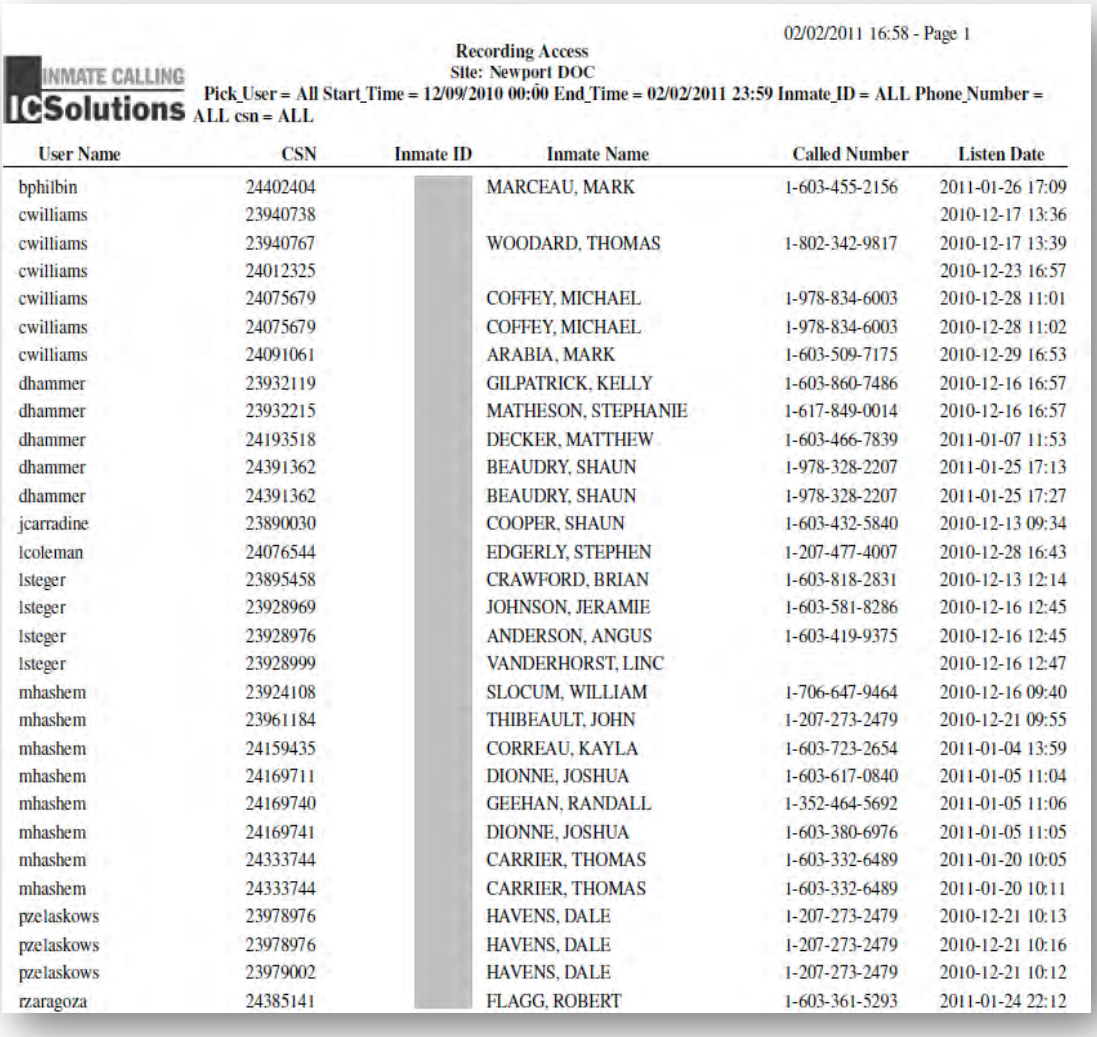
ICSolutions *Advanced Technology* **Inmate PAN List**
ICS Confidential

[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		($0.55)	$9.00
2010-09-28 16:42	Adjustment		$0.05	$9.55
2010-09-28 16:02	Account Refund		($2.50)	$9.50
2010-09-28 16:01	Adjustment		$2.00	$12.00
2010-09-28 15:58	Adjustment		($0.50)	$10.00
2010-09-28 14:51	Adjustment		$1.50	$10.50
2010-09-28 14:50	Adjustment		($1.00)	$9.00
2010-09-23 09:16	Adjustment		($4.00)	$10.00
2010-08-30 08:29	Account setup		$14.00	$14.00
2009-01-20 15:27	Funds Transfer		($21.28)	$0.00
2009-01-20 15:26	Adjustment		$6.28	$21.28
2009-01-14 17:15	Cash		$15.00	$15.00
2008-12-02 17:13	Admin Fee		($6.28)	$0.00
2008-03-26 20:19	Call	00:14:47	($4.72)	$6.28
2008-03-25 20:52	Call	00:14:39	($4.72)	$11.00
2008-03-18 20:36	Call	00:15:02	($4.72)	$15.72

Recording Access Report



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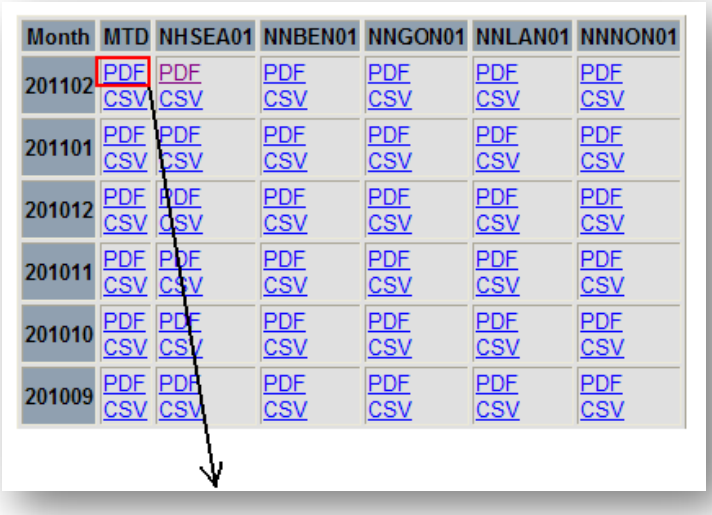
INMATE CALLING ICSolutions

Recording Access
Site: Newport DOC
Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

