Keefe Commissary Network, LLC Response to:

NASPO ValuePoint Master Agreement for

Inmate Communications

Solicitation Number 99SWC-S1154

Due: April 20, 2022

Keefe Commissary Network

April 19, 2022

Nevada State Purchasing Division
Attn: Heather Moon, Purchasing Officer II
515 E. Musser Street, Suite 300
Carson City, Nevada 89701

Solicitation No. 99SWC-S1154- NASPO/Value Point - Inmate Communications

Dear Ms. Moon:

As a longtime partner of the Nevada Department of Corrections and many of the participating state Department of Corrections (DOCs) listed in this RFP for Inmate Communications, Keefe Commissary Network, LLC (herein, "KCN" or "Keefe") thanks you for reviewing our proposal and looks forward to enhancing our already successful partnerships.

Keefe is the industry leader in technology and inmate commissary (serving over 500,000 inmates weekly), and our unique group of companies position us to provide state DOCs with a **complete solution.** Keefe provides the types of Inmate Enablement services defined in this proposal to the largest correctional agency in the world, the Federal Bureau of Prisons through Advanced Technologies Group (herein, "ATG") and no other provider has successfully implemented more inmate ordering kiosks. providing these services.

The options listed in the cost proposal, while specific to Nevada DOC needs, may be modified upon request. If afforded the opportunity and should your needs change, Keefe will remain flexible throughout our partnership.

Keefe Group's experience with large scale projects combined with our local presence helps provide for the necessary management and staff needed to provide required services and supplies.

Keefe will exceed your expectations and deliver unparalleled customer service. Should questions arise regarding this proposal or the Department desires modification of ANY aspect of this proposal, please contact me at (800) 411-0454 or by email at tschroeder@keefegroup.com. Thank you for your consideration of our company, and we look forward to continuing our successful partnership.

Sincerely,

Terry Schroeder
Group Vice President

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SECTION II
ATTACHMENT D
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	***Keefe Commissary Network, LLC***

V2	Street Address	***10880 Lin Page Place***

V3	City, State, ZIP	***St. Louis, MO 63132***

V4	Telephone Number		
	Area Code: ***314***	Number: ***919-4100***	Extension:

V5	Facsimile Number		
	Area Code: ***314***	Number: ***919-4109***	Extension:

V6	Toll Free Number		
	Area Code: ***800***	Number: ***864-5986***	Extension:

V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***
	Name: ***Terry Schroeder***
	Title: ***Group Vice President***
	Address: ***13369 Valley Boulevard – Fontana, CA 92335***
	Email Address: ***terry.schroeder@keefegroup.com***

V8	Telephone Number for Contact Person		
	Area Code: ***800***	Number: ***411-0454***	Extension:

V9	Facsimile Number for Contact Person		
	Area Code: ***909***	Number: ***357-2352***	Extension:

V10	***Name of Individual Authorized to Bind the Organization***	
	Name: ***Terry Schroeder***	Title: ***Group Vice President***

V11	Signature ***(Individual must be legally authorized to bind the vendor per NRS 333.337)***	
	Signature:	Date: ***4-18-2022***

Authorization to Sign

Section 3 of Keefe Commissary Network, LLC's Operating Agreement provides "[t]he decisions and actions of the Manager shall be carried out by the Manager or such other individuals granted authority to act on behalf of the Manger, pursuant to decisions made, from time to time, by the Manager.

I, Christopher Alberta as Manager of Keefe Commissary Network, LLC, authorize Terry Schroeder – Regional Vice President to execute contracts and otherwise bind other such instruments on behalf of Keefe Commissary Network, LLC.

Christopher Alberta
LLC Manager
Keefe Commissary Network, LLC

State of Florida
County of Pinellas

Subscribed and sworn to before me this 22nd day of December in the year of 2022.

Notary Public State of Florida
Sonia H Jackson
My Commission GG 187075
Expires 06/15/2022

Notary Public

SECTION III
STATE DOCUMENTS

STATE DOCUMENTS

Section III – State Documents

The State documents tab must include the following:

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

Keefe Response: Keefe has read, understands, and will adhere.

Per Nevada E-Pro, Amendments 1 and 2 were issued immediately following the RFP release on December 14, 2021, and do not need to be acknowledged as noted on the screen shot of the website shown below.

Amendment #	Amendment Date	Amendment Note
1	12/14/2021 07:22:16 AM	The Insurance Schedule is mislabeled. For purposes of this amendment, the Insurance Schedule will be Attachment K. Vendors do not need to acknowledge this amendment.
2	12/14/2021 08:12:43 AM	The purpose of this amendment is to correct attachments. Vendors do not need to acknowledge this amendment. Attachment File Changes: Header 1. File 'RFP 99SWC-S1154 Inmate Communications - corrected version.docx': File 'RFP 99SWC-S1154 Inmate Communications - corrected version.docx' added .
3	12/21/2021 01:29:22 PM	The purpose of this amendment is to change the RFP opening (due date) to February 22, 2022 at 2:00 PM. Header 1. Bid Opening Date changed from "01/24/2022 02:00:00 PM" to "02/22/2022 02:00:00 PM".

Amendment 3 was issued following the pre-bid conference call on December 21, 2021, and there was not an attachment on Nevada E-Pro, just the notification in the screen shot above.

Amendment 4 was issued on January 21, 2022, with the answers to questions and a date extension, as well as the opening of an additional Q&A period.

4	01/21/2022 09:47:52 AM	The purpose of this amendment is to address questions received and to notify vendors of a new opening date of 3/22/22. References will be due any time before the new opening date. This amendment is also updating the cost sheet - Attachment C and notifying vendors of additional states Intent to Participate. A second Q&A period will be allowed until 2/8/22 at 5:00 p.m. Header 1. Bid Opening Date changed from "02/22/2022 02:00:00 PM" to "03/22/2022 02:00:00 PM". Attachment File Changes: Header 1. File 'Questions received - answers 1-21-22.xls': File 'Questions received - answers 1-21-22.xls' added . 2. File 'Attachment C Cost Proposal - updated.xlsx': File 'Attachment C Cost Proposal - updated.xlsx' added . 3. File 'Intent to Particpate - Montana.docx': File 'Intent to Particpate - Montana.docx' added . 4. File 'Intent to Participate - Utah.docx': File 'Intent to Participate - Utah.docx' added . 5. File 'Utah Ts and Cs.docx': File 'Utah Ts and Cs.docx' added . 6. File 'Intent to Participate - Vermont.docx': File 'Intent to Participate - Vermont.docx' added .

Amendment 5 was issued on March 1, 2022, with the answers to questions.

5	03/01/2022 01:15:41 PM	The purpose of this amendment is to address second round questions. Attachment File Changes: Header 1. File '2nd round questions - Answers.xls': File '2nd round questions - Answers.xls' added .

Amendment 6 was issued on March 9, 2022, with an extension to the due date.

6	03/09/2022 07:57:05 AM	The purpose of this amendment is to extend the RFP opening due date to April 20, 2022. All vendors interested in responding to this RFP must submit a response by this date. Vendor references will be accepted from now until April 19, 2022. Header 1. Bid Opening Date changed from "03/22/2022 02:00:00 PM" to "04/20/2022 02:00:00 PM".

Amendment 7 was issued on March 10, 2022, with an addition of Terms and Conditions for New Jersey.

7	03/10/2022 07:22:17 AM	The purpose of this amendment is to notify vendors of New Jersey's terms and conditions. Vendors do not need to acknowledge this amendment. Attachment File Changes: Header 1. File 'State of New Jersey Standard Terms and Conditions.pdf': File 'State of New Jersey Standard Terms and Conditions.pdf' added .

- Attachment H – Confidentiality and Certification of Indemnification of RFP with an original signature by an individual authorized to bind the organization.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Keefe's completed Attachment H – Confidentiality and Certification of Indemnification.

- Attachment G – Vendor Certifications with an original signature by an individual authorized to bind the organization.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Keefe's completed Attachment G – Vendor Certifications.

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

Keefe Response: Keefe has read, understands, and will adhere.

For hardware NOT purchased by inmates (workstations, servers, networking equipment, etc.) Keefe is responsible for all hardware, software licenses and required maintenance/support fees. This equipment remains the property of Keefe for the duration of the contract. In cases where the agency gets to keep the hardware at the end of the contract, the agency will be responsible for licensing and maintenance from that day forward.

- Copies of applicable certifications and/or licenses.

***Keefe Response: Keefe has read,* understands, and will adhere.**

Please see the following pages for Keefe's Certification of Good Standing and Money Transmitter License for Nevada.

Additional licenses for participating states are available upon request.

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, **KEEFE COMMISSARY NETWORK, L.L.C.**, 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 09/03/1999, 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 04/07/2022.

Barbara K. Cegavske

BARBARA K. CEGAVSKE
Secretary of State

Certificate Number: B202204072561972
You may verify this certificate online at http://www.nvsos.gov

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

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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.

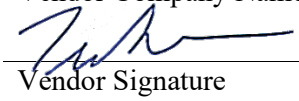
(11) Vendor understands and acknowledges that the representations within their proposal are material and important, and will be relied on by the State in evaluation of the proposal. Any vendor misrepresentations shall be treated as fraudulent concealment from the State of the true facts relating to the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

Keefe Commissary Network, LLC

Vendor Company Name



Vendor Signature

Terry Schroeder — Print Name

April 18, 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.

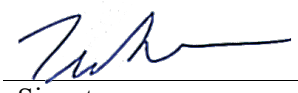
Please initial the appropriate response in the boxes below and provide the justification for confidential status.

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

Part III – Confidential Financial Information			
YES	X	NO	
Justification for Confidential Status			
D&B Report, Federal Tax ID # as noted in Part III Confidential Financial Information – Section 4 of RFP 99SWC-S1154.			

Keefe Commissary Network, LLC

Company Name



Signature

Terry Schroeder

Print Name

April 18, 2022

Date

SECTION IV
SECTION 3
SCOPE OF WORK

SCOPE OF WORK

Section IV - Section 3 – Scope of Work

Vendors must place their written response(s) in bold/italics immediately following the applicable RFP question, statement and/or section.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

In this proposal, Keefe Commissary Network, LLC (hereinafter "Keefe" or "KCN") will be responding to Category 1: General Information, Category 2: Inmate Kiosks and Tablets, Category 3: Inmate Telephone System and Category 4: Digital Mail Services.

Keefe Commissary Network, LLC will be the prime vendor for this RFP, partnering with Keefe's affiliates, Advanced Technologies Group, LLC (ATG) and ICSolutions, for services throughout a given category.

Category 2 – Keefe Commissary Network, LLC, Advanced Technologies Group, LLC and ICSolutions
Category 3 – ICSolutions
Category 4 – Advanced Technologies Group, LLC

In addition, Keefe will subcontract with Cash Pay Today and Western Union for Retail Store Deposits and Rapid Financial Solutions (RFS) for Debit Release Cards.

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.

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Keefe Response: Keefe has read, understands, and will adhere with all the requirements listed on the previous page.

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.

Keefe Response: Keefe has read, understands, and will adhere with the Background Check Policy as noted.

Keefe will complete all background checks as required and will limit site visits to a maximum of two (2) representatives.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Upon contract award, Keefe will complete and submit a DOC Background Check Application Form for all employees that will be working on this project, unless they have been previously cleared.

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

All DOC Background Check Application Forms will be sent to the designated person listed for 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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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

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Keefe Response: Keefe has read and understands. Any costs associated with the Background Check Application Forms will be completed at no cost to NASPO, the lead state or any of the participating states.

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement and all DOC Security Regulations.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

1.2 DEPARTMENT OF CORRECTIONS REQUIREMENTS

1.2.1 Work Area/Project Preparation

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

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

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

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

Keefe Response: Keefe has read, understands, and will adhere with the requirements listed in 1.2.1.

Keefe will ensure that all waste is disposed of; all needed equipment, materials and tools are on hand; and that all worker training is complete. Documentation of worker training will be available on-site for review as requested.

1.2.2 Securing of tools

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

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Please see the following for Keefe's policy on Tool Control:

Tool Control – Any tools used by Keefe staff in the warehouse must be signed in and out after each use. No orders are permitted to leave the warehouse until a full review of all tools are accounted for to ensure there has been no accidental introduction of contraband into an order to be delivered to a facility. Only authorized staff are approved to sign out tools which are affixed to the employee using a "spring bungee cord lanyard" which is attached to the tool at one end and the employee on the other. This ensures that the tool does not accidentally fall into a box or order that is to be delivered to a facility.

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.

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Safety is a top priority at Keefe, and we are committed to ensuring a safe, healthy and secure workplace for all employees. It is the responsibility of all employees to be aware of safety and health hazards at all times and to conduct all tasks in a safe and efficient manner complying with all federal, state and local safety and health regulations and with all safety program standards identified by Keefe.

Keefe provides job training and instruction on safe and healthy work practices.

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In addition, Keefe has procedures for investigating work-related incidents, and procedures for identifying, evaluating and correcting unsafe work conditions.

Keefe provides information regarding workplace safety and health issues through regular internal communication channels, Quarterly Safety Inspections (QSI), monthly team meetings, departmental meetings, bulletin board postings, memos and other written communications. All employees are expected to observe safety rules and to exercise caution in all work activities. Should an employee feel concern over any health and safety aspect of his or her work, this should immediately be brought to the attention of the employee's manager.

Positions requiring employees to drive either a company vehicle or utilize their own vehicles on a routine basis to conduct Company business may include periodic driver's license checks as a standard part of the business process.

If employees violate safety standards, cause hazardous or dangerous situations, and/or fail to report, employees may be subject to corrective action up to and including separation of employment.

Employees are required to immediately notify their manager of accidents that result in injury or damage to equipment or vehicles including incidents that require first aid treatment only. Such reports are necessary to comply with laws and to initiate insurance and workers' compensation benefits procedures.

In addition, please see the following information regarding the security of ALL Keefe distribution centers nationwide:

1. *Warehouse Security System - Records activity in the warehouse, production arena, office space, loading docks – shipping and receiving and all building entrances and exits. The camera monitoring system runs 24/7/365. All information is recorded on to a digital video recorder and kept in archives for a minimum of 30 days for any investigative needs.*
2. *Secure Entrance – Entry into our warehouse requires a company provided key fob or an employee to manually let an individual in. This ensures access is only granted to Keefe employees or approved visitors. Visitors must sign in at the front desk, wear a visitors' badge at all times while within the warehouse and always be accompanied by a Keefe employee.*
3. *Security Door Contacts and Tape – All other entrance doors at the warehouse have security contacts that would set off our alarm and alert staff if a security door is opened. At night, these contacts are included in our 3rd party, 24/7/365 monitored security system that alerts Keefe management, the police, and the 3rd party monitoring company and sets off the local security alarm if a door is opened. Doors that should never be opened have security tape on the door jams. This is a company policy which allows management to view if any door has been tampered with.*

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4. ***Door Gates – These allow the loading docks doors to be secure from the outside during the working day if bay doors are open. Keefe policy is that door gates are kept closed during the day unless product is being taken on or off a vehicle. Access to the warehouse is prevented through the bay doors with these gates in place.***

5. ***Third Party Driver Cage – Keefe ensures outside delivery drivers are not allowed into the warehouse pulling and overstock areas by employing a fenced in area where drivers wait until their shipment is unloaded. Third party drivers are not allowed into our secure warehouses and are restricted to this fenced in location that has no access to the secure warehouse.***

6. ***Employee Lockers – Keefe provides lockers/storage areas for each warehouse employee. Keefe maintains a policy that no tobacco, cell phones, weapons, etc. are allowed into the warehouse. This ensures no contraband may be introduced into a package order by accident. Employees are required to place all personal items in the lockers during the day and may be used only during breaks/lunch outside of the warehouse.***

7. ***Tool Control – Previously noted on page 5.***

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.

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

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.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Direct staff associated with this agreement have been listed in Attachment F – Staff Resume. In addition, Keefe has provided information on their Technical Services teams for Keefe Commissary Network and ICSolutions within the following Scope of Work.

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.

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Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Keefe staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services.

Escalation Path
If you are unable to reach the analyst assigned to your case, you are not contacted in the defined timeframe, or feel that you need to escalate the situation, please send an email to the Support Services escalation address - escalations@keefegroup.com.
A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll-free number, 1.800.864.5986, to engage the support team, and if needed ask to speak with a manager.

Please see the following pages for Keefe's Technical Services Service Level Agreement.

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To: Keefe Group Customers

From: Support Services Management Team

Re: **Support Services Incident Handling - Service Level Agreement**

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents logged will be categorized using the following levels:

Level 1 – Urgent

- PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
    - Sending/Ordering/Processing Commissary orders
    - Sending/Ordering/Processing Trinity Take Out (TTO) orders
    - Deposit Services – anything preventing deposit transactions from being applied onto the resident financial account for all inmates at an agency.
    - Lobby Kiosks – hardware issues preventing family/friends from depositing funds onto the resident financial account
    - Inmate phone time availability
    - Direct Link Trust – anything preventing resident outbound calls
    - Inmate Booking
    - Inmate Release
    - Facility server/hardware offline, database failure
    - Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

Level 2 – Escalated

- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
    - Billing issues related to commissary sales/refunds
    - Non-critical resident account related issues
    - Bank reconciliation/check/deposit issues not immediately affecting business

Level 3 – Standard

- Any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
    - Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
    - Report creations/modifications

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Priority Assignment: In the event you are not satisfied with the assigned priority level or have not received a response to your inquiry within the anticipated response timeframes, please send an email to the Support Services escalation address escalations@keefegroup.com to let us know the urgency of the issue. The Support Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

Contact Information: There are two ways to contact the Support Services Department:

1) KCNHelpdesk@keefegroup.com
   a. The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST
2) 1.800.864.5986
   a. The toll free phone number is available 24 / 7 / 365
   b. During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.
   c. On weekends, and outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

Escalation Path: If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address escalations@keefegroup.com. A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll free number 1.800.864.5986 to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support -

- Shohn Lorenz (slorenz@keefegroup.com) - IT Manager for the Tier 1 support team
  - Tier 1 team handles all incoming incidents for Keefe and Trinity phones and email submissions

Tier 2 Support -

- Ryan Lurk (rlurk@keefegroup.com) - IT Manager for the Hardware/Infrastructure support team
  - Servers, client workstations, printers, scanners, vending machines, inmate edge kiosks, network/communication, etc.
- Rob Sanders (rsanders@keefegroup.com) - IT Manager for the Inmate Enablement support team
  - Deposit services, email, release, media
- Justin Perry (juperry@keefegroup.com) - IT Manager for the Commissary/Integration support team
  - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey (christina.stuckey@trinityservicesgroup.com) – IT Manager for the Cobra Banker/Canteen Manager support team
  - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers (hwickers@keefegroup.com) - Financial Services Manager for the Customer Accounting support team
  - Daily work flows, cash drawers, balancing, bank reconciliations, etc.

Senior Management -

- Dan Delmore - Senior IT Manager for the Support Services Management Team
  - ddelmore@keefegroup.com
- Tricia Boucher – Vice President for the Support Services Management Team
  - tboucher@keefegroup.com

10880 Lin Page Place • St. Louis, Missouri 63132-1008 • 314.919.4100 • 800.864.5986 • Fax: 314.919.4109
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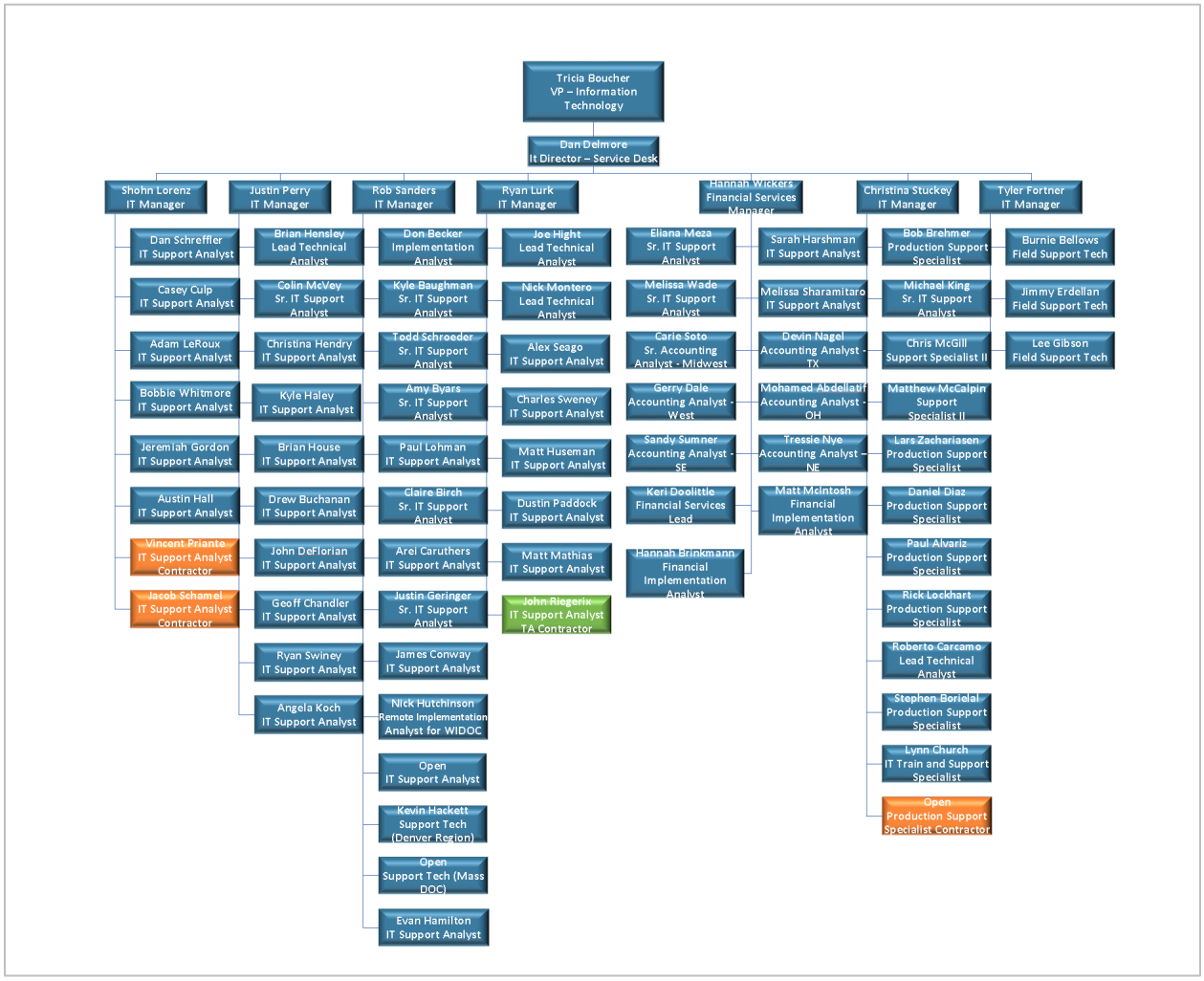
1.3.2.2 Updated contact names and telephone numbers of the service and management positions listed/described in the escalation procedures will be made available to the authorized DOC staff immediately upon request.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Keefe's Service Level Agreement on pages 9–10 for contact names and telephone numbers as well as the IT Services Organizational Chart below for the staff that will support the DOC. Additional contact information is available upon request.



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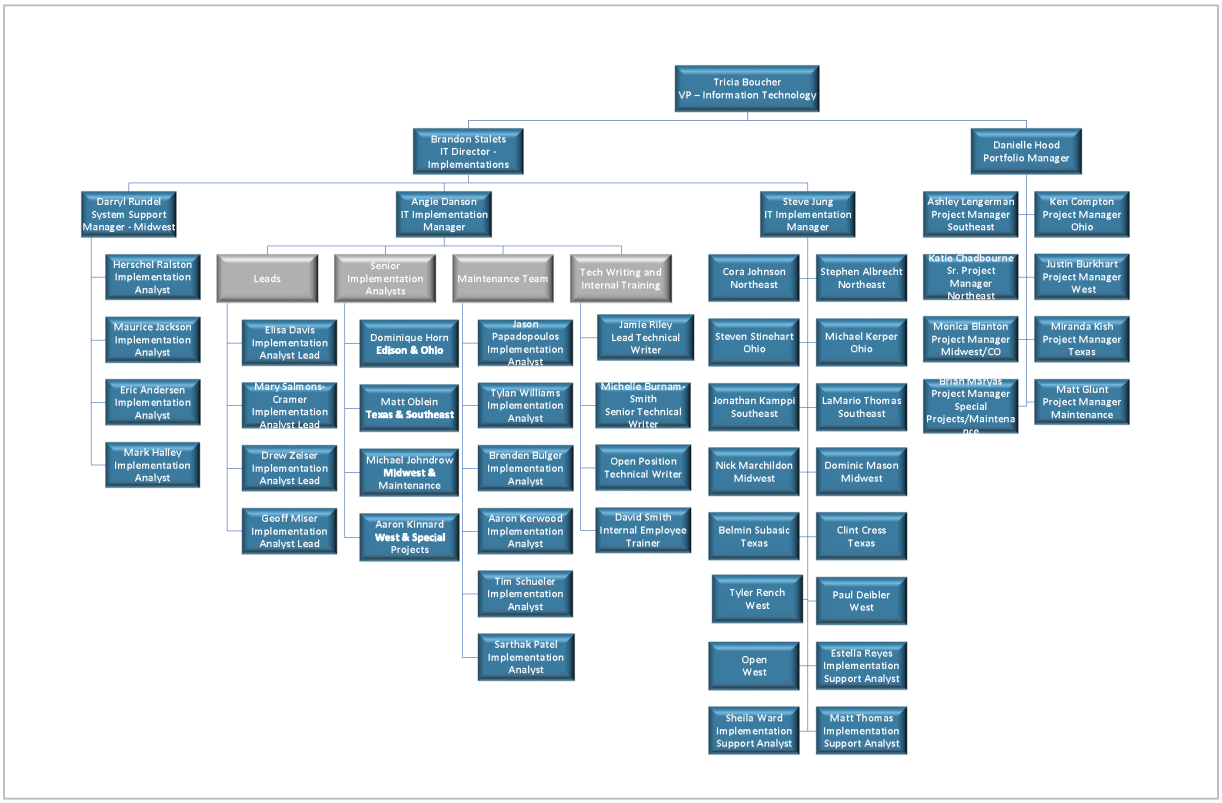
The following organizational chart is for IT Installations:



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.

Keefe Response: Keefe has read and understands.

If applicable, Keefe 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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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,

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power and environmental requirements, model numbers, makes, serial numbers, electrical and grounding requirements, temperature and humidity ranges, software components and features, etc.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Please see the following Sample Keefe kiosk documentation.

Keefe provides documentation of this type with details specific to each kiosk installation.

Network Device Information

JAIL NETWORK

DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT01	10.85.19.130	C-275
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT02	10.85.19.131	143a
Firewall	Checkpoint 1570	KCNVHEN01FRW01	VLAN1 10.85.19.0/25	143a
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT03	10.85.19.132	Booking IDF

CDE ENVIRONMENT

DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
Firewall	Meraki 23		10.85.19.150	Booking - KCNVHEN01INT01
Firewall	Meraki 23		10.85.19.151	Lobby - KCNVHEN01LOB01

WAN/CLOUD

DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Room/Data Center
Internet Modem	Cox Business Internet Modem			143a
CDE Firewall		KCNMOST01MER01	199.200.5.23	TKC Data Center
Firewall	Checkpoint		199.200.5.10	TKC Data Center
DHCP Relay Primary			192.168.3.230	TKC Data Center
DHCP Relay Secondary			10.99.3.230	TKC Data Center

As of 10/6/2021

CURRENT			FUTURE		
POD	Pod #	IC Stations	POD	Pod #	IC Stations
1	1A	1	1	1A	2
1	1B	1	1	1B	2
1	1C	0	1	1C	1
1	1D	1	1	1D	1
2	2A	1	2	2A	2
2	2B	1	2	2B	2
2	2C	0	2	2C	1
2	2D	1	2	2D	1
2	2E	1	2	2E	2
3	3A	1	3	3A	2
3	3B	1	3	3B	2
4	4A	1	4	4A	2
4	4B	1	4	4B	2
Medical Housing Unit	MHU	0	Medical Housing Unit	MHU 1 & 2	2
Worker Dorm	WD	1	Worker Dorm	WD	1
Lobby kiosk		1	Lobby Kiosk		1
Booking		1	Booking		2
Total Current Stations		**14**	**Total Future Stations**		**28**

DRAFT

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Deliverable – Install network and kiosk equipment

- ***Provision and configuration of networking equipment and materials***
  - ***Keefe cabling contractor (TBD) to provide***
    - ***¾" Conduit and Misc. Conduit Mat'l***
    - ***Siemon Cat.6 Unshielded Twisted Pair CableSiemon Cat.6 RJ45 Mod Plug***
    - ***Siemon 7' Cat.6 Patch CordMisc. Matl***
  - ***Keefe to provide the following:***

Network Device Information

JAIL NETWORK

DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG01	10.85.19.10	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG02	10.85.19.11	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG03	10.85.19.12	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG04	10.85.19.13	
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT01	10.85.19.130	C-275
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG05	10.85.19.14	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG06	10.85.19.15	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG07	10.85.19.16	
Pod Kiosk	Keefe Edge R8	KCNVHEN01EDG08	10.85.19.17	
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT02	10.85.19.131	143a
Firewall	Checkpoint 1570	KCNVHEN01FRW01	VLAN1 10.85.19.0/25	143a
			VLAN10 10.85.19.128/25	143a
24-port Switch	Ubiquiti US-24	KCNVHEN01SWT03	10.85.19.132	Booking IDF

CDE ENVIRONMENT

DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Bldg /Room / Pod
Firewall	Meraki 23		10.85.19.150	Booking - KCNVHEN01INT01
Intake Kiosk	Keefe Transaction - Intake	KCNVHEN01INT01		
Firewall	Meraki 23		10.85.19.151	Lobby - KCNVHEN01LOB01
Lobby Kiosk	Keefe Transation - Lobby	KCNVHEN01LOB01		

WAN/CLOUD

DEVICE TYPE	DEVICE BRAND	DEVICE NAME	IP Address	Room/Data Center
Internet Modem	Cox Business Internet Modem			143a
CDE Firewall		KCNMOST01MER01	199.200.5.23	TKC Data Center
Firewall	Checkpoint		199.200.5.10	TKC Data Center
DHCP Relay Primary			192.168.3.230	TKC Data Center
DHCP Relay Secondary			10.99.3.230	TKC Data Center

- ***Cabling and Equipment Installation***
  - ***Provide Building Access for installation of Keefe-provided network equipment***
  - ***Keefe to:***
    - ***Configure Keefe VPN resources for homing new network***
    - ***Provision and install TBD Internet Service***
    - ***Provision and configure kiosk and network equipment***
    - ***Ship and receive configured kiosk and network equipment***
  - ***Keefe cabling contractor TBD to provide the following scope of work***
    - ***Provide and install ¾" Conduit and Misc. Conduit Mat'l to (4) Inmate Commissary locations.***
    - ***Provide and install (1) Cat.6 Unshielded Twisted Pair Cableto (4) new Inmate Commissary locations.***
    - ***Provide and install (1) Cat.6 RJ45 Mod Plug to (4) InmateCommissary locations.***
    - ***Terminate at station location and back at existing patchpanel in IDFs (Medical & MDF).***
    - ***Keefe cabling contractor will take down & mount (14) existing kiosks***

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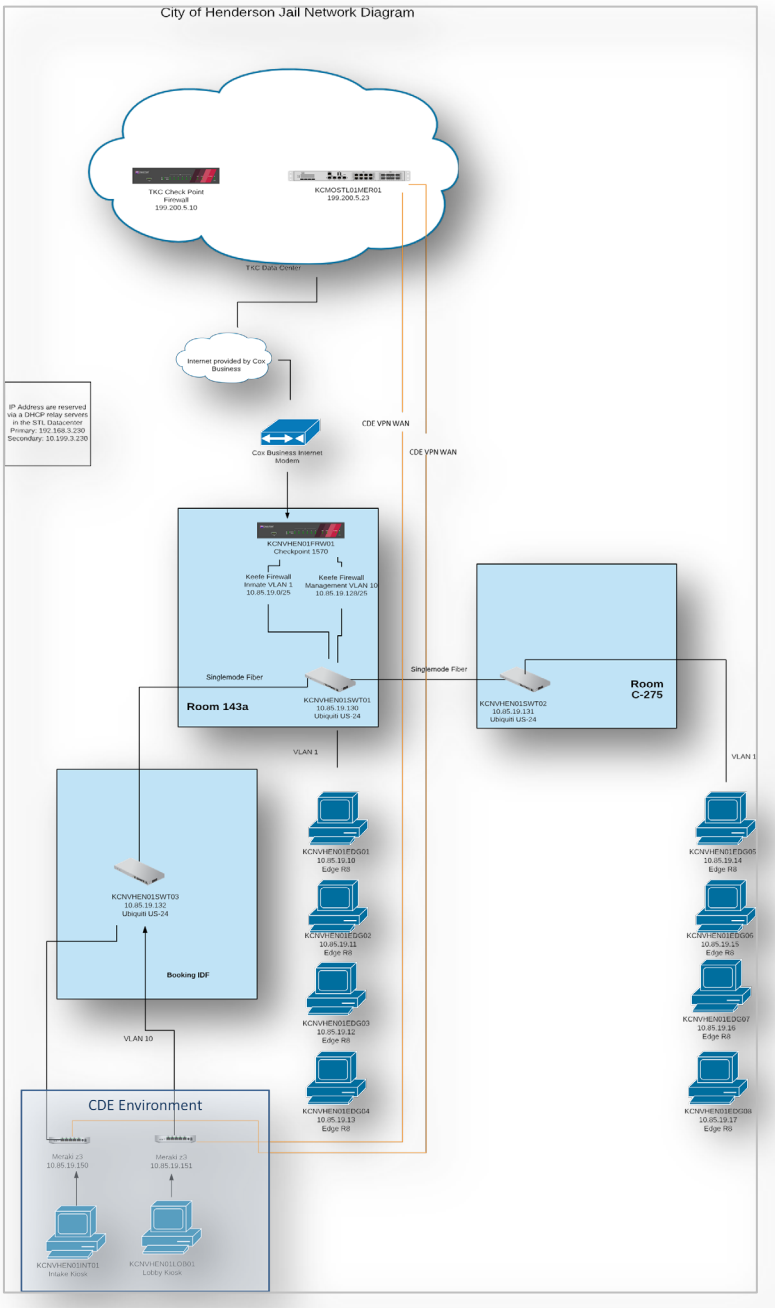
locations & mount (4) new kiosk locations. Please Note: (2) of the existing kiosk locations will be floormount locations.

- ***Keefe cabling contractor will re-test & re-label all (14) existing kiosk locations.***
- ***Provide and install (4) 7' Cat.6 Patch Cord in IDFs.***
- ***Test, Certify and Label***

- ***End to end testing of network as depicted in the image below***



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Family Member Kiosks (Lobby Kiosks)

Lobby Kiosks accept Cash and Credit/Debit deposits from family members with ability to specify whether to use deposit for trust or bail.

Enclosure

- Rugged 14-gauge metal
- Front door access so kiosk can be placed against the wall
- Cash access separated from computer and display area via different doors & locks
- Slide out components for easy access
- Four adjustable leveling feet

PC\Processor

- Dell 7060 Micro Computer, Intel® Core i5-8500T

Memory/Storage

- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5”

Network and Connectivity

- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and CC

Software

- Windows 10

Display

- 15” TFT active matrix LCD 768)
- Vandal-proof capacitive tou

Security

- High security, extra tough l
- Cash box lock

Power

- Optional uninterruptible power supply
- 8-outlet network surge protector
- Heavy-duty 6 ft. cord

Hardware Accessories

- Single bill acceptor – Up to 1,200 bills
- Video camera
- Dual speakers
- Thermal printers: 3”, receipt printer
- Magnetic stripe credit card reader
- Driver license reader
- Cisco Meraki Z3-HW

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Intake Kiosks

Deposits from Inmate Possessions – Same footprint as Lobby Kiosk with additional bulk cash handling hardware.

Intake Kiosks accept Cash and optionally Credit/Debit deposits from inmate possessions at time of intake and can be directed toward trust or bail.

Enclosure

- Rugged 14-gauge metal
- Front door access so kiosk can be placed against the wall
- Cash access separated from computer and display area via different doors & locks
- Slide out components for easy access
- Four adjustable leveling feet

PC\Processor

- Dell 7060 Micro Computer, Intel® Core i5-8500T

Memory/Storage

- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5”

Network and Connectivity

- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and COM port

Software

- Windows 10

Display

- 15” TFT active matrix LCD XGA (1024 x 768)
- Vandal-proof capacitive touch screen

Security

- High security, extra tough locking system
- Cash box lock

Power

- Optional uninterruptible power supply
- 8-outlet network surge protector
- Heavy-duty 6 ft. cord

Hardware Accessories

- Bulk coin – Up to 20 coins at a time
- Bulk bill acceptor – Up to 1,000 bills
- Video camera
- Dual speakers
- Thermal printers: 3”, receipt printer
- Cisco Meraki Z3-HW

Optional Hardware Accessories

- Magnetic stripe credit card reader
- Driver license reader

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Edge Kiosk Specifications
(New Model with Touch Screen, R8 WT)

Enclosure
- Rugged ABS plastic, rounded corners
- Front bezel is hinged for quick change replacement, dual locks.
- Metal rear enclosure, wall mounting holes.

PC\Processor
- Dell 3050 Micro Computer, Intel® Celeron G3930T

Memory/Storage
- 8 GB RAM
- SATA SSD Drive 128 GB HD 2.5”

Network and Connectivity
- 10/100/1000 Ethernet
- Optional 802.11 Wi-Fi
- Multiple USB ports and COM port

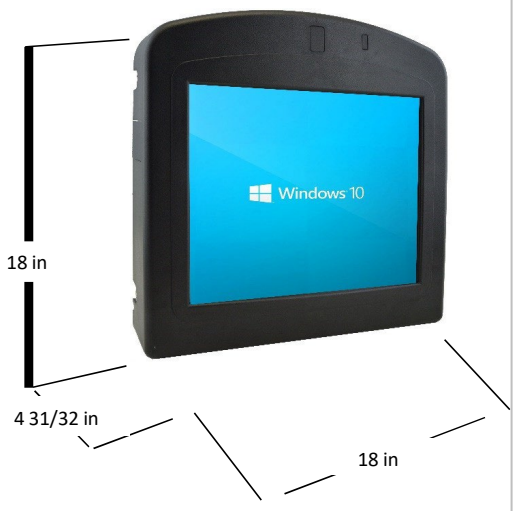
Software
- Windows 10

Display
- 17” LED (1280 x 1024)
- Vandal-proof PCAP touch screen

Security
- High security dual lock system

Options
- Optional adjustable web camera
- Optional finger print reader or bar code scanner

Power
- POE power 1.3 ADC
- Injector power 2A
- AC power supply (replaces POE & Injector) 2.5A



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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.

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.

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.

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.

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.

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

1.5.4 Asbestos

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

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;

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

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.

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

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.

Keefe Response: Keefe has read, understands, and will adhere with the requirements as noted in Section 1.5 – Public Works Projects.

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.

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

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.

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.

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.

Keefe Response: Keefe has read, understands, and will adhere to all General Requirements as listed in Section 1.6 – General Requirements.

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.

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.

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.

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

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;

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

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

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

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

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

Keefe Response: Keefe has read, understands, and will adhere to requirements within Section 1.7 – Standard of Performance and Acceptance.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

1.9 AUTHORIZATION TO WORK

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

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe has read, understands, and will adhere with the requirements within Section 1.10 – System Compliance Warranty.

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

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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:

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.

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.

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.

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.

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.

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.

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.

1.11.1.8 Infringement Indemnity

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

1.11.1.9 Usage of Trade; Course of Dealings; Implied Warranties

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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.

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.

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.

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.

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.

1.11.1.14 No Arrival; No Sale

The Contract is subject to provisions of no arrival, no sale terms, but proof of

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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.

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.

Keefe Response: Keefe has read, understands, and will adhere with the requirements within Section 1.11 – Terms and Conditions for Goods.

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.

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

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

Keefe Response: Keefe has read, understands, and will adhere with the requirements within Section 1.12 - Security.

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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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

Keefe Commissary Network will partner with Advanced Technologies Group (ATG) and ICSolutions for services throughout this category.

Please see the following pages for Keefe's response to Section 2 – Inmate Kiosks and Tablets, which will detail the various applications for inmate and/or staff use.

2.1.1 Education

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.

Keefe Response: Advanced Technologies Group (ATG) will provide educational content for the tablets through Edovo's educational platform. Please see the following information in response to 2.1.1.1 through 2.1.1.4.

Education

Edovo Core – Premium Educational Content

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.

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.

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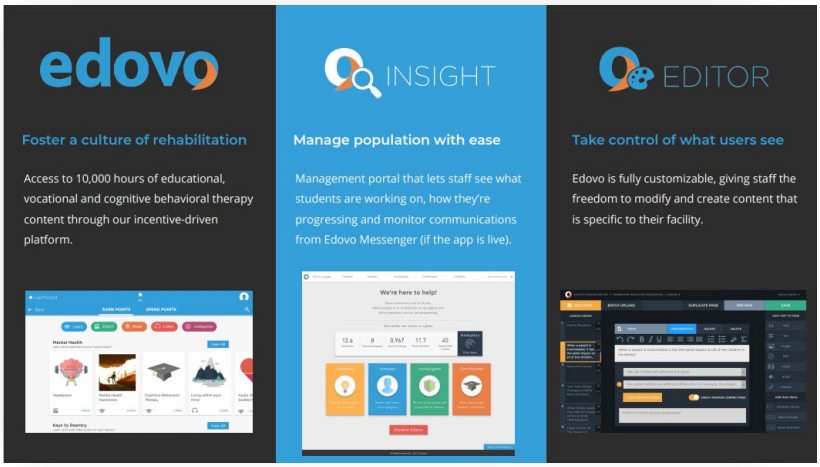
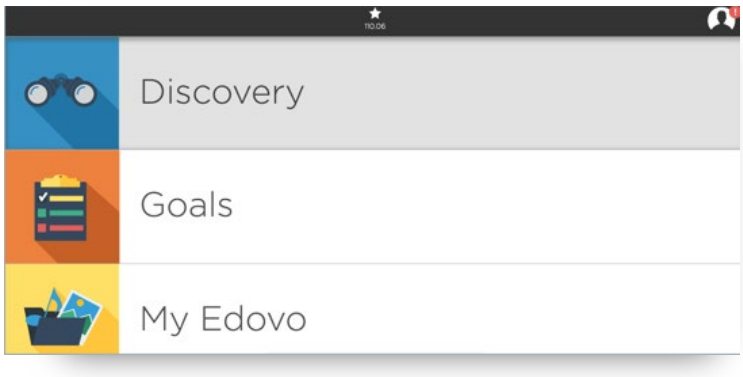


Edovo's educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender's educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that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

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



<u>Key Functionalities</u>

- ***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.

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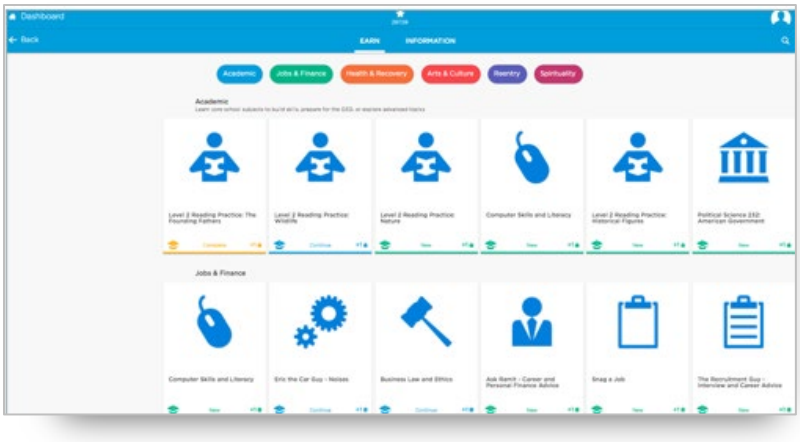
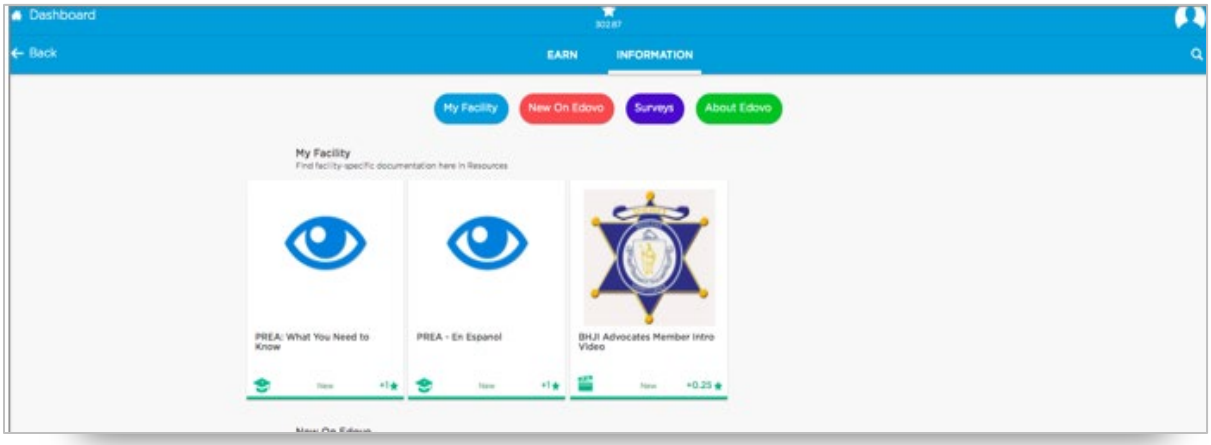
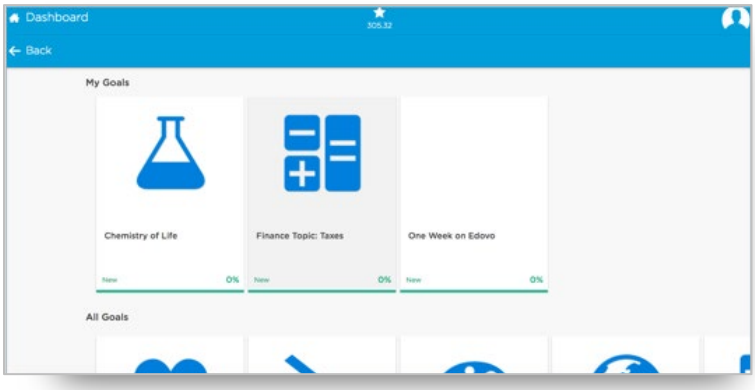


The 'Information Tab' is where all content that is specific to your Facility will be kept.



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



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.

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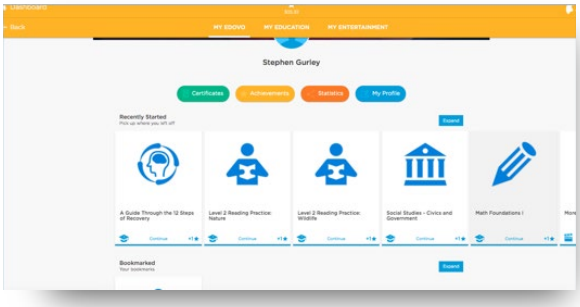
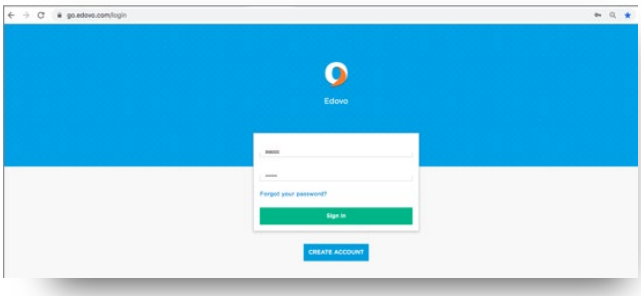


'Edovo Go' allows learners to continue their education once released – at no cost to them!



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

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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

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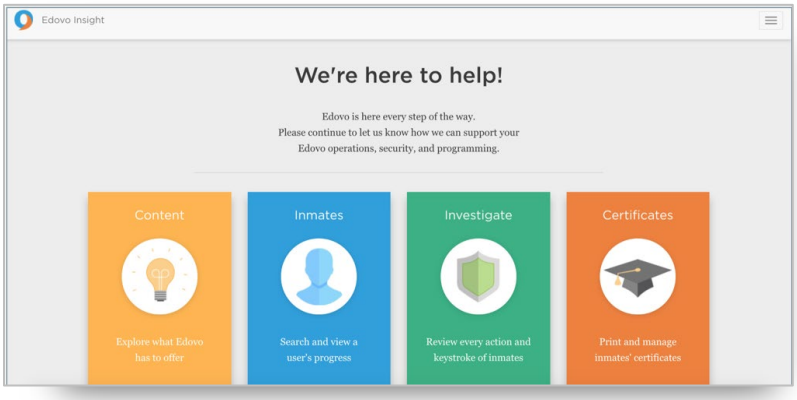
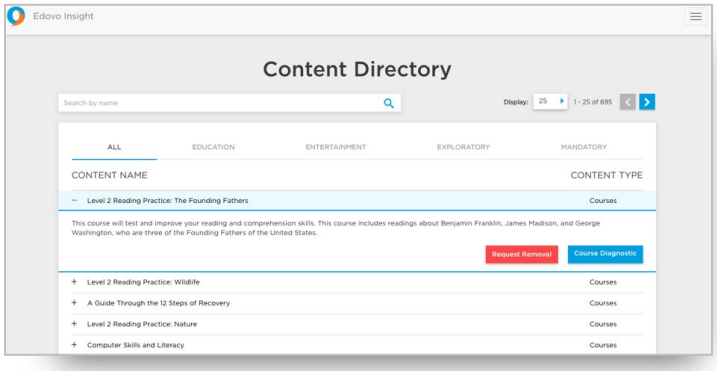
Creative Content	Edovo Beats Re-Entry Communication Skills (100s of hours of engagement/coursework) Letter Writing Series Peer Tutoring Series
College	Beginning Algebra Business Law & Ethics Continuing Your Education: An Introduction to College Courses Economics 101: Principles of Microeconomics Intro 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:



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.



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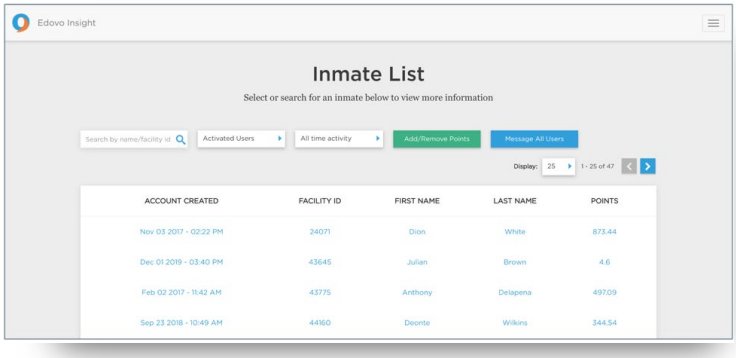
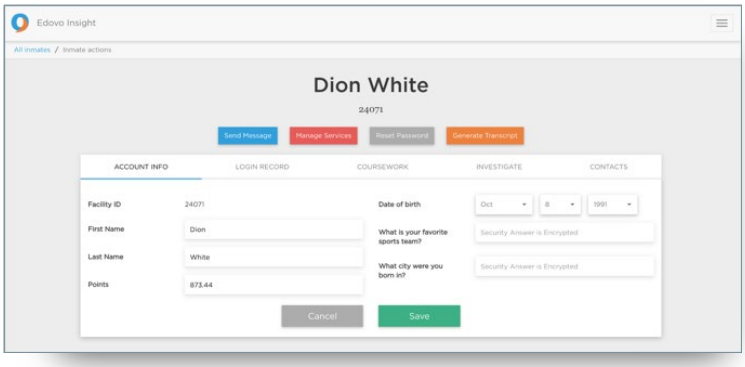
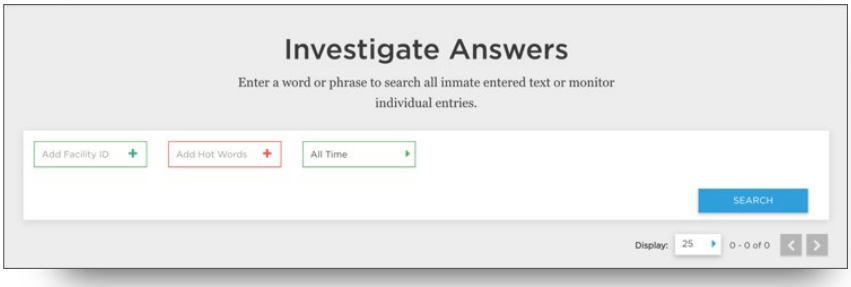
The Inmates section allows staff to look further into each Edovo learner at your facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual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





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.



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

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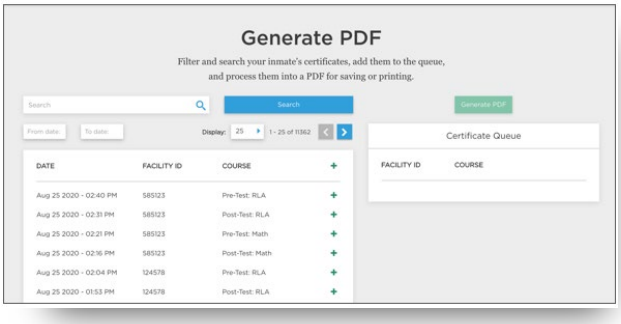
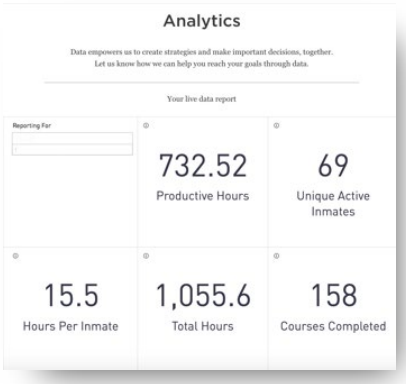
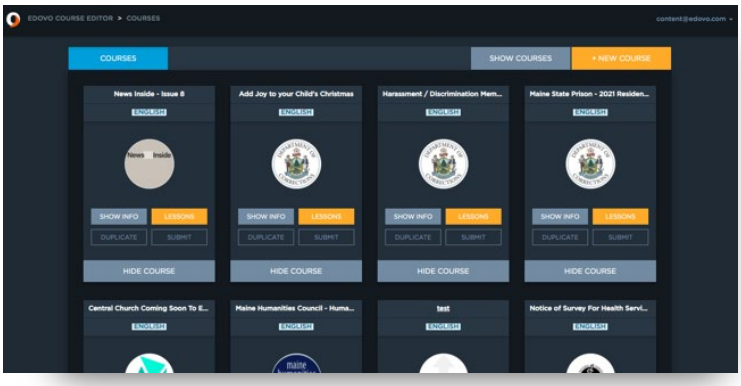


The Analytics section provides key insights into how learners at the Facility are spending their time on Edovo. This section may be available to certain users with adequate permission levels.



<u>COURSE EDITOR</u>

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.



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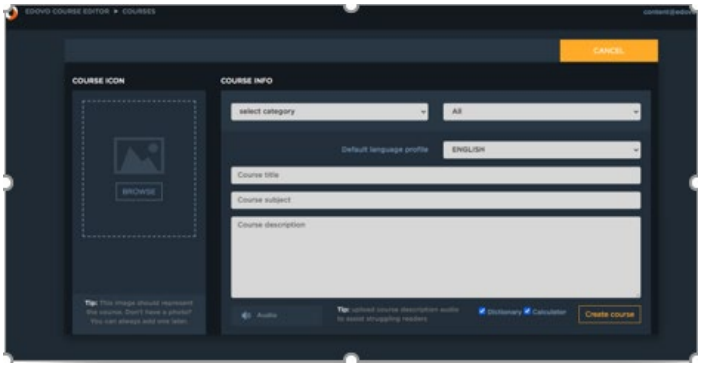
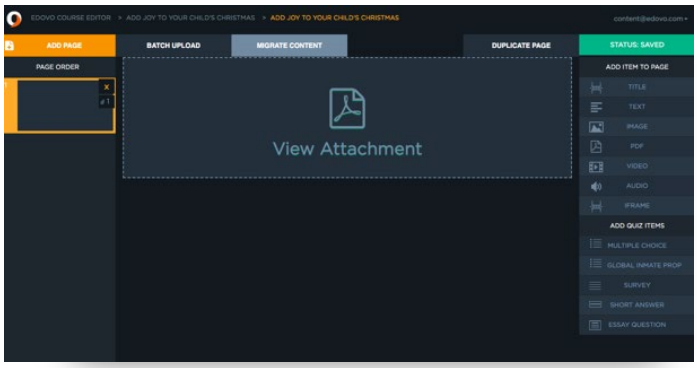
To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.

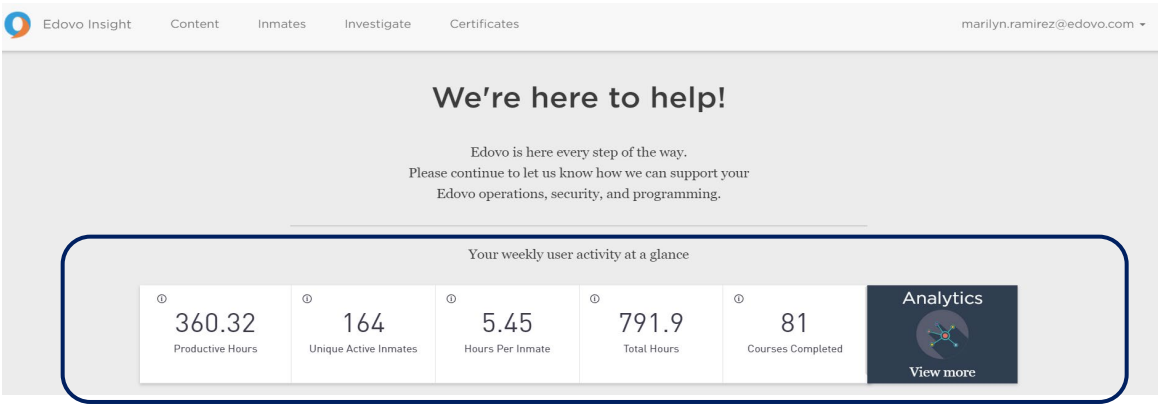




2.1.1.2 Usage, completion, and access reporting capabilities for administrative tracking.

Keefe Response: Edovo's platform features the following for administrative tracking.

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

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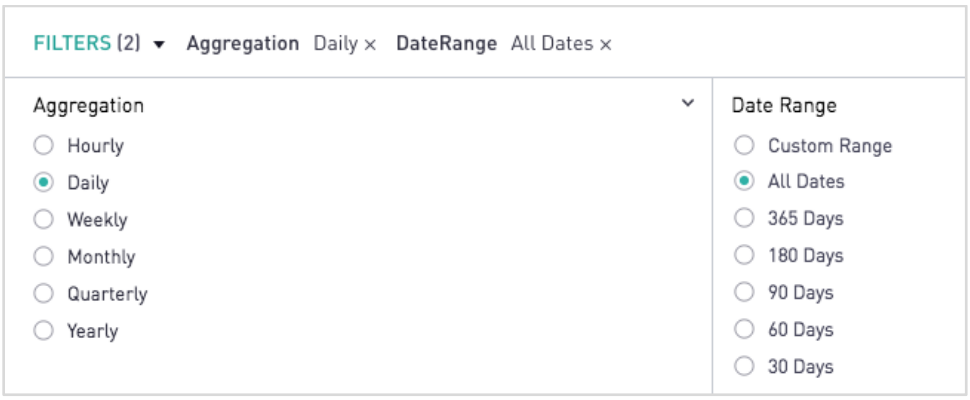
Dashboard - Filter Window



After selecting a time frame, Insight breaks down the reporting even further. Depending on what information is important to your facility or user, Insight offers the ability to view data such as who and when did learners complete facility-required training. 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.

Sample Metrics Reports:

Top 10 Courses Completed

	FACILITY ID		INFO	CER
1		11	Course - Getting Started	
2		11	Course - Anger Management: SAMHSA + Glasgow	
3		11	Course - Eric the Car Guy - Engine Overheat	
4		11	Course - Eric the Car Guy - Noises	175
5		11	Course - Eric the Car Guy - Brakes	138
6		11	Course - Eric the Car Guy - Leaks	137

Top 10 Quiz Takers

Top 10 Quiz Takers

ID		NAME	CORRECT	INCORRECT	PERCENT CORRECT
1	114205	Keondre Solomon	450	0	100.00%
2	115468	Lavere Bryant	22	0	100.00%
3	194527	William Mccray	19	0	100.00%
4	114442	Andre Adams	17	0	100.00%
5	114874	Joseph Mcrannolds	15	0	100.00%
6	114652	Nicholas Loyselle	1054	7	99.34%
7	114946	Gary Douglasgreen	1066	35	96.82%
8	204577	Corey Martin	58	2	96.67%

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.

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

Keefe Response: Edovo's platform features the below for self-paced and teacher-led courses.

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***

Please view the attachment titled, "Edovo Content List," which is placed in a separate tab in our proposal. 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).

Keefe Response: 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.

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

Keefe Response: 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'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

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	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)

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

Keefe Response: 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.

Edovo's platform will offer Khan Academy as shown in the chart below:

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)

2.1.1.7 Self-Assessment Courses (list all available).

Keefe Response: As noted in our Education response to numbers 2.1.1.1 through 2.1.1.4, 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.

Self-assessment is a critical component in all of Edovo's 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.

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.

Keefe Response: Keefe will adhere with this requirement.

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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.

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.

Edovo content is updated every other week and they have designed a platform 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***
- ***Vocational***
- ***Social-Emotional Learning / Rehabilitation***
- ***Research Initiatives***

Edovo has an extensive amount of educational content as noted in the chart on pages 28 - 30.

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;

B. Send pre-event reminder notifications;

C. Set registration open/close dates;

D. Permit individual and batch enrollment;

E. Handle prerequisites during training registration;

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

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

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

I. Assignment tracking;

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J. Continuing education and certification tracking;

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

L. Access learner roster for an enrolled class;

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

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

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

P. Browser-based interface;

Q. Access control to system and data;

R. Secure login and authorization;

S. Select language and time-zone preferences;

T. Create individual learning plans with completion due dates;

U. Competency models with related learning activities;

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

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

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

Y. Collect and analyze test results;

Z. Ability to set passing scores for a test;

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

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

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

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

EE. Importation of custom content developed by third parties;

FF. Courseware content repository management;

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

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

II. Provisioning and tracking of multiple content types;

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

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

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

MM. Allow access to reports based on role;

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

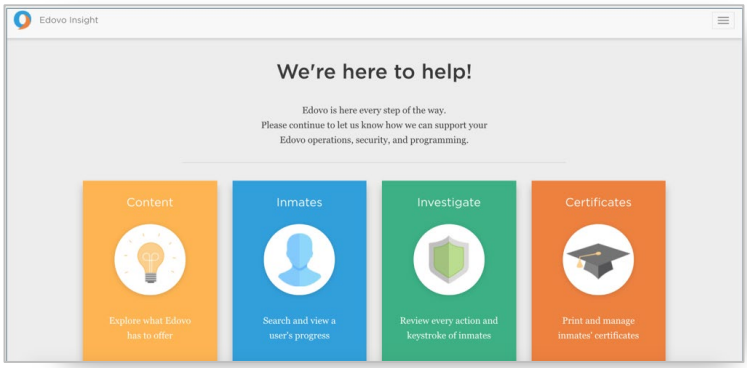
OO. Export to other applications (e.g., as CSV, Excel, etc.);

PP. Provide services to develop custom reports; and

Keefe Response: The above requirements (A-PP) of the Learning Management System would be completed within the Edovo Staff Management Portal.

With the Edovo Insight® portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity.

Edovo Insight features a dashboard page:



Within Edovo Insight, administrative staff can monitor which courses are most popular within your facility, which courses have the highest completion rates and other content-related metrics. Insight also offers the ability for you to track progress and engagement on the individual user level and see the actions taken by any specific offender on the platform. This data 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.

In Insight, administrators can view incarcerated students' progress in their coursework, both on offender-to-offender 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 offender has received a certificate of completion or is still in-progress.

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

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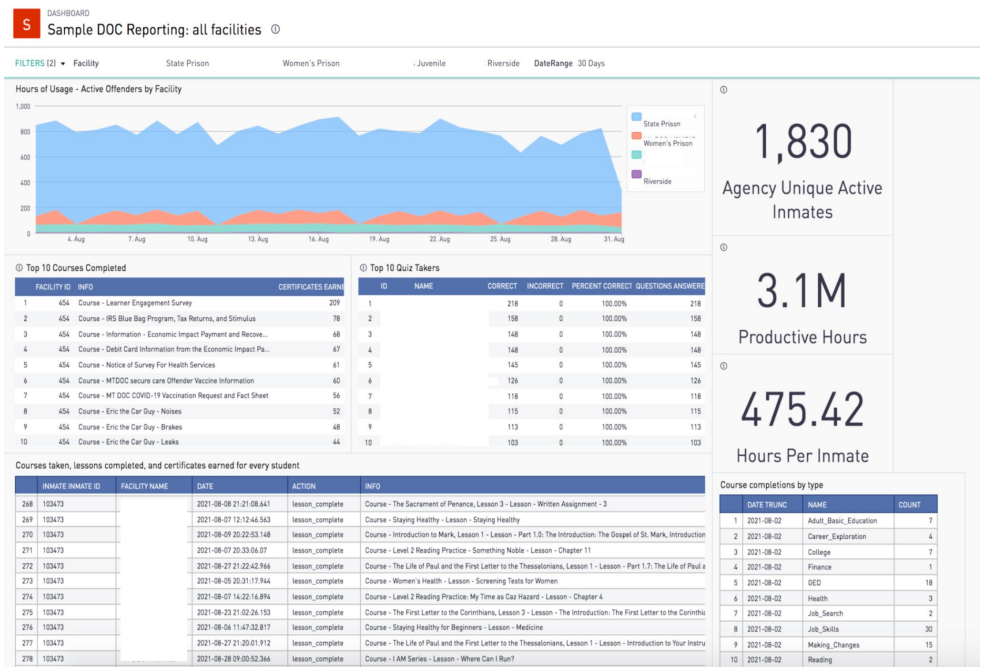
any Edovo product may be logged into two instances of any application. Thus, the same user cannot be online twice. Edovo applications uniquely identify users individually and limit that user to a single application session.

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.

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.

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:



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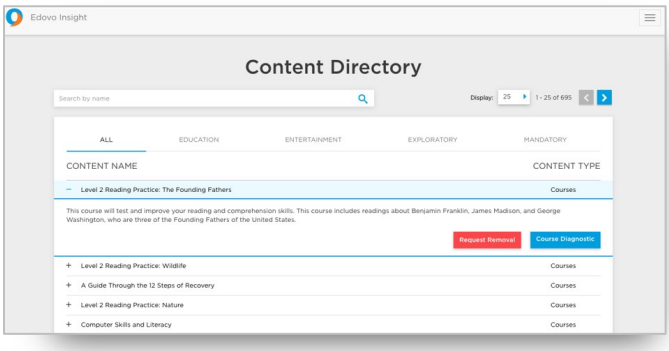
By tracking and analyzing this information, the agency will have a full understanding of how their incarcerated population is engaging with the tablet program and what needs to be changed/enforced to truly empower incarcerated users to continue and improve their educational goals.

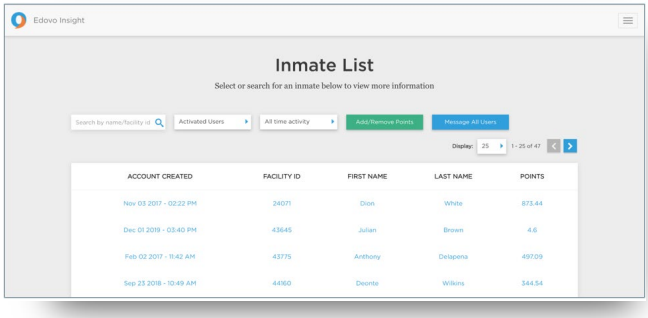
Through Edovo Learn, appropriate facility staff are able to assign any coursework in the content library to a student or batch of students. This Assignment feature will show the class as assigned to both the learner and assigning staff/instructor. If the desire is to bundle students into more of a cluster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

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.

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.



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.



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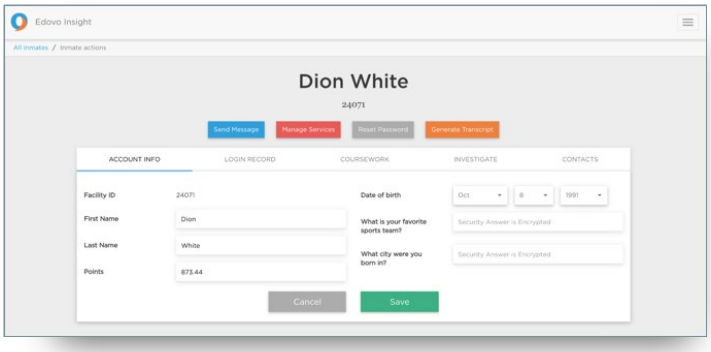
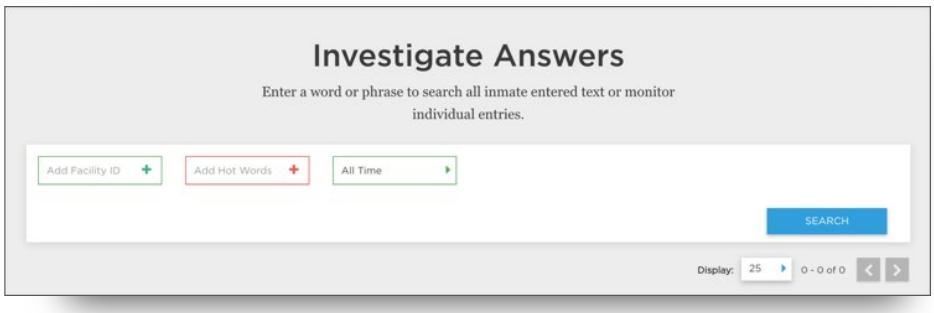
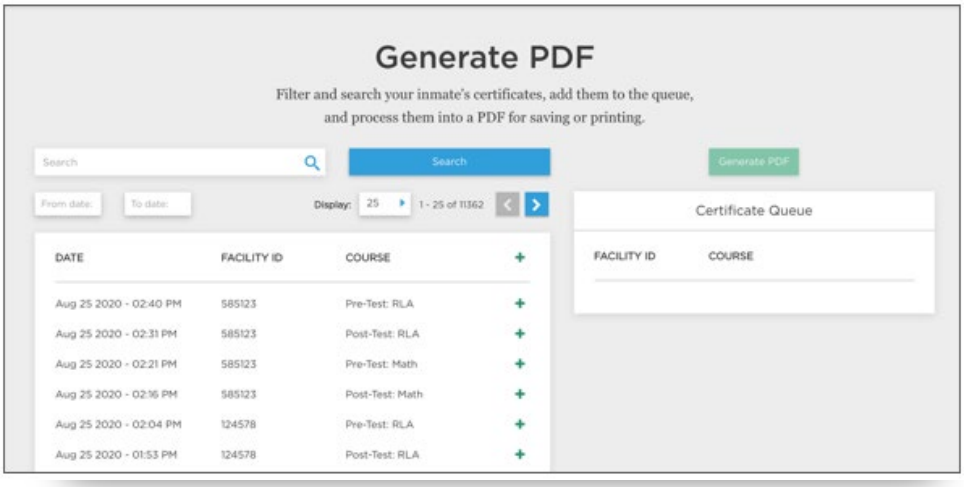


In the Investigate section, staff can view all short answer questions that have been entered into the system. These answers are not visible by the inmate post submission. You can also run a search for "hot words" – words or phrase of interest that appear in any inmate-entered text.



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



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.

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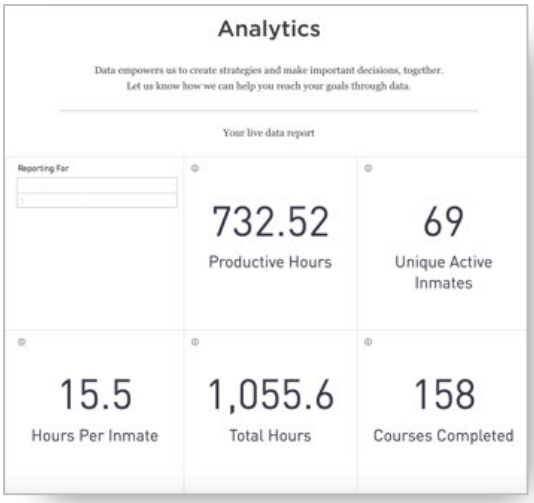

The Course Editor tool, available to certain users, allows administrators to view and edit courses for the Facility's profile.

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.)

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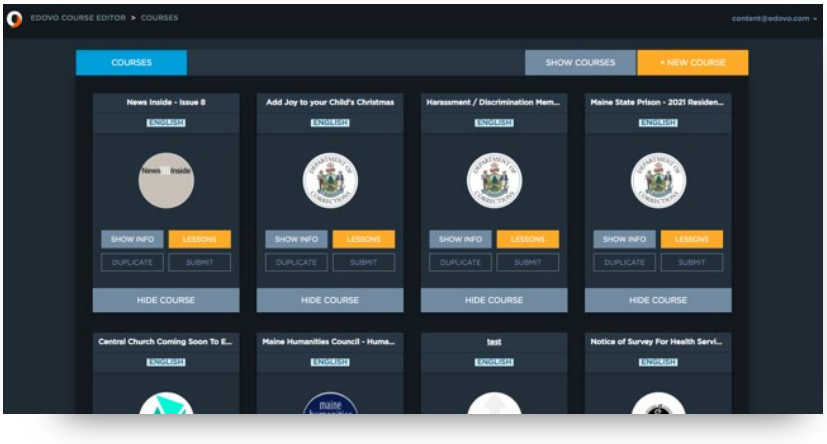
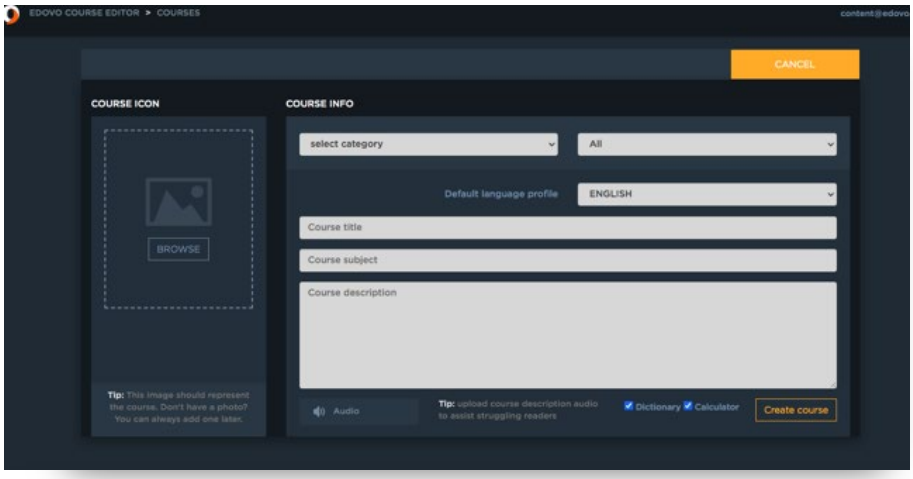
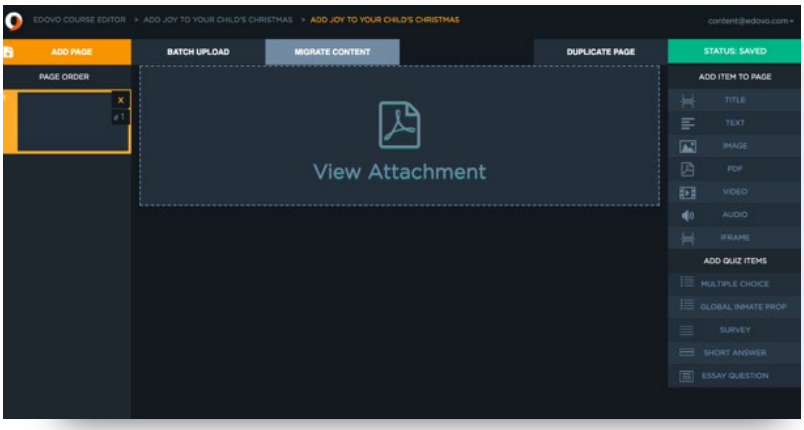


Course Editor – Home Page

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

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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.

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.

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.

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

Keefe Response: 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).

Keefe Response: With the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity.

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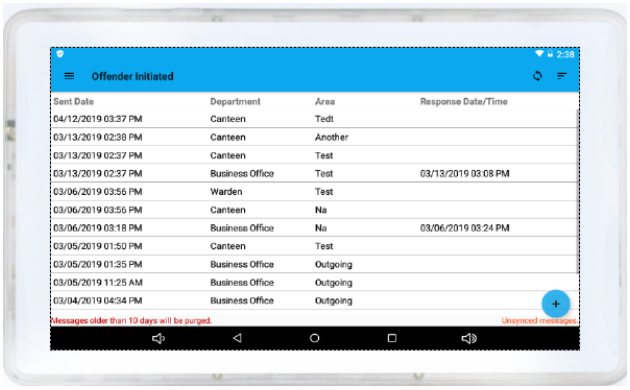
Taking information from our onboarding survey, learner interests, engagement with content on our platform, offline inputs added by facility staff, demographic information from the JMS / OMS feed, as well as other information from assessments each facility wishes to administer, Edovo compiles that data 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.

Keefe Response: ATG's 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.



In addition to messaging with staff on the tablets, with Edovo, depending what information is important to your staff, Insight offers the ability to view comprehensive usage statistics such as when and which offenders 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.

Edovo wants you to have unlimited access to the tools to review educational behavior and attainment. Insight will allow staff to track user progress and engagement, and it will let you track the actions taken by any specific offender on the platform, which includes individual student progress, course completion, certificates earned, and more.

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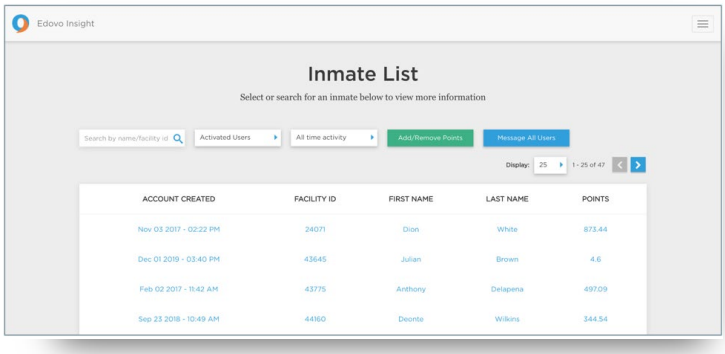
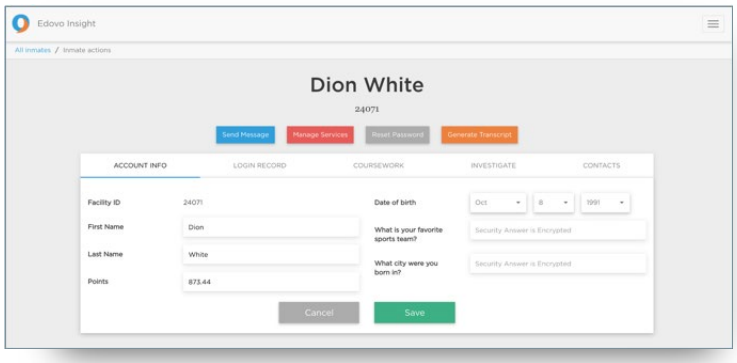
By focusing on rehabilitative outcomes, staff will see increased levels of user engagement and will have tangible results to share with organizational leadership and community members.

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).

Keefe Response: The portal has the section labeled for "Inmate List" to look further into an inmate and 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.





Edovo's Goals platform that curates specific courses and content to help users achieve a range of pre-determined outcomes. These targeted playlists of content 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.

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

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

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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.

Keefe Response: Content control is again conducted through Edovo Insight®, providing a consolidated single login destination for program management and data analysis. Edovo provides administration with the power to control and monitor all aspects of the Edovo program within the facility.

Within Edovo Insight, administrative staff can monitor which courses are most popular within your facility, which courses have the highest completion rates and other content-related metrics. Insight also offers the ability for you to track progress and engagement on the individual user level and see the actions taken by any specific offender on the platform. This data 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.

In Insight, administrators can view incarcerated students' progress in their coursework, both on offender-to-offender 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 offender has received a certificate of completion or is still in-progress.

By tracking and analyzing this information, the State 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. Staff can track this usage and export it in a downloadable spreadsheet.

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

Keefe Response: Edovo has integrated with JMS / 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.

Keefe Response: 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

Keefe Response: Keefe will be offering two solutions for Video Visitation, one with

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Advanced Technologies Group and one with ICSolutions.

