RECEIVED

JUL 24 2017

PURCHASING DEPT

8:50 Am

ORIGIN ID:SVGA   (210) 477-7310
GDY GMINSKI
ICSOLUTION
2200 DANBURY STREET

SAN ANTONIO, TX 78217
UNITED STATES US

SHIP DATE: 25JUL17
ACTWGT: 35.00 LB
CAD: 101739259/INET3920

BILL SENDER

TO **HARRISON COUNTY PURCHASING DEPT.**
FIRST JUDICIAL DISTRICT COURTHOUSE
1801 23RD AVENUE

GULFPORT MS 39501
(228) 865-4028   REF
PO   DEPT
INV

FedEx
Express

E

WED - 26 JUL 10:30A
PRIORITY OVERNIGHT

TRK# 7797 3353 4440

XH BIXA   39501
MS-US   BFM

IC Solutions
Advanced Technology

2200 Danbury Street • San Antonio, TX • 78217

RECEIVED

JUL 26 2017

PURCHASING DEPT

8:50 Am

Planter

ORIGIN ID:SVZA   (210) 477-7310
GOY GIMINSKI
ICSOLUTIONS
2200 DANBURY STREET

SAN ANTONIO, TX 78217
UNITED STATES US

SHIP DATE: 25JUL17
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CAD: 101739268/INET3920

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WED - 26 JUL 10:30A
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TRK# 7797 3353 4440
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39501
MS-US BFM

ICSolutions PRESENTS THIS PROPOSAL TO:

HARRISON COUNTY, MISSISSIPPI

RFP for Providing Inmate Communication Services for the Harrison County Jail Facilities Gulfport, Mississippi

ORIGINAL

DUE: JULY 28, 2017 @ 10:30 A.M.
DOUG BUNDY
ACCOUNT MANAGER
RFP@ICSOLUTIONS.COM

ICSolutions
Advanced Technology
A Keefe Group Company

2200 Danbury Street
San Antonio, Texas 78217
P: 866.228.4040 F: 210.693.1016
www.icsolutions.com

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Copyright & Trademark Notices

The following is a non-exhaustive list of United States trademark applications and registrations owned by ICSolutions and its affiliates:

ICSolutions®	The ENFORCER®
The Attendant℠	The Communicator℠
Word Detective®	Message of the Day℠
Access Corrections™	The Visitor™

Other trademarks that may be used in this Document are the property of their respective owners.

Proprietary / Confidential Information Matrix

The following information contained within the attached Document is Proprietary and Confidential and should be redacted from any public inspection of this Document, including those occurring in response to Freedom of Information Act (FOIA) requests from third parties. Public disclosure of this information may cause irreparable harm to ICSolutions and, therefore, protection from such disclosure is hereby requested:

- **Audited Financial Statements (Exhibit J)**

  ICSolutions and its parent company, TKC Holdings, Inc., are both privately held companies, and therefore our financial records are confidential, proprietary documents and are not publicly available nor subject to public review of any kind. As our company is not traded on any public exchange or market, its financial statements constitute a material personal asset of its individual owners, who are entitled to privacy protection under applicable state and federal laws established to protect the personal accounts of individuals. Furthermore, disclosure of this information would serve no public interest since the public has no context within which to evaluate it.

The information described above has been enclosed in a separately sealed envelope and labeled "Confidential" or "Proprietary" on each page – making this information easily identifiable and separable from the remainder of this Document, to facilitate any public inspection of the redacted document.

ICSolutions
Advanced Technology
A Keefe Group Company

July 25, 2017

Harrison County Chancery Clerk's Department
First Judicial District Courthouse
1801 23rd Ave
Gulfport, MS 39501

RE: RFP for *Providing Inmate Communication Services for the Harrison County Jail Facilities – Gulfport, MS*

Dear Evaluation Committee:

Thank you for the opportunity to provide this proposal in response to Harrison County's Inmate Phone Service needs. **ICSolutions**, *a Keefe Group company*, has considered the County's requirements and developed an offer that we believe will meet all your critical inmate telecommunications needs.

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

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

Also, please feel free to contact your Account Manager and **Primary Contact Mr. Doug Bundy** with any questions regarding our proposal:

> **Mr. Doug Bundy,** ICSolutions Regional Account Manager
> Office: 866-228-4040 | Email: dbundy@icsolutions.com

Thank you for taking the time to review our proposal. We are committed to earning the business and **complete satisfaction of Harrison County**, its Staff, and its inmate telecommunications customers.

Sincerely,

Michael Kennedy

Mike Kennedy
Vice President Sales & Marketing

2. TABLE OF CONTENTS

3. EXECUTIVE SUMMARY

ICSolutions appreciates the opportunity to submit this Proposal to provide Inmate Telephone Services for Harrison County, Mississippi. ICSolutions has offered innovative, cutting-edge communications technology to correctional facilities since 2002. ICSolutions is a wholly owned subsidiary of the Keefe Group, which has served the correctional industry **since 1975**. ICSolutions is confident we have the experience and resources necessary to satisfy your County's requirements.

> ICSolutions, together with its affiliates in the Keefe Group of companies – including Keefe Commissary Network (KCN) and Access Corrections – is *the only company in the industry that can be a total service partner for phones, commissary, inmate banking, kiosks, and video visitation, as well as food and vending services.*

As both a prime contractor and a respected technology subcontractor, ICSolutions currently operates our ENFORCER® calling system and related technology at more than 400 individual correctional facilities across the United States, providing calling services to a total of **more than 268,000 inmates**.

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

We have provided references in **Tab 5** of this Proposal and letters of reference in **Exhibit B**. Additionally, we have included contact information for every single one of our current clients *where we serve as the Prime Contractor* in **Exhibit A,** and we invite Harrison County to **call anyone** on this list to hear about their satisfaction with our system and service!

All products and services described in this proposal will be entirely managed by ICSolutions. ICSolutions has a 99% contract renewal rate and has never terminated a contract early or lost a contract due to failure to perform services as agreed. We have never lost a single call recording or call detail record. And we have an outstanding reputation for accurate, on-time commission payments and excellent local service.

Moreover, ICSolutions has **never purchased a single contract** or any other company. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel (résumés provided in **Exhibit G**). ICSolutions has numerous regional offices nationwide and field technicians and site administrators stationed across the country to better meet our clients' needs. Highlights of our offer for Harrison County include:

Local Account Manager & Primary Contact

Harrison County will be served by Mr. Doug Bundy, your dedicated, your **Account Manager** and Primary Contact for this contract. As your account manager, Mr. Bundy will be responsible for working directly with the County through the contract term. He will also oversee your implementation to ensure that planning and installation succeed without a hitch and that the facilities experience no downtime and no disruption of services during the process.

Since Mr. Bundy is responsible for both your implementation and ongoing satisfaction, he will have a vested interest in the success of your installation; and he will be intimately familiar with the details of your contract, facility policies and procedures, unique requirements, and customized technology configuration. Mr. Bundy will use this information to ensure that the County receives the best possible service throughout your entire contract term.

Thank You

Thank you for taking the time to review our Proposal for Harrison County. We have created an offer that we believe meets your unique needs. Please don't hesitate to contact us with any questions, or to request a live demonstration of the technology described herein.

4. GENERAL REQUIREMENTS

GENERAL REQUIREMENTS

It is the intent of this Request for Proposal to obtain proposals from qualified vendors to provide hosted, IP-based services for inmates. The inmate communication services platform services must include:

- Software
    - IP-based
    - Mobile-friendly (Android and Apple)

- Applications
    - Inmate Telephone Service
    - Custom web-based application(s)
    - Law Library
    - MP4 video application
    - Job view application

- Hardware, as described herein

The services are requested at the following County facilities:

- Harrison County Adult Detention Facility
- 10451 Larkin Smith Drive
- Gulfport, MS 39503
- Average Daily Population (ADP): 800

- Harrison County Sheriff's Work Center
- 10046 Lorraine Road
- Gulfport, MS 39503

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this proposal. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

The requirements listed herein should be met by all offerer's proposals. In instances where the proposal differs from these requirements, offerer shall note the difference and describe in detail how their proposal will meet the County's needs without including this specific requirement. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the County's discretion.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions is proposing a completely turnkey inmate telephone system that includes all the hardware, software, training, implementation, maintenance and documentation at no cost to the County ICSolutions will service the County using our centralized ENFORCER® platform installed at our primary data center in San Antonio. All inmate telephones at the County will be connected to this platform via the network to this data center. Failover call processing will occur at a secondary Data Center in Atlanta, Georgia – providing geographically separate call processing

that will ensure **99.999% uptime** for your Inmate Telephone System, while protecting the County from potential data loss.

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 County, including:

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

## The ENFORCER® Call Processing System
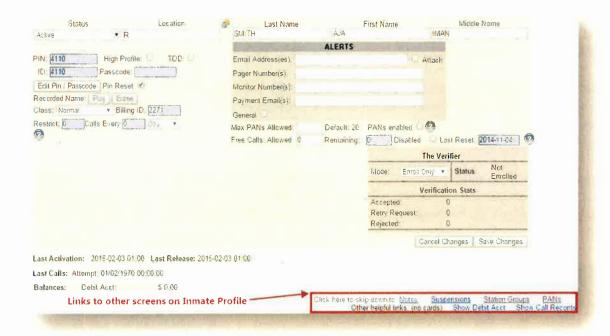
The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface), that allows control, monitoring searching and reporting of all inmate calls to any authorized user, **accessible remotely and securely anytime, anywhere**. Anyone with a password and log-in ID granted by County administrators can access the system from **any computer running a modern browser**, as if they were opening a web-site. The ENFORCER® is password-protected, but accessible over WAN or VPN so that all of the tools can be used by an authorized user **remotely or onsite, whether or not they are actually at an ENFORCER® workstation.**

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

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

Tab 4 – Page 2   **Harrison County, MS**

More detail about our proposed ITS is described in **Tab 6.** Some sample screens of the user interface are provided below.

Inmate Account Screen from The ENFORCER®

Call Detail Results Screen from The ENFORCER®

The Visitor™ Video Visitation System:

Powered by The ENFORCER®

At the County's option, ICSolutions can provide The Visitor™ video visitation system that is built right in to The ENFORCER® in addition to the Visitor Visitation Management system. The Visitor™ is a completely TCP/IP based system, with all visitation rules, administrative tools, data, and recordings accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience.

The Visitor™ video visitation system is a multi-functional tool that supports not only video visitation, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the County's needs.

ICSolutions can provide video visitation system (VVS) stations for inmates and visitors, as needed. The VVS stations are corrections grade, IP-based, and consist of a high-impact armored housing , steel lanyard and security grade handset, 17" hardened touch screen monitor, high definition IP camera, and Linux-based operating system.

- Video visitation
- Attorney consultation
- IP addressable
- Commissary kiosk services
- Send & receive e-mails
- Power-Over-Ethernet
- 17" color monitor

- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Law library

Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the VVS station is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks. The sturdy construction and resistance to tampering offered by the VVS stations are critical characteristics for inmate-accessible units. 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.

The Visitor™ Visitation Management System

At no cost to the County, ICSolutions can provide The Visitor™ visitation management system that is built right in to The ENFORCER®. The Visitation Management System does not require installation of the video visitation system. The Visitor™ is a web-based system, with all visitation rules, administrative tools, and data accessible online by authorized users using a **single sign-on** to The ENFORCER® for ultimate convenience.

Tab 4 – Page 4   Harrison County, MS

The Visitor™ visitation management system is a multi-functional tool that **streamlines all visitations**, including the County's **traditional visitation needs, such as contact, face-to-face or across-the-glass visits**. This comprehensive visitation management tool offers the ability to customize facility rules and automate facility visitor registration and visitation scheduling, which ensures consistent administration of all visitations provided at the County facilities. Features of The Visitor Visitation Management System include, but are not limited to:

- Easy browser-based visitation registration & session scheduling
- Visitor Account List of approved, suspended and denied visitors
- Visitation Scheduler for authorized facility staff
- Inmate notifications of visits accessible through the inmate phones
- Ability for visitors to view the visitation schedule via their web-based account
- Flexible and customizable visitation rules

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

A1. Schedule

The estimated schedule for the RFP is as follows:

Time Line

June 14 and June 21, 2017	Publication of Notice of Request For Proposals
June14, 2017	Issue Proposals to All Known Qualified Vendors
June 22, 2017	Pre-Proposal Vendor Meeting and Site Inspection Tour Date/Time: Thursday, June 22, 2016 at 9:30 AM CST Location: Harrison County Adult Detention Center 10451 Larkin Smith Drive, Gulfport, MS 39503
July 14, 2017	Proposal Opening Date: Proposals Due 10:30 AM CST
July 17, 2017	Selection Committee- First Meeting (other meetings as required)
July 24, 2017	Estimated Date of Notification of Presentations
August 14, 2017	Estimated Award Date
September 5, 2017	Estimated Contract Execution Date
September 5, 2017	Estimated Notice to Proceed Date

Note: All dates subject to change based on the needs of the Harrison County Sheriff's Department.

ICSolutions Response:
Company has Read, Understands, and will comply.

A2. Definitions

For the purpose of this RFP, the terms "Vendor" and "Offerer" refer to the provider of equipment and services. The word "County" will refer to County. The "System" will be referred to as the inmate telephone and/or video visitation system.

ICSolutions Response:
Company has Read, Understands, and will comply.

A3. RFP Submission

Each Vendor must prepare a written response. Proposal shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item shall be interpreted as non-compliance. Vendors must respond to all paragraphs in the order in which they appear in this RFP.

A letter of transmittal must be attached to the proposal. Included in the letter shall be a statement that identifies all materials and enclosures being forwarded in the proposal, and provides a summary of compliance with Technical Requirements. The letter of transmittal must be signed by the person who is authorized to contractually commit the Vendor's organization.

One 1 original hard copy, 5 COPIES and 1 electronic copy of the proposal, in PDF format, must be returned no later than 10:30 AM on JULY 14, 2017. All proposals must be on file with the Clerk of the Board prior to the opening time as stated above. All proposals must be sealed and clearly marked on the outside of the envelope as indicated "Providing Inmate Communication Services to the Harrison County Jail Facilities to be opened on July 14, 2017"

Envelopes not so marked are submitted at the risk of the prospective Vendor and the County assumes no responsibility for the premature opening of same by any County employee.