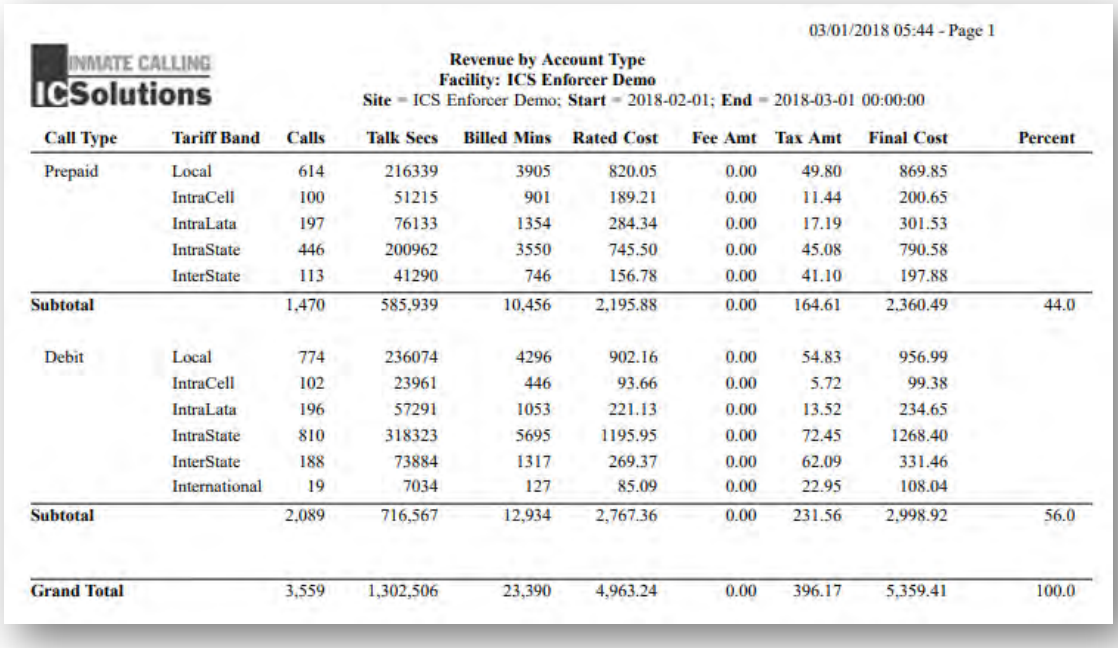
User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

ICSolutions® Report Samples

Revenue Report



Month	MTD	NHSEA01	NNBEN01	NNGON01	NNLAN01	NNNON01
201102	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201101	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201012	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201011	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201010	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV
201009	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV	PDF CSV



03/01/2018 05:44 - Page 1

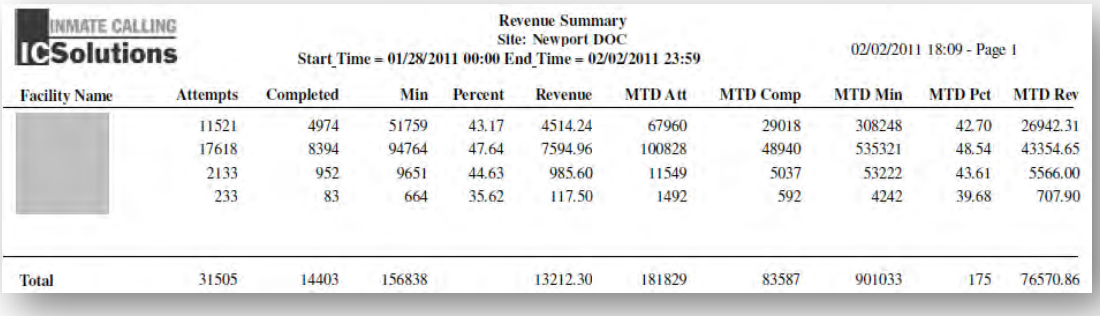
INMATE CALLING ICSolutions

Revenue by Account Type
Facility: ICS Enforcer Demo
Site = ICS Enforcer Demo; **Start** = 2018-02-01; **End** = 2018-03-01 00:00:00

Call Type	Tariff Band	Calls	Talk Secs	Billed Mins	Rated Cost	Fee Amt	Tax Amt	Final Cost	Percent
Prepaid	Local	614	216339	3905	820.05	0.00	49.80	869.85	
	IntraCell	100	51215	901	189.21	0.00	11.44	200.65	
	IntraLata	197	76133	1354	284.34	0.00	17.19	301.53	
	IntraState	446	200962	3550	745.50	0.00	45.08	790.58	
	InterState	113	41290	746	156.78	0.00	41.10	197.88	
Subtotal		1,470	585,939	10,456	2,195.88	0.00	164.61	2,360.49	44.0
Debit	Local	774	236074	4296	902.16	0.00	54.83	956.99	
	IntraCell	102	23961	446	93.66	0.00	5.72	99.38	
	IntraLata	196	57291	1053	221.13	0.00	13.52	234.65	
	IntraState	810	318323	5695	1195.95	0.00	72.45	1268.40	
	InterState	188	73884	1317	269.37	0.00	62.09	331.46	
	International	19	7034	127	85.09	0.00	22.95	108.04	
Subtotal		2,089	716,567	12,934	2,767.36	0.00	231.56	2,998.92	56.0
Grand Total		3,559	1,302,506	23,390	4,963.24	0.00	396.17	5,359.41	100.0

ICSolutions® Report Samples

Revenue Summary Report



INMATE CALLING ICSolutions

Revenue Summary
Site: Newport DOC
Start_Time = 01/28/2011 00:00 End_Time = 02/02/2011 23:59