Advanced Technologies Group – Video Visitation Solution

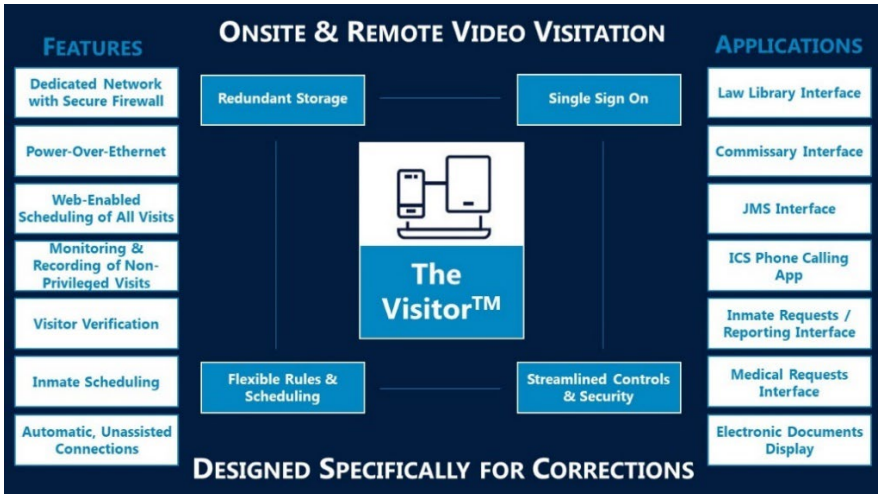
Every aspect of the SCORE (Secure Communications, Offender Rehabilitation and Education) tablet was specifically selected and designed for use in correctional institutions.

*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 – Video Visitation Solution

ICSolutions is pleased to offer THE VISITOR, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to THE ENFORCER for ultimate convenience. 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.



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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. We have described the functionality of THE VISITOR throughout this section.

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

Keefe Response: Please see the following for the management of video visits from each solution presented from Keefe.

Advanced Technologies Group – Video Visitation Solution
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.

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.

ICSolutions – 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.

Keefe Response: Please see the following regarding the management of visitation hours, time slots, recording and monitoring rules and policies.

Advanced Technologies Group – Video Visitation Solution
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.

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ICSolutions – 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 (on-site, 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 and on the following pages.

2.1.2.3 System shall have the ability to record visitations.

Keefe Response: Please see the following regarding the ability to record visitations.

Advanced Technologies Group – Video Visitation Solution

All visits are automatically recorded and retained as per the data retention rules.

ICSolutions – Video Visitation Solution

As a standard, THE VISITOR records all video visitation sessions with visitors who are not marked as "DNR" (Do Not Record).

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.

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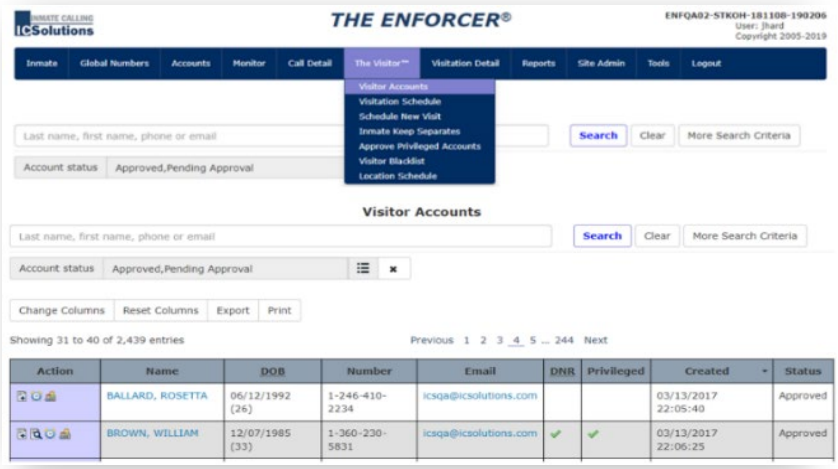
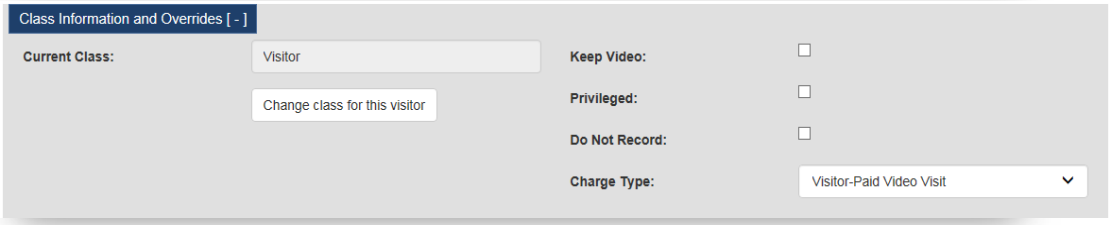


Visitor Accounts Screen

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.

Keefe Response: Please see the following regarding the requirements as noted in 2.1.2.4.

Advanced Technologies Group – 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.

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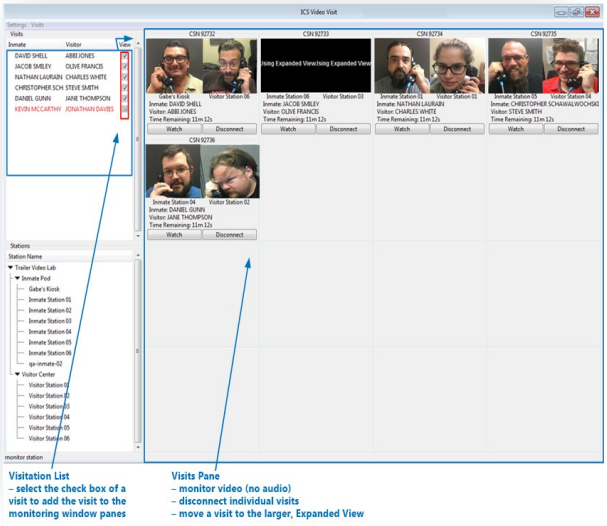
The system only allows the visit to be scheduled between one inmate and one authorized visitor – both parties have to use a proprietary, secure visitation application developed in-house by ATG. The system prevents anyone from barging in or connecting in. There is no option for attempt a three-way visit.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

ICSolutions – 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

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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.

Keefe Response: Please see the following regarding the requirements as noted in 2.1.2.5.

<u>Advanced Technologies Group – Video Visitation Solution</u>
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.

<u>ICSolutions – Video Visitation Solution</u>
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

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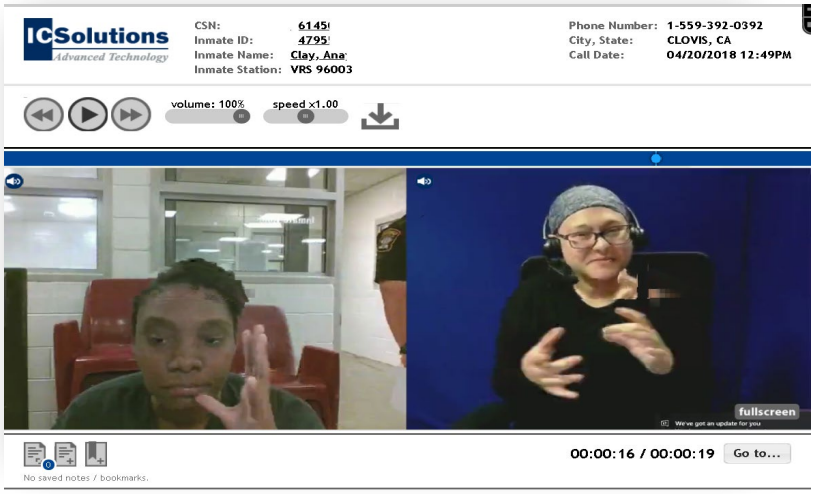
between the inmate, the relay center, and the consumer. All video calls will be recorded, with the exception of confidential calls, such as calls to an attorney. The same restrictions that apply to inmate phone calls will apply to calls placed on the video phones. The Video Relay Service (VRS) is a federally funded program that is provided at no cost to the inmate or to the called party. The video phones will 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.

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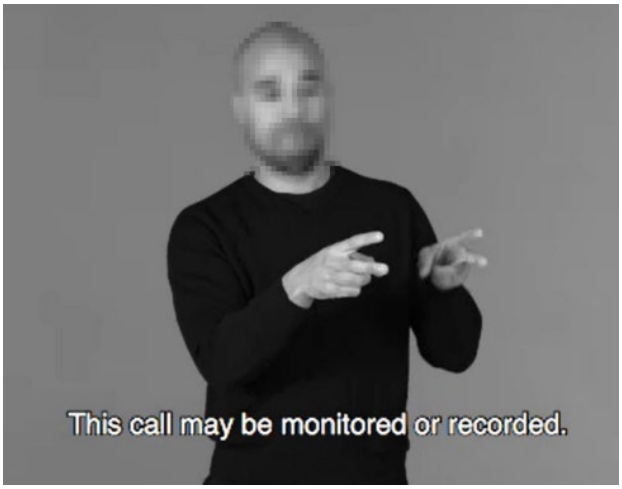
Once the interpreter confirms the inmate speaks American Sign Language (ASL), the interpreter will sign that the call may be monitored or recorded:



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.

<u>Multiple Language Options</u>
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.

<u>VRS Calling Equipment</u>
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.

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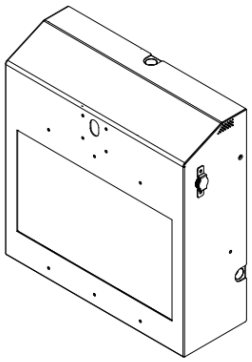

Drawing of Wall-Mounted VRS Kiosk

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***

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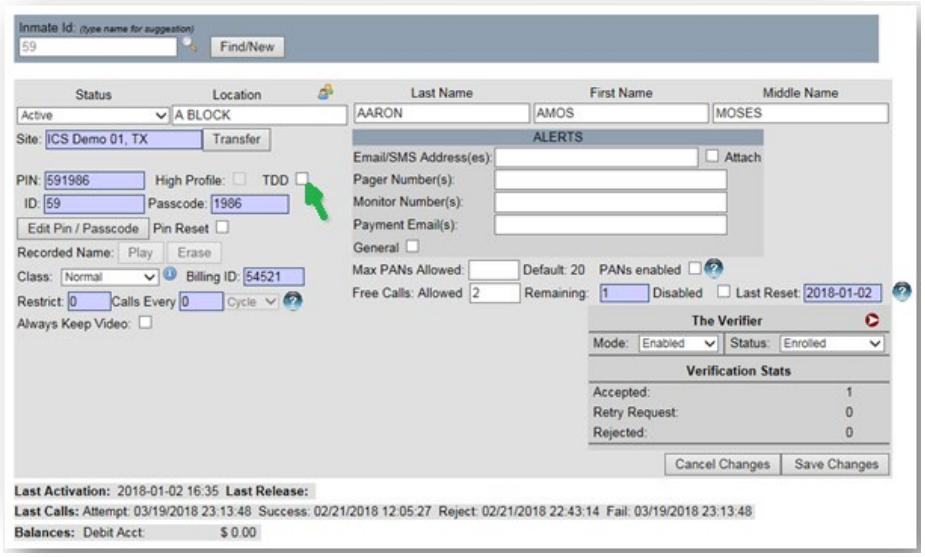
computer knowledge. In addition to any other hearing impairments required to qualify, the inmate must know American Sign Language (ASL) to use the VRS. Only those inmates approved to conduct TDD / VRS communications will be able to log in with their PIN to access the Purple VRS application. The VRS will 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 are 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 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.

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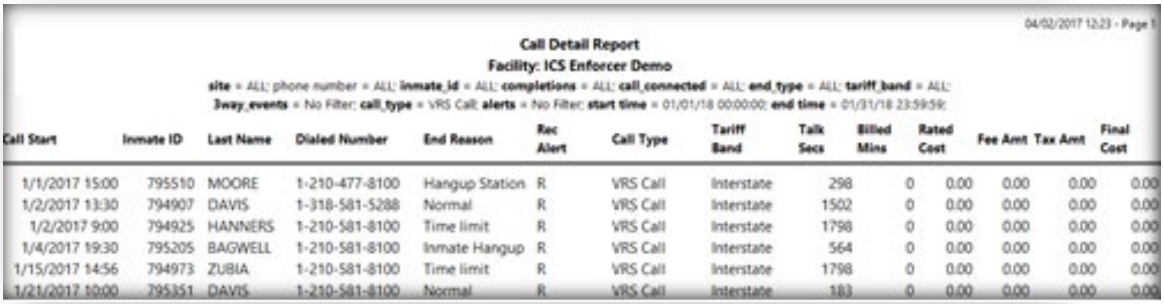
Call recordings can be retrieved based on the following parameters and more:

- *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.*

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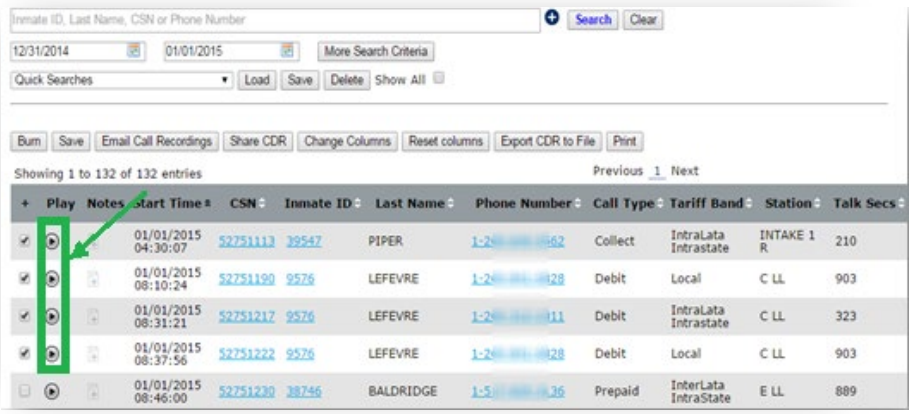
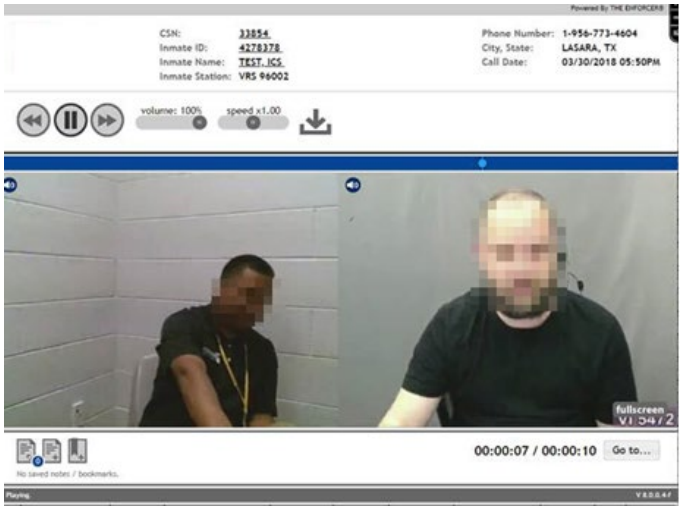


Click Play to Listen to a Recording from the Call Detail Results Screen

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.

<u>Exporting Recordings</u>

The Call Detail results screen has a column at the left in which you can select any recording or

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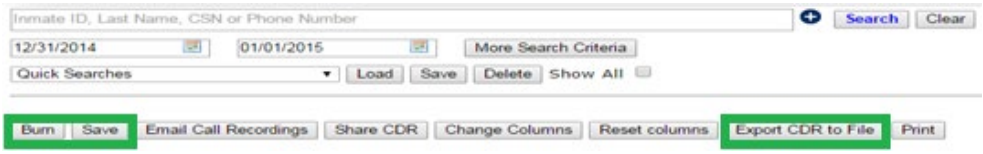
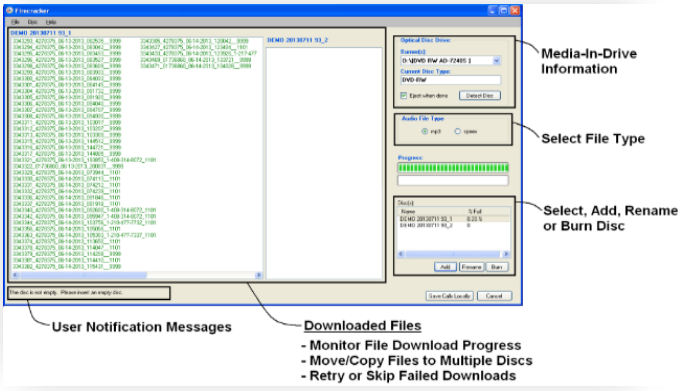
group of recordings, and options at the top to "Burn," "Save," (use this select a drive with a USB or zip drive or your PC), and, "Export CDR to file."

Select Call Records to Export

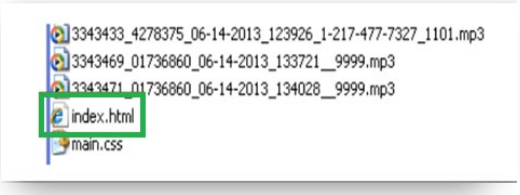


Export Options – Burn, Save, and Export Calls

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

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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 16:58 - 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
bphibbs	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

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.

Keefe Response: Please see the following regarding the requirements as noted in 2.1.2.6.

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Advanced Technologies Group – Video Visitation Solution

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.

ICSolutions – Video Visitation Solution

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.

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.

Keefe Response: Please see the following regarding the requirements as noted in 2.1.2.7.

Advanced Technologies Group – Video Visitation Solution

VVS runs on vendor provided network and will not impact the DOC network at all.

ICSolutions – Video Visitation Solution

All the video visitation and monitoring functions on THE VISITOR video visitation system occur on a separate network, so there is zero impact on the DOC network.

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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.

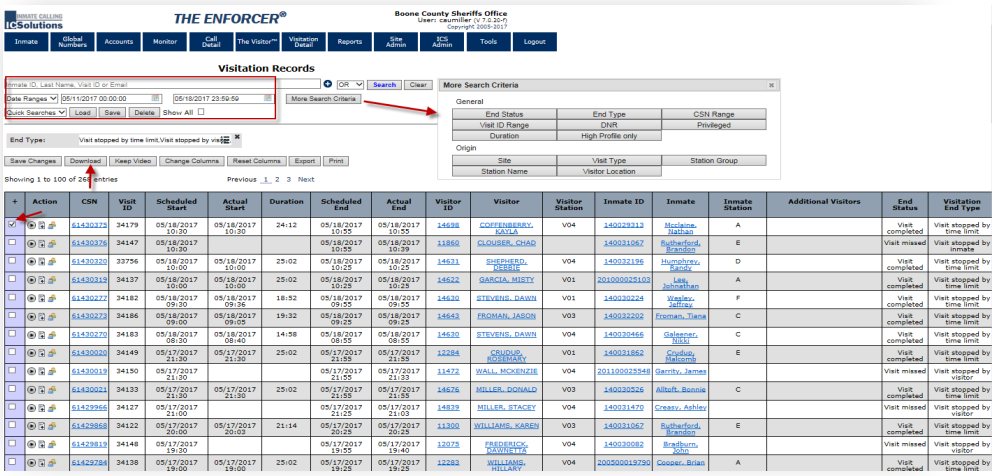
Keefe Response: Please see the following regarding the requirements as noted in 2.1.2.8.

Advanced Technologies Group – Video Visitation Solution

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

ICSolutions – 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.

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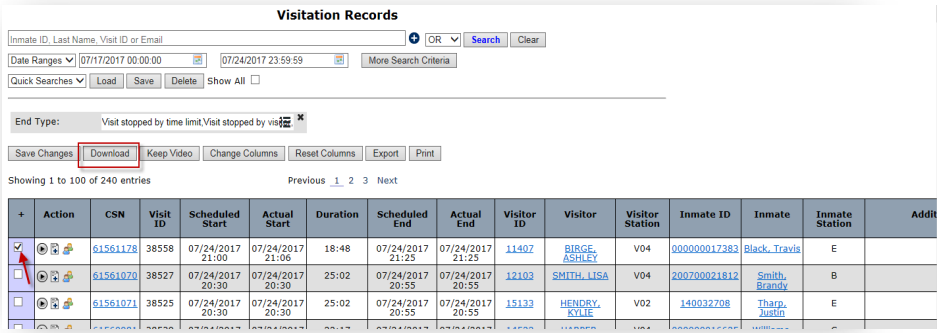
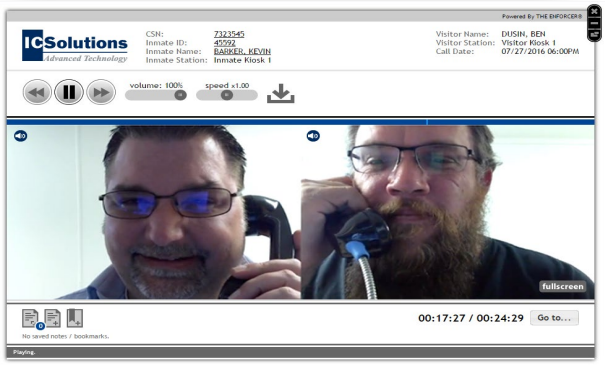


Visitation Records – Download Recordings

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



Recorded Video Visitation - Playback

2.1.3 External Electronic Mail

Keefe Response: 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.

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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.

<u>CorrLinks Smartphone App (iOS and Android)</u>
ATG also offers iPhone and Android apps, which are currently being used by over 205,000 devices.

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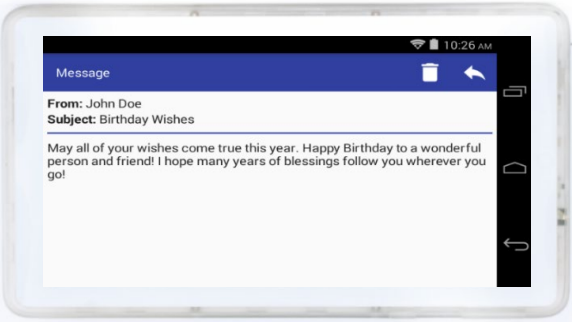
Approved messages, photos and/or video messages are downloaded to the tablet to be viewed and replied to directly on the device by the offender.



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

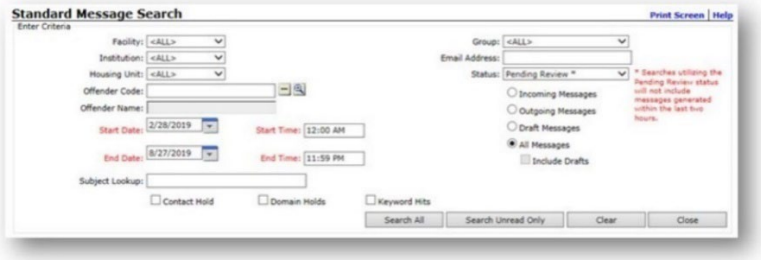
Keefe Response: The Offender Information and Control screen allows the administrator to place an offender on restriction from any or all of the Offender Kiosk services. Additionally, offenders may be put on a temporary suspension from Public Messaging and/or Media for a designated period of time.

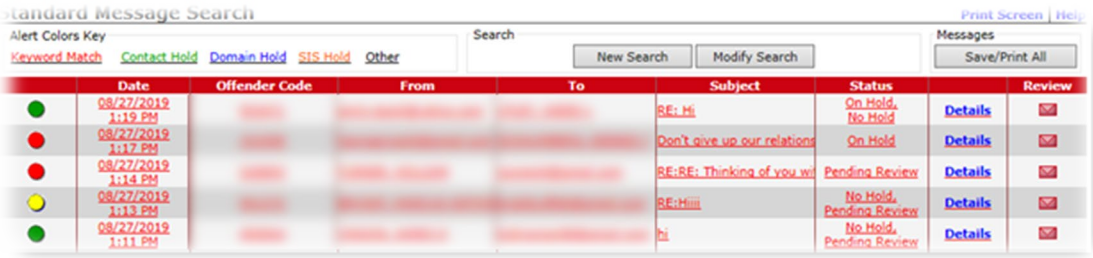
Similarly, the system allows administrator to put restrict message from outside parties, and or entire domains.

2.1.3.2 Keyword search capabilities on both incoming and outgoing messages.

A. Keyword search may be edited at any time.

Keefe Response: 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.





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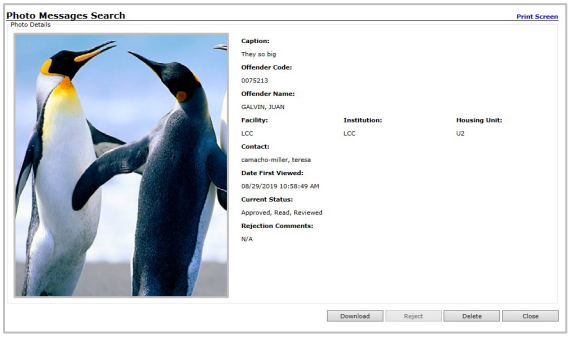
2.1.3.3 Capability for the DOC to manage email approvals at either a facility level and/or the DOC level.

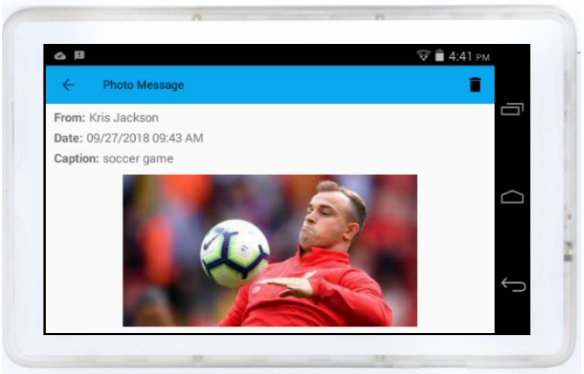
Keefe Response: The DOC will have the ability to manage email approvals at either an institution level and/or the state level by using the Add User screen. This screen allows the administrator to create user login information as well as the User Security (individual rights of each user). The administrator 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.

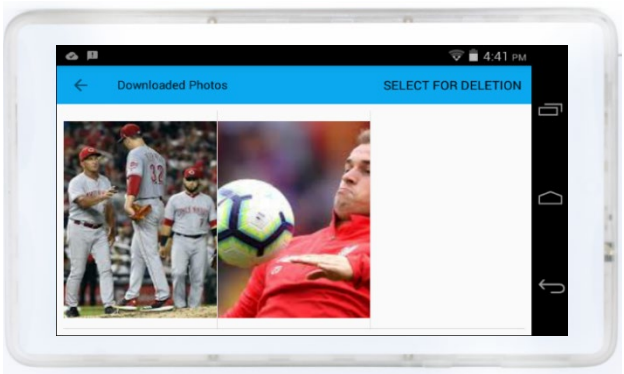
2.1.3.4 Incoming photos

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.

Keefe Response: 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.

Keefe Response: Our system requires that text messages are separate from

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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.

Keefe Response: 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.

Keefe Response: The entire system runs on vendor-provided network and therefore sending/receiving messages by inmates will not impact DOC's network.

The 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.

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.

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

ATG will provide a printer to each DOC facility and the system tracks usage (number of pages printed) to auto-trigger shipment of consumables. Each location automatically is shipped replenishment packages that contain ink bottles and corresponding number of paper sheets at no cost. Since our color printer does not use cartridges, there is no toner recycling required.

Keefe also offers the option where we provide the printer, and instead of replacing consumables provide a higher commission that more than offsets consumable costs which will be negotiated upon contract award with a participating DOC.

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Please see Part II – Attachment C – Detailed Rates and Fees for pricing for printing of black and white copies of messages and color copies of photographs.

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.

Keefe Response: 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;

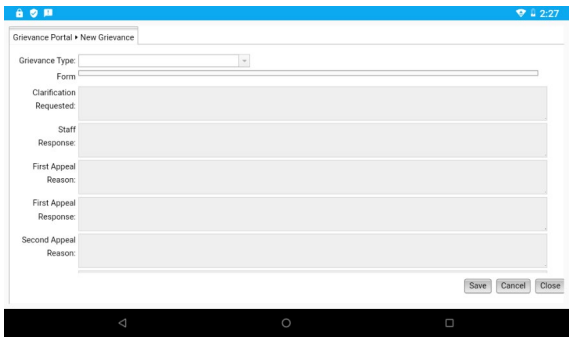
B. Grievances;

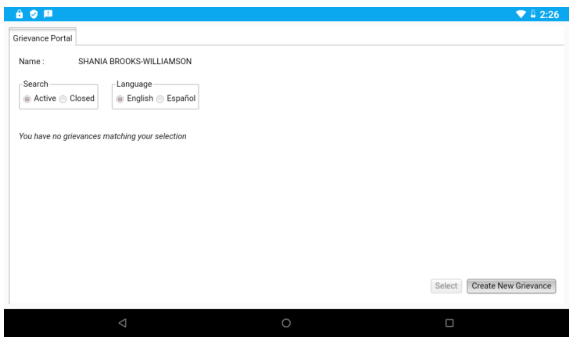
C. Medical appointments;

D. Pharmacy refills orders; and

E. Access to DOC-approved forms/documents.

Keefe Response: The ATG 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.





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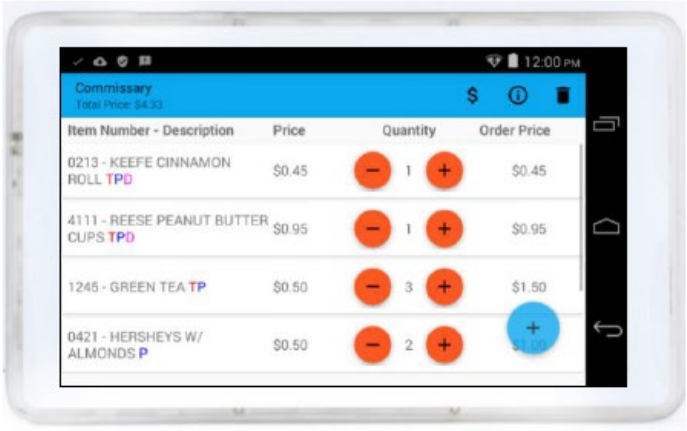
2.1.5 Inmate Commissary

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.

Keefe Response: ATG will display the commissary vendor's webpage on the tablet. The commissary vendor will 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 ability to correct display on the tablet's 5" or 7" screen.

ATG will not charge the inmate or Agency for the system and ATG 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 to pay for the effort and cost of supporting their app on our network.



2.1.5.2 View receipts of commissary purchases.

Keefe Response: ATG's 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;

Keefe Response: SCORE's existing system functionality supports interfaces with external systems to display the Information including balances and the same will be extended to the agencies banking/telephone service provider at no cost to DOC or inmate.

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2.1.6.2 View account statements; and

Keefe Response: SCORE existing system functionality that supports interfaces with external system to display the account statement and the same will be extended to the agencies banking service provider.

2.1.6.3 Request DOC-approved account transactions.

Keefe Response: SCORE existing system functionality that interfaces with external systems to allow the inmates to initiate approved account transactions. The same will be extended to the agencies banking service provider.

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.

Keefe Response: ATG 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.

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.

Keefe Response: The 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.

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

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

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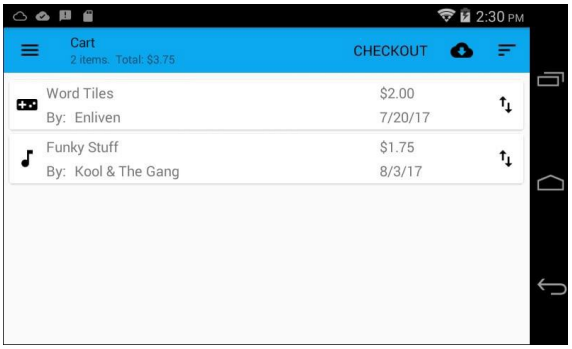
2.1.7.4 Alternative methods that allow the inmates to search and choose music (to place in a queue) without being connected to the kiosk. This includes the ability to choose order of preference and deleting selections in the queue.

Keefe Response: 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.



2.1.7.5 Vendor must provide expected download/data retrieval times.

Keefe Response: 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.

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.

Keefe Response: 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.

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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).***

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

Keefe Response: ATG's feature-rich tablets offer books, games, and movie rentals in addition to music. ATG is now in its fourth generation of tablet hardware ensuring agencies benefit from technology improvements. Currently, over 356,000 inmates use this system nationwide.

The SCORE Secure Device is purpose-built for deployment in correctional institutions with features that allow staff to see the inside of the devices. 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.

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The SCORE Secure Device puts a host of entertainment, education, communication, and self-service abilities in inmates' hands. Custom built on a secure Android platform; they are designed to integrate seamlessly with your Agency.

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.

- ***Deployed 14,000 kiosks and over 356,000 Secure Devices.***
- ***We handle over a million messages daily.***
- ***We've delivered over 100 million songs.***

Tablet Applications

A full suite of interactive applications keeps 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. Software/Applications are regularly updated. All updates are over the air by ATG servers.

The following services are available on this platform:

- ***Music***
- ***Podcast***
- ***Movie Rental***
- ***SIAM – Secure News Websites***
- ***Edovo Core Educational Platform – includes self-improvement programs and substance abuse/recovery, Life Skills videos, Khan Academy***
- ***PDF Reader***
- ***ePub Reader***
- ***50,000+ free eBooks, including religious materials***
- ***Clock***
- ***Calculator***
- ***FM Radio***
- ***Games***
- ***Staff Messaging***
- ***Grievances***
- ***Electronic Messaging***
- ***Video Messages***
- ***Photo Messaging***
- ***Commissary Ordering****

****Keefe and ATG's commissary systems are already available on the 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.***

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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***
  - ***Several free games***
  - ***Agency provided documents (ePub format)***
  - ***Electronic messaging to staff (custom forms)***
  - ***Commissary Ordering (only available if the Agency's commissary system is Keefe's Edge or ATG)***
  - ***FM Radio***
  - ***Edovo Core education/self-improvement***

- **Fee based:**
  - ***Music***
  - ***Games***
  - ***Movies – Access to 200+ movies for rental***
  - ***Electronic messaging to family/friends***
  - ***Secure Internet Access – Optional secure access to curated websites (ESPN, CNN, FOX, BBC News)***

A. Is the base version upgradable?

Keefe Response: There are two versions of tablets (Score 5C and Score 7C) which can be provided.

Please see the specifications below. There is no upgradable version.

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

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B. What are the minimum and maximum gigabyte capacities?

Keefe Response: The tablet features 32GB of storage of which 22GB is available for new content.

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

Keefe Response: 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.

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.

Keefe Response: 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.

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

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

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.

Keefe Response: ATG has the contractual rights to distribute digital media from major music labels.

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

2.1.8.1 Job Readiness Skills Training;

Keefe Response: 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.

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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;

Keefe Response: Edovo's platform will offer Life Skills content with examples listed 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;

Keefe Response: 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.

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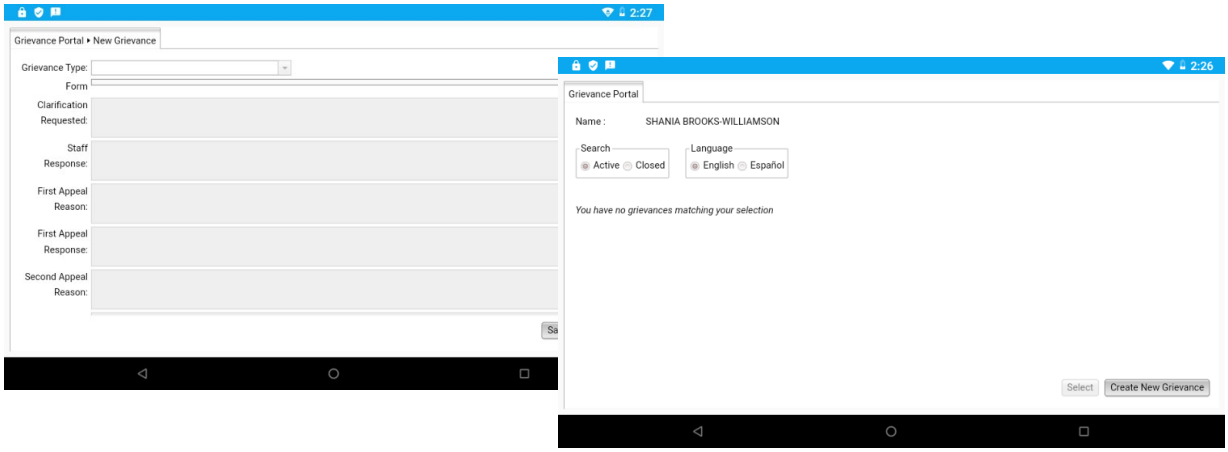
2.1.8.4 Inmate Grievances;

Keefe Response: The ATG 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;

Keefe Response: Edovo's platform will offer E-Books content such as those 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;

Keefe Response: While there are several games provided for free, inmates also have the ability to purchase additional games for a fee.

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2.1.8.7 News;

Keefe Response: 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;

Keefe Response: ATG 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.

2.1.8.9 Podcasts;

Keefe Response: ATG 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.

2.1.8.10 PDF Document Viewing;

Keefe Response: The tablet has a PDF Reader to allow for PDF document viewing.

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2.1.8.11 Translation from English to other languages;

Keefe Response: 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.

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

Keefe Response: Upon award of the contract/agreement, ATG will work with the participating DOC for inmate management tools and to comply with this requirement.

2.1.8.13 Religious Content;

Keefe Response: Edovo's platform will offer E-Books 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

Keefe Response: ATG's System is not designed to be used for court hearing, counseling, etc. However, it can be used if the third-party such as courts are interested in using the video visitation system, they can as long as they accept the security features which include monitoring by DOC staff and recording of the session.

2.1.8.15 Agency provided content to work with agency direct.

Keefe Response: The SCORE system supports 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.

Keefe Response: 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.

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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.

Keefe Response: Keefe's proposes its Edge Kiosk as a turnkey solution for NASPO. Edge is a secure website hosted by Keefe that features the ability to be launched from Keefe's secure kiosk or from other kiosk and tablet systems that support secure web browser sessions. The Edge Kiosk solution will allow DOC inmates to participate in several self-service activities including:

1. ***Commissary Order Entry***
2. ***Transaction History Review***
3. ***Communications***
4. ***Secure Mail***
5. ***Documents, Facility Bulletin Board Information***
6. ***Law Library***

Keefe will provide all necessary Edge kiosk hardware, software, and services including:

- ***Restricting or locking out specific inmates by providing Keefe 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 through its primary data center, TierPoint, co-located at a Tier 3 facility in St. Louis, Missouri. Keefe's fail-over backup site is also a Tier 3 data center, TierPoint, located in Omaha, Nebraska. All data network connections between kiosks, servers and central services are https/SSL encrypted. Keefe firewalls located at its central services site filter inbound and outbound traffic.***

Keefe central services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and internal security scans are conducted on a weekly basis at the Keefe 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.

Keefe Response: Keefe's Edge Kiosk features a touch screen that allows inmates to access commissary ordering, their account history, communications exchange with staff, Secure Mail message exchange with family members and friends, facility documents, a facility bulletin

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board, and law library. The Edge solution 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.

Keefe Response: Keefe tracks deposits through its 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.

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Access Corrections Deposits & Payments™ Overview

Access Corrections is well experienced in handling trust fund deposits and payments. Access Corrections currently processes millions of transactions per year for more than 700 county agencies and eighteen (18) state department of corrections.

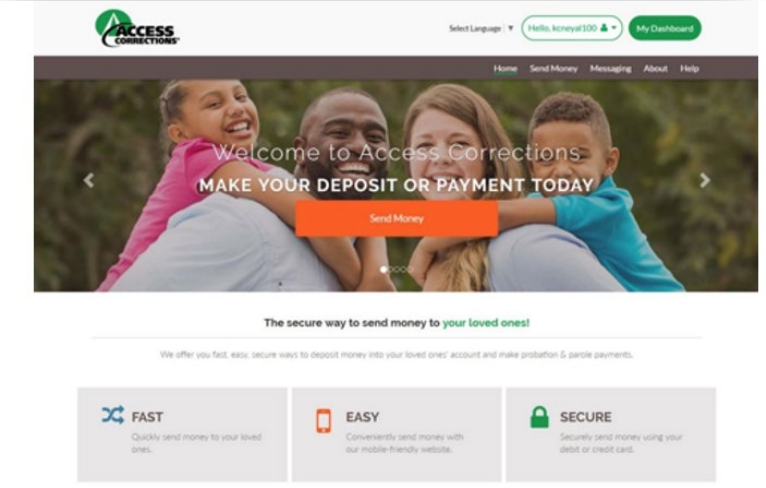
Access Corrections' Deposit and Payment services provides family and friends quick, efficient, and easy to access options of sending funds to offenders as well as to make payments for bond/bail and other obligations due. The agency has the flexibility to set different transaction limits and rules for 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.

<u>DEPOSIT & PAYMENT TRANSACTION METHODS</u>

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.



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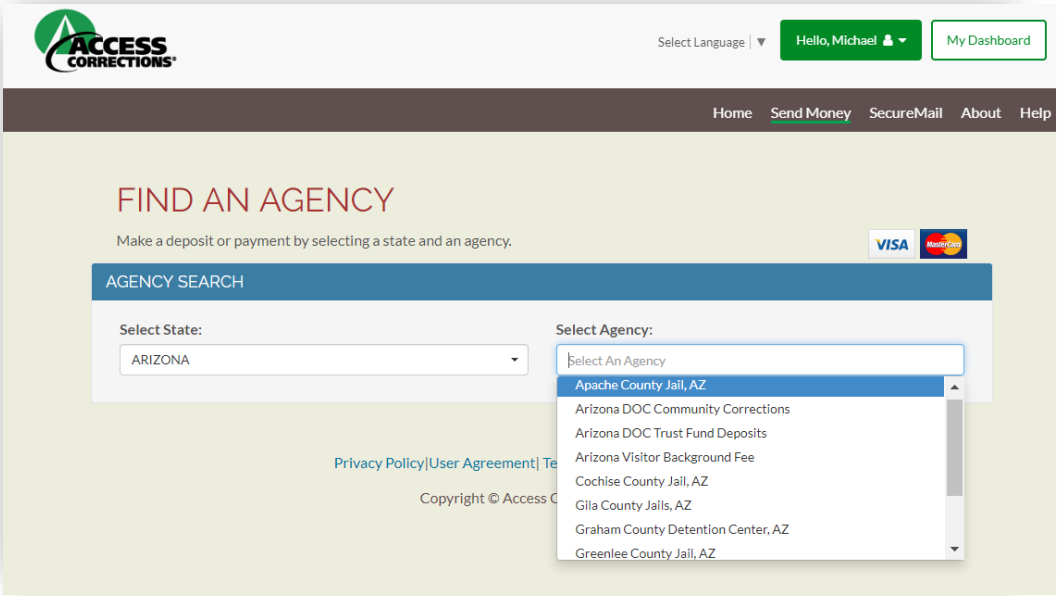
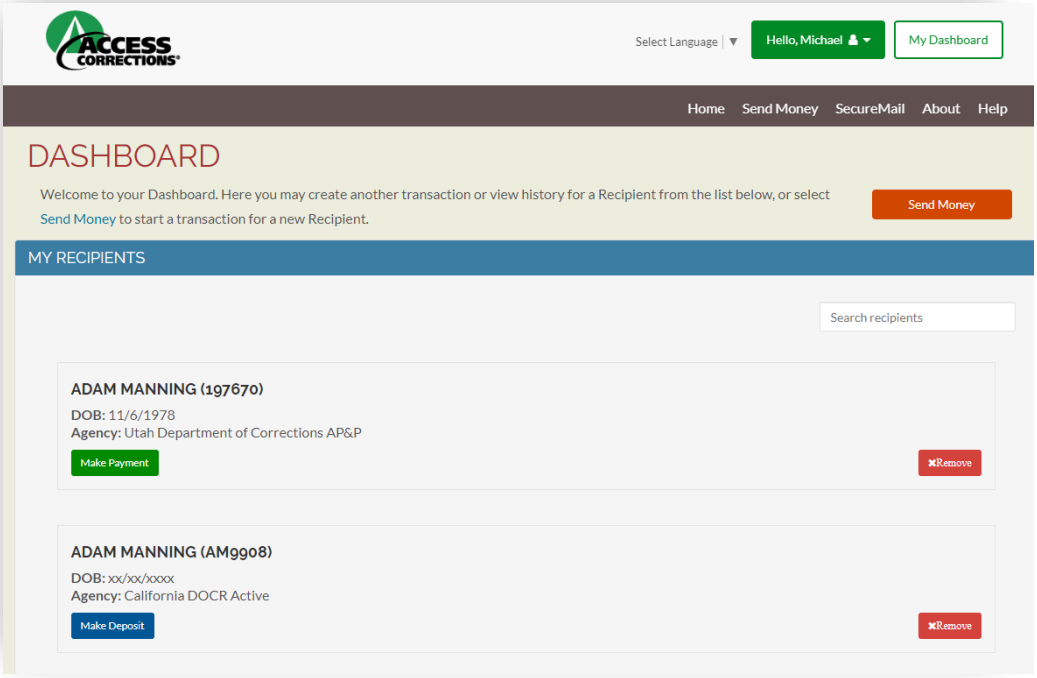
Adding a Recipient to my Dashboard



My Dashboard



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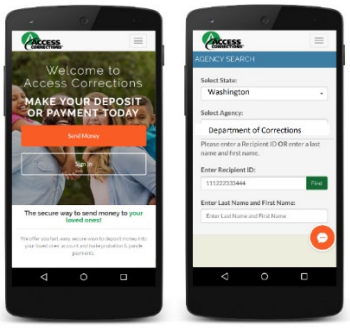
Access Corrections' Mobile App

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.

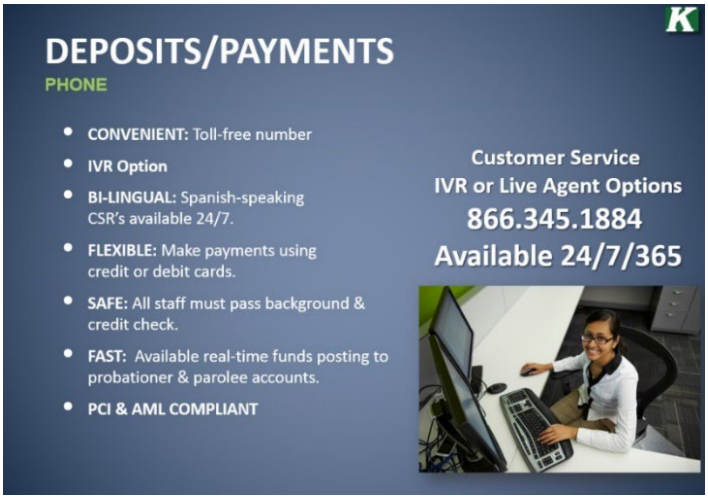


Phone

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.



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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 County to collect a more positive identification of the depositor. Additionally, this helps reduce the time a depositor has to spend at the kiosk.

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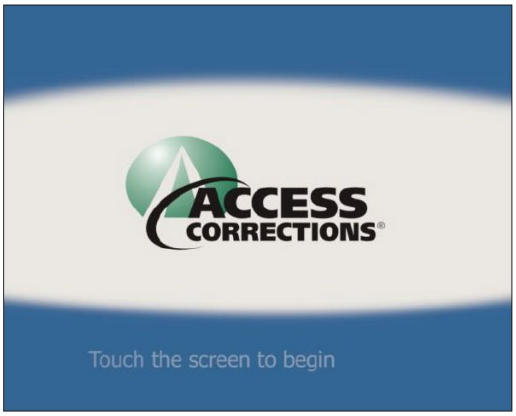
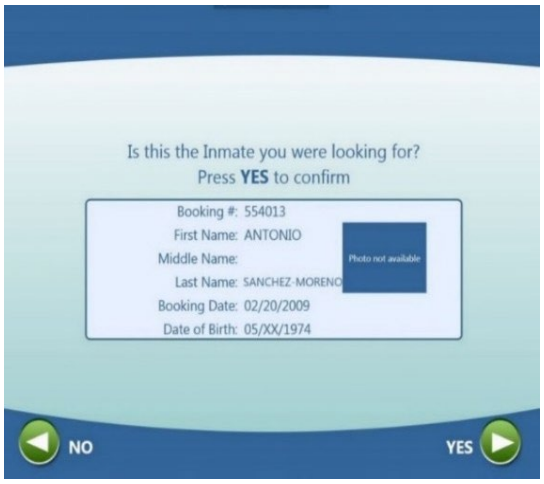
From the initial kiosk splash screen, the depositor selects a primary language:



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:



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After the offender is confirmed, the list of prison 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 Nevada Department of Corrections.

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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.

DOLLAR GENERAL FAMILY DOLLAR Walgreens 7-ELEVEN CVS Speedway Pilot FLYING J stripes Kum & Go gomart ROYAL FARMS Walmart – Available at Service Desk or Money Center

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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 (FREE) (LOCAL) — 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) _____ 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.

Keefe Response: 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.

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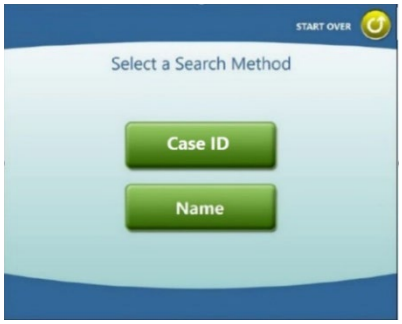
2.2.2.3 Kiosk may allow outside parties and/or inmates to post payments towards court-ordered fees and/or fines.

Keefe Response: 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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement and be upgraded as required at no cost to the DOC.

2.2.4 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

Keefe Response: Keefe has read, understands, and will adhere that the operating system will be no more than (N+2) revisions behind the publicly available kernel.

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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.

Keefe Response: Keefe has read, understands, and will adhere. Upon request, Keefe 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.

Keefe Response: Keefe will provide a sufficient test environment for DOC to sign-off on application functionality changes as specified by DOC, including version numbering, change description, reason for change, person requesting the change, person responsible for the change and the date and time of change.

Keefe hardware and/or application upgrades– for example, a new feature that involves changes to business processes, server and/or workstation operating system or database level, or network topology—are typically implemented as follows:

- ***Review of new features / equipment required for upgrade***
- ***Receipt of signed authorization to proceed with equipment / software changes***
- ***Testing of new features / hardware required for upgrade***
- ***Development of transition plan***
- ***Preparation for additional on-site training if required for the upgrade***

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Code changes are managed through Atlassian JIRA Agile practices.

Each change is documented as a JIRA card. Each card describes the Agile form of requirements definition. Source of change is included. Change type may be Epic, Story, Unplanned Work, Defect. Each change is promoted from development / code review through Test using scripted and automated test methodologies. From Test, code is promoted by QA staff to Staging where internal staff may review with customers prior to release to production. Changes pending production are reviewed with senior IT executives and senior business executives on a bi-weekly basis prior to promotion to production. Changes are documented in the online knowledgebase for end-user reference.

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.

Keefe Response: 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.

Keefe Response: Keefe kiosks operate on 120 V 60 Hz AC power. Inmate pod kiosks may also operate on Power Over Ethernet. Keefe has deployed over 5,000 kiosks at more than 300 correctional facilities in compliance with electrical specifications equivalent to those given in this requirement.

2.2.7.3 Kiosks to support communications via:

A. Cable;
B. Fiber;
C. Wireless; and
D. Other.

Keefe Response: 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.

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Keefe Response: Keefe provides 24 x 7 monitoring of its kiosks through Keefe supplied switches, routers, firewalls and internet circuits. Pre-existing DOC ethernet and/or fiber runs if available may carry Keefe kiosk traffic if segregated by Keefe switches, routers, firewalls, fiber modules.

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.

Keefe Response: Keefe kiosks home back to Keefe centralized cloud services. Relay servers for media distribution may be installed at given facilities to reduce network overhead for media downloads.

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.

Keefe Response: Keefe supports an outdoor media kiosk. The outdoor media relay unit is waterproof and can withstand extreme temperatures.

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.

Keefe Response: The 17" LED touch screen features a vandal proof PCAP overlay. As stated above, the kiosks are made of rugged ABS plastic and feature dual locks.

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.

Keefe Response: Keefe will provide mounting templates for all kiosks should DOC staff need to mount or remove the equipment.

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Keefe will 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. The same anchor bolts would be used on the MP3 kiosk.

2.2.8.4 The kiosk enclosure must be of a neutral color and easily cleaned.

Keefe Response: 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.

Keefe Response: Keefe monitors all its kiosks through centralized Solar Winds services. Keefe's support staff receive alarms for kiosk dysfunction. Keefe proposes that its staff alert DOC as opposed to audible and shrill alerts at the kiosks themselves. Keefe accepts responsibility for theft and/or damage of its kiosks units deployed.

2.2.8.6 Kiosks shall have sealed opening(s) for power and phone lines as needed.

Keefe Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.

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.

Keefe Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.

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.

Keefe Response: The Edge Kiosk will adhere to this requirement and features touch screen capability. Please see the specifications in section 1.4 DOCUMENTATION.

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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.

Keefe Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.

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.

Keefe Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.

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.

Keefe Response: Kiosks may be equipped with privacy shields.

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).

Keefe Response: The Edge Kiosk and tablet gives the user the ability to increase the size of the font. Keefe will work with the participating agency to collaboratively determine which of the other available accessibility options should be enabled based agency's need and risk profile.

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.

Keefe Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.

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.

Keefe Response: Keefe provides touchscreen entry of the inmate ID and touchscreen entry of the inmate pin. Keefe also captures challenge questions from

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the inmate for use in managing his/her own pin.

2.3.1.3 Pictures, artist renderings or technical drawings of the proposed kiosk design shall be included with the proposal.

Keefe Response: Kiosks will adhere to this requirement. Please see the specifications in section 1.4 DOCUMENTATION starting on page 12.

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.

Keefe Response: The Edge kiosk solution is ADA compliant.

2.3.1.5 Kiosks shall have adequate ventilation to include fans if needed for components.

Keefe Response: Keefe has read and understands. Kiosks will adhere to this requirement.

2.3.1.6 The kiosk shall not bear company names or logos.

Keefe Response: Keefe supplies company information on public use kiosks for family members to contact Keefe instead of the Department for questions or troubleshooting. Keefe does not include company names or logos on inmate use kiosks.

2.3.1.7 The operating system should allow the DOCs the ability to customize the applications offered to inmates.

Keefe Response: 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.

Keefe Response: Please see the following page for a sample receipt generated from a Deposit Kiosk.

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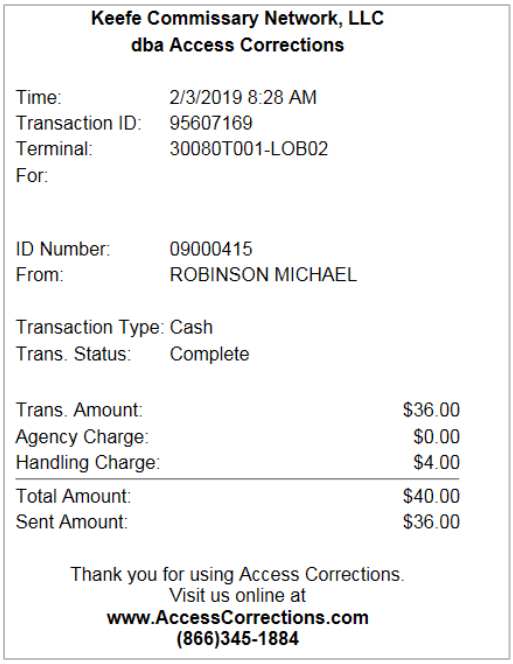

Keefe Commissary Network, LLC
dba Access Corrections

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.

Keefe Response: Keefe has read, understands, and will adhere to Section 2.3.2.

Remote Management
Technical support will be provided to DOC through Keefe Group's 24 x 7 x 365 toll free assistance line staffed by Keefe Group Technical Services training personnel located in St. Louis, Missouri.

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Staff are responsible for remote monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly.

Error resolution and software problem assistance is available via Keefe's Help Desk. Phone requests are routed through CISCO Call Manager on a 24 x 7 x 365 basis. Phone requests are placed by dialing 800-864-5986. Phone services are available during business hours, defined as 6 AM – 7 PM Monday through Friday. During business hours, inbound calls are answered by our Tier 1 support team for incident creation and initial troubleshooting or routing of the call to the technician assigned to the open incident. If they are unable to resolve they will assign the incident to a technician in the appropriate support group. If a queued call is not answered within five minutes, the call is routed to a voice mail extension which records a message from the caller and alerts the Tier 1 and other support teams of the voicemail. Calls directed to an individual technician are subject to the current availability of that technician at the time the call is transferred.

Any inbound call outside of business hours will be requested to leave a voicemail for after-hours support. A technician will call back within 30 minutes of a voicemail being left. There is a team of technicians on call 24/7 with manager escalation points. On-Call staff is equipped with equipment in order to support our customers while outside of our central office.

Application and software updates and upgrades will be made in accordance with procedures coordinated with DOC by a dedicated Keefe project manager.

Malware
To help deliver beneficial technology solutions free from malicious intrusions, Keefe Group defends against cyber security threats through adherence to numerous cyber security frameworks including NIST 800-53, the framework drafted by the National Institute of Standards and Technology (NIST) for Cybersecurity risk management.

Keefe provides Checkpoint virus scan software for the Keefe client systems deployed at customer sites. The software is configured for daily system scan, email scan, download scan and internet filter. Daily updates are configured, and require an internet connection to the Checkpoint virus data file update service.

Additionally, all data network connections between kiosks, servers and central services are https/SSL encrypted. Keefe firewalls located at its central services site filter inbound and outbound traffic. Local facility firewalls should be configured for DNS entries located at the Keefe central services site to allow outbound port 443 access for deposit information exchange.

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Keefe central services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and Internal security scans are conducted on a weekly basis at the Keefe central services site, and security findings are also addressed weekly.

Keefe will provide alternative virus scan solutions if specified by the facility.

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.

Keefe Response: The DOC will receive Keefe's latest software applications upon contract award. Based on requirements gathered and prioritized, Keefe's development staff will release new features to the Keefe Cloud system twice per month. All updates will be immediately available to DOC free of charge.

Software changes will be made in accordance with procedures coordinated with DOC by a dedicated Keefe project manager. Keefe hardware and/or application upgrades are typically implemented as follows:

- ***Review of new features/equipment required for upgrade***
- ***Receipt of signed authorization to proceed with equipment/software changes***
- ***Testing of new features/hardware required for upgrade***
- ***Development of transition plan***
- ***Preparation for additional on-site training if required for the upgrade***

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.

Keefe Response: 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. Keefe will provide a comprehensive list of content purchase by inmates.

That said, Keefe intends to offer subscription services whereby inmate has access to content for defined period as opposed to purchasing content.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe is the sole owner of and retains all rights to the application software provided. Software provided by Keefe pursuant to an award will be licensed not in perpetuity but for the term of the resulting contract. The Microsoft operating systems are appropriately licensed from Microsoft.

2.3.3.5 Documented Application Programming Interface (API) and tool kit ad.

Keefe Response: Keefe's ATG Trust system have existing interfaces to exchange inmate demographic and financial information, needed to support system operations. Cost of all changes needed to these interface to successfully interface with agency's legacy systems will be Keefe's internal cost. All interfaces between Keefe systems are owned, developed and maintained exclusively by Keefe for Keefe application interoperability.

2.3.3.6 Custom changes to the Interface API.

Keefe Response: Keefe will make interface changes between Keefe's ATG trust system and the Department's legacy system as needed as our internal cost.

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.

Keefe Response: Keefe provides the current Banking application to NVDOC and has a fully functional and robust interface, based on daily exchange of inmate demographic files with the NVDOC's Offender Management System.

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ATG systems have been deployed at multiple large correctional agencies and support numerous interfaces for retrieving data from the agency's existing systems and using the same for display and system updates. The system has the capability to support both web service interfaces as well as file based as per the needs of the agency.

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.

Keefe Response: Keefe has read, understands and will adhere to this requirement of providing customer interaction messages in English and Spanish.

2.3.3.9 Provide application instructions to the inmates which are clear and to the point, with no large blocks of text.

Keefe Response: ATG's SCORE software has an inbuilt help function that allows the inmates to view the help files online both on the kiosks and tablets. These help files have been created keeping the target audience in mind and written in clear and concise fashion.

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.

Keefe Response: Keefe recommends a 96:1 inmate to kiosk ratio for most implementations where only commissary ordering is provided. As number of services provided increases, (banking, commissary ordering, law library, etc.) the ratio could decrease to 24:1. Please note, introduction of tablets to the inmate population will have a large impact on kiosk to inmate ratios, as kiosks 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.

Keefe Response: ATG systems are based on industry-standards, have been deployed at multiple large correctional agencies including NVDOC and have a track record of rapid and timely responses to the changing business needs. ATG follows a well-documented change management process and will work with the agency to identify/document and rollout 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

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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.

Keefe Response: ATG will plan for holding two webinars for the training of staff during implementation and schedule more as needed. In addition, SCORE's admin application contains the help files for every screen in the application which allows the user to access the same online training from within the application. All training will be provided at no cost to the DOC.

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.

Keefe Response: The SCORE admin application includes help files for every screen which is accessed online from within the application. Like the application, the help screens are protected as copyright material. The Agency will have rights to copy and use the documentation, however, Keefe will retain its copyright rights.

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.

Keefe Response: SCORE's inmate application (both on tablets and kiosks) hosts the help files for the various system screens and services that allows the inmate to access the information directly from within the portal.

Furthermore, we have created posters/marketing that provide information needed to enter into the system. The Agency will have rights to copy and use the documentation for inmate's relatives informational purposes, however, Keefe 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.

Keefe Response: All software maintenance will be coordinated with Agency staff and will not exceed the 24-hour window.

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-

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business hours. Non-business hours are 5:00 pm to 8:00 am Monday through Friday, weekends and holidays.

Keefe Response: Keefe Commissary Network staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services.

A staff of systems technicians acts as primary support for help desk calls from around the country, as on-site project managers and trainers in support of regionalized staff. The entire staff is located at the Keefe Group corporate office located in St. Louis, Missouri, 800.864.5986.

2.3.6.3 The vendor shall maintain levels of service and machine installation at no cost to state.

Keefe Response: Keefe 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 Keefe's solution, and Keefe will provide, install, maintain, and replace its network infrastructure elements as required.

Keefe's proposed cloud-based applications rely solely on an internet connection with a desktop computer.

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.

Keefe Response: Any and all upgrades or replacement of hardware will be provided by Keefe 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.

Keefe Response: 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, such as midnight on weekends.

2.3.6.6 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

Keefe Response: Keefe 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, Keefe would work with the Agency to determine an appropriate time to mitigate the impact of such an outage.

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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.

Keefe Response: Keefe has read, understands and will adhere to this requirement.

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.

Keefe Response: Keefe Central Services staff are responsible for monitoring, logging, and alerting for security-related issues occurring within the Keefe network. External and internal security scans are conducted on a weekly basis at the Keefe central services site, 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.

Keefe Response: Please see pages 9 and 10 for Keefe's Service Level Agreement.

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.

Keefe Response: Keefe will utilize their Help Desk and Service Now for Service tickets

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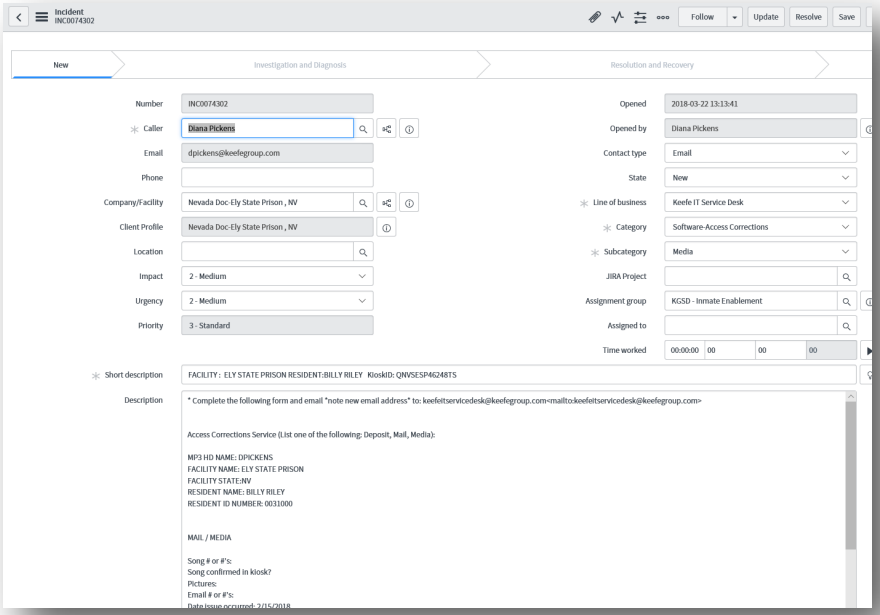
and to track cases. Keefe will provide information regarding all priority 1, 2, 3 and 4 tickets that are opened, updated and closed by the field technicians. Detail will be provided to show the problem and final resolution. Keefe has and will continue to work with the Agency to resolve any technical issues in a timely manner and with minimal disruption.

Sample Service Now ticket:



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.

Keefe Response: The Keefe Help Desk will have access to all the methods for contacting the correct person and/or the person on duty. The customer will simply need to call the Help Desk and from that point, it will be an internal, Keefe-managed issue.

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.

Keefe Response: Keefe 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, Keefe would work with the Agency to determine an appropriate time to mitigate the impact of such an outage.

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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.

Keefe Response: Upon request, Keefe 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.

2.3.6.14 All issues surrounding the tablet environment will be reported by the vendor to the authorized DOC staff.

Keefe Response: Please see the response to 2.3.6.13 above.

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.);

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

2.3.7.2 Accounting reports;

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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.

Keefe Response: Please see Keefe's response for Remote Management starting on page 100.

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.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

2.3.8 Vendors are to describe in detail the following:

2.3.8.1 Transaction processing messages;

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Keefe Response: Keefe's kiosk technologies show visual results of decisions made by inmates for creation of commissary orders, submission of requests, and communication with public through secure messaging. Results include expected receipt details for a commissary order, completed and reviewable message topic, subject, text, and response trail, completed and reviewable messages to/from and photos from friends and family, music request processing and download statistics and history.

2.3.8.2 Message prompts relayed to the inmates during their usage of the kiosk;

Keefe Response: Music kiosk connections provide connection and transmission status for messages, photos, music. Commissary and request kiosks prompt the inmate for activities expected on each page visited by 'big-button' self-descriptive menu options and by time / logins available if the Department institutes kiosk time-used restrictions and/or inactivity time-outs.

2.3.8.3 Error messages relayed, and whether or not the messages can be customized;

Keefe Response: Kiosk error messages are developed by Keefe software teams. Keefe retains User Experience advisors for each of its application platforms. Keefe regularly acts on customer feedback for use experience suggestions.

Existing SCORE functionality allows the authorized staff personnel to update operational messages displayed by the application using the designated screen within the SCORE admin app.

2.3.8.4 Ability for DOC to input instructional prompts and/or messages.

Keefe Response: Existing SCORE functionality allows the authorized staff personnel to update the language for the operational messages displayed by the application using the designated screen of the admin app. New messages cannot be automatically added but ATG will work with the agency to add additional messages in case deemed necessary to improve the user experience.

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).

Keefe Response: Our secure tablet devices are built specifically for the corrections environment, and secured with security screws and see through back, no "taper evident" seal.

A specifications chart is shown on the following page.

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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

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.

Keefe Response: The inmate devices only communicate with Keefe provided Wi-Fi, similarly the Keefe Wi-Fi will only allow Keefe authorized devices to connect. Keefe provided inmate services network at the institution (includes aforementioned Wi-Fi) only connects to Keefe's inmate services data center. Furthermore, the tablets only communicate with Keefe servers.

2.4.3 Provide tablets with a minimum one-year warranty.

Keefe Response: Keefe, together with ATG, will provide a one year warranty on the tablets. However, tablets that exhibit signs of damage or misuse will not be considered for warranty replacement.

2.4.3.1 Vendor to provide detailed information regarding coverage under warranty:

A. When is repair considered?

B. When is tablet replaced?

Keefe Response: Keefe will provide a one-year warranty on the tablets. However, tablets that exhibit signs of damage or misuse will not be considered for warranty replacement. Inmates will be responsible for paying for any tablets that they damage. Tablets that are under warranty and are found to have a manufacturer defect will be replaced at no charge.

2.4.3.2 Vendor to provide any exclusions related to warranty.

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Keefe Response: Keefe will not be liable for damage caused by improper use (including use in combination with products not manufactured or developed by Keefe for use with the SCORE® Secure Device and not used in accordance with the instructions), or by misuse, neglect, improper installation, repair by someone not authorized by Keefe, alteration, natural disaster, modification, accident, water damage or damage to any of the following: screen, headphone port, power port and/or USB port. The SCORE® Secure 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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: Tablets 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 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.

List of Applications:

- ***Media Player***
- ***PDF Reader***
- ***ePub Reader***
- ***Clock***
- ***Calculator***
- ***Scheduling***
- ***Media store***
- ***FM Player***
- ***Electronic Messaging***
- ***Staff Messaging/Grievances***

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- ***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 – Edovo***
- ***Life Skills***
- ***Law Library – Fastcase***
- ***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.

Keefe Response: 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 Keefe to be deinstitutionalized, all purchased content on the device is preserved and sent back to the inmate with the device that has been deinstitutionalized.

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.

Keefe Response: 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 correction environment. The system (firmware, operating system and applications) is routinely updated over-the-air with no actions required by staff or inmate.

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

Keefe Response: 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.

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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.

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.

Keefe Response: 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.

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.

Keefe Response: 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

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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.

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.

Keefe Response: 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.

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.

Keefe Response: Keefe's provided institution network (including wireless network if allowed) will be totally independent of the state's network and will be maintained by Keefe. It will not interfere with any wireless equipment currently operating in the DOC facilities. Keefe provided devices (kiosks and tablets) will only connect to Keefe 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.

2.5.5.1 Tablets may or may not connect to DOC network infrastructure. The vendor shall detail plans to support their proposal both ways.

Keefe Response: 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, Keefe 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.

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Image 1 – LAN utilizing existing fiber for building-building connectivity on Keefe equipment:

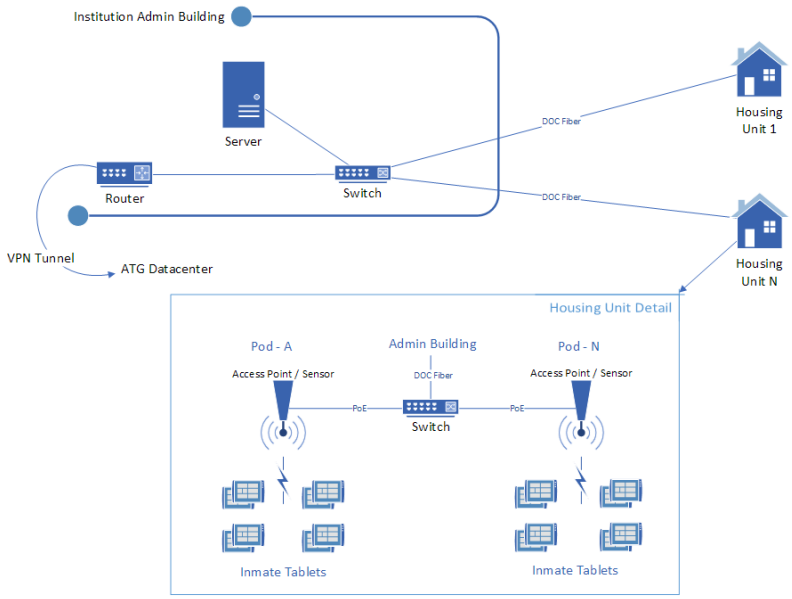
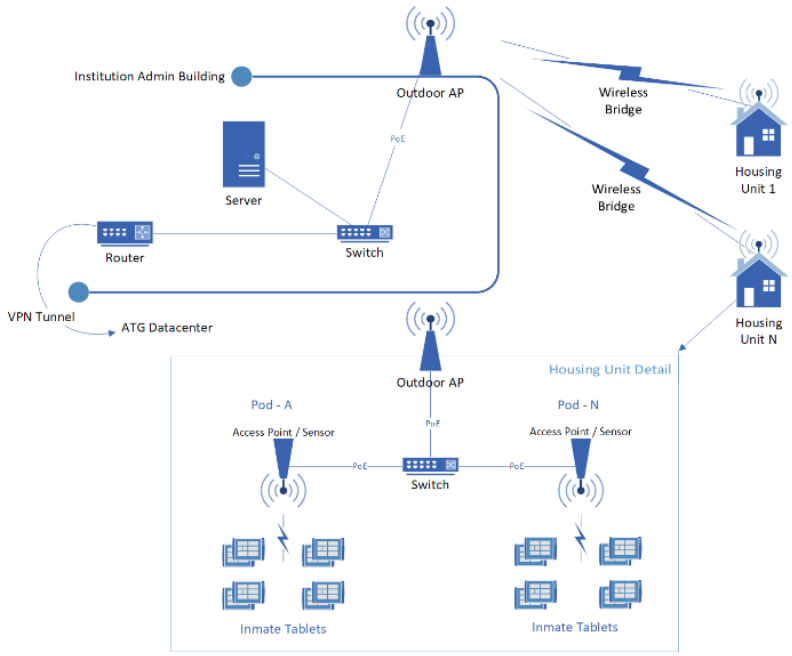


Image 2 – LAN utilizing Point-to-Multipoint wireless backhaul



In the scenario where the DOC is providing the network infrastructure, Keefe 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 Keefe in this scenario. If the DOC provides the Access Point, specific SSIDs and security configurations will be required.

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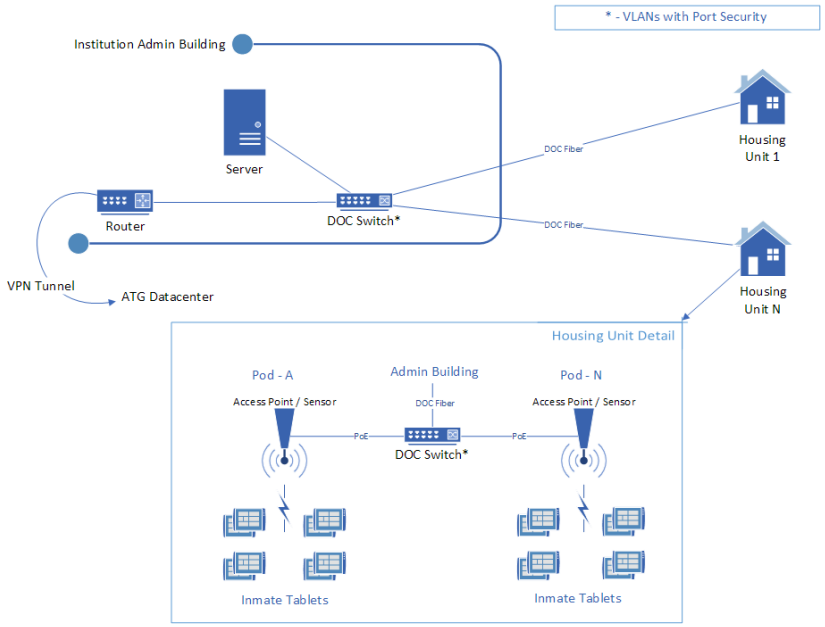
Image 3 – LAN utilizing DOC network infrastructure – VLAN/Port Security



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.

Keefe Response: Keefe 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.

Keefe Response: Keefe will work with the DOC to determine root cause of any issues, issues found to be caused by Keefe, will be the responsibility of Keefe to repair/resolve.

Keefe's provided institution network (including wireless network if allowed) will be totally independent of the state's network and will be maintained by Keefe. It will not interfere with any wireless equipment currently operating in the DOC facilities. Keefe provided devices (kiosks and tablets) will only connect to Keefe provided network.

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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.

Keefe Response: Keefe 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.

Keefe 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.

Keefe Response: DOC will have the ability to review logs of servers, workstations and access points located on DOC premises.

Please note, ATG is the only inmate tablet system that has not been compromised.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

- ***Our 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.***
- ***Keefe first implemented inmate kiosks in 2003. Since then we have implemented and managed over 13,000 kiosks nationwide. Similarly Keefe first implemented secure Wi-Fi over institutions in 2009. Since then, we have implemented Wi-Fi***

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coverage in over 104 institutions nationwide. We are the only vendor who has not been hacked by inmates, there are national news articles covering such events with other suppliers. We respectfully recommend that the State pay close attention to the technical and implementation skills of the vendor.

- ***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.***

2.5.6.3 All equipment should be tamper resistant, of durable construction, and considered by industry standards as appropriate for a correctional environment.

Keefe Response: 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

Keefe Response: Keefe has read, understands, and will adhere.

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).

Keefe Response: Keefe has read, understands, and will adhere.

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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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

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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.

Keefe Response: 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.

Keefe Response: 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.

2.5.9 The system features shall include, but are not limited to:

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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.

Keefe Response: 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.

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.

Keefe Response: 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

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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.

Keefe Response: Keefe understands and will adhere. Training manuals will be provided to DOC staff. We will also provide the necessary marketing via posters and buck slips to make inmate's relatives aware of the applicable features and functionalities. Agency will have the right to makes copies, but the intellectual and copyright for the posters, and manuals remain Keefe's exclusive property.

Keefe will host two webinars for the training of staff as a part of system implementation and will schedule more as needed. During contract agency annually can request up to 4 additional webinar-based training which will be delivered at no cost to the agency.

Additionally, SCORE admin application includes help files for every screen that is accessible online the application.

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.

Keefe Response: All network maintenance is done without interfering with inmate access and is done only to deploy updated firmware where security maybe impacted. Server are patched monthly after hours so inmates are not impacted. All application rollouts are done in coordination with agency's point person, and these rollout are scheduled a week in advance and typically take less than one hour.

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.

We have very sophisticated processes to ensure that there is no maintenance downtime (system is available 24x7) and that systems are robust and resilient. All customers will attest that ATG systems do not fail – we measure downtime in minutes per decade.

2.5.12.2 The vendor must provide support for the equipment Monday through Friday 8:00

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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.

Keefe Response: Keefe Commissary Network staffs a centralized Technical Services support center including Help Desk, Configuration, Installation, Training, Systems Integration, and Software Development Services.

A staff of systems technicians acts as primary support for helps calls from around the country and as on-site project managers and trainers in support of regionalized staff. The entire staff is located at the Keefe Group corporate office located in St. Louis, Missouri, 800.864.5986. The help desk is available 24/7.

Keefe support teams include the following disciplines:

Project Services Team

- ***Engage customer for initial implementation and upgrades***
- ***Create Training System for data migration and configuration***
- ***Modify Training Environment as per sheriff department requirements***
- ***Initialize integrations with partners***
- ***Supervise infrastructure upgrades as needed***
- ***Train staff on new system***
- ***Document system settings***
- ***Initialize monitoring and support settings***
- ***Receive incoming customer requests via phone and email***
- ***Provide first call resolution as applicable***
- ***Create associated service tickets and assign to IT Support Analyst(s) within appropriate technical team***
- ***Monitor receipt of customer backups***
- ***Conduct customer survey feedback***
- ***Resolve customer requests associated with online deposit, payment, release, email, and media services.***
- ***Manage all software updates, integrations, and hardware applicable to these services.***

Commissary and Integration Team

- ***Support on-site commissary software technical operations***
- ***Support and trouble-shoot software integrations between Keefe and partner systems***
- ***Assist with commissary invoicing/OMS reconciliation***
- ***Trouble-shoot edge kiosk services***

Infrastructure Team

- ***Monitor and support all hardware/equipment supplied by Keefe (including servers, workstations, booking kiosks, pod kiosks, cart operations, various scanners, printers)***
- ***Monitor and support maintenance items (such as data backups, anti-virus software/updates, Windows system updates),***

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- ***Provide mission critical server troubleshooting and recovery services***
- ***Support networking/communication across Keefe technology implementations***

<u>Accounting Analyst Team</u>

- ***Conduct financial transition planning by working closely with the client's financial representatives during transitions to Keefe accounting systems***
- ***Incorporate financial transition results into implementation analyst project plans for transition activities***
- ***Conduct an initial accounting audit of all new technology/services that affect the customer's inmate accounting system***
- ***Conduct annual client financial reviews***
- ***Trouble-shoot financial service events escalated from the other service teams***

KeepTrak Banking is hosted from St. Louis CoSentry data center with backup in the CoSentry Omaha Data Center. KCN staff monitor and manage the Banking platform on a 24 x 7 basis. KCN's Contact Services Team is available for call and mail support on a 24 x 7 basis.

2.5.12.3 The vendor shall maintain levels of service and machine installation at no cost to state.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

2.5.12.5 The vendor will coordinate its service schedule in advance with the facility.

Keefe Response: Keefe has read, understands, and will adhere.

2.5.12.6 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

The system has very sophisticated security specifically designed to meet correctional institution's security requirements, which we will share only under a NDA, not in a public document.

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.

Keefe Response: Please see Keefe's Service Level Agreement on pages 9 – 10.

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.

Keefe Response: Keefe 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. Keefe has and will continue to 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.

Keefe Response: Keefe has read, understands, and will adhere.

2.5.12.12 The vendor will provide a copy of the company's current repair procedure policy

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for both normal maintenance and emergency outages as it relates to your proposal.

Keefe Response: Uptime for the Keefe Cloud platform is 24 x 7 with scheduled maintenance in a four-hour window on a monthly basis.

Multiple outages directly traceable to a Keefe failure of services are handled in the following manner:

1. ***Keefe Production Engineers will send the facility an email communication when system maintenance and upgrades are to occur.***
2. ***Response time is immediate for general unplanned cloud service outages. 24 x 7 monitoring promotes early awareness of a system event, and triggers 24 x 7 data center operations staff to resolve or to escalate the event and to notify Keefe staff and customers or progress toward resolution.***
3. ***Response time is hourly for raised alerts from cash/credit collection devices. Ticketing and resolution of a raised alert from a cash/credit collection device is immediate upon recognition of a raised alert. Resolution timelines are assigned at ticketing based on analysis of the failure. Examples may include immediate remote resolution or dispatch of equipment or technician for repair / replacement.***

Keefe Group does not anticipate outage impacts that would significantly impair ongoing operations at County for bonding purposes.

2.5.12.13 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the tablet environment.

Keefe Response: Upon request, Keefe 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.

Keefe Response: Please see the response to 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.

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Keefe Response: Please see Attachment C - Cost Proposal and Attachment C – Detailed Rates and Fees for pricing on all tablet accessories.