Proposals sent through the U.S. Mail are done so at the risk of the Prospective Vendor and should be addressed to the Harrison County Board of Supervisors, in care of the Chancery Clerk's Office, Post Office Drawer CC Gulfport, Mississippi, 39502. The County is **NOT** responsible for proposals that arrive in the mail after the designated opening time. Proposals may be delivered in person to the Harrison County Purchasing Department in the First Judicial District Courthouse located at 1801 23rd Ave, Gulfport, Mississippi until 5:00 p.m. on THURSDAY, JULY 13, 2017 or the Board of Supervisor's meeting room at the First Judicial District Courthouse in Gulfport, Mississippi on FRIDAY, JULY 14, 2017 prior to the opening time as listed above.

Tab 4 – Page 6   **Harrison County, MS**

If the agency is closed for any reason, including but not limited to: acts of God, strikes, lockouts, riots, acts of war, epidemics, governmental regulations superimposed after the fact, fire, earthquakes, floods, or other natural disasters (the "Force Majeure Events"), which closure prevents the opening of bids at the advertised date and time, all bids received shall be publicly opened and read aloud on the next business day that the agency shall be open and at the previously advertised time. The new date and time of the bid opening, as determined in accordance with this paragraph, shall not be advertised, and all Vendors/Contractors, upon submission of a bid proposal, shall be deemed to have knowledge of and shall have agreed to the provisions of this paragraph. Bids shall be received by the agency until the new date and time of the bid opening as set forth herein. The agency shall not be held responsible for the receipt of any bids for which the delivery was attempted and failed due to the closure of the agency as a result of a Force Majeure Event. Each Vendor/Contractor shall be required to ensure the delivery and receipt of its bid by the agency prior to the new date and time of the bid opening.

Each question in this RFP response should be answered with one of the following answers:

1. Company has Read, Understands, and will comply:

2. Company has Read, Understand, and will partially comply:

3. Company has Read, Understand, will not comply:

Questions should be answered with one of the three responses above, then a short write up on how the vendor meets the requirement of the RFP.

ICSolutions Response:
Company has Read, Understands, and will comply.

A4. Oral Presentations

Oral Presentations will be required after bid responses are submitted. Once scoring is completed based on RFP responses, the top three vendors will be selected for an Oral Presentation to the selection committee and any Supervisors who may attend. Samples of the proposed solutions will be required at that time for review.

ICSolutions Response:
Company has Read, Understands, and will comply.

A5. Vendor Inquiries

If additions, deletions, modifications, or clarifications to the RFP become necessary, the changes will be noted by written addendum to the Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications.

The Vendor shall identify a contact person who will be responsible for coordinating the efforts and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

- Name:
- Organization:
- Address:
- Email address:
- (Area Code) Telephone Number: Office & Cell

All vendor questions will be in written format and addressed to the Purchasing Clerk, Mr. Jody Webster, at the email address of jmwebster@co.harrison.ms.us. Harrison County will not provide information that pertains to financial records of the current or prior providers of the services being advertised in this Request for Proposals.

ICSolutions Response:
Company has Read, Understands, and will comply.

A6. Pre-Proposal Conference and Site Visit

A pre-proposal conference and site visit will be held at the Harrison County Adult Detention Center located at 10451 Larkin Smith Drive, Gulfport, MS 39503 on June 22, 2017 at 9:30 AM CST. All Vendors are encouraged to attend to have the ability to view the location, the areas where phones will be needed and have the ability to ask questions. All questions will be recorded at the visit and will be addressed in written format to all vendors having requested a specification package.

All vendors are asked to limit the number of person to 3 per company and must provide the requested information in Attachment "A" (Page 39) by 5:00 PM CST, June 20, 2017 to the Warden's Office Administrator, Lisa Kinney at Fax Number 228-896-0681 or by email at Lisa.Kinney@harrisoncountysheriff.com.

ICSolutions Response:
Company has Read, Understands, and will comply.

Tab 4 – Page 8   **Harrison County, MS**

A7. Basis of Award

The County will review all responses to ensure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the RFP.

An inmate telephone system is a vital service to the County; the investigative tools, operation efficiencies, and added security are some of the important aspects expected to be derived from this service.

The County prefers a Vendor that develops its own software and builds its own systems because it is advantageous to have a single point of contact. It is our preference to work with a company that is the sole source for engineering, deploying, and maintaining its own solutions.

- Systems would include, but not be limited to, features such as collect and debit calling, specific products or features, in-house product development, staff support, and customer support.
- Describe your system and how it will meet this requirement. In addition, Vendors must be prepared to present all features and functions described within this RFP response.

The County expressly reserves the right, in its sole judgment, to accept or reject any or all proposals, with or without cause, modify, alter, waive any technicalities or provisions, or to accept the proposal which is determined to be the best evaluated offer.

Harrison County Sheriff's Department will appoint a selection committee to include any supervisor to review and ensure compliance with specifications as requested in the RFP. All proposals will be evaluated on the following scale of points:

EVALUATION CRITERIA

Technical Specifications — Hardware, technical, and system requirements	
Section II: Inmate Telephone System.	30 Points
Company Background and References – History, market share, and experience of the company providing the required system and services, and experience/qualifications of employees assigned to the project.	25 points
Call Rate Plan and Commission	25 points
Installation - Implementation plan	10 points
Maintenance and Support - Availability and quality of on-going support and maintenance procedures and personnel. Training. Support plan, trouble ticket flow and escalation procedures.	10 points

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions is proposing a completely state-of-the-art, turnkey inmate phone system at **no cost** whatsoever to the County for this service. ICSolutions is proud to note that we are a single source provider of the inmate telephone system and video visitation system. The ENFORCER® is a state-of-the-art inmate call processing system that offers customizable call controls, such as phone scheduling; investigative tools that include recording and monitoring; as well as the features described in detail in response to the requirements below. ICSolutions manufactures the ITS, designs the software applications, provides the installation, training and support to accommodate all aspects of this contract.

ICSolutions offers a dedicated Regional Account Manager as a single point of contact who can assist you with any inquiries throughout the life of the contract.

Mr. Doug Bundy, Account Manager
5300 Fulton Industrial Blvd. - Suite D
Atlanta, GA 30336
210-572-9551
Email: dbundy@icsolutions.com

ICSolutions has responded fully to this RFP and developed a unique offer for Harrison County that meets or exceeds the technical requirements, which is described throughout this proposal, and specifically in *Tab 6.*

ICSolutions is proud of our service history, and **we encourage you to call *anyone* on our Client List**, in addition to the references provided with this proposal to hear about the quality of our technical solution, and our commitment to outstanding service and customer care. As *Exhibit A*, we have provided our complete list of correctional clients that we are under contract with to perform inmate telephone services as the Prime Contractor. We have also included **Letters of Reference** from a few of our clients in *Exhibit B.*

We have described our competitive and FCC-compliant financial offering in *Tab 9* of this proposal. Our Vendor Experience and current customer references are outlined in *Tab 5.* Our account support team, maintenance procedures, project plan, scheduling, and implementation are provided in **Tab F, Implementation Narrative.**

A8. Contract Term

The selected Vendor and County will negotiate a contract that will be for a period of five years. At the expiration of this contract, the County will have the option of continuing the phone services with the offerer at the same commission and rates for a period of four additional years in two-year increments. Each optional renewal will require the County's approval.

ICSolutions Response:

Company has Read, Understands, and will comply.

Tab 4 – Page 10   **Harrison County, MS**

A9. Termination

The obligation to provide further service under the terms of the resulting agreement may be terminated by the County upon ninety- (90) days written notice in the event of material breach by the successful Offerer to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the County chooses to discontinue this contract either by termination or not extending the contract, the offerer warrants that it will remove all its equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to this facility. The incumbent vendor shall cooperate in a professional manner with the new vendor during the implementation of the new system. In the event that any material, data or information is to be retained by Harrison County that information will be requested in a format from Harrison County that will be in a workable digital format.

If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within 30 days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

ICSolutions Response:
Company has Read, Understands, and will comply.

A10. Damage and Repair Liability

The County will have no liability to the Vendor for fraud, theft, and vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Vendor.

Vendor warrants that all repairs will be made at its expense. Vendor's shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

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

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 County. 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 County.

A11. Installation/Disconnection

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers, and/or dedicated phone lines from the County facilities without charge.

ICSolutions Response:
Company has Read, Understands, and will comply. ICSolutions is proud to present our solution to provide **Inmate Communications Services.** At the highest level, our solution will provide a comprehensive, fully integrated, and reliable inmate calling solution for the Harrison County. Our solution is truly "turnkey," as ICSolutions will provide all necessary software and hardware products, installation, testing, project management services, technical and instructional documentation, and training in the operation and administration of our products and services.

A12. Current County Inmate Communications System

Securus Technologies is currently providing inmate communication services to the Harrison County Adult Detention Center. The current number of inmate telephones at each location are as listed:

- Adult Detention Center: Minimum of 78 Telephones

- Adult Detention Center: Minimum of 1 TDD/TTY Compatible Telephone

- Adult Detention Center: Minimum of 6 telephones that are able to complete free phone calls.

ICSolutions Response:
Company has Read, Understands, and will comply.

Tab 4 – Page 12   **Harrison County, MS**

A13. Miscellaneous Requirements

The County will not be liable for any of the cost incurred in preparation and presentation of the response.

Proprietary and Confidential Information: Vendors are cautioned to limit or avoid if possible including proprietary trade secret information within the proposal. Privately held entities, whose financial information is not otherwise subject to public disclosure, may submit the required financial information in a separate, sealed envelope labeled with the bidder's name, RFP name and number, and a clear indication that the envelope contains CONFIDENTIAL INFORMATION.

Under no circumstance shall a vendor's entire proposal, call rates or offers, or the majority of the vendor's technical responses be labeled proprietary or confidential.

If the vendor deems it necessary to include proprietary trade secret information in order to adequately respond to technical requirements, the vendor shall note the section as such and provide the information in a separate sealed envelope.

In addition, a proprietary and confidential matrix must be included that shows all items that are not in main response and indicated as proprietary and confidential.

ICSolutions Response:
Company has Read, Understands, and will comply.

A14. Insurance

Bidder shall provide the County with Certificate of Insurance, both Workman's Compensation Insurance and General Liability Insurance coverage for work at the various county facilities with limits of not less than $100,000 I $300,000 I $100,000 with excess umbrella liability of $1,000,000.000. Successful vendor must submit copies of insurance certificates to the County before any work can be started.

ICSolutions Response:
Company has Read, Understands, and will comply. ICSolutions has included our Insurance Certificate as **Exhibit H.**

5. VENDOR QUALIFICATIONS

B1. Experience

1. Due to the complex nature and security concerns of correctional facilities, Vendors must be well experienced in providing this type of service. The Vendor shall demonstrate at least 5 years of experience providing inmate communication services to counties of similar size.

2. The Vendor should provide an overview of their firm, including years and nature of experience in inmate communication business.

3. The Vendor shall provide information describing its client base and the proposed system's position in the counties of the State of YOUR STATE.

4. The Vendor must have at least five years of experience providing a web based, hosted inmate communication systems.

5. The Vendor must demonstrate a commitment to technology upgrades, including consistent new technology deployment over the last three years or more.

6. Any materials submitted by the Vendor that is considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the County makes no representation that such material will be kept confidential.

ICSolutions Response:

Company has Read, Understands, and will comply. **Since 2002**, ICSolutions has provided inmate telecommunications services in correctional environments, expanding and improving our technology to meet the evolving needs of our clients. ICSolutions has established a 99% contract renewal rate, and in our 15 years of operation, we **have never purchased a single contract** or any other company. Our management team includes experienced industry veterans supported by a diverse staff of technical and operational personnel. ICSolutions is headquartered in San Antonio, Texas, and has numerous regional offices nationwide. Moreover, our field technicians and site administrators are stationed across the country to better meet our clients' needs.

ICSolutions is wholly owned by Keefe Group, LLC - the nation's largest commissary provider. Keefe Group has been *serving the corrections industry for over 40 years*. ICSolutions and Keefe Group have worked in tandem since 2010, utilizing our financial resources to strategically expand operations and developing supply-chain relationships to benefit our clients. Through this partnership, ICSolutions remains committed to Research and Development to continue to improve our services. Our commitment to providing state-of-the-art equipment for clients is demonstrated by our *ongoing and free system upgrades,* released approximately every quarter and conducted remotely (so there is no need for any onsite disruption).

In addition to meeting our clients' technological and investigative needs, we are typically able to increase their revenue. 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%**. Even where we implement lower calling rates, we often see call volumes increase by as much as 150%, and **revenues increase by about 30%**. ICSolutions anticipates a significant increase in inmate calling and the County's commission revenue due to our easy-to-use prepaid calling and funding options.

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!

> *"The incumbent vendor, Securus Technologies, had provided prisoner phone service for the previous 10 years. The average annual commission generated for the last three years of the contract was $491,000. In October of 2012, the County entered into a 5-year contract with ICSolutions. In so-doing, the **revenue generated from phone calls increased by 64% to $902,259** for FY 2013. Very impressive considering **calling rates for friends and families were reduced by approximately 49%**."*

Anthony Wickersham
Macomb County Sheriff

More recently, in Smith County, Texas, when ICSolutions took over the contract, we increased the County's revenue by 48%, while reducing calling rates by 220%!

> *"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

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to nearly 200 correctional agencies across the United States. ICSolutions focuses on providing a secure and feature-rich inmate call-processing system, and we continue to innovate and expand our offerings. Today we provide not only the latest generation ENFORCER®, but a customizable total inmate communications and payments solution that can include advanced voice biometrics, video visitation, paperless grievance reporting, lobby deposit kiosks, debit release cards, inmate voicemail, email, and more. We also provide customized services like commissary interfaces that allow inmates to purchase calling time and order commissary items by phone, along with our Prepaid Collect system.