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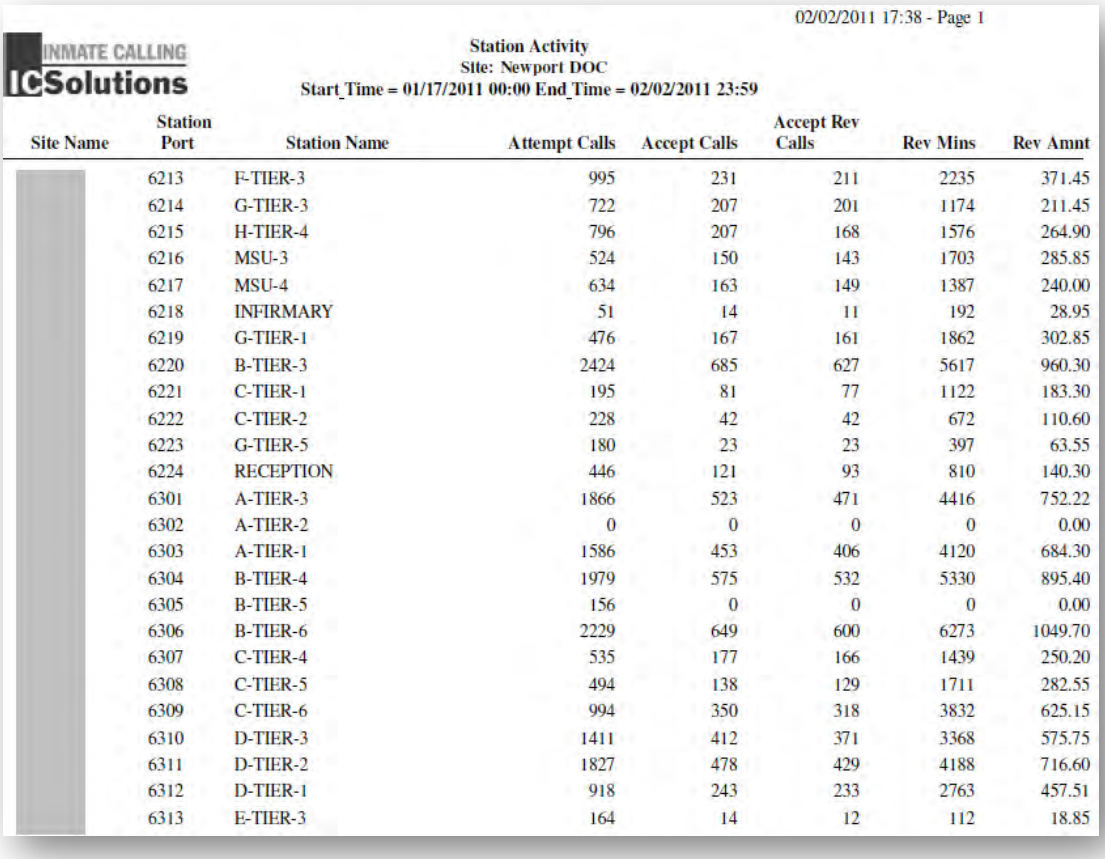
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	117.50	1492	592	4242	39.68	707.90
Total	31505	14403	156838		13212.30	181829	83587	901033	175	76570.86

Station Activity Report



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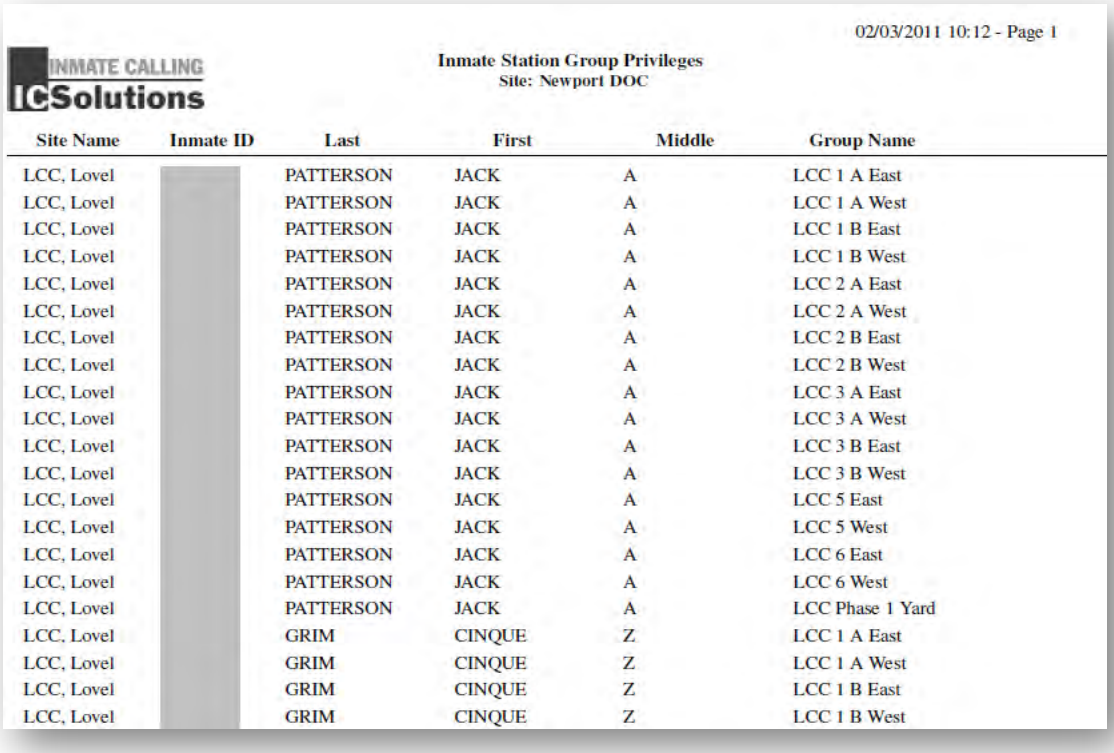
INMATE CALLING ICSolutions

Station Activity
Site: Newport DOC
Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	6213	F-TIER-3	995	231	211	2235	371.45
	6214	G-TIER-3	722	207	201	1174	211.45
	6215	H-TIER-4	796	207	168	1576	264.90
	6216	MSU-3	524	150	143	1703	285.85
	6217	MSU-4	634	163	149	1387	240.00
	6218	INFIRMARY	51	14	11	192	28.95
	6219	G-TIER-1	476	167	161	1862	302.85
	6220	B-TIER-3	2424	685	627	5617	960.30
	6221	C-TIER-1	195	81	77	1122	183.30
	6222	C-TIER-2	228	42	42	672	110.60
	6223	G-TIER-5	180	23	23	397	63.55
	6224	RECEPTION	446	121	93	810	140.30
	6301	A-TIER-3	1866	523	471	4416	752.22
	6302	A-TIER-2	0	0	0	0	0.00
	6303	A-TIER-1	1586	453	406	4120	684.30
	6304	B-TIER-4	1979	575	532	5330	895.40
	6305	B-TIER-5	156	0	0	0	0.00
	6306	B-TIER-6	2229	649	600	6273	1049.70
	6307	C-TIER-4	535	177	166	1439	250.20
	6308	C-TIER-5	494	138	129	1711	282.55
	6309	C-TIER-6	994	350	318	3832	625.15
	6310	D-TIER-3	1411	412	371	3368	575.75
	6311	D-TIER-2	1827	478	429	4188	716.60
	6312	D-TIER-1	918	243	233	2763	457.51
	6313	E-TIER-3	164	14	12	112	18.85