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3. INMATE TELEPHONE SYSTEM (ITS)

Keefe Response: Keefe has read, understands, and will adhere.

The requirements within Category 3 will be completed by ICSolutions for this agreement as noted on page 2 of this section.

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.

Keefe Response: 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 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***

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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*

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.

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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 prison 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.*

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- ***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.

Keefe Response: 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.

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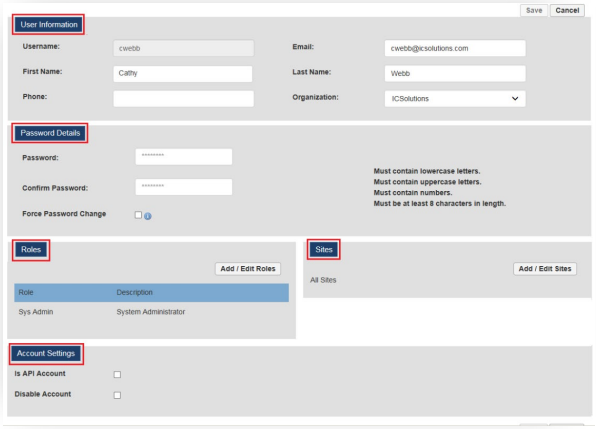
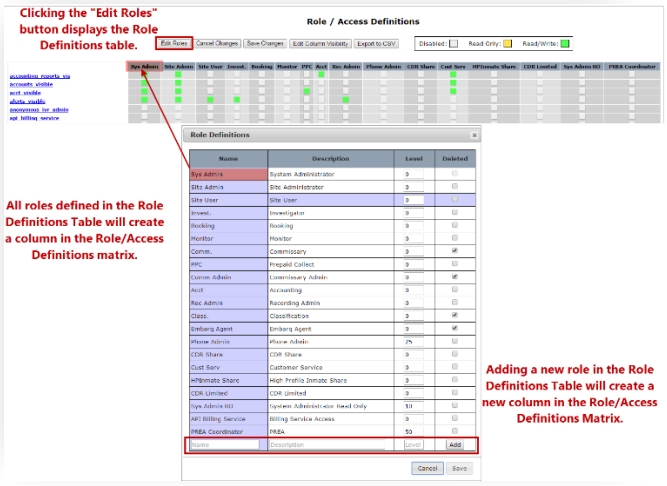


Account Settings - Assign/Revise User Function Privileges

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 on-site, 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.

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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 DOC 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 on-site. This facilitates cooperative investigations with external law enforcement agencies.

This feature is regularly utilized by many of our clients who rely on off-site 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 off-site investigators, which we were able to accommodate with ease. Off-site 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.

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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 prison 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 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.

Keefe Response: The ENFORCER features an open architecture that allows it to easily integrate with other 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 across multiple systems. Interfacing with OMS, Commissary, Inmate Banking, and other systems reduces the data entry burden on prison staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to 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 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

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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.

Keefe Response: 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.

Keefe Response: 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-premises 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.

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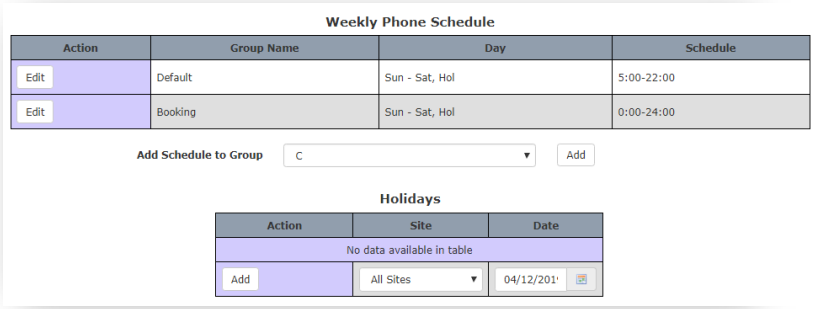
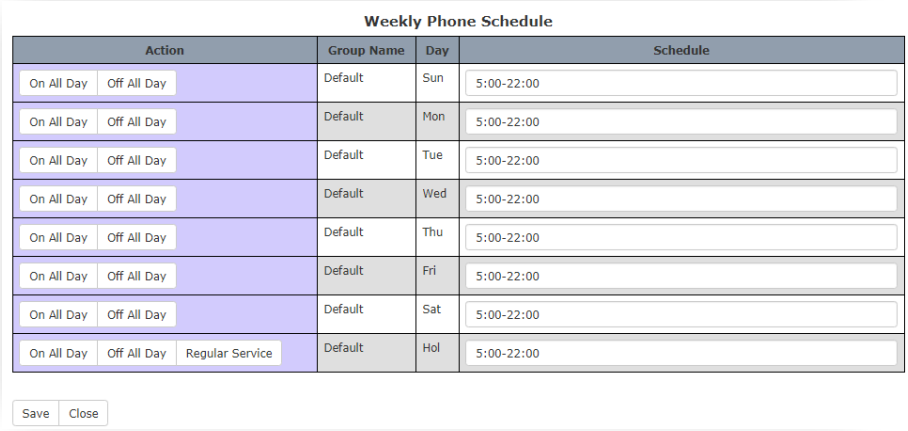


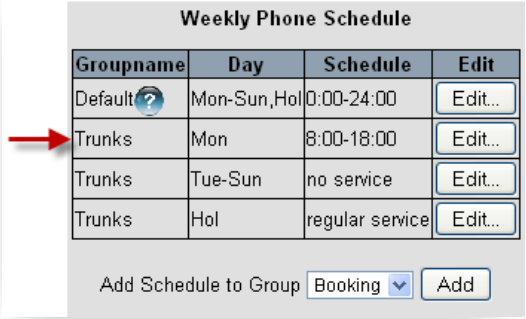
Weekly Phone Schedule - Add or Edit Groups

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

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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".

Keefe Response: 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

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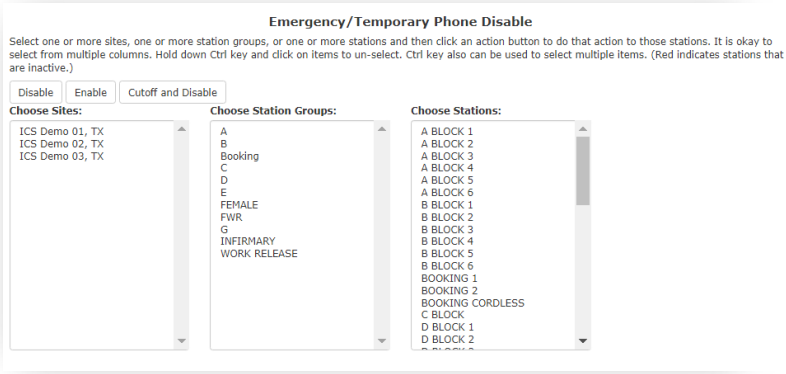
3.1.7.6 International calls.

Keefe Response: 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.

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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.

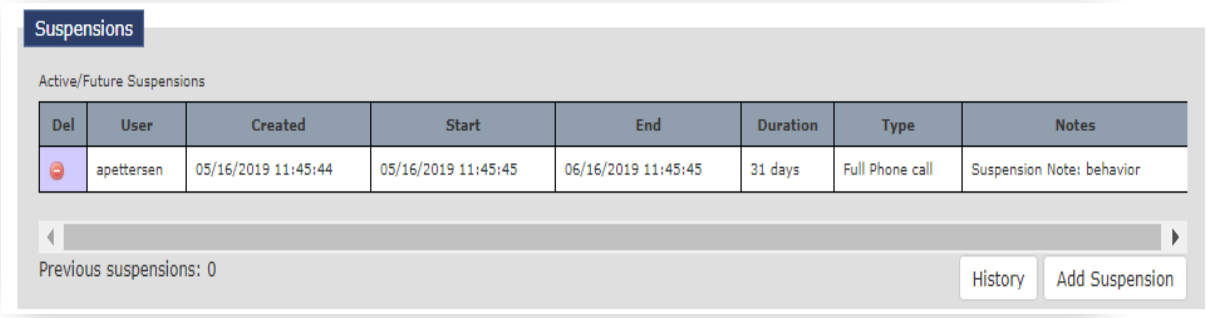
3.1.8 At no time, will the inmate telephones be unrestricted due to the deactivation of the ITS ID feature. The authorized DOC staff will have the ability to immediately deactivate any inmate's telephone account, upon approval of the authorized DOC staff for any of the following reasons:

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.

Keefe Response: 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.

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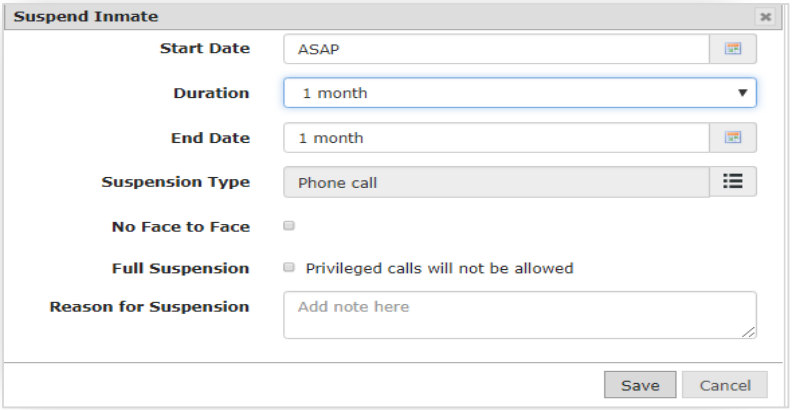
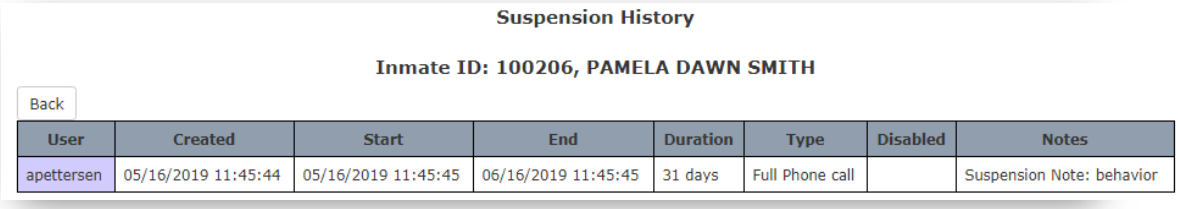


Suspension of Calling Privileges



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.

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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.

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- ***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.

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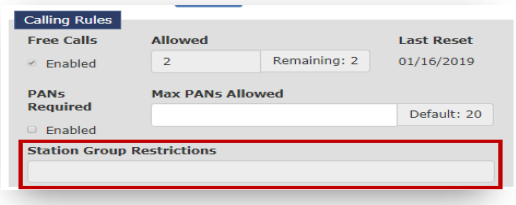
Keefe Response: Each individual inmate's PIN is linked to a unique set of calling privileges that include the ability to place calls only from their assigned station groups (their housing unit, common areas, etc.) These limits can be customized by authorized users at any time by selecting the Station 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.

Keefe Response: 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.

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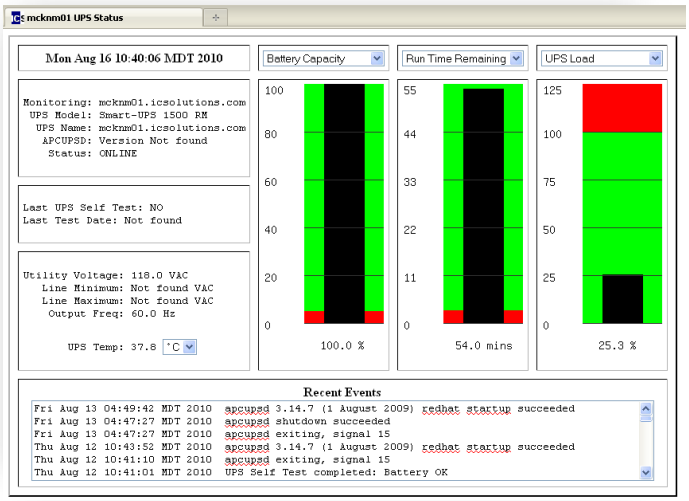
APCUPSD UPS Network Monitor
Mon Aug 16 15:52:39 CDT 2010

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.

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Keefe Response: DOC investigative personnel can access the system using an on-site 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 on-site, 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 DOC 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 going system operations 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 with external law enforcement agencies.

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This feature is regularly utilized by many of our clients who rely on off-site 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 off-site investigators, which we were able to accommodate with ease. Off-site 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 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 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

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3.1.13.12 System reporting.

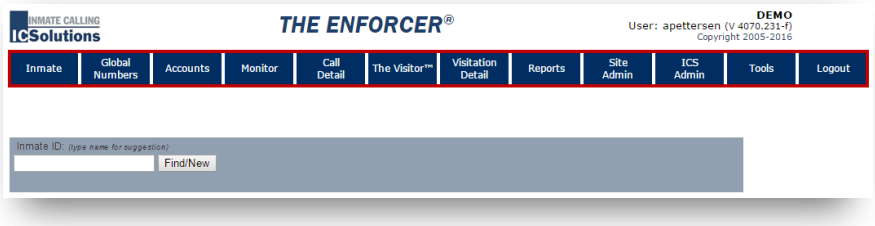
Keefe Response: Please see the following response to the requirements within 3.1.13.

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 on-site, 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 on-site. 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.

Sample screen shots are provided on the following page.

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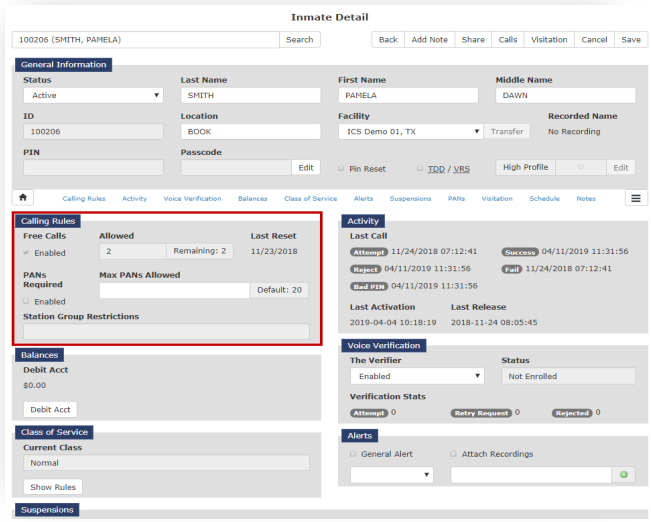
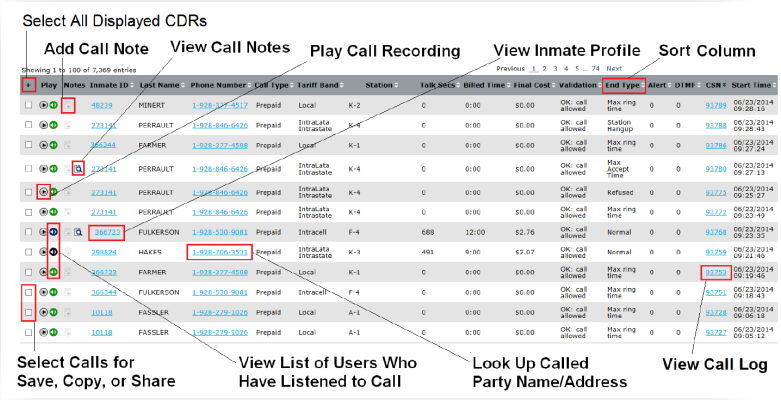
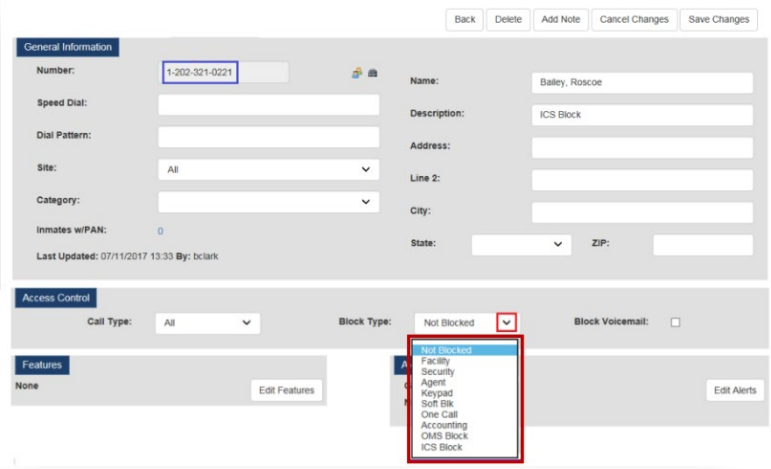


Inmate Account Screen from THE ENFORCER



Call Detail Results Screen from THE ENFORCER



Global Number Edit screen from THE ENFORCER

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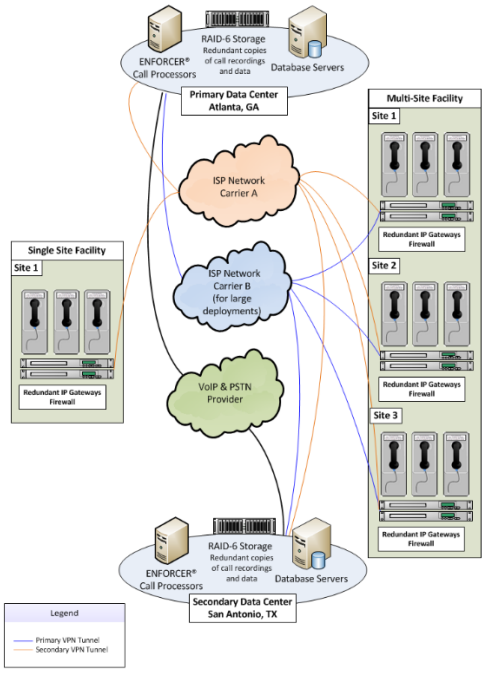
Centralized DOC system database

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 off-site 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 on-site 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 on-site installation and maintenance work***
- ***Provides multiple layers of call processing and storage redundancy in off-site, geographically separate data centers, enabling ICSolutions to guarantee 99.999% system uptime and no loss of data or recordings***

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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 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 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.

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

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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.

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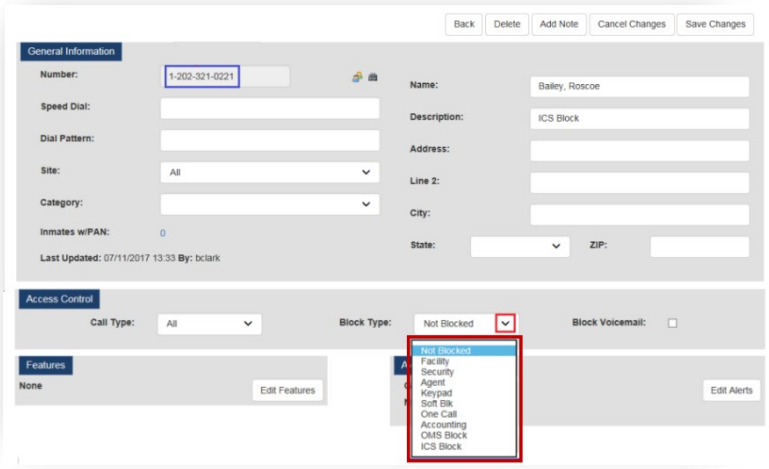
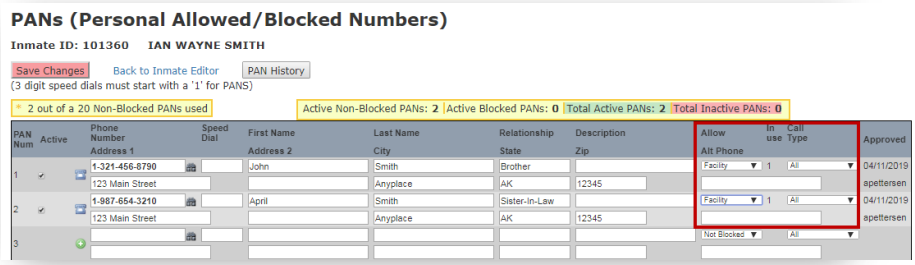


Global Number Edit - Add blocked Number

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;

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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 Detect

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

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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.*

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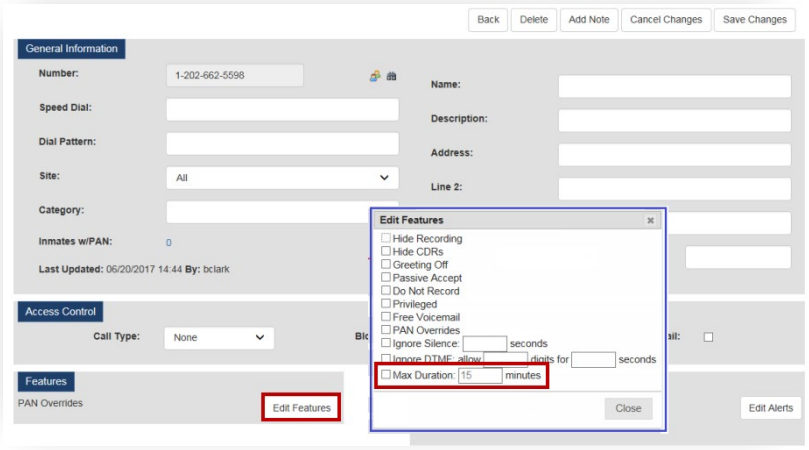
Call Acceptance Monitoring

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.

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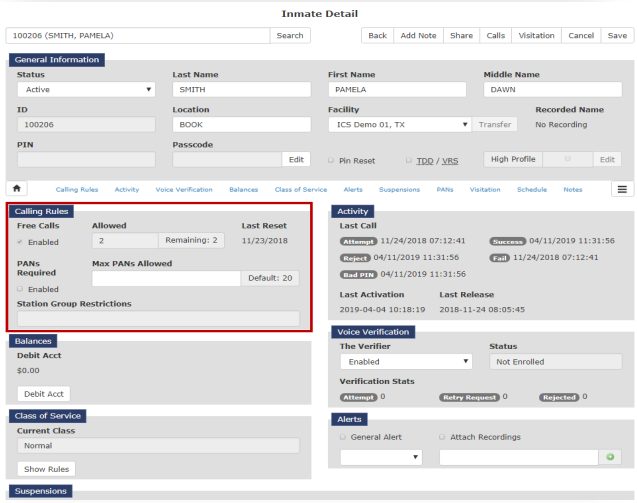
Inmate Calling Restrictions

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!***

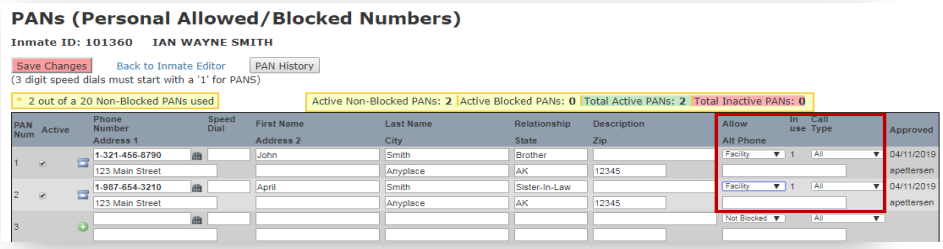
For example, as shown in the screen below, more specific restrictions can be set from the Inmate Account Profile. Once the Status of the inmate account is changed to "Restricted" in the Inmate Account Profile, authorized users may customize calling restrictions; note the "Restrict___ Calls Every____ (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

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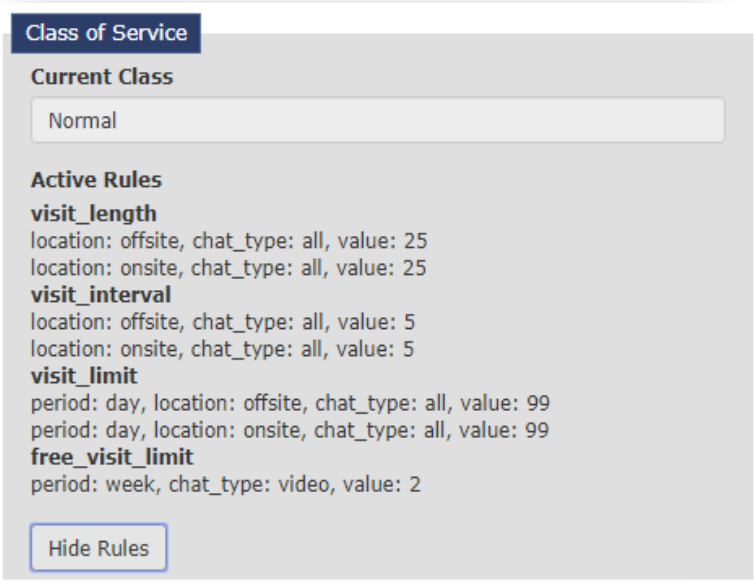
Inmate Class of Service

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 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. Additional detail is provided in response to Requirement 3.5.1 later in this section.

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.

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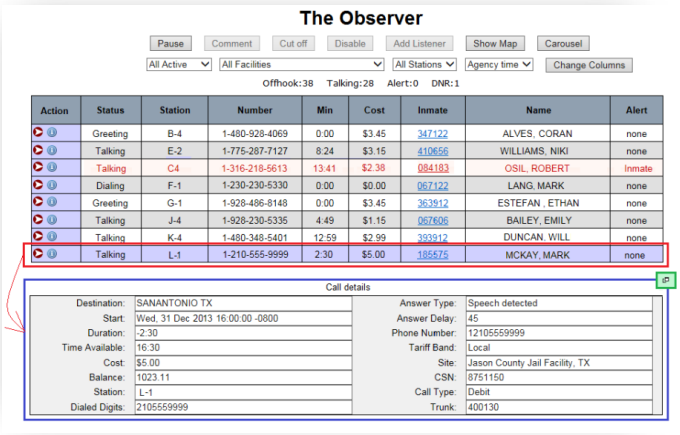
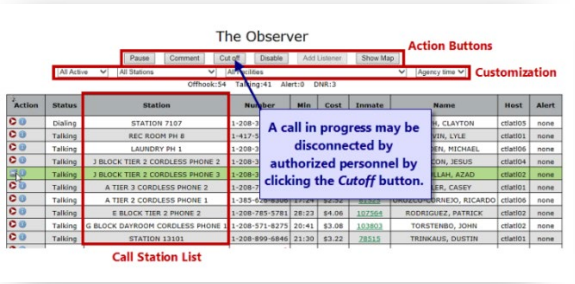


Monitoring Live Calls - Calls in Progress Screen with Call Detail Displayed

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.

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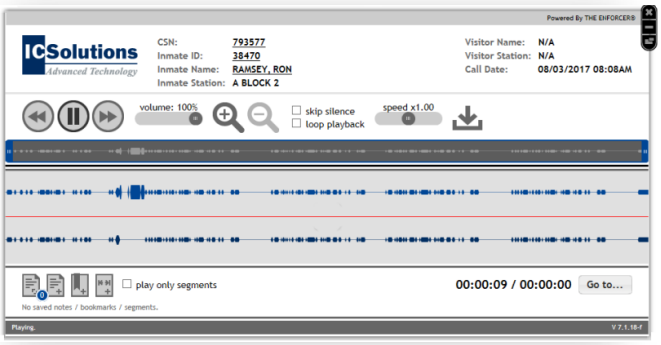
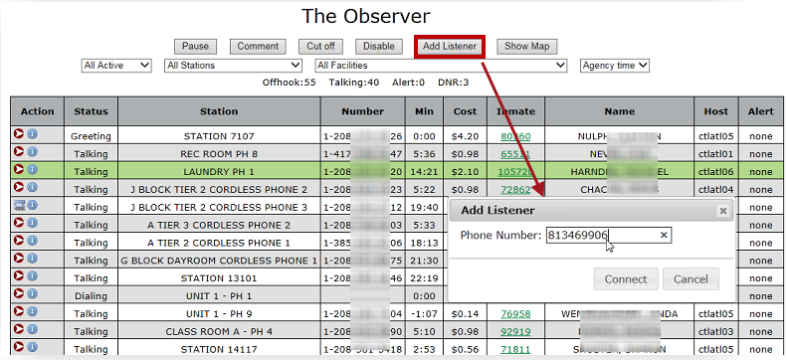


Web Player

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.).

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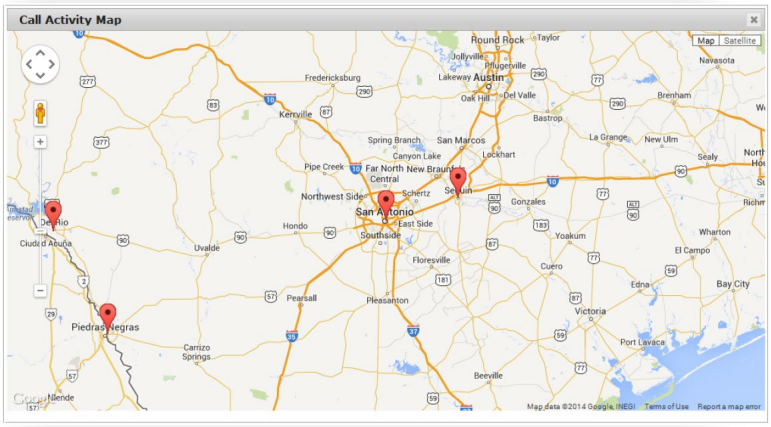

Live Monitoring Call Activity Map

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,

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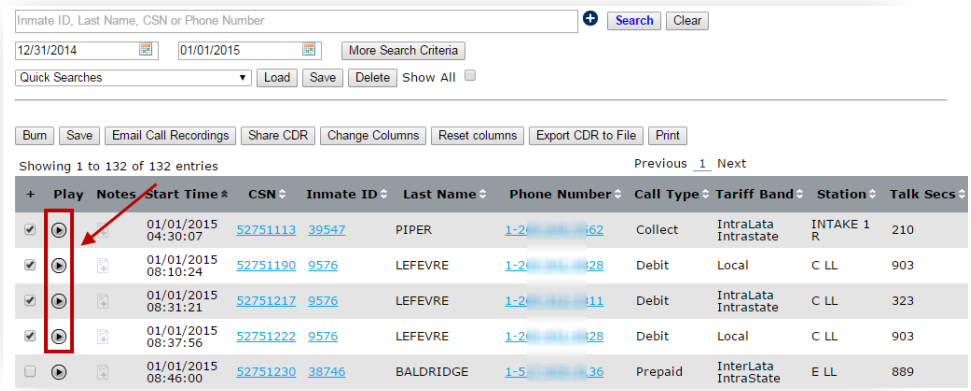
the investigator may slow down the playback to better understand unclear passages; pause and fast forward as needed; mark significant points within a recording; add text notes that will remain with the recording when it is copied to a CD or other portable medium and provide the ability to replay a selected segment of a call, once or many times, without having to replay the entire recording.

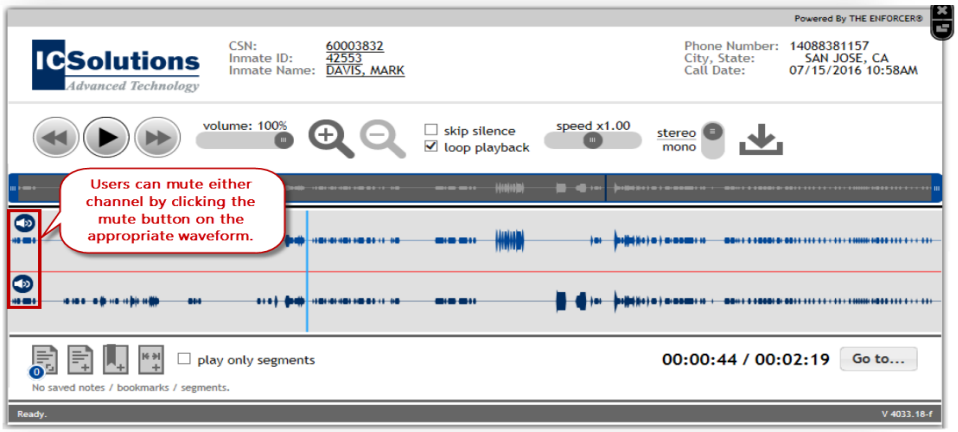
All this can be accomplished via the ICSPlayer. The user simply selects the call from the call detail screen or clicks the play icon to the left of the call detail record and the ICSPlayer will appear.



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

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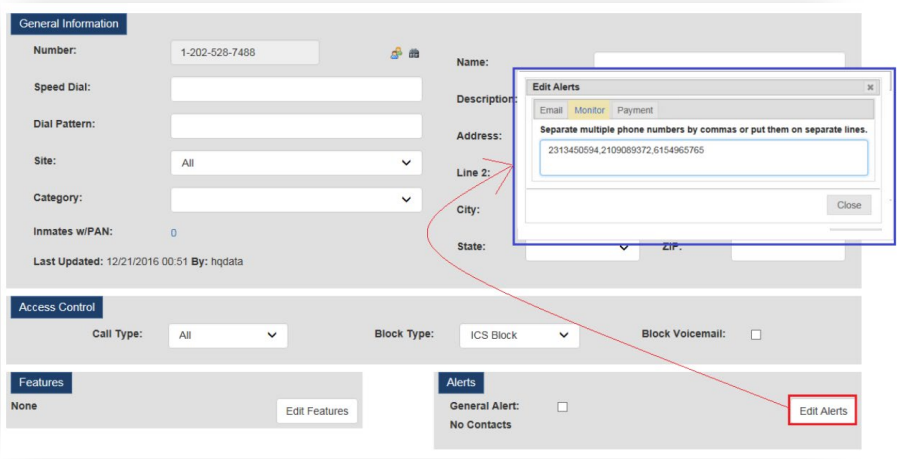
Hot Number Tracking

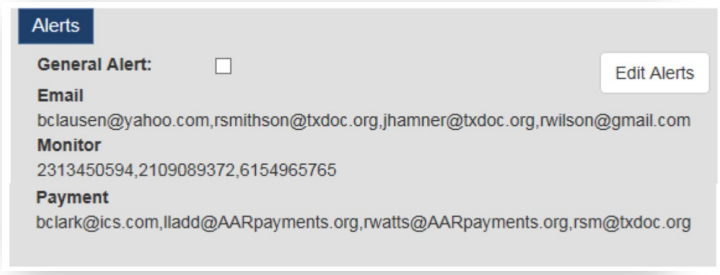
THE ENFORCER provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid 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,

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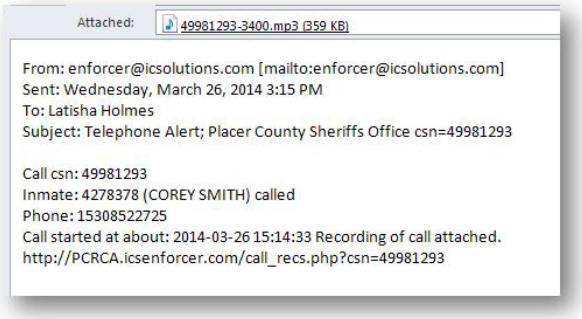
Follow Me" allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator 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's name and ID, the start date and time, a link to the call record, and the call recording.


Attached: 49981293-3400.mp3 (359 KB)

From: enforcer@icsolutions.com [mailto:enforcer@icsolutions.com]
Sent: Wednesday, March 26, 2014 3:15 PM
To: Latisha Holmes
Subject: Telephone Alert; Placer County Sheriffs Office csn=49981293

Call csn: 49981293
Inmate: 4278378 (COREY SMITH) called
Phone: 15308522725
Call started at about: 2014-03-26 15:14:33 Recording of call attached.
http://PCRCA.icsenforcer.com/call_recs.php?csn=49981293

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.

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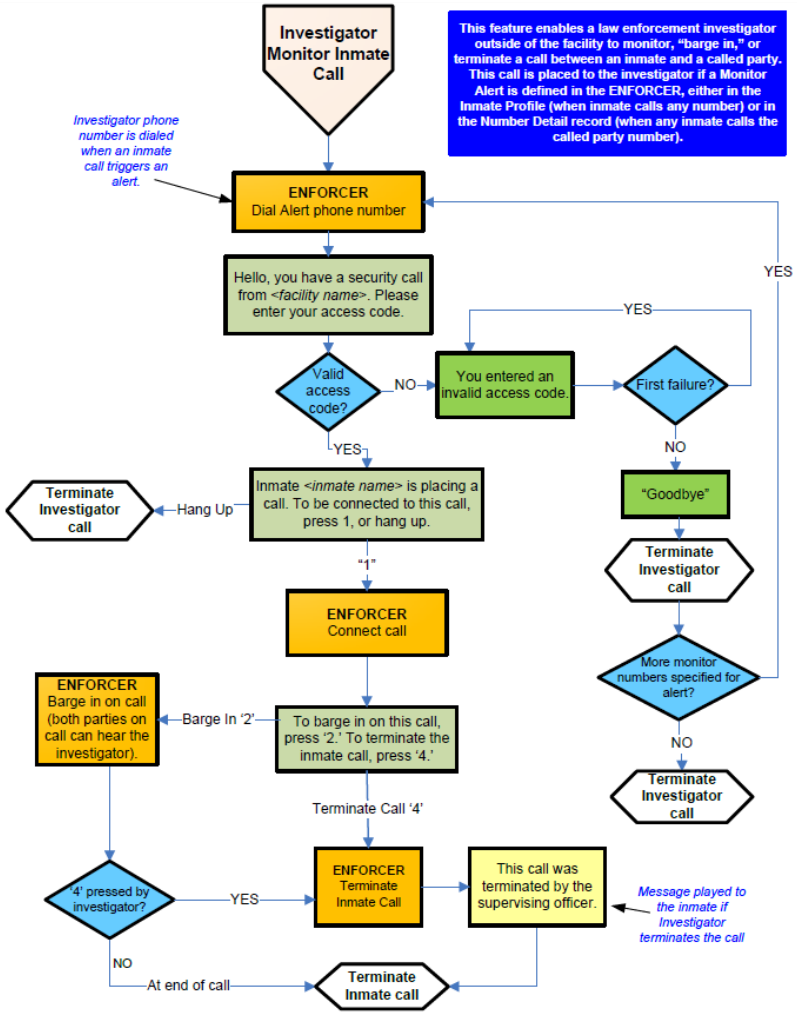

System Reporting

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.

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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 on-site 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 1 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.

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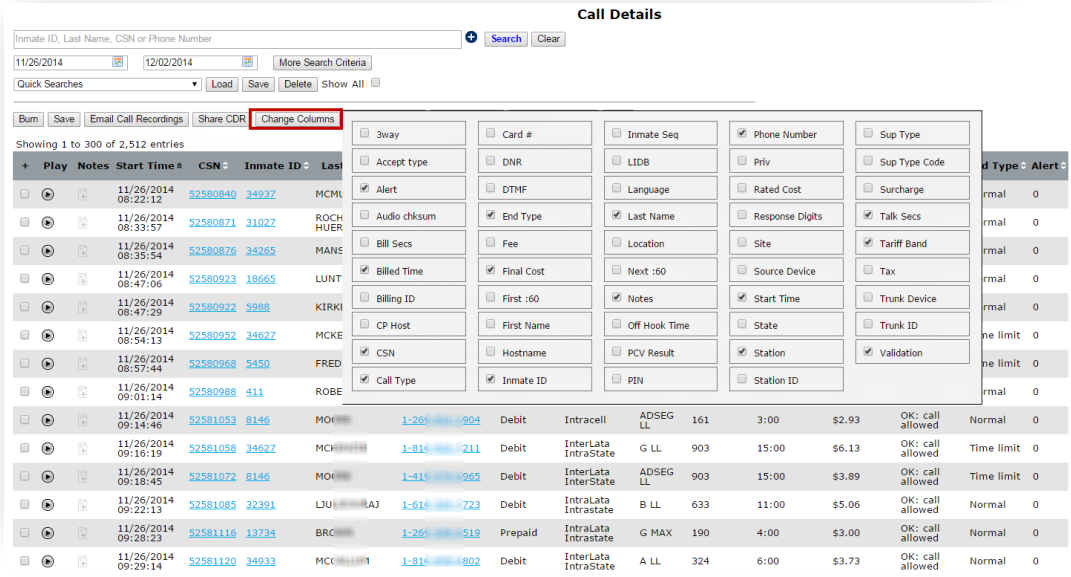
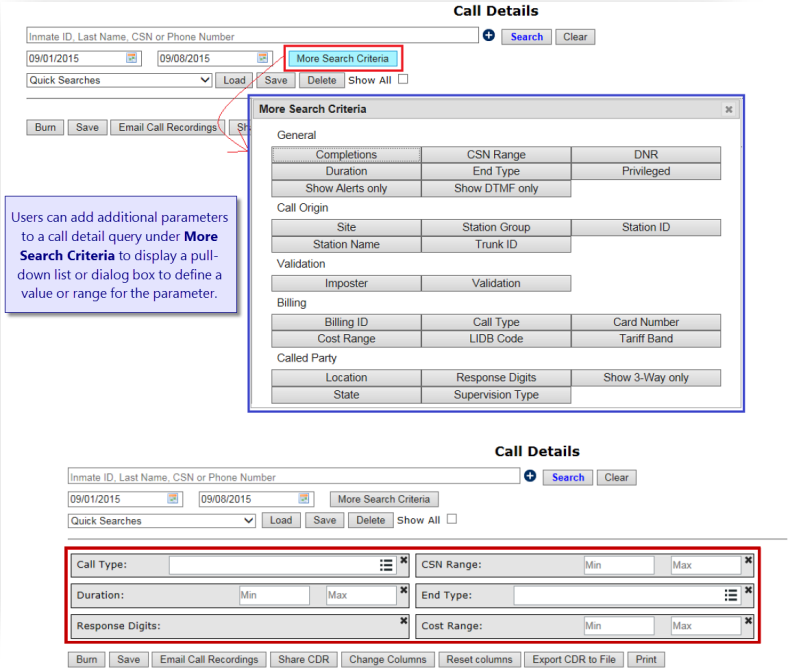


Call Detail – Search Results – Select Change Columns to View More Parameters

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

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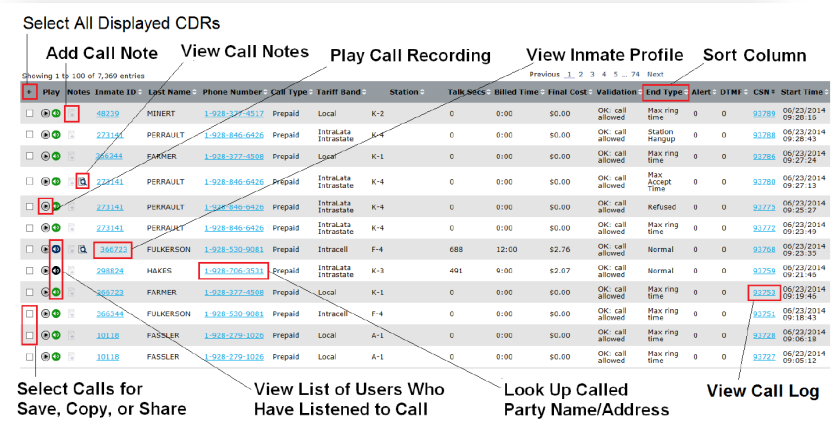
From the Call Detail Results screen, users can also add notes, sort results by column, view the inmate profile, lookup the called party name and address, and more. Selected calls may be quickly and easily exported to CDR media in either MP3 or audio format and emailed, saved to CD, USB, etc. Emailed 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.

Keefe Response: 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 Attachment C – Cost Proposal.

3.1.15 Site visits shall be negotiated within each Participating State's Participating Addendum.

Keefe Response: Keefe has read, understands, and will adhere with this requirement.

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.

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Keefe Response: 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.

Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: 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

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authorized DOC staff's decision regarding determination of quality.

Keefe Response: 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.

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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;

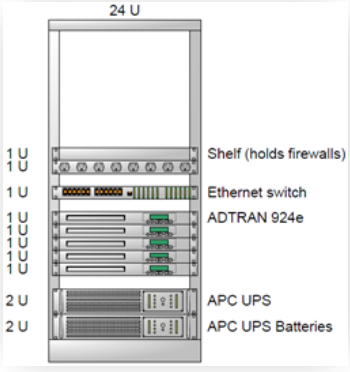
3.3.1.5 Security and monitoring hardware; and

3.3.1.6 Software systems.

Keefe Response: 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 on-site equipment is provided below.



On-site Equipment in a Rack

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With this configuration, the Facility will benefit from limited on-site installation and maintenance requirements, reduced energy consumption, and a very small footprint for the on-site equipment. ICSolutions ENFORCER platform boasts a 99.999% up-time. The equipment installed on-site 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 2: Manufacturer's Specification 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.

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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

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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"***

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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 on-site 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 on-site 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 on-site 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.

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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.

Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

ICSolutions' sample implementation appears on the following pages. 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.

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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.

The ICSolutions Operations Team will work together with your ICSolutions Regional Account Manager, Vince Laurita, 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***

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 On-site Installation	6 days
6.1	1.2.4.1	On-site Escort Identification & Scheduling	0.5 days
6.2	1.2.4.2	Schedule Training Location and Times for Each Facility	0.5 days

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6.3	*1.2.4.3*	*Make Travel Arrangements for On-site 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 On-site 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 on-site installation, such as:

> ***6.1 On-site Escort Identification & Scheduling – ICSolutions' Project Team will obtain the contact information of the escorts and confirm the escort's schedule will work with the***

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agreed upon timing for on-site installation.

6.2 Schedule Training Location and Times for Each Facility – ICSolutions' certified National Trainers will work with the Facility to identify and reserve the location for the on-site 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 On-site Installation Team and Training Teams – After the on-site installation is scheduled, and the availability of the escort and training times are confirmed, ICSolutions will schedule travel for the on-site 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 your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality. During this phase, we

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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 on-site 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 on-site 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 on-site prior to the cutover. As soon as your LEC 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 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. 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 on-site 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			

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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 on-site 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 Prison 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***

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	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

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Below is a Sample Installation/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		

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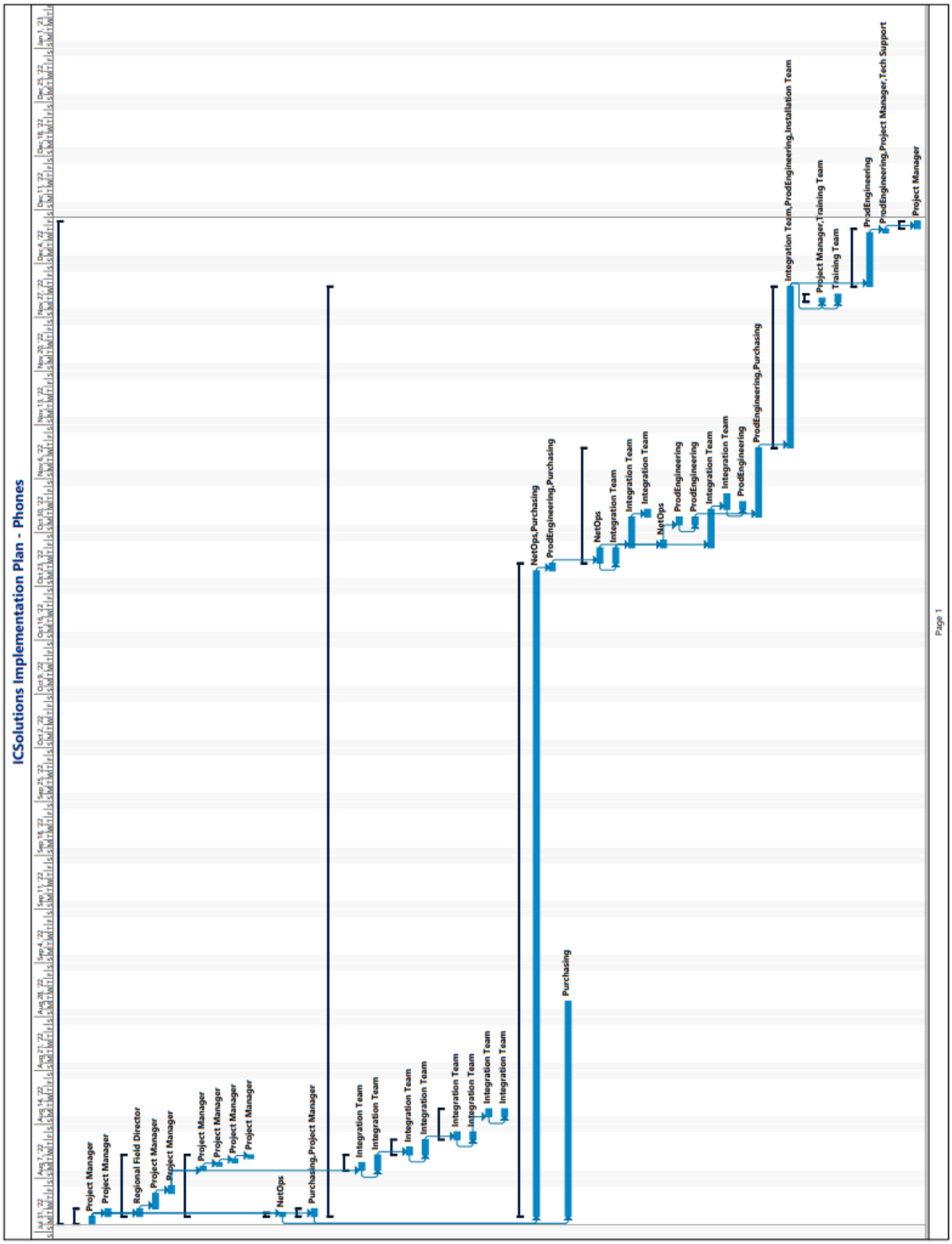
Please see the following Gannt Chart detailing Implementation.



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3.3.5 Weekly updates to the installation plan must be submitted to authorized DOC staff designated by each DOC.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will

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adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

3.3.11 The vendor must agree and have the capability to install the required quantity of telephones requested by each DOC.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: 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.

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Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

3.3.16 The vendor will clean up and remove all debris and packaging material resulting from work performed.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will

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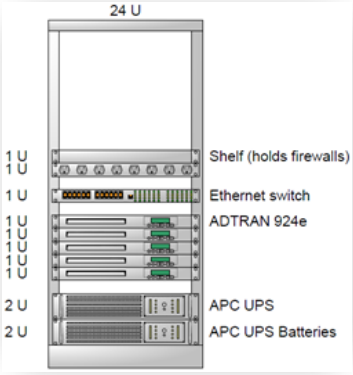
adhere with this requirement.

3.3.20 The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

Keefe Response: With THE ENFORCER's centralized configuration, the Agency will benefit from limited on-site installation and maintenance requirements, reduced energy consumption, and a very small footprint for the on-site equipment, as 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. It is recommended that the power source be clean and unencumbered with other devices.

The rack configuration of the on-site 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.

Keefe Response: 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

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telephones, as needed, at no cost to the DOC throughout the duration of this Contract.

Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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 DOC.

- ✓ ***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***
  - ***On-site reporting capabilities***

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- *Hardened corrections-suitable equipment*
- *TDD equipment compatibility with transcription service*
- *Remote information-sharing with off-site investigators and other law enforcement agencies and jurisdictions – at the DOC'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*

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- ***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***
- ***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.

Keefe Response: 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."***

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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"*

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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"*

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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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: All proposed telephones are line-powered and require no additional power at the source.

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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.

Keefe Response: 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.

Keefe Response: No DOC personnel interaction is required to auto-reboot the system after a power outage. The on-site 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.

Keefe Response: THE ENFORCER processor is housed in an off-site 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%

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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 DOC from any possibility of data loss.

If an on-site 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 off-site 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 off-site 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.

Keefe Response: 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.

Keefe Response: 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

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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.

Keefe Response: 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.

Ultratec

- ***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 DOC – a videophone device, coupled with Purple Communications Video Relay Services (VRS). Purple Communications is dedicated to

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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.

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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.

Keefe Response: 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."

Keefe Response: 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.

Keefe Response: 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."

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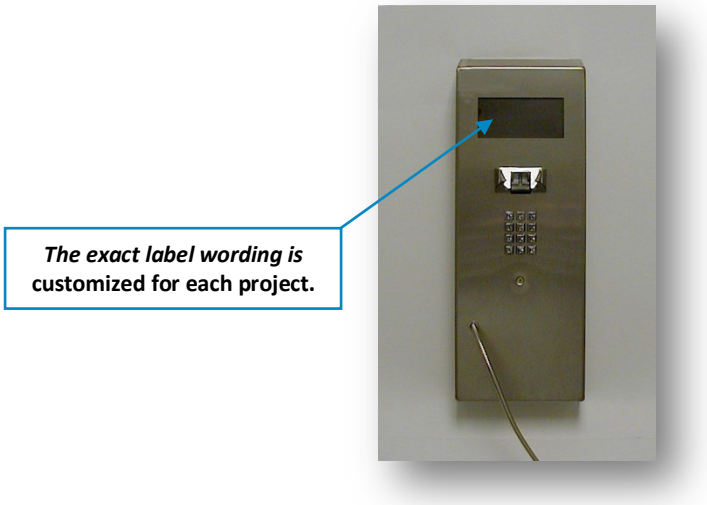
Keefe Response: Language selection is controlled by the inmate. Language is selected by the inmate as part of the call setup process. "For English, press or say 1; for Spanish, press or say 2." Additional languages can be added at the facility's request at no charge. Languages currently deployed at some 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.

Keefe Response: 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 1=Ingles 2=Español 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.

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Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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

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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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

3.4.22 The vendor will provide information on how the proposed ITS will meet this requirement.

Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with this requirement.

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.

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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.

Keefe Response: 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

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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

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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. Call recipients will pay the standard per-minute calling rate for QwikCalls, plus an FCC-approved funding fee. The Agency will receive a commission percentage on the minute-based revenue, just as you do for all other types of calls.

- ***Direct Billing***

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

- ***DirectLink Trust Cardless Debit***

Additionally, where Keefe's KeepTrak 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

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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.

Keefe Response: 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.

Keefe Response: 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.

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Keefe Response: 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.

Keefe Response: 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 on-site 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 on-site. THE ENFORCER is operated through an

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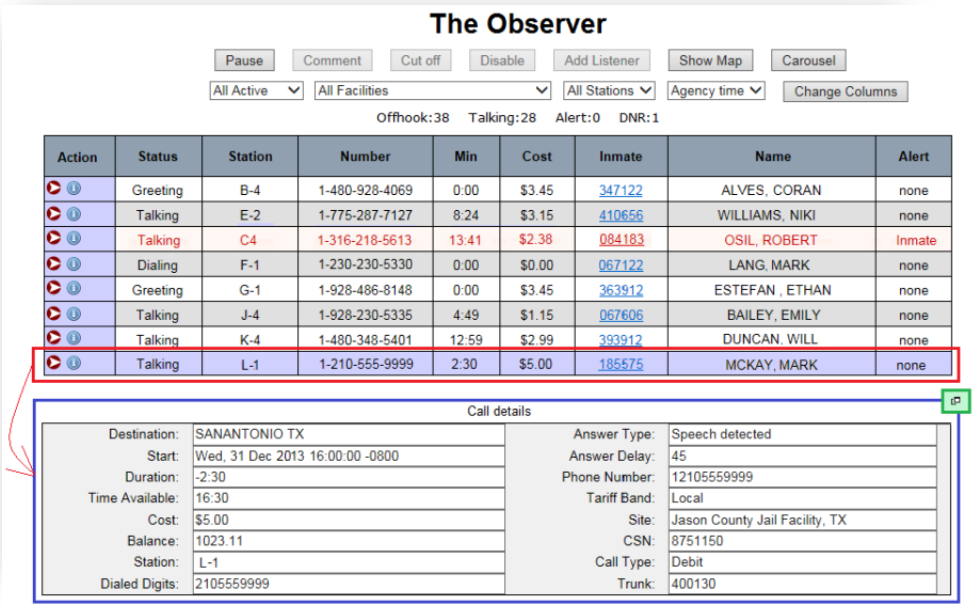
easy-to-use, browser-based GUI (Graphical User Interface). Anyone with a password and login ID granted from Agency administrators can access the system from any computer with an internet connection, as if they were visiting a website.

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*

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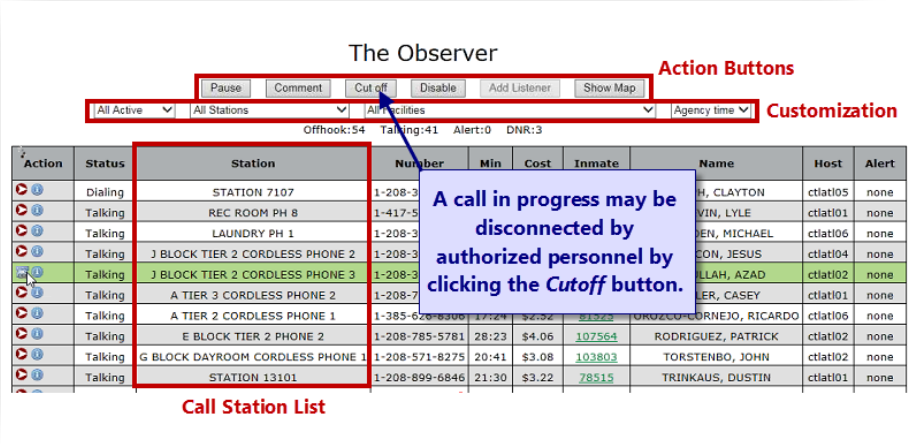
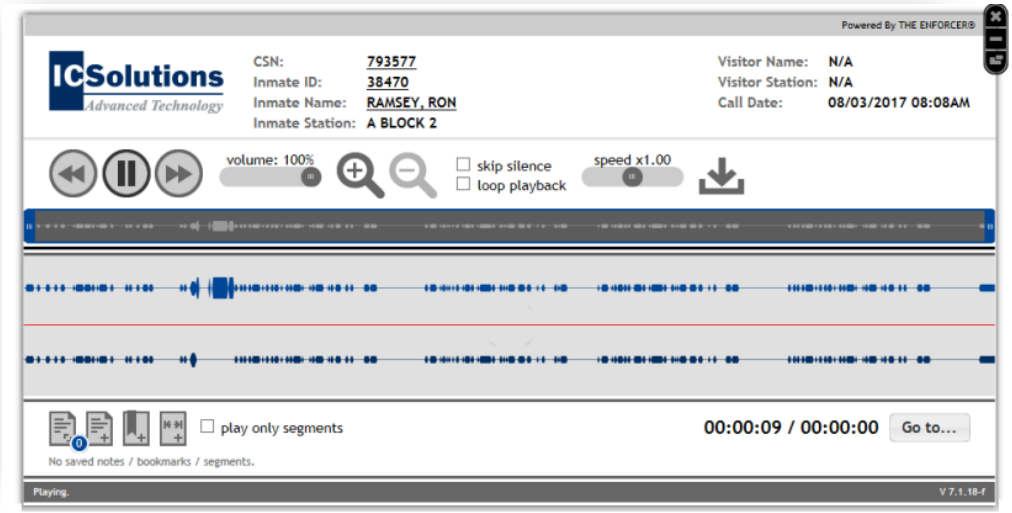


Display of Calls in Progress

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.

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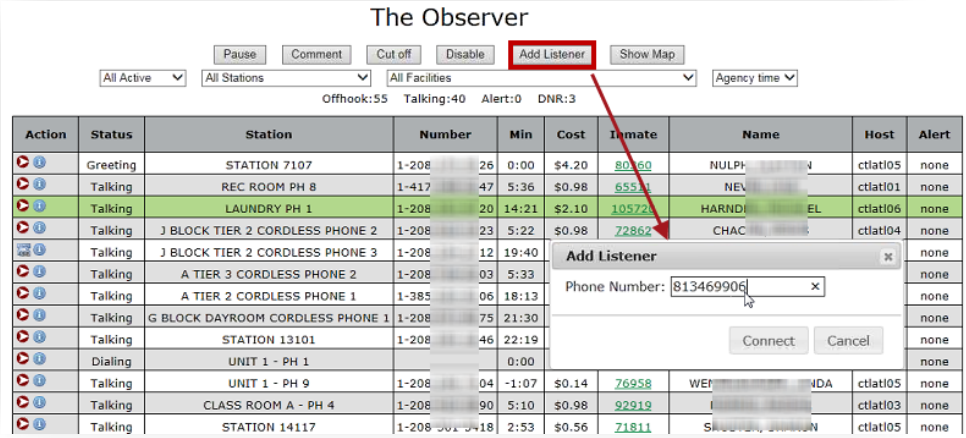
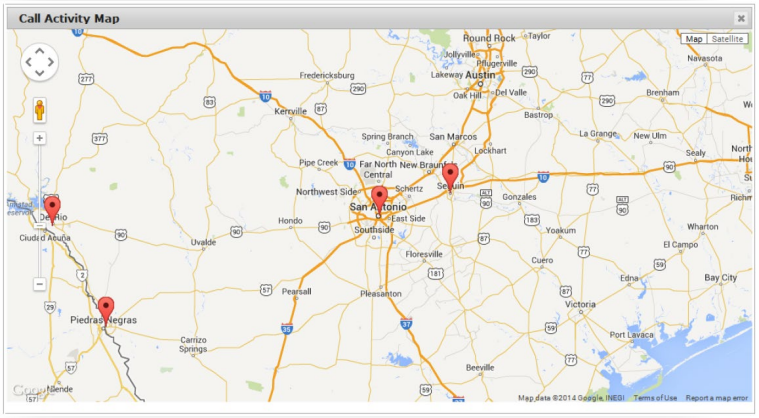


In addition, live calls can be forwarded to other phones using our Alerts feature. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, 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.

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Keefe Response: 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 on-site 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 prison 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.

Keefe Response: 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.

Keefe Response: ICSolutions continuously upgrades The ENFORCER throughout the life of the contract on a quarterly basis.

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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.

Keefe Response: 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.

Keefe Response: 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.

The ENFORCER system offers the richest set of features available in the industry today, all at no cost to the DOC.

- ✓ ***System Features:***
  - ***Remote access for authorized personnel***
  - ***Easy-to-use Web interface***

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- *On-site reporting capabilities*
- *Remote information-sharing with off-site 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!*

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

<u>User Interface</u>

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*

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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.

The diagram on the following page demonstrates THE ENFORCER's user interface configuration.

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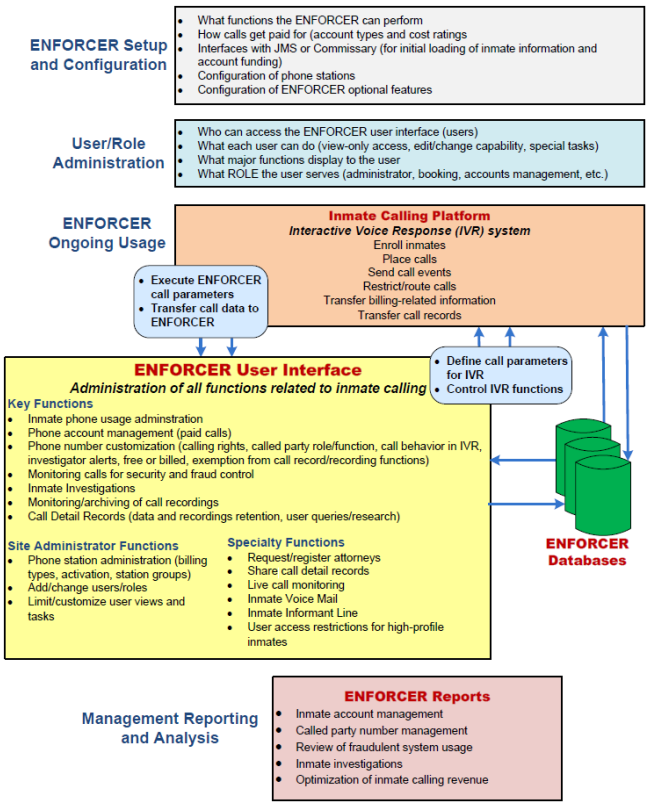

3.6.5 The vendor will provide all required/new software enhancements/upgrades to the ITS inclusive of service delivery for the ITS. Beta and Field Tested Software will not be provided unless specifically discussed with and approved by the authorized DOC staff.

Keefe Response: 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 on-site 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.

Keefe Response: Whenever an upgrade or enhancement to THE ENFORCER finishes

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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 on-site 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.

Keefe Response: Keefe's technology partner, 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

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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.

Keefe Response: 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 of possible trends with inmate calls that could jeopardize the security of inmates, staff, or facilities.

Keefe Response: 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.

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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.

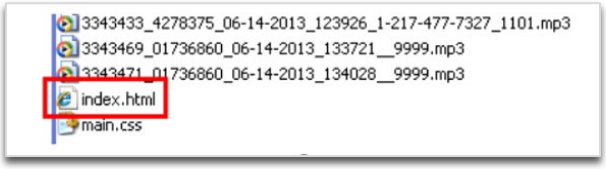
3.7.2 The vendor will be responsible for the generation and creation of a centralized system database. The ITS will provide the capability for every outgoing call to be recorded with a transaction record that includes, at a minimum, a recording of the telephone call on standard media in a format of authorized DOC staff's choosing that allows for playback on standard PC, CD drives or industry standard media players.

Keefe Response: 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. Recordings may be exported in WAV, MP3 or SPEEX file format. WAV and MP3 file types are standard non-proprietary audio formats that can be played on any standard media player, CD, PC, 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:

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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

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.

Keefe Response: 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.

Keefe Response: THE ENFORCER reporting function allows users to query any combination of 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***

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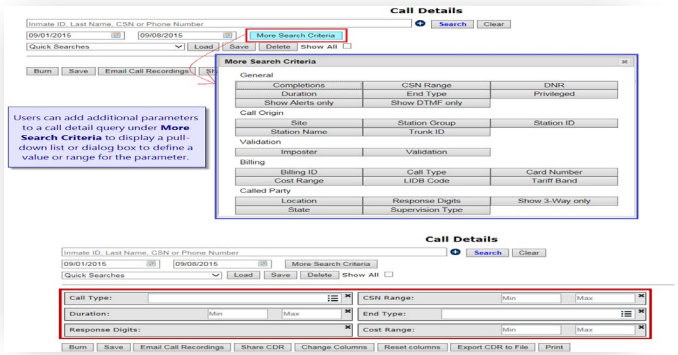
Users can add additional parameters to a call detail query by clicking on More Search Criteria, as shown below. This will display a pull-down list or dialog box to define a value or range for the parameter, allowing further customization options of call detail queries.



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.

Keefe Response: 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 on-site 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.

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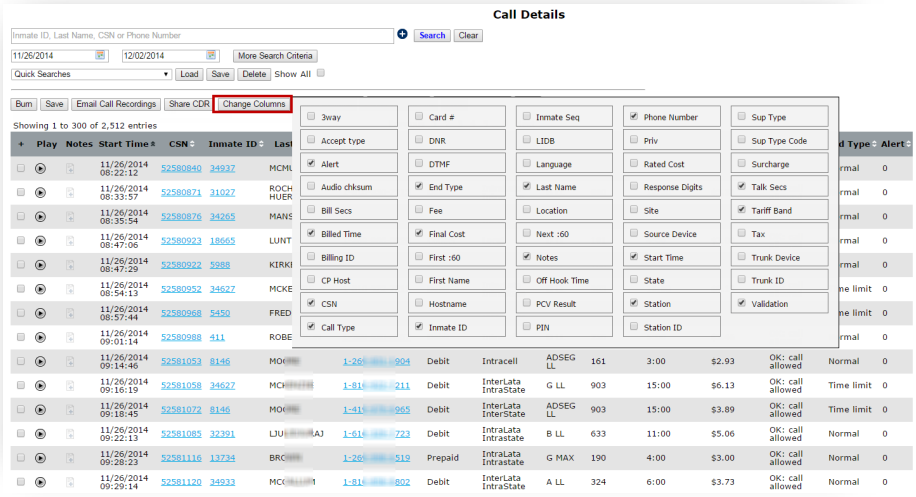
The following screen details the customization options available for call detail reports.

Samples of the most commonly used reports are provided in Exhibit 1 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.

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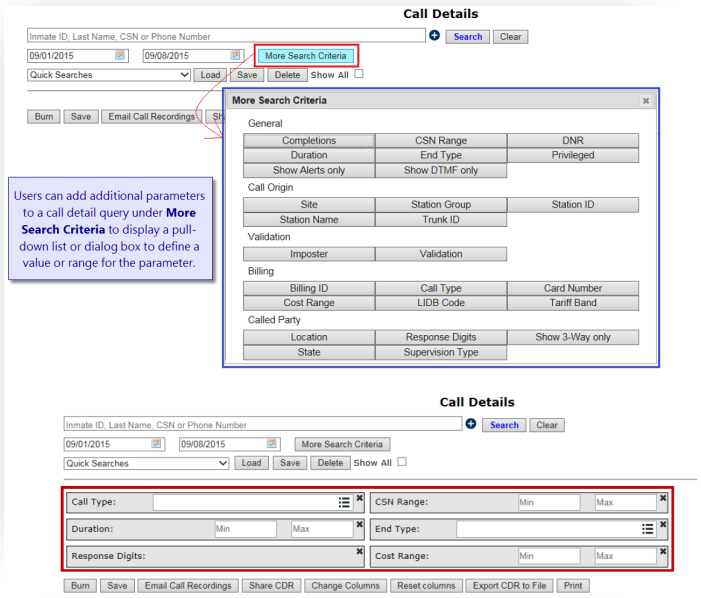
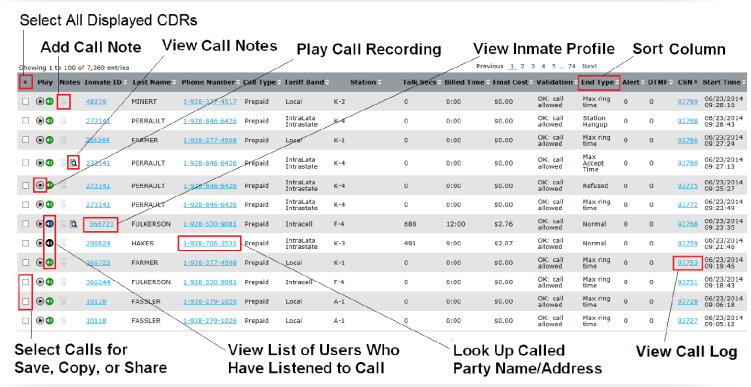


Call Detail Report – Select Criteria for Custom Query

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).

Keefe Response: Keefe has read, understands, and will adhere.

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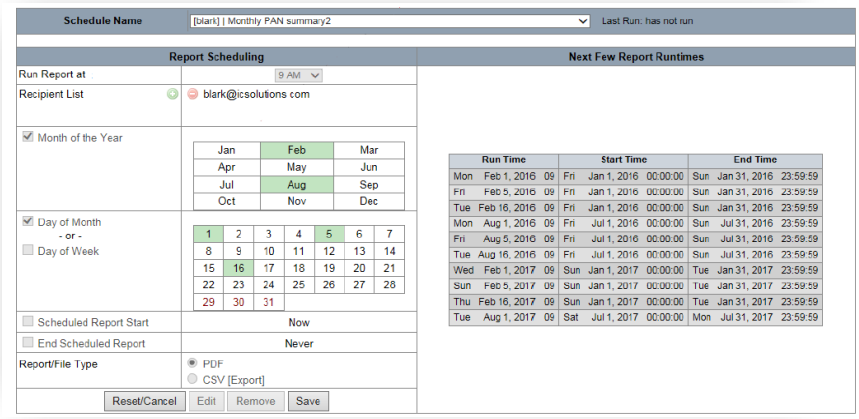
ICSolutions will provide secure access to the database so that authorized DOC staff can extract data on a real-time, daily, or other basis. Only authorized users with a user ID and password will be able to access the database. ICSolutions will provide the data elements in a format determined by staff 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.

Keefe Response: ICSolutions will provide the data elements in a format determined by

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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. Please refer to Requirement 3.7.6 above for additional information regarding database queries.

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.

Keefe Response: 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 unified CDR file is made up of dozens of fields, including but not limited to the parameters listed in Requirement 3.7.4.

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.

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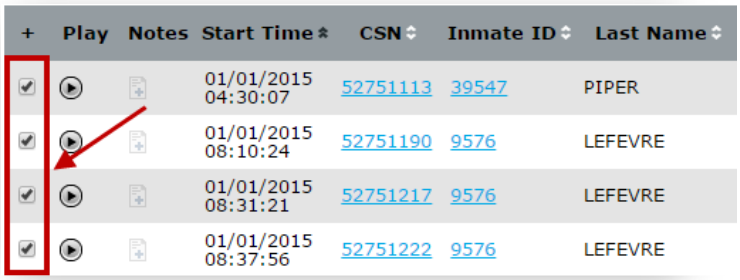
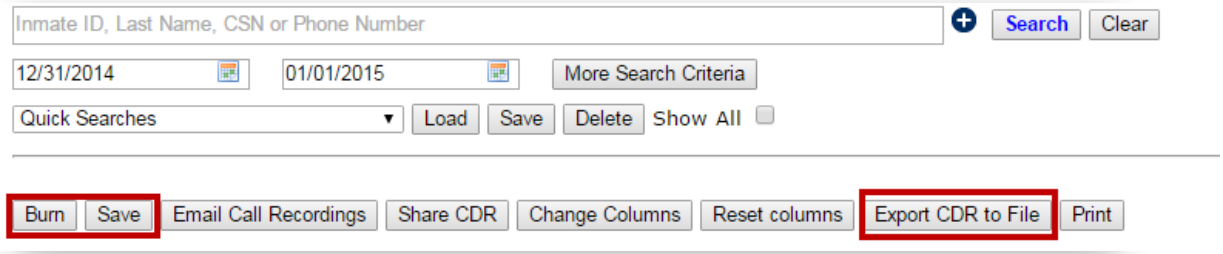
The Call Detail results screen has a column at the left in which you can select any data/recording or group of data/recordings, and options at the top to "Burn," "Save," (use this select a drive with a USB or zip drive or your PC), and, "Export CDR to file."



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

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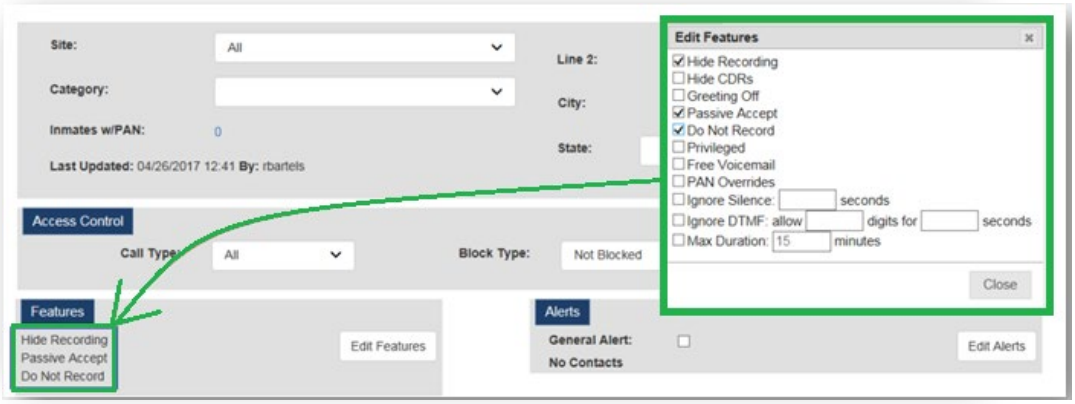
client. If the VPN client is not installed on the system with a particular IP address, the user cannot log in to the system.

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.



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.

Keefe Response: Any individual desiring access to call recordings must have a valid username 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.

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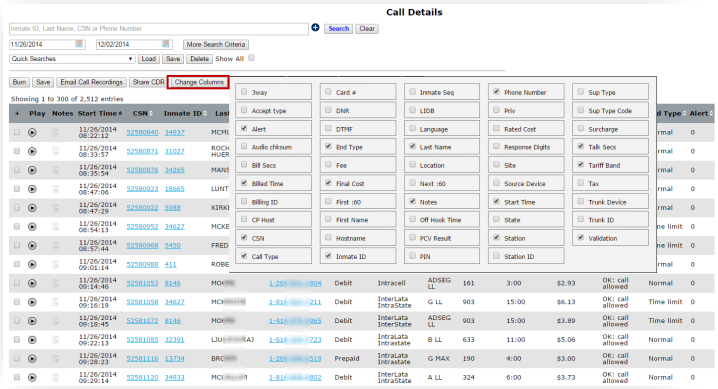
The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on the following and more:

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



Call Detail Results screen

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.

3.7.10 The ITS must allow for the search criteria either individually or in combinations.

Keefe Response: 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 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.

Keefe Response: ICSolutions will provide keyword search capability as part of the Argus Investigative Suite.

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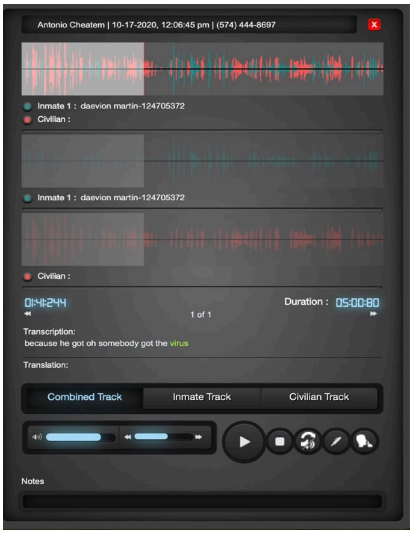
Keyword / Topic Detection



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.

Email Notifications

Echo's email notifications allow users to receive notifications to their inbox for the following:

- ***An inmate's voice (a target)***
- ***A called party's voice (a civilian target)***
- ***A person of Interest that was speaking (for example, suspected officer, or protective custody individual)***
- ***A word, phrase, or topic***
- ***A Combination alert that could include***
  - ***An Inmate's voice***
  - ***In a particular language***
  - ***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.

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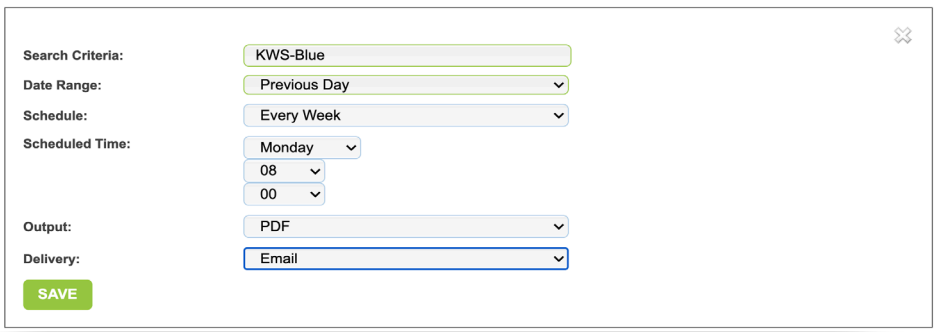
Users can determine whether they want the alert in near real time (as soon as it happens) or whether they would prefer to have the alert delivered on their own time.



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.

Keefe Response: 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.

Keefe Response: 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.

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.

Keefe Response: 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

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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

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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.

Keefe Response: 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 Disaster Recovery Plan in response to Requirement 3.8.14.

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*

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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.

Keefe Response: 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.

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Keefe Response: 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.

Keefe Response: 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.

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Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

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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.

Keefe Response: 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.

Keefe Response: 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.

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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.

Keefe Response: 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".

Keefe Response: 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

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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.

Keefe Response: 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.

Keefe Response: Please see the following pages for ICSolutions' Business Continuity Plan.

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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

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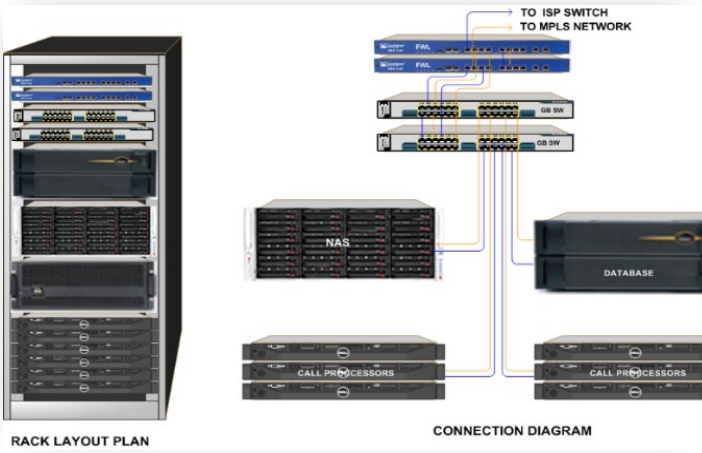
of load-balancer devices that ensures maximum efficiency of the call processing platform and downstream processes.

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.

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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.

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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 closed circuit security cameras. Additionally, the entire building is equipped with a commercial alarm system, which includes both internal and external security cameras.