Thanks to these features and our outstanding Service Team, we can take pride in the reliable solution we provide for our clients. To better serve called parties, inmates, and facilities alike, our company is staffed by one of the most seasoned management teams in the industry, and our service structure includes in-house Technical Services, Customer Care, Engineering, Network Operations Specialists, On-Call Facility Support, and Account Management Services, all available to meet our clients' needs *24 hours a day, 7 days a week, 365 days a year*.

Tab 5 – Page 2   **Harrison County, MS**

Client Base & Service Expertise

ICSolutions currently provides our ENFORCER® calling system and outstanding customer service to nearly 200 correctional agencies (with more than 400 individual facilities across the United States), which range in size from small City and County Jails to large multi-facility State Department of Corrections.

Our services extend throughout the Southeast, where we provide services to **eight clients** within the state of Mississippi alone, as well as facilities in Alabama, Louisiana, Georgia, and Florida. In addition to the references below, we have included contact information for every single one of our current clients as *Exhibit A.* We have also included several recent Letters of Reference from a few of our clients in *Exhibit B.* ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List to hear about our outstanding service and innovative technology.

State-of-the-Art Technology: Upgrades

ICSolutions is recognized as a leader in technology innovation. Updates to The ENFORCER® are released on a quarterly basis 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.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to the ENFORCER® include:

- **The Visitor™ Video Visitation & Visitation Management System** – The Visitor™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. This multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including the County's traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. ICSolutions also updates the Visitor on a quarterly basis.

- **Report Scheduler** - The ENFORCER® now 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.

- **Message of the Day Administration** - Users with System Administrator access can now dynamically create "Message of The Day" announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.

- **Email Call Recordings** - This new feature allows users to email recordings directly from the Call Detail Results screen. After the user clicks a Send button, the selected call recordings are emailed to the recipient in mp3 format. The list of files that are requested will be sent in multiple emails, with each attachment totaling no more than the user-defined maximum attachment size.

- **Firecracker Investigative Tool** - Firecracker streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker enables the user to burn a higher volume of recordings on DVDs, perform burns to multiple discs, retry downloads on a per-file basis, and view user access of call recordings.

- **Word Detector** - The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.

- **Listening to Call Recordings** - Users can now add selected call recordings to a Listen Queue for listening at a later time. After the user adds call recordings, the selected call recordings appear under the Listen Queue option. After the user listens to each call, he/she can click the Remove button next to the call details to delete the recording from the queue list.

- **"The Communicator" Paperless Inmate Communication portal** - This feature enables inmates to place a call to The ENFORCER IVR using any standard inmate phone, and then leave a voice message to submit a request for review and approval by an administrative resource at the facility. The Communicator can be used by the inmate to request medical/dental appointments or facility-related information such as an inmate's scheduled court date. Inmates can file grievances related to the Jail or the phone system. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into the ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites. Additionally, the Communicator can accommodate future categories to meet specific client requirements.

- **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 Collect accounts, Inmate Voice Messaging to broadcast notification messages to one or more inmates at a facility. Authorized users can view a detailed historical record and listen to all voice mail messages left for an inmate. When the user creates a message using Inmate Voice Messaging, The ENFORCER® utilizes a special text-to-speech conversion process that converts the entered text into a synthesized voice message. This message is then posted to the voice mailbox for all inmates who have been specified to receive the message.

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's fifteen-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

Tab 5 – Page 4   **Harrison County, MS**

B2. Financial Stability

Bidder shall provide the County with financial statements, including statements of operations, balance sheets, and statements of cash flows, for the last two fiscal years.

ICSolutions Response:
Company has Read, Understands, and will comply. ICSolutions is a financially strong and stable company that has been providing inmate telecommunications services in correctional environments for the last 15 years. We currently provide service to more than 400 individual correctional facilities across the United States. We would also like proudly highlight that *all* of our client facilities are ICSolutions customers because they chose to be. ICSolutions has never purchased a contract or another inmate telephone company - **100% of our clients are with us because they had a choice**, and **they chose ICSolutions**.

ICSolutions is wholly owned by Keefe Group, LLC, a subsidiary of TKC Holdings, Inc. Keefe Group - the nation's largest commissary provider - has served the corrections industry successfully for over 40 years! The Keefe Group companies have brought a tremendous depth to ICSolutions' operations and provided strategic financial resources as well as synergistic supply-chain relationships since 2010.

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

To further demonstrate our financial stability and the depth of our financial resources, we have included TKC Holdings' Confidential Financial Statements as *Exhibit J* of this proposal response.

B3. References

Proposed Vendors must provide at least five (5) reference accounts that the Harrison County Sheriff's Department may contact to verify the bidder's level and reliability of services. References should be comparable in size to the Harrison County Adult Detention Center or larger, where the inmate telephone system installed is of the same or similar configuration as proposed under this RFP. For each reference, the bidder must be the current prime contractor, and not a subcontractor. Contact information for each reference should include a contact person's name, telephone number, email address and the length of the contract term with the company.

ICSolutions Response:
Company has Read, Understands, and will comply. We are pleased to offer the following references that enjoy similar equipment and services offered to Harrison County. These references can attest not only to the quality of our technical solution, but also to our commitment to outstanding service and customer care. Additionally, we have included contact information for every single one of our current clients where we serve as the *Prime Contractor* in **Exhibit A.** We have also included several recent Letters of Reference from a few of our clients in **Exhibit B.** ICSolutions is proud of our service history, and we encourage you to call anyone on our Client List, in addition to the references below.

Customer Name:	**Osceola County Corrections Department**	Number of Facilities:	1
Contact Person:	Captain Yuberky Almonte yalm@osceola.org	Telephone Number:	(407) 742-4426 (407) 742-0901 fax
Investigator ™ Contact Person:	Captain Yuberky Almonte yalm@osceola.org	Telephone Number:	(407) 742-4416 (407) 742-0901 fax
Address:	402 Simpson Road	Total Number of Phones:	122
	Kissimmee, FL 34744	Total Inmate Population:	1,186
Former Provider:	GTL	Date Service Began:	July 2007
Services Provided:	Inmate Telephone System	The Investigator Pro™	Video Visitation

Customer Name:	**Bexar County Detention Center**	Number of Facilities:	2
Contact Person:	Lt. Mark Padilla Classification Manager mpadilla@bexar.org	Telephone Number:	(210) 335-6275 (210) 335-6131 fax
Address:	200 North Comal	Total Number of Phones:	407
	San Antonio, TX 78207	Total Inmate Population:	4,000
Former Provider:	Securus	Date Service Began:	September 2011
Services Provided:	Inmate Telephone System	The Investigator Pro™	

Customer Name:	**Baldwin County Corrections Center**	Number of Facilities:	1
Contact Person:	Lt. George Thicklin gthicklin@baldwincountyal.gov	Telephone Number:	(251) 580-2524 (251) 580-2536 fax
Address:	200 Hand Avenue	Total Number of Phones:	77
	Bay Minette, AL 36507	Total Inmate Population:	668
Former Provider:	GTL	Date Service Began:	August 2012
Services Provided:	Inmate Telephone System	Keyword Search by Nexidia	
	Automated IVR	Inmate Voicemail	

Tab 5 – Page 6   **Harrison County, MS**

Customer Name:	**Lafourche Parish Sheriff's Office**	Number of Facilities:	3
Contact Person:	Lt. Brett Exnicious brett-exnicious@lpso.net	Telephone Number:	(985) 228-2796
Address:	200 Canal Blvd.	Total Number of Phones:	60
	Thibodaux, LA 70301	Total Inmate Population:	608
Former Provider:	Securus	Date Service Began:	June 2017
Services Provided:	Inmate Telephone System	Video Visitation	Word Detector

Customer Name:	**Atlanta City Detention Center**	Number of Facilities:	1
Contact Person:	Captain R. G. Johnson	Telephone Number:	(404) 865-8001
Address:	254 Peachtree Street	Total Number of Phones:	168 Inmate 42 Visitation Pairs
	Atlanta, GA 30303	Total Inmate Population:	600
Former Provider:	Securus	Date Service Began:	October 2014
Services Provided:	Inmate Telephone System		

References in Mississippi

Customer Name:	**Lamar County Detention Center**	Number of Facilities:	1
Contact Person:	Major Mike Harlin mharlin@lamarcounty.com	Telephone Number:	(601) 794-3559
Address:	431 Main Street	Total Number of Phones:	22
	Purvis, MS 39475	Total Inmate Population:	140
Former Provider:	Infinity	Date Service Began:	May 2013
Services Provided:	Inmate Telephone System	Video Visitation	

Customer Name:	**Winston-Chowtaw Regional Correctional Facility**	Number of Facilities:	1
Contact Person:	Warden Neal Higgason nhiggason@winstoncounty.org	Telephone Number:	(662) 773-2528 (662) 773-4989 fax
Address:	2460 Highway 25 North	Total Number of Phones:	27
	Louisville, MS 39339	Total Inmate Population:	380
Former Provider:	Securus	Date Service Began:	November 2015
Services Provided:	Inmate Telephone System	Data Detective	

B4. Organizational Chart and Project Staffing

Provide an organizational chart that indicates the vendor's overall organization as it pertains to the proposed services.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions is staffed by a management team with more than 200 years of collective experience advancing inmate telecommunications. ICSolutions allocates our resources based on our clients' needs. Our headquarters is staffed by National Account Support teams, including Customer Service for called parties, Technical Services for facility support, and Engineering. Our Regional Account Managers provide account management services for clients divided into seven regions. When a contract is awarded, ICSolutions recruits a local team of field staff dedicated to the account based on that client's requirements. Our Engineering staff is dedicated to updating our ENFORCER® call processing platform based on our clients' feedback and suggestions.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. On the technical side, the final authorities on the highest level will be Brian Dietert, Director of Operations and John Goetsch, Vice President of Technology – both of whom report to our President and General Manager, Mr. Tim McAteer. Your Regional Account Manager, Mr. Doug Bundy, will manage and serve as your direct point-of-contact throughout the life of the contract. Your Project Team will be led by Mr. Geoff Larkin in partnership with your Regional Account Manager, Doug Bundy. Please refer to **Exhibit G** for full résumés of the Project Team. Our key personnel are described in detail in response to the next requirement.

Tab 5 – Page 8   **Harrison County, MS**

ICSolutions' Management Team

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

Tim McAteer, Company President has 20 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

Brendan Philbin, VP of Product Development, has 25 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

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

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

ICSolutions' Organizational Chart

Tim McAteer, President & General Manager

Brian Dietert, Director of Operations
- Justin Naquin, Regional Field Service Manager → Field Technicians
- Latoya Coleman, Technical Services Manager → Technical Services Team
- Geoff Larkin, Project Manager
- Wilfredo Punzalan, Network Ops Manager → Network Operations Technicians

Brendan Philbin, Vice President of Product Development
- Greg Camp, Engineering Manager
- Josh Hatzenbuehler, VVS Product Mgr / Lead Engineer → Video Engineers
- Carsten Griffen, Software Engineering Manager → "C" Software Engineers
- Ben Dusinberre, Sr. Software Engineer Video → "PHP" Software Engineers
- Gabe Lane, Hardware Engineering Manager → Hardware Technicians
- George Langdin, Product Engineering Manager → Production Engineers

Mike Kennedy, Vice President of Salles & Marketing
- Laura Fugitt, Director of Marketing → Proposal Writers
- Latisha Steger, Director of Sales Engineering → Implementation & National Trainers
- Doug Bundy, Regional Account Manager
- Sylvia Castillo, Client Services Manager
  - Kim Crafts, Client Services Representative
  - Customer Service Representatives
  - On-Site Administrators

Ken Dawson, Director of Contracts and Regulatory

Liz Rodriguez, Human Resources

Chris Smith, Controller

Tab 5 – Page 10   **Harrison County, MS**

B5. Staff Experience and Qualifications

Vendor shall provide summaries or resumes of experience and qualifications of key personnel who will be assigned to the project in the event of award, including a description of anticipated roles in the project. Resume/summaries must clearly indicate skills commensurate with the technical and professional requirements of this RFP.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will answer your call in 20 seconds or less if you have a question or if an issue arises; and **your Regional Account Manager, Doug Bundy**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Harrison County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Exhibit G**.

Client Services

Mike Kennedy, Vice President of Sales & Marketing

2200 Danbury Street
San Antonio, TX 78217
251-533-0046

Responsibilities

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

Qualifications

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

Doug Bundy, Account Manager
5300 Fulton Industrial Blvd. - Suite D
Atlanta, GA 30336
210-572-9551

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

Qualifications
Doug has nearly 30 years' experience in the sales, marketing and operations management processes in the telecommunications industry, with a focus on the inmate telephone services industry since 1998. He is experienced in the account management, system design, installation and maintenance processes of inmate phone systems for County Governments and State Corrections agencies. He has worked directly with multiple State Department of Corrections, many large County Jail operations, and numerous other County inmate facilities.

Sylvia Castillo, Client Services Manager
2200 Danbury Street
San Antonio, TX 78217
210-477-7381

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

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

Latisha Steger, Director of Sales Engineering
2200 Danbury Street
San Antonio, TX 78217
210-572-9556

Tab 5 – Page 12   **Harrison County, MS**

Responsibilities

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

Qualifications

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

Don Newsome, Corporate Account Manager/Video Visitation Trainer

2200 Danbury Street
San Antonio, TX 78217
850-490-6077

Responsibilities

Don works directly with the facility to provide initial training for The Visitor™ Video Visitation System during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has nearly 20 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert, Director of Operations

2200 Danbury Street
San Antonio, TX 78217
210-477-7340

Responsibilities

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

Qualifications

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

Geoff Larkin, Project Manager (ITS Installations)

2200 Danbury Street
San Antonio, TX 78217
210-477-7355

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Qualifications

Mr. Larkin has a well-rounded education with A+ and Net+ certifications, as well as holding a B.A. in Biology and an MBA. Geoff, who joined ICSolutions in 2007, balances this education with in-depth experience, with more than 30 years of IT experience in regulated industries. Geoff has held leadership positions on system conversion and specialized-training teams since 1987. He is an integral part of every installation at ICSolutions – big or small – so he is familiar with the problems that can arise with all types of projects. He has coordinated countless complex projects and is proficient at anticipating facilities will have their own unique circumstances that may affect the timing of the installation if not timely identified and addressed in the installation plan.