ICSolutions® Report Samples

Station Group Report



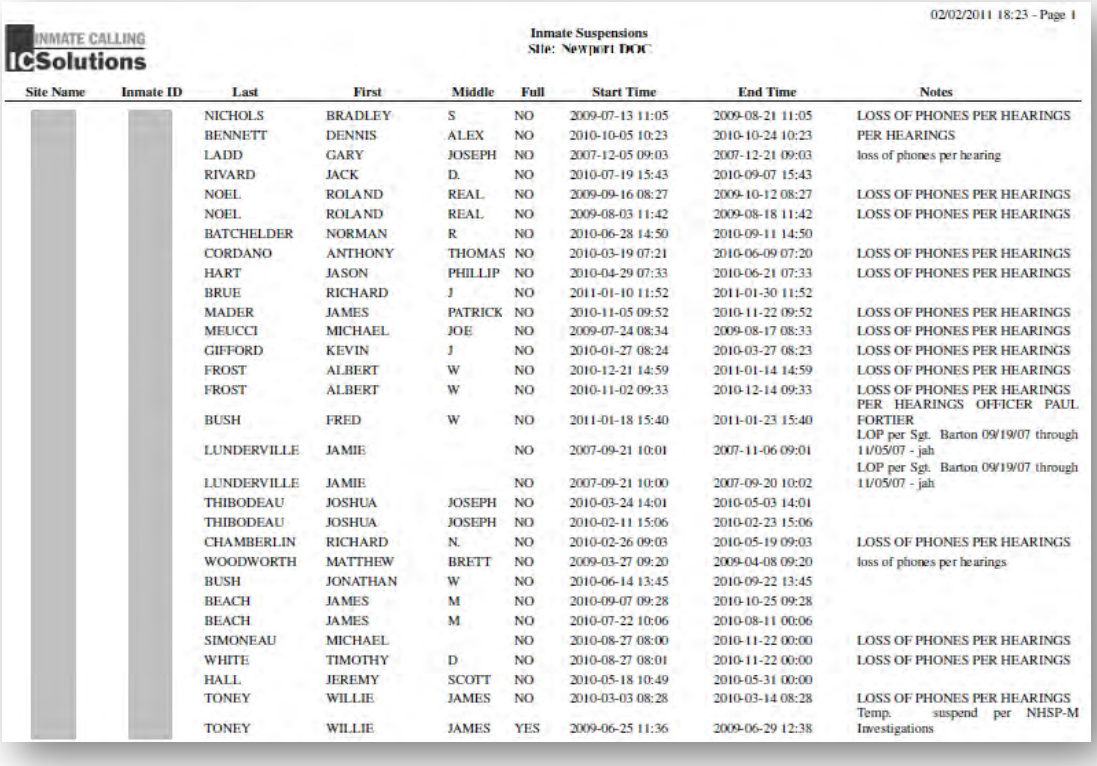
02/03/2011 10:12 - Page 1

INMATE CALLING ICSolutions

Inmate Station Group Privileges
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Group Name
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 1 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 2 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 A West
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B East
LCC, Lovel		PATTERSON	JACK	A	LCC 3 B West
LCC, Lovel		PATTERSON	JACK	A	LCC 5 East
LCC, Lovel		PATTERSON	JACK	A	LCC 5 West
LCC, Lovel		PATTERSON	JACK	A	LCC 6 East
LCC, Lovel		PATTERSON	JACK	A	LCC 6 West
LCC, Lovel		PATTERSON	JACK	A	LCC Phase 1 Yard
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 A West
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B East
LCC, Lovel		GRIM	CINQUE	Z	LCC 1 B West