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

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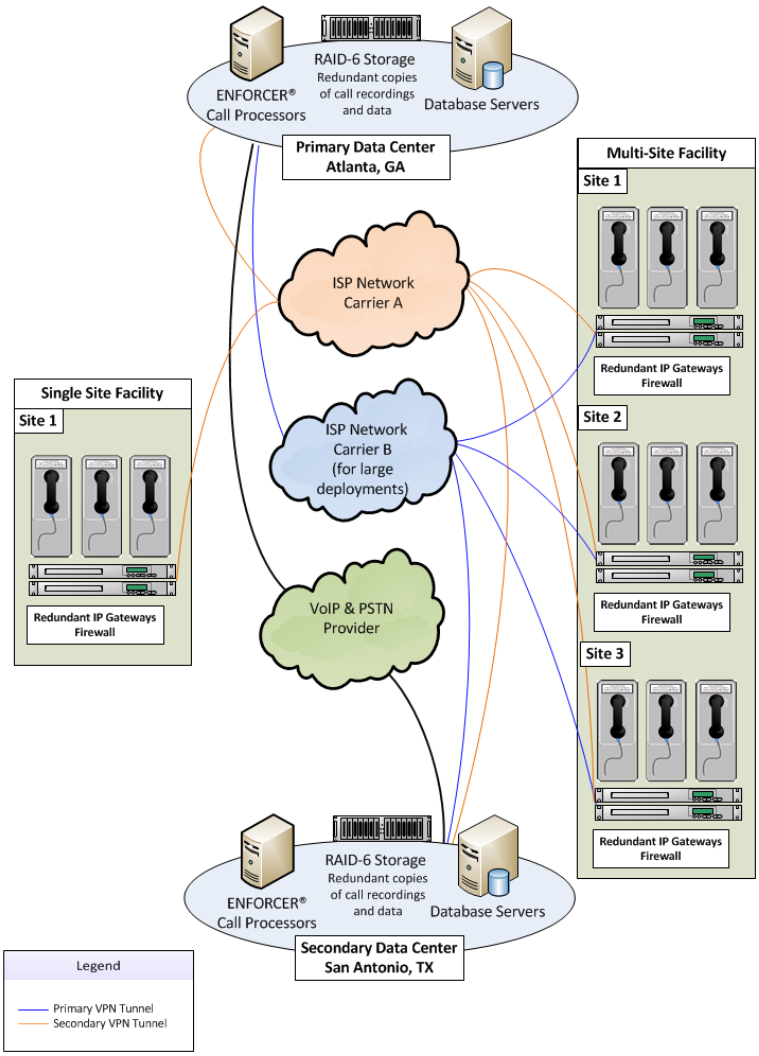
ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER call processing platform. This configuration ensures high availability and maximum redundancy of the entire service solution.



Sample System Architecture

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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).

<u>Type 1 – On-site Equipment Disruption</u>
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***

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- *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

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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

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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.

Keefe Response: 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,

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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.

Keefe Response: 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.

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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

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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*

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- *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.

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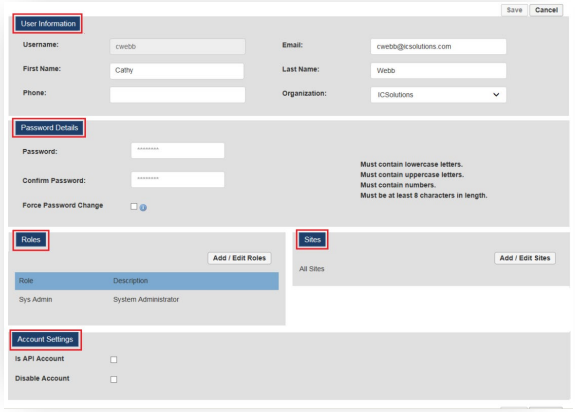
ENFORCER Login Screen

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).

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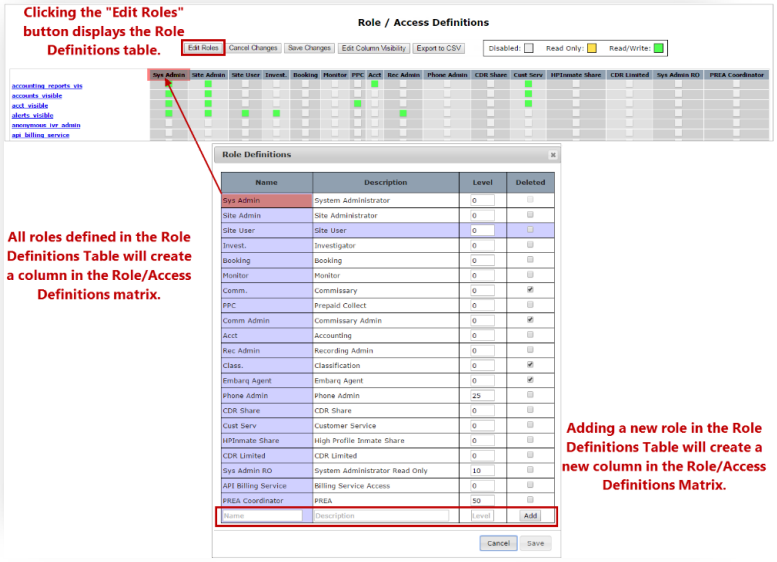

System Administration - Customize Role/Access Definitions

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
aca	oli, Al	ICSolutions	Active	
agu	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	an, Alejandra	ICSolutions	Active	
ape	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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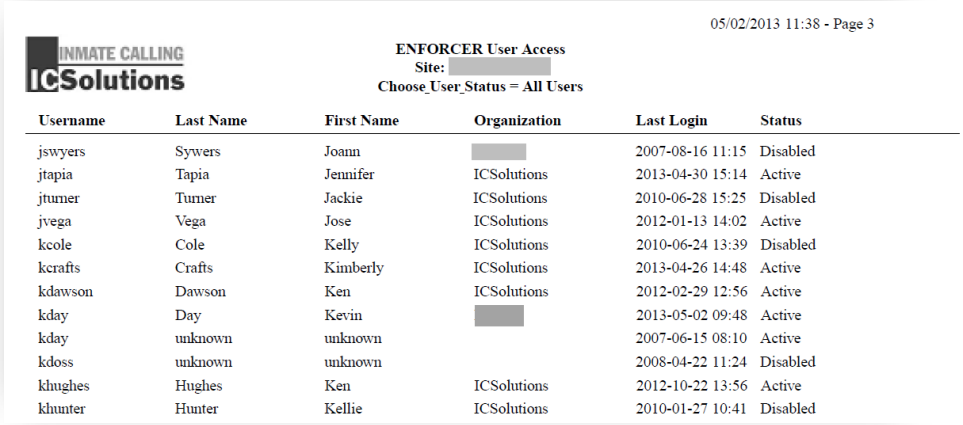


05/02/2013 11:38 - Page 3

INMATE CALLING ICSolutions

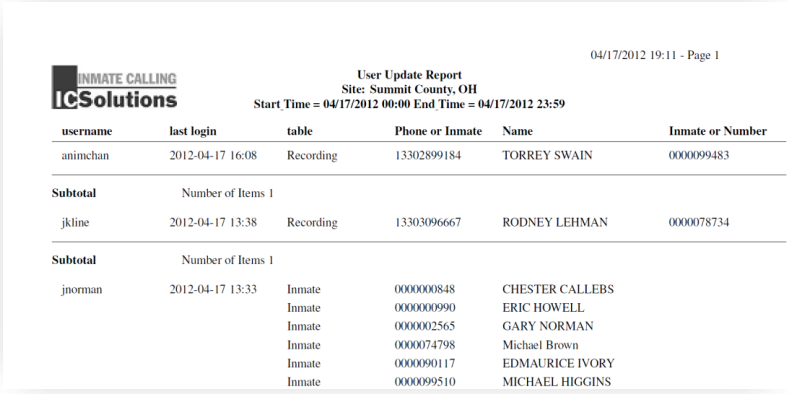
ENFORCER User Access
Site: [redacted]
Choose_User_Status = All Users

Username	Last Name	First Name	Organization	Last Login	Status
jswyers	Sywers	Joann	[redacted]	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	[redacted]	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.

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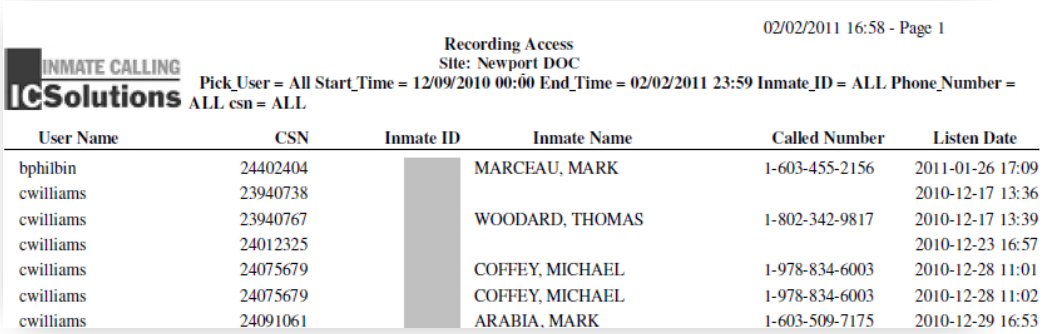

02/02/2011 16:58 - Page 1

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.

Keefe Response: THE ENFORCER system offers THE INFORMER, a messaging system that allows inmates to report illegal activity through the inmate phones. THE INFORMER can be

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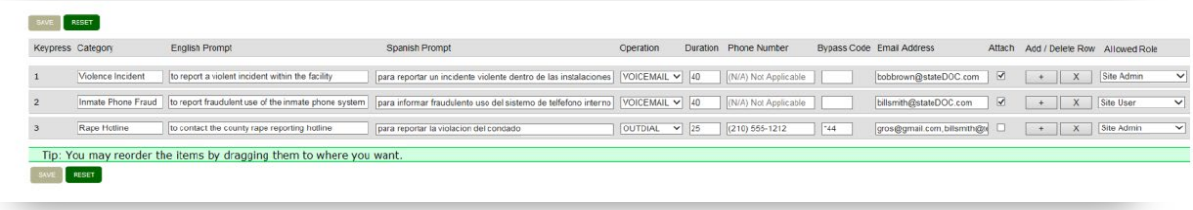
configured to allow inmates to leave a voicemail message for facility staff or allow calls to be placed directly to an investigational entity, such as an Attorney General's office or a Crisis Reporting Hotline.

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).

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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).

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

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3.9.7 The ITS will prohibit access to DOC designated numbers.

Keefe Response: 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.

Keefe Response: 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.

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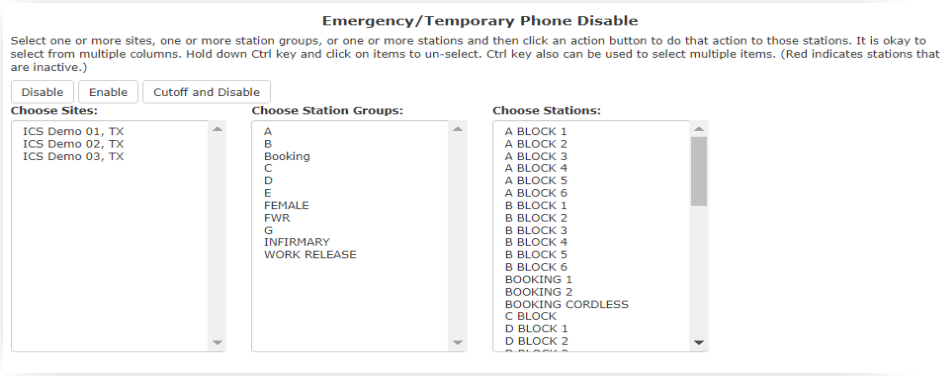

Call Status – Emergency/Temporary Phone Disable

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.

<u>Phone Shutdown Using Mechanical Cutoff Switches</u>

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.

Telcom Marketing Group
KS-6100 Kill Switch Box

3.9.9 The ITS will be able to take an individual telephone out of service without affecting other telephones.

Keefe Response: To shut down phones immediately and in real-time, the user clicks

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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.

Keefe Response: 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".

Keefe Response: 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.

Keefe Response: 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.

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3.9.13 The vendor will describe its answer detection methodology.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

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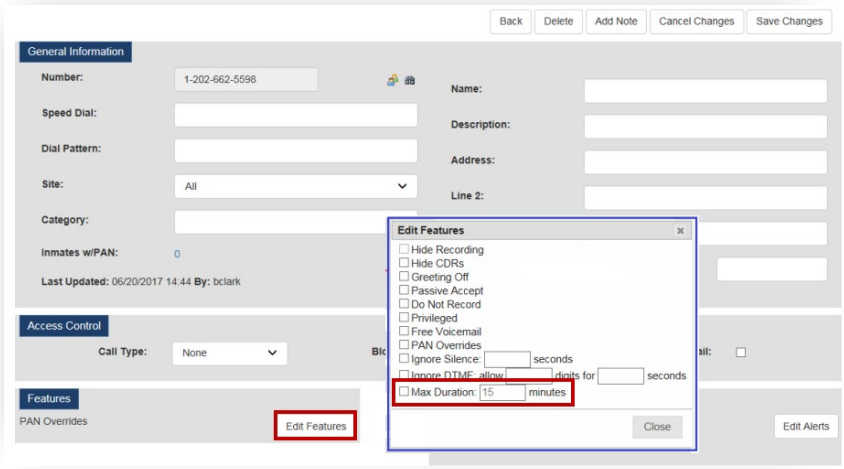

Global Number Edit - Override Global Duration Limit for Specific Number

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.

Keefe Response: 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.

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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.

Keefe Response: 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 call and/or video visitation 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

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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 off-site and will have remote access to all call monitoring functionality and ICSolutions-provided investigative software, just as if they were on-site 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 and video visits*
- *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. 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

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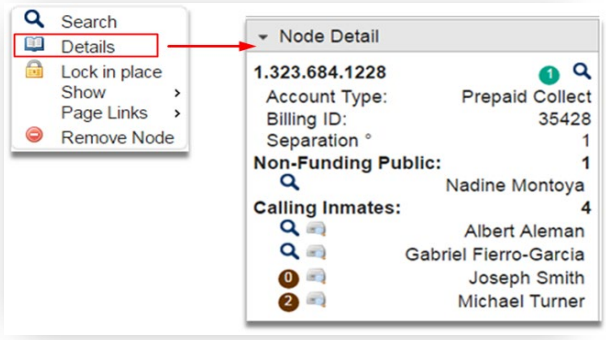
with one or more inmates through THE ENFORCER system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- *Receiving phone calls*
- *Scheduling or conducting video visitations (both 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.

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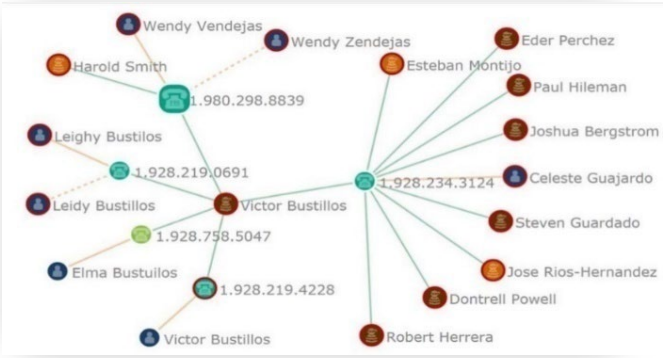
THE ANALYZER Map

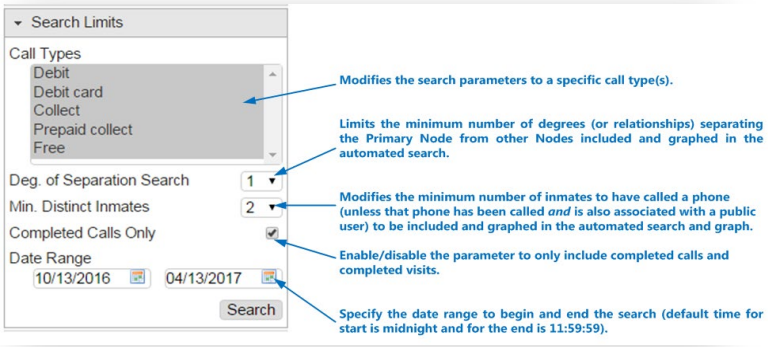
The visual map shows all call recipients who interacted with one or more of the same inmates. For more detail on any level of the map, the user simply clicks on an inmate or called party icon to access more detail about the call and any associated patterns.



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

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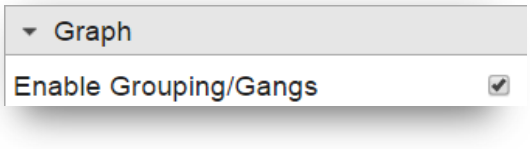
Group/Gang Affiliations

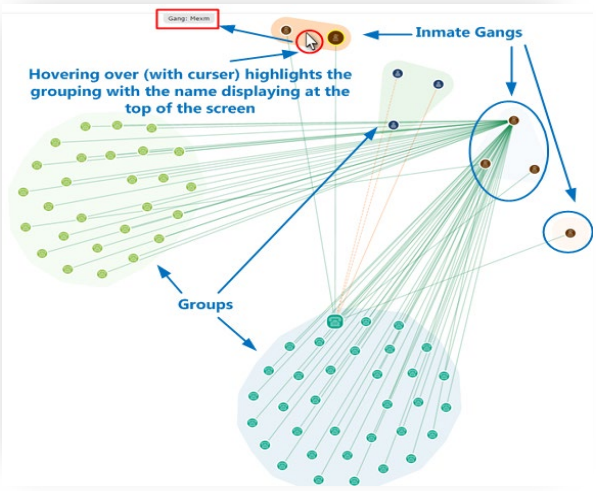
Authorized users may search by Gang if THE ENFORCER is integrated with an Offender Management System (OMS) feed that provides gang information. When the Enable Grouping/Gangs check box has been selected, THE ANALYZER graph will automatically rearrange the Nodes into groups/gangs if this information is 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.

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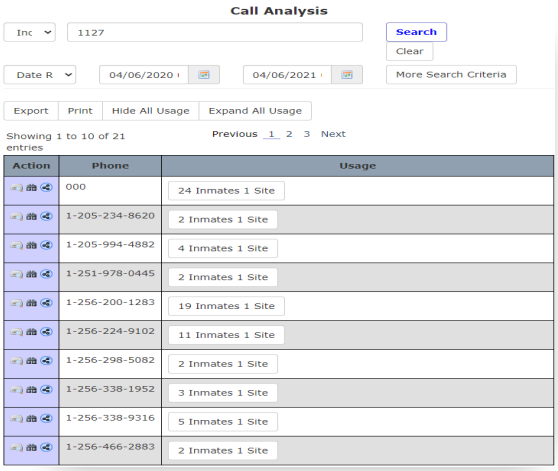
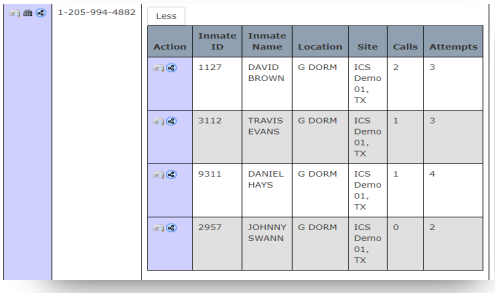
To run a query in the Call Analysis tab, users simply enter the inmate name, inmate ID, or phone number and the date range they want to search. Users can also exclude specific categories or set a minimum number of inmates or sites. For example, if you enter the number 10 in the min inmates field, the 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

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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

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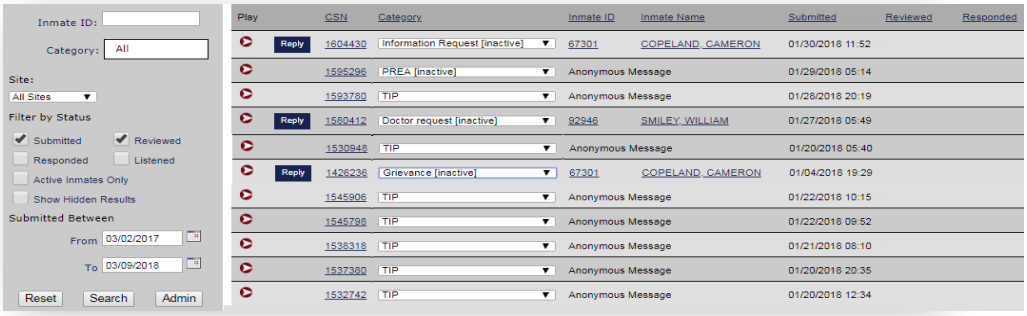
transferred to outside numbers as designated by the facility. Inmates may also call the IVR to hear applicable information; however, inmates will never have access to outside numbers to maintain security and prevent harassment.

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

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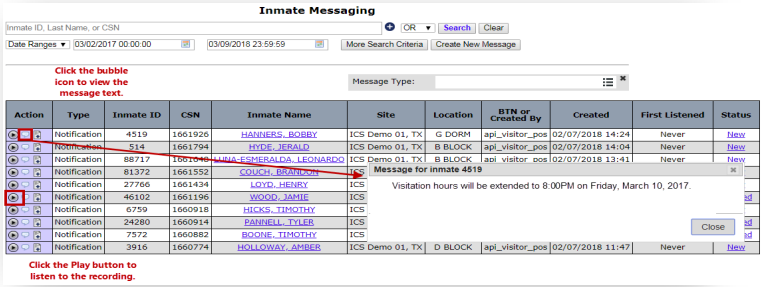
letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a message.

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

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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.

Keefe Response: 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) 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. All work performed by the vendor shall be at the vendor's expense and shall not be billed to the DOC.

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Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions, has read, understands, and will adhere.

D. Order all lines and make all necessary connections to make the system active and for mounting all Vendor-owned equipment.

Keefe Response: Keefe, together with ICSolutions, has read, understands, and will adhere.

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.

Keefe Response: Keefe, together with ICSolutions, has read, understands, and will adhere.

F. Offer a programmable time limit restriction on calls with a notification of cut-off.

Keefe Response: Keefe, together with ICSolutions, has read, understands, and will adhere.

G. Assign a permanent ID number to each offender to allow system access and use. Upon DOC request, DOC offender ID #'s may be

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changed.

Keefe Response: 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

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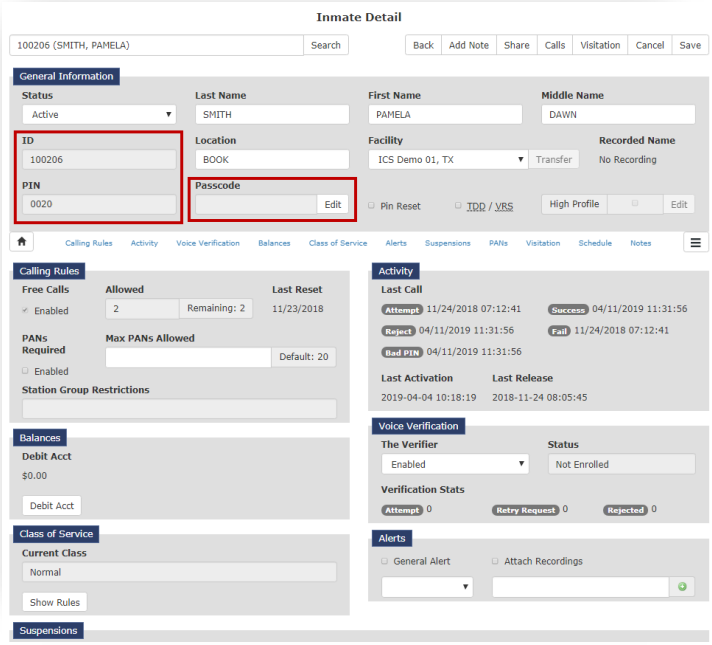
inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The following screenshot reflects the Administrative interface that is utilized in the ID-PIN process.



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

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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.

Keefe Response: 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.

Keefe Response: 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.

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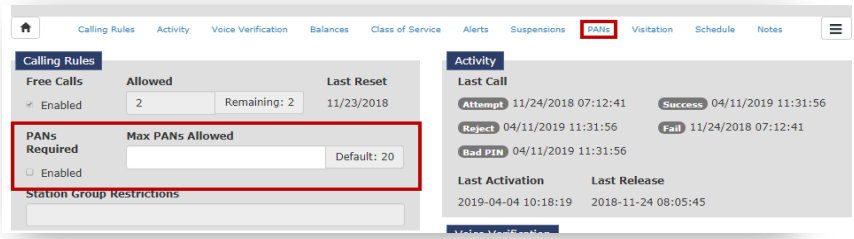
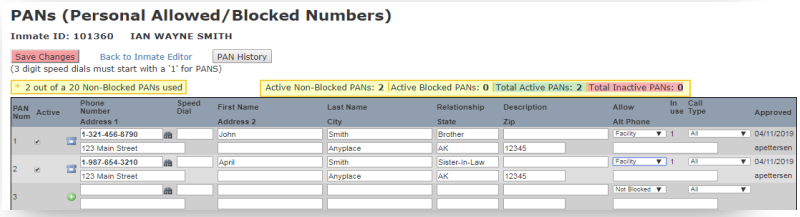


Inmate Profile – PANs Allowed

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.***

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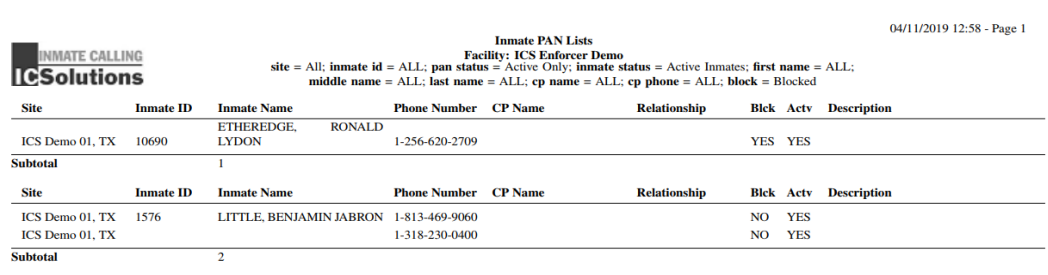
- *Display all free or no-charge PAN records.*
- *Display all PAN records having administration blocks.*
- *Display all PAN records having telephone company blocks.*
- *Print reports for the above queries.*



04/11/2019 12:58 - Page 1

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.

Keefe Response: 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:

1. ***"To accept this call, press or say '5'***
2. ***To refuse this call, hang up now***
3. ***For a rate quote on this call, press or say '2'***
4. ***To block this call and all future calls from this facility, press or say '9'"***

K. Deny all incoming calls.

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Keefe Response: 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.

Keefe Response: 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.

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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.

Keefe Response: 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

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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.

Keefe Response: 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.

Keefe Response: 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***

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- *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.

<u>Add Listener</u>
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.

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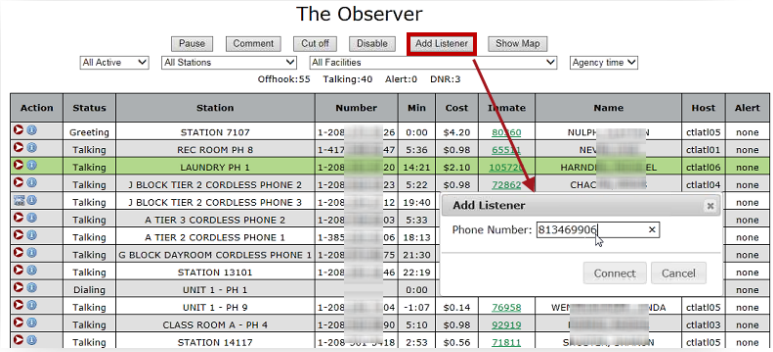

In addition, live calls can be forwarded to other phones using our Alerts feature. THE ENFORCER alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. Alerts can be sent to any investigator cell phone, 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.

Keefe Response: 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.

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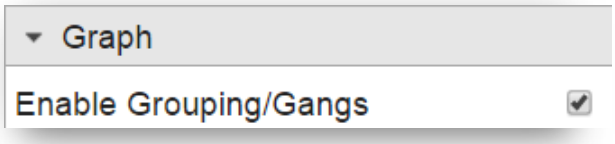
Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate 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).

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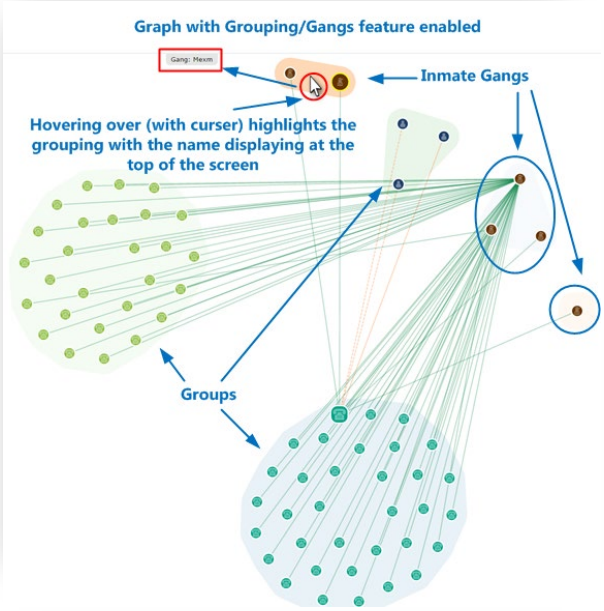

Q. Provide the capability of automatically recording all calls made from the offender telephone system, but not attorney calls, and the capability to track and retrieve recorded conversations via offender ID number, destination number, time of call, point of origin, or duration of call. The system should 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.

Keefe Response: 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

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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.

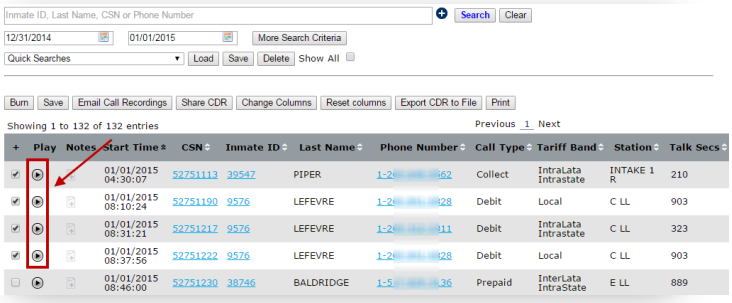
Call recordings can be retrieved based on the following parameters and more:

- *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*

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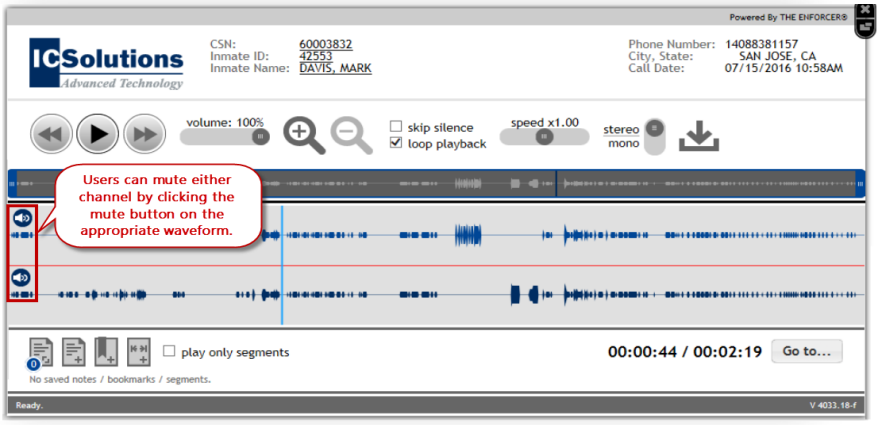
- *Adding locally saved recordings to the playlist for playback (for comparison purposes)*
- *Slowing down or speeding up the playback of a recording*
- *Muting the playback of either party on the call*



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

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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.

Keefe Response: 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.

<u>Voice Biometrics</u>

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.

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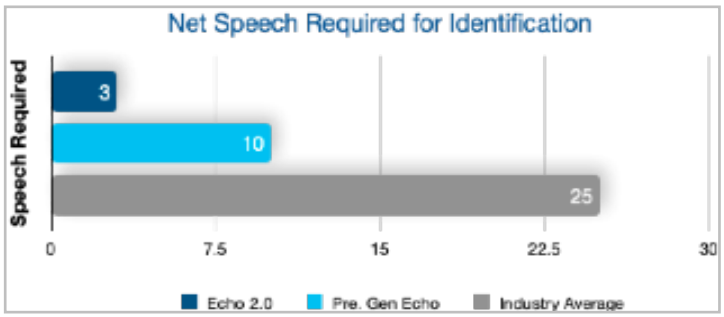
Across properly calibrated voice prints and audio, accuracy for Echo 2.0 can reach 99%.



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, 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 prison 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:

- ***Identify patterns and perpetrators of PIN Sharing Events***
- ***Identify calls with more than one inmate and the identity of all inmates on the call (Multi-Speaker Calls)***
- ***Reveal calls with more than one called party****
- ***Reveal inmate networks, using Echo's Visual Link analysis. Echo's VLA can support calls, visits, money deposits, etc.***

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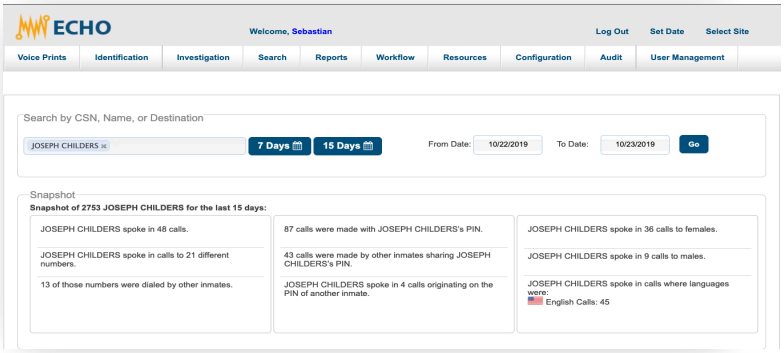
Additionally, Echo can automatically deliver information to staff, without logging into the system, Email notifications that cover:

- *A particular voice (based on voice biometrics)*
- *A match of words or phrases (topics)*
- *A match on Persons of Interest on the Called Party side*
- *Report comprising calls that match some or all variables (voice, words, POI)*
- *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, using 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, where 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.

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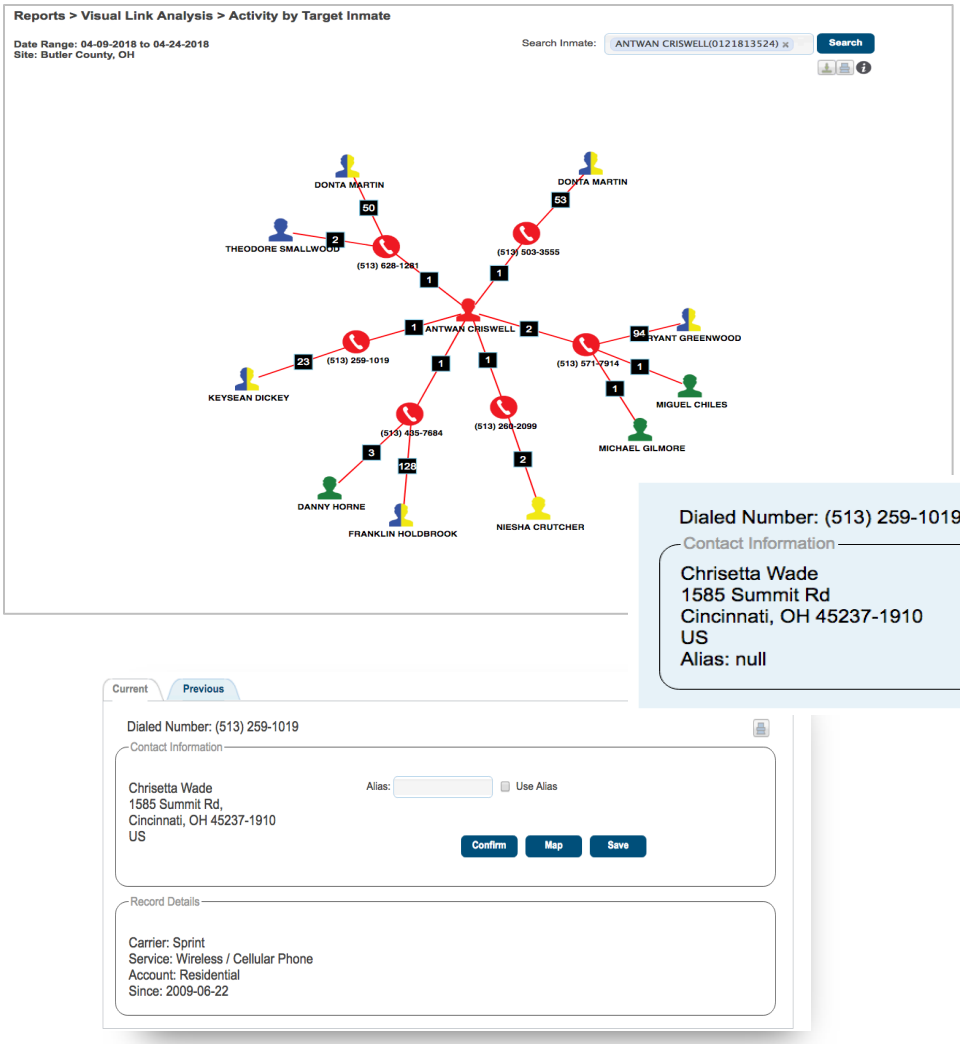

For Inmates:

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.

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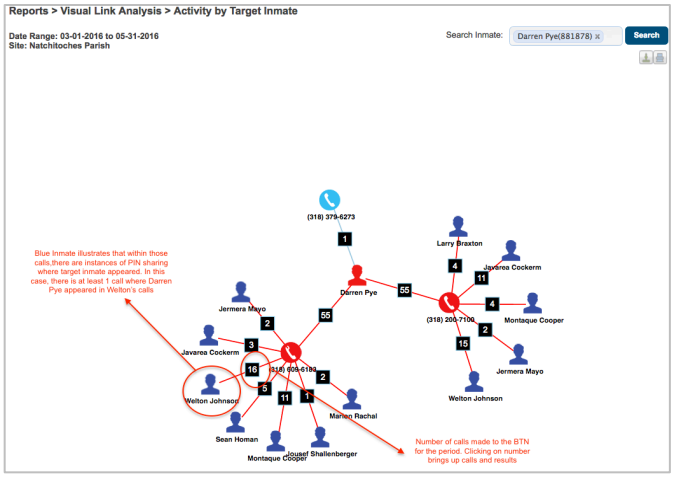

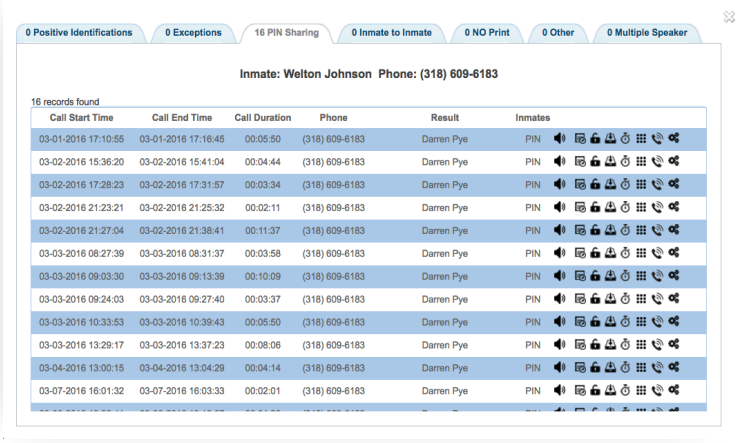

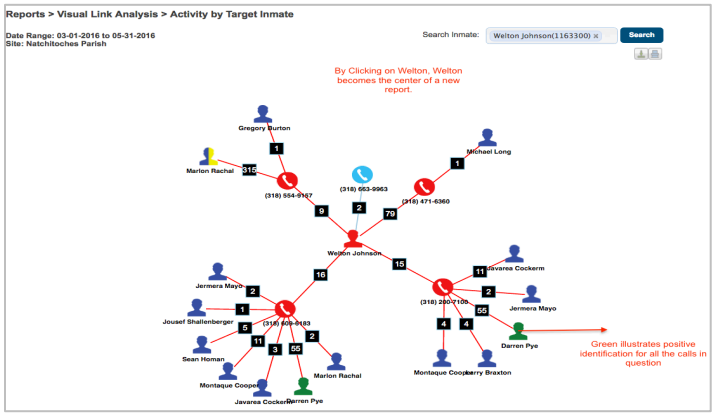

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Keyword / Topic Detection

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. For additional information regarding the Argus Echo keyword and topic detection features, please refer to the previous Requirement "Q" above.

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:

- ***An inmate's voice (a target)***
- ***A called party's voice (a civilian target)***
- ***A person of Interest that was speaking (for example, suspected officer, or protective custody individual)***
- ***A word, phrase, or topic***
- ***A Combination alert that could include***
    1. ***An Inmate's voice***
    2. ***In a particular language***

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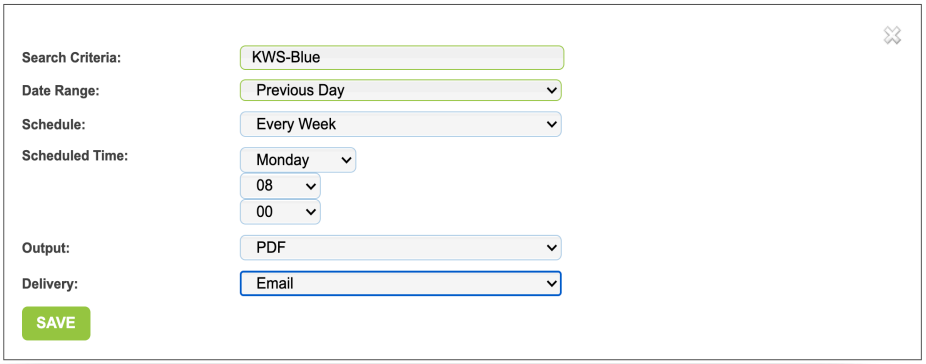
3. *That said a certain word, phrase, or discussed a certain topic*

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.

<u>Iris Case Reporting, Intelligence Management & Evidence System</u>
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 the close cases, following the operating procedure for corrections.

Iris is also the first and only solution to bring together all of the divisions within the Agency. Users of Iris include: the Office of the Inspector General Investigation Unit, Human Resources, PREA

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Administrators, Legal, Division of Adult Institutions, and Probation and Parole all with their respective modules/categories sharing and using the same data. From the Request for an Investigation to the prosecution of a case, Iris provides users the tools and resources to maximize their resources in conducting investigations. The sharing of information across divisions cuts down previous barriers to communication and ensures the 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***

<u>Comprehensive and Complete Case Management</u>
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***

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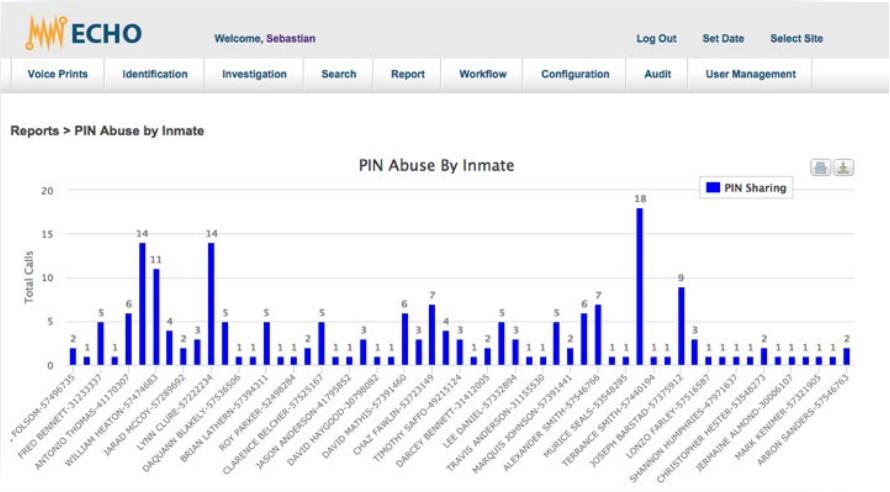
- *Results system-wide (or specific to a facility or other physical location)*
- *Ability to schedule reports to be delivered at a specified timeframe*



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.

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

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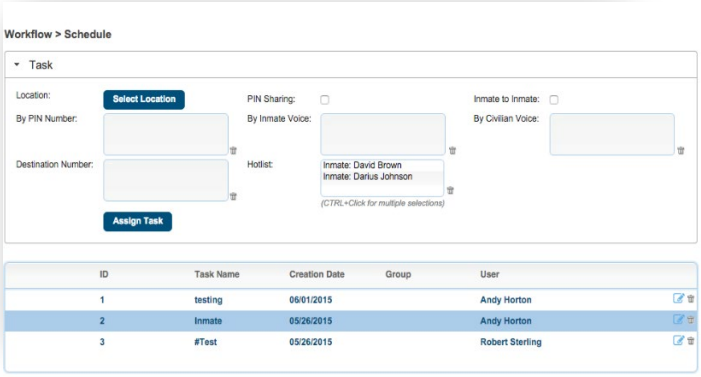
workflow management module is to enable an authorized user (Admin or otherwise) to schedule the distribution of Iris results (events) to first-level investigators to investigate the call recording for actionable intelligence. Such authorized user(s) will have the ability to configure the system to automatically 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.



<u>Argus Transcription & Translation</u>

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:

- ***Voice of inmate X was identified***
- ***Was speaking to a Female called party***
- ***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

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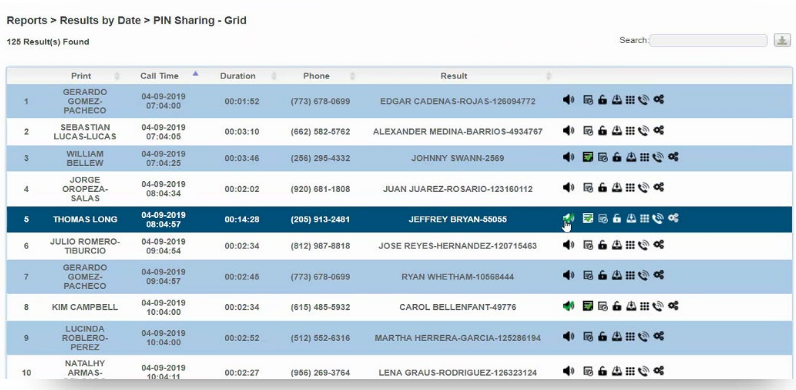
accuracy on average of 90%. These results were achieved with no calibration of the transcription engine, meaning that higher accuracy may be possible, as the engine teaches itself the various calls/accounts for call quality, using state of the art machine learning/artificial intelligence.

Echo can:

- *Detect, transcribe, and translate more than 60 languages*
- *Transcribe the spoken word with unmatched accuracy and precision, delivering accuracy north of 90% with no need for human intervention*
- *Deliver email notifications to staff based on words or phrases found not just in the transcription but also the phonetic indexing ensuring unmatched accuracy*
- *Uncover the full context of recorded conversations AND recognize topics being discussed to get ahead of your investigations*



Reports > Results by Date > PIN Sharing - Grid

125 Result(s) Found

Search:

	Print	Call Time	Duration	Phone	Result
1	GERARDO GOMEZ-PACHECO	04-09-2019 07:04:00	00:01:52	(773) 678-0699	EDGAR CADENAS-ROJAS-126094772
2	SEBASTIAN LUCAS-LUCAS	04-09-2019 07:04:05	00:03:10	(662) 582-5762	ALEXANDER MEDINA-BARRIOS-4934767
3	WILLIAM BELLEW	04-09-2019 07:04:25	00:03:46	(256) 295-4332	JOHNNY SWANN-2569
4	JORGE OROPEZA-SALAS	04-09-2019 08:04:34	00:02:02	(920) 681-1808	JUAN JUAREZ-ROSARIO-123160112
5	THOMAS LONG	04-09-2019 08:04:57	00:14:28	(205) 913-2481	JEFFREY BRYAN-55055
6	JULIO ROMERO-TIBURCIO	04-09-2019 09:04:54	00:02:34	(812) 987-8818	JOSE REYES-HERNANDEZ-120715463
7	GERARDO GOMEZ-PACHECO	04-09-2019 09:04:57	00:02:45	(773) 678-0699	RYAN WHETHAM-10568444
8	KIM CAMPBELL	04-09-2019 10:04:00	00:02:34	(615) 485-5932	CAROL BELLENFANT-49776
9	LUCINDA ROBLERO-PEREZ	04-09-2019 10:04:00	00:02:52	(512) 552-6316	MARTHA HERRERA-GARCIA-125286194
10	NATALHY ARMAS-	04-09-2019 10:04:11	00:02:27	(956) 269-3764	LENA GRAUS-RODRIGUEZ-126323124

Reports – Results by Date

To select a call for transcription, users click 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.

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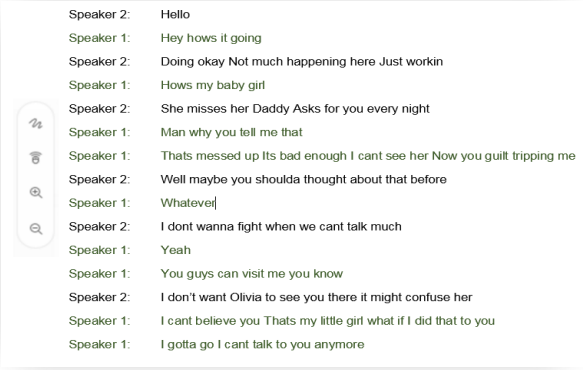

Sample Transcription

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.

Keefe Response: 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.

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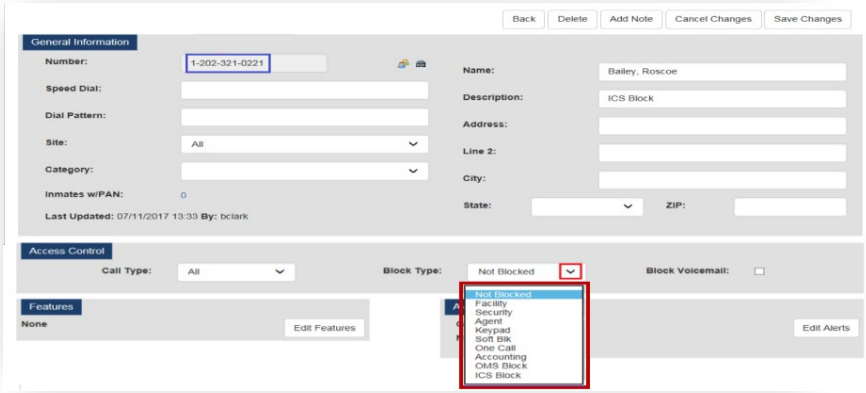
Important Block Features include:

- ***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.

<u>Inmate-Specific Blocked Numbers</u>
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 on the following page.

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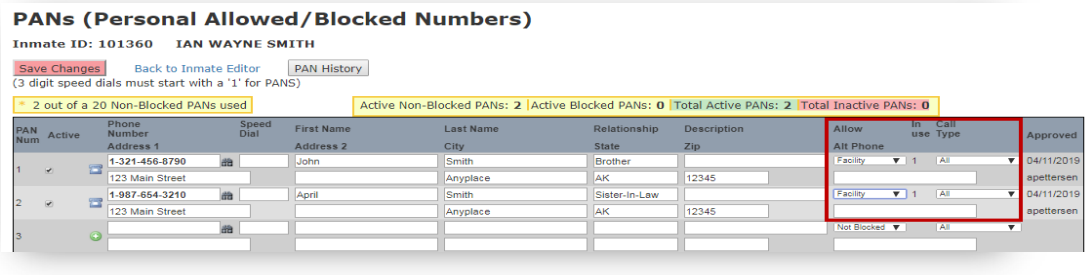
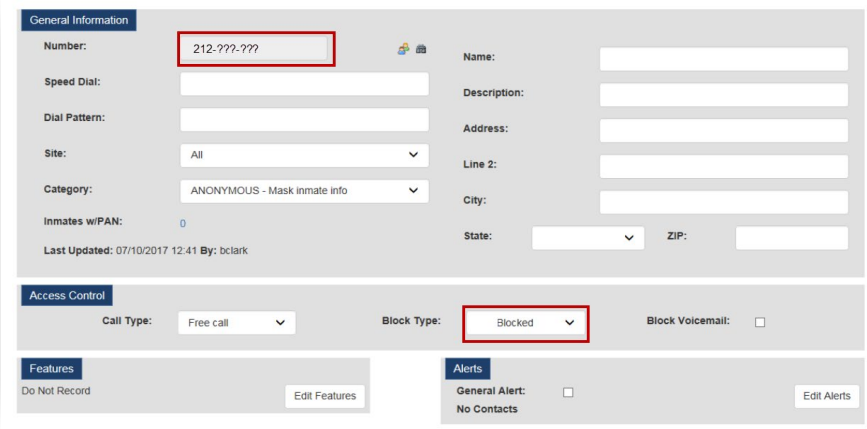


Edit PAN - Add Inmate-Specific Call Block

T. Offer a feature for blocking large number ranges, such as for State college dormitories.

Keefe Response: 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.

Keefe Response: All calls are processed using an automated operator delivering clear and concise instructions for placing a call; no assistance from DOC personnel is needed.

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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.

Keefe Response: 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.

Keefe Response: 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***

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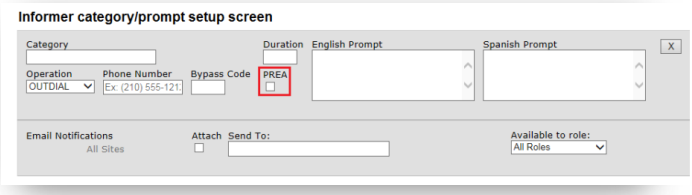
- ✓ ***Marked for alerts so that facility personnel are immediately notified whenever an inmate dials the tip line***

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.

Keefe Response: 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.

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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.

Keefe Response: 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,

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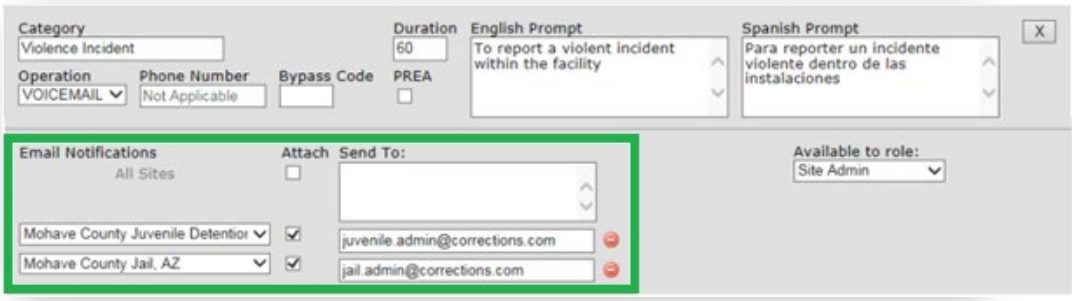
outside callers can leave messages anonymously at no cost relating to PREA by selecting the appropriate digit on the keypad. Outside callers may include friends and family, as well as facility staff, attorneys, bail bond companies, and law enforcement agencies.

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 new contract at the termination of the contract resulting from this RFP.

Keefe Response: 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.

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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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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

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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.

Keefe Response: 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

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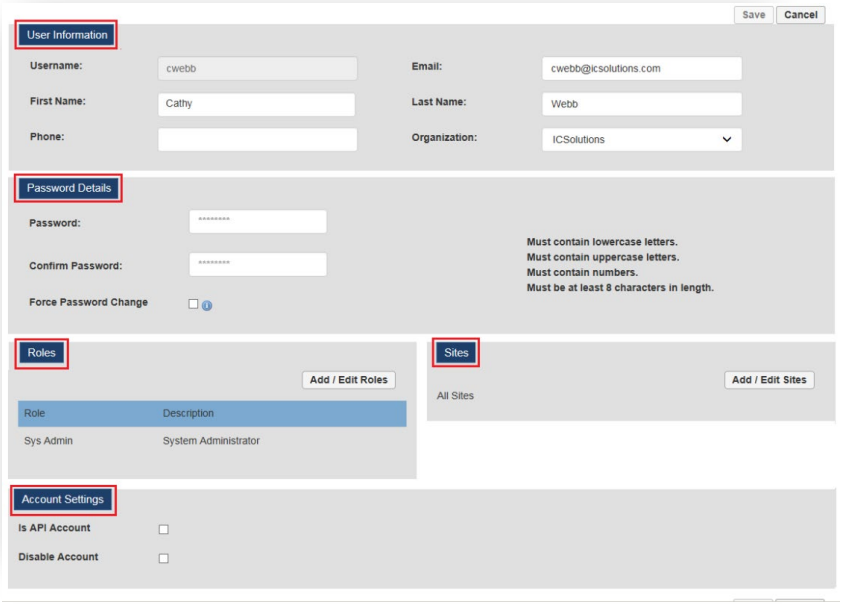
restrictions pertaining to an inmate. Level of authority should be password/user account/password-based.

Keefe Response: 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).

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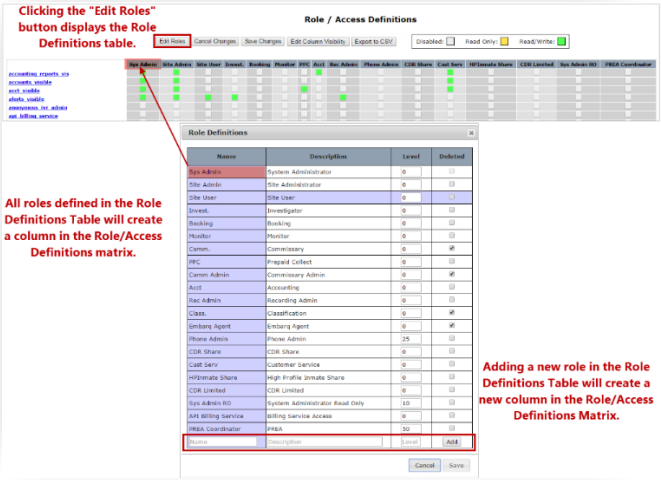

System Administration - Customize Role/Access Definitions

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.

Keefe Response: 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.***

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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.

Keefe Response: 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.

Keefe Response: 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.

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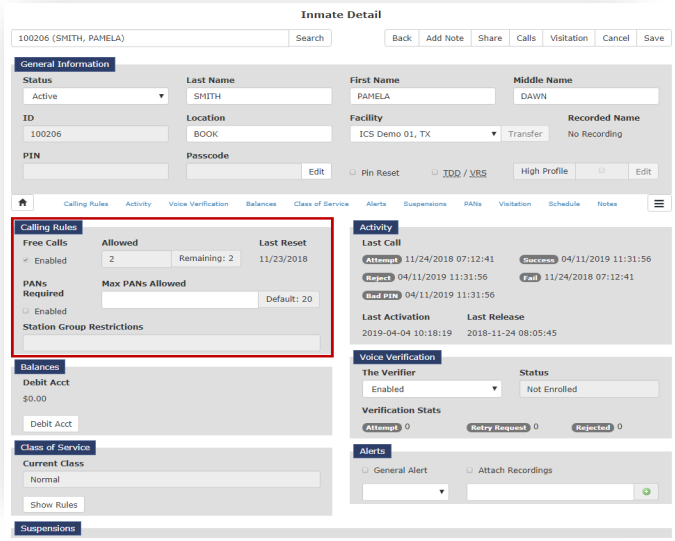
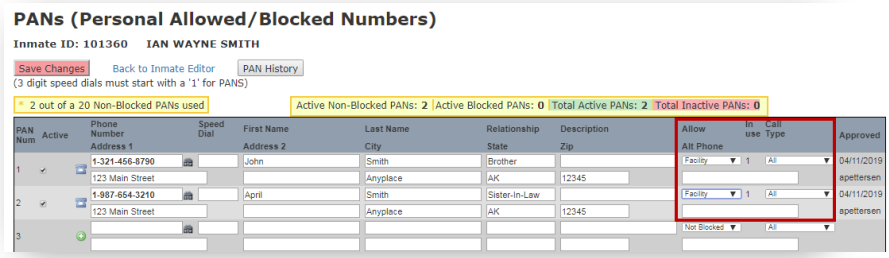


Inmate Account Profile

Inmate-Specific Call Blocking

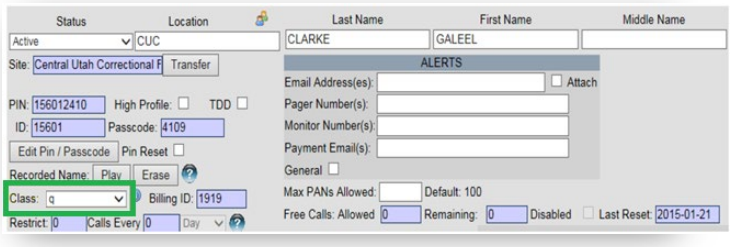
To block calls only from a specific inmate to a particular number add the number to that inmate's PAN (Personal Allowed Number List) and select the check box in the "Block" column as shown below.



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

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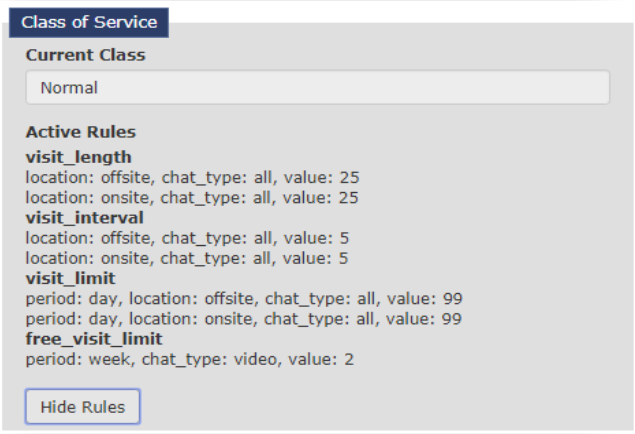

Inmate Account Profile – Class of Service

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.

Keefe Response: 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.

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3.10.7 The ITS inmate ID numbers will be accessible to authorized DOC staff.

Keefe Response: 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.

Keefe Response: 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

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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.

Keefe Response: 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.

Keefe Response: 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:

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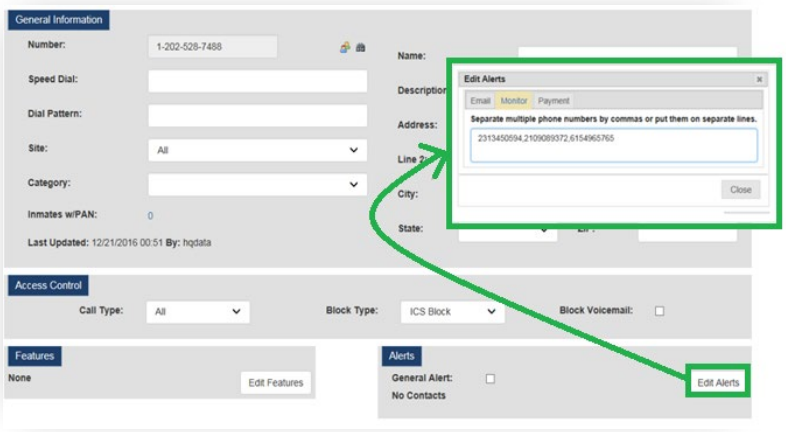
A. A certain inmate placing a call;

B. A certain number is called by an inmate; or

C. A DOC unauthorized call attempt is made.

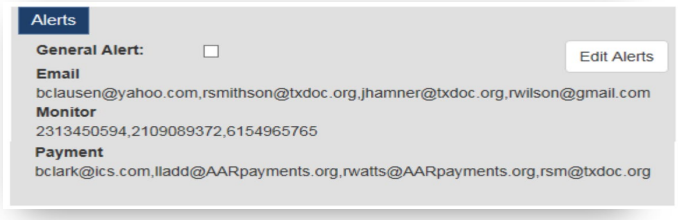
D. The vendor will briefly describe the alert feature proposed with the proposed ITS and the options available to the DOC.

Keefe Response: 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

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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

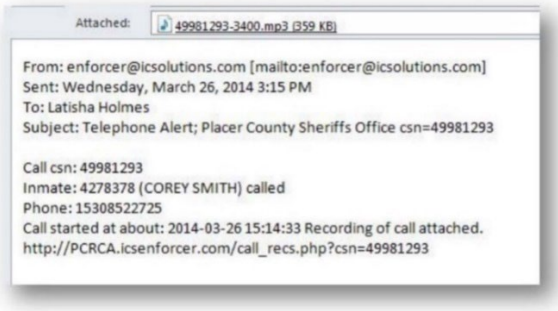
"Find Me, Follow Me" service

"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.

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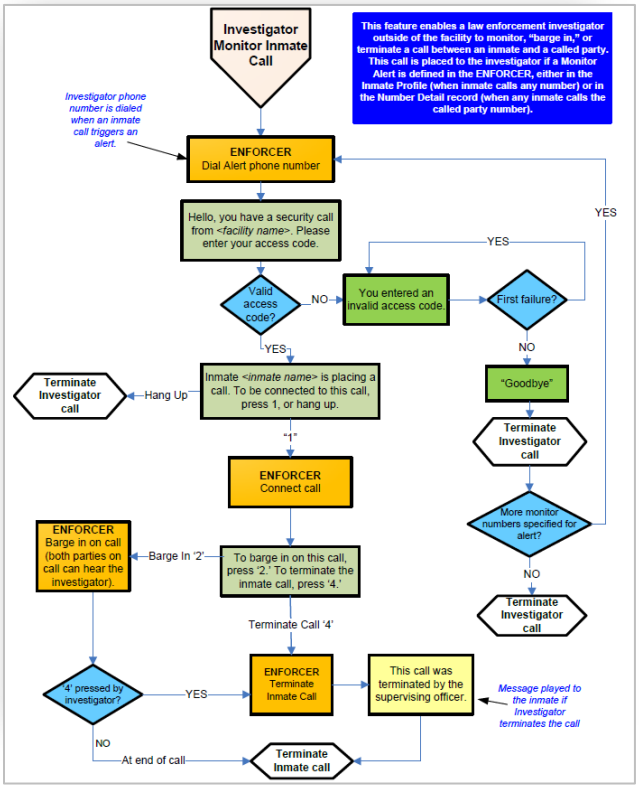
Monitoring Alerted Calls

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".

Keefe Response: 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.

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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.

Keefe Response: The following Cell Phone Control products can be offered as an option.

<u>CEIA Magneto Static Detector (MSD)</u>

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***

<u>Cellebrite's UFED Ultimate</u>

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

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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.

Keefe Response: 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

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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.

Keefe Response: 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 image on the following page.

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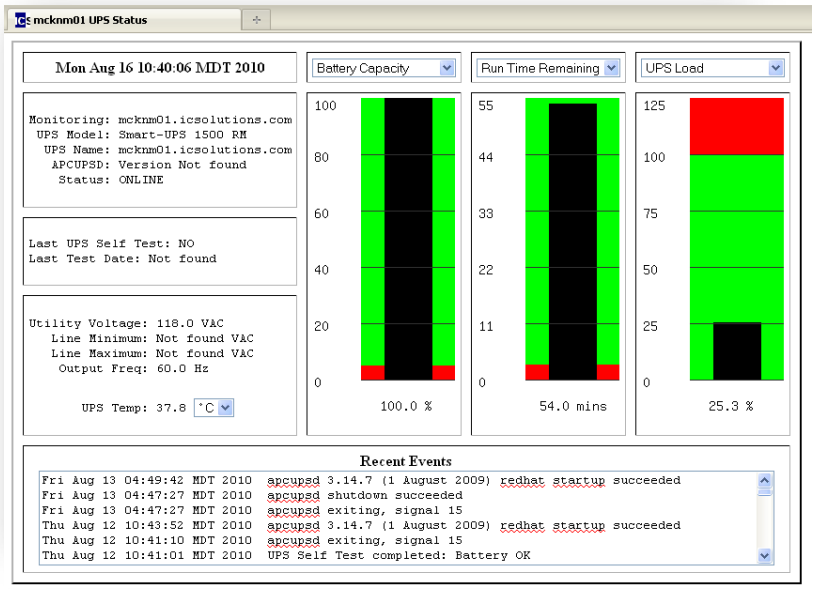

UPSMon Detail – View System Details

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.

Keefe Response: 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 No. 3.12.2.4 for a sample report.

3.12.2.3 Provide automatic reporting of component status changes (not manual input) for calls.

Keefe Response: 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 No. 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.

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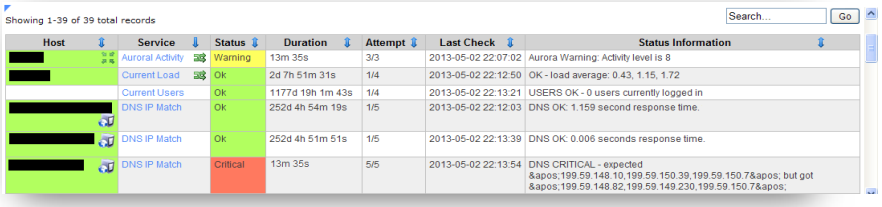
These tests are run periodically, typically once per hour. Tests are done for both station-side testing and trunk-side testing to ensure there are no problems with the terminating carriers, either. All negative results from these tests are sent as events to ERTS for appropriate response. We have described 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.

Keefe Response: The Nagios network monitoring application tracks the status and the changes in status, as shown on below.



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.

Keefe Response: 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.

Keefe Response: 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

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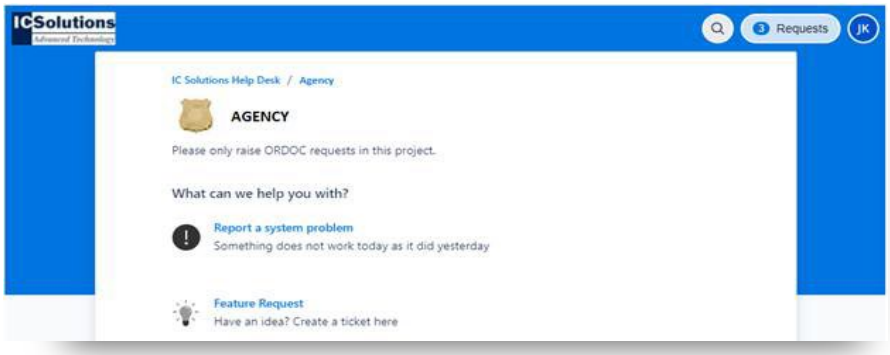
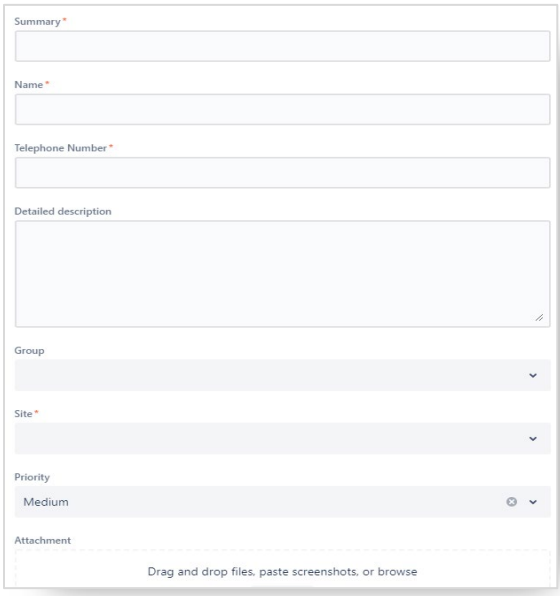
related to the tickets they have submitted.

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.

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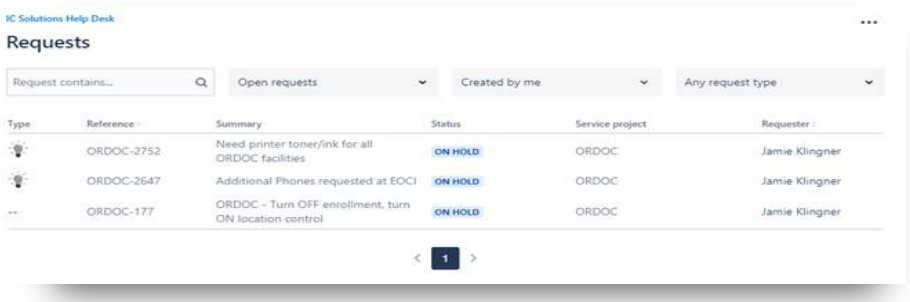
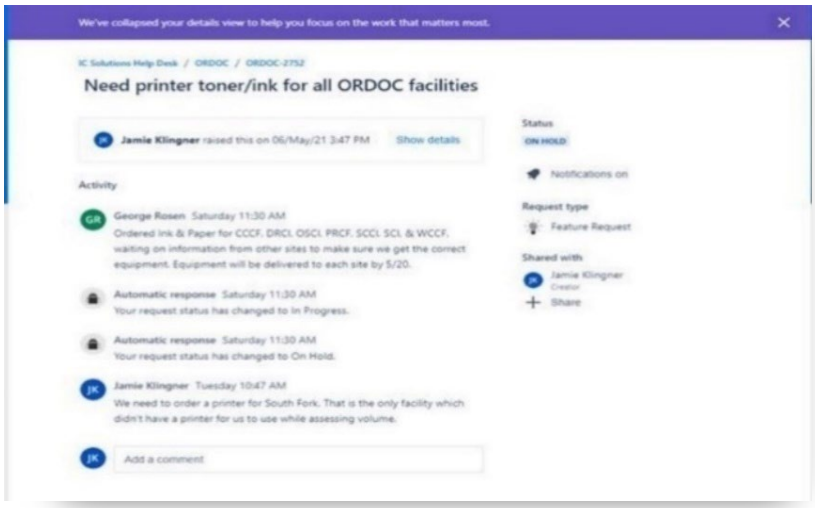


View Requests



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.

Keefe Response: ICSolutions is proud to offer the Agency our Integrated Cardless Debit calling option. Integrated Cardless Debit is a fully integrated debit

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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.

Keefe Response: 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.

Keefe Response: 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***

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- *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.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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.

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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.

Keefe Response: Keefe together with ICSolutions will offer the DOC (as well as any other Participating Entities) training of DOC staff. We have provided a sample training plan on the following pages.

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 question 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.***

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- ***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.***
- ***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.***

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

- ***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.***

<u>Training Agenda</u>
We have included a typical training agenda on the following pages, which can be customized for the DOC.

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Day-to-Day System Administration	• *Logging In, locally, remotely, to one site, multiple sites, etc.*
	  ○ *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*
	  ○ *Search for Inmate Account*
	  ○ *ANI Advanced Privileges and Inmate-specific controls*
	  ○ *Enter PANs, Inmate-specific blocks & exceptions*
	  ○ *Alerts on Inmate Accounts*
	  ○ *Print Account Information*
	  ○ *Account suspension/reinstatement*
	  ○ *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*

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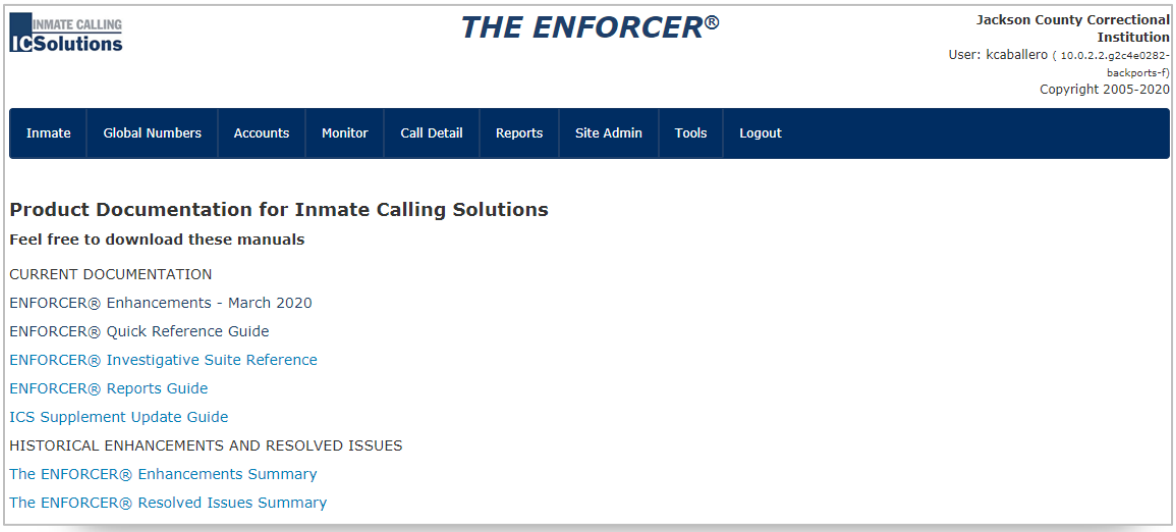
Training and User Reference Tools	• *Quick Reference Guide* • *User Guide* • *Report Synopsis* • *Inmate Information Pamphlet in English & Spanish* • *Support Center* • *ICSolutions' and Support Team Contact Information*

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.

Keefe Response: 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.

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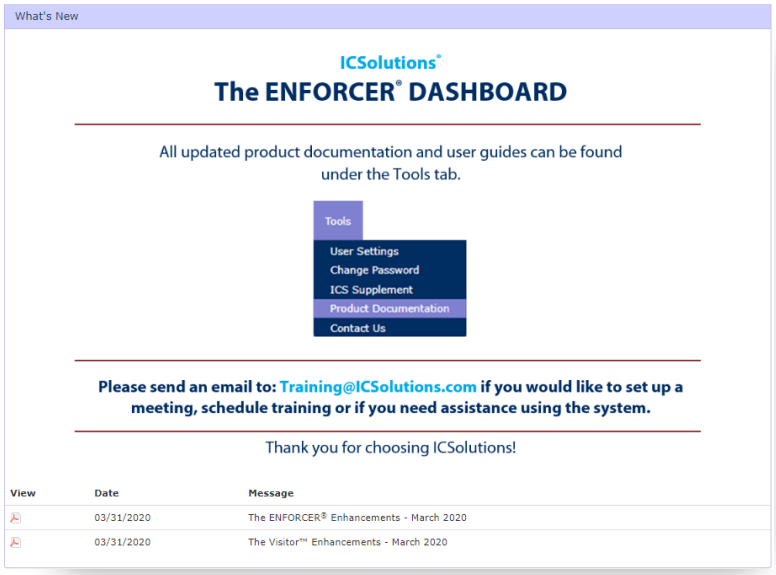

Upgrades Dashboard

3.14.3 Vendor to provide training material for inmates.

Keefe Response: 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.

Keefe Response: 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.

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3.15 GENERAL MAINTENANCE

3.15.1 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

Keefe Response: 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.

Keefe Response: 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.

Keefe Response: 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***

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- ***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.

Keefe Response: 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

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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.

Keefe Response: 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

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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*	*Vince Laurita* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *vlaurita@icsolutions.com*

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Level Three	*Brendan Philbin* *Vice President, Product Development* *Direct: 210-581-8102* *Cell: 408-838-1157* *email: bphilbin@icsolutions.com*	*Vince Laurita* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *vlaurita@icsolutions.com*
Level Four	*Tim McAteer* *President & General Manager* *Direct: 210-572-9570* *Cell: 314-504-2254* *email: tmcateer@icsolutions.com*	*Vince Laurita* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *vlaurita@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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.15.6.

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.

Keefe Response: 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.

Keefe Response: 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

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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.***

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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.

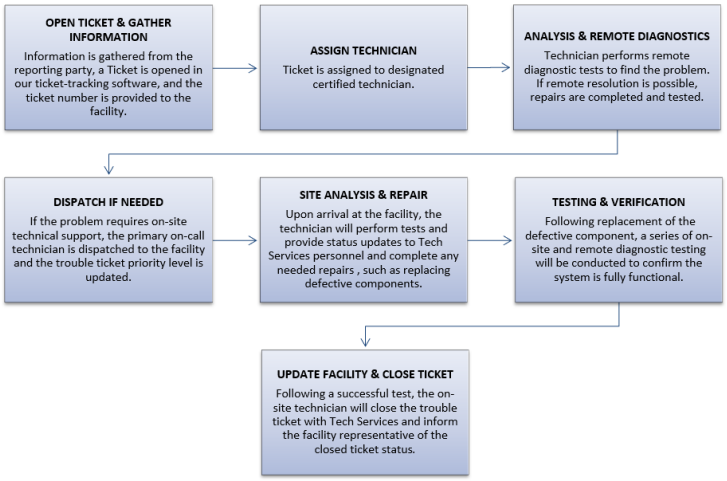
ERTS has various options for event handling including, but not limited to, email, SMS, and user interface alerts.

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



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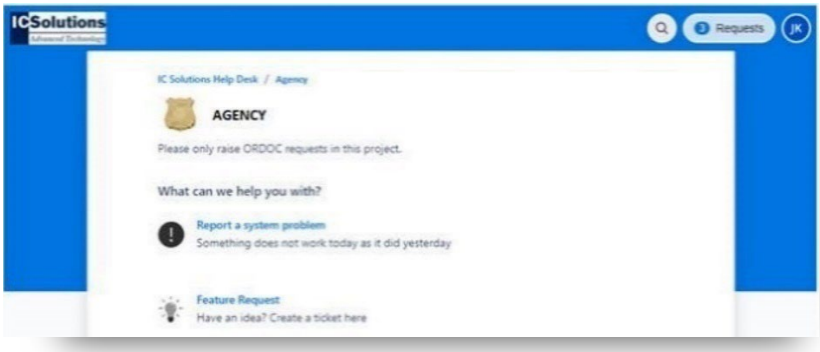
TSC personnel are professionally trained and experienced in the operations of the inmate communications system, and can provide technical support, perform remote diagnostics, or dispatch a technician to the facility if the problem cannot be fixed remotely.

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.

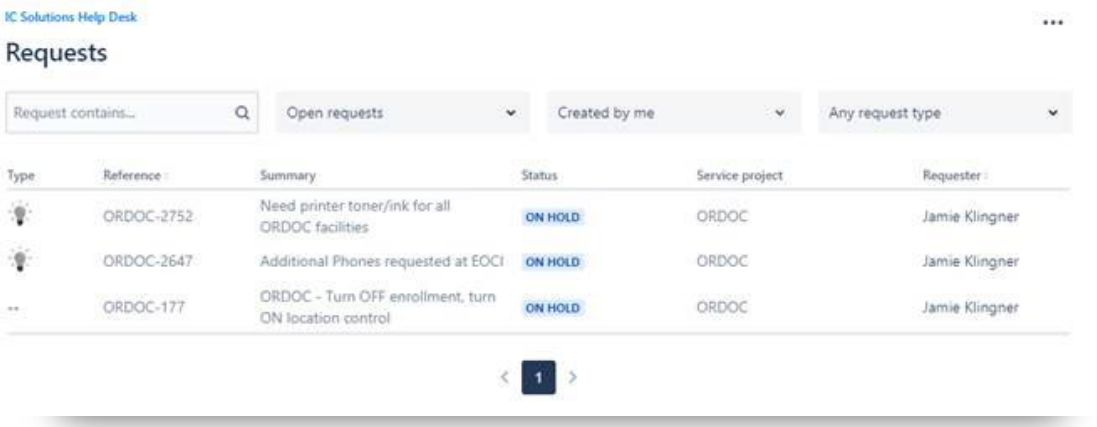
ICSolutions can also provide access to the portal where facility staff can create tickets for service issues, or even submit feature requests. Any ticket created will automatically generate update emails any time a change or note is added.