Justin Naquin, Regional Field Service Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7342

Responsibilities

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

Tab 5 – Page 14

Harrison County, MS

Qualifications

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

Latoya Coleman, Technical Support Manager

2200 Danbury Street
San Antonio, TX 78217
210-572-9547

Responsibilities

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

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has nearly 10 years of technical support experience, with more than 6 years in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin, Vice President of Product Development

2200 Danbury Street
San Antonio, TX 78217
210-588-8102

Responsibilities

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

Qualifications

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

Greg Camp, Engineering Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7327

Responsibilities

Greg directs the Engineering team responsible for designing the software and hardware for The ENFORCER® inmate call processing platform and The Visitor™ Video Visitation & Scheduling Management platform. Greg also serves as a point of contact for escalated software engineering tickets and software support issues.

Qualifications

Greg has been in the telecommunications industry since 1990, with vast experience in planning, developing, and implementing applications to address complex business and technical challenges. Greg has built and led teams in the creation of cutting edge technology in telecommunications. Some examples include customized IVR applications and agent applications for large call centers. Greg joined ICSolutions in 2009 as a Senior Software Engineer and was promoted in 2013 to Senior Software Architect. While at ICSolutions, some of Greg's contributions include acting as a project lead for design, planning, and architecture of The Visitor™ Video Visitation & Scheduling Management platform, as well as developing the current VoIP application used by inmates to place phone calls. Greg graduated in 1993 from Texas Tech University with a Bachelor's degree in Computer Science and a minor in mathematics.

George Langdin, Technical Services Manager (IT Engineering)

2200 Danbury Street
San Antonio, TX 78217
210 477 7320

Responsibilities

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

Tab 5 – Page 16   Harrison County, MS

Qualifications

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

Josh Hatzenbuehler, Video Visitation Product Manager / Lead Engineer

2200 Danbury Street
San Antonio, TX 78217
210-477-7325

Responsibilities

Josh is responsible for all aspects of the Video Visitation software, including managing customer and vendor relationships. He is dedicated solely to supporting our video visitation software, video visitation clients, and escalated video visitation support tickets. In addition, Josh develops the software configuration for customer facilities during the installations and upgrades of video visitation systems. After system installation, Josh is also the first point of escalation for video visitation service tickets, routing and assigning tickets to the video team.

Qualifications

Josh joined ICSolutions in 2013 as a software engineer, focusing on developing flexibility in user customization of ICSolutions' IVR system. He has worked with software systems since 2007, with several years' experience as a lead software engineer on multiple projects. Josh earned his Bachelor of Science in Electrical Engineering from Texas A&M in 2010.

B6. New Technology

New technology is important to the County. The system the Vendor is proposing for the County must include frequent technology upgrades.

1. The Vendor will identify the number of currently held patents.

2. The Vendor further asserts that to the vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.

3. The Vendor will hold harmless the County, its officer, and employees against all claims that hardware or software supplied infringe a U.S. patent or copyright.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions is recognized as a leader in technology innovation. Updates to The ENFORCER® are released on a quarterly basis 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.

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

ICSolutions will indemnify the County, its officers and employees against any claims of infringement. ICSolutions does not hold any patents for the proposed equipment and software. All processes and methodologies included in the technology proposed are unique and do not fall under any known existing patents or have otherwise been licensed from the applicable patent owner; therefore the equipment and software proposed does not infringe on any U.S. patent or copyright. ICSolutions does not hold any patents for the proposed equipment and software.

Tab 5 – Page 18   **Harrison County, MS**

6. TECHNICAL REQUIREMENTS

C1. General Requirements

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will **install and maintain** the ENFORCER® inmate calling system – along with all telephones and ancillary hardware and software – for the **life of the contract** and at **no cost to the County**. All service, warranty, and ongoing maintenance – in addition to all equipment and software – are provided for the life of the contract, and at no cost to the County.

The Vendor will be required to furnish and install all new telephone equipment, dedicated lines and any other item necessary to make this service functional. The incumbent vendor will remove all equipment, dialers and/or dedicated phone lines from the County facilities without charge.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. 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**. All service, warranty, and ongoing maintenance – in addition to all equipment and software – are provided for the life of the contract, and at no cost to the County.

1. The system shall be a hosted and Internet based application that is securely accessible anywhere at any time, including from mobile devices such as cellphones and tablets.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. 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 log-in ID granted by County administrators can access the system from **any computer running a modern browser**, as if they were opening a website. The ENFORCER® currently supports the use of modern browsers such as Internet Explorer, Firefox, and Chrome for the performance of system administration and reporting functions.

The ENFORCER's browser-based application allows control, monitoring searching and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface), **accessible remotely and securely anytime, anywhere.**

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. Remote access does not impair system functionality in any way and provides uninhibited access, while maintaining security and reliability.

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. In addition, live calls in progress may be monitored remotely from any phone, including Android and iOS smartphones, by placing an alert on the phone number they wish to monitor. The call is then forwarded to that phone number for remote monitoring while the call is in progress.

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

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

The ENFORCER® 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 on-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.

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 on-going system operations or performance.

Tab 6 – Page 2   **Harrison County, MS**

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®, County administrators have finite 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 County wants to share with that agent.

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear. The County can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

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.

2.   The system shall allow outgoing calls only.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. No incoming calls are ever allowed with The ENFORCER® call processing system. The ENFORCER® is hosted at the ICSolutions primary data center at our headquarters in San Antonio, Texas. All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.

3.   The system shall have the capability to allow for two-way voicemail.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid Collect 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 Collect 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 Collect account information to confirm availability of funds. If funds are available, the system will prompt the user

to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.
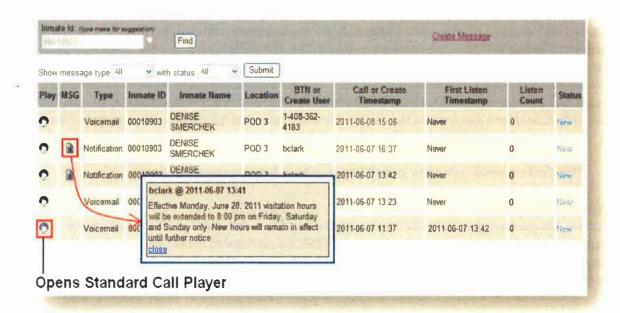
Message of the Day [SM]

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

Inmate Messaging 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.

Tab 6 – Page 4   **Harrison County, MS**

Called Party Voicemail

ICSolutions is also capable of voicemail that allows inmates to leave messages for called parties. We have never deployed this product because we have not had a client who felt the service would be of value enough to deploy. However, we would be happy to discuss the possibility of providing this service if the Facility is interested.

4.   The system shall limit inmate calls to configurable minute increments. Configurations can apply to call duration, location, inmate Account, PIN, or by telephones.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is configured with a master call duration setting, which can be programmed with each facility's maximum duration time. In addition, the system rate files include call duration override settings for situations that require duration changes for local calls or specific destination numbers. Call duration and velocity limits can easily be set by dialed number, individual inmate, inmate classification, inmate group, call type, pod, facility or system-wide.

Global Number Edit - Override Global Duration Limit for Specific Number

5.   The system will notify the inmate and called party of any limits in advance of the system terminating the call.

ICSolutions Response:

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

6.   The system shall include voice prompts in English and Spanish. Please identify other language capabilities of the system.

ICSolutions Response:

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

7.   The system must have the ability to integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® features an open architecture that allows it to easily integrate with other Jail systems. The ENFORCER® can accept data in virtually any format, affording it great flexibility in interfacing with other vendors to automate the flow of information at the Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents. If supported by the County'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 County'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 SOAP, XML, and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

Tab 6 – Page 6   **Harrison County, MS**

- **Commissary Ordering by Phone:** ICSolutions can provide a stand-alone centralized commissary ordering platform that allows commissary orders free of charge. Inmates place the order from **any inmate phone** in the facility, which is then communicated to your Commissary similar to an electronic bubble sheet. No additional equipment is required. ICSolutions would simply develop an interface with the commissary (with cooperation from the selected commissary vendor) to activate this feature. This commissary ordering feature would be operated at **absolutely <u>no cost</u> or commission reduction to the Facility.**

8.   The system must provide active acceptance by the called party.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The called party must press, dial or say a digit to indicate acceptance of the call before the call is connected. When the called party answers they are presented the following prompts that are free of any charge:

- *"Hello, you have a collect call from (inmate's name) an inmate at (facility name)."*
- ***<u>"To accept this call press or say 5"</u>***
- ***<u>"To refuse this call hang up now"</u>***
- *"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 ICSolutions. You may begin speaking now."*

9.   The system must provide proactive account set-up for called parties who are not able to accept collect calls. Please describe how this works.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Calls that cannot be billed as collect calls can be completed using the prepaid options described below. Across our client base, roughly 90% of all calling is processed using some form of prepaid calling.

Upon the first attempt to call a number that cannot receive collect calls, the inmate and called party are connected for a **free one-minute call** to discuss the situation. After this free call, the called party is given the option to be **instantly connected to a <u>live ICSolutions billing specialist</u>,** who can explain our prepaid calling options and set up a prepaid account, so that future calls will be connected.

Unique ICSolutions Feature:
Many inmate phone companies attempt to save money by foregoing a live operator in favor of an automated, computerized system – forcing the call recipient to navigate the account setup process alone. However, ICSolutions understands that in many cases, this is the first time the customer has received a phone call from a correctional facility. With a loved one recently incarcerated, and their telephone unable to accept collect calls, the call recipient is often under stress and unaware of their options for receiving calls from their loved one. We believe it is critical at this step to provide a live, knowledgeable billing specialist who can explain calling options and costs, and assist with the account setup process.

Not only do our billing specialists provide outstanding customer care, but this personal and proactive approach to account setup also leads to larger numbers of prepaid accounts established – ultimately, generating more inmate calling and more commission revenue for the County.

Among our prepaid calling options are Point of Sale Prepaid Collect (called party prepaid), Call Center Debit, and Integrated Cardless Debit (inmate prepaid) for numbers that may not accept traditional collect calls, such as cell phones, VOIP carriers, etc. These programs allow payment alternatives, call expense budgeting, and allow calls to more phone numbers, which means more contact with family and friends.

❖ Point of Sale Prepaid Collect (PSPC^{SM})

ICSolutions' Prepaid Collect 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, **PSPC^{SM}** 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. **PSPC^{SM} results in higher revenues and fewer complaints** by allowing calls to telephone numbers that are most likely blocked by your current vendor.

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

Only ICSolutions' Prepaid program includes **proactive outreach and account set-up** efforts and **live Customer Care call center professionals available 24 x 7 x 365**. This support enables ICSolutions to create more accounts and complete more inmate calls than any other prepaid calling program.

Tab 6 – Page 8   **Harrison County, MS**

❖ Call Center Debit

ICSolutions is also proud to offer the County 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.

10.   The system must notify the called party when they have reached a set balance of its site or personal credit limit. Describe how this works.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system contains built-in functionality to establish daily, weekly, and monthly calling thresholds for each billed number in the system. 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. The ENFORCER® can be configured to announce the available credit balance prior to the acceptance of any call to a specific destination number that has triggered the available credit limit threshold. In the event, the called party reaches the designated credit limit, the called party will be offered the option of establishing a PrePaid account or wait until their credit availability is restored.

11.   The stored call recordings should be maintained at the vendors central depository and remain uncompressed until the Counties authorized personal requests them to be downloaded.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a centralized solution which sends all CDRs and recordings to our Primary data center in San Antonio, which are backed up at our secondary data center in Atlanta. **All recordings are stored online for the life of the contract**. The ENFORCER® enables immediate, online retrieval of any recording via The ENFORCER® user interface, at any time with no change of storage media.

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.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. In addition, no individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process. Access to or manipulation of the source recording is never allowed.

12. All call recordings shall be stored online and available through the online user interface for 1 year.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. **All recordings are stored online for the life of the contract**. The ENFORCER® enables immediate, online retrieval of any recording via The ENFORCER® user interface, at any time with no change of storage media.

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.

13. The system shall be a turnkey telephone system and service.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey inmate phone system, which includes all systems, telephones, software, and peripheral hardware; and installation, maintenance and service of the proposed system. This level of support is part of our turn-key proposal to each customer. As such, there will be **no cost** whatsoever to the Facility for this service.

14. The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.

ICSolutions Response:

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

Tab 6 – Page 10   **Harrison County, MS**

- 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

For specifications of the proposed phones, please refer to the Specification Sheets in **Exhibit C**.

15. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from **any computer** running a modern browser as if they were opening a website. No additional PCs are required.

16. All Vendor equipment shall comply with FCC regulations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All equipment is in full compliance with FCC regulations. Please refer to **Exhibit C** for specifications of the proposed equipment.

17. The proposed equipment and system shall be scalable to meet the County's growing needs.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Given its modular architecture, The ENFORCER® can easily accommodate expansions to the inmate population. ICSolutions will work with the County to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days' notice for the LEC to deliver additional bandwidth but does not require any system downtime.

18. Vendor equipment shall include backup power in the event of temporary loss of commercial power.

ICSolutions Response:

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

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.

APC UPSD 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
adm004	Smart-UPS 2200 RM	ONLINE	100.0%	115.2 VAC	40.9%	17.1°C	23.9 min	All data
adcmn01	Smart-UPS 2200 RM	ONLINE	100.0%	122.4 VAC	46.1%	36.0°C	19.0 min	All data

UPSMON - All Systems Status

Tab 6 – Page 12   **Harrison County, MS**

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:

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 County's ENFORCER® calling system.