Inmate Suspensions Report



02/02/2011 18:23 - Page 1

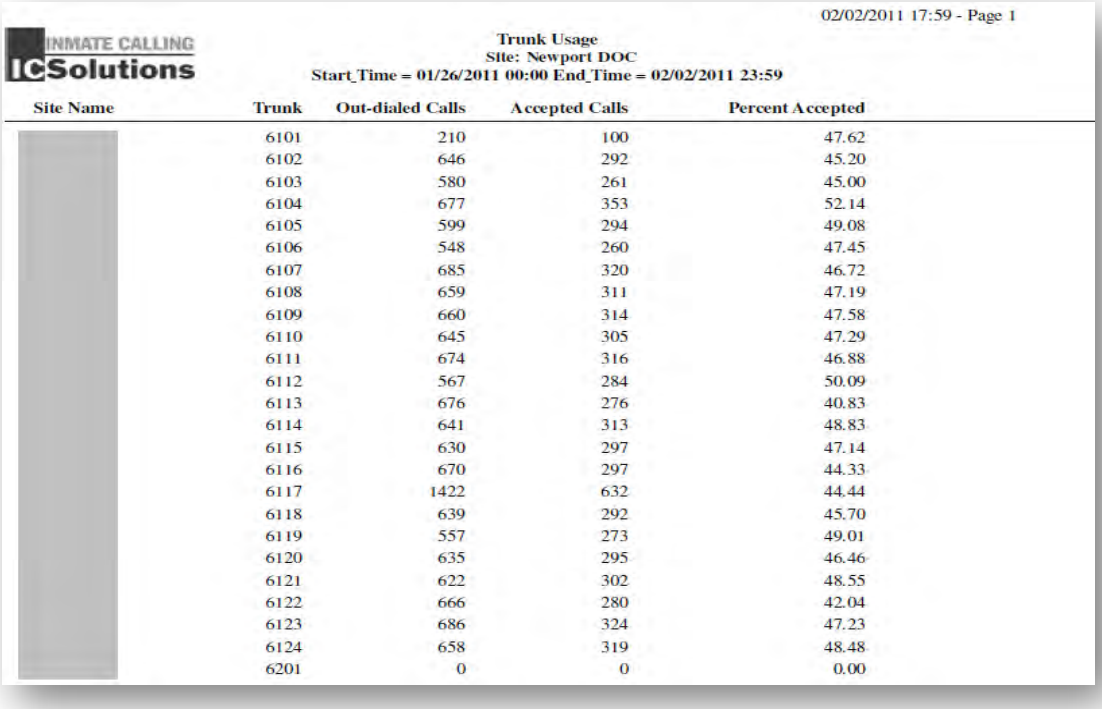
INMATE CALLING ICSolutions

Inmate Suspensions
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Full	Start Time	End Time	Notes
		NICHOLS	BRADLEY	S	NO	2009-07-13 11:05	2009-08-21 11:05	LOSS OF PHONES PER HEARINGS
		BENNETT	DENNIS	ALEX	NO	2010-10-05 10:23	2010-10-24 10:23	PER HEARINGS
		LADD	GARY	JOSEPH	NO	2007-12-05 09:03	2007-12-21 09:03	loss of phones per hearing
		RIVARD	JACK	D.	NO	2010-07-19 15:43	2010-09-07 15:43	
		NOEL	ROLAND	REAL	NO	2009-09-16 08:27	2009-10-12 08:27	LOSS OF PHONES PER HEARINGS
		NOEL	ROLAND	REAL	NO	2009-08-03 11:42	2009-08-18 11:42	LOSS OF PHONES PER HEARINGS
		BATCHELDER	NORMAN	R	NO	2010-06-28 14:50	2010-09-11 14:50	
		CORDANO	ANTHONY	THOMAS	NO	2010-03-19 07:21	2010-06-09 07:20	LOSS OF PHONES PER HEARINGS
		HART	JASON	PHILLIP	NO	2010-04-29 07:33	2010-06-21 07:33	LOSS OF PHONES PER HEARINGS
		BRUE	RICHARD	J	NO	2011-01-10 11:52	2011-01-30 11:52	
		MADER	JAMES	PATRICK	NO	2010-11-05 09:52	2010-11-22 09:52	LOSS OF PHONES PER HEARINGS
		MEUCCI	MICHAEL	JOE	NO	2009-07-24 08:34	2009-08-17 08:33	LOSS OF PHONES PER HEARINGS
		GIFFORD	KEVIN	J	NO	2010-01-27 08:24	2010-03-27 08:23	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-12-21 14:59	2011-01-14 14:59	LOSS OF PHONES PER HEARINGS
		FROST	ALBERT	W	NO	2010-11-02 09:33	2010-12-14 09:33	LOSS OF PHONES PER HEARINGS
		BUSH	FRED	W	NO	2011-01-18 15:40	2011-01-23 15:40	PER HEARINGS OFFICER PAUL FORTIER
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:01	2007-11-06 09:01	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		LUNDERVILLE	JAMIE		NO	2007-09-21 10:00	2007-09-20 10:02	LOP per Sgt. Barton 09/19/07 through 11/05/07 - jah
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-03-24 14:01	2010-05-03 14:01	
		THIBODEAU	JOSHUA	JOSEPH	NO	2010-02-11 15:06	2010-02-23 15:06	
		CHAMBERLIN	RICHARD	N.	NO	2010-02-26 09:03	2010-05-19 09:03	LOSS OF PHONES PER HEARINGS
		WOODWORTH	MATTHEW	BRETT	NO	2009-03-27 09:20	2009-04-08 09:20	loss of phones per hearings
		BUSH	JONATHAN	W	NO	2010-06-14 13:45	2010-09-22 13:45	
		BEACH	JAMES	M	NO	2010-09-07 09:28	2010-10-25 09:28	
		BEACH	JAMES	M	NO	2010-07-22 10:06	2010-08-11 00:06	
		SIMONEAU	MICHAEL		NO	2010-08-27 08:00	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		WHITE	TIMOTHY	D	NO	2010-08-27 08:01	2010-11-22 00:00	LOSS OF PHONES PER HEARINGS
		HALL	JEREMY	SCOTT	NO	2010-05-18 10:49	2010-05-31 00:00	
		TONEY	WILLIE	JAMES	NO	2010-03-03 08:28	2010-03-14 08:28	LOSS OF PHONES PER HEARINGS
		TONEY	WILLIE	JAMES	YES	2009-06-25 11:36	2009-06-29 12:38	Temp. suspend per NHSP-M Investigations