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

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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.

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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*	*Vince Laurita* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *vlaurita@icsolutions.com*
Level Three	*Brendan Philbin* *Vice President, Product Development* *Direct: 210-581-8102* *Cell: 408-838-1157* *email: bphilbin@icsolutions.com*	*Vince Laurita* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *vlaurita@icsolutions.com*
Level Four	*Tim McAteer* *President & General Manager* *Direct: 210-572-9570* *Cell: 314-504-2254* *email: tmcateer@icsolutions.com*	*Vince Laurita* *Regional Account Manager* *Toll-free: 866-228-4040* *Fax: 210-693-1016* *vlaurita@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.***

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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

3.15.9 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the ITS.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.15.9.

3.15.10 All issues surrounding the ITS will be reported by the vendor to the authorized DOC staff.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.15.10.

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.

Keefe Response: 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.

Keefe Response: 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

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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.

Keefe Response: 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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.16.3.

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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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.16.4.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.16.5.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.16.6.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.16.7.

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.

Keefe Response: 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

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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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.17.1.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.17.2.

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.

Keefe Response: Keefe, together with ICSolutions has read, understands, and will adhere with the requirements within 3.17.3.

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.

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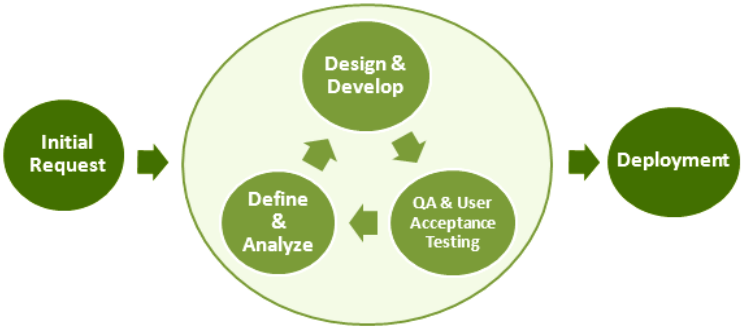
This incremental development allows developers to create solutions that evolve through collaboration with multiple cross-functional teams and in many cases, directly with the client, throughout the development process.

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:

<u>Phase 1: Define & Analyze</u>
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.

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- *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

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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.

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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.

Keefe Response: 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.

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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***

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- ***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.

Keefe Response: Additional details on maintenance and service plan to include frequency and speed of maintenance can be found above in our response to Requirement 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.

Keefe Response: Please see the following information on the Technical Services Center (TSC).

The 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.

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 Web Site - www.icsolutions.com***

3.17.7 Maintain levels of service and machine installation at no cost to state

Keefe Response: Keefe has read, understands, and will adhere with the requirements within 3.17.7.

3.17.8 No additional installation cost for changing out machines that need repair or replacement.

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Keefe Response: Keefe has read, understands, and will adhere with the requirements within 3.17.8.

3.17.9 The vendor will coordinate its service schedule in advance with the facility.

Keefe Response: Keefe has read, understands, and will adhere with the requirements within 3.17.9.

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.

Keefe Response: Keefe has read, understands, and will adhere with the requirements within 3.17.10.

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.

Keefe Response: Keefe has read, understands, and will adhere with the requirements within 3.17.11.

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4. DIGITAL MAIL SERVICES (DMS)

Keefe Response: Keefe has read and understands the requirements as listed within Category 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.

Keefe Response: 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.

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.

Keefe Response: 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.

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;

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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.

Keefe Response: Keefe will adhere with the above requirements.

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.

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.

Keefe Response: Keefe understands and accepts this requirement. 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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Existing SCORE administrative functionality allows the administrative

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staff to search for messages and print them to their existing network printer. No special printers are needed to support this implementation.

If required, Keefe will provide the necessary hardware for printing and adjust the commission to allow the agency to manage the consumables themselves.

4.1.7 Vendor to describe the ability for inmate's to view approved mail using a DOC-approved portable device (e.g., tablet).

Keefe Response: 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.

4.1.8 Site visits, if necessary, shall be negotiated within each Participating State's Participating Addendum.

Keefe Response: Keefe, together with its allifiates as noted in RFP#99SSWC-S1154, has read, understands and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.2.3 The vendor will keep all mail processing data current and made available upon request by the authorized DOC staff.

Keefe Response: Keefe has read, understands, and will adhere.

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.

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Keefe Response: Keefe has read, understands, and will adhere.

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 the agency staff through the SCORE admin screens.

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.

Keefe Response: Keefe has read, understands and will adhere regarding scanners and software. There are currently no printers or monitoring hardware envisioned.

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.

Keefe Response: No special printers are needed to support this implementation. If required, ATG/Keefe will provide the necessary hardware for printing and adjust the commission to allow the agency to manage the consumables themselves.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Upon award of the contract and/or agreement, ATG will work with DOC staff and the facility on a mutually agreed upon implementation plan/schedule.

4.3.5 Weekly updates to the installation plan must be submitted to authorized DOC staff

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designated by each DOC.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.3.12 The vendor will clean up and remove all debris and packaging material resulting from work performed.

Keefe Response: Keefe has read, understands, and will adhere.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.3.16 The vendor must indicate the physical size of any controlling equipment to be installed at the DOC's facilities.

Keefe Response: 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.

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.

Keefe Response: 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.

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.

Keefe Response: The administrative staff can access the web based SCORE

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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.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.5.2 Vendor must ensure that the operating system is no more than (N+2) revisions behind the publicly available kernel.

Keefe Response: 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.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: 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

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TWAIN drivers but require an install of the Dynamsoft control which will be provided.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: 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.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.6 DATABASE REQUIREMENTS

4.6.1 The vendor will provide a data record of all mail received through the DMS. The data record will be maintained in a database for monitoring and analysis of inmate mail. The data record is used to alert authorized DOC staff of possible trends with inmate communications that could jeopardize the security of inmates, staff, or facilities.

Keefe Response: All the requested features are included in the existing SCORE admin. functionality. At time of document scan, the system requires user to enter sender information, as well identify recipient inmate. The system tracks all this metadata for each document scanned, including user performing the scan, and date/time.

Authorized staff use the search screen and pre-defined reports that to perform their oversight function. A key differentiator for Keefe solution, is that our system's analysis includes electronic messages sent/received by inmates with the scanned documents.

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

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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.

Keefe Response: As stated previously in 4.6.1, the system tracks multiple fields of meta data for every scanned document, including inmate demographics and housing, sender info, user id and timestamp at the time of document scan, sender information entered by user, etc. The meta data is exportable in Excel format, the document itself is always a PDF.

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.

Keefe Response: Agency's system administrators assign rights and locations to each staff member. Based on the rights assigned to each user, the system allows them to access named screens and reports. Plus, based on the locations assigned to the user either:

- ***Named institution – system allows user to see transactions/data for only those inmates currently housed at the named institution (housing information comes from interface with agencies offender management system)***
- ***"DOC" – system allow user to see transactions/data for all inmates***

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.

Keefe Response: Keefe has read, understands, and will adhere.

The system has a robust set of fields that store various metadata associated with every scanned document. The system ensures that only the named inmate is able to see a document scanned for that inmate.

4.6.5 The DMS will provide the capability for authorized DOC staff to download reports from the database, through secured internet access.

Keefe Response: The system resides centrally at ATG's data center which is established and secured for the specific purpose of hosting for inmate correspondence services for multiple agencies. Each State DOC's data is in its own database only accessed by its own customized SCORE Admin system. Agency's get to their system over a secure virtual private network (VPN) tunnel.

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Depending on rights assigned, user is able to generate (and download) named reports for inmates whose information the particular user is authorized to see.

4.6.6 In addition, the vendor will provide access to the database through secure methods to be defined by the authorized DOC staff. Authorized DOC staff will be able to retrieve defined data on an on-going basis (could be real-time, daily or other).

Keefe Response: 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.

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.

Keefe Response: 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.

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.

Keefe Response: 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.

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

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4.6.9.5 Search by unit location.

Keefe Response: 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, Keefe will work with the DOC/facility on their requirements.

4.6.10 The DMS must allow for the search criteria either individually or in combinations.

Keefe Response: 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.

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.

Keefe Response: 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, Keefe will work with the DOC/facility on their requirements.

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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.

Keefe Response: 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, Keefe will work with the DOC/facility on their requirements.

4.6.13 The vendor will provide a description of this capability.

Keefe Response: As stated previously, 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.

Handwritten text on scanned documents is not converted to searchable text.

Upon award of a contract, Keefe will work with the DOC/facility on their requirements.

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.

Keefe Response: All data is stored only on central servers - none is stored locally. Please see response to 4.7.2 for details.

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.

Keefe Response: All data is stored only on central servers - none is stored locally. Please see response to 4.7.2 for details.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

4.7.2 The vendor will briefly describe how they will perform back-up or DMS redundancy of correspondence data.

Keefe Response: 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.

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.

Keefe Response: DMS data enjoys all the redundancies and data protection described in response to 4.7.2.

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

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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.

Keefe Response: Keefe has read, understands and will adhere. All data is stored only on central servers, none is stored locally. Please see response to 4.7.2 for details.

4.7.5 The vendor will provide full DMS inmate correspondence data back-up from each DOC location on a daily basis.

Keefe Response: Keefe has read, understands and will adhere. All data is stored only on central servers, none is stored locally. Please see response to 4.7.2 for details.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere. All data is stored only on central servers, none is stored locally. Please see response to 4.7.2 for details.

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.

Keefe Response: Keefe has read, understands, and will adhere. Keefe/ATG will provide the information 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.

Keefe Response: 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.

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4.7.10 The vendor will provide authorized DOC staff with a "Certificate of Destruction".

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: 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.

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

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and kept for reference purposes.

Keefe Response: 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.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.8.3 The vendor will describe how it detects and identifies contraband in correspondence.

Keefe Response: Keefe/ATG is responding to the option 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.

4.8.4 The vendor will describe its contraband reporting policies.

Keefe Response: 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.

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4.8.5 The vendor will describe how it identifies approved correspondence.

Keefe Response: Keefe/ATG is responding to the options where DOC staff or a contractor is scanning the documents at DOC's centralized site/s. The user, DOC staff or contractor under the direction of DOC staff, determines approved correspondence before scanning it into the system.

4.8.6 The vendor will describe how it identifies and handles non-privileged correspondence.

Keefe Response: Keefe/ATG is responding to option where DOC staff or contractor is scanning the documents at DOC centralized site 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 be 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.

4.8.7 The vendor will describe how it identifies and handles privileged (legal, medical, etc.) correspondence.

Keefe Response: As stated previously, Keefe/ATG is responding to option where DOC staff or contractor is scanning the documents at DOC centralized site 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 be 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.

Agency determines the policy and process for managing scanning of privileged mail.

4.8.8 The vendor will describe its process and policy related to rejected correspondence.

Keefe Response: The Agency determines the policy and process for managing rejected correspondence.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

The system will work with agency to auto-generate (monthly, quarterly) any of the existing reports and provide them as email messages to named agency mailbox.

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.

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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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Since Keefe is planning to only offer services with the DOC opening the mail or on-site contractors hired to open the mail, Keefe 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.

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

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authorized DOC staff at no cost to the DOC.

Keefe Response: Keefe has read, understands, and will adhere.

4.11 GENERAL MAINTENANCE

4.11.1 The vendor shall contact the facility for entry approval regarding maintenance and repairs.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.11.3 The vendor will have the ability to perform remote diagnostics to the DMS to determine any network problems.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere. In terms of an escalation plan, ATG works with Keefe's Technical Services department and this information can be found in Keefe's Service Level Agreement on pages 9-10.

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.

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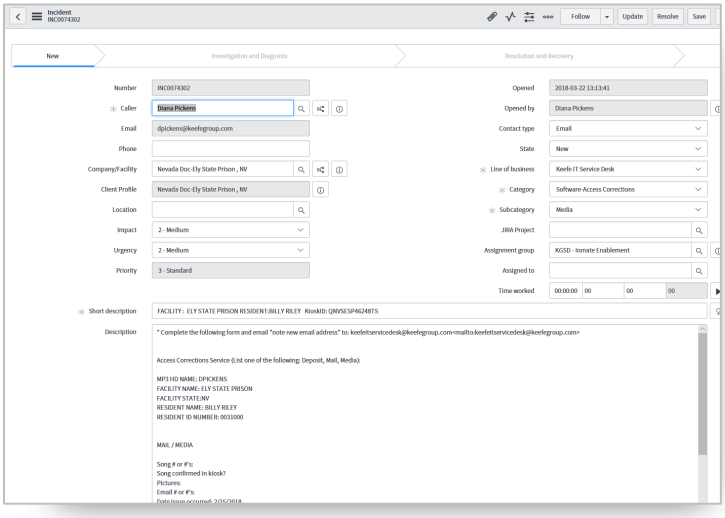
Keefe Response: Keefe will utilize their Help Desk and Service Now for Service tickets and to track cases. Keefe will provide information regarding all priority 1, 2, 3 and 4 tickets that are opened, updated and closed by the field technicians. Detail will be provided to show the problem and final resolution. Keefe has and will continue to work with the Agency to resolve any technical issues in a timely manner and with minimal disruption.

Please see the below sample of a Service Now ticket.



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.

Keefe Response: The Keefe Help Desk will have access to all the methods for contacting the correct person and/or the person on duty. The customer will simply need to call the Help Desk and from that point, it will be an internal, Keefe-managed issue.

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.

Keefe Response: Keefe 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, Keefe would work with the Agency to determine an appropriate time to mitigate the impact of such an outage.

4.11.9 Either party will report to the other party any misuse, destruction, damage, vandalism, liability, etc. to the DMS.

Keefe Response: Keefe has read, understands, and will adhere.

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4.11.10 All issues surrounding the DMS will be reported by the vendor to the authorized DOC staff.

Keefe Response: Keefe has read, understands, and will adhere.

4.12 MAINTENANCE/SERVICE

4.12.1 Software Modification by the vendor and Release Management.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: 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.

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.

Keefe Response: 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

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environment, and then production deployments date/time is mutually agreed by customer and ATG.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

4.12.7 Maintain levels of service and machine installation at no cost to the DOC.

Keefe Response: Keefe has read, understands, and will adhere.

4.12.8 No additional installation cost for changing out hardware that need repair or replacement.

Keefe Response: Keefe has read, understands, and will adhere.

4.12.9 The vendor will coordinate its service schedule in advance with the facility.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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

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4.12.11.3 Security-related updates to their proposed solution, which may be called updates, upgrades, patches, service packs, hot fixes, or workarounds.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read and understands. Keefe will work with the DOC to provide services for Digital Mail Scanning Services for Options 1 and 3. Pricing has been provided in Attachment C and details have been provided in the responses to Category 4.

Keefe is willing to provide further information upon request.

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SECTION V
SECTION 4
COMPANY BACKGROUND & REFERENCES

COMPANY BACKGROUND AND REFERENCES

Section V– Section 4 – Company Background and References

Vendors must place their written response(s) in **bold/italics** immediately following the applicable RFP question, statement and/or section. This section must also include the requested information in Subcontractor Information, if applicable.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read and understands. Please see the following information in response to 'a. through i.' of 4.5.1.

Keefe Commissary Network, LLC (herein "Keefe")
10880 Lin Page Place
Saint Louis, MO 63132

Ownership:
Keefe Commissary Network, LLC is a manager-managed Limited Liability Company wholly owned by Keefe Group, LLC.

Keefe Commissary Network, LLC currently has 2011 employees.

Keefe's website is www.keefegroup.com

The contact information for sales will be:
Primary: Terry Schroeder – Group Vice President, terry.scroeder@keefegroup.com, 800-411-0454

Secondary: Dennis Dempsey – Vice President, ddempsey@keefegroup.com , 800-890-5206

Keefe Commissary Network's retention rate for the past three years is as follows:

2019	*61.77%*
2020	*83.97%*
2021	*81.31%*

Keefe History –
Keefe Group, LLC is comprised of six business units: Keefe Supply Company, Keefe Commissary Network, Inmate Calling Solutions, Access Securepak, Access Corrections, and Advanced Technologies Group. The Department will be able to contract with any one of these entities on an individual level or through a combination of services utilizing multiple business units. Keefe's services will be inclusive of all costs and provided at no cost to the Department, with exception of those provided by Advanced Technologies Group, which may be paid for individually or through partnerships with either Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions. Please see below for overviews on each business line offered.

Keefe Supply Company (Bulk Services) offers wholesale items for the Department to purchase and facilitate an in-house commissary operation. Keefe Supply can provide standardized menus with up to 5000 commissary products. Shipments to the facility will be made within a 48-hour delivery window.

Keefe Commissary Network (KCN) offers fully privatized commissary services with order fulfillment completed by KCN. KCN staff will pick and package individual resident orders, and through contract negotiations, is able to deliver completed orders to the detainee population. A portion of all sales can be returned to the Department in the form of a commission rate. KCN can customize its commissary operation to meet the specific needs of the Department through additional technologies.

Keefe Commissary Network is additionally able to provide Resident Vending, a vending machine program that offers detainees immediate access to select commissary items. Snacks and cold beverages will be made available to residents through cashless debiting of detainee accounts. Resident Vending can be managed by KCN or provided as a bulk service. When managed by KCN, KCN staff will fill and maintain vending machines and the Department will be provided a commission rate on all sales. With bulk vending, the Department will purchase product from KCN, stock and maintain Keefe provided vending machines, and determine resident facing pricing while retaining profits. Resident Vending may be provided independent of a privatized commissary operation or as a supplemental service.

Inmate Calling Solutions offers innovative telecommunications products and technologies to the correctional market. ICSolutions' advanced call-processing platform includes unique capabilities, features, and investigative tools that help facilities manage the flow of telephone communication between the detainee and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction, and increased revenues for the facilities.

Access Securepak offers a comprehensive custom package program allowing friends and family the opportunity to order commissary for residents. Orders may be placed online, through the phone, or with pre-printed order forms. Securepak offers safe and secure packages to reduce the time spent by the Department searching packages for contraband and can be customized with weight and spending limits, as well as any other requested restrictions. A commission may be provided to the Department for all Securepak sales. Securepak acts as a supplemental revenue stream to standard commissary, as sales are derivative from funds outside of detainee accounts and therefore do not affect regular commissary ordering habits.

Access Corrections offers deposits services to securely accept detainee funds via phone, web, mobile app, lobby kiosk, and lockbox. Transactions rules and limits may be enforced. User information is validated against public and private data to deliver a pass/fail real-time decision. Keefe additionally employs an internal investigation team to monitor suspicious activity using software and databases to prevent fraud before transactions are completed. Access Corrections' Data Detective software will allow Department staff to search varying degrees of separation to establish links from resident to resident or end user to end user.

Advanced Technologies Group offers correctional software solutions through its Offender Management Suite, Unit Manager Dashboard, and Tablet program. ATG's Offender Management Suite includes the following individual modules: Intelligence System, Trust and Restitution Accounting, Commissary Operations (software & hardware), Inmate Enablement, Electronic Health Records, Pharmacy Administration, Inmate Telephone system, Food Service Management, Case Management, and Investigation System. The Unit Manager Dashboard software collects and presents actionable resident information when transitioning between shifts to reduce potential overtime wages and streamline the shift change process. ATG's tablet program offers residents access to educational and entertainment content as well as messaging services with friends and family and may be provided on 1:1 tablet to resident subscription model or through individual purchase. Each of ATG's software solutions may be contracted individually and/or negotiated as a value add to contracts with Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions.

Keefe Commissary Network's growth rate for the past three years is as follows:

2019 Flat
2020 3.8%
2021 15.5%

4.5.1a Subcontractor Information

Does this proposal include the use of subcontractors?

Yes	*X*	No	

If "Yes", vendor must:

Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

Keefe Response: Keefe has read and understands.

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.

Keefe Response: For this agreement, Keefe plans to utilize their affiliate companies within Keefe Group, LLC to subcontract with for the various categories for services.

Keefe plans to work with Advanced Technologies Group, LLC for tablets and mail scanning services within Categories 2 and 4 respectively and ICSolutions for phone services and a video visitation offering within Categories 2 and 3 respectively.

In addition, Keefe will subcontract with Cash Pay Today and Western Union for Retail Store Deposits and Rapid Financial Solutions (RFS) for Debit Release Cards.

Provide the same information for any proposed subcontractors as requested in Section 4.5.1, Offeror Information.

Subcontractor 1 –

a. Your company's full legal name - ***Advanced Technologies Group, LLC***

b. Primary business address

Advanced Technologies Group, LLC
1601 48th Street, Suite 220
West Des Moines, IA 50266

c. Describe your company ownership structure - ***Wholly owned by Keefe Group, LLC***

d. Employee size (number of employees) – ***68 full-time employees***

e. Website – ***www.a-t-g.com***

f. Sales contact information - ***Ajit Kumar, Senior Vice President***

ajitk@a-t-g.com
515-273-8559

g. Your client retention rate during the past 3 years – ***100%***

h. A brief history of your company and the year it was founded

Advanced Technologies Group (ATG), founded in 1991 and acquired by Keefe Group in 2012, dedicated to developing, implementing and supporting enterprise software solutions specifically for large state and federal correctional agencies. The company's software solutions are designed to support all aspects of managing offenders throughout the supervision continuum from pretrial, probation, incarceration, work release, parole and post-release. ATG's Offender Management Suite includes case management, electronic health records, pharmacy administration, trust and restitution accounting, commissary operations, food service, inmate enablement, critical incident reporting and investigation, and intelligence systems. It helps state and federal correctional agencies to operate more efficiently and helps offenders prepare to re-integrate into society. To date, 15 statewide DOCs and all 126 Federal Bureau of Prisons institutions utilize ATG software solutions.

i. Describe your company's growth during the past three years.

ATG has always followed a strict policy of sustainable growth. We self-limit the number of the new deployments such the appropriate executive management person is dedicated to the project. That said, we have for the last 2019, 2020 and 2021 our revenues grew by 14, 18 and 33% respectively.

Subcontractor 2 –

a. Your company's full legal name – ***Inmate Calling Solutions, LLC (dba ICSolutions)***

b. Primary business address - ***2200 Danbury St, San Antonio, TX 78217***

c. Describe your company ownership structure - ***Wholly owned by Keefe Group, LLC***

d. Employee size (number of employees) - ***140 full-time employees***

e. Website – ***www.icsolutions.com***

f. Sales contact information – ***Mike Kennedy, VP Sales & Marketing***
mkennedy@icsolutions.com
866-228-4040

g. Your client retention rate during the past 3 years – ***95%***

h. A brief history of your company and the year it was founded

Inmate Calling Solutions (ICSolutions), founded in 2002 and acquired by Keefe Group in 2010, is a leading provider of innovative telecommunications products and technologies to the correctional market. The advanced call-processing platform includes unique capabilities, features and investigative tools that help facilities

manage the flow of telephone communication between the inmates and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction and increased revenues for the facilities. ICSolutions currently serves over 350,000 inmates in over 500 correctional facilities and is deployed at the Federal Bureau of Prisons, housing 115,000 inmates, and at 10 statewide DOCs.

i. Describe your company's growth during the past three years. *ICSolutions' growth rate for the past three years is as follows:*

2019 1.1%
2020 Flat
2021 7.9%

Subcontractor 3 –

a. Your company's full legal name – *PayItToday, LLC/ ACH Payment Solutions Inc.*

b. Primary business address – *320 Whittington Parkway; Suite 215; Louisville, KY 40222*

c. Describe your company ownership structure – *Privately held sub-chapter S-Corporation*

d. Employee size (number of employees) – *21*

e. Website – *www.cashpaytoday.com*

f. Sales contact information – *Bob Wallace, bob.wallace@achpsinc.com, (847) 406-6728*

g. Your client retention rate during the past 3 years – *100%*

h. A brief history of your company and the year it was founded – *see below*

Cash Pay Today (ACHPS) founded in 2002 quickly established itself as a leader for bill payment and electronic check processing. By forging relationships and building products and services around an extensive network of companies ACHPS created "best in class" services that are not encumbered by a "one size fits all approach" like most competitors. In short, our suite of services allow our customers the advantage of selecting the best payment methods and solutions to suit their business needs - not ours! Cash Pay Today/ACHPS, with its nationwide network of sales agents, offers the unique advantage of strategically establishing new pay stations targeted to the specific location, convenience and demographic of a company's client base. ACHPS has expanded its cash accepting sites to include over 20,000 real-time locations throughout the United States.

i. Describe your company's growth during the past three years. - *PayItToday with its "all-essential" premium retail locations for cash payments prospered during Covid and has exceeded the doubling of its business in the last three years.*

Subcontractor 4 –

a. Your company's full legal name – *Rapid Financial Solutions (RFS)*

b. Primary business address – ***3065 N 200 W Suite #200 ~ North Logan, UT, 84341***

c. Describe your company ownership structure – ***S-Corporation***

d. Employee size (number of employees) - ***35***

e. Website – ***www.rpdfin.com***

f. Sales contact information – ***Stuart Long (stuart.long@rpd.fin.com)***
Daren Jackson (daren.jackson@rpd.fin.com)

g. Your client retention rate during the past 3 years – ***98%***

h. A brief history of your company and the year it was founded – ***see below***

Rapid Financial Solutions was established in 2005 as a prepaid card program manager and card processor for the Sport Officiating Industry under the auspice of RefPay.com. In 2008, Rapid sold a controlling interest in RefPay to the NCAA. Since then, Rapid has expanded into additional industries and applications. With expertise in banking, SW development and operations, Rapid works with businesses to provide complete end-to-end payment solutions. From the moment of engagement, your program will be assigned to a team of dedicated prepaid professionals whose goal is ensuring your business objectives are met, your expectations are exceeded and your cardholders are satisfied with their prepaid card product and service.

i. Describe your company's growth during the past three years. - ***Year over year has been a consistent 23%.***

Subcontractor 5 –

a. Your company's full legal name – ***Western Union Financial Service, Inc.***

b. Primary business address – ***7001 E. Belleview Ave, Denver CO 80237***

c. Describe your company ownership structure – ***Publicly Held Corporation***

d. Employee size (number of employees) – ***11,500***

e. Website – ***www.westernunion.com***

f. Sales contact information – ***Daniel Dow, Daniel.dow@wu.com, +1 720 332-0740, Jeremy M. Cox – (303) 570-0481-jeremy.cox2@wu.com***

g. Your client retention rate during the past 3 years - ***All financial data and plans can be found at https://ir.westernunion.com/investor-relations/default.aspx***

h. A brief history of your company and the year it was founded – ***see below***

Western Union was founded in 1851. The Western Union Company (NYSE: WU) is a global leader in cross-border, cross-currency money movement and payments. Western Union's platform provides seamless cross-border flows and its leading global financial network bridges more than 200 countries and territories and over 130 currencies. We connect consumers, businesses, financial institutions, and governments through one of the world's widest reaching networks, accessing billions of bank

accounts, millions of digital wallets and cards, and a substantial global network of retail locations. Western Union connects the world to bring boundless possibilities within reach. For more information, visit www.westernunion.com.

i. Describe your company's growth during the past three years. - ***Like many retail-dependent companies, COVID impacted revenue growth in 2020 and 2021. However, WU continues to grow its retail footprint with such relationships as Wal-Mart and Advanced America and current relationships like Kroger and Publix as well as digital. Our annual revenues have been stable. For specific information on our financials, please visit our Investor Relations data here: WU Investor Relations***

Business references as specified in Section 4.5.1b, Business References must be provided for any proposed subcontractors.

Keefe Response: Keefe has read and understands. In section 4.5.1b below, Keefe will list Business References following the Keefe business references for their subcontractors.

Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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.

Keefe Response: Keefe has read, understands, and will adhere. Please see the below and following page for Keefe Commissary Network, LLC's references.

Keefe has also provided references for each of the subcontractors listed above.

Reference #:	*1*		
Company Name:	*Keefe Commissary Network, LLC*		
Identify role company will have for this RFP project (Check appropriate role below):			
X	*VENDOR*		*SUBCONTRACTOR*
Project Name:	*Idaho Department of Corrections*		
Primary Contact Information			
Name:	*Rusty McNeill, Grants/Contract Monitor*		
Street Address:	*1299 N. Orchard St. – Suite 110*		
City, State, Zip:	*Boise, ID 83706*		
Phone, including area code:	*208.658.2176*		
Facsimile, including area code:	*208.658.2160*		
Email address:	*rmcneill@idoc.idaho.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Keefe's partnership with IDOC consists of a Keefe warehouse located at the ID state prison complex. This services all 15 DOC locations. Keefe has 13 on-site employees; 1 Account Manager, 1 Commissary Manager, 2 Supervisors and 9 Commissary Delivery Reps that oversee a group of female inmate workers provided by IDOC. Keefe reimburses IDOC for the use of the inmate labor at IDOC's rate proposed. The inmate labor pulls the orders and prepares them to be shipped out to each institution. The inmate labor force processes approximately 25,000 commissary and 2,500 family orders each month. Keefe delivery staff passes the orders out to the inmates. On each facilities designated Commissary delivery day; the orders are processed with ATG Commissary software via housing kiosk order entry then run though ATG Banking software provided to the IDOC by Keefe for all fiduciary management. In addition, Keefe also provides: Access Corrections Secure Deposits services and Secure Payments for Parole and Probation offender accounts. Keefe also provides a year round family ordering Securepak program. IDOC also utilizes ICSolutions Enforcer calling platform for all inmate phone call processing and investigative tools.*		
Original Project/Contract Start Date:	*August 2001*		
Original Project/Contract End Date:	*July 2004, then awarded 2 extensions through 2006*		
Original Project/Contract Value:	*$1.2 million (for original project)*		
Final Project/Contract Date:	*7-10-2016 for current contract, extension through April 2025*		
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:	***Keefe Commissary Network, LLC***		
Identify role company will have for this RFP project (Check appropriate role below):			
X	***VENDOR***		***SUBCONTRACTOR***
Project Name:	***Massachusetts Department of Corrections***		
Primary Contact Information			
Name:	***Gary Temple, Director – Support Services***		
Street Address:	***50 Maple Street – Suite 3***		
City, State, Zip:	***Milford, MA 01757***		
Phone, including area code:	***508.422.3429***		
Facsimile, including area code:	***508.422.3420***		
Email address:	***gary.temple@state.ma.us***		
Alternate Contact Information			
Name:	***Tracey L. Rodriguez/ Deputy Director Support Services***		
Street Address:	***50 Maple Street – Suite 3***		
City, State, Zip:	***Milford, MA 01757***		
Phone, including area code:	***508.422.3457***		
Facsimile, including area code:	***508.422.3420***		
Email address:	***tracey.rodriguez@state.ma.us***		
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:	***MA DOC utilizes its' state system to account for all incarcerated person's banking. Keefe provides a "funds level" integration between the Keefe system and the facility's incarcerated person's banking system, for servicing all state facilities. The facilities download from the state's system to the Keefe system; ID #s, locations, and available balances. Incarcerated person's place orders on housing unit kiosks which are processed through KCN's commissary software and fulfilled from Keefe's distribution center in Walpole, MA. Keefe staff packages the individual incarcerated person's orders and a separate Keefe staff member is in charge of scanning the contents of the order to ensure accuracy. The verified orders are then sealed for delivery to the incarcerated persons by Keefe staff. The sealed orders are transported to the facilities using Keefe trucks. During the delivery process, the incarcerated persons are responsible for inspecting their orders for completeness, under the supervision of Keefe staff. Other services utilized include Deposit Services, Secure Mail, Securepak and tablets with options for educational content, music, and games.***		
Original Project/Contract Start Date:	***May 2002***		
Original Project/Contract End Date:	***April 30, 2007, then renewed through April 30, 2012***		
Original Project/Contract Value:	***$11,800,000 annually – so $118 million for the 10 years***		
Final Project/Contract Date:	***May 2017 through May 2023 with 2 (24 month) Renewals***		
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:	*Keefe Commissary Network, LLC*		
Identify role company will have for this RFP project (Check appropriate role below):			
X	*VENDOR*		*SUBCONTRACTOR*
Project Name:	*Rhode Island Department of Corrections*		
Primary Contact Information			
Name:	*Wayne T. Salisbury Jr. - Assistant Director*		
Street Address:	*40 Howard Avenue*		
City, State, Zip:	*Cranston, RI 02920*		
Phone, including area code:	*401.462.3952*		
Facsimile, including area code:	*401.462.3953*		
Email address:	*Wayne.Salisbury@doc.ri.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Keefe supplies a multi-station LAN to Rhode Island DOC, which utilizes the entire KCN incarcerated person's banking system to maintain incarcerated persons funds. The Keefe system is integrated with the states JMS system via a booking and housing interface. In addition, the facility utilizes a real time general ledger in the KCN system. Keefe employs one full-time Manager, one full-time Assistant Manager and five full-time Commissary Representatives. The incarcerated person's population utilizes our housing unit kiosk technology to place commissary orders. The orders are then processed by our Keefe Group staff during the week and pulled and shipped from our Walpole MA, location. The contents of the orders are verified by Keefe staff as delivery is made to the incarcerated person. Keefe employees in Rhode Island are responsible for distributing the orders.*		
Original Project/Contract Start Date:	*January 2002*		
Original Project/Contract End Date:	*October 2008*		
Original Project/Contract Value:	*$3,000,000*		
Final Project/Contract Date:	*Current contract through 8-31-22 with two 1-year extension options*		
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 # 1:	*1*		
Company Name:	*Advanced Technologies Group, LLC*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Federal Bureau of Prisons - TRUFACS (Trust & Restitution Accounting & Commissary System) and TRULINCS (Inmate Enablement – messaging, music, video visit)*		
Primary Contact Information			
Name:	*Katie Jenkins*		
Street Address:	*320 First Street N.W.*		
City, State, Zip:	*Washington, D.C. 20534 (United States of America)*		
Phone, including area code:	*(202) 616-2007*		
Facsimile, including area code:	*(202) 260-0016*		
Email address:	*kjenkins@BOP.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*The services provided to the Bureau were delivered over a 10-year period over multiple contracts and phases. Following is a listing of systems used at all 126 institutions across seven time zones. It manages records for 185,000 active inmates (plus 900,000 inactive) and supports over 32,000 staff users.* • *Trust and Restitution Accounting Commissary Administration* • *Inmate Telephone System* • *Inmate Enablement System* • *Warehouse Management System* • *Intelligence System* • *Investigation System* • *Unit Manager Dashboard* • *Food Service and Nutrition System* • *Electronic Health Records* • *Pharmacy Administration System*		
Original Project/Contract Start Date:	*5/3/2000*		
Original Project/Contract End Date:	*Original contract termination date 12/31/2004*		
Original Project/Contract Value:	*$9,111,600 plus customization T & M*		
Final Project/Contract Date:	*Original contract was renewed multiple times through Sept 30, 2017. Now FBOP issues annual renewal under ATG's GSA contract which expires in Sept 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*		

Reference # 2:	***2***		
Company Name:	***Advanced Technologies Group, LLC***		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	***Michigan Department of Corrections - COMS***		
Primary Contact Information			
Name:	***Jeff W. Anderson***		
Street Address:	***Grandview Plaza Bldg. 4th Floor 206 E. Michigan Ave.***		
City, State, Zip:	***Lansing, MI 48909***		
Phone, including area code:	***517-241-5129***		
Facsimile, including area code:	***n/a***		
Email address:	***AndersonJ30@michigan.gov***		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Customize and implement following systems for all Michigan DOC institutions and community corrections facilities (~90,000 offenders). Implementation included train-the-trainer, data migration, and hosting the systems.*** • ***Trust and Restitution Accounting*** • ***Electronic Health Records Systems*** • ***Pharmacy Operations*** • ***Food Service and Nutritional Analysis System*** • ***Case Management System*** • ***Investigation System***		
Original Project/Contract Start Date:	***Jun 2018***		
Original Project/Contract End Date:	***Jun 2028***		
Original Project/Contract Value:	***$38 million***		
Final Project/Contract Date:	***Unlimited 5 year renewals, No sunset***		
Was project/contract completed in time originally allotted, and if not, why not?	***Project still underway and on schedule***		
Was project/contract completed within or under the original budget/ cost proposal, and if not, why not?	***Project still underway and within budget***		

Reference # 3:	*3*		
Company Name:	*Advanced Technologies Group, LLC*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Iowa Department of Corrections – ICON*		
Primary Contact Information			
Name:	*Sondra Holck*		
Street Address:	*510 E 12th Street, Suite 4*		
City, State, Zip:	*Des Moines, IA 50319*		
Phone, including area code:	*(515) 725-5738*		
Facsimile, including area code:	*(515) 725-5701*		
Email address:	*sondra.holck@iowa.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Customize and implement following systems for all Iowa DOC institutions and community corrections facilities (~32,000 offenders). Implementation included train-the-trainer, data migration, and hosting the systems.*** • *Case Management System* • *Trust & Restitution Accounting* • *Electronic Health Records Systems* • *Pharmacy Operations* • *Food Service and Nutritional Analysis System* • *Investigation System* • *Intelligence System* • *Inmate Enablement System* • *Executive Dashboard*		
Original Project/Contract Start Date:	*May 1998*		
Original Project/Contract End Date:	*May 1999*		
Original Project/Contract Value:	*$1.2 million (initially only included Trust Accounting System)*		
Final Project/Contract Date:	*Most recent agreement was signed on 7/1/2019 has 3-year base term with seven 1-year extensions (6/30/2029) for total value of $20,500,734 plus customization T&M.*		
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 # 1:	*1*		
Company Name:	*ICSolutions*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***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*		
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:	*2*		
Company Name:	*ICSolutions*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***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*		
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:	*3*		
Company Name:	*ICSolutions*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***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*		
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*		

Reference # 1:	*1*		
Company Name:	*PayItToday, LLC dba Cash Pay Today*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Alabama Department of Corrections*		
Primary Contact Information			
Name:	*Tom Seibert*		
Street Address:	*301 S Ripley St.*		
City, State, Zip:	*Montgomery, AL 36130*		
Phone, including area code:	*334-353-5522*		
Facsimile, including area code:	*N/A*		
Email address:	*tom.seibert@doc.alabama.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Walk-in Cash Payments technical interfacing, etc. between the parties to allow for the delivery of the services and payment methods.*		
Original Project/Contract Start Date:	*10/1/2012*		
Original Project/Contract End Date:	*9/30/2015*		
Original Project/Contract Value:	*$1,753,745.85*		
Final Project/Contract Date:	*Month to Month*		
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:	***2***		
Company Name:	***PayItToday, LLC dba Cash Pay Today***		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	***Wisconsin DOC***		
Primary Contact Information			
Name:	***Amanda Ditter***		
Street Address:	***751 County Road K***		
City, State, Zip:	***Fond du Lac, WI 54937***		
Phone, including area code:	***920-929-3825***		
Facsimile, including area code:	***N/A***		
Email address:	***amanda.ditter@wisconsin.gov***		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	***Walk-in Cash Payments technical interfacing, etc. between the parties to allow for the delivery of the services and payment methods.***		
Original Project/Contract Start Date:	***4/21/2016***		
Original Project/Contract End Date:	***6/30/2022***		
Original Project/Contract Value:	***$13,789,201***		
Final Project/Contract Date:	***6/30/2022***		
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:	*3*		
Company Name:	*PayItToday, LLC dba Cash Pay Today*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Utah Department of Corrections*		
Primary Contact Information			
Name:	*Brian Allgaier*		
Street Address:	*14717 S. Minuteman Dr.*		
City, State, Zip:	*Draper, Utah 84020*		
Phone, including area code:	*801-545-5545*		
Facsimile, including area code:	*N/A*		
Email address:	*ballgaier@utah.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Walk-in Cash Payments technical interfacing, etc. between the parties to allow for the delivery of the services and payment methods.*		
Original Project/Contract Start Date:	*8/1/2014*		
Original Project/Contract End Date:	*7/31/2019*		
Original Project/Contract Value:	*$2,314,683*		
Final Project/Contract Date:	*7/31/2022*		
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 # 1:	*1*		
Company Name:	*Rapid Financial Services*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Alabama Department of Corrections*		
Primary Contact Information			
Name:	*Tom Seibert*		
Street Address:	*301 S Ripley St.*		
City, State, Zip:	*Montgomery, AL 36130*		
Phone, including area code:	*334-353-5522*		
Facsimile, including area code:	*N/A*		
Email address:	*tom.seibert@doc.alabama.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Debit Release cards as a value added service. The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. Debit cards are a cost effective alternative to issuing traditional checks.*		
Original Project/Contract Start Date:	*10/1/2012*		
Original Project/Contract End Date:	*9/30/2015*		
Original Project/Contract Value:	*$1,753,745*		
Final Project/Contract Date:	*Month to Month*		
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:	*2*		
Company Name:	*Rapid Financial Services*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Utah Department of Corrections*		
Primary Contact Information			
Name:	*Brian Allgaier*		
Street Address:	*14717 S Minuteman Dr.*		
City, State, Zip:	*Draper, Utah 84020*		
Phone, including area code:	*801-545-5545*		
Facsimile, including area code:	*N/A*		
Email address:	*ballgaier@utah.gov*		
Alternate Contact Information			
Name:			
Street Address:			
City, State, Zip:			
Phone, including area code:			
Facsimile, including area code:			
Email address:			
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Debit Release cards as a value added service. The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. Debit cards are a cost effective alternative to issuing traditional checks.*		
Original Project/Contract Start Date:	*8/1/2014*		
Original Project/Contract End Date:	*7/31/2019*		
Original Project/Contract Value:	*$2,314,683*		
Final Project/Contract Date:	*7/31/2022*		
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:	*3*		
Company Name:	*Rapid Financial Services*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Humboldt County Jail, CA*		
Primary Contact Information			
Name:	*Duane Christian*		
Street Address:	*825 5th St. 826 4th*		
City, State, Zip:	*Eureka, CA 95501*		
Phone, including area code:	*707-441-5100*		
Facsimile, including area code:	*N/A*		
Email address:	*dchristian@co.humboldt.ca.us*		
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:	*Debit Release cards as a value added service. The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. Debit cards are a cost effective alternative to issuing traditional checks.*		
Original Project/Contract Start Date:	*7/1/2018*		
Original Project/Contract End Date:	*3/31/2023*		
Original Project/Contract Value:	*$133,239*		
Final Project/Contract Date:	*3/31/2023*		
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 # 1:	*1*		
Company Name:	*Western Union*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*Tri County Jail, OH*		
Primary Contact Information			
Name:	*Diane Hunt*		
Street Address:	*4099 State Route 559*		
City, State, Zip:	*Mechanicsburg, OH 43044*		
Phone, including area code:	*937-834-5054*		
Facsimile, including area code:	*N/A*		
Email address:	*dhunt@tricojl.com*		
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:	*Western Union - Keefe has partnered with Western Union to provide friends and family many convenient low- cost options for walk-in cash payments. These locations will accept cash deposits for inmates on behalf of Keefe. Through this partnership, Keefe provides a network of convenient retail locations. Western Union has thousands of agents in a wide variety of business types, including eight (8) out of ten (10) of the nation's largest supermarkets.*		
Original Project/Contract Start Date:	*5/1/2018*		
Original Project/Contract End Date:	*3/31/2023*		
Original Project/Contract Value:	*$189,176*		
Final Project/Contract Date:	*3/31/2023*		
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*		

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Reference # 2:	***2***		
Company Name:	***Western Union***		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	***St. Louis, MO County Jail***		
Primary Contact Information			
Name:	***Nathan Hemme***		
Street Address:	***100 S. Central Ave.***		
City, State, Zip:	***Clayton, MO 63105***		
Phone, including area code:	***314-615-4767***		
Facsimile, including area code:	***N/A***		
Email address:	***nhemme@stlouisco.com***		
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:	***Western Union - Keefe has partnered with Western Union to provide friends and family many convenient low- cost options for walk-in cash payments. These locations will accept cash deposits for inmates on behalf of Keefe. Through this partnership, Keefe provides a network of convenient retail locations. Western Union has thousands of agents in a wide variety of business types, including eight (8) out of ten (10) of the nation's largest supermarkets.***		
Original Project/Contract Start Date:	***1/9/2016***		
Original Project/Contract End Date:	***2/9/2019***		
Original Project/Contract Value:	***$480,485***		
Final Project/Contract Date:	***9/18/2023***		
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 # 3:	*3*		
Company Name:	*Western Union*		
Identify role company will have for this RFP project (Check appropriate role below):			
	VENDOR	***X***	***SUBCONTRACTOR***
Project Name:	*GEO Rio Grande Detention Center Texas*		
Primary Contact Information			
Name:	*Celcilia Harper*		
Street Address:	*1001 San Rio Blvd.*		
City, State, Zip:	*Laredo, TX 78046*		
Phone, including area code:	*956-718-4700*		
Facsimile, including area code:	*N/A*		
Email address:	*ceharper@geogroup.com*		
Alternate Contact Information			
Name:	*Zackry Frost*		
Street Address:	*1777 NE Loop 410, Suite 1100*		
City, State, Zip:	*San Antonio, TX, 78217*		
Phone, including area code:	*210-804-4500*		
Facsimile, including area code:	*N/A*		
Email address:	*zfrost@geogroup.com*		
Project Information			
Brief description of the project/contract and description of services performed, including technical environment (i.e., software applications, data communications, etc.) if applicable:	*Western Union - Keefe has partnered with Western Union to provide friends and family many convenient low- cost options for walk-in cash payments. These locations will accept cash deposits for inmates on behalf of Keefe. Through this partnership, Keefe provides a network of convenient retail locations. Western Union has thousands of agents in a wide variety of business types, including eight (8) out of ten (10) of the nation's largest supermarkets.*		
Original Project/Contract Start Date:	*6/1/2014*		
Original Project/Contract End Date:	*11/30/2022*		
Original Project/Contract Value:	*$1,227,338*		
Final Project/Contract Date:	*11/30/2022*		
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*		

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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.

Keefe Response: Keefe has read, understands, and will adhere.

Attachment E – Reference Questionnaires were sent to the following contacts for the vendor:

- ***Idaho Department of Correction***
- ***Massachusetts Department of Corrections***
- ***Rhode Island Department of Correction***

Upon completion, these will be returned from Keefe's references to Heather Moon.

In addition, Attachment E – Reference Questionnaires were sent to the following contacts for the subcontractors:

- ***ATG – Federal Bureau of Prisons***
- ***ATG – Iowa Department of Corrections***
- ***ATG – Michigan Department of Corrections***
- ***ICSolutions – Kansas Department of Corrections & DJJ***
- ***ICSolutions – Wisconsin Department of Corrections***
- ***ICSolutions – Montana Department of Corrections***
- ***Cash Pay Today – Alabama Department of Corrections***
- ***Cash Pay Today – Wisconsin County Jail, TX***
- ***Cash Pay Today – Utah Department of Corrections***
- ***Rapid Financial Solutions – Alabama Department of Corrections***
- ***Rapid Financial Solutions – Utah Department of Corrections***
- ***Rapid Financial Solutions – Humboldt County Jail, CA***
- ***Western Union - Tri County Jail, OH***
- ***Western Union - St. Louis, MO County Jail***
- ***Western Union – GEO Rio Grande Detention Center, TX***

Upon completion, Keefe asked that these be returned to Heather Moon as indicated.

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***.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Attachment F – Proposed Staff Resume for resumes of the key personnel for Keefe Commissary Network and their affiliate subcontractors 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.

Keefe Response: Keefe has read, understands, and will adhere.

The representative that will notify the Lead State and be authorized to bind the company is:

Terry Schroeder – Group Vice President
terry.scroeder@keefegroup.com
800-411-0454

- The Lead State may accept the change of the key personnel by notifying the contractor in writing.

Keefe Response: Keefe has read, understands, and will adhere.

- 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.

Keefe Response: Keefe has read, understands, and will adhere.

- 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.

Keefe Response: Keefe has read, understands, and will adhere.

- If key personnel are replaced, someone with comparable skill and experience level must replace them.

Keefe Response: Keefe has read, understands, and will adhere.

- 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.

Keefe Response: Keefe has read, understands, and will adhere.

- 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.

Keefe Response: Keefe has read, understands, and will adhere.

- 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.

Keefe Response: Keefe has read, understands, and will adhere.

- A written transition plan must be provided to the Lead State prior to approval of any change in key personnel.

Keefe Response: Keefe has read, understands, and will adhere.

- The State reserves the right to have any contract or management staff replaced at the sole discretion and as deemed necessary by the State.

Keefe Response: Keefe has read, understands, and will adhere.

4.5.2 Customer Service

a. What are your hours of operation and when are key account people available to us?

Keefe Response: Keefe's current hours of operation are 8AM to 5PM CST and there will be a 24/7/365 Technical Services Help Desk available on call for kiosk and tablet concerns. ICSolutions will also provide a 24/7/365 Help Desk for phone services.

b. Describe how problem identification and resolution will be handled.

Keefe Response: All incoming customer requests as well as all customer proactiveness monitoring measures are tracked as incidents in an application called Service Now. Incidents are created, assigned to support staff, and used to track problem status along with resolution.

c. How will you service our account? Describe the system you will use to manage our account.

Keefe Response: All incoming customer requests as well as all customer proactiveness monitoring measures are tracked as incidents in an application called Service Now. Incidents are created, assigned to support staff, and used to track problem status along with resolution.

d. How do you respond to customer complaints and service issues?

Keefe Response: Please see pages 31 - 32 for Keefe's Service Level Agreement.

e. How do you assess customer satisfaction?

Keefe Response: In addition to the content within Keefe's SLA, customer surveys are sent to our customers upon incident closure. We encourage customer feedback to allow us to immediately address any customer concerns, issues and to in turn, extend any positive feedback along to our support staff.

f. What are your quality assurance measures and how are they handled in your organization.

Keefe Response: Please see pages 31 - 32 for Keefe's Service Level Agreement.

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.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Attachment B – Scope of Work.

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.

Keefe Response: Keefe has read, understands, and will adhere.

Service Level Agreement:

To: Keefe Group Customers

From: Support Services Management Team

Re: **Support Services Incident Handling - Service Level Agreement**

To better serve our customers, the Support Services Management Team has instituted a Service Level Agreement approach to Service Desk incident handling. The goal of this approach is an improved line of communication with our customers and to provide superior customer service in meeting their expectations. All incidents logged will be categorized using the following levels:

Level 1 – Urgent

- PLEASE NOTE: A phone call to the Support Services department is generally the quickest way to reach someone and explain the severity of the problem you are reporting. Since Urgent tickets generally impact operations of the agency, we prefer a phone call so that we can confirm the severity with you and give you a ticket number immediately. See contact info below for more information.
- Any issue compromising or preventing a facility from performing daily job functions related to commissary and/or inmate banking. Urgent issues are top priority and assigned out accordingly. The assigned Analyst will be responsible for replying to the customer within an hour of receiving the case and will work until the urgent issue has been resolved. Any follow up items stemming from the urgent issue will be handled as standard priority through resolution. Urgent issues include, but are not limited to the following services where the service is unavailable without a workaround:
    - Sending/Ordering/Processing Commissary orders
    - Sending/Ordering/Processing Trinity Take Out (TTO) orders
    - Deposit Services – anything preventing deposit transactions from being applied onto the resident financial account for all inmates at an agency.
    - Lobby Kiosks – hardware issues preventing family/friends from depositing funds onto the resident financial account
    - Inmate phone time availability
    - Direct Link Trust – anything preventing resident outbound calls
    - Inmate Booking
    - Inmate Release
    - Facility server/hardware offline, database failure
    - Creation of new resident accounts and/or updating existing resident accounts via manual entry or an integration.

Level 2 – Escalated

- Any issue not immediately compromising or preventing facility from performing daily job functions related to commissary and/or inmate banking. Escalated issues are second level priority, behind active urgent cases. The assigned Analyst will be responsible for replying to the customer within two hours of receiving the case and will work through the escalated issue with the customer until resolution. Escalated issues could include, but are not limited to:
    - Billing issues related to commissary sales/refunds
    - Non-critical resident account related issues
    - Bank reconciliation/check/deposit issues not immediately affecting business

Level 3 – Standard

- Any longer term issue that does not immediately compromise daily job functions. Standard issues are third level priority, behind both active urgent and escalated cases, and may have potential resolution of 5 days or longer. The assigned Analyst will be responsible for replying to the customer within four hours of receiving the case and will work with the customer through resolution.
- The Analyst is also responsible for keeping the customer updated on progress as needed. Standard issues could include, but are not limited to:
    - Bank reconciliations and/or general journal reconciliations not immediately affecting daily functions
    - Report creations/modifications

Priority Assignment: In the event you are not satisfied with the assigned priority level or have not received a response to your inquiry within the anticipated response timeframes, please send an email to the Support Services escalation address escalations@keefegroup.com to let us know the urgency of the issue. The Support Services Management Team will escalate the ticket as required. An updated response will be sent to notify you that we have acknowledged and addressed the change request. If further clarification is needed, a representative from the Management Team will call the requestor.

Contact Information: There are two ways to contact the Support Services Department:

1) KCNHelpdesk@keefegroup.com
   a. The Support Services email is actively monitored Monday through Friday, 8am – 5pm CST
2) 1.800.864.5986
   a. The toll free phone number is available 24 / 7 / 365
   b. During business hours, Analysts are available to assist customers Monday through Friday, 6am – 7pm CST.
   c. On weekends, and outside of above mentioned business hours, on-call Analysts are available to assist customers. Customers will call the toll free number and be asked to leave a voicemail. An on-call Analyst will call the customer back within 30 minutes of them leaving a voicemail.

Escalation Path: If you are unable to reach the Analyst assigned to your case, you are not contacted in the defined timeframes, or feel that you need to escalate the situation, please send an email to the Support Services escalation address escalations@keefegroup.com. A member from the Management Team will be in contact with you as soon as possible. If it's afterhours, the quickest way to escalate would be to call our toll free number 1.800.864.5986 to engage the support team, and if needed ask to speak with a manager.

For your reference, the following is a list of the Support Services Managers:

Tier 1 Support -

- Shohn Lorenz (slorenz@keefegroup.com) - IT Manager for the Tier 1 support team
  - Tier 1 team handles all incoming incidents for Keefe and Trinity phones and email submissions

Tier 2 Support -

- Ryan Lurk (rlurk@keefegroup.com) - IT Manager for the Hardware/Infrastructure support team
  - Servers, client workstations, printers, scanners, vending machines, inmate edge kiosks, network/communication, etc.
- Rob Sanders (rsanders@keefegroup.com) - IT Manager for the Inmate Enablement support team
  - Deposit services, email, release, media
- Justin Perry (juperry@keefegroup.com) - IT Manager for the Commissary/Integration support team
  - Processing orders/refunds, various interfaces, inmate edge kiosk software, TEX, etc.
- Christina Stuckey (christina.stuckey@trinityservicesgroup.com) – IT Manager for the Cobra Banker/Canteen Manager support team
  - Software, hardware, inmate POD kiosks, various integrations, etc.
- Hannah Wickers (hwickers@keefegroup.com) - Financial Services Manager for the Customer Accounting support team
  - Daily work flows, cash drawers, balancing, bank reconciliations, etc.

Senior Management -

- Dan Delmore - Senior IT Manager for the Support Services Management Team
  - ddelmore@keefegroup.com
- Tricia Boucher – Vice President for the Support Services Management Team
  - tboucher@keefegroup.com

10880 Lin Page Place • St. Louis, Missouri 63132-1008 • 314.919.4100 • 800.864.5986 • Fax: 314.919.4109
Keefe Commissary Network • Keefe Group • Trinity Services Group

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:	*Keefe Commissary Network, 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:	*Terry Schroeder*	**Key Personnel: (Yes/No)**	*Yes*
Individual's Title	*Group Vice President*		
# of Years in Classification:	*10*	**# of Years with Firm:**	*21*

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

2012 - Present: Group Vice President, Keefe Group Western Region. Responsible for all aspects of management and sales in the nine-state region.
2004 - 2012: Regional Vice President, Keefe Group Texas Region. Responsible for all aspects of management and sales and operations in the three-state region.
1996 - 2001: General Sales Manager, WWL, KPNT, WVRV radio. Recruited, trained and managed sales staff to achieve sales goals.
1990 - 1996: Local Sales Manager, Account Manager KMOX Radio, KMOX/KMOV-TV. Broadcast Sales Manager for St. Louis Cardinals baseball broadcasts. Recruited and managed sales staff to achieve sales goals.

RELEVANT EXPERIENCE

Information required should include: timeframe, company name, company location, position title held during the term of the contract/project and details of contract/project.

Manage Regional Officers and sales staff in all aspects of all Keefe Group product lines.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University Of Missouri St. Louis: Major: Communications

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Caroline Haack, ASO III & Commissary Contract Liaison, Arizona Dept of Corrections - 602.542.4924, email: chaack@azadc.gov

Karen Dalton, President, Dalton Consulting - 562.652.0179, email: ksddrph@aol.com

Rocky Advani, Contracts and Procurement Program Manager, Maricopa Association of Governments - 602.452.5081, email: radvani@azmag.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:	*Keefe Commissary Network, 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:	*Dennis Dempsey*	**Key Personnel: (Yes/No)**	*Yes*
Individual's Title	*Group Vice President*		
# of Years in Classification:	*12*	**# of Years with Firm:**	*18*

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

1989-2003: Enterprise Rent A Car Regional Area Manager, San Francisco Bay area. Oversaw 6 locations in the San Jose, CA area. Responsible for training personnel, Sales, Customer Service/Customer Satisfaction goals, fleet growth.

2003-Present: Stared career with Keefe as an Account Manager
Promoted to Regional Vice President in 2007.

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.

Currently oversees Keefe's West Coast bulk commissary operations which includes a liaison/service relationship to Nevada DOC, Oregon DOC, Alaska DOC/General Sales, and California DOC. Other bulk customers include Federal, State and County bulk/commissary sales and service.
I have directly managed Nevada DOC business since 2016.
In addition, direct oversight for 4 Account Managers responsible for sales and customer satisfaction.

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Graduated from CSU Sacramento CA in 1988: BA- Finance

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Caroline Haack, ASO III & Commissary Contract Liaison, Arizona Dept of Corrections
Phone number 602-542-4924, email: chaack@azadc.gov, Fax number – n/a

Anita Nelson, Statewide Distribution Manager, Oregon Department of Corrections
Phone number: 503-932-8376, email: Anita.M.Nelson@doc.state.or.us, Fax number – n/a

Charlotte Enriquez, BMAA-IWF, California Department of Corrections
Phone number 916-255-1012, email: Charlotte.Enriquez@cdcr.ca.gov, Fax number – n/a

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:	*Keefe Commissary Network*

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:	*Michael Manning*	**Key Personnel: (Yes/No)**	*Yes*
Individual's Title	*Vice President*		
# 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.

20+ years of managing companies' overall sales and operations.

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.

TKC Holding/Centric Group- 2003- Present- Currently VP of Access Corrections Payment Division, St. Louis, MO.
Oversaw start-up and overall business for the following statewide DOC Deposit/Payment services

Utah DOC and AP&P	*2009 - Present*
Kansas DOC	*2010 - Present*
Oregon DOC	*2011 - Present*
Idaho DOC	*2011 - Present*
Al DOC	*2012 - Present*
Nevada DOC	*2014 - Present*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

University Of Central FL, Orlando, FL – BS Business Administration August 1994

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Utah DOC- Brian Allgaier, Financial Manager (810) 545-5541 - ballgaier@utah.gov
Oregon DOC- Bob Culp, Central Trust Manager (503) 378-5872 - Bob.A.Culp@DOC.State.OR.US
AL DOC- Robert Brantley, Asst. Finance Director (334) 353-5561 - robert.brantley@doc.alabama.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:	*Advanced Technologies Group*

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:		**Subcontractor:**	*X*

The following information requested pertains to the individual being proposed for this project.					
Name:	*Ajit Kumar*			**Key Personnel: (Yes/No)**	*Y*
Individual's Title	*Senior Vice President*				
# of Years in Classification:	*20+*		**# of Years with Firm:**		*20+*

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Responsible for delivering fiduciary solutions to large correctional agencies. Manage the team that develops and supports the following applications:

Trust Account and Restitution System - Advanced Technologies Group's (ATG) cloud enabled Offender Funds Administration (OFA) is specifically designed to manage offender funds and trust accounts for institutions, and community-based correction facilities. It incorporates sophisticated transaction automation that dramatically reduces the time needed to perform these functions while enforcing consistent accounting processes. At the same time its extensive transaction integrity and security system ensures that the system inherently meets auditor requirements, thereby eliminating many non-productive tasks such as printing and filing daily transaction journals. It supports real time integration with other systems such as commissary, medical, telephone and case management so that inmate accounts are always current. The extensive reports included with the system allow users to analyze information from any perspective and the system also supports use of third-party analytical software.

Commissary Operations -- Advanced Technologies Group's (ATG) cloud enabled Commissary Operations Module is a state-of-the-art commissary system specifically designed for the unique requirements of the corrections industry. It manages commissary operations and inventory for multiple correctional facilities. The system dramatically reduces personnel time needed to conduct business by automating all routine and tedious steps of performing purchasing, inventory and sales processes. At the same time it improves data accuracy and provides a comprehensive set of analytical tools to aid commissary operations and facility security.

Inmate enablement System – A key component in successfully reducing recidivism is to ensure that inmates are better prepared to assimilate into the society when they are released. Advanced Technologies Group (ATG) has developed a cloud enabled Inmate Enablement platform, a multi-faceted system that provides inmates with tools that will prove vital to their transition back into society. These tools not only expose inmates to living and work skills utilized in today's world, but also facilitate self-management skills that will prove important as they reintegrate into society.

Our Inmate Enablement platform allows offenders to electronically manage various aspects of their lives. This includes managing outgoing payments and account balances, communicating with family, friends and institutional staff, and accessing an electronic law library, the electronic media store and electronic messaging. This platform provides inmates with an opportunity to learn computer and keyboarding skills and keep up with technological trends, which make them more desirable to future employers upon release.

At the same time, the Inmate Enablement platform helps the Department of Corrections (DOC) become more efficient. As inmates become more proficient at using computers, they are able to look up much of the information that they previously requested of staff. Additionally, this reduces the amount of printed material that needs to be distributed. The system also enables staff to proactively gather information such as electronic surveys, grievance processing and commissary orders. Finally, the Inmate Enablement program has been remarkably successful at gainfully occupying inmate time.

Please see below the list of agencies that use these systems. Combined they represent over 400K inmates.

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.

Managed the deployments, and subsequent support of following projects at correctional agencies

- *Trust and Restitution Account System*
  - *Federal Bureau of Prisons*
  - *California DOC*
  - *Iowa DOC*
  - *Idaho DOC*
  - *Michigan DOC*
  - *Nevada DOC*
  - *Oklahoma DOC*

- *Commissary System*
  - *Federal Bureau of Prisons*
  - *California DOC*
  - *Iowa DOC*
  - *Idaho DOC*
  - *Michigan DOC*
  - *Nebraska DOC*
  - *Oklahoma DOC*

- *Inmate Enablement System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Idaho DOC*
  - *CoreCivic*
  - *Kentucky DOC*
  - *Massachusetts DOC*
  - *Maine DOC*
  - *Montana DOC*
  - *US Navy*
  - *Nevada DOC*
  - *Rhode Island DOC*
  - *Wisconsin DOC*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Master's in Science – Business Analytics - University Of Iowa - 2020
Master's in Business Administration - University of Lucknow (India) - 1989
Bachelor's in commerce - University Of Lucknow (India) - 1986

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Project Management Professional - Project Management Institute 2006

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Reference #1 - Mr. Robert Dobroski -Deputy Chief Trust Fund Branch
Federal Bureau of Prisons
Email: rdobroski@bop.gov
Phone: (202) 616-7398
Fax: None

Reference #2 – Ms. Michele Gomez - Accounting Administrator II
CDCR – Accounting Services Branch
Email: Michele.Gomez-Essex@cdcr.ca.gov
Phone: (279) 300-5679
Fax: None

Reference #3 – Mr. Gary C. Temple -Director, Support Services
Massachusetts Department of Correction
Email: Gary.Temple@doc.state.ma.us
Phone: (508) 422-3429
Fax: None

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:	*Advanced Technologies Group*

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:		**Subcontractor:**	*X*

The following information requested pertains to the individual being proposed for this project.					
Name:	*Greg Eekhoff*			**Key Personnel: (Yes/No)**	*Y*
Individual's Title	*Vice President*				
# of Years in Classification:	*20+*	**# of Years with Firm:**		*20+*	

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Responsible for delivering offender managements solutions to large correctional agencies. Manage the team that develops and supports the following applications:

Food Service and Nutrition System (FNS) - Providing nutritious, low-cost meals to ever-increasing numbers of offenders is a formidable challenge that Department of Corrections (DOC) face today. The Advanced Technologies Group's (ATG) cloud enabled Food Service Management System (FSMS) addresses this challenge in a manner that benefits offenders and agencies alike. The system incorporates features that help agencies reduce the cost of procurement and nutrition analysis. The FSMS also includes specific work processes that enable agencies to employ and train offender workers; this employment allows DOC agencies to reduce labor costs while providing the offenders with productive activity and skills that can be useful in gaining employment upon release. The system is a web/browser based solution, with a centralized database built on the latest technologies in the industry. This provides DOC agencies with the performance, scalability, and integration needed to feed large numbers of offenders in the most cost effective manner possible.

Successful food service programs require a high level of coordination between different sites and processes. FSMS achieves this coordination by integrating all of the key components of food services–meal planning, nutritional analysis, purchasing, and inventory management–into one easy-to-use system. Each component communicates automatically and seamlessly with the others, sharing data that drive decisions made by food service staff. FSMS users can create recipes and menus, track inventory in real-time, generate purchase orders, and complete other related tasks, all aided by information pulled from the integrated system.

Application Security Management System (ASMS) - Managing user credentialing, authentication and authorization for multiple applications is a big challenge for agencies, especially providing documentation of credentialing and authorization. ATG's Offender Management System includes ASMS, a centralized authorization system that all ATG applications trust for authentication and access control. Agency staff use ASMS to explicitly assign rights to users group and or users so that they are able to perform their tasks. ASMS has the capability to integrate with the agency's directory service, such as Microsoft's Active Directory or LDAP that defines user accounts and manages authentication. The ASMS optionally requires that users' rights are requested and approved by two separate individuals, and keeps an audit trail of all changes to users' rights. Extensive reporting is available to allow agencies to meet audit requirements.

Please see below the list of agencies that use these systems. Combined they represent over 200,400 inmates.

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.

Managed the deployments, and subsequent support of following projects at correctional agencies

- *Food Service Case Management System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Michigan DOC*
  - *One Facility @California Dept of Corrections and Rehab.*
- *Application Security Management System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Michigan DOC*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Dordt University
Sioux Center, IA
Bachelor of Science, Computer Science (1994)

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Reference #1

Mr. Kevin Burtovoy, State Administrative Manager, Michigan Department of Corrections
Email: BurtovoyK@michigan.gov
Phone: 517-335-5949
Fax: None

Reference #2

Mr. Robert Dobroski, Deputy Chief Trust Fund Branch, Federal Bureau of Prisons
Email: rdobroski@bop.gov
Phone: 202-616-7398
Fax: None

Reference #3

Mr. Ronald Brown, National Food Service Program Coordinator, Federal Bureau of Prisons
Email: rdbrown@bop.gov
Phone: 202-514-5287
Fax: None

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:	*Advanced Technologies Group*

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:		**Subcontractor:**	*X*

The following information requested pertains to the individual being proposed for this project.			
Name:	*Mike Last*	**Key Personnel: (Yes/No)**	*Y*
Individual's Title	*Vice President*		
# of Years in Classification:	*20+*	**# of Years with Firm:**	*20+*

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Responsible for delivering medical systems to large correctional agencies. Manage the team that develops and supports the following applications:

Electronic Health Records – Medical service providers in the corrections industry face unique challenges including a population with a greater need for health care, increased documentation requirements, need to transfer medical information quickly as inmates move between facilities and cater for different agenda inmates have when seeking medical services. Advanced Technologies Group's (ATG) cloud enabled Electronic Health Records (EHR) system was designed by nurses, doctors, pharmacists, counselors, and central office personnel experienced in the corrections industry to address these special challenges.

The cornerstone of our EHR is that it is designed to support the unique requirements of a correctional institution and address the special time sensitive processes such as medical intake, sick call, inmate movements, lockdowns, etc. Its unique multi-level scheduling system enables the Department of Corrections (DOC) to efficiently utilize scarce medical resources. It also raises the level of care by using "wizards" to direct users to consistently collect all necessary information needed to make more informed assessments and diagnoses.

Pharmacy Administration System -- Inmates tend to need more medical care than the average individual, making the corrections industry particularly vulnerable to the rapid rise in health care costs. In addition to tracking current prescriptions and providing patient education, corrections pharmacists have the extra burden of dispensing medications in an environment where security is paramount. These special challenges demand a custom-built system. Advanced Technologies Group's (ATG) cloud enabled Pharmacy Administration System was designed from the beginning with input from providers in the corrections industry to cater to its unique characteristics.

Pharmacy Administration elevates the quality of care while improving inventory accuracy and management, and reducing maintenance time. Its core functionality automatically provides a full Drug Utilization Review (DUR), patient profile information and formulary/non-formulary checks as orders are being filled to help pharmacists choose the right medications. It also increases efficiency by automating many of the routine processes involved in filling orders. Extensive searching and reporting capabilities assist pharmacy personnel in managing inventory effectively, complying with applicable regulations, responding quickly to events such as recalls and applying for grants. The entire system is designed to cater to the unique security requirements of a correctional institution.

Please see below the list of agencies that use these systems. Combined they represent over 235,000 active inmates.

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.

Managed the deployments, and subsequent support of following projects at correctional agencies

- *Electronic Health Records*
  - *Federal Bureau of Prisons*
  - *North Carolina Department of Public Safety*
  - *Iowa DOC*
  - *Michigan DOC*
- *Pharmacy Administration System*
  - *Federal Bureau of Prisons*
  - *North Carolina Department of Public Safety*
  - *Iowa DOC*
  - *Michigan DOC*
  - *Nebraska DOC*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Bachelor of Arts 1990. Major in Business Management.
Upper Iowa University, Fayette, IA.

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

Graduate Certificate in Business Analytics 2021
University of Iowa Tippie College of Business

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Reference #1 *RADM Chris A. Bina -Acct Asst Dir – Health Services*
Federal Bureau of Prisons
Email: *cbina@bop.gov* *Phone: (202) 353-4753* *Fax: None*

Reference #2 *Jeff Anderson - Administrator, Office of Research & Planning*
Michigan Department of Corrections
Email: *AndersonJ30@michigan.gov* *Phone: (517) 242-0753* *Fax: None*

Reference #3: *Ms. Terri Catlett - Deputy Section Chief - Health Services*
North Carolina Dept. of Public Safety
Email: *terri.catlett@ncdps.gov* *Phone: (919) 838-3567* *Fax: None*

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:	*Advanced Technologies Group*

Check the appropriate box if the proposed individual is prime contractor staff or subcontractor staff.			
Contractor:		**Subcontractor:**	*X*

The following information requested pertains to the individual being proposed for this project.				
Name:	*Shane Every*		**Key Personnel: (Yes/No)**	*Y*
Individual's Title	*Vice President*			
# of Years in Classification:	*20+*	**# of Years with Firm:**		*20+*

BRIEF SUMMARY OF PROFESSIONAL EXPERIENCE

Information should include a brief summary of the proposed individual's professional experience.

Responsible for delivering offender managements solutions to large correctional agencies. Manage the team that develops and supports the following applications:

Case Management - An offender typically interacts with multiple Department of Corrections (DOC) personnel during the different stages of a crime's adjudication: pre-trial interviewers, presentence investigators, counselors, correctional officers, etc. Advanced Technologies Group's cloud enabled Case Management software is unique in its capability to support the entire continuum (pre-trial, incarceration, parole and public safety) of correctional services in a single integrated system. At each stage, DOC personnel spend considerable time and resources collecting necessary information. The majority of information garnered is stored locally in paper files or incompatible systems that are inaccessible to other DOC personnel. The expense of repeated data collection may be incurred upward of ten times during the first 60 days of interaction with an offender. Further, considering
that a typical offender passes through the judicial and corrections system multiple times during their lifetime, the amount of redundancy that can be eliminated by a well-crafted central information system capable of supporting the various corrections services becomes overwhelmingly evident.

DOC typically represents one of the largest discretionary spending line items of a state budget. With offender population as well as cost of administering an offender ever increasing, DOC needs a system that can help evaluate the effectiveness of various programs and help identify under-utilized resources. At the same time, correctional officers and counselors need detailed individual information presented in a context that will aid in their efforts to increase personnel safety and reduce offender recidivism. A central information system designed to support such analytics enables the DOC to make more informed decisions and be more responsive to the legislature and other agencies. OMS Case Management addresses all of these issues by enabling agencies to have a centralized system that provides a comprehensive view of offenders and dramatically improves employee effectiveness.

Investigation System -- Security and efficiency at correctional institutions require advanced methods of organizing and communicating all types of information. Advanced Technologies Group's (ATG) comprehensive cloud enabled Investigation System (IS) provides correctional agencies with the means to store, analyze and disseminate the massive amounts of data collected in institutions every day. Our IS replaces outdated methods of recordkeeping with a streamlined, highly-automated system that manages data in all of the following areas:

- *Security Threat Group membership and roles*
- *Managing and protecting Confidential Informants*

- *Incidents Reporting and Tracking*
- *PREA and Use of Force documentation*
- *Evidence items and subpoenas for these items*
- *Mechanism to collect General Intelligence*
- *Cases (Investigative and non-investigative)*
- *Referrals of cases and incidents to other agencies*
- *Breathalyzer and Urinalysis management.*

Intelligence System – Advanced Technologies Group's (ATG) cloud enabled Intelligence System is designed to aid in detecting and preventing unlawful inmate activity. The system consolidates and organizes information from multiple disparate systems in a manner that facilitates the identification of inmate-inmate and inmate-outside person relationships that may not have otherwise been readily apparent.

Inmates interact with other inmates or outside persons in many different ways: sending and receiving of money, phone calls, exchanging mail, participation in visits, involvement with volunteers and contractors, etc. Records of such interactions including details of persons involved are almost always managed by different systems which specialize in the particular function: telephone system, banking, visitation, volunteer/contractor management, etc.

Identifying common participants across these different systems is virtually impossible without this innovative intelligence system.

Please see below the list of agencies that use these systems. Combined they represent over 310,000 inmates.

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.

Managed the deployments, and subsequent support of following projects at correctional agencies

- *Case Management System*
  - *Iowa DOC*
  - *Michigan DOC*
- *Investigation System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *CoreCivic*
- *Intelligence System*
  - *Federal Bureau of Prisons*
  - *Iowa DOC*
  - *Massachusetts DOC*

EDUCATION

Information required should include: institution name, city, state, degree and/or Achievement and date completed/received.

Central College, Pella, Iowa
Bachelor of Arts – May 1997, Summa Cum Laude
Mathematics Major, Computer Science Minor

CERTIFICATIONS

Information required should include: type of certification and date completed/received.

REFERENCES

A minimum of three (3) references are required, including name, title, organization, phone number, fax number and email address.

Reference #1
Sondra Holck, Executive Officer III, Iowa Department of Corrections
Email: sondra.holck@iowa.gov
Phone: 515-725-5738, Fax: None

Reference #2
Kevin Burtovoy, State Administrative Manager, Michigan Department of Corrections
Email: burtovoyk@michigan.gov
Phone: 517-648-0337, Fax: None

Reference #3
Darren Elliot, Project Manager, Michigan Department of Corrections Contractor
Email: elliottd6@michigan.gov
Phone: 248-839-9161, Fax: None

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:		**Subcontractor:**	*X*

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 statewide 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
(701) 770-5218
No Fax
Michael.satterlee@qualfon.com

Andrew Horton, CTO
Corrections Solutions
(407) 956-4263
(888) 595-5646
Andrew.horton@teamargus.com

Brain Hill, CEO
Edovo
(602) 403-9905
No Fax
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:		**Subcontractor:**	*X*

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:		**Subcontractor:**	*X*

The following information requested pertains to the individual being proposed for this project.					
Name:	*Brian Dietert*			**Key Personnel: (Yes/No)**	*Yes*
Individual's Title	*Director of Operations*				
# 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
Email: tracy.futch@praeses.com

Daniel Calcaterra
Montana Department of Corrections
Phone: 406-415-6246
Fax: N/A
Email: dcalcaterra@mt.gov

Laura Davies, Chief, Inmate Communications Section
Trust Fund Branch
Phone: 202-616-0210
Fax: N/A
Email: 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:		**Subcontractor:**	*X*

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 master's 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, Director
Southwest Virginia Regional Jail Authority
Phone: 276-608-5742
Fax: N/A
Email: mkprice@comcast.net

Forest Ledbetter, Manager Correctional Communication System
Oregon Department of Corrections
Phone: 503-945-0905
Fax: N/A
Email: Forest.l.ledbetter@doc.state.or.us

Paul Singleton, Director
Purple Communications
Phone: 240-252-6759

Fax: N/A
Email: 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:		**Subcontractor:**	*X*

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:		**Subcontractor:**	*X*

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
Email: vivian.quintero@co.kings.ca.us

Kristy Cobban, Administrative Services Bureau Chief
Montana State Prison
Phone: 406-415-6459
Fax: N/A
Email: kcobban@mt.gov

Matthew Kearney, Assistant Chief
Onondaga County Jail
Phone: 315-435-5581 ext. 1129
Fax: N/A
Email: mattkearney@ongov.net

Major Tim Age, Commander Bureau of Corrections
Monroe County Corrections
Phone: 305-293-7325
Fax: N/A
Email: tage@keysso.net

SECTION VI
OTHER INFORMATIONAL MATERIAL

OTHER INFORMATIONAL MATERIAL
MASTER AGREEMENT

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

Keefe Response: Keefe has read, understands, and will adhere.

Keefe Commissary Network, LLC (herein "Keefe" or "KCN") is willing to exceed all expectations as listed within this RFP.

Keefe's technical expertise and experience across the country provides us an understanding of each department's specific needs and allows us to facilitate successful turnkey operations. As a leader in the industry, Keefe can provide its partners with all of these services and technologies.

Please see the following pages for Keefe's company overview and information on Keefe's qualifications to provide the services as described in this RFP.

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Keefe Group, LLC is comprised of six business units: Keefe Supply Company, Keefe Commissary Network, Inmate Calling Solutions, Access Securepak, Access Corrections, and Advanced Technologies Group. The Department will be able to contract with any one of these entities on an individual level or through a combination of services utilizing multiple business units. Keefe's services will be inclusive of all costs and provided at no cost to the Department, with exception of those provided by Advanced Technologies Group, which may be paid for individually or through partnerships with either Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions. Please see below for overviews on each business line offered.

Keefe Supply Company (Bulk Services) offers wholesale items for the Department to purchase and facilitate an in-house commissary operation. Keefe Supply can provide standardized menus with up to 5000 commissary products. Shipments to the facility will be made within a 48-hour delivery window.

Keefe Commissary Network (KCN) offers fully privatized commissary services with order fulfillment completed by KCN. KCN staff will pick and package individual resident orders, and through contract negotiations, is able to deliver completed orders to the detainee population. A portion of all sales can be returned to the Department in the form of a commission rate. KCN can customize its commissary operation to meet the specific needs of the Department through additional technologies.

Keefe Commissary Network is additionally able to provide Resident Vending, a vending machine program that offers detainees immediate access to select commissary items. Snacks and cold beverages will be made available to residents through cashless debiting of detainee accounts. Resident Vending can be managed by KCN or provided as a bulk service. When managed by KCN, KCN staff will fill and maintain vending machines and the Department will be provided a commission rate on all sales. With bulk vending, the Department will purchase product from KCN, stock and maintain Keefe provided vending machines, and determine resident facing pricing while retaining profits. Resident Vending may be provided independent of a privatized commissary operation or as a supplemental service.

Inmate Calling Solutions offers innovative telecommunications products and technologies to the correctional market. ICSolutions' advanced call-processing platform includes unique capabilities, features, and investigative tools that help facilities manage the flow of telephone communication between the detainee and their family and friends. A variety of payment plans and calling options, coupled with live customer service agents, translate to more call completions, greater customer satisfaction, and increased revenues for the facilities.

Access Securepak offers a comprehensive custom package program allowing friends and family the opportunity to order commissary for residents. Orders may be placed online, through the phone, or with pre-printed order forms. Securepak offers safe and secure packages to reduce the time spent by the Department searching packages for contraband and can be customized with weight and spending limits, as well as any other requested restrictions. A commission may be provided to the Department for all Securepak sales. Securepak acts as a supplemental revenue stream to standard commissary, as sales are derivative from funds outside of detainee accounts and therefore do not affect regular commissary ordering habits.

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Access Corrections offers deposits services to securely accept detainee funds via phone, web, mobile app, lobby kiosk, and lockbox. Transactions rules and limits may be enforced. User information is validated against public and private data to deliver a pass/fail real-time decision. Keefe additionally employs an internal investigation team to monitor suspicious activity using software and databases to prevent fraud before transactions are completed. Access Corrections' Data Detective software will allow Department staff to search varying degrees of separation to establish links from resident to resident or end user to end user.