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

C2. Personal Identification Number (PIN)

1.   The system will utilize Personal Identification Numbers (PIN) for the inmates. Describe your system's use of PINs, including Open PIN, Restricted PIN, and Closed PIN.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system accommodates the use of inmate personal identification numbers (PINs) for call tracking and control. Various numbering schemes are supported in order to best fit the existing inmate identification method in use at the facility. This ranges from adopting a number assigned by the facility booking system to assigning a new random unique number for calling to something in between. This will be customized based on the facility's preference and with the goal of **minimizing facility personnel time**. The ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits. This enables us to fit The ENFORCER® to any existing inmate identification method in use at the facility today.

Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail 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 Jail 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 Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

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.

Open and Closed PINs

When the Inmate PIN feature is used, a PIN will be required and included in each call record. This enables searching and reporting on call records on an inmate-specific basis. The system can be configured to create the PINs at time of booking and eliminated at time of discharge. In addition, the system supports the retention of specific inmate PINs where the inmate is incarcerated in absentia due to, for example, trial or hospitalization at a separate location. The following screenshot reflects the Administrative interface that is utilized in the ID-PIN process.

Tab 6 – Page 14   **Harrison County, MS**

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 includes 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.

PIN Restrictions

The ENFORCER® allows you to add as many restrictions to any inmate, phone, location or outside number that you choose. The basic security levels associated with each inmate's PIN are:

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 requires that a valid PIN be entered each time a call is placed. 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 allowed list 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.
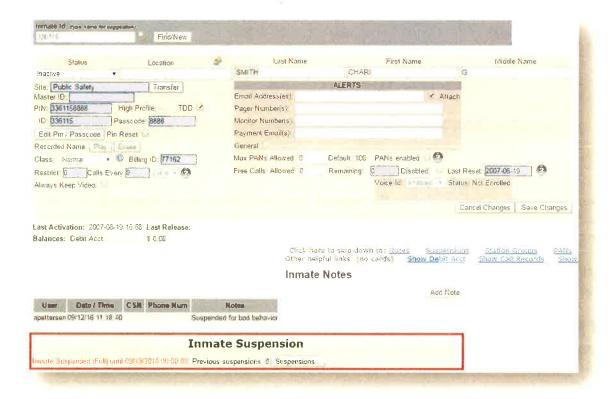
PIN with Voice Verification – The inmate's PIN is associated with a unique voice print. Each call placed verifies that the PIN and the voice print match at the beginning of the call.

Restricting PINs

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. At the bottom of this screen is the *Inmate Suspension* section highlighted by a red box.

Inmate Profile – Inmate Suspension

Tab 6 – Page 16   **Harrison County, MS**

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

Suspensions

Inmate ID: 336115   CHARE SMITH

Start			End or Duration		
Date: Asap		● End:			Create
		○ Duration:			

Phone Suspension No Suspension ▼   No Face to Face ☐
Video Suspension No Suspension ▼

Regular suspension: Privileged calls allowed.
Full suspension: No calls allowed.

Note/comment:

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
apettersen	09/12/2016 11:18	09/12/2016 11:18	09/13/2016 00:00	12 hours 41 minutes	Full Phone call	Disable	Suspension Note: Suspended for bad behavior

To disable a suspension: enter a note here and press the disable button for the appropriate suspension above

Suspension of Calling Privileges

Displayed 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.

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, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

2. The system will have the capability to automatically create PINs without burdening facility staff.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmate accounts and PINs can be established automatically through a direct interface with the facility's Jail 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 Jail 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 Jail across multiple systems. Interfacing with JMS, Commissary, Inmate Banking, and other Jail systems reduces the data entry burden on Jail staff, ensures data consistency across disparate information sets, and allows vendors to work together to provide the broadest range of products and services to Jail staff and constituents.

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.

3. The system will prevent assigning duplicate PINs and not allow a PIN to be used by two inmates at the same time.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® Calling Platform is an intelligent call processing unit that has multiple fail-safes in regards to the duplication of data, including PIN numbers. Essentially, the prevention of duplicate PIN assignment happens in a few different ways. Typically, clients choose to implement a PIN system that directly correlates with the other systems that are currently in place. For instance, if an inmate already has a PIN/ID linked to another system (such as JMS or Commissary), ICSolutions will simply port over that structure and continue using the PIN/ID system already in place in order to provide continuity across all platforms. In addition, The ENFORCER® calling platform quickly checks itself upon assignment of a new PIN in order to ensure that particular PIN is not in use by another inmate. If it senses that the PIN is currently in use, it will simply re-generate a new PIN, or request the user to enter a new PIN.

4. The system will allow for PIN digits to be at least 4 and not greater than 16.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® accommodates various PIN lengths ranging from 4 digits to 20 digits. ICSolutions will configure the system during installation to allow PIN digits of at least 4 and no greater than 16.

Tab 6 – Page 18   **Harrison County, MS**

C3. Fraud Management

1. The system shall be able detect, notify, and prevent three-way or conference calls, except for those calls to attorneys or other approved numbers. Please provide a description of the process you have deployed on your platform and why you feel the technical approach provides the best 3-way detection solution.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a 3rd party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either

    A) flag the call for investigation;
    B) flag the call for investigation, and play a warning message to the inmate and called party;

or

    C) flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

The system will be programmed to take whichever action the County prefers from the list above. ICSolutions highly recommends allowing the call to proceed, because **valuable investigative data** can be found by reviewing calls that were flagged as 3-way attempts.

When the system is configured to terminate a call upon detection of fraudulent use, such as three-way call attempts, a voice prompt is played to both parties on the call upon "sensing" a usage violation. This voice prompt typically informs the parties that fraudulent use has been detected and disconnects the call. The resulting call record is then flagged with this detection and termination for future query and reporting purposes. In no case is dial tone ever provided to the inmate caller, either before or after a call.

Detection of fraudulent use can be managed through sensing of call progress, DTMF tones from either party on the call, and extended silence periods during the call. The success of this DTMF or extended silence, detection is very reliable. However, it does not always indicate call-forwarding or three-way call set up.

Many correctional facilities with full-channel recording have found that a Three-Way Call Deterrent Policy is much more effective. In such a policy, the deterrent to making three-way calls is the inability for inmates to make future calls. Unlike the old methodology, which only blocked or cut off the called party, the inmate was still able to call back to the called party and try numerous ways to exploit the system until 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.

2.   The system shall prevent the inmate from obtaining a second dial tone, or "chain-dialing."

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® monitors each call connection for any inmate attempts to bypass the system controls. If an inmate presses keys on the keypad following call connection, the system detects this activity and terminates the call. Any call terminated for this reason is marked accordingly in the call detail record. 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.   The system shall prevent the inmate or called party from dialing extra digits after the call is accepted unless to authorized destinations.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The system continuously monitors each call connection for any inmate attempts to bypass the system controls. The ENFORCER® is configured to disable the inmate phone keypad once the call is connected to the destination number. The system does not enable the inmate or the called party from dialing extra digits after the call has been accepted.

4.   The system must be able to allow extra digits to specified dialed numbers by the facility. Please describe process.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The system administrator can program The ENFORCER® to allow up to 4 extra dialed digits for specific phone numbers – such an attorney's number, where dialing an extension may be necessary.

5.   The system shall be able to remotely monitor Inmate calls and be able to transfer calls in progress to investigators.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is entirely web-based, so authorized facility users may log in to The ENFORCER® to access system functions from any location, whether on-site or remote.
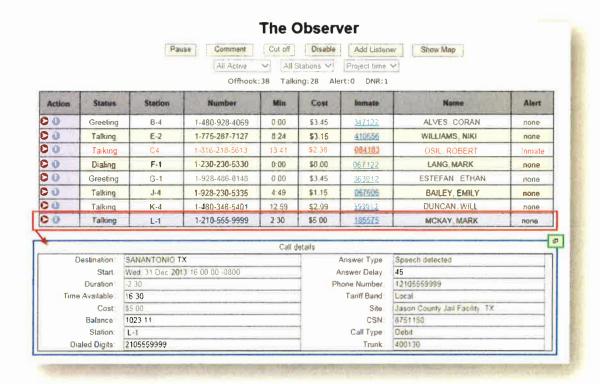
The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the **Monitor** tab of the ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the **Listen** button. This 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.**

Tab 6 – Page 20   **Harrison County, MS**

Authorized County 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 log-in ID granted by County administrators can access the system from any computer with an internet connection as if they were opening 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.

Client Testimonial
Osceola County, FL

"Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims."
 - *Captain Yuberke Almonte, Internal Affairs Unit*

The Observer

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
⊃ ⓘ	Greeting	B-4	1-480-928-4069	0:00	$3.45	347122	ALVES CORAN	none
⊃ ⓘ	Talking	E-2	1-775-287-7127	8.24	$3.15	410656	WILLIAMS, NIKI	none
⊃ ⓘ	Talking	C4	1-316-218-5613	13.41	$2.38	084183	OSIL ROBERT	Inmate
⊃ ⓘ	Dialing	F-1	1-230-230-5330	0:00	$0.00	067122	LANG, MARK	none
⊃ ⓘ	Greeting	G-1	1-928-486-8148	0:00	$3.45	363912	ESTEFAN ETHAN	none
⊃ ⓘ	Talking	J-4	1-928-230-5335	4:49	$1.15	067606	BAILEY, EMILY	none
⊃ ⓘ	Talking	K-4	1-480-348-5401	12.59	$2.99	393912	DUNCAN WILL	none
⊃ ⓘ	Talking	L-1	1-210-555-9999	2:30	$5.00	185575	MCKAY, MARK	none

Call details

Destination:	SANANTONIO TX		Answer Type	Speech detected
Start	Wed 31 Dec 2013 16:00:00 -0800		Answer Delay	45
Duration	-2:30		Phone Number	12105559999
Time Available	16:30		Tariff Band	Local
Cost	$5.00		Site	Jason County Jail Facility TX
Balance	1023.11		CSN	8751150
Station:	L-1		Call Type	Debit
Dialed Digits:	2105559999		Trunk	400130

Monitoring Live Calls - Calls in Progress screen with Call Detail displayed

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 a call is five minutes in when a user begins monitoring the call, the user may scroll back to any point in the call and listen to the audio.

Call Player

Tab 6 – Page 22   Harrison County, MS

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.

The Observer

Action	Status	Station	Number	Min	Cost	Inmate	Name	Host	Alert
☎ ⓘ	Greeting	STATION 7107	1-208 26	0:00	$4.20	20xxx	NULPI	ctlatl05	none
☎ ⓘ	Talking	REC ROOM PH 8	1-417 47	5:36	$0.98	655xx	NEV	ctlatl01	none
☎ ⓘ	Talking	LAUNDRY PH 1	1-208 20	14:21	$2.10	10572	HARND EL	ctlatl06	none
☎ ⓘ	Talking	J BLOCK TIER 2 CORDLESS PHONE 2	1-208 23	5:22	$0.98	72862	CHAC	ctlatl04	none
☎ ⓘ	Talking	J BLOCK TIER 2 CORDLESS PHONE 3	1-208 12	19:40			**Add Listener**	✕	none
☎ ⓘ	Talking	A TIER 3 CORDLESS PHONE 2	1-208 03	5:33					none
☎ ⓘ	Talking	A TIER 2 CORDLESS PHONE J	1-385 06	18:13		Phone Number:	813469906 ✕		none
☎ ⓘ	Talking	G BLOCK DAYROOM CORDLESS PHONE 1	1-208 75	21:30					none
☎ ⓘ	Talking	STATION 13101	1-208 46	22:19					none
☎ ⓘ	Dialing	UNIT 1 - PH 1		0:00			Connect Cancel		none
☎ ⓘ	Talking	UNIT 1 - PH 9	1-208 04	-1:07	$0.14	76958	WEI IDA	ctlatl05	none
☎ ⓘ	Talking	CLASS ROOM A - PH 4	1-208 90	5:10	$0.98	92919		ctlatl03	none
☎ ⓘ	Talking	STATION 14117	1-208 xxx xx18	2:53	$0.56	71811	S N	ctlatl05	none

Pause | Comment | Cut off | Disable | Add Listener | Show Map

All Active | All Stations | All Facilities | Agency time

Offhook:55 Talking:40 Alert:0 DNR:3

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 action 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

6.   The system shall identify the name of the facility and the inmate placing the call to the called party.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® will be programmed with a customized call greeting played to the called party upon answer. Upon detecting answer, the system responds with *"Hello, this is a collect call from [inmate name], an inmate at the Harrison County Jail."*

7.   The system shall be able to play prompts randomly or at configurable timed intervals throughout the call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Inmates often attempt to harass the public or commit fraud over the phone. To prevent this, The ENFORCER® can play randomly interjected voice prompts, known as overlay messages, identifying that the call is from a correctional facility. The content of these overlay messages, including the frequency of the messages and the announcement volume, is completely programmable.

Tab 6 – Page 24   **Harrison County, MS**

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.

8. **The system will prevent "Hook-switch dialing," and other fraudulent activities. Please describe.**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® will be configured to only allow outgoing, station-to-station collect calling. All other call types are disabled and therefore, the inmate is prohibited from choosing other calling methods. The ENFORCER® monitors all calls and prohibits inmate fraud at every step of the call process. The ENFORCER® provides an exhaustive list of features that detect and prevent fraudulent, illicit or unauthorized activity.

- **PINs:** Each time an inmate places a call, they are first required to enter their assigned PIN. By associating a PIN number with every call, the system provides investigators and security personnel with the ability to identify specific inmates when setting alerts, monitoring calls, retrieving call recordings, searching call detail records, generating reports, etc.

- **Custom Call Restrictions:** Inmate calling can easily be limited to specific times of the day and set lengths of time. During installation, the system is programmed to block calls to live operators, toll-free lines, long-distance carriers, judges and correctional facility staff, etc. While these call restrictions are set facility-wide, additional call restrictions can be set for individual inmates.

- **Random Voice Overlays:** The ENFORCER® can play randomly interjected voice prompts as requested. These voice prompts can be custom recorded as requested by the facility, or a standard voice prompt such as this may be used: "This call is from a correctional facility, and is subject to monitoring and recording." Voice overlays limit indicate where the call originated. Any inappropriate calls can be easily reported to facility personnel.

- **Real-Time Call Validation:** ICSolutions' call validation incorporates real-time validation responses from Local Exchange Carriers, compliance with carriers who do not permit collect calls, and managerial restrictions such as blocked-number lists.