ICSolutions® Report Samples

Trunk Usage Report



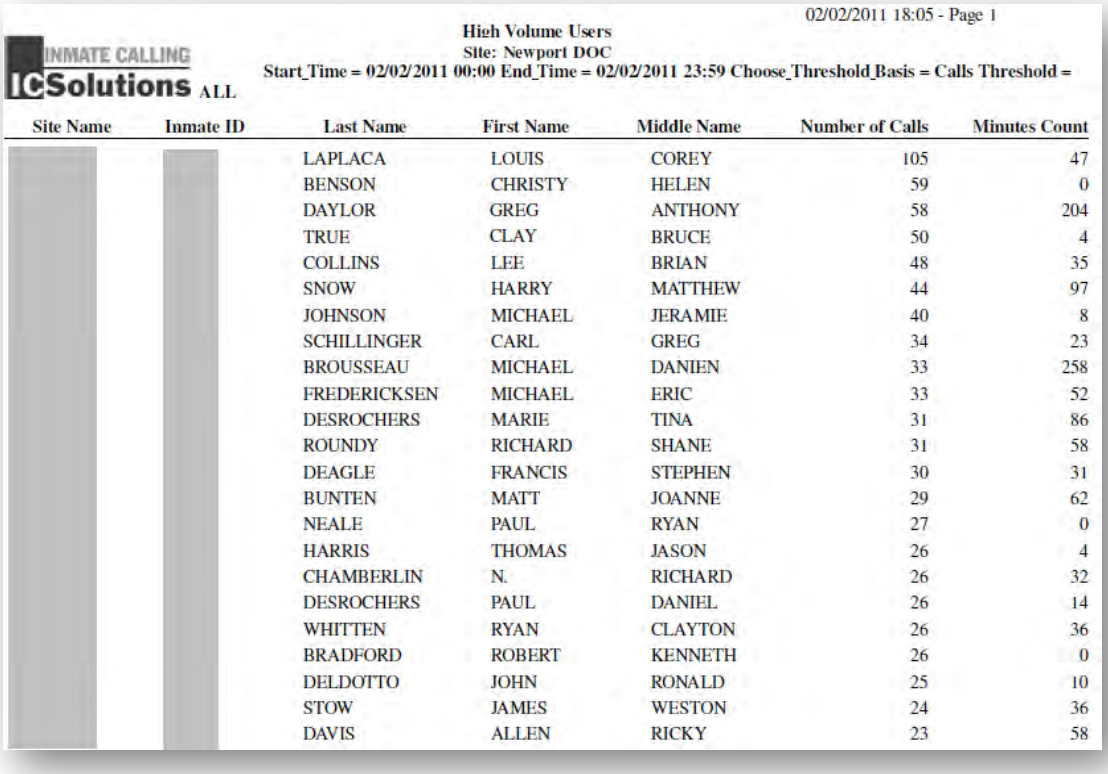
02/02/2011 17:59 - Page 1

INMATE CALLING ICSolutions

Trunk Usage
Site: Newport DOC
Start_Time = 01/26/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Trunk	Out-dialed Calls	Accepted Calls	Percent Accepted
	6101	210	100	47.62
	6102	646	292	45.20
	6103	580	261	45.00
	6104	677	353	52.14
	6105	599	294	49.08
	6106	548	260	47.45
	6107	685	320	46.72
	6108	659	311	47.19
	6109	660	314	47.58
	6110	645	305	47.29
	6111	674	316	46.88
	6112	567	284	50.09
	6113	676	276	40.83
	6114	641	313	48.83
	6115	630	297	47.14
	6116	670	297	44.33
	6117	1422	632	44.44
	6118	639	292	45.70
	6119	557	273	49.01
	6120	635	295	46.46
	6121	622	302	48.55
	6122	666	280	42.04
	6123	686	324	47.23
	6124	658	319	48.48
	6201	0	0	0.00

Volume Users Report



02/02/2011 18:05 - Page 1

INMATE CALLING ICSolutions ALL

High Volume Users
Site: Newport DOC
Start_Time = 02/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
		LAPLACA	LOUIS	COREY	105	47
		BENSON	CHRISTY	HELEN	59	0
		DAYLOR	GREG	ANTHONY	58	204
		TRUE	CLAY	BRUCE	50	4
		COLLINS	LEE	BRIAN	48	35
		SNOW	HARRY	MATTHEW	44	97
		JOHNSON	MICHAEL	JERAMIE	40	8
		SCHILLINGER	CARL	GREG	34	23
		BROUSSEAU	MICHAEL	DANIEN	33	258
		FREDERICKSEN	MICHAEL	ERIC	33	52
		DESROCHERS	MARIE	TINA	31	86
		ROUNDY	RICHARD	SHANE	31	58
		DEAGLE	FRANCIS	STEPHEN	30	31
		BUNTEN	MATT	JOANNE	29	62
		NEALE	PAUL	RYAN	27	0
		HARRIS	THOMAS	JASON	26	4
		CHAMBERLIN	N.	RICHARD	26	32
		DESROCHERS	PAUL	DANIEL	26	14
		WHITTEN	RYAN	CLAYTON	26	36
		BRADFORD	ROBERT	KENNETH	26	0
		DELDOTTO	JOHN	RONALD	25	10
		STOW	JAMES	WESTON	24	36
		DAVIS	ALLEN	RICKY	23	58

Exhibit C

Insurance Certificate

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
12/02/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Aon Risk Services Central, Inc.
St. Louis MO Office
4220 Duncan Avenue
Suite 401
St Louis MO 63110 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122 **FAX (A/C. No.):** (800) 363-0105
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	LM Insurance Corporation	33600
INSURER B:	Liberty Mutual Fire Ins Co	23035
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
Inmate Calling Solutions, LLC
dba ICSolutions
2200 Danbury Street
San Antonio TX 78217 USA

COVERAGES **CERTIFICATE NUMBER:** 570090467859 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:	Y	Y	EB2651291759061 SIR applies per policy terms & conditions	12/01/2021	12/01/2022	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $1,000,000 $5,000 $1,000,000 $10,000,000 $2,000,000
B	**AUTOMOBILE LIABILITY** X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY	Y	Y	AS2-651-291759-071	12/01/2021	12/01/2022	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
	UMBRELLA LIAB OCCUR **EXCESS LIAB** CLAIMS-MADE DED RETENTION						EACH OCCURRENCE AGGREGATE	
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	Y / N: N / N/A	Y	WC5651291759041 SIR applies per policy terms & conditions	12/01/2021	12/01/2022	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $1,000,000 $1,000,000 $1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
For Informational Purposes Only.
General Liability: SIR $250K; Auto Liability: $5000 Comp/Collision; Umbrella Liability: $10,000 Retention. Should the General or Auto Liability policies be cancelled before the expiration date thereof, the policy provisions will govern how notice of cancellation may be delivered to certificate holders in accordance with the policy provisions of each policy.

CERTIFICATE HOLDER

Inmate Calling Solutions, LLC
dba ICSolutions
2200 Danbury Street
San Antonio TX 78217 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Central Inc.

Holder Identifier :

Certificate No : 570090467859

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Exhibit D

Letters of Reference

HUMBOLDT COUNTY SHERIFF'S OFFICE

WILLIAM F. HONSAL, SHERIFF/CORONER

MAIN STATION
826 FOURTH STREET • EUREKA CA 95501-0516
PHONE (707) 445-7251 • FAX (707) 445-7298

CIVIL/COURTS
(707) 445-7335

CUSTODY SERVICES
(707) 441-5159

Duane Christian, Captain
Humboldt County Sheriff's Office
Custody Services Division
826 4th Street
Eureka, CA 95501

September 10, 2020

Delivered via Email

RE: ICSolutions Reference Letter

This letter is to provide a reference for ICSolutions. Over the past year we have entered into a new contract with this company for our inmate telephone systems. As part of our contract they also agreed to provide us a Jail Management Software and take over our inmate tablet contract. This allowed us to only manage one contract for all three necessary items. They have been a pleasure to work with and the most important aspect is the follow-up customer services. If there is an issue we can reach out and they are responsive. If you have any further questions on the matter feel free to contact me at 707-441-5105.