Advanced Technologies Group offers correctional software solutions through its Offender Management Suite, Unit Manager Dashboard, and Tablet program. ATG's Offender Management Suite includes the following individual modules: Intelligence System, Trust and Restitution Accounting, Commissary Operations (software & hardware), Inmate Enablement, Electronic Health Records, Pharmacy Administration, Inmate Telephone system, Food Service Management, Case Management, and Investigation System. The Unit Manager Dashboard software collects and presents actionable resident information when transitioning between shifts to reduce potential overtime wages and streamline the shift change process. ATG's tablet program offers residents access to educational and entertainment content as well as messaging services with friends and family and may be provided on 1:1 tablet to resident subscription model or through individual purchase. Each of ATG's software solutions may be contracted individually and/or negotiated as a value add to contracts with Keefe Supply Company, Keefe Commissary Network, or Inmate Calling Solutions.

To provide the best service, Keefe has twenty-two (22) warehouse locations totaling nearly 1.7 million square feet, shipping over 20 million pounds of inventory per month and carrying over $90 million in inventory daily. Our products are not sold in any other market. KCN manufactures and distributes commissary and canteen items specifically designed for the correctional industry.

In addition, Keefe offers toll-free 24 hour technical services support, seven days a week, 365 days a year. We understand the importance of a timely response to technical questions and staff our call center with highly trained technicians committed to delivering the highest level of customer service. We employ seasoned computer experts that dedicate their time to insure all systems are properly designed and maintained. Technical assistance is always available and we respond quickly to make sure your needs are addressed.

We have experience working with correctional facilities with inmate populations from 20 to over 80,000! Our support, customer relationships and overall performance have combined to produce one of the lowest attrition rates in the industry. Our long-tenured success with many of our client's is a testament to the service we provide. Our goal is to understand completely the needs of YOUR account and offer our experience to find solutions. We approach each account as a partnership and Keefe looks forward to working with NASPO on an award for RFP #99SWC-S1154 for Inmate Communications.

Keefe's financial information has been provided in Part III of the RFP.

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).

Keefe Response: Keefe has read and understands all of the terms and conditions as shown in the Master Agreement (Attachment A) of this RFP.

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.

Keefe Response: Keefe has read, understands, and will adhere.

Please see Keefe's response to Attachment K – Insurance.

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.

Keefe Response: Keefe has read, understands, and will adhere.

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Upon award of the contract, Keefe will provide the person responsible for providing the mandatory usage reports as noted in Section 5.3 of the NASPO ValuePoint Master Agreement.

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.

Keefe Response: Keefe will educate our Regional Officers 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, it's 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?

Keefe Response: Keefe will develop and implement an internal approval procedure which includes written approval and inclusion of the CPO's.

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?

Keefe Response: As a long-time vendor with NASPO, Keefe is familiar with the nuances of NASPO contracts. Should a question arise, the Primary Contract from Keefe will communicate with NASPO personnel and Heather Moon, Purchasing Officer from Nevada State Purchasing to clarify and issues.

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?

Keefe Response: Keefe will coordinate a Zoom meeting with the NASPO Outreach Team and

the entire Keefe 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.

Keefe Response: Advanced Technologies Group (ATG) which is an affiliate of Keefe Commissary Network and a subcontractor on this RFP, currently participates in the Federal GSA procurement agreement which by law mandates lowest pricing and MIDeal.

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.

Keefe Response: The person that will be responsible for providing the mandatory usage reports is John Shoemake at the Keefe Corporate office.

b. Offerors shall identify the method and frequency in which usage data will be collected from authorized distributors.

Keefe Response: Keefe does not use authorized distributors under our NASPO Master Services agreement.

c. Offerors shall identify the method in which usage fees will be distributed to NASPO ValuePoint and applicable Participating States.

Keefe Response: Keefe has established a plan for collecting and reporting required information as outlined in this document to follow NASPO reporting and fee payment requirements.

Summary sales data will be quantified quarterly for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. Sales by state will be loaded to NASPO's website (http://calculator.naspovaluepoint.rog) on a quarterly basis within thirty days after each calendar quarter end. Related fees will be paid by check within sixty days of quarter end.

Supporting detailed sales data will be quantified daily for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. The reports shall be submitted electronically in the form required by the solicitation and will be submitted to the Lead State and NASPO ValuePoint Cooperative Development Team within thirty days after the end of each calendar quarter end.

Keefe will provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes a list of states with active Participating Addendum, states that Keefe is in negotiations with, and Participating Addendum roll out or implementation activities along with any issues. The executive summary will be submitted within thirty days after each calendar quarter end.

d. Offerors shall identify the method in which up-to-date information will be provided to NASPO ValuePoint and the Lead State Contract Administrator.

Keefe Response: Keefe has established a plan for collecting and reporting required information as outlined in this document to follow NASPO reporting and fee payment requirements.

Summary sales data will be quantified quarterly for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. Sales by state will be loaded to NASPO's website (http://calculator.naspovaluepoint.rog) on a quarterly basis within thirty days after each calendar quarter end. Related fees will be paid by check within sixty days of quarter end.

Supporting detailed sales data will be quantified daily for all NASPO participating contracts with accounting records used in the normal course of business and reviewed by management prior to being submitted to NASPO per the Master Services Agreement or as required by Participating State contracts. The reports shall be submitted electronically in the form required by the solicitation and will be submitted to the Lead State and NASPO ValuePoint Cooperative Development Team within thirty days after the end of each calendar quarter end.

Keefe will provide the NASPO ValuePoint Cooperative Development Coordinator with an executive summary each quarter that includes a list of states with active Participating Addendum, states that Keefe is in negotiations with, and Participating Addendum roll out or implementation activities along with any issues. The executive summary will be submitted within thirty days after each calendar quarter end.

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.

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Keefe Response: Keefe has read, understands, and will adhere.

Keefe 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.

Keefe Response: Keefe has read, understands, and will adhere with 4.4.

Keefe understands they may be required to negotiate additional terms and conditions when executing a Participating Addendum with another Participating State.

In addition, please note Keefe's response to 2.14 and 2.15 of the NASPO RFP.

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.

Keefe Response: Keefe has read and understands.

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Keefe requested in the first round of Questions and Answers to NASPO and answered January 21, 2022:

Please clarify what NASPO defines "tangible media or products" to indicate.

Also, we anticipate that a number of deliverables under the Master Agreement will involve software and/or related intellectual property which is wholly comprised of Contractor's Intellectual Property created independent of the Master Agreement. These Contractor Intellectual Property deliverables would fall into one of three categories that will determine the type of license offered by Contractor:

(1) software for use by the government client, not sale, licensed pursuant to a term license that runs concurrently with the term of the Master Agreement;

(2) media players and content (i.e., songs, videos, games, etc.) available on said devices that will be made available under a subscription model or rental where the license to use the player and content will run concurrently with the subscription/rental purchased by the inmate/end user; or

(3) media devices and content sold to the inmate/end user where the inmate/end user will receive a perpetual license to use the Contractor Intellectual Property in the device and content.

Therefore, because granting a blanket "perpetual license" for all Contractor Intellectual Property is not appropriate for all Contractor offerings, will the State consider amending the language in Section 11.3 to grant licenses based on which of the aforementioned categories the Contractor Intellectual Property falls? In all cases, only the right to **use** the intellectual property is granted, user cannot transfer the right or make derivative product(s).

NASPO's response was:

Reasonable modifications to this section will be reviewed and considered following submission of proposals. Please submit proposed modifications via red-lines included with your proposal.

Keefe requests the following edits to 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.

Amended Section 11.3 to read:

Contractor will grant licenses based on which of the below categories the Contractor Intellectual *Property falls:*

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(1) software for use by the government client, not sale, licensed pursuant to a term license that runs concurrently with the term of the Master Agreement;

(2) Any perpetual software license purchased by government client allows the client to use the Software at the named facilities in perpetuity pursuant to a terms the license which includes the government client to license all facilities within 24 months, and to acquire annual maintenance for their software which computed to be 8% of all licenses purchased and paid customizations.

(3) media players and content (i.e., songs, videos, games, etc.) available on said devices that will be made available under a subscription model or rental where the license to use the player and content will run concurrently with the subscription/rental purchased by the inmate/end user; or

(4) media devices and content sold to the inmate/end user where the inmate/end user will receive a perpetual license to use the Contractor Intellectual Property in the device and content.

The Contractor shall be responsible for ensuring that this license is consistent with any third-party rights in the 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	***X***	No	

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:	***2006 - 2014***
Parties involved:	***KCN and MS Attorney General and Sate of Mississippi***
Description of the contract failure, contract breach, or litigation, including the products or services involved:	***Please see the following page.***
Amount in controversy:	*-*
Resolution or current status of the dispute:	***Settled and dismissed from case as of March 15, 2018.***

Question	Response	
If the matter has resulted in a court case:	Court	Case Number
	Hinds County	***25CI117CV00081WLK***
Status of the litigation:	***Settled***	

Each vendor must include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable. Failure to comply with the terms of this provision may disqualify any proposal. The State reserves the right to reject any proposal based upon the vendor's prior history with the State or with any other party, which documents, without limitation, unsatisfactory performance, adversarial or contentious demeanor, significant failure(s) to meet contract milestones or other contractual failures. Refer generally to NRS 333.335.

The Offeror certifies that neither the Offeror nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (Master Agreement) by any governmental department or agency. If the Offeror cannot certify this statement, attach a written explanation for review by the Lead State.

Keefe Response: Keefe has read, understands, and will adhere with 2.15.

In February 2017, a complaint (the "Complaint") was filed by the State Attorney General of Mississippi (the "AG") in Hinds County Chancery Court – First Judicial District, Mississippi, Case No. 25CI117CV00081WLK. The AG alleged that KCN was involved in a bribery-kickback scheme between former Mississippi Department of Corrections Commissioner Christopher Epps and an individual named Cecil McCrory. KCN denied, and continues to deny, all of the allegations against it in the Complaint and only learned of the alleged scheme when federal indictments against Messrs. Epps and McCrory were made public in late 2014. KCN vigorously defended itself against the allegations in the Complaint.

On March 6, 2018, KCN entered into a Settlement Agreement and Release to resolve the litigation. The Settlement Agreement specifically states: "Nothing in this Agreement is to be construed as an admission of liability on the part of Keefe, which Keefe expressly denies liability and denies that the State's claims are valid. The State will not urge or seek to admit this Agreement as evidence of any fault or liability of the Keefe Released Parties." As a result of the Settlement Agreement, KCN was permanently dismissed from the case on March 15, 2018.

KCN, as part of the nation's leading supplier of food, personal care products, electronics, clothing and facility technology to the correctional market, is a defendant in civil lawsuits brought forth by inmates from time-to-time. Responsive pleadings are submitted on behalf of KCN that often result in the dismissal of those suits as the court finds a reasonable business explanation that addressed the matter.

There has not been a judgment on the merits issued against KCN within the last five (6) years. There is no on-going litigation where KCN has been directed not to disclose information by the court; case information pertaining to any matters in which KCN is a party is available to the general public. KCN certifies that neither KCN 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.

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.

Keefe Response*: *Keefe has read, understands, and will adhere.

Please see the following pages for additional information on services within the proposal, as well as Value Add opportunities.

Keefe Commissary Network (KCN) Commissary & Technology Services

KCN is the nation's leading provider of automated commissary management services and technologies to city, county, and state correctional facilities nationwide. We develop our technologies according to what our clients need and request. We write and support all our own software and provide our own, live 24/7 technical support.

Keefe offers two versions of its Trust Accounting and Commissary Management Applications.

The Keefe Cloud SaaS includes the following features as comparing its cloud application suite to its legacy application site:

Feature	Keefe Cloud	Keefe Legacy
Access from your Chrome or Edge browser	**Yes**	**Yes**
No servers at your site – applications hosted at https://keefe.cloud	**Yes**	**No**
No additional software required on your computer	**Yes**	**No**
Heightened Security for your Log-In	**Yes**	**No**
Single Sign-on from your work account	**Yes**	**No**
Sign-on security for users and passwords enforced by your county or state	**Yes**	**No**
Easy search for inmate accounts	**Yes**	**Yes**
Last Name, ID, Active, Inactive	**Yes**	**Yes**
Paginated search results displaying balances and DOB	**Yes**	**Yes**
Separate sub-accounts per inmate user-definable, customizable	**Yes**	**No**
Track spending money separately from debts, bonding, and other accounts such as savings, payroll, or pre-paid phone	**Yes**	**No**

Feature	Keefe Cloud	Keefe Legacy
Easy Access to Useful Features from the Inmate Management page	**Yes**	**Yes**
Court Obligations Management	**Yes**	**No**
Schedules Review Automated Transaction Events	**Yes**	**Yes**
Commissary Order History	**Yes**	No
Full lineup of user defined transaction types	**Yes**	Yes
Deposits, Withdrawals	**Yes**	Yes
Collectible Debts, Automatic prioritized debt collection rules	**Yes**	Yes
Transfers, Abandoned Funds, Individual and Group Checks,	**Yes**	Yes
Cash Drawer Workflow	**Yes**	**Yes**
Bank Reconciling Items	**Yes**	**Yes**
User Defined Transaction Tags for collecting additional information about the transaction	**Yes**	**No**
Dynamic Online Audit Trail for all transactions	**Yes**	**Yes**
Transaction history review Hot links to associated accounts and transactions	**Yes**	**Yes**
Printable audit trail report for any transaction	**Yes**	**Yes**
Account Locks	**Yes**	**Yes**
User defined financial restrictions with expiration date and supervisor override	**Yes**	**Yes**
Notes	**Yes**	**Yes**
Open text entry for documenting additional information about an inmate account	**Yes**	**Yes**
Expanded Inmate Classification Capability	**Yes**	**Yes**
User defined fields for tracking security classifications, dietary constraints, exemptions, custody type	**Yes**	**Yes**
Release Workflow	**Yes**	**Yes**
Automated Pre-defined account settlement rules	**Yes**	**Yes**
Choice of disbursements Cash, Check, Debit Card, Bond-Out, Group Transfer, or split disbursement (when using two or more of these in combination).	**Yes**	**Yes**
Inmate Property Inventory	**Yes**	**No**
Describe and record inmate property at intake	**Yes**	**Yes**
Review, audit, release inmate property	**Yes**	**Yes**

Feature	Keefe Cloud	Keefe Legacy
Customizable Reports	**Yes**	**Yes**
Receipts, Releases	**Yes**	**Yes**
Balances	**Yes**	**Yes**
Deposit and Withdrawal Review	**Yes**	**Yes**
Outstanding Debts Receivable	**Yes**	**Yes**
Indigence Review	**Yes**	**Yes**
Ad Hoc Exports	**Yes**	**No**
Report on Inmate Status, Location, Balances, Obligations, and Transactions. Choose from more than than 50 columns, and more than 20 row filters in Excel.	**Yes**	**No**
Rapid Entry in Preview Mode	**Yes**	**Yes**
Transaction Batches – rapid lookup, transaction grouping, links to accounts payable	**Yes**	**No**
Group receipt printing, Group transaction reporting	**Yes**	**Yes**
Bank Reconciliation	**Yes**	**Yes**
Quick identification of cleared items	**Yes**	**Yes**
Bank-to-Book Auto-Calculated Bank Rec Summary	**Yes**	**Yes**
Convenient Reconciling Entries	**Yes**	**Yes**
Real Time General Ledger	**Yes**	**Yes**
Classified Balance Sheet Navigation	**Yes**	**No**
Quick reporting and audit	**Yes**	**Yes**
Accounts Payable	**Yes**	**No**
Organize payments to vendors & government agencies	**Yes**	**No**
Disburse accruals by fiscal period	**Yes**	**No**
Produce detailed disbursement advice	**Yes**	**No**
Advanced Bank Transaction Search	**Yes**	**Yes**
Use multiple search criteria to find bank entries of interest.	**Yes**	**Yes**
Easy reporting on search results	**Yes**	**Yes**
Financial Statement Reporting	**Yes**	**Yes**
Classified Balance Sheet	**Yes**	**Yes**
Trial Balance	**Yes**	**Yes**
Selective GL Account Time-Period Activity	**Yes**	**Yes**
Debt Collection Results	**Yes**	**Yes**
Ad Hoc Exports	**Yes**	**No**
Online Deposit Reporting	**Yes**	**Yes**
Bank Transfers	**Yes**	**Yes**
Depositor Information	**Yes**	**Yes**
Link Analysis – see relationships between depositors and recipients	**Yes**	**Yes**

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Feature	Keefe Cloud	Keefe Legacy
Advanced population-based purchasing restrictions	**Yes**	**No**
Define inmate populations based on location, gender, classification, diet, privilege level, sanction, etc.	**Yes**	**Yes**
Define categories (tags) to group items in restriction bundles	**Yes**	**Yes**
Set restrictions for shopping privileges (frequency, spending limit)	**Yes**	**Yes**
Set restrictions per product or product category (tag) (qty, timespan)	**Yes**	**Yes**
Multiple Modes for Commissary Purchases	**Yes**	**Yes**
Kiosk/tablet	**Yes**	**Yes**
Phone	**Yes**	**Yes**
Scantron	**Yes**	**Yes**
Walkup (concession)	**Yes**	**Yes**
Mobile Cart	**Yes**	**Yes**
Vending	**Yes**	**Yes**
Real time direct debit from inmate account when item vends	**Yes**	**Yes**
Cloud based vending audit/refill/planogram service	**Yes**	**Yes**
Direct manual entry	**Yes**	**Yes**
Trinity Take-Out (hot meals kitchen service)	**Yes**	**Yes**
Securepak – family purchases	**Yes**	**Yes**
Smart purchasing from multiple inmate sub-accounts	**Yes**	**No**
Designate priority sub-accounts such as store credits, gift accounts, to be used for commissary purchases in addition to the primary spending account	**Yes**	**No**
Review and Dispatch Commissary Orders	**Yes**	**Yes**
Design Automatic Commissary Order Restrictions and Privileges	**Yes**	**Yes**
Create Itemized Commissary Refunds	**Yes**	**Yes**
Auto-Credit for out of stock	**Yes**	**No**
System-generated credits based on fulfillment outcomes at Keefe warehouse	**Yes**	**No**
Indigent Assessment and Indigent Sales	**Yes**	**Yes**
Automatic financial assessment over time, balance, transaction activity	**Yes**	**Yes**
Separate catalog, billing structure	**Yes**	**Yes**

Feature	Keefe Cloud	Keefe Legacy
Financial accounting for indigent accounts payable payment to vendor / accounts receivable reimbursement from County (welfare, other)	**Yes**	**Yes**
Bill-Pay Auto-Reconcile	**Yes**	**No**
Select delivery batches to auto-reconcile with inmate receipts	**Yes**	**No**
Auto-create reconciled Accounts Payable payment batch(es) for disbursement	**Yes**	**No**
Option to create split disbursement for Keefe / Tax / Commission	**Yes**	**No**
Report Sales by Delivery Batch, Category, and Inmate Receipt details	**Yes**	**Yes**
In-Line and drill down (retrospective) reporting with advanced filters	**Yes**	**No**
immediate export to Adobe, Excel	**Yes**	**Yes**
Grievance Process – Judgment / Appeal Case Numbers and Case History	**Yes**	**No**
Request / Grievance Initiate by Category	**Yes**	**No**
Request/Grievance Officer Initiate	**Yes**	**No**
Request/Grievance – Previewer – Previewer can resolve or dispatch (release) to specialist group	**Yes**	**No**
Data Conversion	**Yes**	**Yes**
Personal Information – IDs, Names, Locations	**Yes**	**Yes**
Closing Balances from spending and savings accounts	**Yes**	**Yes**
Unpaid Debts	**Yes**	**Yes**
Uncleared Checks	**Yes**	**Yes**
Inmate Account Statements in Adobe Format	**Yes**	**Yes**
Interfaces with Partner Systems	**Yes**	**Yes**
Inmate Information – JMS/OMS	**Yes**	**Yes**
Web Services – Real Time	**Yes**	**Yes**
File Exchange – Scheduled	**Yes**	**Yes**
Phone Services	**Yes**	**Yes**
Phone Time Purchases and Refunds Web Services – Real Time	**Yes**	**Yes**
Phone Time Purchased via Commissary – Scheduled by Staff User	**Yes**	**Yes**
Refunds at Release – Web Services – Real Time	**Yes**	**Yes**
INVENTORY MANAGEMENT – Customer Manages Inventory	**No – Keefe owns/ manages inventory**	**Yes**

Feature	Keefe Cloud	Keefe Legacy
PURCHASE ORDERS-CREATING A PURCHASE ORDER-RECEIVING A PURCHASE ORDER	**No**	**Yes**
TRANSFERS-CREATING A TRANSFER-PULLING A TRANSFER-RECEIVING A TRANSFER	**No**	**Yes**
ADJUST INVENTORY-PRINTING CYCLE COUNT REPORTS-ADJUSTING INVENTORY	**No**	**Yes**
PICK AREAS-ORGANIZING PICK AREAS-ADDING VENDOR ITEMS (FOR ITEMS NOT PRELOADED) - UPDATE RETAIL PRICE	**No**	**Yes**
NEW COMMISSARY ITEMS-ADDING VENDOR ITEMS-ADDING WAREHOUSE ITEMS-ADDING COMMISSARY ITEMS-ADDING KIOSK ITEMS	**No**	**Yes**
REMOVE COMMISSARY ITEMS-DELETING ASSOCIATED ITEMS-DELETING STORE ITEMS-DELETING VENDOR ITEMS-HIDING OUT OF STOCK ITEMS	**No**	**Yes**
CREATING PURCHASE ORDERS	**No**	**Yes**
CREATING PO FROM PA	**No**	**Yes**
RECEIVING FROM PO	**No**	**Yes**
RECEIVING PURCHASE ORDERS	**No**	**Yes**
INVENTORY ADJUSTMENTS	**No**	**Yes**
MANUAL SALES	**No**	**Yes**
POINT-OF-SALE ORDERS-ACCESSING COMMISSARY-PROCESSING AN ORDER WITH A HAND SCANNER-PROCESSING ORDERS WITHOUT A SCANNER-SEND ORDERS TO WAREHOUSE	**No**	**Yes**
CYCLE COUNTS	**No**	**Yes**
YEAR-END INVENTORY	**No**	**Yes**
COMMISSARY RESTRICTIONS	**No**	**Yes**
COMMISSARY ORDER SUBMISSION	**No**	**Yes**
ORDER FULFILLMENT	**No**	**Yes**
ORDER VERIFICATION	**No**	**Yes**
COMMISSARY REFUNDS	**No**	**Yes**
SALES AND USAGE REPORTING	**No**	**Yes**
VENDING PLANOGRAM	**No**	**Yes**
VENDING REFILL STATUS	**No**	**Yes**
VENDING MACHINE SALES	**No**	**Yes**

ATG's Offender Management Suite

Established in 1991, Advanced Technologies Group (ATG) is unique in that we focus solely on providing innovative solutions to large state and federal correctional agencies.

ATG's Offender Management Suite (OMS) provides solutions which address all the different aspects of managing offenders at a State DOC and each solution is designed to support the entire supervision continuum – pre-trial, pre-sentence, probation, incarceration, work release, parole, and post release. We have software that supports:

- ***Case Management***
- ***Trust and Restitution Accounting***
- ***Commissary Operations***
- ***Electronic Health Records***
- ***Pharmacy Administration***
- ***Inmate Enablement***
- ***Critical Incident Reporting and Investigation System***
- ***Food Service and Nutrition Management***
- ***Intelligence System***

Each of these systems can be licensed independently, allowing the State to select, procure and implement only those systems they need. The systems share a common platform, share a database system, and integrate seamlessly with each other should the DOC be interested in streamlining additional aspects at a later date. All systems are specifically designed to address the unique challenges faced by correctional agencies.

To ensure that our OMS addressed the needs of practitioners, we developed the systems by interviewing over 1,800 users from different areas of multiple correctional agencies. We also conducted in-depth interviews with DOC's sister agencies (Attorney General's Office, State Auditors, Citizen's Ombudsmen, Court Information Systems, Judges and Clerk of Courts, Public Safety, Legislative Bureau, etc.) so that the system would allow the DOC to benefit from efficiencies through electronic interfaces with those other governmental entities. ATG's OMS is data driven and outcome focused, it enables DOC Executive Management to make more informed decisions on how to improve offender re-entry initiatives, reduce recidivism and improve operational efficiencies.

ATG is located in West Des Moines, IA and is a team of 68; led by a ten-person management team. Our management team has been together for, and each member has at least, 20 years of experience implementing solutions at correctional agencies. Our company wide average tenure is over ten years. Each member of our team assigned to this project has expertise in specific aspects of the correctional systems, truly understands the workflow details involved in supervising offenders: from intake, to assessment, to housing, to case planning, to time computation and related administration tasks such as transportation, grievance processing, appeals, etc. Having worked closely with multiple large correctional agencies has also imparted

a deep appreciation for the mission of the correctional agencies. We understand the importance systems have on both officer safety and their work environment as well as its impact on the offender population.

Our experience working directly with the officers, our team grasps even the salient requirements when issues are described by the end-user. The result is a well-designed solution that addresses the agency's specific needs while improving officer efficiencies that will save the DOC both time and money. It will also consistently look for opportunities to help the officer's become more effective in changing offender behavior. As our existing customers will confirm, this not only provides the DOC with immediate, but also long term, benefits as DOC staff will have continued access to the ATG staff that were involved from the beginning of their specific project.

While ATG's success and reputation speaks clearly for itself, we are also a proud member of the larger Keefe Group. Since 1975, Keefe Group has serviced the correctional market exclusively.

Please see the following pages for ATG's informational brochure detailing its software solutions.

Advanced Technologies Group

A Keefe Group Company

Innovative Solutions for Progressive Correction and Rehabilitation Agencies

OFFENDER MANAGEMENT SUITE

ATG is unique in that we focus exclusively on providing our innovative solutions to state and federal correction and rehabilitation agencies. Advanced Technologies Group's (ATG) Offender Management Suite (OMS) was developed by interviewing over 1,000 users from different areas of the Department of Corrections (DOC), Attorney General's Office, State Auditors, Citizen's Ombudsmen, Court Information Systems, Judges and Clerk of Courts, Public Safety, Legislative Bureau and several other agencies. OMS facilitates efficient daily operations of the DOC and strategic management decisions.

Each system provides DOC central office and line staff with services that make tasks simpler. ATG made a very deliberate decision to design each system to be licensed, installed and operated independently. This allows DOC to procure only what they need and also ensures that changes to one system does not unknowingly impact another. Each of our systems is designed to work seamlessly with the others, providing customers with additional efficiencies.. Having a common central database supporting institutions, community based corrections and field offices, allows Executive Management to make more informed decisions on how to improve offender re-entry initiatives, reduce recidivism and improve operational efficiencies. Furthermore, OMS is specifically designed to support sharing of information between agencies, such as Public Safety and Court Information Systems.

ATG's systems are delivered from a cloud with the client workstation using a standard browser to access the system. We share our deep knowledge of correctional operations and systems infrastructure with the agency's IT team to identify the best means of deploying the systems: leverage DOC's existing infrastructure, or utilize ATG's secure cloud or any combination of both. Our data center is monitored 24/7/365 and is audited annually using SSAE-16 SOC I Type II guidelines.

ATG continues to advance corrections software and processes. We have worked extensively to find ways to help correctional staff complete their work more efficiently by adding native support for handheld devices (PDAs and smartphones) allowing officers to access latest information directly from the cloud. This improves officer's decision making while away from their desk as well as safety for community corrections staff.

TRUST & RESTITUTION ACCOUNTING

Manage offender funds and automate debt collections using robust and secure financial transaction mechanisms.

COMMISSARY OPERATIONS

Manage institutional and centralized commissary sales and inventory, and support "earned incentive" programs.

INMATE ENABLEMENT

Inmate access to institution approved features such as secure tablets and MP3, Email, Commissary Ordering, Staff Correspondence, Grievance Tracking, Account Lookup, Contact Administration etc.

ELECTRONIC HEALTH RECORDS

Better leverage scarce medical personnel through online medical records, scheduling and use of process "wizards" to improve quality of care.

PHARMACY ADMINISTRATION

Assist pharmacists with dispensing prescriptions and managing pharmaceutical purchasing and inventory.

INMATE TELEPHONE SYSTEM

Provide a reliable, secure and scalable inmate phone system at a cost capable of generating revenue.

FOOD SERVICE MANAGEMENT

Administer meal plans, perform nutritional analysis. Automate procurement and provide oversight of critical control points.

CASE MANAGEMENT

Increase efficiency of corrections officers and counselors, and simultaneously equip Executive Management with strategic information needed to reduce recidivism, operate and fund the DOC.

INVESTIGATION SYSTEM

Coordinates intra-agency and public communication about incidents, manages inmate and staff investigations, and evidence control.

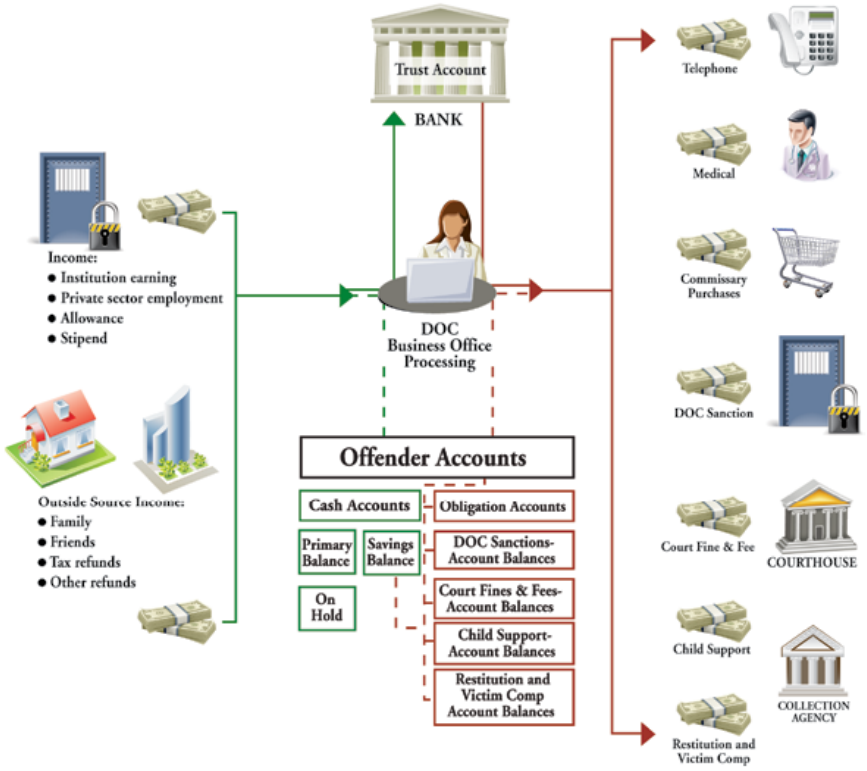
INTELLIGENCE SYSTEM

Incorporate information from various operations systems into a consolidated, linked view of all activities. Provide security personnel with a tool to rapidly identify patterns.

TRUST & RESTITUTION ACCOUNTING

Executive Overview

Advanced Technologies Group's (ATG) cloud enabled Trust & Restitution Accounting (TRA) is specifically designed to manage offender funds and trust accounts for institutions, and community-based correction facilities. It incorporates sophisticated transaction automation that dramatically reduces the time needed to perform these functions while enforcing consistent accounting processes. At the same time its extensive transaction integrity and security system ensures that the system inherently meets auditor requirements, thereby eliminating many non-productive tasks such as printing and filing daily transaction journals. It supports real time integration with other systems such as commissary, medical, telephone and case management so that inmate accounts are always current. The extensive reports included with the system allow users to analyze information from any perspective and the system also supports use of third-party analytical software. An overview of the Trust & Restitution Accounting processes are pictured below:



System Benefits

The Windows-based TRA system helps correctional operations realize several benefits including the following:

Increase Accuracy and Information Timeliness

The system automatically updates all records associated with a particular type of transaction, thereby eliminating the common problem of users forgetting to fully update all their records. It also automates the complex calculations associated with determining collections for court-ordered obligations, making them error-free, faster to complete, consistently implemented and therefore increases total collections.

Reduce Personnel Resources Required

Extensive use of customized automation routines reduces the amount of human resources required to accomplish offender and trust account management tasks.

Increase Accessibility to Useful Information

The system's database was specifically designed for corrections to allow detailed analysis of offender transactional history from any perspective (e.g., date, location, agency, offender, item, etc.). There are numerous reports, as well as the flexibility to perform customized queries and create reports using third party business intelligence software.

ATG has developed a special transactional message-queuing technology to consolidate data. This technology allows Department of Corrections (DOC) to implement servers at individual sites and still enjoy the benefit of a consolidated database.

Reduce Number of Checks Written and Reconciled

By consolidating payments made by multiple offenders to the same payee (e.g., clerks of county courts), the system dramatically reduces the number of checks written, thereby saving personnel time needed to write and reconcile bank statements. For each such check, it automatically prints a detailed roster of transactions that make up the check amount.

Reduce Time to Implement Regulatory Changes

Its unique modular design, allows changes to be made quickly and easily to ensure compliance with regulatory or operationally driven changes.

Increase Defensibility Against Lawsuits

TRA enables the DOC to enforce consistent processes at institutions and community-based facilities which can be remotely monitored and audited. This increases defensibility of any offender lawsuit alleging disparate and/or inappropriate financial processes and procedures between facilities.

Scalability

The architecture provides scalability for a wide range of implementations. Whether used in a decentralized manner at each single location correctional facility or in a centralized manner at the entire Federal Bureau of Prisons with correctional facilities, complexes, and offices located across the country, TRA can scale to fit the size and the budget.

System Features

System functionality is extensive and customizable. The key system functionality includes:

Primary and Savings Accounts

Each offender can have a Primary account and a Savings account. The Primary account is used like a checking account for offender purchases and payments. The Savings account can be used to assist offenders in setting aside money, including "gate money" to be used after release. Optionally, agencies can earn interest on the savings account; the system will compute the inmate's share of the interest and will generate the necessary 1099 forms.

Obligation/Debt Management

The system provides for the entry and accounting of offender obligations. Each offender can have multiple types of debts (restitution, fines, court fees, victim compensation, etc.) with unlimited instances of each type.

Income Process

The system has the flexibility to implement different rules based on the type of income, such as the amount of time funds are held before they can be spent, the types of obligations that can be serviced, the amount of funds that can be used to service obligations. Furthermore, it can accept payroll in electronic format which eliminates errors and reduces the time and effort needed post income.

Lockbox Processing

TRA supports having a central site to collect and process funds received on behalf of all offenders. The system will then intelligently post the funds to the appropriate institution and optionally provide a facsimile of the negotiable instrument associated with a particular transaction. This feature is valuable to large organizations where the processing and auditing cost associated with handling of funds is significant.

EFT Interfaces
ATG has existing relationships with a variety of EFT vendors and has developed the necessary interfaces between TRA and these vendors' systems to enable centralized processing of deposits to offender's accounts.

Automatic Collections
Deductions for obligation payments and savings are automatically computed and completed when income transactions are entered. Deductions can be applied differently to various types of income such as institution earnings versus outside employment. The offender's Primary, Savings and Obligation accounts are all simultaneously updated and checks are queued for printing. Should an income be entered erroneously and subsequently voided, all the deductions are automatically reversed and the appropriate accounts updated.

Global Deductions
The system provides the capability to execute a Global Deduction to impact all offender accounts meeting user-defined criteria. This can be executed on demand or as a scheduled event.

Offender Budgets
The system supports interactive creation of a budget between offender and the counselor. The system automatically populates the budget with the offender's unpaid obligations and known recurring expenses. The counselor simply enters the amount for each line item. The system allows the Business Office to maintain control over actual expenditures, as they "commit" the budget to actually implement the budgeted transactions.

Withdrawals Process
TRA eliminates duplication of efforts and ensures consistent implementation of rules that govern the withdrawal process. It supports scheduling withdrawals in advance so that periodic withdrawals are automatically imposed. This flexibility extends to scheduling withdrawals for multiple offenders simultaneously. For example, a particular group of offender accounts can be automatically debited every month for cable TV fees. TRA has the capability to accept withdrawal requests in electronic or bubble-form format to automate this process even further.

Offender Transfers
The system automates the process of transferring offender's accounts between institutions. It consolidates the offender's accounts at the losing institution, depending upon DOC's rules this may include releasing held funds, retrieving money from other systems like telephone and debit cards, and paying all debt-collections made to date. It then creates the account at the gaining institution and transfers the offender's funds and also transfers records of unsatisfied obligations to the gaining institution. This eliminates transfer delays, ensures accurate movement of inmate funds, and preserves the offender's debt obligations.

Offender Releases
The system records the offender's release address, consolidates the offender's account, satisfies all debts that can be legally collected, and disburses remaining funds. If in the future the institution receives additional funds for the inmate, the system will automatically collect unsatisfied debts and disburse remaining funds to the release address.

Rent Charges
The system automatically assesses rent for selected offenders and tracks their rent balance. The system allows the customer to define any number of rental rates (OWI, federal offender, etc.) and apply them to an offender. Rent balances are considered an obligation and therefore can be serviced using any/all payment methods: Automatic Deductions, Global Deductions, Offender Budgets, or manual withdrawal.

Integration with DOC's General Ledger
Every entry in TRA is linked to a transaction type to which business office personnel can assign general ledger codes. ATG will customize TRA's general ledger interface to electronically transfer necessary transactions to the DOC's general ledger.

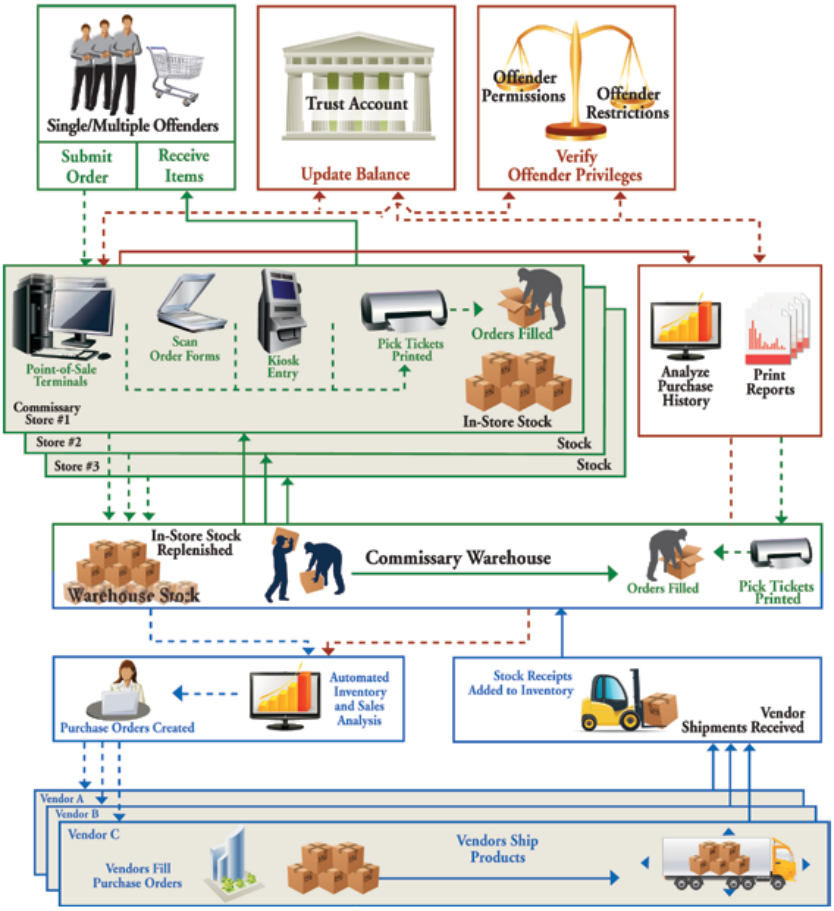
Auditable Transactions
All transactions entered in the system are stamped with date, time, user name, and location identifiers. Through combined use of transaction logging, on-line queries and built-in reports, the system provides a complete audit-trail for all transactions.

Bank Interfaces
TRA has the capability to interface with the agencies central bank to implement the positive pay process and import electronic bank statements to facilitate the reconciliation process.

COMMISSARY OPERATIONS

Executive Overview

Advanced Technologies Group's (ATG) cloud enabled Commissary Operations Module is a state-of-the-art commissary system specifically designed for the unique requirements of the corrections industry. It manages commissary operations and inventory for multiple correctional facilities. The system dramatically reduces personnel time needed to conduct business by automating all routine and tedious steps of performing purchasing, inventory and sales processes. At the same time it improves data accuracy and provides a comprehensive set of analytical tools to aid commissary operations and facility security. Pictured below is an overview of the application process:



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System Benefits

Faster and More Accurate Commissary Transactions

The system automates all pre-sales checks needed to verify whether the offender is allowed to purchase a particular item, including implementing the Department of Corrections' (DOC) earned incentive programs such as spending limits, access to items, quantity limits, etc. Its real-time interface with the Trust & Restitution Accounting system ensures that offenders are not able to spend more than their available funds. By collecting these disparate functions into one cohesive activity, the system also ensures accuracy of information.

Reduce Personnel Required For Commissary and Warehouse Inventory Management

Through the use of sophisticated software routines, UPC scanners and handheld devices, the system reduces the amount of human resources required to process commissary orders and manage warehouse inventory.

Increased Accessibility to Useful Information

The Commissary system's database is specifically designed to allow detailed analysis of offender transactional history from virtually any perspective (e.g., date, facility, offender, item, etc.). There are numerous reports that enable warehouse, business office and security personnel to complete their responsibilities with ease. The Commissary Operations system supports the use of third-party statistical analysis software to access its database.

Centralize Control and Program Review

Customers can choose whether to implement database servers at each individual site, or one database at a central site. The Commissary system employs a highly optimized custom transactional message queuing technology for data replication which allows customers to enjoy the benefits of a central server, even if they have independent servers deployed at each site.

The system uses the same technology to support a hierarchy of rules. At the central server, users can enter information such as policy changes and general ledger updates that are replicated to each institution. This allows central office to set the parameters which govern the application behavior and enforce organizational-wide rules. Similarly, each institution and housing unit can set their own parameters.

Increase Efficiency in Purchase Order Processing

The Commissary Operations system incorporates very sophisticated inventory and sales analytics to determine optimal levels of inventory. The user has the option to use the system's recommendation to generate purchase orders, thereby freeing them from complex and time-consuming inventory calculations.

Increase Commissary Profitability

With access to real-time information, sophisticated analytics and automated purchase ordering, users are able to better manage their inventory assets. The system has demonstrated its ability to simultaneously increase inventory turnover while also increasing fill rates. This reduces the capital needed to purchase inventory and personnel needed to manage inventory while maximizing sales by eliminating outages of fast moving and higher margin items, and reducing losses caused by product spoilage or expiration. All of these directly lead to increased profitability.

Auditable Transactions

Each transaction entered in the system is stamped with date, time, user ID, and location ID. Transaction cannot be deleted or changed after it is written to the database. Changes can only be made by adding a new transaction to void previous entry. In combination, the system's transaction logging, on-line queries, and extensive reporting capabilities provide a complete audit-trail for all transactions.

System Features

System functionality is extensive and is specifically designed to be customized. Key features of the Commissary Operations System are described below:

Sales Process

The system offers multiple ways to execute commissary transactions ranging from point-of-sale terminals, to scanning bubble coded order forms, to batch processing of imported order files, or to enabling offenders to enter the order using kiosks or a phone system. All methods provide for validation of inmate privileges, real time debits to the offender account and real-time inventory update.

Each offender order that is processed goes through numerous checks to determine availability of funds, availability of inventory, and to verify whether the offender is permitted to purchase ordered items based on medical conditions and privilege levels. The following provides more detail on how the checks are established.

Quantity Limits

Limits can be established in the following ways:

- unit or dollar amounts
- item, category and department levels

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• per purchase or for an inmate's lifetime

The system will compute and impose the most restrictive limit.

Permitted & Limited Restriction Lists

Lists of items that are allowed to be purchased can be created as "Permitted Lists". Quantities of items that are allowed to be purchased can be created as "Limited Lists". Both of these types of lists can be assigned to an offender, a living unit and/or an entire facility. Each list can contain multiple items and impose its own dollar limit. Multiple lists can be applied to an offender at the same time.

Offender-Specific Limits

In addition to the restrictions mentioned above, offenders can have specific limits assigned to them including:

- Purchase Dollar Limit - maximum dollars to be spent on a given order/time period.
- Restricted Items - specific items a given offender is not allowed to order.
- Item Quantity Limit - specific quantity limit for a Restricted Item.
- Restriction Reason Code - for each restricted item, a specific code can be assigned to provide clarification.

Examples are: Disciplinary, Drug Interaction, or Diabetic.

Purchasing and Receiving Process

The Commissary system tracks current rate of consumption and inventory levels for each item. This information combined with user determined shelf quantity and lead time for product delivery is used to determine appropriate inventory levels. The system suggests purchase order quantities and tracks the receipts to ensure proper accounting of payables.

To simplify this process and reduce costs, the system supports the purchase of items in bulk while sales are made in smaller denominations. For example, commissary may sell ramen noodles in packs while purchasing may be done in case or pallet level. All the cost accounting, inventory and markup calculations are automatically handled by the Operations System.

Vendor Information

Store and keep track of vendor information including; corporate address, billing address and multiple contacts for each vendor. There are also indicators for vendors who do partial shipments which tie into the backorder processing engine. The system tracks vendors' performance in terms of their ability to meet promised delivery dates.

Inventory Management

Users define values for parameters that system uses to manage inventory levels by automating purchases based on real-time sales, inventory movement and adjustments.

Some of the parameters controlled by the user are listed below.

- Historical Period - the time period used to determine daily averages.
- Lag Time - time period assigned to individual vendor to cater for delay in delivery of an order.
- Shelf Life - target number of weeks for inventory turnover for specific items or category of items.
- Reorder Lot - minimum unit quantity to be used when reordering specific items.

Each institution may have multiple inventory locations, as defined by person(s) responsible for the inventory. The system tracks inventory by location so that authority and responsibility are tied together. It allows for the inventory to move between locations through a formal inventory movement order. To facilitate physical count of inventory, users have the option of using the same handheld computers that are used to receive items at the warehouse.

Inventory Item Information

The system maintains many other item specifics such as description, UPC code, vendor and vendor-SKU, department and category classifications, markup, and other qualifiers. These are used to help the DOC have a better view of inmate's purchasing habits and trend analysis.

Integration with DOC's General Ledger

Every transaction in the Commissary System links to a transaction type; purchases, sales, inventory adjustment, etc. For each transaction type, business office personnel can assign general ledger codes. ATG will customize the Commissary System's general ledger interface to ensure that all necessary transactions can be electronically sent to the DOC's general ledger in a format the latter can handle.

Biometrics Interface

The system has the functionality built in to interface with a finger print reader and display the inmate's picture for a dual verification – speeding up the sales process.

INMATE ENABLEMENT

Executive Overview

A key component in successfully reducing recidivism is to ensure that inmates are better prepared to assimilate into the society when they are released. Advanced Technologies Group (ATG) has developed a cloud enabled Inmate Enablement platform, a multi-faceted system that provides inmates with tools that will prove vital to their transition back into society. These tools not only expose inmates to living and work skills utilized in today's world, but also facilitate self-management skills that will prove important as they reintegrate into society.

Our Inmate Enablement platform allows offenders to electronically manage various aspects of their lives. This includes managing outgoing payments and account balances, communicating with family, friends and institutional staff, and accessing an electronic law library the electronic media store and electronic messaging.

This platform provides inmates with an opportunity to learn computer and keyboarding skills and keep up with technological trends, which make them more desirable to future employers upon release.

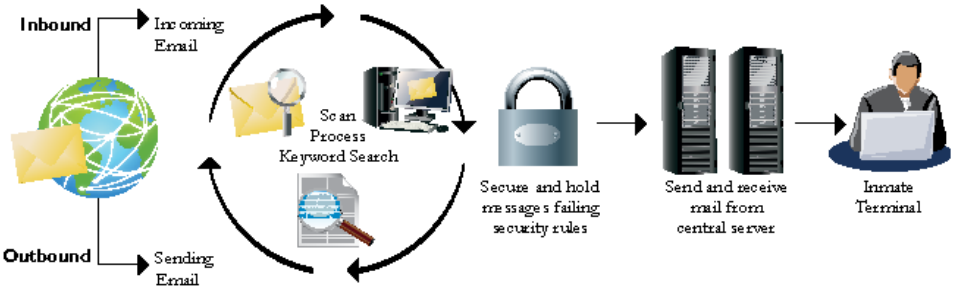
At the same time, the Inmate Enablement platform helps the Department of Corrections (DOC) become more efficient. As inmates become more proficient at using computers, they are able to look up much of the information that they previously requested of staff. Additionally, this reduces the amount of printed material that needs to be distributed. The system also enables staff to proactively gather information such as electronic surveys, grievance processing and commissary orders. Finally, the Inmate Enablement program has been remarkably successful at gainfully occupying inmate time.

Inmate Enablement

Correspondence System

ATG's Correspondence System (CS) is designed to assist the DOC's inmate re-entry initiatives by providing inmates with a convenient and economical option to interact with family and friends. Ongoing communication has proven to help inmates preserve and foster personal relationships; these relationships are critical to offenders' successful re-acclimation to public life later on. It also provides inmates with an opportunity to learn computer and keyboarding

Correspondence System



skills. The Correspondence System teaches an inmate the basics of composing a message, managing an inbox and address book, and navigating an email account. The inmates use a very secure messaging application that tightly controls their correspondence; inmates can only send and receive "email" messages from approved addresses. Furthermore, they are not able to send or receive any attachments such as pictures or documents.

CS significantly reduces the amount of DOC personnel's time required to manage mail. First, its built-in keyword search capability automatically marks all emails for review that meet DOC's security criteria, thus eliminating time wasted reviewing benign messages. Second, CS reduces the amount of regular inmate 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 CorrLinksSM as an environment for inmate families 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 inmates. CorrLinksSM enables inmates to have a quicker and more interactive alternative to postal mail while retaining the stated requirements of security and order in a correctional institution.

Correspondence System Benefits

Increased ability to retain correspondence records

Unlike postal mail, electronic correspondence can be retained within the system for as long as the DOC wants to store it. Furthermore, the messages are stored in a format that can be searched, indexed and analyzed in future investigations or to collect usage patterns and communication methods.

Reduced personnel required for monitoring and distributing regular mail

CS reduces the amount of regular mail received by inmates which in turn reduces the time and effort required to review and distribute this mail. Reducing the volume of postal mail also has an ancillary benefit in that it reduces the opportunity for chemical or biological contraband to enter the institution.

Increased security through reduction of "postal currency"

Since CS works without the need of paper stamps, which are often used as currency, the institution can more tightly control availability of postal stamps.

Reduced Institutional Expenses

CS reduces DOC cost associated with providing supplies such as paper, envelopes and stamps.

Authorized Privileges

CS provides DOC with another reward to promote good behavior. Inmates with this privilege have a productive way to spend time in a monitored area of the facility while learning new skills.

Print Management

Inmates can purchase print credits to obtain paper copies of sent or received messages.

Language Specification

CS allows inmates to select English or Spanish prompts.

Correspondence System Security Features

Pre-authorized Address Books

The system only allows incoming and outgoing messages from a pre-approved list of addresses. CS allows the DOC to place overriding controls to prohibit messages to specific addresses. It also allows recipients with a mechanism to proactively block emails from an inmate or the entire facility.

Multi-leveled Rules and Control Parameters

The system allows control parameters such as message size, cost of print credits and keyword searches to be set at multiple levels. Currently, the system allows parameters to be controlled at an organization, institution, housing unit and inmate levels.

Scrutiny Through Automation

The automated processing of security and delivery rules enables the system to scrutinize all messages for a constantly changing security landscape. These processes easily perform routine tasks to check every message for words or patterns. It marks those messages for review that meet the DOC's security criteria. By eliminating benign messages, the system makes the review process more efficient and effective.

No Internet Access

The security design model removes Internet access from inmates despite having access to messaging. Inmate workstations only run software designed for this proprietary message access and several layers of firewalls prohibit unauthorized activity.

Music System

The value and impact of music in a correctional environment is significant, as it offers a distraction and brings a degree of normalcy to an offender's life. The use of radios by offenders has long been an important way to stay connected with society and listen to music. Given the remote location and construction of many institutions, the radio provides few usable channels. Some facilities allow cassette or compact disc players, limiting the number of cassette tapes/CDs an offender can have in their possession. These audio devices are viewed as a security risk. The player's moving parts can be altered and the cassette tapes/CDs fashioned into weapons. Both can be easily stolen or traded and are a source of fights.

ATG's Music System (MS), by contrast, enables offenders to purchase and listen to music of their choice, while providing institutions with the ability to monitor usage. Offenders purchase specially secured MP3 music players through their institution's commissary operation. They can add songs by logging in to computer terminals and buying them through the electronic Media Store, while various safeguards protect against theft and misuse. Purchase of individual songs increases the amount and selection of music an inmate can possess.

This added source of entertainment and revenue improves institutional security by replacing cassette tapes/CDs. Corrections administrators can review all media purchases, and can prohibit any song. The players are specifically designed for institutional use and contain no moving or weaponizable components, meaning they are much safer than the audio devices of the past. Customized firmware also ties each device to the offender who purchased it in order to prevent theft.

Significant Source of Revenue

MS provides a new and unique opportunity for generating revenue within institutions. The cost of ATG's songs and media players is extremely low relative to other comparable products; this allows agencies to set purchase prices that are both affordable for offenders and financially beneficial for institutions. The agency can control the sale price of the player as well as each song.

Security

Best of all, this added source of entertainment and revenue improves institutional security by replacing compact discs (CDs), which can be difficult to monitor from a quantity limit standpoint and potentially dangerous if broken. Corrections administrators can review all media purchases, and can prohibit the purchase of any song. The players are specifically designed for the correctional environment and contain no components that can be fashioned into a weapon, which provides an additional layer of safety within an institution. Customized firmware also ties each device to the offender who purchased it in order to prevent theft.

Music System Features:

Media Players

- The 8 or 16 GB player, which is custom-made for offender use, can hold approximately 1,800 songs or 3600 songs respectively and functions both as an MP3 player and as an FM Radio.
- The player comes with a pair of basic, headphones, and is equipped with the following convenient features:
    - o Skip, back, pause and power buttons
    - o Repeat and shuffle settings
    - o Sleep timer
    - o Brightness controls
    - o English and Spanish language settings
    - o Clear plastic back to prevent storage of contraband inside the player
- Offenders can play music by artist, album, or song title, or they can create a Go Playlist from any of the songs on their device.
- The basic cost of the device is very low, and each agency may set its own purchase price, which can generate substantial revenue.
- Each player contains firmware that connects the device to a specific offender. Institutional staff can verify the ownership of the device at any time.
- As an additional safeguard against theft, offenders must use the inmate workstation to validate their players on a regular basis; the time required to perform the task is less than 15 seconds. If the deadline passes without revalidation, the players automatically shut down and become unusable.
- When an offender is released from incarceration, he or she can send the player to ATG to remove the firmware

that requires regular revalidation. The device can then be used as a normal MP3 player and radio.

Managing and Purchasing Songs using inmate workstation

- Inmates authenticate themselves and their device when they log into the system.
- The My Media screen allows offenders to view and manage their entire media library.
- The Media Store allows offenders to search for new songs by artist, song title, album title or genre. They are also able to listen to a brief clip of each song before purchasing to ensure that they are making the correct selection.
- Offenders can add songs to their Cart during their current session, or can place them on a Wish List, which flags them for future purchase. Items left in the Cart at the end of a session are automatically transferred to the Wish List if space permits. To purchase songs they simply press the purchase button that will deduct the cost from available funds and immediately download available songs.
- Should the DOC wish, songs designated as explicit can be made unavailable for purchase, and administrators may prohibit any specific song. If a newly-prohibited song has already been purchased by an offender, the song is automatically removed the next time the player is validated and the offender is refunded the cost of the song.

Reports

- The system also allows administrators to view a variety of reports about the media players and purchased songs, including lists of expired devices, and media purchases by date and by inmate.
- System reports give institutional staff clear, up to the minute information about music access and purchasing in each facility.

Add-on System Features

Banking Transactions

Inmates can submit withdrawal requests, review incoming/outgoing transactions and manage their savings account.

Contact Administration

Inmates can also add and delete contacts to their phone, email, mail, visitor and video visitor lists.

Medical Information

Inmates can submit requests for medical appointments and request prescription refills.

Staff Messaging

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.

Grievance Tracking

Our paperless process allows offenders to initiate a formal grievance process electronically. Authorized correctional staff can review and reply to offenders. Each stage of this official communication is saved as long as the DOC wishes.

Law Library

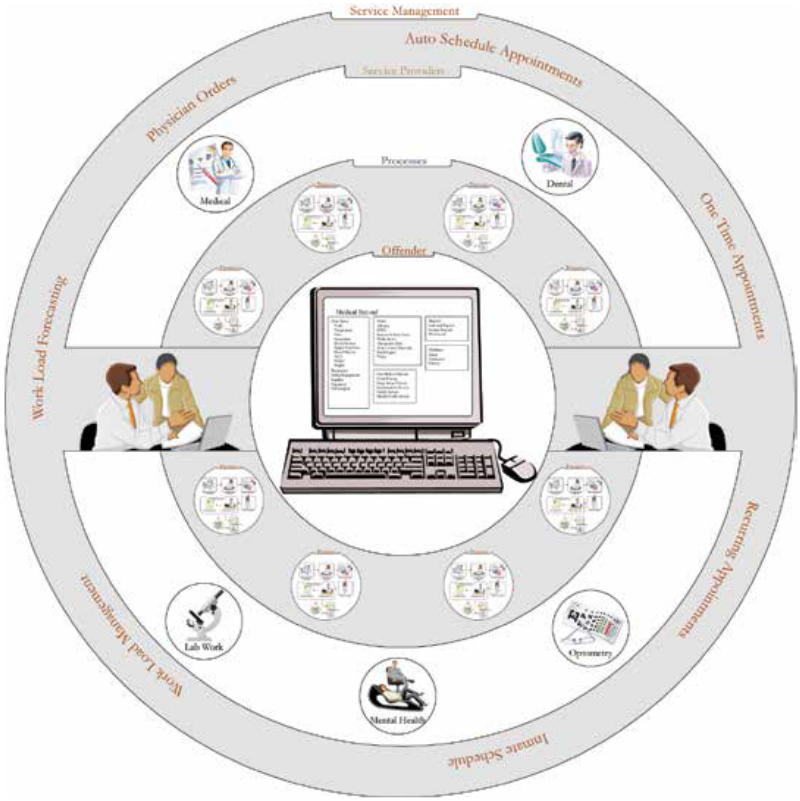
Access to an electronic law library provides inmates with the legal resources they are entitled. ATG Inmate Enablement platform will integrate with DOC licensed law library product.

ELECTRONIC HEALTH RECORDS

Executive Overview

Medical service providers in the corrections industry face unique challenges including a population with a greater need for health care, increased documentation requirements, need to transfer medical information quickly as inmates move between facilities and cater for different agenda inmates have when seeking medical services. Advanced Technologies Group's (ATG) cloud enabled Electronic Health Records (EHR) system was designed by nurses, doctors, pharmacists, counselors, and central office personnel experienced in the corrections industry to address these special challenges.

The cornerstone of our EHR is that it is designed to support the unique requirements of a correctional institution and address the special time sensitive processes such as medical intake, sick call, inmate movements, lockdowns, etc. Its unique multi-level scheduling system enables the Department of Corrections (DOC) to efficiently utilize scarce medical resources. It also raises the level of care by using "wizards" to direct users to consistently collect all necessary information needed to make more informed assessments and diagnoses.



System Benefits

Improve Accessibility of Medical Information

Over time, inmates' paper medical files become unwieldy to transport and nearly impossible to search. Through EHR online data store, providers have instant access to an inmate's complete medical history, giving them a more accurate picture of that inmate's health. This information is presented in tables, graphs and reports designed with provider input to maximize the usability of available information. Its carefully structured format ensures consistency and allows for easier scanning of detailed medical information.

Tighten Security of Sensitive Inmate Data

Unlike users of paper-based systems, an EHR user has access to all inmate medical information on a need-to-know basis. The system's security controls the type of information and the facilities whose inmates are accessible to a given user. It also uses a screen-based security model that allows administrators to specify group and user-specific view, update and delete rights to each screen.

Increase Quality and Consistency of Care

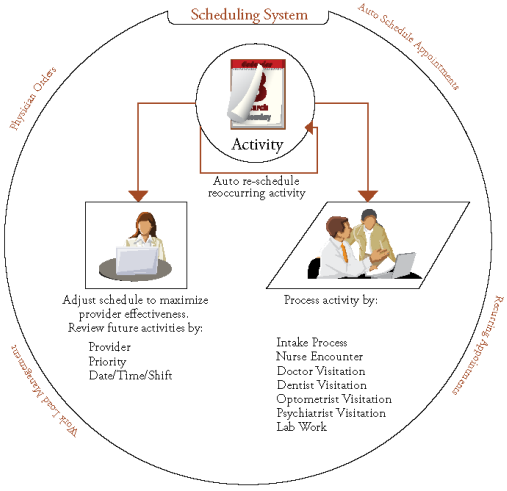
The system's wizards, created by carefully studying the actual procedures followed during medical visits, ensure that all essential steps are performed and that information is collected and stored in a uniform and readily accessible format. This ensures that policy and procedures are being followed, increasing the level of care while the automated record-keeping provides defensibility in case of lawsuits.

Efficiently Leverage Medical Resources

Through the integrated scheduling system, administrative staff can manage appointment scheduling to minimize the personnel required while ensuring that required care is provided and follow-up visits are carried out. This automatically generated schedule can be viewed by institution, provider, activity and/or scheduled date. It gives staff the tools they need to review future schedules and balance workload with available resources and auto highlights activities that are past due.

Analyze Data to Contain Outbreaks

The structure and centralization of medical data allows providers to easily search for trends. For example, medical personnel can search for inmates recently complaining of nausea among the tens of thousands of encounters in the last month to help identify the geographic location of a flu outbreak. This significantly improves the staff's ability to detect and respond to infectious outbreaks.



Support Grant Applications and Other Reporting Needs

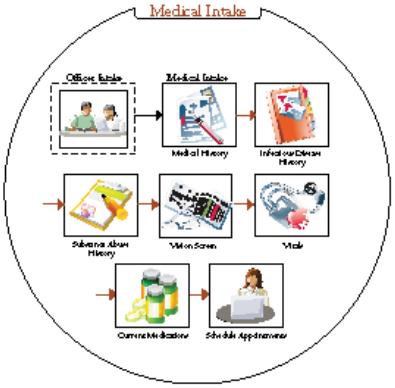
The structure of the database is designed to support grant applications, hypothesis testing, requirement forecasting and statistical reporting by allowing an authorized user to view summarized information on a wide variety of health problems over a given period of time.

System Features

Medical Intake

The Medical Intake process wizard guides the nurse in the collection of information, which is then immediately available to the physician, reducing the need for repetitive questions during the physical examination. This has been shown to reduce the total physician contact time required for initial intake by over two thirds! Extensive information about the inmate is collected during this process, including:

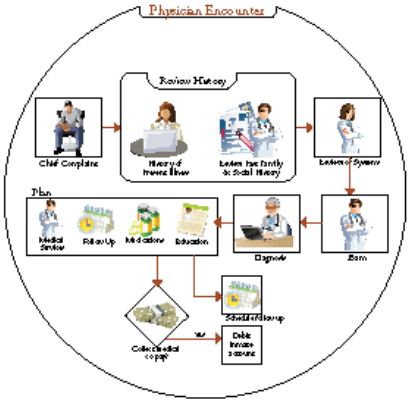
- Medical History
- Infectious Disease History
- Substance Abuse History
- Family History
- Vision Screen
- Vitals
- Immunization History
- Current Medications

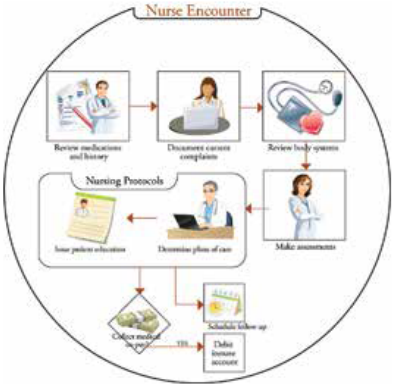


Nurse/Physician/Mental Health Encounter Process

These process wizards guide the medical staff through each part of the encounter process from history of present illness, past family and social history, review of body systems and physical exam to an assessment / diagnosis and eventual plan. Tools to help medical personnel during the encounter process include:

- Health Summary - This is a single point of reference giving detailed health information including an inmate's diagnosis history, allergies, encounters and prescriptions, and more.
- Patient Education Information - The system includes ready-to-print patient education information on a wide variety of topics in both English and Spanish.
- Electronic Forms - Many of the paper forms required can be accessed and filled out online, reducing overhead associated with storage, access and potential loss of paper forms.
- Flow Sheet Information - EHR maintains detailed information on each inmate including vitals, allergies, treatments, equipment, intake/output and immunizations. Where appropriate, these items can be graphed to show trends over time. For example, a physician can view a graph of a patient's blood pressure over a period of time to aid in a diagnosis or assess the effectiveness of a treatment.





Activity Scheduler

The Activity Scheduler automatically schedules required follow-ups and recurring appointments and allows for the entry of one-time appointments. It also allows users to access a chronological listing of appointments that act

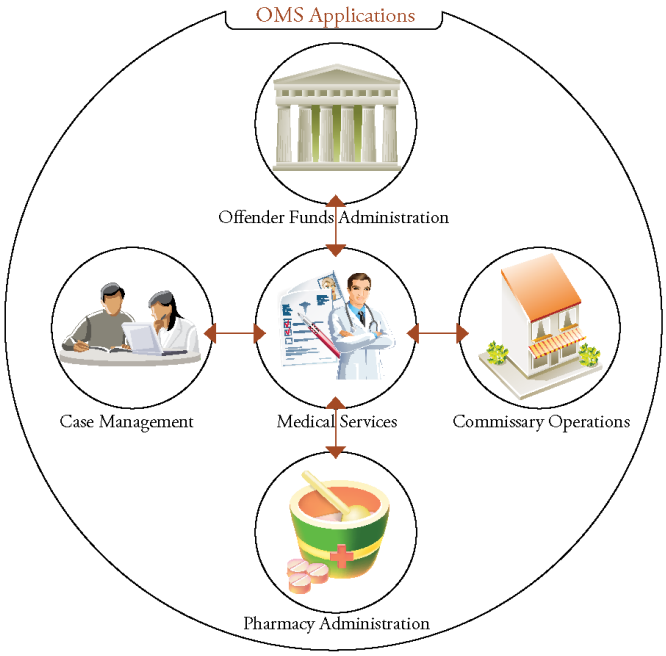
as a to-do list and access the necessary forms for each appointment simply by clicking a button.

Reporting Capabilities

Extensive reporting options allow providers to see important data quickly. Some examples of reports include: Diagnosed Problems, Diagnostic Impressions, Data Report (statistical information), Chart (an inmate's entire medical record) and Devices/Equipment. Many of the reports can be configured to show counts of inmates currently in the system or cases diagnosed within a user-specified interval to support internal analysis as well as legislative inquiries.

Integration with Legacy Systems

- Pharmacy Administration - Interfacing with ATG's Pharmacy module reduces overhead by giving the prescribing physician immediate feedback on contra-indications, drug interactions and drug allergies so that prescriptions are correct the first time. It also cuts costs by immediately transmitting the prescription to the pharmacist instead of requiring a paper prescription to be physically transported to the pharmacy.
- Case Management - EHR is pre-configured to work seamlessly with ATG's Case Management to share relevant medical information with counselors. Using ATG's unique data transfer system, medical records are automatically transferred with an inmate from institution to institution.



ATG has extensive experience in customizing systems to ensure a perfect fit with the DOC's existing systems. For example, EHR can interface to the existing case management system so that the medical system will pass on work restrictions, limited activity notices, scheduled appointments and move inmate medical records based on inmate transfers recorded in the case management system.

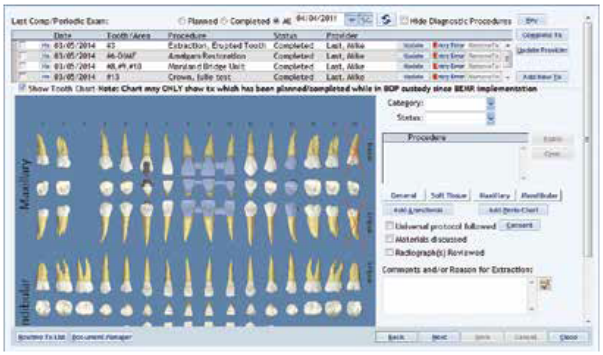
Integration with Cooperative Systems

Several other ATG applications are designed specifically to interface with EHR to enhance its benefits, including:

- Trust & Restitution Accounting – EHR is designed to implement medical co-pay quickly and easily when interfaced with ATG's Trust & Restitution Accounting.
- Commissary - When interfaced with ATG's Commissary Administration module, EHR can enforce restricted access to certain commissary items based on physician orders.

OFFENDER DENTAL HEALTH MANAGEMENT for EHR

Advanced Technologies Group's (ATG) Offender Dental Health Management (DHM) module is an optional add-on to our Electronic Health Records System. It provides the specific functionality needed by dentists in correctional facilities to manage their case load. This module is specifically designed by dentists who have extensive experience working in correctional institutions and addressing the dental needs of offenders.

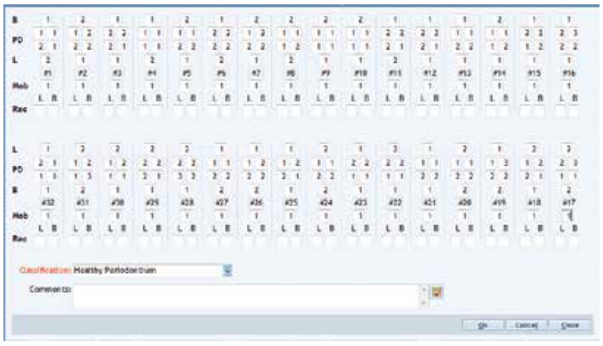


DHM enables dental health personnel to document the offender's current dental state.
The system visibly differentiates between missing teeth with cavities filling versus, crowns, root canals, bridges, etc. The chart also enables the dentist to record issues that are present and set the priority for their resolution.

DHM leverages many features in the Electronic Health Records System (EHR) such as scheduling, computerized prescriber order entry (CPOE) and management of offender transfers between institutions. The built-in document management system enables dentists to access bite-wing and panoramic X-rays online.

The module also supports the documentation of the offender's periodontal chart. The system's charts allow dentists to assign points to gum health and track the progress being made.

If the agency has ATG's Pharmacy Administration system, all prescriptions ordered are immediately checked for contra-indications and the screening's results are immediately provided to the prescriber. Having all the health issues tracked and managed in one location improves dental personnel's ability to better address the offender's dental needs.



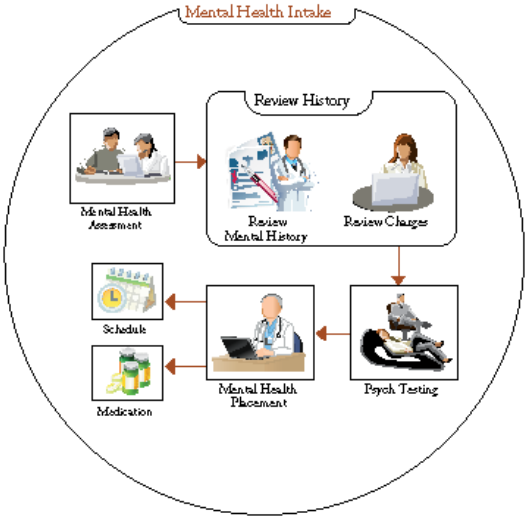
ELECTRONIC MENTAL HEALTH RECORDS for EHR

OFFENDER MENTAL HEALTH MANAGEMENT for EHR

ATG's Offender Mental Health Management (MHM) module is an add-on to the Electronic Medical Records System. The offender population has a higher likelihood to suffer from mental health issues brought on by their environment and substance abuse. This module is specifically designed by career correction's mental health personnel to address the unique requirements of patients living in a correctional institution. Medical providers in the corrections industry face unique challenges including a population with a greater need for mental health care, increased documentation requirements, the need to transfer medical information quickly as inmates move between facilities, and the difference in the behavior and veracity of inmates as compared with typical patients.

MHM leverages many features in the Electronic Medical Records System (EMR) such as scheduling, computerized prescriber order entry (CPOE), and interface to the agency's existing offender management and accounting systems. The system enables psychiatrists and psychologists to document their encounters using one of the preconfigured note processes or the universally versatile mental health encounter note process in a manner that it is usable by other service providers in the agency.

MHM enables mental health personnel to retrieve an offender's criminal history as well as assessments documented in the case management system (such as risk score, LSI-R, etc.) to help develop a full picture of the offender's criminogenic and psychiatric needs. MHM enables mental health professionals to track and address the offenders' substance abuse problems. It also captures, stores and reports the date and type of Mental Health Diagnosis, including AXIS I, AXIS II, AXIS III, AXIS IV and AXIS V mental health diagnosis.



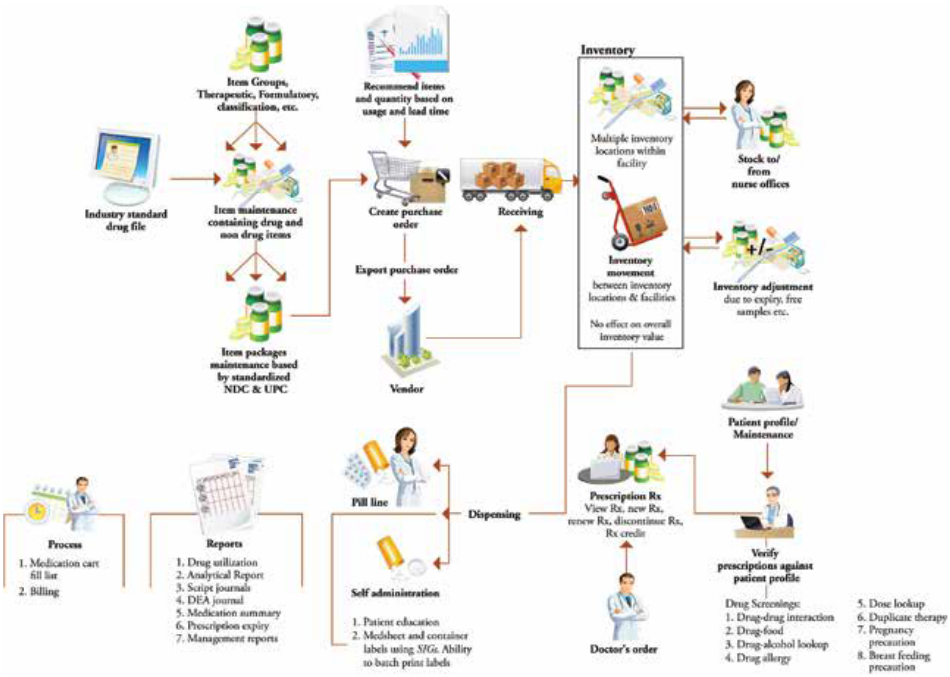
If the agency has ATG's Pharmacy Administration System, all prescriptions ordered are immediately checked for contra-indications and the screening's results are immediately provided to the prescriber. Having all the health issues tracked and managed in one location improves mental health personnel's ability to better address the offender's mental health needs.

PHARMACY ADMINISTRATION

Executive Overview

Inmates tend to need more medical care than the average individual, making the corrections industry particularly vulnerable to the rapid rise in health care costs. In addition to tracking current prescriptions and providing patient education, corrections pharmacists have the extra burden of dispensing medications in an environment where security is paramount. These special challenges demand a custom-built system. Advanced Technologies Group's (ATG) cloud enabled Pharmacy Administration System was designed from the beginning with input from providers in the corrections industry to cater to its unique characteristics.

Pharmacy Administration elevates the quality of care while improving inventory accuracy and management, and reducing maintenance time. Its core functionality automatically provides a full Drug Utilization Review (DUR), patient profile information and formulary/non-formulary checks as orders are being filled to help pharmacists choose the right medications. It also increases efficiency by automating many of the routine processes involved in filling orders. Extensive searching and reporting capabilities assist pharmacy personnel in managing inventory effectively, complying with applicable regulations, responding quickly to events such as recalls and applying for grants. The entire system is designed to cater to the unique security requirements of a correctional institution.



System Benefits

Enhance Usability of Information

Users can see historical and demographic information from a variety of perspectives including prescriptions containing a particular medication, type of medication, controlled substance, etc. This improves the pharmacy staff's ability to respond to situations such as product recalls or lockdowns.

Fill Orders Faster

With ATG's Pharmacy Administration System, a pharmacist can see and fill a prescription as soon as the order is entered by the physician, eliminating the need for paper prescriptions and the time required to physically transport them from the prescribing physician to the pharmacy. The system prints the Rx labels (container, warning, and MAR) as well as patient education for all initial fills.

Reduce Time Spent Managing Inventory

Pharmacy Administration incorporates a very sophisticated perpetual inventory system that gives the pharmacist an accurate picture of actual drug availability. Tools within the system help pharmacy personnel make more timely and profitable ordering decisions resulting in more efficient inventory management.

Lower Purchasing Costs

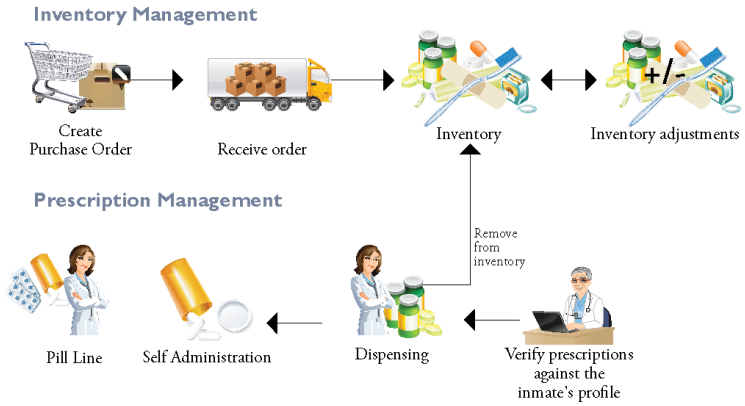
The system maintains detailed usage information to aid administrators during contract negotiations with suppliers. In addition, it uses complex algorithms that evaluate cost, discount incentives, packaging, current inventory and rate of usage to make purchase quantity recommendations. This process is designed to substantially reduce acquisition costs and personnel time required to manage the purchasing process.

Improve Security

With paper records, anyone who can access records can also edit and delete them, and there is no way to restrict access to just a portion of an inmate's record. The Pharmacy Administration application allows administrators to specify group and user rights to individual screens, thereby controlling the type of information accessed. Rights for a screen can be set to view, update, or delete data. In addition, all dispensed items are recorded under the technician and/or pharmacist name for auditability.

Increase Data Accessibility

All prescription history information is available to authorized users electronically, reducing time spent hunting for and retrieving paper files. It also reduces information loss due to misplaced or misfiled papers and eliminates the cost of managing a paper data store. All information is kept in a standardized format developed with input from industry professionals to be as easy as possible to use.



System Features

Prescription Management

Whether using "pill-line", "self-administration" or both, pharmacy personnel have a variety of tools at their disposal to make the order filling and maintenance processes more efficient and accurate, including:

- Full DUR, including drug allergy check, drug/drug interactions, min/max dosage check, drug/age conflicts, duplicate therapy, drug to food/alcohol interaction, and adverse drug effects and precautions.
- Non-Formulary enforcement and approval process.
- Ability to easily renew, refill and discontinue prescriptions.
- Electronic cart fill list with flexibility to Reverse, Update Cart Fill List.
- Return and credit of unused doses and refills.
- Flexibility to connect and dispense remotely from any institution.
- Ability to customize and build SIGs. Automatic translation to full text directions from abbreviations.
- Warnings are supported by full text monographs derived from primary pharmaceutical and medical literature.
- Ability to print patient education in both English and Spanish.
- Ability to print container and MAR labels including batch printing capability.

Advanced Inventory System

The system's real-time inventory tracks actual availability of drugs and determines when to reorder from suppliers. It also provides advanced administrative capabilities to help the pharmacist complete inventory management tasks quickly and accurately. Additionally, the system can:

- Allow multiple inventory locations per facility.
- Support inventory adjustment, movement and stock sale.
- Make bulk adjustments.
- Use industry standard 'NDC' and 'UPC' for ordering.
- Electronically interface with large suppliers such as AmeriSource, Cardinal, and McKesson.
- Recommend drugs to order based on past consumption and active prescriptions.
- Automatically suggest alternatives if a drug has a cheaper substitute available, helping the pharmacist.
- Reduce average cost per unit.

Administrative Tools

Pharmacy Administration System provides a wide range of tools to assist the pharmacist in administrative tasks. These tools provide reliable, automated processing of routine management activities and proactive storage of essential information including:

- Records NDC in case of self carry to facilitate product recalls.
- Maintains all medication on patients in a single easy to read profile.
- Complete drug data updates including drug utilization review and patient consultation.