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

- **Continuous System Monitoring:** As an additional fraud prevention tool, ICSolutions proactively monitors system data by looking for fluctuations in call traffic and failed attempts that could indicate fraud.

- **No Incoming Calls:** All inmate calls are processed by this centralized system and terminated over outbound-dial only trunks. Additionally, the on-premise IP Gateways that provide talk battery to the inmate telephones are incapable of processing an inbound call, and, as such, ICSolutions can warrant that no inmate telephone shall be capable of receiving an incoming call.

- **No Chain Dialing or Hook-switch Flashing:** Inmates are not permitted to obtain secondary dial tone or to "chain dial" at any time. Any attempts to manipulate the inmate phone or hook-switch in order to bypass system controls will result in immediate call disconnection, forcing the inmate to begin a new call with all call controls in full effect.

- **No Three-Way Calls:** The ENFORCER® automatically detects attempts by destination parties to connect, or forward, calls to a third party. These detection features have highly configurable parameters for changing the sensitivity to accommodate the requirements of each installation. When a three-way call attempt is detected, the system can either
  - flag the call for investigation;
  - flag the call for investigation, and play a warning message to the inmate and called party; or
  - flag the call for investigation, play a notification to the inmate and called party, and terminate the call.

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

9. The system shall allow call blocking of specific numbers for the entire agency and/ or configurable by each site.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER offers extensive blocking capabilities as a standard feature. Blocking can be performed on multiple levels, in various scenarios, including:

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

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

Tab 6 – Page 26   **Harrison County, MS**

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

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

Tab 6 – Page 28   Harrison County, MS
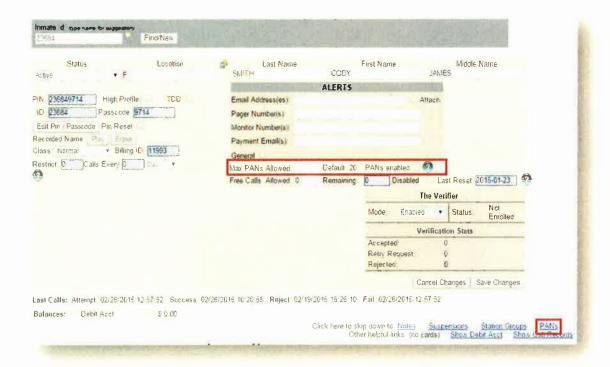
10.   The system shall provide ability to approve and disapprove specific phone numbers by telephone.
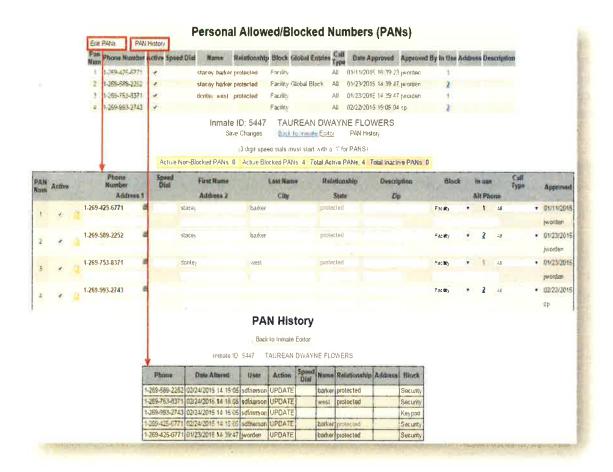
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER offers extensive blocking capabilities as a standard feature as described in **Requirement No. 9** in this **Section C3**.

Additionally, 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 County activates the PAN feature for an inmate, you can select a maximum number of PANs to allow on an inmate's list. If you leave the field blank the default value is 20, but there is no practical limit to the number of PANs that may be assigned.

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).

PAN Administration

In addition, The ENFORCER® system offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records.
- Display all PAN records having administration blocks.
- Display all PAN records having telephone company blocks.
- Print reports for the above queries.

Tab 6 – Page 30   **Harrison County, MS**

Allowed Number List – 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. It is not necessary to complete a call to the number to add it to the 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.

11. The system shall permit the called party to block future calls from the facility.
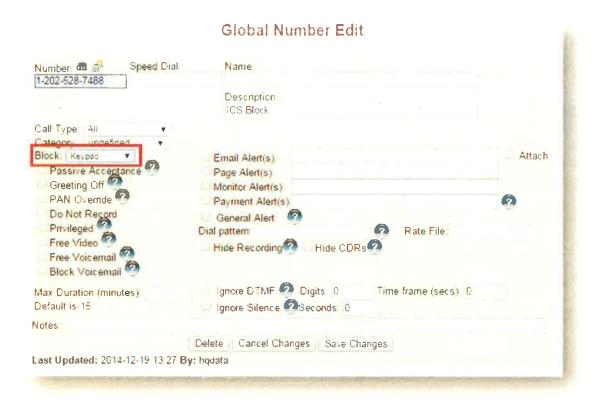
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. During the call setup process, the called party is given the option to block all calls from the facility. A called party block completely overrides any PAN entries on individual inmates' Authorized Telephone Number List. The called party simply enters the appropriate digit on the keypad, and the block will go into effect globally.

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."*

When the called party places the block, the call detail record will reflect that the call was blocked by the called party. The block will remain in effect until a facility user removes the block or requests the block to be removed, or until the called party requests the block be removed via our Customer Service department.

Global Number Edit

Number 🏢 🔗   Speed Dial   Name
1-202-528-7488

                                 Description
                                 ICS Block

Call Type: All ▼
Category: undefined ▼
Block: Keypad ▼   Email Alert(s)   ☐ Attach
  Passive Acceptance   Page Alert(s)
  Greeting Off   Monitor Alert(s)
  PAN Override   Payment Alert(s)   🔵
  Do Not Record   ☐ General Alert
  Privileged   Dial pattern   Rate File
  Free Video   Hide Recording   Hide CDRs
  Free Voicemail
  Block Voicemail

Max Duration (minutes)   ☐ Ignore DTMF   Digits 0   Time frame (secs) 0
Default is 15   ☐ Ignore Silence   Seconds 0

Notes

                 Delete   Cancel Changes   Save Changes

Last Updated: 2014-12-19 13:27 **By:** hqdata

Global Number Edit – Keypad Block

Tab 6 – Page 32   **Harrison County, MS**
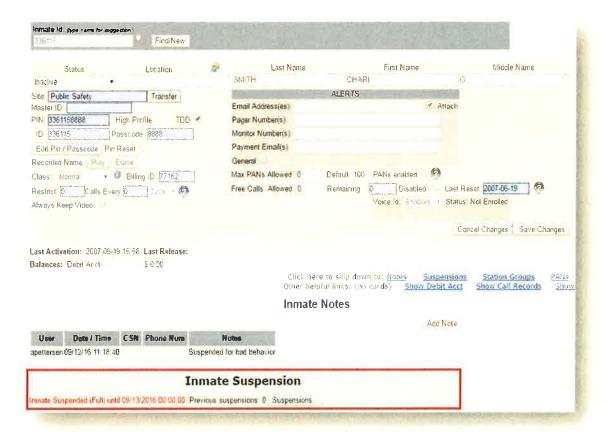
12. The system shall have the capability to suspend an inmate privileges from placing a call and set a beginning and end date without the need to manually re-enable privileges.
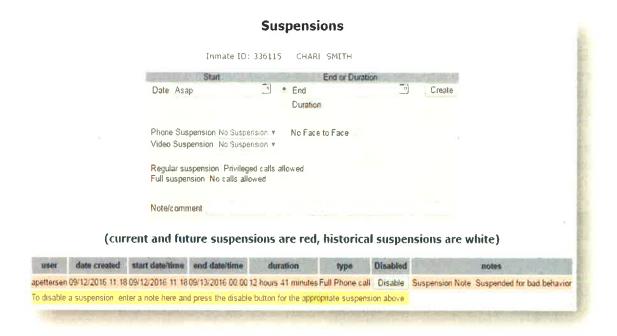
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® supports the suspension of inmate calling privileges by PIN. Authorized personnel may enter a timeframe (i.e. 24 hours) or a specific date/time when the suspension is to end. At that point, the suspended inmate may only call legal counsel until the suspension period ends. When the suspension is over, calling privileges are automatically restored by the system at the time designated by the authorized user.

Inmate suspensions are defined in the Inmate Profile screen. At the bottom of this screen is the *Inmate Suspension* section highlighted by a red box.

Inmate Profile – Inmate Suspension

By selecting the **Suspensions** button, users will be brought to the following screen which will enable them to complete suspending call privileges.

Suspensions

Inmate ID: 336115   CHARI SMITH

Start		End or Duration		
Date Asap	🔲	• End	🔲	Create
		Duration		

Phone Suspension No Suspension ▾   No Face to Face
Video Suspension No Suspension ▾

Regular suspension Privileged calls allowed
Full suspension No calls allowed

Note/comment

(current and future suspensions are red, historical suspensions are white)

user	date created	start date/time	end date/time	duration	type	Disabled	notes
apettersen	09/12/2016 11 18	09/12/2016 11 18	09/13/2016 00 00	12 hours 41 minutes	Full Phone call	Disable	Suspension Note Suspended for bad behavior

To disable a suspension enter a note here and press the disable button for the appropriate suspension above

Suspension of Calling Privileges

Displayed 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.

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, click the Notes/Comments tab to add any further required information. Once all of this has been completed, select the **Create** button. This will automatically make the suspension active. Authorized personnel may disable a suspension manually at any time.

Tab 6 – Page 34   Harrison County, MS
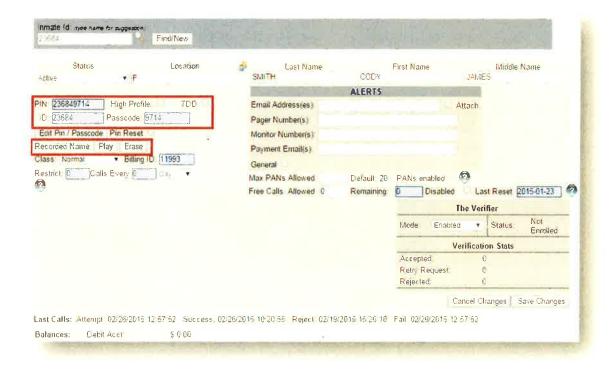
13.   The system shall allow the inmate to record their name one time and store this recorded name for all future calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® calling platform can be configured to require each inmate to record his/her name when the inmate places the first phone call using their assigned ID/PIN. This recording will be stored within The ENFORCER® system and used for all subsequent phone calls made using that ID/PIN combination. This measure prevents inmates from "passing messages" and ensures that the called party is provided with the inmate's name during the call greeting.

If desired, inmate names may be recorded by the optional site administrator or by facility personnel at the time each inmate is booked. If there is an error during the recording or too much background noise at the time the name is recorded, facility personnel may reset the name recording function for that particular inmate using any ENFORCER® workstation.

Inmate Account Detail - Assign/Edit PIN and Call Limits

In the event that The Verifier[SM] is installed and operating, The Verifier[SM] module uses voice-printing to verify the inmate's identity in real time. The Verifier[SM] is built into the proposed ENFORCER® calling system, and it is designed specifically to assist the facility in the secure management of the Inmate Phone System.

The Verifier^SM can be set up for either Manual Enrollment or **Auto Enrollment** of each inmate voice. With Manual Enrollment, the inmate must complete an initial *enrollment* process in order to store his/her voice model in The ENFORCER® prior to placing any calls. Pre-recorded prompts guide the inmate through this enrollment process. With Auto Enrollment, The ENFORCER® samples previously recorded inmate calls to build the voice model for each inmate. **Auto Enrollment saves the facility the step of having the entire inmate population enroll their voices manually upon deployment of The Verifier^SM.**

14.   The system shall be able to provide a real time validation of calls that are forwarded.
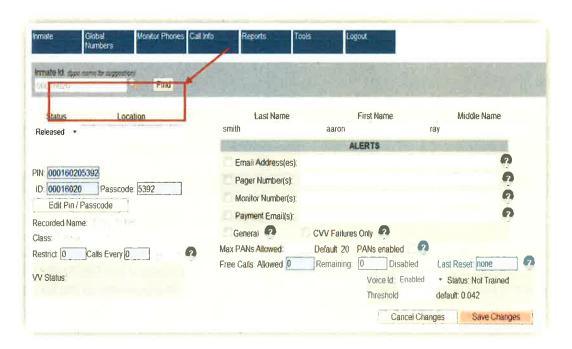
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is configured to prevent call forwarding as it is an illicit activity. Therefore, all forwarded calls are not validated. When a call forwarding attempt is detected, the system will either **flag the call for investigation**; flag the call for investigation, and **play a warning message to the inmate and called party**; *or* flag the call for investigation, play a notification to the inmate and called party, and **terminate the call**.

15.   The system must have the capability to move an inmate or group of inmates from one facility to another without the need to re-enter information.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. With JMS integration, The ENFORCER® automatically updates the inmate's status and location without additional manual input required. The Inmate ID function reflects the status, location, and call controls of the inmate, whether released, transferred, active, etc. based on the status in the booking system.
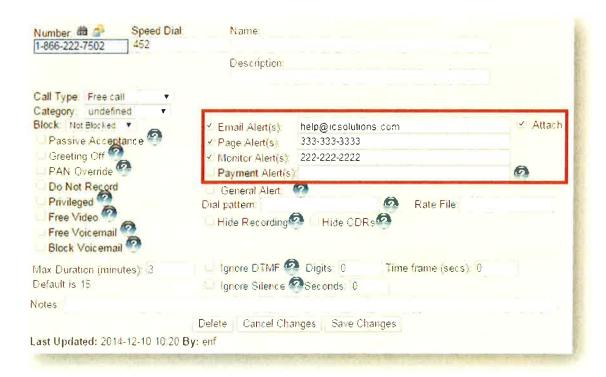
Inmate Status and Location in the Inmate Profile screen

Tab 6 – Page 36   Harrison County, MS

16.   The system must allow department personnel to assign surveillance alerts by individual inmate PIN or dialed number. These alerts should include, but not be limited to, the following features:

    a.   Alert to an investigators cell phone or any direct dialed number.

    b.   Allow real time listening of conversation in progress.

    c.   Allow the ability to disconnect the call in progress.

    d.   Allow barge-in and talk capabilities and return back to listen only mode.

    e.   Allow investigators to assign and enter a PIN when alert call is received.

    f.   Allow the ability to hide the alert from other authorized users that have access to the system.

    g.   Allow investigators to enter optional e-mail address to receive notification of calls by inmates and to dialed numbers that are under surveillance.

    h.   Allow investigators to enter optional cell phone number to receive text notification of calls by inmates and to dialed numbers that are under surveillance.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation or to indicate that a Prepaid or Debit account has been funded.