Respectfully submitted,

Duane Christian
Correctional Captain
Humboldt County Sheriff's Office

To Whom It May Concern,

San Mateo County Sheriff's Office currently uses IC solutions (ICS) to provide telephone service for our inmate population. We have used ICS for several years now and are very happy with the service and product they provide.

We have virtually zero technical issues and if we do, ICS is on top of it with a speedy repair. Same goes for damaged equipment. We call for a repair and shortly thereafter, the damaged equipment is replaced. We utilize ICS for investigations on a regular basis and have developed significant criminal cases, based upon what was discovered or utilized their recordings to make a case stronger. The voice recognition, phone number tracking and other features are extremely helpful when working on and developing a case.

What really stands out for me personally, is the service provided by Vince Laurita, our Regional Account Manager for ICS. He is very responsive to our needs, be it a technical issue, assistance with entering numbers, training, or anything else. Again, as far as the service and product provided by ICS goes, I consider them one of our finest vendors.

Sincerely,

Sergeant Jim Gilletti
Administrative Classification Unit

Augusta GEORGIA

CORRECTIONAL INSTITUTION

Evan Joseph
Warden

October 25, 2019

To Whom it may Concern:

In February of 2019, (ICS) was awarded the Richmond County Correctional Institution's Inmates' Telephone Services contract. Since its inception, the overall services have been impeccable.

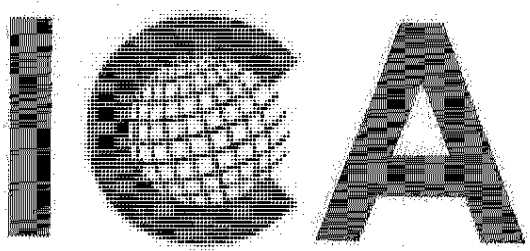
First of all, the transition was flawless. The overall process was completed within a few weeks from the date the contract was signed. (ICS) was able to install their equipment (including phones), train the staff, work with the inmates and convert the entire inmate population's phone lists within a short period of time.

Secondly, (ICS's) software- (Enforcer) is extremely user-friendly, and it provides several investigative tools for staff. I have not received any complaints or concerns from staff about the system.

Finally, and perhaps most importantly, our overall commission has doubled and some months tripled since we switched to (ICS). I highly recommend (ICS).

Evan Joseph- Warden

Richmond County Correctional Institution
2314 Tobacco Road - Augusta, GA 30906
(706) 798-5572 - FAX (706) 798-8110
www.augustaga.gov



IMMIGRATION CENTERS OF AMERICA
508 Waterworks Road
Farmville, VA 23901

24 October 2019

To the prospective clients of ICSolutions:

It is a privilege to write this letter to recommend without reservation the services of ICSolutions to any correctional facility looking for a superior inmate communication solution. Since 2015, ICSolutions has delivered a quality of service and standard of excellence to the Immigration Centers of America at Farmville, Virginia that has eclipsed competitors like GTL or Securus.

In 2015, our facility at Farmville had grown weary of the persistent outages and endless technical issues that had come with our detainee telephone implementation with GTL. The facility sought a company with a higher level of customer service and better calling rate for the detained population. In ICSolutions we found a partner committed to delivering superior service, both customer and technical, and ICSolutions offered a calling rate for the detainees far lower than the rate GTL was charging. When the facility later adopted a video visitation solution for its detainees, we turned again to ICSolutions and got a better quality of service and lower rates to the detainees.

The service with ICSolutions is outstanding. On a monthly basis, an experienced technician will come to the facility and conduct a walkthrough of the telephones, checking each for functionality and replacing faulty parts on the spot. Technicians available at the service number are knowledgeable and responsive to reports of technical difficulties, often able to resolve many on the spot. The ICS Enforcer web portal makes the administration of the system a breeze, providing in one place the tools to administer call records, call recording, detainee phone accounts, and even the capability to shut down telephones as the need arises.

I encourage any correctional facility to seek out ICSolutions and see what they can offer for your facility today.

Regards,

Eric Rodriguez
IT Manager
ICA-Farmville
508 Waterworks Road
Farmville, Virginia 23901

WASHINGTON COUNTY SHERIFF'S OFFICE
LARRY R. MINCKS, SR., SHERIFF

Chief Deputy Mark A. Warden
Major Brian Schuck – Administration
Major Troy Hawkins – Operations Commander
Major Greg Nohe – Jail Administrator
Captain Brian Rhodes-Criminal Division Commander

October 11, 2019

Letter of Recommendation for ICSolutions

The Washington County Sheriff's Office selected ICSolutions as its inmate telephone provider in 2013. Their service and technology are outstanding compared to what we had before.

We consider ICS and Keefe to be our business partners. A couple of years after installing their inmate telephone service, ICS and Keefe expanded our services by installing multi-functional kiosks throughout the jail so we could roll out Video Visitation, Electronic Kites, and Commissary ordering with many new features. The integration of these services also connects with our inmate banking system and our jail management software to save our jail staff time when booking and releasing inmates. Our investigators have also benefited from the video visitation records being in the same place as our phone call records.

The Washington County Jail highly recommends ICSolutions as a complete service provider. So, if you are looking for the complete package - excellent service, a fully integrated inmate communication system for phones, video visitation, electronic mail, commissary, voice biometrics, and the best investigation tools with an account team you can count on and will consider your friends, then ICSolutions and Keefe is the way to go!

Sincerely,

Major Greg Nohe

Major Greg Nohe
Jail Administrator
Washington County Sheriff's Office

205 Putnam Street
Marietta, OH 45750

740-373-6623
Fax 740-373-6827

CALDWELL COUNTY SHERIFF'S OFFICE

** SHERIFF ALAN C. JONES **

2351 MORGANTON BLVD. SW * LENOIR, NC 28645

PHONE: 828-758-2324 * FAX: 828-757-8685

October 7th, 2019

To whom it may concern,

I'm writing this letter of recommendation for IC Solutions. We have worked with IC Solutions here at the Caldwell County Detention Center since 2016. IC Solutions has been wonderful to work with. The system that is provided by IC Solutions is the best system that I have worked under in my twelve years of detention service. The system is very user friendly, and easy to operate not only for us but inmate family members as well. I have spoken with others from different facilities that have said the exact same thing. I will say, that any time we have an issue all we have to do is call them. If the problem can't fixed remotely, they're great at sending people out. Adding IC Solutions has also helped inmate's family members. This system allows those who are unable to physically come to the facility, to have video visits from home, while still allowing us to monitor the video. I would definitely recommend adding IC Solutions to any facility that's looking for inmate calling service. I would highly recommend contacting the Regional Account Manager Chris Markham.