Extensive Searching and Reporting Capability

The system's many reports give Department of Corrections (DOC) personnel the information they need to negotiate better terms with suppliers, answer Legislative inquiries and apply for grants and research opportunities. These capabilities include:

- Ability to search drugs by dosage form, route, generics/brand
- Flexibility to see data for any user-selected date range
- Ability to group drugs by different therapeutic, pharmaceutical categories (i.e. formulary, psychotropic, controlled substance drug)
- Drug Utilization Report
- Script Journal
- Drug Enforcement Agency (DEA) Journal
- Med Summary
- Prescription Expiry
- Prescriptions by Provider
- Inventory Report
- Billing report of medications by facility
- Drug File
- Non Formulary Requests
- Pill Line
- Rx Stats

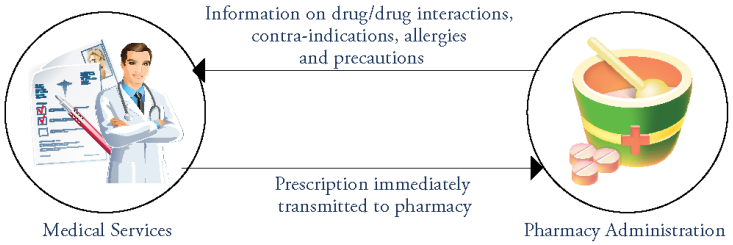
Integration with Other Systems

Since corrections pharmacy systems do not exist in a vacuum, Pharmacy Administration System is designed to integrate seamlessly with other ATG products as well as outside systems. Integration with ATG's Electronic Health Records System provides instant access to a patient's medical history and health information. This interface also gives prescribing physicians the most up-to-date information on drug, drug interactions, drug allergies, contra-indications, duplicate therapies and other factors to help them prescribe medications efficiently and safely.

ATG will also customize Pharmacy Administration System to work with the DOC's existing systems, such as case management and banking, to provide additional benefits such as:

- Medical and pharmaceutical co-pay
- Immediate delivery of prescriptions from physicians to pharmacy personnel
- Transmission of pharmaceutical information such as food restrictions to inmate counselors

Integration with OMS Medical Services



Integration of Pharmacy Automation Equipment

Handheld Devices

ATG's Pharmacy Administration interfaces with handheld devices. These devices allow a medical provider to operate away from the desk in instances such as a pill line in a lock down unit. Utilizing handheld devices allows documentation to be completed at the point of care, thus reducing the chance of an error. Additionally handheld devices can be utilized when receiving inventory. Staff can quickly scan incoming inventory to efficiently receive an order and update inventory in the pharmacy system automatically.

Dispensing Robots

ATG's Pharmacy Administration interfaces with Robot Systems such as those manufactured by ScriptPro or Parata. As orders are completed in the pharmacy, dispensing requests are sent in real time to the robot for fulfillment. Processing and verification information can be sent back to and recorded in the pharmacy system.

Dispensing Cabinets

ATG's Pharmacy Administration interfaces with dispensing cabinets such as those manufactured by Pyxis and Omnicell. In these instances, new orders are immediately available for pill line administration. Utilizing these dispensing cabinets streamlines existing processes, while providing improved patient care and reducing negative outcomes.

INMATE TELEPHONE SYSTEM

Executive Overview

Advanced Technologies Group's (ATG) cloud enabled Inmate Telephone System (ITS) is designed to provide the Department of Corrections (DOC) with a scalable, robust, and secure platform. The system uses the latest technology and features to provide flexibility and consistency. With support for pre-paid collect and debit calling, the system allows the DOC to control costs and maximize revenue. ITS supports lockbox operations and links to inmate trust funds and commissary systems to support money collection and management.

ITS architecture significantly reduces operational costs by enabling agency to centrally set control parameters, allowing institutions to modify rules within the centralized parameters and controls. The system includes a wide array of reports to manage the operations at an institutional and agency level. The ITS software interfaces with many different hardware PBX platforms. Agency can choose different hardware providers to manage the telephony processes, and use ITS to impose the agency's business rules on the PBX hardware.

A high level overview of the process is diagrammed below.

Inmate Telephone System

Inmate Phone System Benefits

Support for Debit and Pre-Paid Collect Calls

The system has been designed as a debit calling system to support the current approach to inmate phone systems by various DOCs. It provides a pre-paid collect mechanism where a called party submits funds to the ITS and optionally designates the funds to be used by inmates for calls to only that party.

Centralized Control and Reporting

ITS has been designed to be scalable to support institutions small and large. The servers can be configured to operate independently or through a centralized parameter set that can be optionally overridden by the individual institutions. Office reports are configurable by the user to provide key information and data that can be exported or directly linked for interaction with outside financial systems.

Scalability

ITS has been designed with ATG's, unique inter-site communication technology to support many servers that can report their transactions, call recordings and control parameters to one or more central network centers. An institution can be serviced from centralized or local phone server(s).

Live and Mandatory Monitoring

ITS provides features to assign varying priorities to called parties, inmates and locations. The combined risk level of a call sets its priority for monitoring. The priority also determines if a system should automatically switch a monitoring station to monitor a high priority call over another. Mandatory monitoring refers to the system's ability to call and 'patch-in' a remote monitor on a phone.

Digital Recording

Utilizing the concept of priorities, ITS can also monitor select or all calls to a standard file. Additionally, the system also captures key authenticity markers and can validate a call recording as original or modified.

Accurate Call and Dollar Accounting

ITS follows other ATG modules, in that it has the ability to accurately deliver auditable and trustable data for both call accounting and revenue management. Financial and transactional reports ensure easy reconciliation.

Links to Trust Fund and Commissary Systems

ITS works with other ATG modules directly out of the box. It is configurable to work with a departments' existing technology to manage money transfers from inmate funds or lockbox operations.

Language Specification

ITS allows inmates to specify English or Spanish for both parties in order to control the language for titles and prompts for all interaction with the system.

Inmate Phone System Security Highlights

Pre-authorized Phone Lists

The system only allows outgoing calls to a pre-approved list of phone numbers. The phone numbers are provided by the inmate and can be entered manually or imported using a bubble form scanning technology or interfacing with inmate kiosks. The institutional staff authorize the phone numbers and may designate certain numbers for monitoring and recording.

Scrutiny Through Automation

The automated processing of monitoring and digital recording are controlled by pre-set priorities and actions set at the phone number, inmate, location or a combination of the three. The system can block calls based upon monitor availability and can even 'patch-in' a remote monitor on a cellular line.

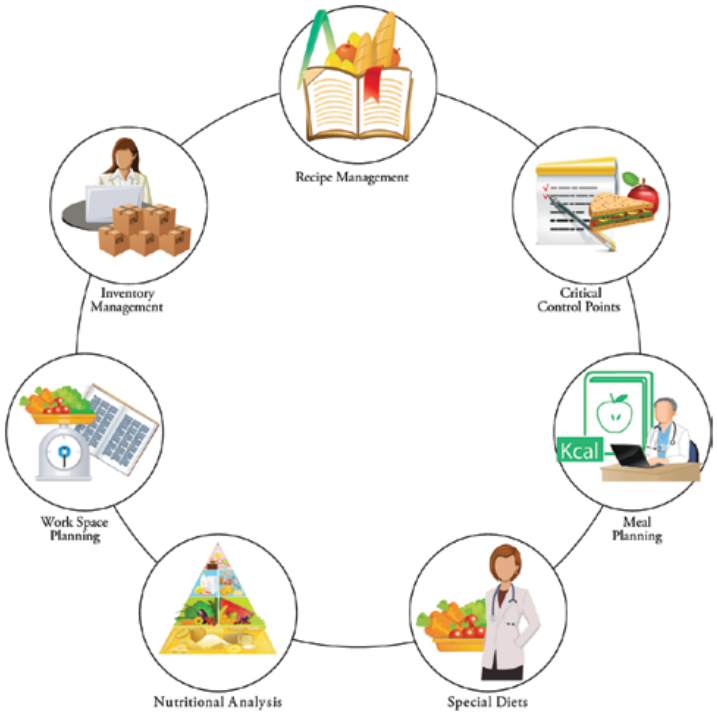
FOOD SERVICE MANAGEMENT SYSTEM

Executive Overview

Providing nutritious, low-cost meals to ever-increasing numbers of offenders is a formidable challenge that Department of Corrections (DOC) face today. The Advanced Technologies Group's (ATG) cloud enabled Food Service Management System (FSMS) addresses this challenge in a manner that benefits offenders and agencies alike. The system incorporates features that help agencies reduce the cost of procurement and nutrition analysis. The FSMS also includes specific work processes that enable agencies to employ and train offender workers; this employment allows DOC agencies to reduce labor costs while providing the offenders with productive activity and skills that can be useful in gaining employment upon release. The system is a web/browser based solution, with a centralized database built on the latest technologies in the industry. This provides DOC agencies with the performance, scalability, and integration needed to feed large numbers of offenders in the most cost effective manner possible.

Integration

Successful food service programs require a high level of coordination between different sites and processes. FSMS achieves this coordination by integrating all of the key components of food services–meal planning, nutritional analysis, purchasing, and inventory management–into one easy-to-use system. Each component communicates automatically and seamlessly with the others, sharing data that drive decisions made by food service staff. FSMS users can create recipes and menus, track inventory in real-time, generate purchase orders, and complete other related



tasks, all aided by information pulled from the integrated system.

Increased Efficiency

FSMS saves money and reduces waste by generating more accurate food consumption projections and streamlining purchase order processes. The system's purchasing module analyzes upcoming menus and current inventory to automatically determine a list of items to order. These recommendations are not based on past data, but rather a projection of future consumption, which is more relevant.

The system has a unique methodology that eliminates the wastage that occurs when the same generic item has different packaging options. By enabling and encouraging users to set up recipes using generic items, the system is able to manipulate available packaging options so that the agency gets the best pricing possible.

Reports

FSMS includes numerous reports that quickly and succinctly present the information needed for business decision making. Authorized users can create a variety of reports on cost analysis, inventory control, special diets, menus, recipes and other subjects, within any date range. FSMS uses the current USDA Nutrient Database to provide nutritional information on the recipes and menus, which helps administrators to plan complete meals that meet their operational requirements.

Local Functionality and Central Oversight

FSMS adapts to each user's job function. Power Users, typically central office staff, are named personnel designated to perform all necessary setup steps and define the controls that manage overall system operations. They can make changes to the system centrally that are then consistently enforced at all institutions.

Users at individual institutions find that there is virtually no duplication of effort; all the recipes and ingredients entered by the Power Users are automatically available to them. Furthermore, the system's workflow enables them to operate local kitchens in the most expedient way possible.

All data entered is then available for later analysis. Institutional users can run reports that provide detailed information about their local operations. Central office users can view data pertaining to all facilities under their supervision, enabling central office staff to perform their oversight responsibilities and to evaluate the progress and efficiency of field staff.

System Features

Items and Item Packages

- FSMS simplifies many components of food service through the system's distinction between Items and Item Packages:
  - An "Item" is a generic food, supply, or ingredient, irrespective of its brand or the quantity in which it can be ordered.
  - A single Item may be linked to multiple "Item Packages", which do specify package size and brand. For example, the Item "cheddar cheese" could be linked to the Item Packages "Sargento cheddar cheese 20 lb. case" and "Kraft cheddar cheese 40 lb. case".
- In FSMS recipes and menus reference the generic Items, as opposed to Item Packages, so that ingredients are defined without brand name or package size restrictions. The ordering and receiving processes automatically translate items to the Item Packages. This allows food service staff to purchase the most convenient and cost effective brands and package sizes without having to change any information in the menus or recipes. This distinction also prevents users from unknowingly purchasing or requisitioning ingredients when different versions of the same ingredient are already available.
- The inventory system recognizes all Item Packages as acceptable versions of the Item, which enables users to accurately issue inventory to necessary locations.
- In order to maintain consistency throughout the system, only agency identified power users can create new types of Items and Items Packages.

Recipes

- FSMS enables users to store recipes in the system.
- Local users print recipes and give them to kitchen staff.
- The system automatically scales recipes to produce the desired number of servings based on population, serving size and predictions of the recipes' popularity with consumers.
- Recipes include cooking, serving, and critical control point safety instructions, as well as a list of necessary cookware and utensils. As a result, kitchen workers have all the information needed to prepare and serve food readily at hand. The instructions are presented in sufficient detail that inmates can be trained to perform these tasks, giving them a useable skill and reducing agency labor costs.
- Recipes are usually created at the central level in order to streamline inventory and maintain consistency.
- When an authorized user creates a new recipe, it must be placed within certain pre-existing parameters, such as

food type, serving size, and pan size. Thus the system ensures that all kitchens have the means to make the recipe and that it will be included in system reports.

- Users select recipe ingredients from Items already registered in FSMS. This ensures consistency in data entry and also eliminates the potential duplication of ingredients and wasted purchasing.

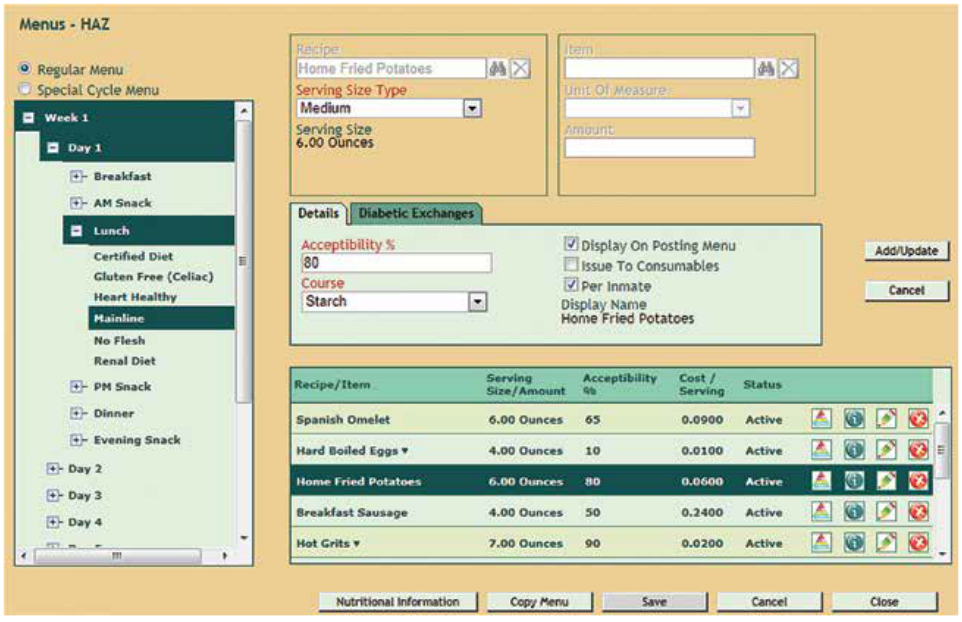
Menus

- FSMS allows users to build a multi-week menu cycle that details the contents of every meal that will be served each day.
- Menus include serving size and cost per serving of each food item or recipe, as well as quick links to recipe instructions.
- The system has the ability to run nutritional analyses of daily meals or parts of meals, which help institutions to fulfill their operational requirements.
- Menus also contain "acceptability" predictions of what percentage of eligible offenders will choose to eat each menu component. These predictions form part of the equation to recommend items for purchase.
- The system allows for an unlimited number of menu types for offenders with dietary restrictions. Offenders can be individually assigned snacks by medical staff as needed.
- Users can create a "special cycle" to include holidays and other events that necessitate menus outside of the normal multi-week cycle.

The menu screens enable institutional staff to view useful information about menu scheduling, nutrition, serving size, cost and popularity in one place.

Purchase Orders

- When the time comes to purchase items, FSMS makes purchase recommendations based on upcoming menus and projections about the consumption of each meal, to ensure that all necessary ingredients will be available in the kitchens.
- These recommendations are not based on past purchase orders and consumption, but instead on an advanced equation that creates a far more accurate order. Factors include:
    - Recipe or item acceptability
    - Projected population of consumers
    - Ingredients already in inventory at the kitchen, storage area and warehouse
    - Outstanding purchase orders
    - Item Package units of measure
    - Restrictions on purchase of items based on budget, vendor, etc.
- Users may review all items recommended in a purchase order and add, remove or adjust items manually
- Purchase orders can be based on pre-approved budgets, or created on a weekly or ad-hoc basis.



- Once orders arrive at the warehouse or kitchen, the user electronically verifies that the purchase order is complete in order for the stock to become part of the tracked inventory.
- FSMS also has the capacity to manage partially complete and backordered purchase orders.

Inventory

- FSMS supports real-time inventory management and movement between multiple locations.
- The system can run up-to-the minute reports on inventory, by location or by item.
- In general, items remain part of the system's traceable inventory until they are issued to an individual facility or kitchen for use, at which time they are considered to be consumed.
- Inventory Adjustment: Users can also manually adjust inventory quantities in various instances, such as when a keying error occurs or based on physical counts. Users input either the new quantity on hand or the adjustment quantity and the system completes the calculations. FSMS has reports that track these adjustments.

Issuing

- FSMS is designed to have two different ways to issue items out of inventory:
    - As part of Recipe Consumption: The ingredients and items that make up the meals on the regular menu cycles. The system recommends these items based on upcoming menus.
    - As a separate Consumable: Items that are not part of a meal can be issued out of inventory manually. This can be used for things like condiments that are not tracked by the meal or for things like cleaning supplies. The user selects these for issue independently of system recommendations.
- Users can view reports on past issues to track the movement of any item in a given date range.

Cost Analysis

- FSMS has reports that provide financial analysis, such as the cost associated with specific menus, recipes, or food items.
- Every item is assigned to a food cost category, which enables users to assess how funds are being distributed across different categories.
- The system calculates a cost per offender for the actual population rather than the predicted population, producing more accurate and useful reports.
- This cost analysis is designed to enable agencies to compare different institutions or operations and identify those that have an operational efficiency advantage.

Nutrition

- FSMS uses the USDA Nutrient Database to provide current nutritional values of food.
- Users link Items to nutritional information; new Items cannot be added to the system without this step.
- Users can then run nutritional analyses on individual items or recipes, or on entire meals; the system will analyze the USDA database incorporated into the system to generate the necessary report.
- These reports enable dietitians to verify that meals meet accreditation standards and ensure that individual dietary needs are met.

Security

- Each user's security can be individualized so they only have access to pre-determined list screens and reports. Typically the administrator will create different "security groups", and assign screen and report rights to each group. The administrator then adds users to one or more security groups; the system automatically gives the user the combined rights of all the security groups to which the user belongs.
- FSMS can be configured to divide control in different ways between local and central systems, according to the preference of the correctional organization.
- Additions or changes to information that broadly impact system activities are made via maintenance screens that can be limited to a very select few users. Other users can view and use the data; this segregation of capability dramatically reduces the possibility of accidental changes or tampering.

Other Features

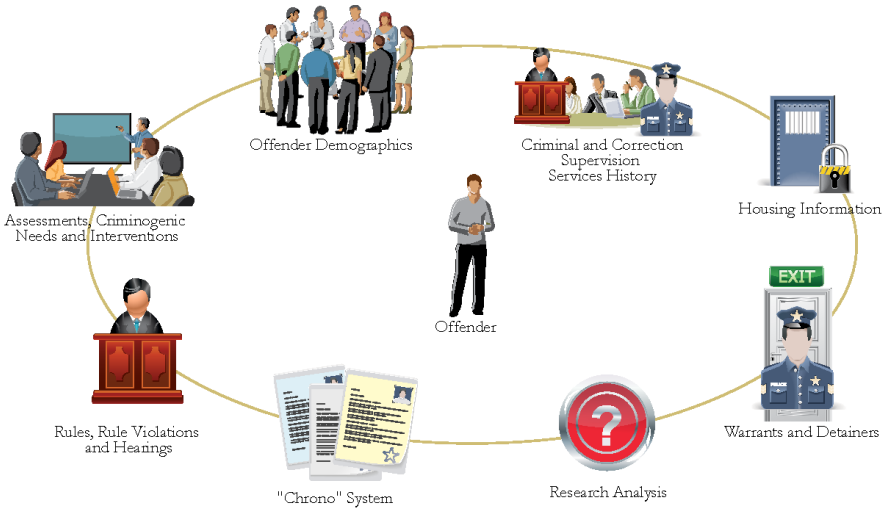
- FSMS can track staff and visitor food consumption separately from offender data.
- The system allows users to individually manage offenders with special diets and to run various related reports, including projections of how many offenders will eat each type of meal.

CASE MANAGEMENT

Executive Overview

An offender typically interacts with multiple Department of Corrections (DOC) personnel during the different stages of a crime's adjudication: pre-trial interviewers, pre-sentence investigators, counselors, correctional officers, etc. Advanced Technologies Group's cloud enabled Case Management software is unique in its capability to support the entire continuum (pre-trial, incarceration, parole and public safety) of correctional services in a single integrated system. At each stage, DOC personnel spend considerable time and resources collecting necessary information. The majority of information garnered is stored locally in paper files or incompatible systems that are inaccessible to other DOC personnel. The expense of repeated data collection may be incurred upward of ten times during the first 60 days of interaction with an offender. Further, considering that a typical offender passes through the judicial and corrections system multiple times during their lifetime, the amount of redundancy that can be eliminated by a well-crafted central information system capable of supporting the various corrections services becomes overwhelmingly evident.

DOC typically represents one of the largest discretionary spending line items of a state budget. With offender population as well as cost of administering an offender ever increasing, DOC needs a system that can help evaluate the effectiveness of various programs and help identify under-utilized resources. At the same time, correctional officers and counselors need detailed individual information presented in a context that will aid in their efforts to increase personnel safety and reduce offender recidivism. A central information system designed to support such analytics enables the DOC to make more informed decisions and be more responsive to the legislature and other agencies. OMS Case Management addresses all of these issues by enabling agencies to have a centralized system that provides a comprehensive view of offenders and dramatically improves employee effectiveness.



Design Process

OMS Case Management software solution is specifically designed for the corrections industry. The design process included interviews with users representing all the different institution, residential, field, and central office services provided by the DOC. The representatives described in detail their operational processes and data collection needs.

The system was carefully crafted to support all workflows, screens and reports before the system was actually developed. Over the years, the system has incorporated feedback from thousands of users, further improving usability.

System Features and Benefits

The system enhances efficiency by ensuring functionality follows user workflows. By consolidating all offender information into one cohesive system, Case Management eliminates duplication of data collection and entry, ensures that everybody has the most current information, and enables useful information to be widely and easily distributed. The system incorporates a remarkable mechanism to ensure all changes are logged so that end-users are able to see the precise history of each record.

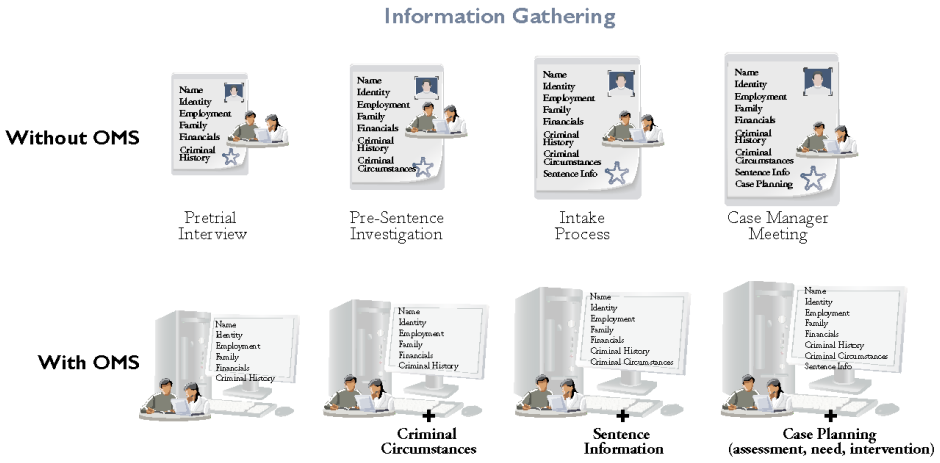
The information collected is stored in a format conducive to generating reports, reducing the effort required for daily operations. For example, the effort needed to create a Pre-sentence Investigation (PSI) is significantly shortened, since the information collected during the Pretrial Interview (PTI) process is already stored in the system. A PSI writer need only verify the currency of information stored in the system and add PSI-specific information.

The system incorporates numerous reports specifically targeting operations review, evaluating program effectiveness, and testing recidivism hypotheses. Additionally the system exposes its data to the user in a secure, simplified fashion for analysis with any standard statistic program. The system is designed to facilitate exchange of data by courts, attorneys, Department of Public Safety, Department of Transportation, Department of Human Services, etc.

Case Management supports operational processes and collects information pertaining to:

Offender Demographics

Includes identity, photographs, residential and employment information, familial and other relationships, gang affiliations, body markings, military service, financials, DNA processing, etc.



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Criminal and Correction Supervision Services History

Includes arrest, charge and sentence details, along with behaviors demonstrated. Provides a flexible time computation engine to meet unique legislative sentencing guidelines. For each charge, the system records the history of services provided such as PTI, PSI, probation, prison, work release, parole, etc.

Housing Information

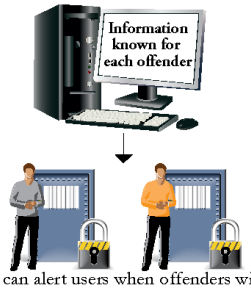
Manages availability of beds in residential facilities and prisons and supports the approval and scheduling of offender transfers between facilities. Tracks assignment considerations such as keep separate concerns, activity limitations, etc. Further considers inmate custody level as determined through integrated assessment tools. Many of the assessment criteria are automatically scored based on criminal history and past supervision behaviors maintained within the system. Manages offender sign out processes associated with residential facilities. Allows for the approval of passes and provides the mechanism to track ins/outs. Records security standards conducted including searches, drug testing, etc.

Housing Information

Without OMS

Information unknown or unavailable

With OMS



OMS can alert users when offenders with known animosity or rival STG affiliation are placed in close quarters

Property

Tracks offender property including adherence to specific property policy limits. Records property disposition history and manages supporting documentation.

Assessments, Criminogenic Needs, Interventions, and Reentry Case Planning

In addition to industry standard assessments such as LSI and Jessness, the system supports any number of state-specific offender assessment tools. The system links the results of assessments, such as criminogenic needs, with interventions undertaken. For each intervention, information pertaining to description, facilitator, dates, quality of offender participation, costs, etc. is collected. Includes the ability to manage case plans to record offender goals and progress. The case planning module allows DOC to identify and prioritize offender need. The module also provides the ability to monitor efforts to address offender need through individual progress meetings and group intervention involvement.

Assessments, Criminogenic Needs and Interventions

Without OMS

1. Are these programs applicable?
2. Has the offender completed this program before?
3. What is the offenders level of involvement?
4. Did the program attain its goals?

With OMS

- Reassessed to verify improvement
- Offender history of program participation & level of involvement

Visiting
Manages the maintenance of visiting lists and provides the mechanism to track visits.

Rules, Rule Violations and Hearings
Consolidates rules imposed by multiple sources such as court orders, housing and case manager requirements, hearing results, etc. The system supports generation of offender agreements and recording of rule violations. The system supports the administrative and judicial processes to conduct hearings, appeals and levy new penalties.

Grievances
Manages the grievance process including receipt, grievance officer response, and subsequent warden and Central Office appeals.

Parole Board
Integrates parole board processes including screening and interview scheduling. Allows for docket creation, voting and decision processing. Further integrates revocation processes. Allows for report of violation, notification, subpoena, hearing and appeal processing.

Record Alerts
The system provides a mechanism to prevent the release of an offender if a warrant or detainer is currently active. The system also tracks release notifications and facilitates victim notification.

Document Management
The system creates and stores a large variety of documents associated with offender supervision such as agreements, property receipts, disciplinary notices, etc. In addition, the system allows supporting documentation from outside sources to be uploaded and associated with an offender, eliminating the need for paper files or separate document management solutions.

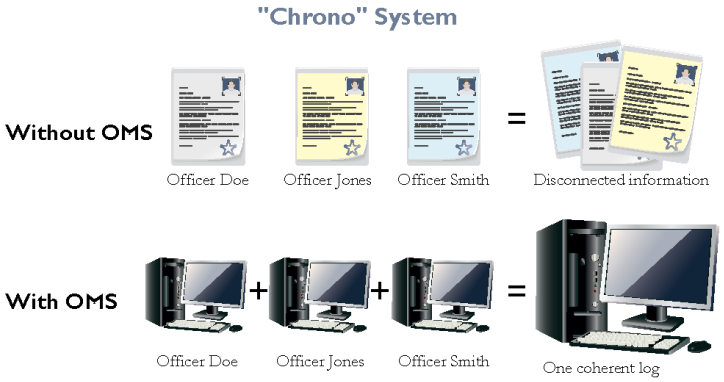
PDA Integration
Integrates the use of handheld devices to facilitate the count and round processes. Allows officers real-time access to offender information and allows for data entry increasing the time that staff remain on the unit.

Mobile Application
The community corrections mobile application provides real-time access to alerts critical to staff safety. The application provides mobile access to information that is most needed by staff such as case notes, offenses, security standard results, contacts, etc. The application improves staff work flow and facilitates greater direct supervision and interaction with offenders.

Kiosk Integration
Integrates the use of Kiosks to allow inmates to view information, eliminating nuisance inquires related to account balances, pass request status, etc. Further facilitates offender entry of monthly reports, pass requests, etc.

Kiosk Application
Allows for secure messaging between offender and staff, including case managers.

"Chrono" System
DOC personnel are used to maintaining a written log of notes ("chronos") detailing the day's activities at a facility. These notes serve as a communication tool between the officers and between shifts. OMS automates the entry of many "chrono" notes, while preserving the officer's ability to create additional notes that OMS automatically categorizes to simplify data retrieval.



INVESTIGATION SYSTEM

Executive Overview

Security and efficiency at correctional institutions require advanced methods of organizing and communicating all types of information. Advanced Technologies Group's (ATG) comprehensive cloud enabled Investigation System (IS) provides correctional agencies with the means to store, analyze and disseminate the massive amounts of data collected in institutions every day. Our IS replaces outdated methods of recordkeeping with a streamlined, highly-automated system that manages data in all of the following areas:

- Security Threat Group membership and roles
- Managing and protecting Confidential Informants
- Incidents Reporting and Tracking
- PREA and Use of Force documentation
- Evidence items and subpoenas for these items
- Mechanism to collect General Intelligence
- Cases (Investigative and non-investigative)
- Referrals of cases and incidents to other agencies
- Breathalyzer and Urinalysis management

Easy-to-use data entry screens ensure that collected information is both sufficiently detailed and uniform in structure. As soon as data is added to IS, it is instantly available to all authorized staff. These elements facilitate better information-sharing across the entire agency.

Time-Saving Integration

One of the many advantages of IS is the level of integration between the system's different components. Cases, incidents, and items can be linked to each other to provide staff responsible for security and investigation (SIS) with all pertinent information in one place, even if the various components were added to the system at different times, by different people. Much of the linked data is automatically copied to the appropriate new fields, which reduces time spent adding redundant information to the new forms. Additionally, because the system connects all facilities within the DOC, inmates' information travels with them when they are transferred from one facility to another. This not only ensures that staff at the new facility will be prepared to receive each inmate, but it also saves them the effort of reestablishing facts that have already been determined, such as offenders' involvement in Security Threat Groups.

IS also creates a place for data and intelligence that do not specifically pertain to existing investigations. The "Intelligence" template transforms information that would otherwise have gone unrecorded or been noted in an obscure location into searchable data that can be used in future investigations.

Data in Real Time

IS allows authorized users at the institution or in the central office to view cases, incidents and other information as soon as they are entered into the system. This means that officials have up-to-the minute data on virtually all events within facilities as they unfold, which helps to maintain the security and efficiency of each institution and of the DOC as a whole. Users can also run system reports, which use real-time data to analyze institutional activity and identify trends.

Secured Access

IS is designed to accommodate users with various levels of clearance throughout multiple facilities. The system grants users specific rights based on their job classification, and those rights can be further customized for each individual user. Generally, central office staff can view data at all locations while local users can only access information related to their own facility or situations involving offenders currently under their direct supervision. Additional safeguards maintain the integrity of system data by ensuring that closed cases and completed incidents cannot be changed retroactively without logging the change in the system.

System Features

Security Threat Group

- The Investigation System implements a centralized, accurate process of validating Security Threat Group (STG) assignments that allows assignments to travel from facility-to-facility with the inmates: Local SIS staff members submit claims to agency-designated experts, who make the ultimate decision about offender STG involvement. This prevents the redundant and sometimes uncertain task of determining threat group membership at the institutional level.
- Local users input criteria of group involvement, which must include photographs or other documentation, into the system. The evidence is received and evaluated by agency-designated expert staff. Each validated criterion

is awarded a point value, and when the offender has accumulated the appropriate amount of points, he or she is assigned the role of associate or member of the STG. Because these assignments are validated by expert staff, they remain relevant at every facility under their jurisdiction.

- An offender's status as a leader or a dropout of an STG must also be determined by expert staff and subsequently trusted by all locations.
- Once an offender's membership in a threat group has been validated, institutional staff can autonomously evaluate that offender's place in the threat group's local structure using the Local Organization Chart. Users can organize offenders in a hierarchical chart that includes each offender's photograph, their centrally-determined assignment and their local rank as determined by institutional officials. Unlike official STG assignments, local designations do not remain with the inmate when he or she is transferred to a new facility. Rather, they are a means for local officials to analyze the structure of each STG within their own institution.
- IS can compile a variety of STG reports, including a roster of all validated offenders in a given institution. This and other reports save the time SIS staff spend collecting the information manually.
- One STG subtype, the Security Threat Profile, enables agencies to track other potentially threatening offender skills or characteristics. This categorization goes through the same central validation process as membership in organized threat groups.

Confidential Informants

- Using IS, authorized staff can electronically manage confidential informant identities securely and easily.
- IS uses an encoded numbering system to preserve anonymity of informants. Identities can only be viewed following an authorization process involving two separate users.
- Storing confidential informant information in the system is a much simpler and safer method than maintaining records on paper.

Incidents

- The Investigation System dramatically improves the process of creating and disseminating incident reports within the agency.
- Local staff members use a template that is specific to the type of incident that occurred, which improves quality of data collected and ensures consistency among incident reports and allows users to search for the incident in the system later on.
- The incident template requires users to fill in important information such as:
    - The type of incident and its location.
    - Inmates and others involved, and any medical attention required.
    - A description of the incident.
    - Pertinent photos, videos or documents.
    - Lethal weapon discharge information, as applicable.
- Incidents are first held in a draft state, where authorized personnel can still view them, until they are submitted. Once an incident report is complete, it is automatically sent to prearranged recipients.
- Use of Force: When incidents involve use of force on an offender by institutional staff, the system requires users to complete additional review to provide key Use of Force documentation. This includes the reason for the use of force and information about any weapons, chemicals or other methods of control employed.
- The Use of Force template is designed to:
    - Provide a checklist of important protocol steps.
    - Identify opportunities for further employee education or training.
    - Form a vital part of defense, should any legal action arise from the incident.
- The system collects data in a form that can easily be reported to ASCA's Performance Based Measures System, which allows administrators to compare information with other institutions.
- Queues: Wardens can view a list of outstanding incidents that require their review.
- Through its use of electronic templates, IS enables users to record incidents faster and more thoroughly than ever before, while allowing central office staff to view data in real time.

Items and Evidence

- IS also allows institutional staff to log and track any unusual items discovered within the facility, whether or not they are definitively related to a case or incident. This enables agencies to maintain a thorough electronic record and to easily connect items to investigations, all without wasting time copying redundant information.
- Using the item template, staff record important information such as where each item was found, who found it, and it's new, secured location. Users must also state whether the item is contraband, a biohazard or excessively valuable.
- If an item is considered to be evidence, the user must indicate this, and he or she is required to provide additional information, including the item's current disposition and chain of custody forms. The item then receives a separate, searchable Evidence Control Number.

- Items can be linked to cases and intelligence reports at any point after the items have been added to the system. Certain basic information is then automatically transferred to both the item and case records, which makes it even more easily accessible and eliminates the need to re-enter important data into the system.
- The Item Search feature allows users to search for all items or evidence entered into the system within a given date range and can narrow the search by item type or item number. This allows staff to examine past data and investigate connections between objects and events.
- Subpoenas: IS also helps administrators track subpoena requests on any evidence stored inside each facility. The user completes the subpoena template, in which he or she adds the contact information of the requester, the names of any inmates involved, the items requested, and the result of the legal decision regarding the subpoena. The subpoena request appears automatically in the item record.
- Evidence Inventory: The system streamlines evidence inventories by generating an automated checklist of the evidence in each secured storage location. The checklist also contains a basic description of each item as well as the date it was originally placed in the secure location and the date on which its location was last verified. The inventory conductor and witness must verify the results separately, which maintains the integrity of the process.

Intelligence

- The system also contains Intelligence screens that manage any information that does not explicitly pertain to an existing incident or case, but may still be helpful.
- IS categorizes intelligence by type and prompts users to fill in information about the source and subject of the intelligence, as well as a summary of what was learned, and any inmates, items, outside entities or STGs involved. Users can search by these characteristics to find relevant intelligence at a later date.
- Intelligence Updates Notification: Users can also search for any intelligence added within a given date range, allowing officials to remain abreast of all new information as it is added to the system.
- Information unrelated to a preexisting case or incident no longer goes unrecorded or is lost in an obscure location. Instead, it becomes searchable information and potential future evidence.

Cases

- The Investigation System helps SIS staff consistently and thoroughly document cases from start to finish.
- IS contains a case template that requires users to input a high level of detail about each case, including:
    - o Staff/offender involvement
    - o Personal statements and summaries of the events
    - o Supporting documents and/or photographs
    - o Crime scene information
    - o Follow-up actions and conclusions
- Each case, therefore, has a consistent, easy-to-view structure.
- Cases can be linked to one or more submitted incident report. The system then automatically fills in appropriate information taken from the incident into the case fields. This allows users to quickly access all relevant data, while reducing time wasted on copying redundant information.
- Cases can also be linked to any number of Evidence Items registered in the system. As with incidents, IS automatically fills in information received from the item record.
- When necessary, the system will open the required PREA template and ensure that users enter the additional relevant information. The system presents this information in a format that makes it easy to report to the national PREA database.
- Users can search for existing cases, open or closed, in any date range by case number, location, inmate, or incident type. This gives central office staff almost instant access to information about cases in any facility under their jurisdiction. For added convenience, users can view the cases in their original template format, or they can download or print streamlined PDF versions.
- The system replaces cumbersome paper files and makes cases viewable to all authorized users, even while cases are still in a draft stage. Once the investigation and case documentation is complete, the system will take the case information through a multi-step review by authorized personnel including Captains, Associate Wardens and finally the Warden.
- Once a case has been reviewed and approved, it can subsequently be viewed online but not edited.

Referrals

- IS facilitates easy incident and case referral from the DOC to other agencies.
- Institutional administrators input the referred agency, referral reason and referred contact information into the system. Submitting data with the referral is as simple as adding the case, incident and/or inmate registration numbers; the rest of the information is collected automatically.
- The referred contact receives all information in an automatically-compiled zip via email, eliminating the time-consuming process of manually gathering all of the data. The zip file contains all of the case information, including all attached documents and/or photographs, and everything from linked item or incidents records.

- The system also allows the administrator to track the status of every referral and contains a report that lists all referral requests made within a given date range, along with basic information about each one. This gives officials and central office staff an instant overview of referrals in each facility.

Breathalyzer & Urinalysis

- IS facilitates the management of Breathalyzer and Urinalysis testing.

Other Features

- Global Inmate Search: This search instantly compiles all information in the system pertaining to a given inmate, enabling easy viewing and quick links to other offender-related screens. Data within the search includes:
    - o Demographics and housing location
    - o Photograph
    - o STG Assignments
    - o Intelligence, Incidents and Cases involving the offender
    - o Referrals and Subpoenas connected to the offender
- Institutional Activity Report: The report replaces regular activity updates prepared by the SIS staff for the warden and other officials. Authorized users run the report in order to view all recent activity within the institution, including cases, incidents, intelligence, and items discovered. All of this information is automatically pulled from data within IS. This saves time for SIS, as they no longer need to spend hours manually compiling data.
- Maintenance Screens: Much of the information inserted in system templates must be chosen from preset options, which are managed within the maintenance screens. This both minimizes typing errors and ensures that the system is flexible and can incorporate all pertinent information when generating analyses.
- Individualized Access: Each user has individualized access to screens, so staff are only able to access those screens and reports to which they have been explicitly given rights. This preserves the security and integrity of the information contained within the system and allows IS to be useful at all levels of the correctional organization.

INTELLIGENCE SYSTEM

Advanced Technologies Group's (ATG) cloud enabled Intelligence System is designed to aid in detecting and preventing unlawful inmate activity. The system consolidates and organizes information from multiple disparate systems in a manner that facilitates the identification of inmate-inmate and inmate-outside person relationships that may not have otherwise been readily apparent.

Inmates interact with other inmates or outside persons in many different ways: sending and receiving of money, phone calls, exchanging mail, participation in visits, involvement with volunteers and contractors, etc. Records of such interactions including details of persons involved are almost always managed by different systems which specialize in the particular function: telephone system, banking, visitation, volunteer/contractor management, etc. Identifying common participants across these different systems is virtually impossible without an innovative intelligence system.

Confidentiality of system details is critical and will be shared upon request.

Please see the following for additional information on the SCORE Secure Devices.

The SCORE Secure Devices put a host of entertainment, education, communication and self-service abilities in offenders' hands. Custom built on a secure Android platform, they're designed to integrate seamlessly with your facility.

Security

The SCORE Secure Device system is fully encrypted, rigorously tested and thoroughly vetted. It's used in over 340 facilities operated by U.S. Departments of Defense, Justice and Homeland Security, and several State Departments of Corrections.

Efficient Data Delivery

All program content is cached locally at your facility, which means it's available to users immediately—they don't have to rely on a live WAN/broadband network that incurs lengthy download times.

Learning Technology & Content

Every Secure Device comes pre-loaded with education and enrichment tools offenders can use to improve themselves, including academic instruction modules, life skills tutorials and eBooks.

SECURITY

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

- Firmware that cannot be replaced by anyone—even the Secure Device manufacturer.
- A purpose-built Master Control app that enforces facility security rules.
- App source code which is vetted by Keefe personnel and changed as needed.
- Completely disabled peripherals (camera, microphone, Wi-Fi, Bluetooth, etc.).
- USB communication modified to proprietary protocol.
- User ID and password authentication requirement to operate.
- A mortality timer which ensures devices are synced at regular intervals.
- Regular OTA updates by Keefe servers.

The Secure Device security is never unlocked, and it can only communicate with Keefe's kiosks using a proprietary, encrypted communication protocol.

You 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:

- We've deployed over 300,000 mobile devices used by offenders and 14,000 kiosks.
- More than 326,000 offenders use our devices.
- We handle over 1 million messages and several thousand video visits daily.
- We've delivered over 100 million songs.

In addition, our system undergoes annual U.S. government Vulnerability Assessment and Penetration Testing. Both SCORE Secure Devices are built specifically for the corrections environment, with rounded, transparent cases that are firmly fastened using security screws.

EFFICIENT DATA DELIVERY

To create a more efficient, optimum user experience, we provide a local infrastructure that offers several significant benefits:

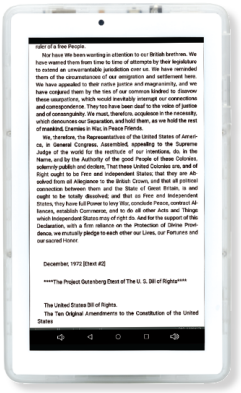
- Multiple Wi-Fi access points provide broad coverage inside housing units.
- A local caching server allows all content to reside in your facility—offenders will have immediate access to content they request, rather than having to wait (as much as 20 minutes!) for downloads from a live network.
- Since we download content directly to the devices when users request it, there is no competition for network access, no data bottlenecks and device batteries stay charged longer.
- The option to use charging stations or locked charging cabinets.
- Kiosks are only needed for activating Secure Devices or rebooting them when mortality timers expire.

LEARNING TECHNOLOGY AND CONTENT

Using SCORE Secure Devices, offenders have a wealth of options for occupying their time and enhancing their quality of life. Depending on which implementation model you choose, they can take advantage of many free and fee-based features:

Educational Content

- Life Skills Videos – More than two dozen tutorials for personal growth and successfully transitioning to life outside the corrections institution.
- Project Gutenberg e-Books – More than 51,000 public-domain books in digital format.
- Khan Academy Lite – More than 7,000 instructional videos in 2,000 categories, and support materials, which cover a broad range of common-core subjects and provide a foundation for high school equivalency testing.
- Electronic Law Library – Access to legal research tools.



Connection to the Outside

- Communication with loved ones using fee-based text, photo and video-gram messaging.
- ICS phone app.
- ATG video visitation app.

Entertainment

- Music – Free FM radio and access to music purchase or subscription plans.
- Movies – Access to 200+ movies for rental.
- Games – A suite of free, pre-loaded games, as well as games that can be purchased.
- Curated Podcasts – Access to select podcasts like TED, NPR, etc.
- Curated Websites – Access to select websites like NPR, CNN, ESPN, USA Today, Reuters, etc.

Tablets have NO access to Internet. The selected podcasts and websites are reached through a secure portal which retrieves necessary data and sends it to SCORE Secure Devices. For security purposes, data may be delayed up to 60 minutes.

Self Service

- The ability to place commissary orders.
- The ability to message staff using standardized forms.
- Access to agency documents.

PROGRAM IMPLEMENTATION OPTIONS

Depending on your facility's needs, you can implement an ownership program that allows offenders to purchase and own a device, or a shared-device program through which offenders may rent a Secure Device for blocks of time that you determine.

In either case, we provide and install all the necessary infrastructure, including:

- Secure local area network (LAN) at your agency, with access points and a local cache server.
- WAN connectivity from your agency to Keefe's cloud-hosted offender services data center.
- Interface with your jail management and banking systems.

Ownership Program

With the ownership program, offenders purchase Secure Devices for themselves. Their family members can also purchase a device for them. Upon release, offenders can ship the device back to Keefe and pay to have the security software removed. When they get it back, they can continue using the device and access any content they'd purchased.

Shared-Device Program

The shared-device program is self-funded and offers multiple rental options to facilitate broad usability. We provide the Secure Devices and charging, if needed.

With this plan, SCORE devices are added to your commissary menu and the offender uses his account to pay for Secure Device rental time, electronic messaging to loved ones and movie rental. Your agency determines rental options and the hours the Secure Devices are accessible.

Rental Options

- Minute* – unlimited usage by the minute.
- Weekly* – unlimited usage for next 7 days.
- Monthly* – unlimited usage for next 28 days.

**Subject to daily cutoff times.*

All Secure Device rentals are subject to a cutoff period at night (about seven hours) to ensure offenders have sleep time.

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, WAV
Picture Formats	JPG, BMP, PNG

ACCESSORIES

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

To learn more about adding the SCORE Secure Device Program to your institution, contact your account representative.

SCORE 7 Secure Device

SCORE 5 Secure Device

Trinity Food Service

As a national leader in correctional food service serving over 210 million meals a year, we are also able to provide our partners with a multitude of food service solutions that maximize food budgets, maintain stability and safety and keep inmate populations satisfied. As is the case with our other services, our food service focus is strictly on corrections. Our team of industry-certified kitchen specialists, dietitians and managers are committed to creating and delivering a nutritionally balanced menu customized to meet your unique needs. Whether outsourcing your kitchen responsibilities completely or operating your own kitchen and looking for assistance with product procurement and sourcing, menu creation and management, dietitian support, inmate training and/or custom food service reporting, tracking and software capabilities, we can help.

Secure Payments®

Access Secure Payments provides payees and their family and friends a fast, easy way to make court-ordered payments. By adding Secure Payments to your agency, you offer a convenient service that also helps reduce your workload and increase your collections. The best part is that it costs your agency nothing to implement the program.

The Secure Payments system can process a wide variety of transactions, including parole, probation and many types of court ordered payments. Users can make payments in many ways— via our toll-free number, online, through our app, at a kiosk, through our lock box service or at a walk-in location.

With Access Secure Payments:

- ***Staff no longer need to handle cash or money orders.***
- ***Mail room and accounting staff workload is reduced.***
- ***Payments are posted in real-time and are guaranteed. (Real time posting requires real time integration).***
- ***Exposure to fraud/counterfeit money is eliminated.***
- ***You can build in revenue-generating features to cover other expenses.***
- ***We provide all the technology, hardware and supplies.***

Access Secure Payments processes many financial obligation such as: supervision fees, program fees, drug screening, monitoring fees, child support, fees & fines, restitution, and more!

From municipal and county, to state and federal courts, CourtFunds is the contactless way to disburse payments to everyone accurately and on time, no matter what part of the transaction they play a part in – jury, restitution, child support, bonds, witness, poll workers, and more. With CourtFunds you will increase efficiencies through our contactless technology by eliminating issuing paper checks which create unclaimed funds, check fraud, replacing lost and damaged checks, hours spent reconciling the bank account, plus no more postage and envelops expenses.

Pay juror and court-related disbursements instantly and securely

Direct Disbursements

- Make funds available to jurors immediately after a jury or trial via direct deposit or pre-paid debit card
- Avoid the time, hassle and cost of issuing paper checks and buying postage
- Provide payees access to payment info on mobile devices
- Card option is convenient if disbursement recipients don't have a bank account, or if they want to keep court payments separate

Multiple Ways to Receive Funds

- ACH
- Bank transfer
- Pre-paid card (physical or virtual)
- Direct deposit
- Gift card
- PayPal

"The idea of converting from checks to a debit card system seemed a bit overwhelming and maybe just not worth the trouble. We couldn't have been more wrong. A short demonstration, a few signatures, and a small amount of banking information later, we were all set up. CourtFunds literally held our hands during the entire brief process. The jurors are happy, and we're happy. It's a win-win!

If we had any doubts about our conversion, those doubts took flight the next week. **Our checking account fell victim to fraudulent checks totalling thousands of dollars masterminded by a juror who had received a paper check from us prior to switching to CourtFunds! This wasn't the first time we had dealt with this, but thankfully, with CourtFunds handling all transactions from now on, we won't have to deal with it ever again.**

All in all, we have been beyond satisfied with the setup, the process, and the service. If you are considering switching to CourtFunds, take the plunge! We're glad we did."

Clerk of Superior Court, Clayton County, GA

Like what you see?

Learn more about how CourtFunds can help your state, county, or municipality solve its most complex pay disbursement challenges by scheduling a call with one of our payment technology experts.

Types of Payment Disbursements

- Jury payments
- Child support
- Bond reimbursements
- Restitution
- Witness fees
- Poll workers

Call 877-287-2448 • Visit courtfunds.com

Rev. 08/21

Release Pay Overview

In the last decade, correctional facilities have experienced a tremendous increase in costs associated with handling Inmate Trust Funds. In an effort to streamline and reduce costs associated with this obligation many facilities have replaced cash and checks with our debit card program. Debit cards are a cost-effective alternative to issuing traditional checks. All hardware needed to provide this service will be provided by Keefe at no cost.

Benefits of releasing inmates with a debit card include:

- ***Reduces exposure to fraud and lost checks***
- ***Eliminates uncashed checks***
- ***Easy to use. Simplifies Bank Account Reconciliation***
- ***Eliminates checks and cash handling***

The Keefe debit release card is provided through our partnership with Rapid Financial Solutions. Our debit card carries the MasterCard logo and can be used worldwide. The card will be immediately activated at the time the funds are loaded on to the card and a PIN code will be provided to the cardholder. There are no extra steps required to activate the card. This provides the cardholder with immediate access to their funds.

Our debit card is also part of a national surcharge free network – Money Pass. This means that the cardholder can get cash via an ATM without paying additional surcharge fees, when using a participating MoneyPass ATM at such convenient locations as Credit Unions, National Banks, 7-Eleven ATMS, and Wal-Mart store ATMs.

The facility can load the card with as little as $0.01 or as much as $9,700.00. There is no fee to load the card. All funds are on deposit at an FDIC insured bank. Every inmate qualifies for this program and can be issued a debit card regardless of immigration status.

Release Pay Debit Card Benefits

- *Eliminate Checks/Cash*
- *Immediate Funds Availability*
- *Reduces Lost Checks/Fraud*
- *Eliminates Check Cashier Fees*
- *Simplifies Bank Account Reconciliation*
- *Security of PIN Protected Card*
- *Worldwide Access to ATM's*
- *Real Time Transactions Account Info Available Online*
- *Mobile App*
- *Robust API for system to system integration*
- *Re-Loadable Card*
- *Allows for Direct Deposit to a US Bank Account*

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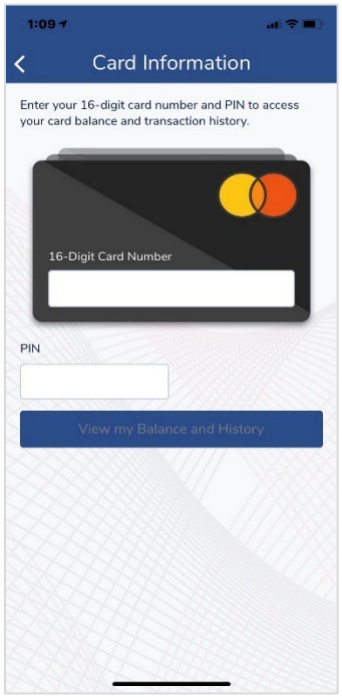
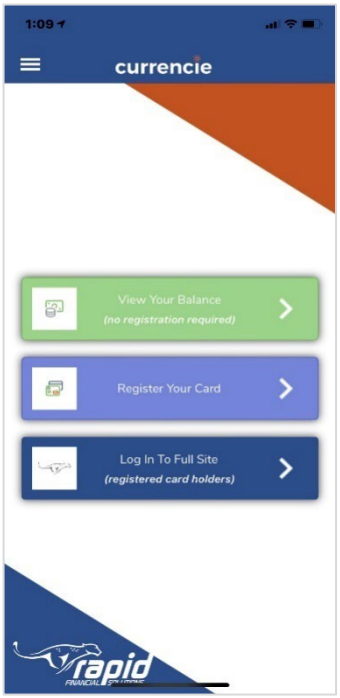
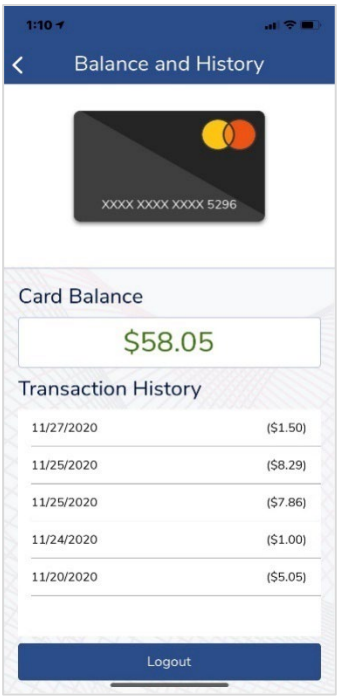
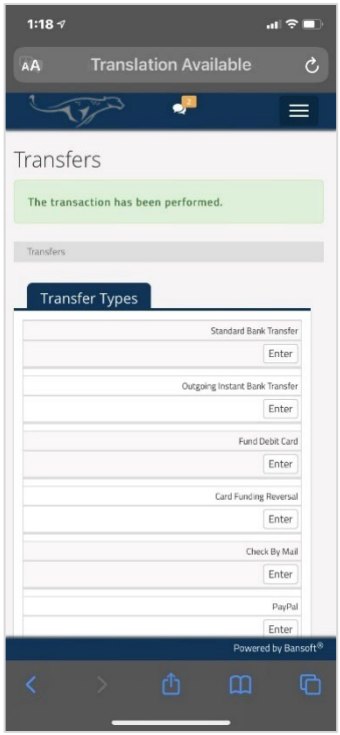
Debit Card Mobile App:

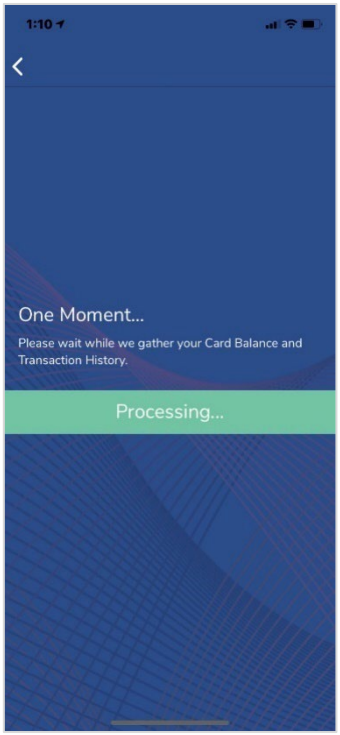
Cardholders have the ability to easily track and see all account information easily from our mobile app.











RELEASEPAY

HOW TO USE YOUR NEW RELEASEPAY DEBIT CARD

Start taking advantage of all the features the ReleasePay card has to offer.

Use your card anywhere MasterCard is accepted for Point of Sale purchases. Swipe your card at checkout and enter your PIN or run as credit.

Use your card to make purchases online. Just enter the card number, expiration date, and security code.

Check your balance and get cash at ATM's. Insert card and follow prompts. *ATM's will charge usage fees.

Go into participating banks to receive cash back off your card.

At a Point of Sale purchase select cash back option to get funds off card FREE of charge.

Transfer money to a bank or PayPal account, or request paper check from ReleasePay.

Change PIN or hear account balance by calling 877-592-1118

mastercard pulse MONEY PASS

Use your card anywhere you see these logos.

Release Pay Provides Options: How?

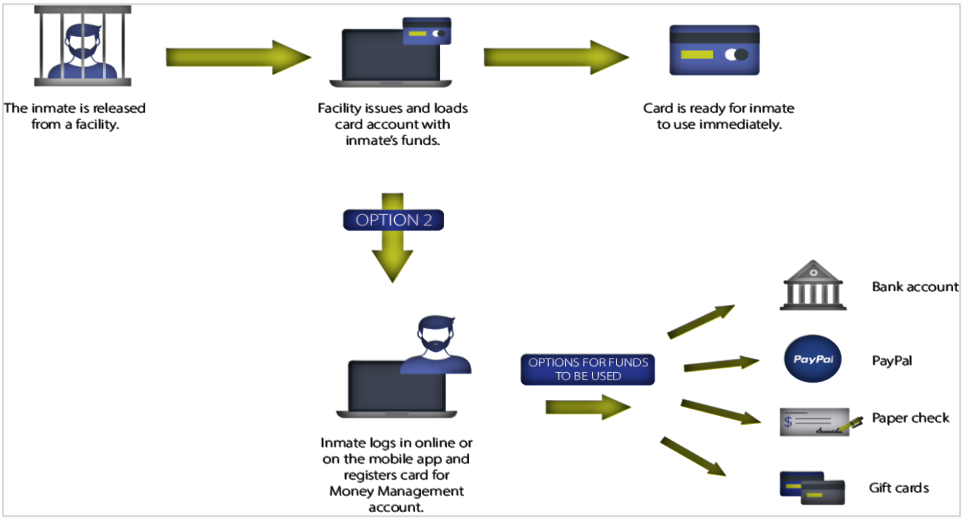
Once the facility loads the inmate's money to the card/account, the inmate has many FREE options to receive their money.

- ***Use cash advance to remove the entire balance at no charge by visiting any MasterCard principal financial institution bank.***
- ***Get cash back when making a debit transaction at point of sale***
- ***Move the money to a bank account***
- ***Transfer the money to PayPal***
- ***Buy gift cards***
- ***Request a paper check***

Each individual released is also eligible to upgrade to a personalized reloadable debit card, which includes having their name imprinted on the card and the availability of being reloadable, at no cost.

- ***No credit checks***
- ***Mobile App for complete banking experience***
- ***Reloadable from direct deposit from employer***
- ***Reloadable at Money Gram/ Western Union or from thousands of retail locations***
- ***MasterCard branded debit card that is accepted worldwide everywhere that accepts Mastercard.***
- ***See www.mintcheetah.com for full program details.***

While the inmate is deciding how best to receive their money there are NO fees incurring on the card for the first 100 days. If the inmate has not validated (used) the card or received their funds through one of the options mentioned above within the 100 days, the card/account will be accessed an inactivity fee. If the inmate realizes that these fees have occurred, they can call customer support and request a refund. Please see the program fee document for further details.



Direct Debit Vending (for inmate population)

This unique service, only available to the corrections market through Keefe Commissary Network, will allow inmates to make purchases from vending machines directly and immediately from funds they have in their inmate trust account (in the facility's banking system, either KCN's or a 3rd-party). There is no cost to the county to implement this service and KCN will provide the county with the same commission percentage offered for commissary. We have seen an increase in sales of 50%+ when implementing this program.

For example: Please review the scenario below on a facility with an average daily population of 900 inmates. Example: Direct debit vending is offered to all inmates. Current inmate average spend is $56.56/month on commissary items. With direct debit vending, assume inmates will spend an additional $28.28/month. 900 inmates* $28.28 = $25,452 in additional sales.
The direct debit vending program is very successful due to the availability to purchase immediately, plus it captures sales from those inmates who get released before commissary is received once per week.

How it works:

- *Inmate presents his/her card (containing the inmate's ID) to the card reader installed in the vending machine (card reader can also be programmed to allow the inmate's ID to be manually entered along with the inmate's PIN)*
- *Card reader displays the inmate's ID number and instructs the inmate to enter his/her PIN (same PIN used to access the kiosk)*
- *KCN system verifies this information, and if accurate, authorizes approval for a purchase to be made*
- *Once a selection has been made, the KCN system verifies the inmate's account balance (in facility 's banking system), and if the account balance exceeds the price of the product selected, the inmate's account is charged for the amount of the purchase*
- *If the product vends successfully, the transaction is complete*
- *If the product does not vend successfully, the transaction is cancelled, and a credit matching the amount of the original charge, is posted to the inmate's account*
- *Process over- another selection will require all the above steps to be repeated*

Please see the following pages for an informational brochure on Direct Debit Vending.

Direct-Debit Vending

With Keefe's Direct-Debit Vending, inmates can instantly access funds in their accounts to purchase products from a machine. Vending products are available 24/7/365, which leads to increased revenue.

Facility Benefits:

Increased sales and commissions

Potential inmate labor programs

Ability to remotely control/ disable the machine

Potential behavior modification tool

Product selection different from regular commissary list

Supplemental service to commissary

Real-time financial transactions

How it Works:

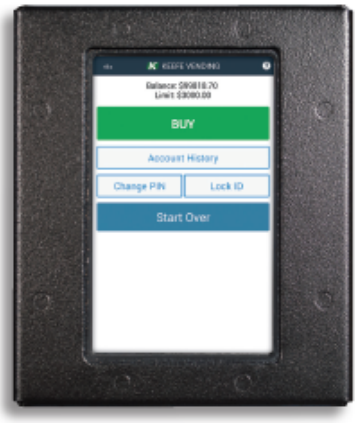
We will work with each facility to deliver and install the machines, and train staff on the program. Once the service is live, inmates will follow this process:

1. The inmate authenticates his/her identity and unique PIN at the vending machine.
2. Once verified, the inmate receives approval to proceed with purchase.
3. If the inmate's product selection is approved, his/her account balance is verified and a charge is applied.
4. If the product vends successfully, the transaction is complete and the account is immediately debited.
5. If the product does not vend successfully, the transaction is cancelled and a credit in the amount of the original charge is immediately applied to the inmate's account.

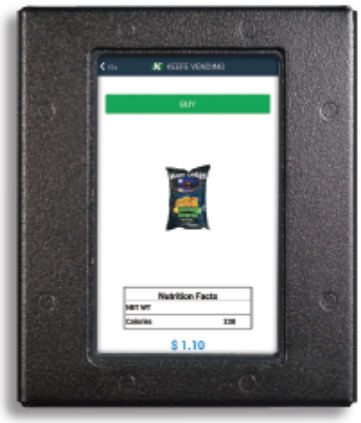
This inmate vending transaction requires little to no interaction from staff.

Touchscreen Keypad:

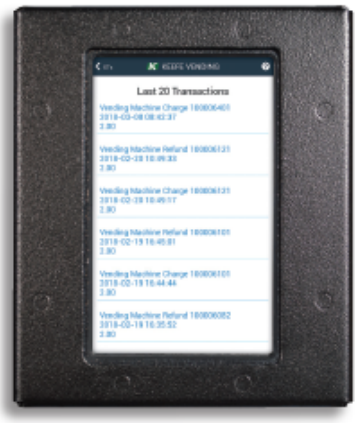
Each inmate will authenticate his/her unique ID and key in his/her unique PIN number. ID card barcode scanning is also an option.



Options on the touchscreen include Purchase, Account History, PIN management and Lock Account functions. It can also display inmate balance and spending limit.



An image of the item being purchased, along with its calorie count and price will appear before the purchase is confirmed.



The inmate's prior transactions can also be displayed to help him/her manage the account.

Customer Experience:

Since incorporating Keefe's vending services into its inmate commissary program, the Greene County Sheriff's Office has seen inmate morale improve, tensions in the pods decrease and commissary sales increase. The additional revenue has also helped supplement the inmate security fund.

"The vending service provided by Keefe has given us an additional tool that helps save taxpayer money from being spent on inmate security needs."

Sheriff Jim Arnott
Greene County Sheriff's Office

Specifications

Enclosure:

Rugged, 14-gauge metal

Lexan glass front on all snack machines, tempered glass with Lexan front on all refrigerated machines

Front door access allows machine to be placed against the wall

Slide-out components allows for easy re-stocking

Four adjustable, leveling feet

Network & System Connectivity:

Network cabling or wireless access points required in each housing unit

Integration to the facility's banking system, either KCN's or a third party's (via Live Funds Interface)

Power Requirements:

Standard 20 amp/110 volt power

Optional uninterruptible power supply

Amperage used:

- Snack Machines, 3.0 amps
- Snack & Refrigerated Machine, 10.8 amps

Dimensions & Weight:

Snack Machine
72"H x 39"W x 35"D
686 lbs.

Snack & Refrigerated Machine
72"H x 35"W x 35"D
~600 lbs.

Keefe Group

For more information, contact your account manager or call 800.325.8998

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Keefe's Vending Machines

Keefe's vending services present a unique way to offer on demand commissary goods to inmates in correctional facilities.

Keefe presents a solution that not only increases sales but provides additional opportunities for inmate labor in maintaining inventory and stocking each machine deployed.

Keefe has numerous methods to allow inmates the ability to utilize their trust funds to dispense snacks at a moment's notice when allowed accessibility to each machine. Whether that be through pre-loaded cards purchased through weekly commissary disbursement to integrated features to allow for automatic access to funds we have a solution that is one-of-a-kind.

This service could be implemented facility-wide or on a smaller scale to supplement the weekly bagged orders service. Examples would include adding this service to the honor dorms as a behavior modification tool, or in the booking area (or weekender's cells) to capture sales from inmates who get booked in and released between commissary cycles. In most cases facilities have experienced an increase of up to 50% return on commissions.

What Keefe Provides:

- ***All equipment and hardware required***
- ***Network cabling needed in each housing unit, if a kiosk is not already present for each housing unit***
- ***Complete installation, training, on-going maintenance, and support for as long as the system is being used.***
- ***The ability to provide another avenue of inmate labor through the process of stocking machines located throughout each facility.***

ATTACHMENT K - INSURANCE

Section 6: Insurance Schedule (Attachment K)

Awarded Offerors will be expected to adhere to the insurance coverages outlined in Attachment K as part of the master agreement, unless otherwise negotiated in the master agreement and/or participating addendum.

Keefe Response: Keefe has read and understands.

Please see page 3 for a sample Certificate of Insurance that would be issued upon award of contract.

Per Attachment K as provided with RFP# 99SWC-S1154 for Inmate Communications, Keefe asks that NASPO and/or the lead state of Nevada/participating states amend the language below as requested in the Questions and Answers submit on December 30, 2021.

1) Per Attachment K – Insurance Requirements:
   Contractor and subcontractors shall procure and maintain until all of their obligations have been discharged, including any warranty periods under this Contract are satisfied, insurance against claims for injury to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Contractor, his agents, representatives, employees or subcontractors.

   Is there a way to amend the language to add the following to the end of the statement above to read ***"subject to insurance policy terms and conditions."***

2) Per Attachment K - Insurance Requirements:
   A. MINIMUM SCOPE AND LIMITS OF INSURANCE: Contractor shall provide coverage with limits of liability not less than those stated below. An excess liability policy or umbrella liability policy may be used to meet the minimum liability requirements provided that the coverage is written on a "following form" basis.
   1. Commercial General Liability – Occurrence Form
      Policy shall include bodily injury, property damage and broad form contractual liability coverage.
      a. The policy shall be endorsed to include the following additional insured language: "The State of Nevada shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor".

   For subsection "a." can the language be amended to read:
   The policy shall be endorsed to include the <u>State of Nevada as an</u> additional insured.

3) Per Attachment K – Insurance Requirements:
   2. Automobile Liability - can be waived if contract does not involves use of motor vehicle.

Bodily Injury and Property Damage for any owned, hired, and non-owned vehicles used in the performance of this Contract.

a. The policy shall be endorsed to include the following additional insured language: "The State of Nevada shall be named as an additional insured with respect to liability arising out of the activities performed by, or on behalf of the Contractor, including automobiles owned, leased, hired or borrowed by the Contractor"

For subsection “a.” can the language be amended to read:
The policy shall be endorsed to include the State of Nevada as an additional.

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY): 12/08/2021

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	CONTACT NAME:	
Aon Risk Services Central, Inc. St. Louis MO Office 4220 Duncan Avenue Suite 401 St Louis MO 63110 USA	PHONE (A/C, No, Ext): (866) 283-7122	FAX (A/C, No.): (800) 363-0105
	E-MAIL ADDRESS:	

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
Keefe Commissary Network, LLC 10880 Linpage Place St Louis MO 63132 USA	INSURER A: LM Insurance Corporation	33600
	INSURER B: Liberty Mutual Fire Ins Co	23035
	INSURER C: Liberty Insurance Corporation	42404
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 570090567573 **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:			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			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
C	X UMBRELLA LIAB / X OCCUR EXCESS LIAB / CLAIMS-MADE DED / RETENTION			TH7651291759091	12/01/2021	12/01/2022	EACH OCCURRENCE AGGREGATE Products/Completed O	$5,000,000 $5,000,000 $10,000,000
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		WC5651291759041 SIR applies per policy terms & conditions	12/01/2021	12/01/2022	X PER STATUTE / OTH 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)

The county, its officers, agents, and employees are included as Additional Insured in accordance with the policy provisions of the Commercial General and Automobile Liability policies.