Alert Settings on 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.

Monitoring Alerts

The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

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.

> 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

Tab 6 – Page 38   **Harrison County, MS**

Pager Alerts

The ENFORCER® can issue numeric messages to paging services to alert an investigator that a call is in progress.

Funding Alerts

The ENFORCER® allows investigators to set alerts on inmates of interest and/or telephone numbers of interest. When a Debit or Prepaid account is funded that is associated with an inmate or telephone number of interest, the designated investigators are immediately alerted via email. Email alerts contain information such as Inmate ID and Name (for a Debit account), names and addresses of account holder and account funder (for a Prepaid account), funding amount, and funding source (credit card, Western Union, cashier's check, or money order). If a credit card was used, the alert will also report the first and last four digits of the credit card number.

Monitoring Alerted Calls

Once an investigator is patched into an ENFORCER® monitoring session from an alert, the investigator can monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad, as shown in the call flow below.

Investigator Monitor Inmate Call

This feature enables a law enforcement investigator outside of the facility to monitor, "barge in," or terminate a call between an inmate and a called party. This call is placed to the investigator if a Monitor Alert is defined in the ENFORCER, either in the Inmate Profile (when inmate calls any number) or in the Number Detail record (when any inmate calls the called party number).

Investigator phone number is dialed when an inmate call triggers an alert

ENFORCER Dial Alert phone number

Hello, you have a security call from <facility name>. Please enter your access code.

Valid access code? — NO → You entered an invalid access code. → First failure? — YES

NO

"Goodbye"

Terminate Investigator call

More monitor numbers specified for alert?

NO

Terminate Investigator call

YES

Valid access code? — YES

Inmate <inmate name> is placing a call. To be connected to this call, press 1, or hang up. — Hang Up → Terminate Investigator call

"1"

ENFORCER Connect call

ENFORCER Barge in on call (both parties on call can hear the investigator). ← Barge In '2' — To barge in on this call, press '2.' To terminate the inmate call, press '4.'

Terminate Call '4'

'4' pressed by investigator? — YES → ENFORCER Terminate Inmate Call → This call was terminated by the supervising officer.

Message played to the inmate if investigator terminates the call

NO

At end of call → Terminate Inmate call

Tab 6 – Page 40   Harrison County, MS

17. The system must provide the ability for investigators to attach case-notes to a call and view it from a report such as a call detail report.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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, investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note.

Inmate Notes

The ENFORCER® is configured to automatically add notes to an Inmate Profile when certain actions occur, such as a user modifying an inmate passcode or changing an inmate status. These notes provide a historical record of user actions, and become a permanent part of the Inmate Profile.
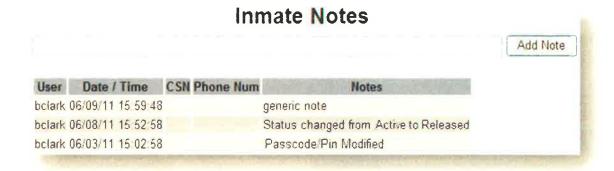
Inmate Notes in the Inmate Profile

In this section, authorized personnel can easily add pertinent notes to an inmate's profile by simply typing-in the note in the free-standing field and then clicking the **Add Note** button. Notes could include any details that may be helpful for another ENFORCER user who may access the Inmate Profile at a later date. These may include

- Reason for an inmate's transfer to a different site
- Details about an inmate investigation
- Reason for placing a calling restriction on the inmate

Notes will then be displayed in a cascading-form underneath this section, as shown in the screen below.

Notes displayed in the Inmate Profile

In addition, The ENFORCER® is an ultra-intelligent call processing unit which is also configured to automatically add notes to an Inmate Profile when certain actions occur, such as a user modifying an inmate passcode or changing an inmate status. These notes provide a historical record of user actions, and become a permanent part of the Inmate Profile.

Call Notes

Notes can also be attached to specific call records and recordings. After a user locates the call recordings in the Call Info screen, the user can click the Note 🗐 icon next to that record to open a dialog box that lets the user add a note to the call detail record.

Notes Icon in Call Info screen

Tab 6 – Page 42   **Harrison County, MS**

This will display a notes section—pictured below—where users can type-in information that is attached to that call recording. All notes are then searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note.

Enter note or press cancel:		Save Cancel

Notes Field

After the user enters a note and clicks **Save**, an additional black Note icon appears to indicate that a note has been added to the CDR. By adding a call note, the user can "bookmark" selected CDRs for future reference, as well as provide information that may be helpful to another user who access the CDR later.

The ENFORCER® is configured to automatically add notes to a Number Detail Record when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the Number Detail Record, and appear at the bottom of the record.

Notes

User	Date / Time	Inmate	CSN	Notes
bclark	05/04/11 10:10:05			All Sites: changed to privileged and free call
jcarradine	10/19/10 07:25:06			All Sites: unblocked btn
cp	10/13/10 13:49:30	006703	6285006	called party block

Notes Added to a Number Detail Record in the Global Number Table

The user can also manually add notes to a Number Detail Record.

Notes:	

Delete | Cancel Changes | Save Changes

Last Updated: 2011-05-10 16:14 **By:** bclark
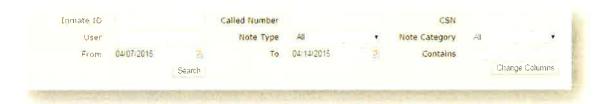
Adding Notes Manually to the Number Detail Record

Notes Query

The user can perform a search for any type of note using a wide range of search parameters in the Notes tab. The Notes Query function lets you search for notes based on the origin or content of the note, including:

- Inmate notes that were entered manually on the Inmate Profile by a user
- Inmate notes that were generated automatically by the system based on a user action (such as transferring an inmate to a different physical site within the correctional facility, changing an inmate PIN/passcode, merging an inmate record, or copying an inmate record)
- Call notes generated automatically by the system based on events during a call (such as a called party refusal to accept a call)
- Call notes entered manually for a specific CDR
- Notes (manual and automatic) associated with a specific called party number (displayed in a Number Detail Record in the Global Number table)
- Call notes generated automatically when a user performs an action while monitoring a live call
- Account-related notes entered manually by a user (for collect or direct bill accounts only)

Inmate ID			Called Number				CSN		
User			Note Type	All		▾	Note Category	All	▾
From	04/07/2015		To	04/14/2015			Contains		
		Search							Change Columns

Notes Search Parameters

When the user clicks Search, the search results appear.

Action	Note	CSN	Phone ▾	Inmate	Type	Created	Author
🗐 ⓘ	This call was made by Flowers, T	59545137	1-2	2 45218 ISRAH	Monitor	02/24/2015	dtendziegi
🗐 ⓘ	Sounds like Qanta	59546245	1-2	2 45218 ISRAH	Monitor	02/24/2015	dtendziegi
🗐 ⓘ	This call was made by Flowers, T	59546322	1-2	2 45218 ISRAH	Monitor	02/24/2015	dtendziegi
🗐 ⓘ	This call was made by Flowers, T	59546327	1-2	2 9597 CHRIST	Monitor	02/24/2015	dtendziegi
🗐 ⓘ	This call was made by Flowers, T	59546530	1-2	2 9597 CHRIST	Monitor	02/24/2015	dtendziegi
🗐 ⓘ	This call was made by Flowers, T	59547663	1-2	2 9597 CHRIST	Monitor	02/24/2015	dtendziegi
🗐 ⓘ	called party block	59513238	1-2	4 29913 TALIC	Inmate Clone	02/16/2015	cp
🗐 ⓘ	called party block	59425917	1-2	6 5028 ANTHO	Inmate Clone	01/25/2015	cp
🗐 ⓘ	All Sites: Blocked per customer reqt INV 21111		1-2	4	Global Number	01/26/2015	sboston
🗐 ⓘ	called party block	59560524	1-2	7 3244 DARRO	Inmate Clone	02/27/2015	cp

Notes Search Results

Tab 6 – Page 44   Harrison County, MS

18.   The system shall allow investigators to share notes about a call or keep them private if they choose and use text entries, such as a case number or a specific gang affiliation in the case-notes as the search criteria to retrieve specific case-notes with the associated call detail record as well as providing the ability to do a full text search against the notes attached to the call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. System administrators have the ability to share call records and recordings with remote users who may have limited access to call records. The Share CDR feature allows a user to share selected CDRs with an outside user, who can log in to The ENFORCER® remotely to access the same CDRs. This feature eliminates the need to burn CDRs or call recordings to a CD in order to share them with an outside investigator.

Play selected call	Burn/Save	Export call records to file		Email call recordings
Change Columns ..	Printable	Share CDR	Add To Listen Queue	

Share CDR feature in the Call Detail screen
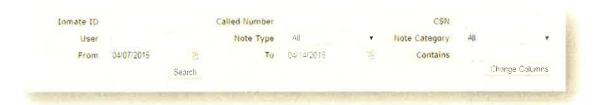
Users may hide or share CDRs that include attached notes. The Hide CDR setting prevents inmate information from appearing in a call record, such as when an inmate calls a Snitch Line to report an incident. This setup protects the inmate's identity, even from ENFORCER users. Hide CDRs can be checked temporarily to allow inmates to report information to the phone number of an investigator working on a specific case or issue.

Notes Query

The user can perform a search for any type of note using a wide range of search parameters in the Notes tab. The Notes Query function lets you search for notes based on the origin or content of the note, including:

- Inmate notes that were entered manually on the Inmate Profile by a user
- Inmate notes that were generated automatically by the system based on a user action (such as transferring an inmate to a different physical site within the correctional facility, changing an inmate PIN/passcode, merging an inmate record, or copying an inmate record)
- Call notes generated automatically by the system based on events during a call (such as a called party refusal to accept a call)
- Call notes entered manually for a specific CDR
- Notes (manual and automatic) associated with a specific called party number (displayed in a Number Detail Record in the Global Number table)
- Call notes generated automatically when a user performs an action while monitoring a live call
- Account-related notes entered manually by a user (for collect or direct bill accounts only)

Inmate ID			Called Number			CSN		
User			Note Type	All	▼	Note Category	All	▼
From	04/07/2015		To	04/14/2015		Contains		
	Search							Change Columns

Notes Search Parameters

When the user clicks Search, the search results appear.

Action	Note	CSN	Phone ▾	Inmate	Type	Created	Author
📄ⓘ	This call was made by Flowers, T	59545137	1-2	45218 IBRAH	Monitor	02/24/2015	dtendziegi
📄ⓘ	Sounds like Qahta	59546245	1-2	45218 IBRAH	Monitor	02/24/2015	dtendziegi
📄ⓘ	This call was made by Flowers, T	59546322	1-2	45218 IBRAH	Monitor	02/24/2015	dtendziegi
📄ⓘ	This call was made by Flowers, T	59546327	1-2	9597 CHRIST	Monitor	02/24/2015	dtendziegi
📄ⓘ	This call was made by Flowers, T	59546530	1-2	9597 CHRIST	Monitor	02/24/2015	dtendziegi
📄ⓘ	This call was made by Flowers, T	59547663	1-2	9597 CHRIST	Monitor	02/24/2015	dtendziegi
📄ⓘ	called party block	59513238	1-2	25913 TAUO	Inmate Clone	02/16/2015	cp
📄ⓘ	called party block	59425917	1-2	5028 ANTHO	Inmate Clone	01/25/2015	cp
📄ⓘ	All Sites: Blocked per customer reqt INV 21111		1-2		Global Number	01/26/2015	sboston
📄ⓘ	called party block	59560524	1-2	3244 DARPO	Inmate Clone	02/27/2015	cp

Notes Search Results

19. The system must protect the recording from being purged when the client storage policy expires by allowing the investigators or other authorized staff to extend the expiration date of the associated call or download.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Call recordings are digitally stored and **are never purged from the system and do not expire**. **All recordings are stored online for the life of the contract**.

20. The system must have the capability to download a call directly from the call detail report as well as allowing authorized staff to copy multiple calls to a folder for download at a later time with the option to e-mail a link to calls resident in the folder.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized users may play a call directly from the Call Detail Report results screen by clicking the Play icon. Multiple calls may be copied into a folder by clicking the checkbox in the Select column of the calls you wish to download; the calls can be downloaded to a folder by clicking the "Save calls locally" button.

Tab 6 – Page 46   **Harrison County, MS**
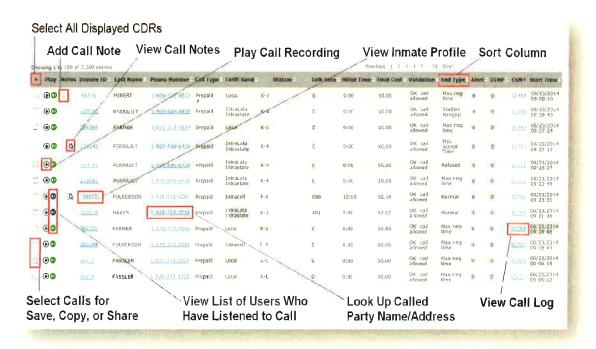
From any Call Detail Report, selected calls may be quickly and easily exported or downloaded in MP3, WAV, Speex or other audio formats. These records can be exported to CD, DVD, USB, local files, ZIP files and email in the native format. The system allows an unlimited number of recording folders per user.

Authorized users can log in to The ENFORCER® to email a call recording directly from the Call Detail results screen. After performing a call detail query, the user simply selects the recordings they wish to email and clicks the **Email call recordings** button to attach the recording(s) to an email message.