Sincerely,

T Bailey

Lieutenant T. Bailey

CALDWELL COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION AGE OR DISABILITY IN EMPLOYMENT OR THE PROVISION OF SERVICES.

JACKSON COUNTY CORRECTIONAL INSTITUTION
JACKSON COUNTY, GEORGIA
265 I. W. Davis Road
Jefferson, Georgia 30549

706-387-6450

FAX 706-387-6462

October 07, 2019

To whom it may concern;

I am pleased to write this letter of recommendation for I.C. Solutions based on the excellent service they have provided Jackson County Correctional since April 3, 2013. While everyone's needs are different, I found it impressive the way they listened to our questions and worked with us to find, the perfect plan to fit our institution's needs.

The cost of calls was greatly reduced, saving the inmate and their family's money, which in turn increased our volume of calls, from the previous vendor. The I.C. Solutions service center is quick to respond, and correct any issues that might arise at any time, and reply to all emails in a very timely manner.

To sum it up, I highly recommend I.C. Solutions to any institution looking for a high quality company to handle their entire inmate calling system.

Johnny Weaver, Warden
Jackson County Correctional Institution
Jefferson, Georgia 30549

HALL COUNTY
GEORGIA
We have it all in Hall

HALL COUNTY
CORRECTIONAL INSTITUTION

Walt Davis, Warden

IC Solutions

2200 Danbury Street

San Antonio, TX 78217

Date: October 7, 2019

RE: Letter of Recommendation

To whom it may concern,

As the warden of Hall County Correctional institution, I have been very pleased with the service provided by IC Solutions.

I have had a contract with them for over five years and they have been up front in their negotiations and responsive to our needs for repairs and upgrades.

We ventured into the use of tablets a couple of years ago and have been very pleased with this product also.

I would highly recommend them for all of your inmate communications needs.

Regards,

Walt Davis

Director, Corrections and Maintenance Department

SHERIFF
TUSCOLA COUNTY
SHERIFF GLEN SKRENT UNDERSHERIFF ROBERT BAXTER
420 COURT STREET, CARO, MI 48723
Phone: 989-673-8161 Fax: 989-673-8164

Tuscola County Sheriff's Office has contracted with Inmate Calling Solutions a.k.a. IC Solutions for all telephone services in relation to our inmate population since the first quarter of 2015. The relationship with IC Solutions has been outstanding to say the least. Communication with IC Solutions is flawless regardless of which IC Solutions employee you are communicating with. The service and equipment are also exceptional to work with. IC Solutions monitoring program "THE ENFORCER" has many exceptional features and is very user friendly. Information from "THE ENFORCER" has been used to solve, assist and prosecute many crimes in our county.

After several years of this relationship between Tuscola County Sheriff's Office and IC Solutions, I would highly recommend IC Solutions to any facility. If you have any questions please feel free to contact Jail Administrator Lt. Brian Harris.

Sincerely,

Sheriff Glen Skrent

Lt. Brian Harris / Jail Administrator

989-673-8161 Ext. 2228

Kane County Sheriff's Office

37W755 IL Rt 38 • St Charles, IL 60175
Tel: (630) 232-6840 • Fax: (630) 513-6984
www.KaneSheriff.com

Ron Hain, Sheriff Pat Gengler, Undersheriff

Kim,

I had limited interaction with ICS, but when I did have need to contact them, they impressed me as being very courteous and driven to make things right. The customer support that we received from ICS was exceptional. Their IT personnel were friendly and professional. They immediately addressed any issues we had and strived to ensure that they were resolved to our complete satisfaction.

Lieutenant J. Hickey #709

Kane County Sheriff's Office

hickeyjohn@co.kane.il.us

Office: 630-762-2725

STEUBEN COUNTY
SHERIFF'S OFFICE

Rodney L. Robinson, Sheriff
206 EAST GALE STREET • ANGOLA, INDIANA 46703
(260) 668-1000 ext 5000 • Fax (260) 665-9476
www.steubensheriff.com

TO: John Gardner

FROM: Capt. Jason Hufnagle

DATE January 6, 2020

RE: ICSolutions

John,

I would like to let you all know how pleased we are with the partnership between ICSolutions and the Steuben County Sheriff's Office. We are extremely pleased with the VizVox kiosk for video visitation, the Edovo tablets and the phone service ICSolutions supplies. If we have any technical issues it takes one phone call to fix it, or ICSolutions will have a technician on site normally within 24 hours.

Thank you for the services that you provide, and we look forward to working with ICSolutions for years to come.

Capt Jason Hufnagle

Susan Pamerleau
Sheriff
Bexar County, Texas

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

Raul S. Banasco, MPA,CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF

Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.

2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

Sheriff Preston J. Allred

SPALDING COUNTY
CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.

295 JUSTICE BLVD. • GRIFFIN, GEORGIA 30224 • TEL. 770-467-4760 • FAX 770-467-4766

JACKSON COUNTY CORRECTIONAL INSTITUTION
JACKSON COUNTY, GEORGIA
265 I. W. Davis Road
Jefferson, Georgia 30549

706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution

ANTHONY M. WICKERSHAM

OFFICE OF THE SHERIFF

Kent B. Lagerquist
UNDERSHERIFF

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

Michelle Sanborn
Jail Administrator

43565 Elizabeth Rd. • Mt. Clemens, Michigan 48043 • Phone (586) 469-5151 • Fax (586) 307-9621
www.macombsheriff.com

BOARD
OF
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Corrections Department

Sherry Johnson, Chief

Nancy DeFerrari, Deputy Chief

Osceola County

402 Simpson Road
Kissimmee, FL 34744-4455
(407) 742-4444
Fax (407) 742-4303

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

Yuberky Almonte
Captain – Internal Affairs
Office: 407-742-4426
Cell: 321-624-1867
Fax: 407-742-4517
E-Mail: yalm@osceola.org