CERTIFICATE HOLDER

Keefe Commissary Network, LLC
10880 Linpage Place
Austin TX 78701 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 : 570090567573

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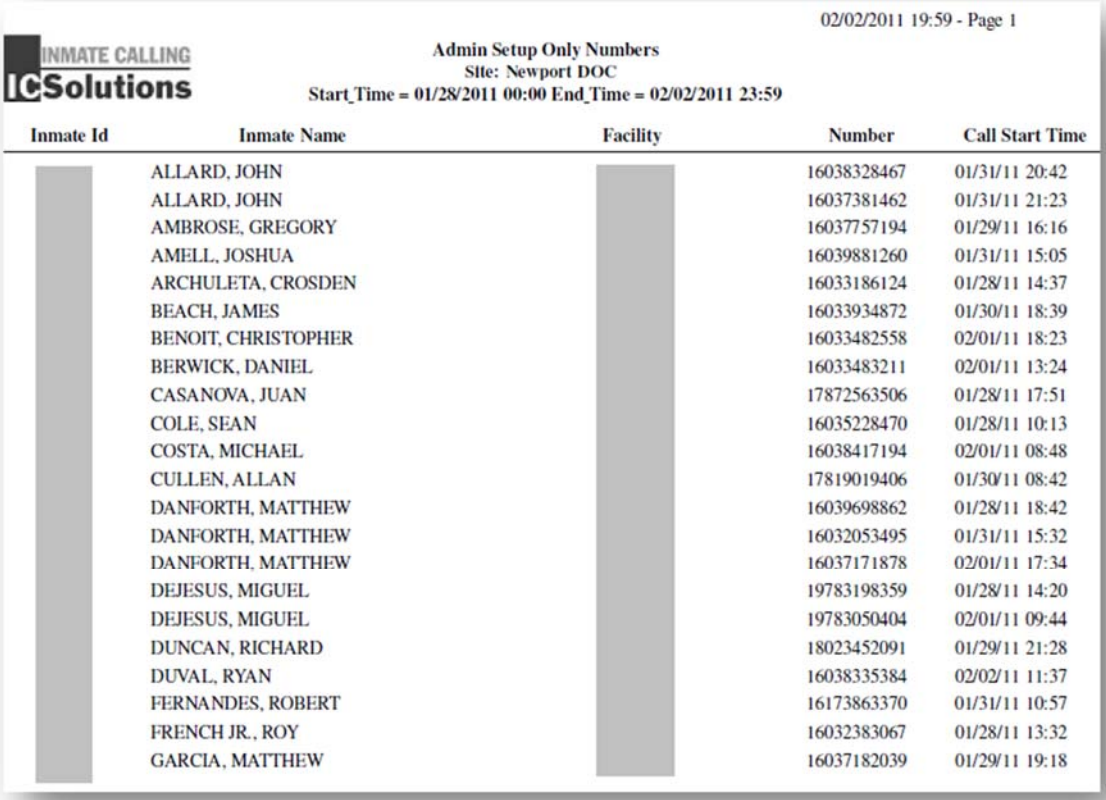
EXHIBIT 1
SAMPLE REPORTS

Sample Reports

The ENFORCER® Reports

Admin Setup Only Report



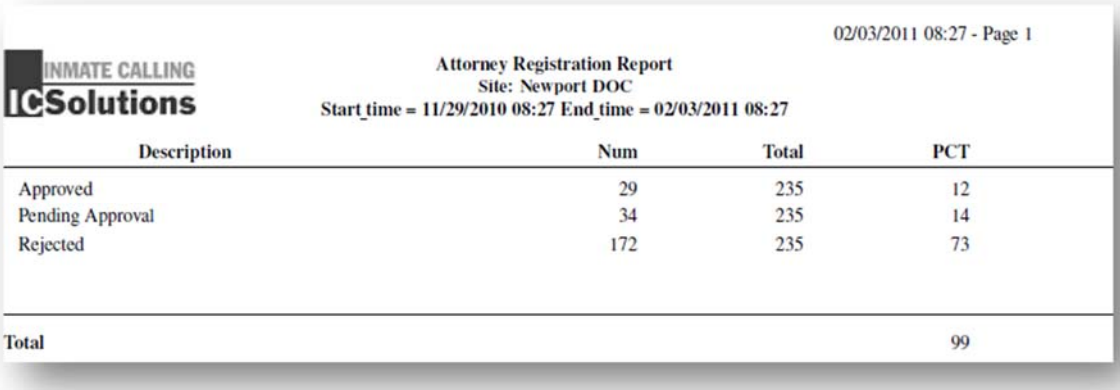
02/02/2011 19:59 - Page 1

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

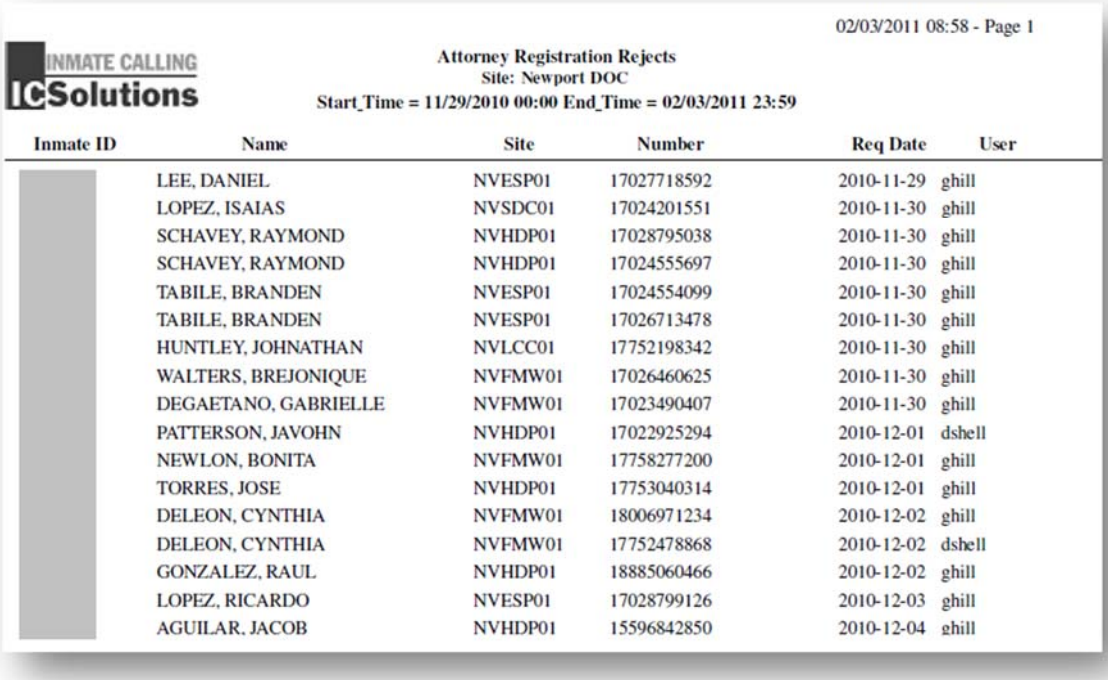
INMATE CALLING ICSolutions

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

Sample Reports

Attorney Registration Rejects Report



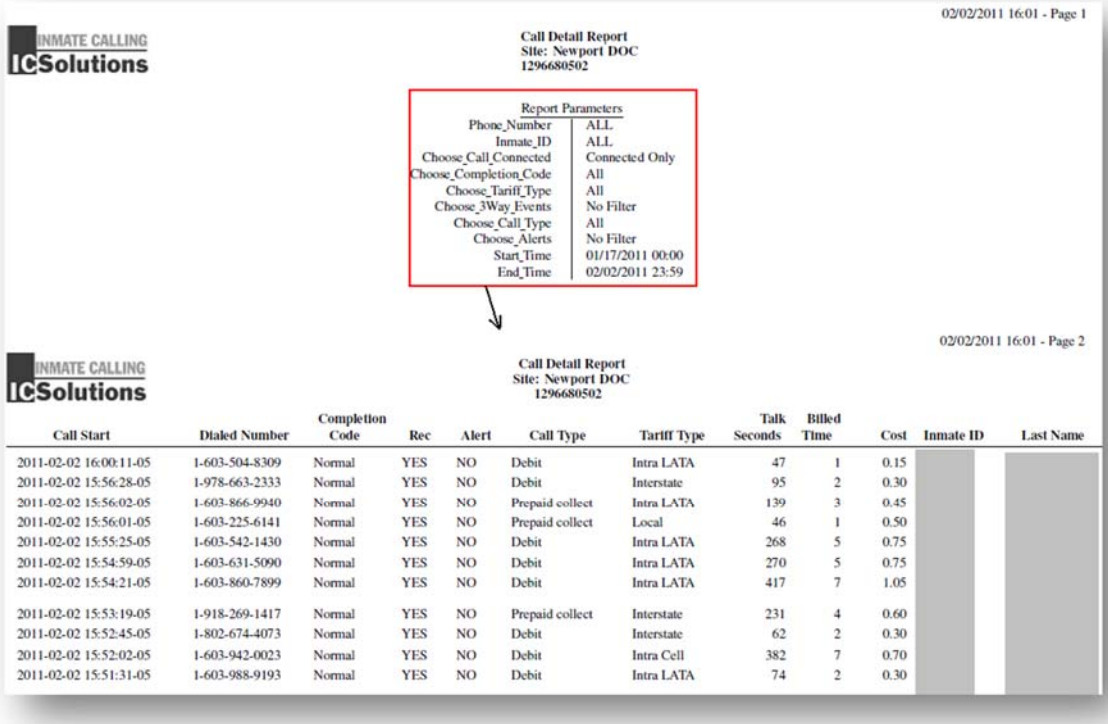
02/03/2011 08:58 - Page 1

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

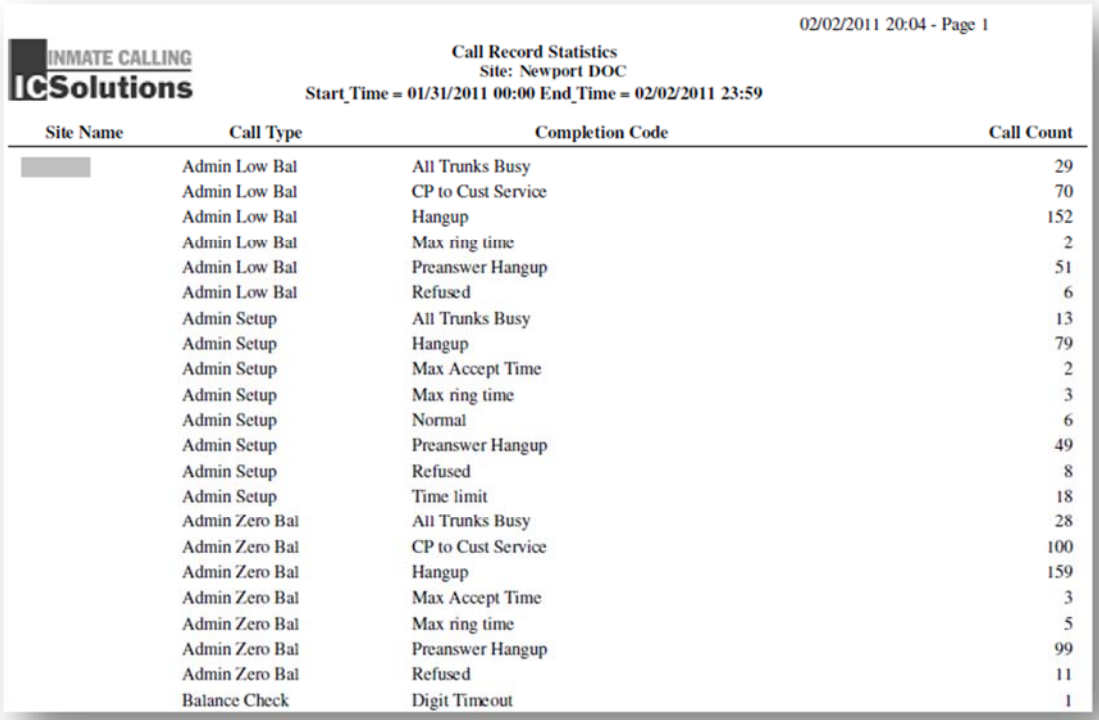
INMATE CALLING ICSolutions

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		

Sample Reports

Call Record Statistics Report



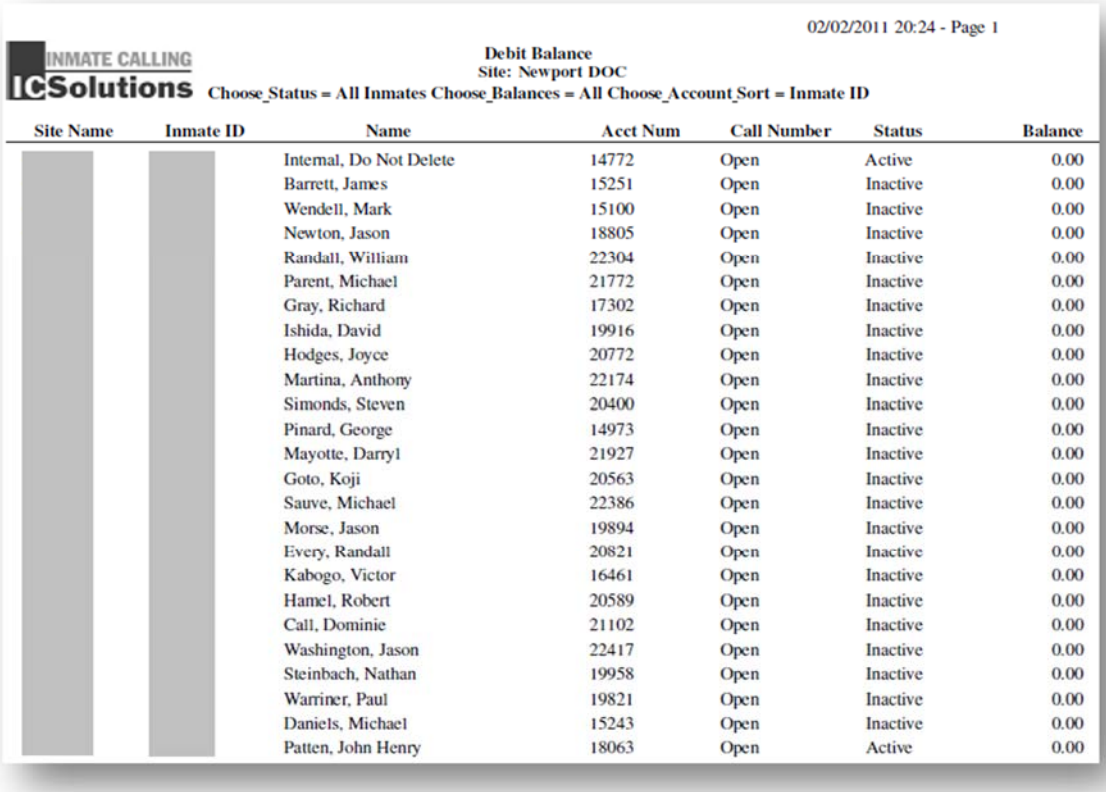
02/02/2011 20:04 - Page 1

INMATE CALLING ICSolutions

Call Record Statistics
Site: Newport DOC
Start_Time = 01/31/2011 00:00 End_Time = 02/02/2011 23:59

Site Name	Call Type	Completion Code	Call Count
	Admin Low Bal	All Trunks Busy	29
	Admin Low Bal	CP to Cust Service	70
	Admin Low Bal	Hangup	152
	Admin Low Bal	Max ring time	2
	Admin Low Bal	Preanswer Hangup	51
	Admin Low Bal	Refused	6
	Admin Setup	All Trunks Busy	13
	Admin Setup	Hangup	79
	Admin Setup	Max Accept Time	2
	Admin Setup	Max ring time	3
	Admin Setup	Normal	6
	Admin Setup	Preanswer Hangup	49
	Admin Setup	Refused	8
	Admin Setup	Time limit	18
	Admin Zero Bal	All Trunks Busy	28
	Admin Zero Bal	CP to Cust Service	100
	Admin Zero Bal	Hangup	159
	Admin Zero Bal	Max Accept Time	3
	Admin Zero Bal	Max ring time	5
	Admin Zero Bal	Preanswer Hangup	99
	Admin Zero Bal	Refused	11
	Balance Check	Digit Timeout	1

Debit Balance Report



02/02/2011 20:24 - Page 1

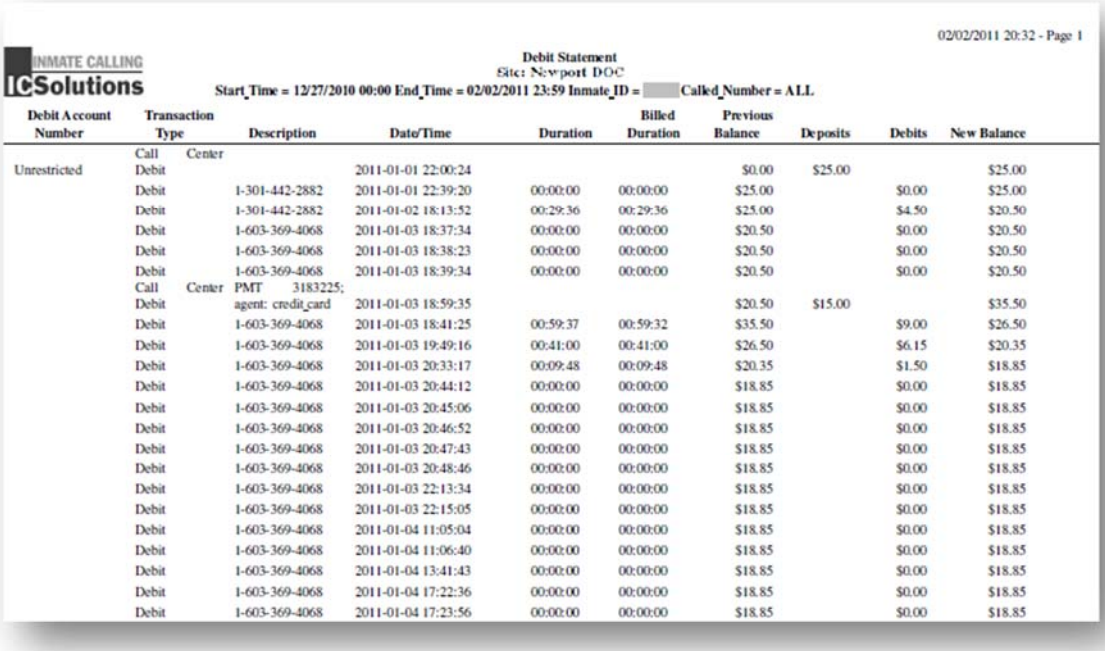
INMATE CALLING ICSolutions

Debit Balance
Site: Newport DOC
Choose_Status = All Inmates Choose_Balances = All Choose_Account_Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, 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

Sample Reports

Debit Statement Report



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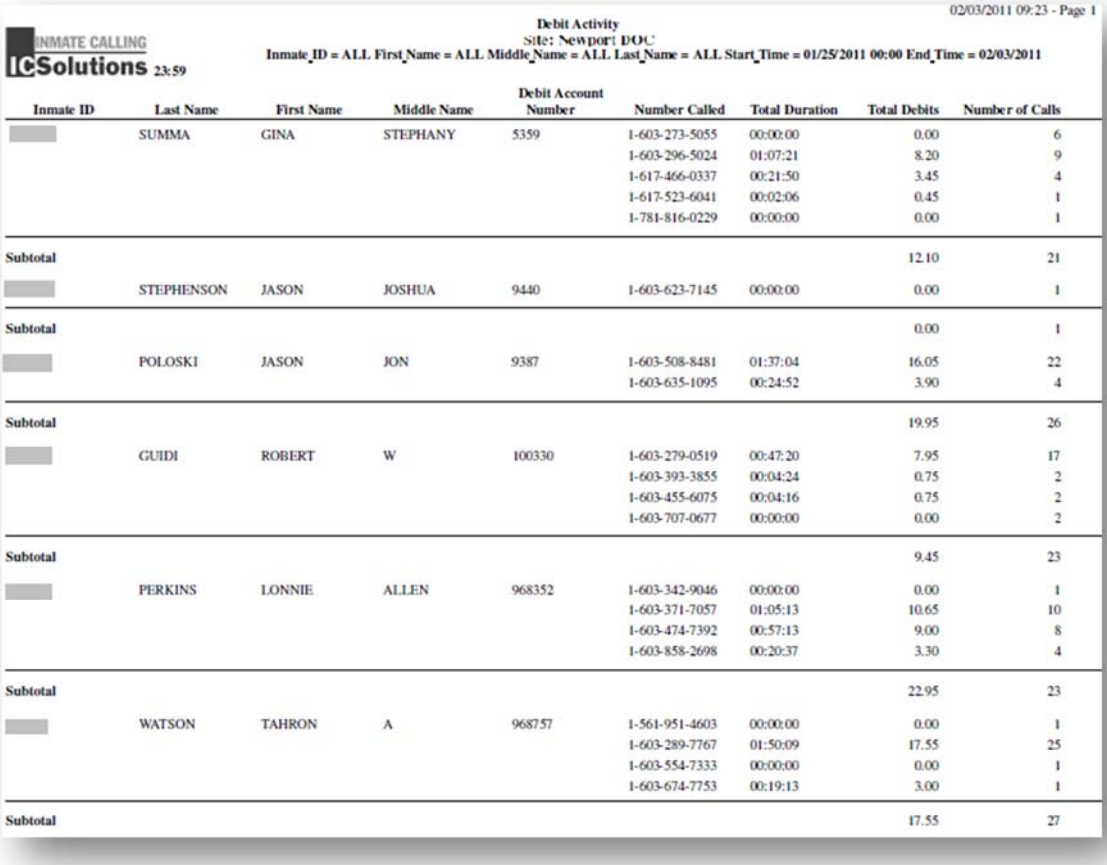
INMATE CALLING ICSolutions

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 Debit	Center	2011-01-01 22:00:24			$0.00	$25.00		$25.00
Unrestricted	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 Debit	Center PMT 3183225; 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



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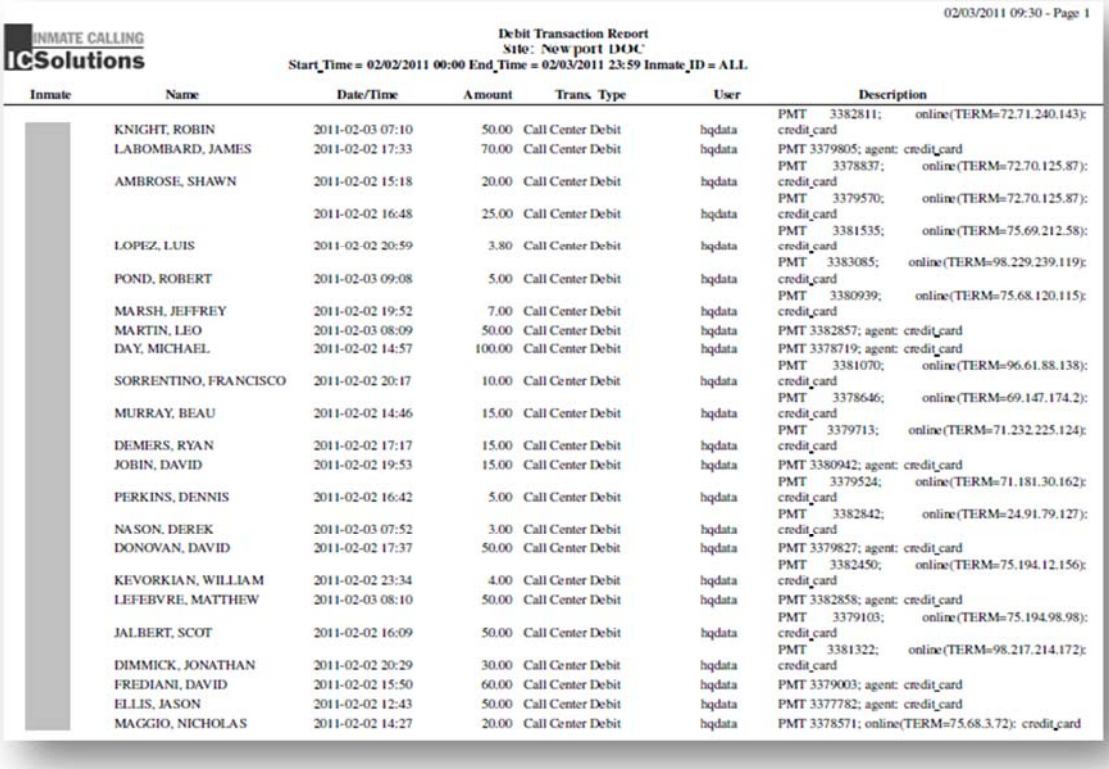
INMATE CALLING ICSolutions 23:59

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

Sample Reports

Debit Transaction Report



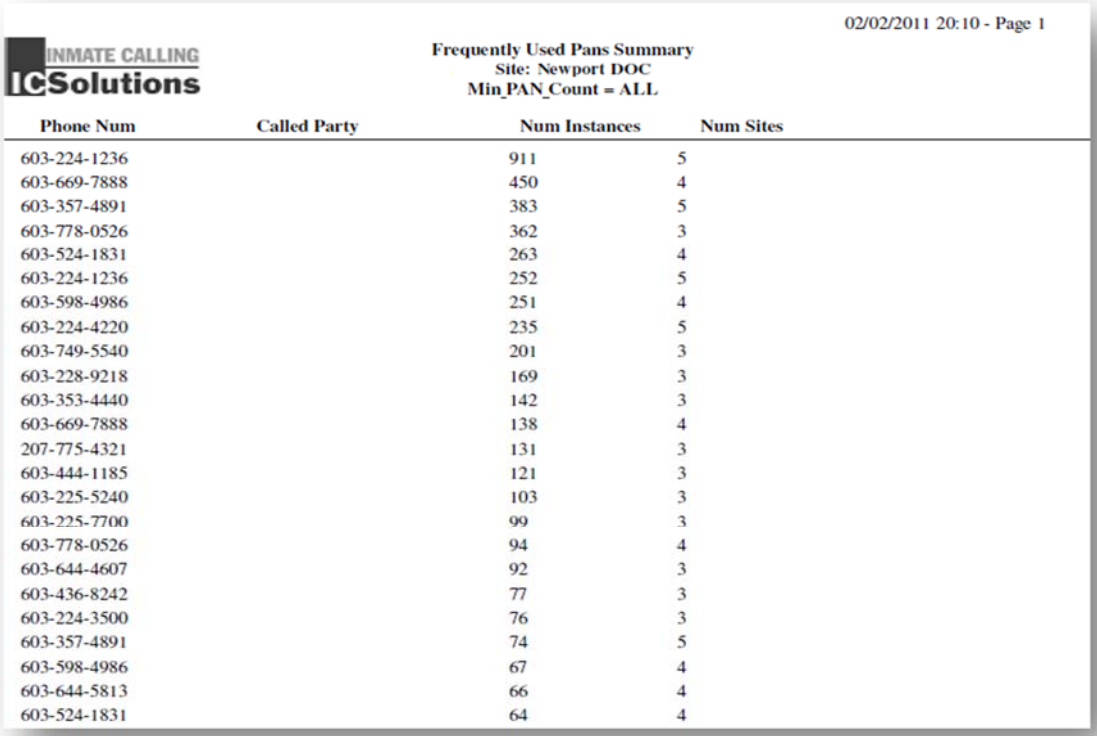
02/03/2011 09:30 - Page 1

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



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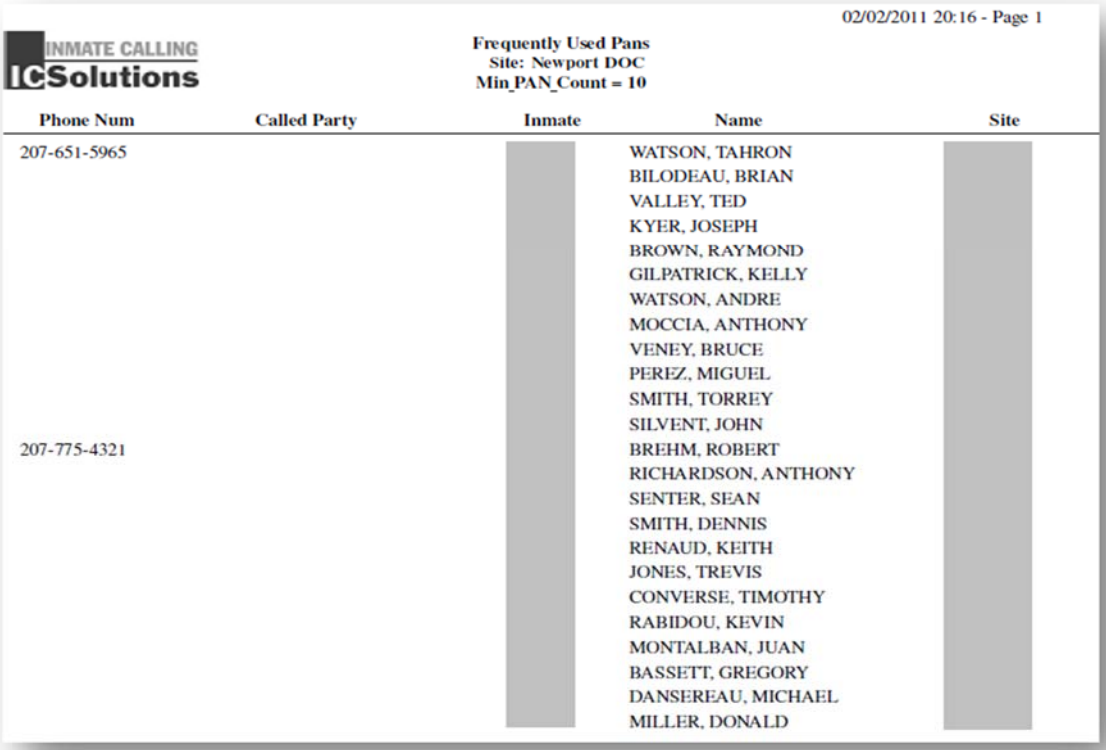
INMATE CALLING ICSolutions

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

Sample Reports

Frequently Used PANs Detail Report



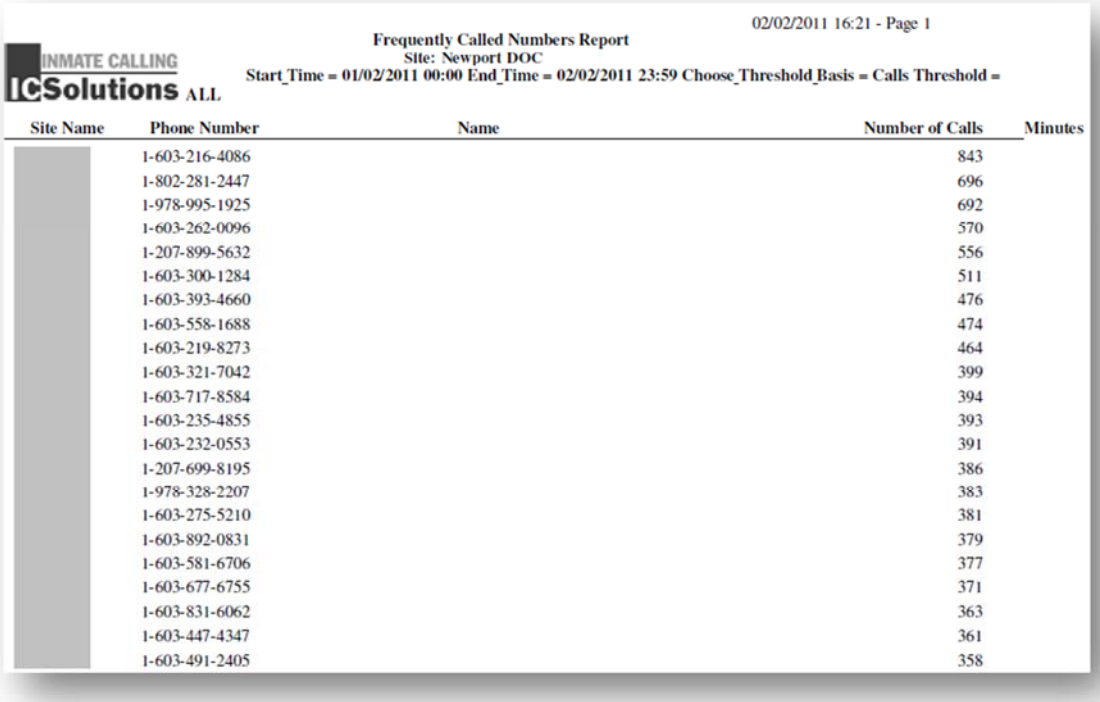
02/02/2011 20:16 - Page 1

INMATE CALLING ICSolutions

Frequently Used Pans
Site: Newport DOC
Min_PAN_Count = 10

Phone Num	Called Party	Inmate	Name	Site
207-651-5965			WATSON, TAHRON	
			BILODEAU, BRIAN	
			VALLEY, TED	
			KYER, JOSEPH	
			BROWN, RAYMOND	
			GILPATRICK, KELLY	
			WATSON, ANDRE	
			MOCCIA, ANTHONY	
			VENEY, BRUCE	
			PEREZ, MIGUEL	
			SMITH, TORREY	
			SILVENT, JOHN	
207-775-4321			BREHM, ROBERT	
			RICHARDSON, ANTHONY	
			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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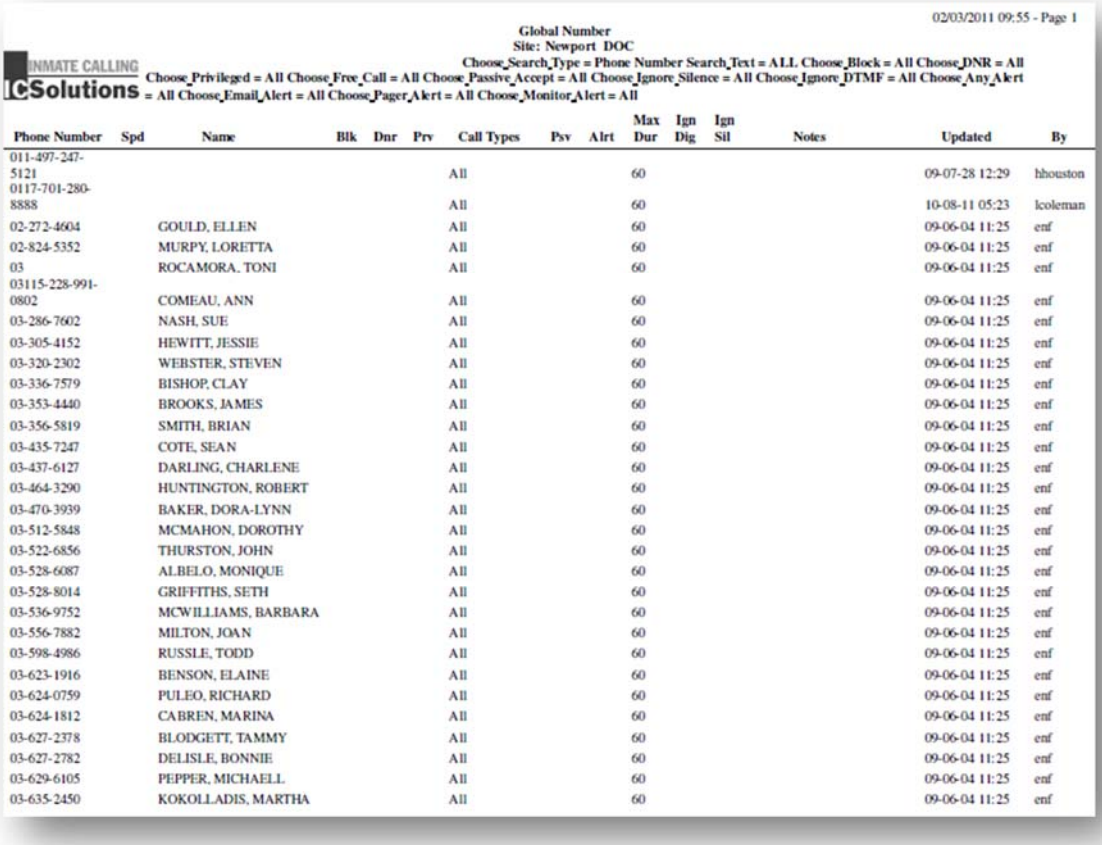
INMATE CALLING ICSolutions ALL

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	

Sample Reports

Global Number Report



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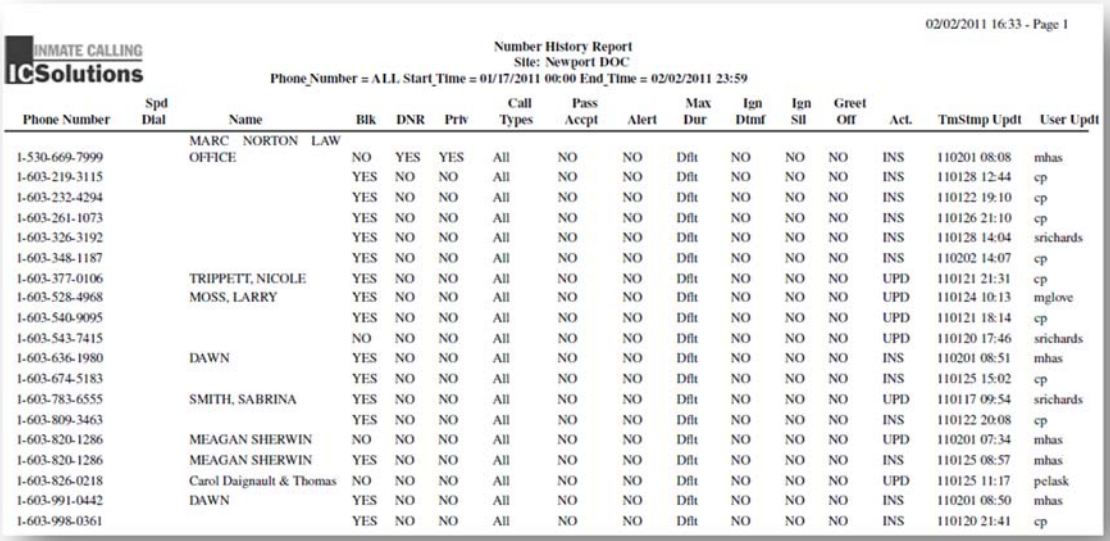
Global Number
Site: Newport DOC
Choose_Search_Type = Phone Number Search_Text = ALL Choose_Block = All Choose_DNR = All Choose_Privileged = All Choose_Free_Call = All Choose_Passive_Accept = All Choose_Ignore_Silence = All Choose_Ignore_DTMF = All Choose_Any_Alert = All Choose_Email_Alert = All Choose_Pager_Alert = 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



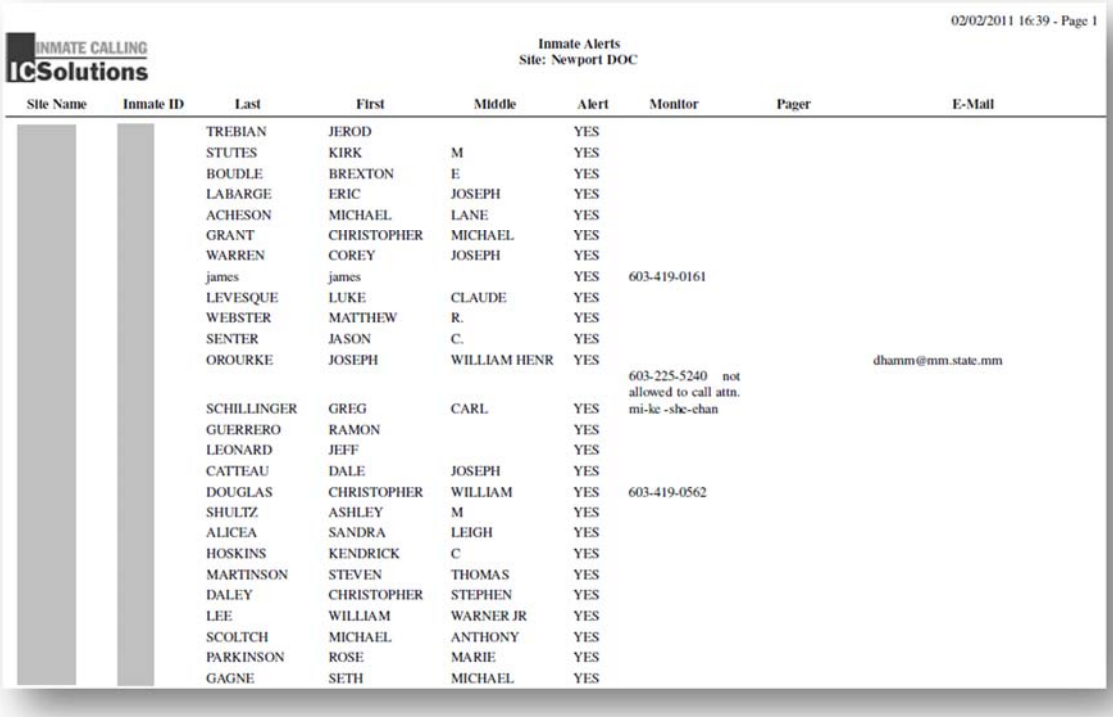
02/02/2011 16:33 - Page 1

Number History Report
Site: Newport DOC
Phone_Number = ALL Start_Time = 01/17/2011 00:00 End_Time = 02/02/2011 23:59

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

Sample Reports

Inmate Alerts Report



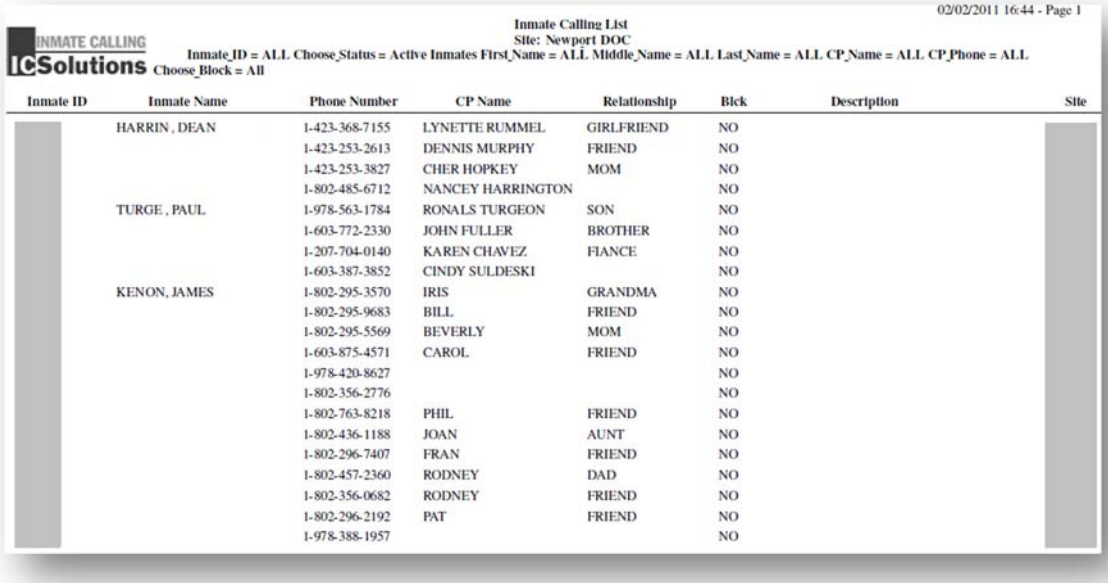
02/02/2011 16:39 - Page 1

INMATE CALLING ICSolutions

Inmate Alerts
Site: Newport DOC

Site Name	Inmate ID	Last	First	Middle	Alert	Monitor	Pager	E-Mail
		TREBIAN	JEROD		YES			
		STUTES	KIRK	M	YES			
		BOUDLE	BREXTON	E	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-419-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R.	YES			
		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

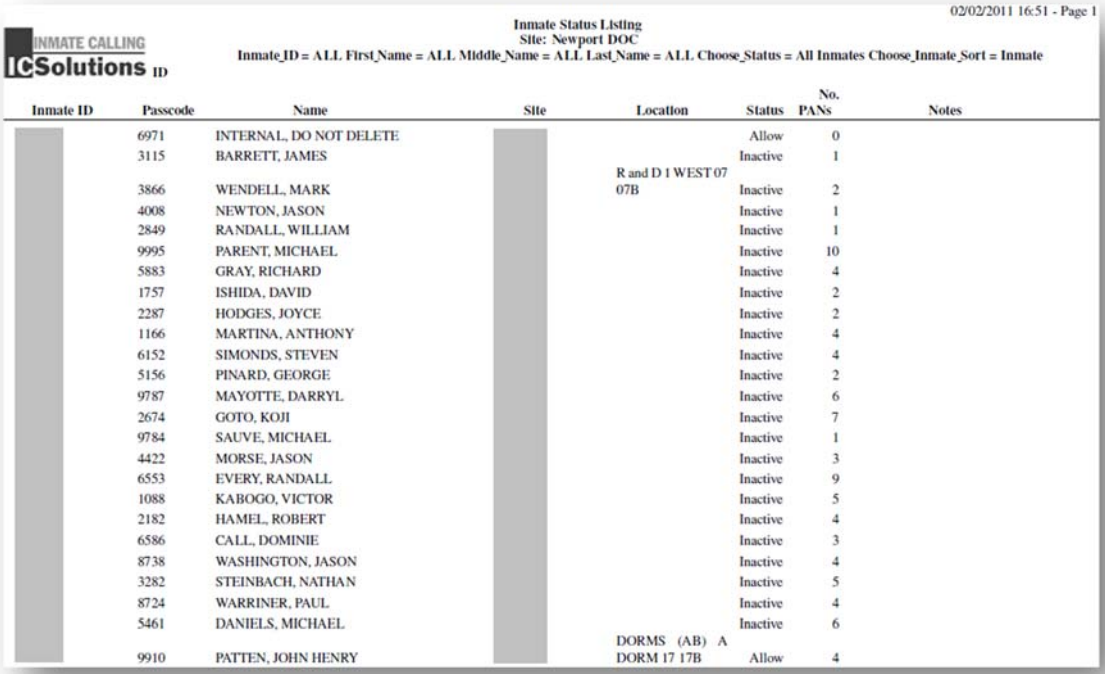
INMATE CALLING ICSolutions

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		

Sample Reports

Inmate Status Report



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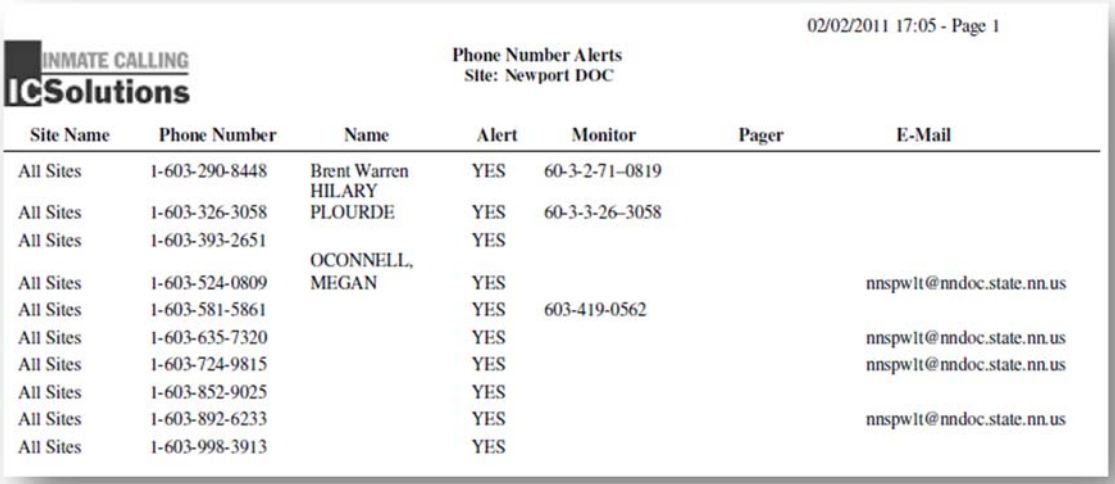
INMATE CALLING ICSolutions ID

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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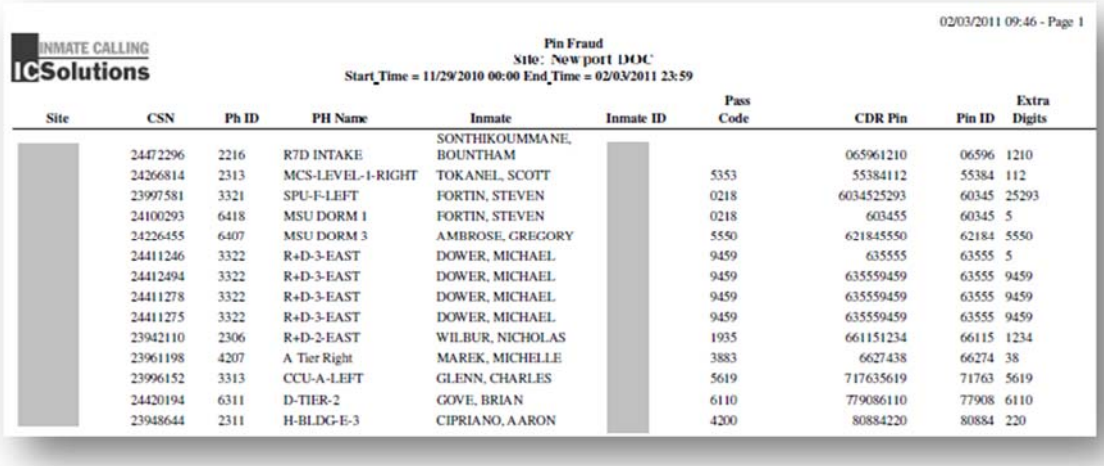
INMATE CALLING ICSolutions

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			

Sample Reports

PIN Fraud Report



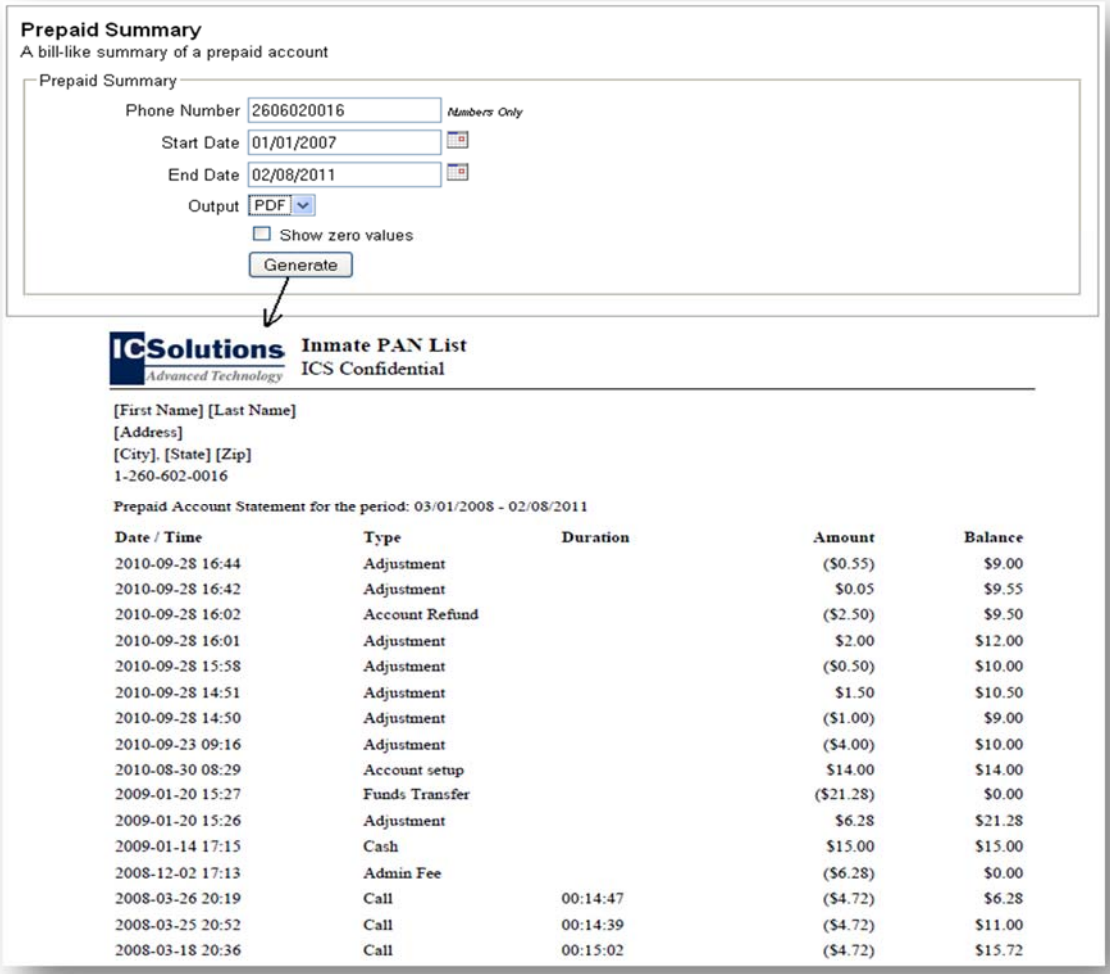
02/03/2011 09:46 - Page 1

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-I-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

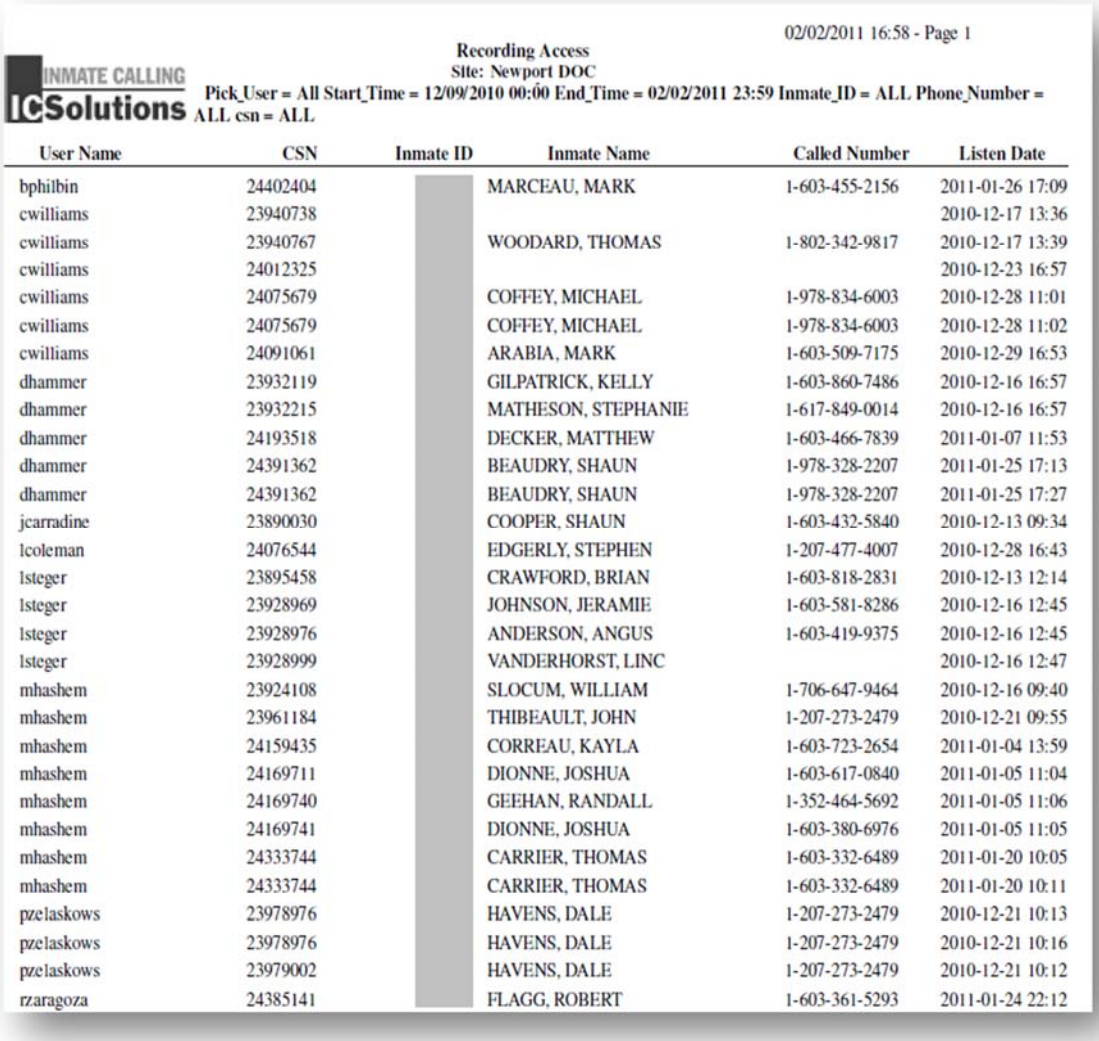
[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

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

Sample Reports

Recording Access Report



02/02/2011 16:58 - Page 1

INMATE CALLING
ICSolutions

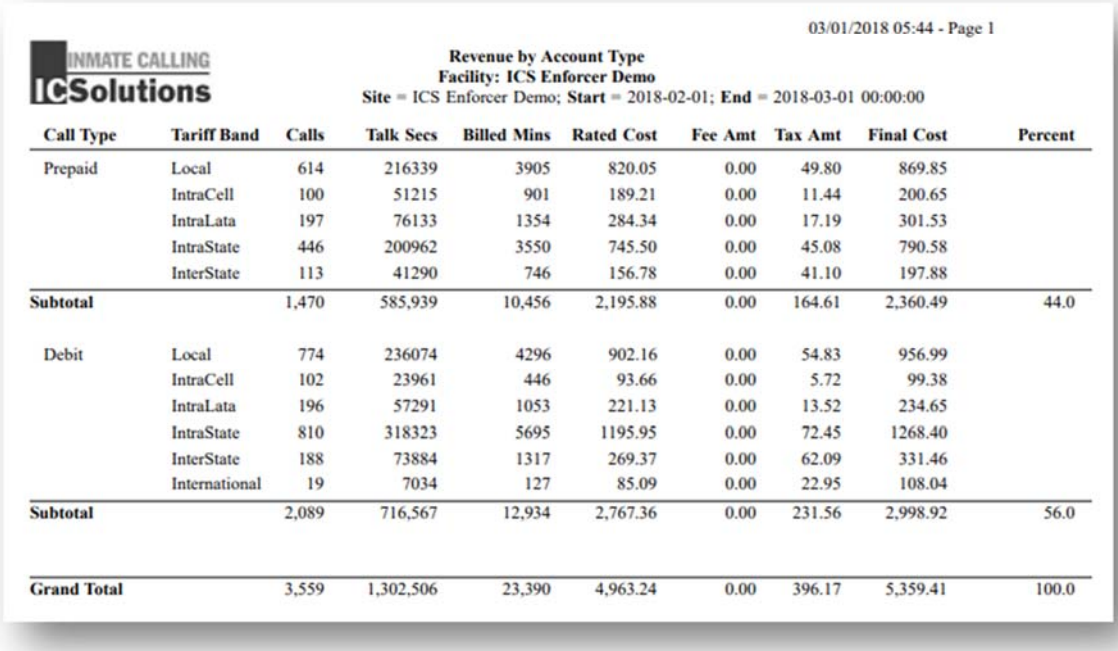
Recording Access
Site: Newport DOC
Pick_User = All Start_Time = 12/09/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ALL Phone_Number = ALL csn = ALL

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
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

Sample Reports

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

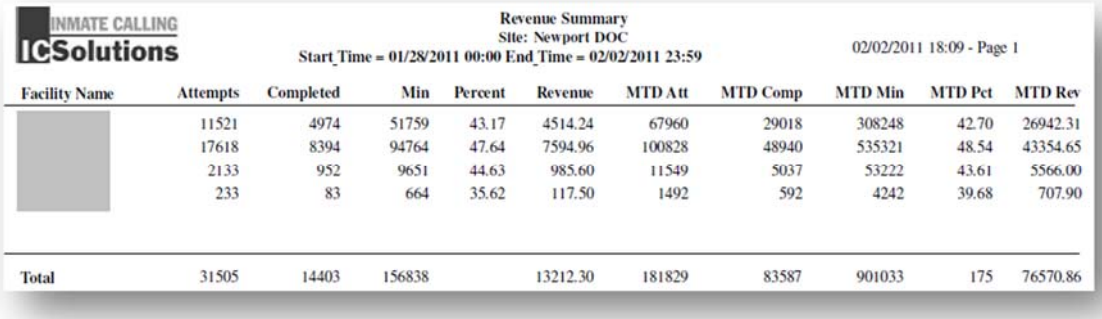
INMATE CALLING ICSolutions

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

Sample Reports

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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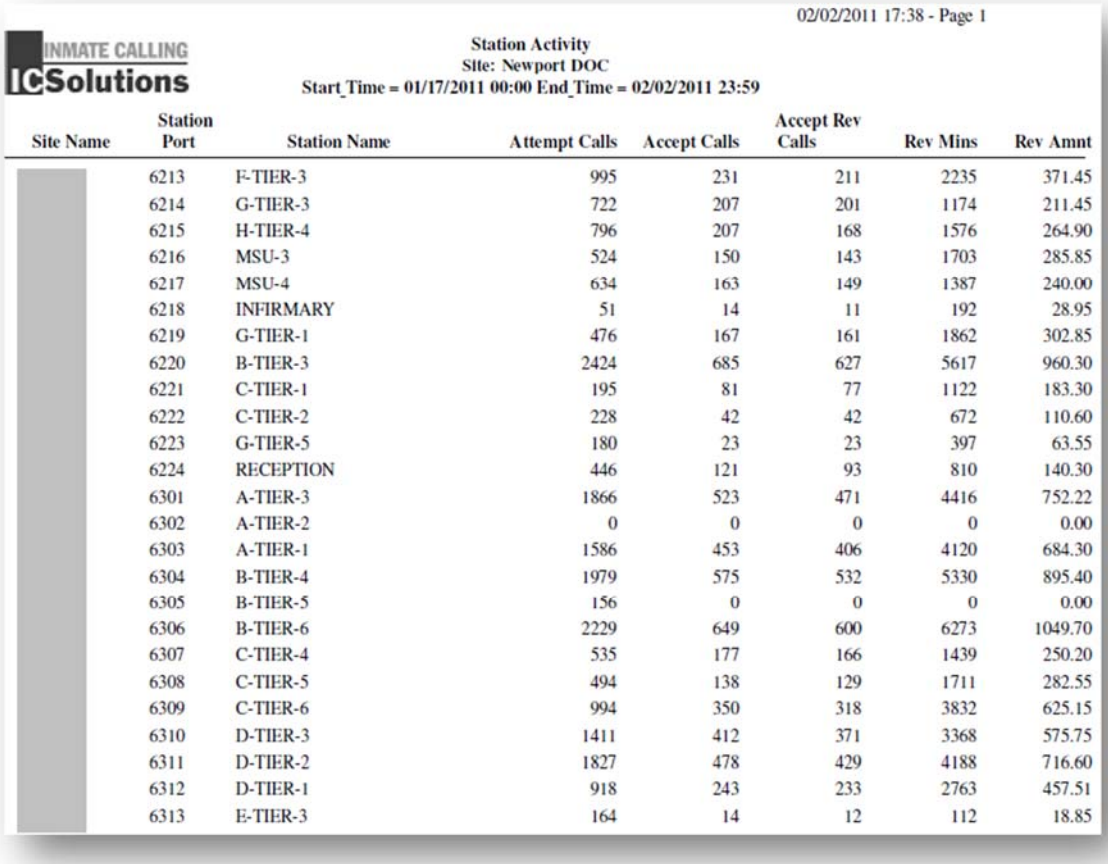
Facility Name	Attempts	Completed	Min	Percent	Revenue	MTD Att	MTD Comp	MTD Min	MTD Pct	MTD Rev
	11521	4974	51759	43.17	4514.24	67960	29018	308248	42.70	26942.31
	17618	8394	94764	47.64	7594.96	100828	48940	535321	48.54	43354.65
	2133	952	9651	44.63	985.60	11549	5037	53222	43.61	5566.00
	233	83	664	35.62	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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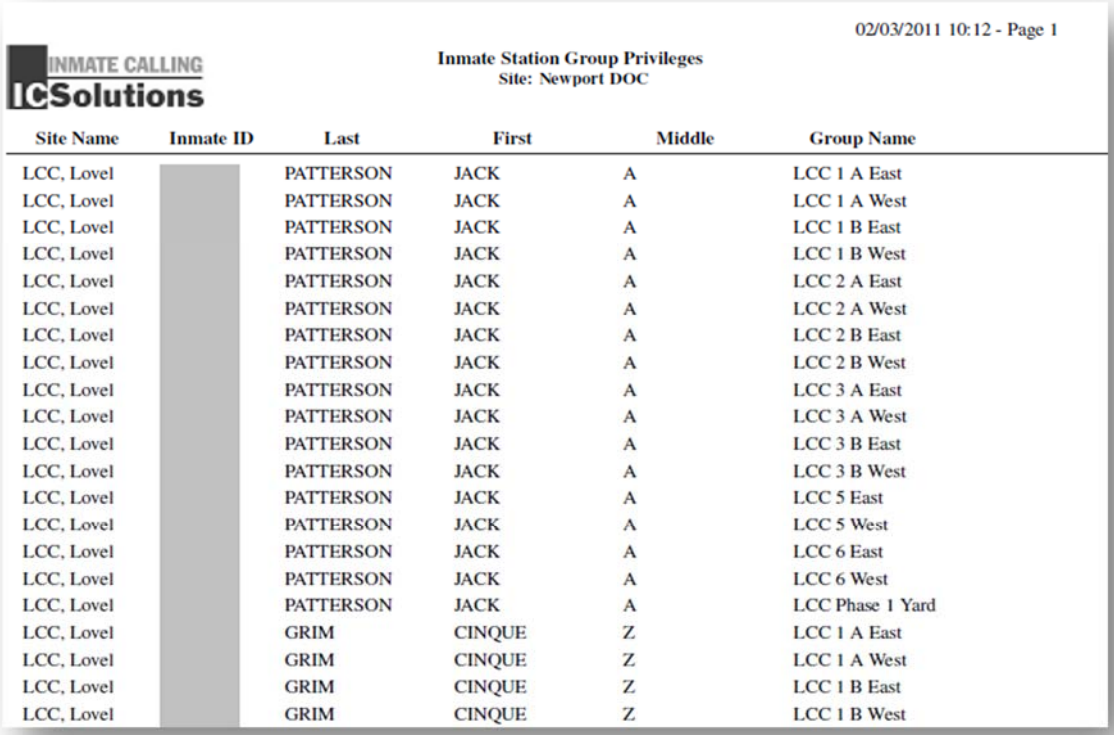
INMATE CALLING ICSolutions

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

Sample Reports

Station Group Report



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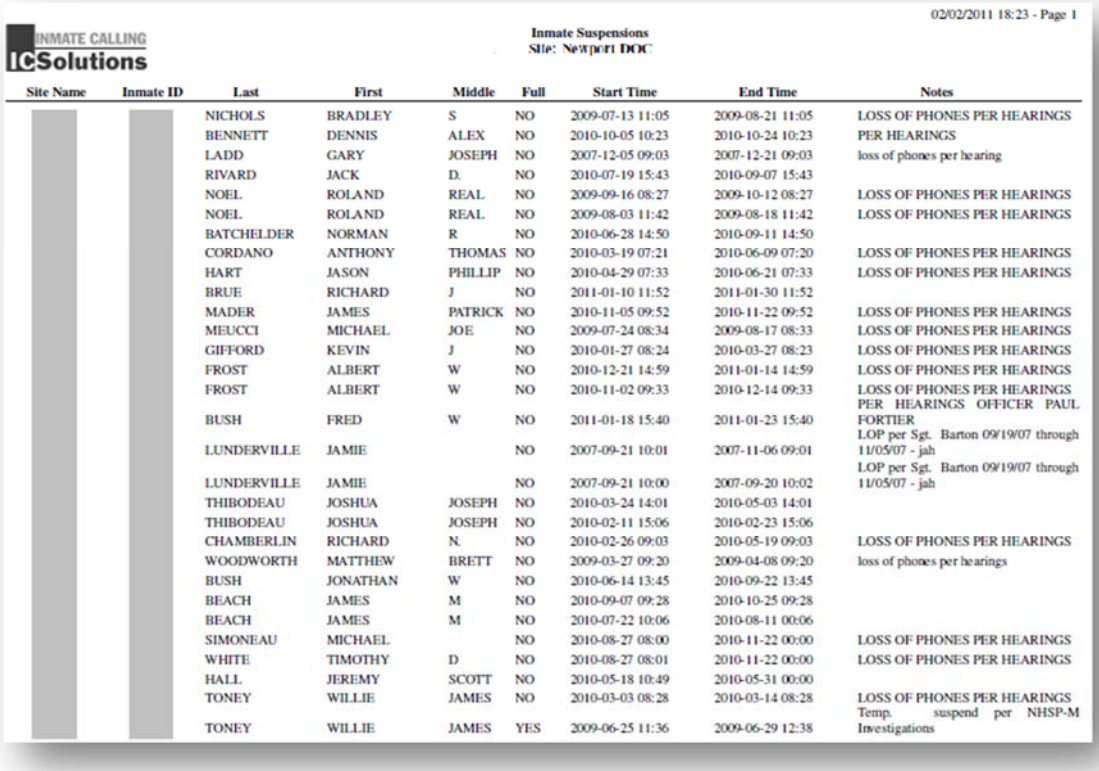
INMATE CALLING ICSolutions

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



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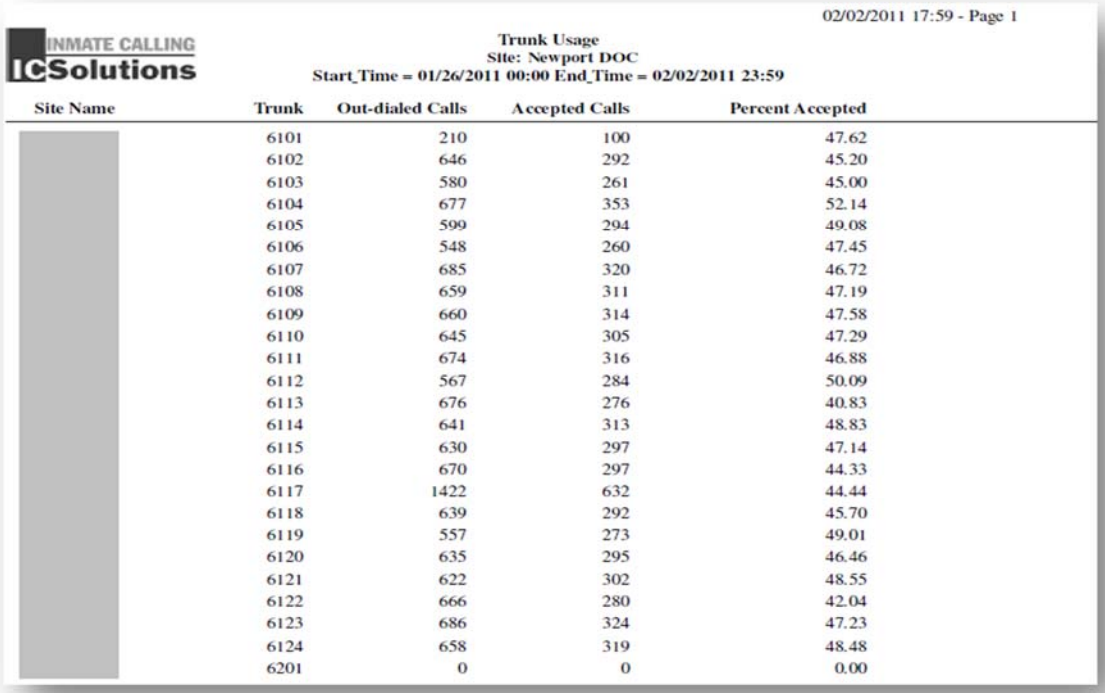
INMATE CALLING ICSolutions

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

Sample Reports

Trunk Usage Report



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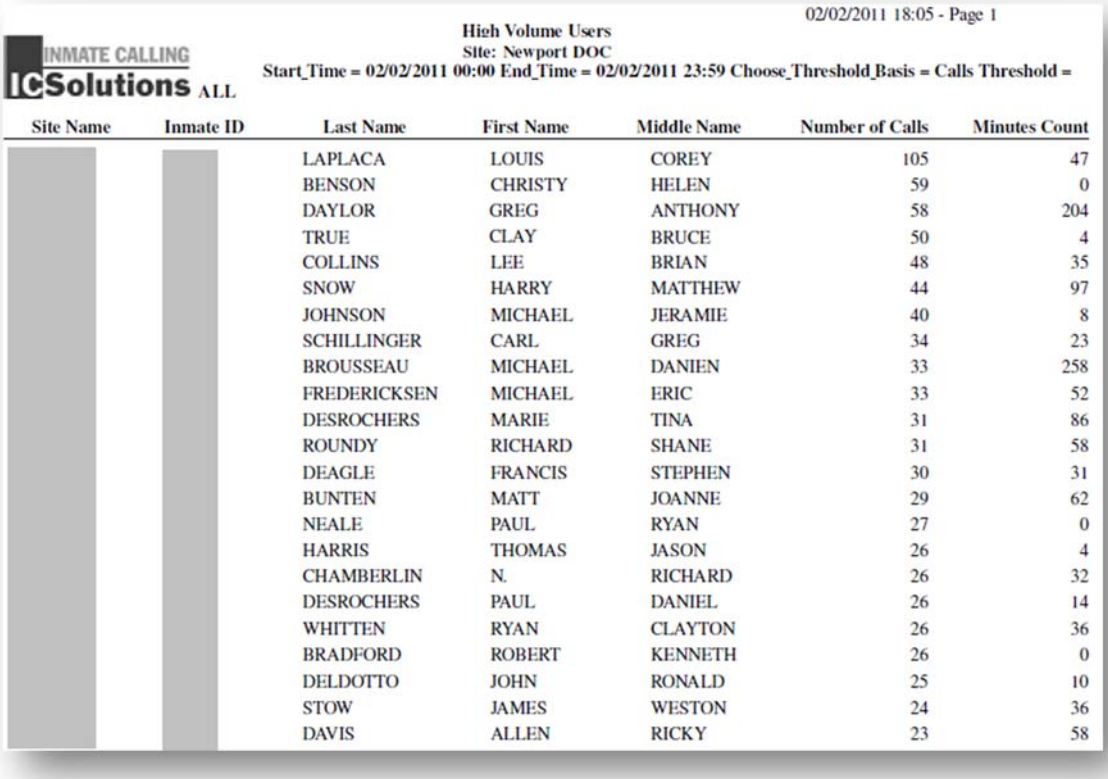
INMATE CALLING ICSolutions

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



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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 2
MANUFACTURER
SPECIFICATION SHEETS

Mini Stainless Steel 7010SS

- Built-in user controlled volume "LOUD" button for ADA mandated volume control (must be user-controlled volume amplification AND volume must be reset to normal with on-hook to meet ADA requirements).
- Heavy duty 14 gauge brushed stainless steel provides rugged vandal resistant telephone housing designed for inmate use.
- Confidencer technology, built into every dial, filters out background noise at the user's location, allowing better sound to the called party.
- All-in-one electronic dial features modular incoming line and handset connections for quick maintenance. Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections.
- Heavy chrome metal keypad bezel, buttons, and hookswitch lever withstand abuse and vandalism.
- Armored handset cord is equipped with a steel lanyard (1000# pull strength) and secured with a 14 gauge retainer bracket for maximum vandal resistance.
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations.
- Pin-in-head security screws minimize tampering.
- Hearing aid compatible and FCC registered US:1DATE05BITC-254, IC:3267A-ITC254.

ACCESSORIES:

- Handset length and style of your choice, choose carbon or DuraClear
- Standard 178A Backboard for mounting
- Adaptor Plate for mounting Mini Phones to 178A Blackboards and pedestals
- Conduit Backboard with two (2) or (4) entry positions
- Standard Flush Mount Pedestal
- Adjustable Pedestal
- 4 Wheel Rollcart

Wintel®
A Division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

Wintel® Inmate Telephones

Engineering staff with Experience in Telephony introduced DuraClear® Technology to the design of the Industry Standard Inmate Telephone! Installing Wintel® phones or retrofitting DuraClear® Technology from Wintel® will dramatically improve voice transmission and lower repair costs. Currently installed in several State Prison Systems, this revolutionary technology, only available at Wintel, eliminates "Can't be heard" complaints and is not affected by moisture or weather. DuraClear® handsets have shown below 7% replacement rates over the course of a year!

Wintel® maintains the highest quality standards and offers the listed descriptions of the manufacturing processes and quality testing requirements used to build the industry standard inmate telephone.

Wintel® employs a staff of 20 in Longwood Florida to build the telephones and telephone handsets. Wintel invites any State or County official wishing to inspect the manufacturing facility to come see one of the only telephone handset manufacturers left in the United States.

Quality and Manufacturing Specifications:

- **State of the Art Metal Weldments & Manufacturing:** Programmable Robotic welding system used to provide precise clean welds. Precision welds nearly eliminate rough, buffed out corners. All internal studs are Stainless Steel and are precision welded.

- **Designed for Inmate Use:** Wintel® Inmate Telephones are designed for the use and abuse typically visited on an inmate telephone. From the heavy gage steel housings to the 5-point security system designed to keep the phone secure, Wintel® phones are designed to be offender phones.

- **The ONLY true ADA compliant Volume Control:** The ADA requires Volume control to be USER controlled; Wintel® phones feature a LOUD button to the right of the keypad.
  The competitors phones have No button = no user control = non-compliant!

- **Magnetic Hookswitch:** Wintel phones have the only standard magnetic hookswitch to eliminate trouble calls.

- **Conformal Coating of Electronics:** Printed Circuit Board is coated with conformal coating to protect the electronics from moisture and increase the life of the product.

- **Rhino® Handset:** Patented method of anchoring the steel lanyard through the length of the handle to the receiver end gives Wintel the **only true winner** in the 1000 pound pull strength test.

- **DuraClear® Technology:**
  Magnetically activated transmitter replaces the old style carbon transmitters
  Four times (4X) the life of the standard carbon transmitter and no more
  Performs even in the poorest line conditions found in State Prison Systems
  i.e. low loop current, low voltage, high resistance
  Looks the same, to the user, as the standard Rhino® Handset
  DuraClear® is unaffected by moisture and humidity, unlike carbon transmitters
  DuraClear® is new and patented technology, found ONLY at Wintel®
  The sound is much Louder, Clearer and Crisper with DuraClear®.

Rhino Handset

The Rhino handset is designed to meet or beat all of the published specifications for handsets for use on public terminals in North America. The handset has strength and durability characteristics that exceed any handset that is manufactured in North America and all handsets that are imported to the United States.

The electrical specifications for handsets are based on the type of phone and/or customer specifications for the application in which the handset is intended. Generally, either carbon or magnetic (DuraClear) microphones and magnetic receivers are used. The electrical components are manufactured to meet the interface standards for the variety of public terminals that are in use. Engineering staff with experience in Telephony have ensured that the Rhino handset is the best handset product on the market today. Standard lengths of 18", 24" and 32" are readily available and custom sizes can be ordered.

Impact Strength of Plastic Handle: Exceeds 80 foot-pounds. (This is tested using an eight-pound sledge that is dropped 10 feet. Five impact points are hit in succession.) All competitive handsets tested failed the 80 ft-lb impact test, and most fail a 40 ft-lb impact test.

Pull Strength: Exceeds 1000 foot-pounds. (Actual results are around 1200 ft-lbs. This test is the handset as a unit, not just the lanyard. The test is done by connecting the plastic handle to one end of the test fixture and the retaining stop on the end of the lanyard to the other end of the test fixture. This ensures that the plastic, the lanyard, and the stops on both ends of the lanyard can withstand a pull of at least 1000 ft-lbs.) All competitive handsets, even those using a heavy-duty lanyard, fail. Usually their failure is the stops pull loose or the plastic breaks or pulls out. Most competitive handsets fail at around 325 ft-lbs of pull or less.

Cap Removal Torque: Exceeds 125 foot-pounds. (This ensures that the caps cannot be removed by the public using small hand tools or bare-hands. As a comparison, lug bolts for car tires require about 75 ft-lbs of torque to remove.) No competitive handset comes close to this specification, with most opening at around 35 ft-lbs or less.

Wire: Stranded wire of at least 24 gauge is used to ensure good transmission quality and flexibility and durability. The insulation is Teflon, which does not support a flame from heat. (Cigarette lighters on other types of insulation will cause the insulation to catch fire and burn.) Most competitors use a smaller gauge wire and a cheaper insulation, resulting in potential problems for transmission and fire.

Electrical Connections: AMP (Tyco) connectors are used for all electrical connections, except for direct connections (solder) that are used on critical points where moisture or vandalism can be a problem with pressure connectors.

Plastic: A special blend of lexan plastic is used that has high strength, won't maintain a flame once the heat source is removed and has UV protection for sun exposure.

Armored Cord: Flexible interlocking stainless steel.

The above specifications result in a low handset replacement rate with Rhino. Standard industry replacement rates where the Rhino is not used is above 35%. The Rhino replacement rate is typically below 10%. If you assume labor cost is $100 to replace a handset, the longer a handset lasts, the better your bottom line.

Wintel®
A Division of Independent Technologies, Inc.
1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

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.

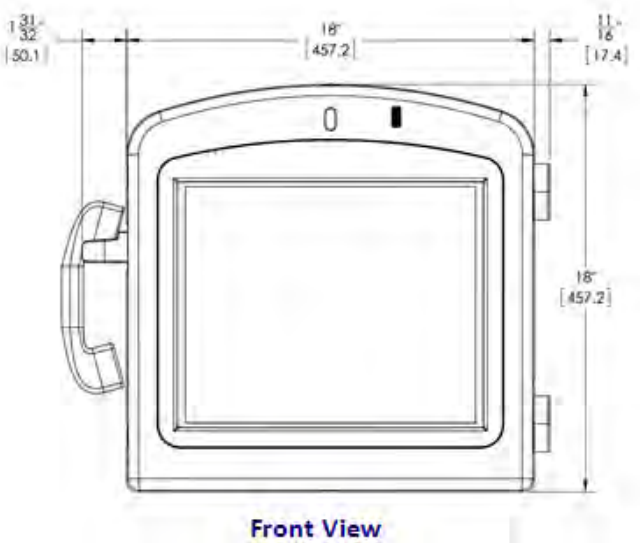
- 17" color monitor
- IP addressable
- Power-over-Ethernet
- Secure touch surface wave technology
- Hi-resolution camera with VGA capabiity
- Lexan handsets
- Factory Sealed with no removable parts
- Hearing Aid compatible (E.I.A. Standard RS504 compliant)
- Poly-coated armored handset cords
- Armored 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.

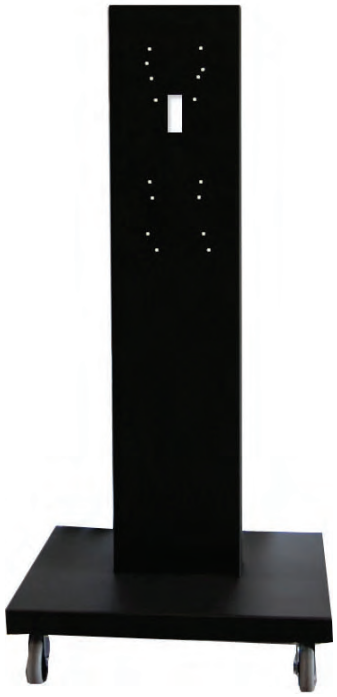
The operating temperature should be between 32 and 122 degrees Fahrenheit, and the storage temperature can be between -4 and 176 degrees Fahrenheit. Relative humidity must be between 10% and 95%.

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

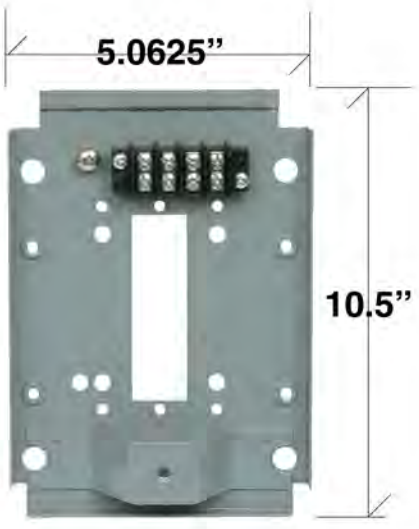
Telcom Marketing Group, Inc. -- 1380 Weber Industrial Drive -- Cumming, GA 30041
Phone: 770.844.1346 Fax: 770.844.9079 Toll Free 877.844.1366
www.inmatetelephones.com

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
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- ***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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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

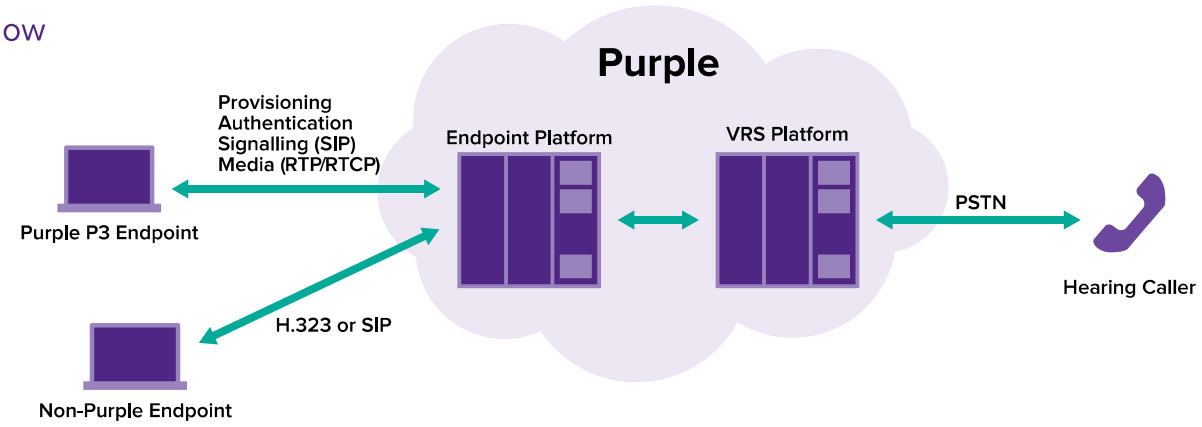
Note: Per FCC regulations, this program cannot be used behind a proxy.

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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541-201606

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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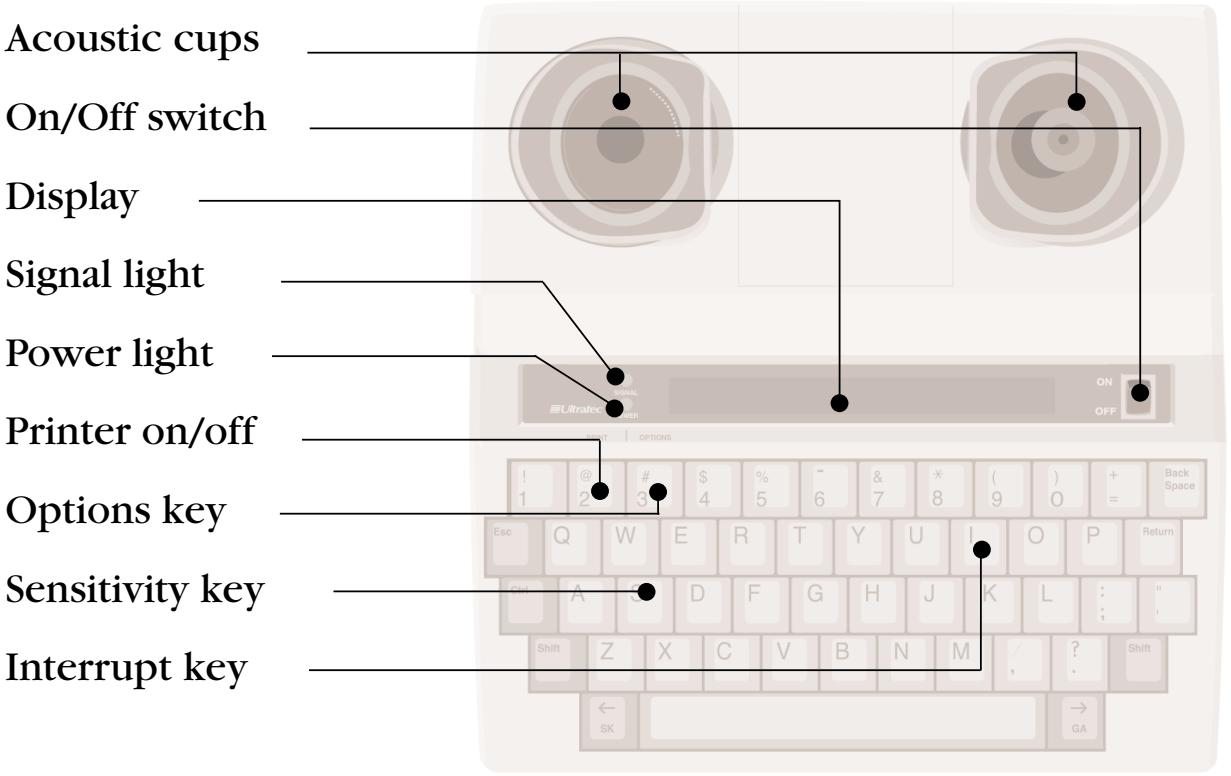
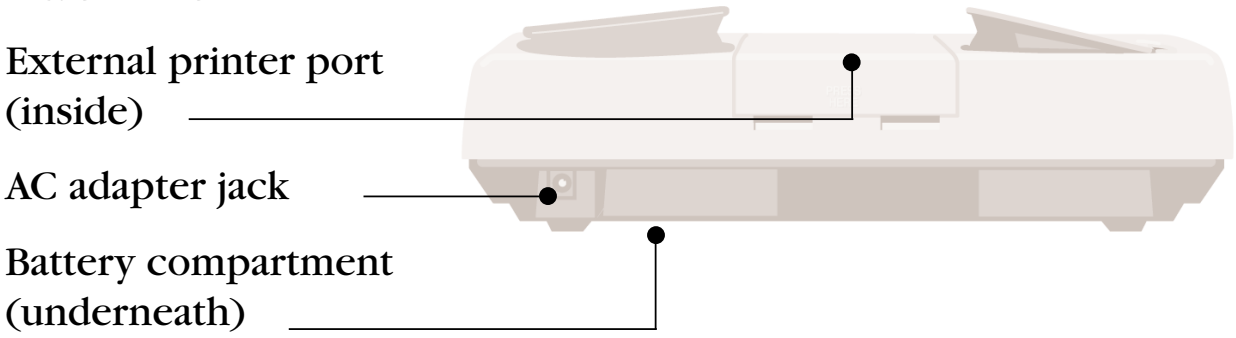
Overview of the Minicom IV™

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

ADTRAN, Inc.
901 Explorer Boulevard
Huntsville, AL 35806
256 963-8000

General Information
800 9ADTRAN
www.adtran.com/contactus

Canada Headquarters—Toronto, Ontario
+1 877 923 8726
+1 905 625 2515
sales.canada@adtran.com

Canada—Montreal, Quebec
+1 877 923 8726
+1 514 940 2888
sales.canada@adtran.com

Mexico and Central America
+1 256 963 3321
+1 52 55 5280 0265 Mexico
sales.cala@adtran.com

South America
+1 256 963 3185
sales.brazil@adtran.com
sales.latam@adtran.com

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ADTRAN Certified Supplier
ISO 9001
ISO 1401
TL 9000

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®

ADTRAN, Inc.
Attn: Enterprise Networks
901 Explorer Boulevard
Huntsville, AL 35806
P.O. Box 140000
Huntsville, AL 35814-4000

256 963-8000
256 963-8699 fax

General Information
800 9ADTRAN
info@adtran.com
www.adtran.com

Pre-Sales Technical Support
888 423-8726
application.engineer@adtran.com
www.adtran.com/presales

Post-Sales Technical Support
888 423-8726
support@adtran.com
www.adtran.com/support

Where to Buy
888 423-8726
channel.sales@adtran.com
www.adtran.com/where2buy

ProServicesSM
888 874-2237
proservices@adtran.com
www.adtran.com/proservices

Global Inquiries
256 963-8000
256 963-6300 fax
international@adtran.com

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NetVanta 1531

Layer 3 Lite Gigabit Ethernet Switch

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

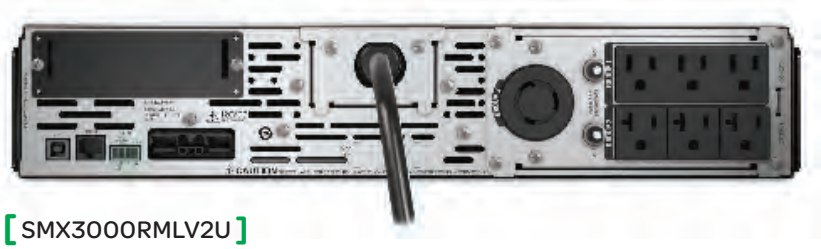
Smart-UPS Extended Run 750 – 3,000 VA

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

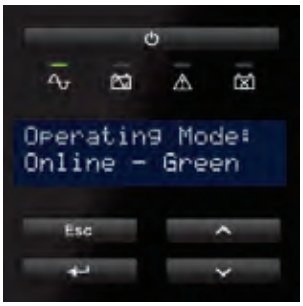
About:
UPS and replacement battery part numbers, serial numbers, battery install, and suggested replacement dates

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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