21.   The system must support unlimited recording folders per user. The recording folders must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats. The recording folders must allow recordings to be downloaded as a compressed file.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized users may play a call directly from the Call Detail Report results screen by clicking the Play icon. Multiple calls may be copied into a folder by clicking the checkbox in the Select column of the calls you wish to download; the calls can be downloaded to a folder by clicking the "Save calls locally" button.

From any Call Detail Report, selected calls may be quickly and easily exported or downloaded in MP3, WAV, Speex or other audio formats. These records can be exported to CD, DVD, USB, local files, ZIP files and email in the native format. The system allows an unlimited number of recording folders per user.

Email Call Recordings

Authorized users can log in to The ENFORCER® to email a call recording directly from the Call Detail results screen. After performing a call detail query, the user simply selects the recordings they wish to email and clicks the **Email call recordings** button to attach the recording(s) to an email message.

Call Detail Results - Email Call Recordings

A pop-up window appears to enter the email address, subject, and body text of the email message:

Email Recordings Pop-Up Window

Tab 6 – Page 48   Harrison County, MS

A maximum size can be set in the Max Size field. The file size for a compressed 15-minute recording is approximately 2 MB. Once the user clicks Send, each call recording will be attached to the email message as a separate mp3.

Share Call Recordings

System administrators have the ability to share call records and recordings with remote users who may have limited access to call records. The Share CDR feature allows a user to share selected CDRs with an outside user, who can log in to The ENFORCER® remotely to access the same CDRs. This feature eliminates the need to burn CDRs or call recordings to a CD in order to share them with an outside investigator.

Share CDR feature in the Call Info screen

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Tab 6 – Page 50

C4. Additional Investigative Software

1.   Please list and describe additional investigative tools available with the system.

ICSolutions Response:

Company has Read, Understands, and will comply. The primary investigative application that ICSolutions will provide is The ENFORCER®'s browser-based application that allows control, monitoring, searching and reporting of all inmate calls to any authorized user through a simple, point-and-click GUI (Graphical User Interface).

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we **welcome your input as a valued technology partner**. In addition to our standard investigative features, ICSolutions has described the investigative tools available in the requirements that follow.

✓ **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)
  - Link Analysis – analyze varying degrees of separation in order to establish links from inmate to inmate or end user to end user
  - Records Seal, High-Profile Inmate, Hide Recording, Share CDR, highly configurable User Roles, User Access Logs, and other features to finely control and monitor who has access to sensitive information – even to allow limited data sharing with other law enforcement agencies
  - 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!

ICSolutions' ENFORCER® offers an array of similar investigative tools that allow for analysis of inmate calling activity – including graphical displays of linkages provided by our Link Analysis tool. Some of the key investigative features of The ENFORCER® include:

System Features	
Onsite Reporting Capabilities	The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. Authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the COUNTY can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports.
Remote Information Sharing	If the County desires, ICSolutions can provide the County with an easy way to share information with other law enforcement and corrections agencies. Because The ENFORCER® provides flexible and convenient remote access for investigators, multiple investigators can access the system at the same time without impacting on-going system operations or performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.
Multi-Site Networking and Reporting	The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Depending upon the user's privileges, they are able to pull reports either for their specific facility or for all facilities in a network of jails.
User Access Log	The ENFORCER® offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. A User Access Log Report details system access by user and lists changes made during a defined date range. The high-level report shows the username, user level and the last login date. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.
Call Alerts (Hot numbers, hot PINs)	The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways: • **Monitoring Alerts** - The ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Tab 6 – Page 52   **Harrison County, MS**

System Features

	• **Email/SMS Alerts** – The ENFORCER® can send email or SMS message to an administrative workstation or any public email address when an alert is triggered. • **Paging Alerts** - The ENFORCER® can issue numeric messages to paging services to alert an investigator.
"Find Me, Follow Me"	Find Me, Follow Me allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.
Gang Management	Reports on numbers dialed by multiple inmates or by multiple inmates out of a pre-defined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER®'s Gang Affiliation tracking tools. The ENFORCER® can also provide a Gang Call Analysis function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.
Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call	When a Hot Number or Hot PIN alert has been set, The ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.
Searchable Call Notes	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. The ENFORCER® is configured to automatically add notes to a Number Detail Record when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the Number Detail Record, and appear at the bottom of the record.
Unlimited Reverse Directory with Satellite Mapping	ICSolutions provides our clients with Unlimited Reverse Lookup capability. This provides the facilities with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the County.

System Features	
Frequent Calling Reports	The ENFORCER® comes programmed with a High Volume Users Report and a Frequently Called Numbers Report. The High Volume Users Report shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The Frequently Called Numbers Report shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.
Reports Scheduler	The ENFORCER® allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges. 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 Analyzer - Link Analysis	Using Link Analysis, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include: • **Receiving phone calls** • Depositing funds into an inmate's account • Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)
Call Analysis	With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers.
Mobile Forensic Examiner PLUS	To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building. ICSolutions has included more detailed information about the Mobile Forensic Examiner PLUS product in *Exhibit M.*

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's 15-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the Harrison County, and we would welcome your input as a valued technology partner.

Tab 6 – Page 54   Harrison County, MS

2. Vendor investigation software must be wholly owned by the proposer and not use a contractor or vendor. This is to ensure quality and ongoing commitment of development as technology progresses.

ICSolutions Response:

Company has Read, Understands, and will comply. The proposed ENFORCER® inmate call processing system is wholly owned and operated by ICSolutions.

ICSolutions holds a high standard of quality with an in-house team of engineers dedicated to upgrading and improving the ENFORCER® based on customer feedback. 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® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's 15-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

3. The investigation software must be completely integrated with the calling platform and not require the export and import of inmate call records, inmate account information, or called party billing name and address information related with the County. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. All investigative software can be completely integrated with the calling platform and does not require the export and import of call records, account information or BNA information. This allows instant access to the investigative tools available in The ENFORCER®.

4. The investigation software must be community based so information is incorporated from all facilities you service including the state run facilities, counties, and small jails. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. With permission from outside facilities, The ENFORCER® can easily analyze data from multiple facilities.

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®, County administrators have finite 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 County wants to share with that agent.

Sharing data and call recordings with other agencies – for example, with neighboring counties or regional jails, or with the FBI or other federal or state agency – is very easy with ICSolutions. The County will have complete control over whether they would like to share information and if so, how much information is shared, and with whom the sharing will occur. Participating agencies can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear.

5.   The investigation software must be able to provide a way to import public phone records. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions will provide integrated access to reverse directory information with our Reverse Lookup feature. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the facility.

Reverse Lookup

Tab 6 – Page 56   **Harrison County, MS**

6. The investigation software must be able to provide a way to import data from cell phones, including contacts, emails, text messages, call records, and pictures. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building.

ICSolutions has included more detailed information about the Mobile Forensic Examiner PLUS product in **Exhibit M.**

7. The investigation software must be able to analyze data between multiple correctional facilities, so as not to limit the investigation to only the County. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. With permission from outside facilities, The ENFORCER® can easily analyze data from multiple facilities.

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®, County administrators have finite 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 County wants to share with that agent.

Sharing data and call recordings with other agencies – for example, with neighboring counties or regional jails, or with the FBI or other federal or state agency – is very easy with ICSolutions. The County will have complete control over whether they would like to share information and if so, how much information is shared, and with whom the sharing will occur. Participating agencies can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear.

8. The investigation software must be able to notify investigators when information is found related to any report or analysis previously configured. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. 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.

Alert Settings on 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 a hot number is dialed\connected from any inmate phone irrespective of which inmate dialed the number. The alerts available are described in detail below.

Tab 6 – Page 58   **Harrison County, MS**

Monitoring Alerts

The ENFORCER® can call an investigator on his or her telephone (or cell phone), and once provided with an approved pass code, can immediately patch the investigator into an ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party.

Investigators can set The ENFORCER® to automatically transfer calls to them for monitoring wherever they may be by using ICSolutions unique "Find Me, Follow Me" service. "Find Me, Follow Me" – allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability that an investigator will be located and can monitor a call of interest while it is still in progress.

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.

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.

Reports on Alerts

Any number or inmate on which an alert is set will be marked in the call detail record as such so that users may generate reports on all associated calls. The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. The following standard reports that pertain to alerts are described below. Sample reports are also provided in **Exhibit D.**

Report Name	Description
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Global Number	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and all alerts.
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.

9.   The investigation software must provide investigators with the ability to share information with other investigators. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. Sharing data and call recordings with other agencies – for example, with neighboring counties or regional jails, or with the FBI or other federal or state agency – is very easy with ICSolutions. The County will have complete control over whether they would like to share information and if so, how much information is shared, and with whom the sharing will occur. Participating agencies can choose to share not only **call data**, but also **call recordings** and even **biometric voice prints** (where applicable).

Authorized jail personnel can give **restricted permission** to any individual or group of people, either temporarily or long-term, to access information on their phone system. For each user or group of users, authorized jail personnel can control what functions the user(s) will be able to perform and what kinds of information they can see and hear.

Tab 6 – Page 60   **Harrison County, MS**

Share Call Records/Recordings
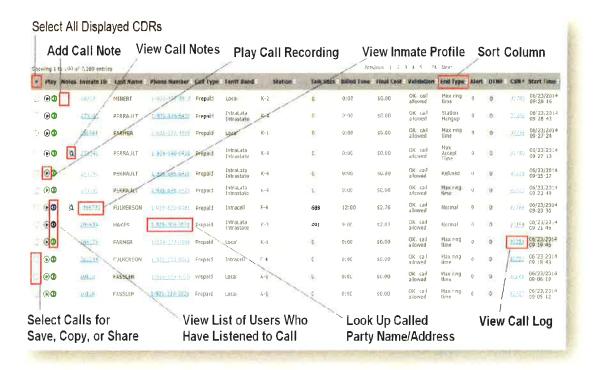
System administrators have the ability to share call records and recordings with remote users who may have limited access to call records. The Share CDR feature allows a user to share selected CDRs with an outside user, who can log in to The ENFORCER® remotely to access the same CDRs. This feature eliminates the need to burn CDRs or call recordings to a CD in order to share them with an outside investigator.

Play selected call	Burn/Save	Export call records to file	Email call recordings
Change Columns	Printable	Share CDR	Add To Listen Queue	

Share CDR feature in the Call Detail screen

Call recordings are digitally stored and **are never purged from the system**. **All recordings are stored online for the life of the contract**.

Authorized users may play a call directly from the Call Detail Report results screen by clicking the Play icon. Multiple calls may be copied into a folder by clicking the checkbox in the Select column of the calls you wish to download; the calls can be downloaded to a folder by clicking the "Save calls locally" button.

From any Call Detail Report, selected calls may be quickly and easily exported or downloaded in MP3, WAV, Speex or other audio formats. These records can be exported to CD, DVD, USB, local files, ZIP files and email in the native format. The system allows an unlimited number of recording folders per user.
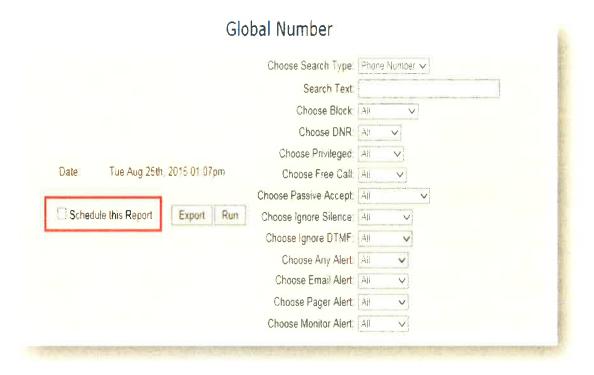
10. The investigation software must be able to allow investigators to schedule reports and analysis. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. The ENFORCER® is equipped with multiple alert features that generate notifications to Investigators. These notifications are classified and identified in the call detail record, allowing the investigator to query these specific events to produce reports. These reports can then be generated at pre-defined intervals according to a specific schedule, for example, a report generated each morning that includes all alerts triggered during the previous day.

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. Users simply click the 'Schedule this Report' check box to display the Report Scheduling Window.

Schedule this Report checkbox

Tab 6 – Page 62   **Harrison County, MS**

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

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

Report Scheduling window

11.   The investigation software must be able to identify an inmate's closest associates (Inner Circle)

ICSolutions Response:

Company has Read, Understands, and will comply. Manual Linkages and associations can be created in The ENFORCER® using our Gang Affiliation Tracking Tool and the Notes feature. The ENFORCER® can also provide a Gang Call Analysis function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations. ICSolutions offers the ability to list gang affiliation within each inmate account as shown below. This designation allows for reporting by this field within a facility or across all facilities.

The gang affiliation is tracked in the Inmate Profile and the Call Detail Record, which allows investigators to run reports and analyze calling activity based on gang affiliation.

Users may add notes or comments to a free-form field associated with each call record, Inmate Profile, or detail record for a called party number. This may include case numbers or investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date & Time, or by any text entered into the note. All notes can be searched based on specific text entered in the note, so if an investigator assigns a specific case ID number to the records they are investigating, the call records will be "linked" in the system, as users may query all notes containing that case ID.

Tab 6 – Page 64   **Harrison County, MS**
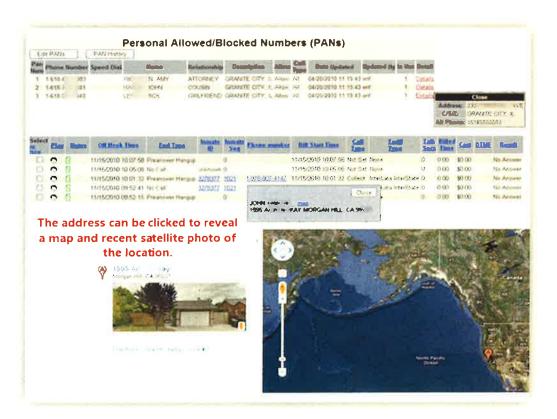
In addition, all changes made to an inmate's contact list (Personal Allowed Number list) are tracked in The ENFORCER® and can be viewed in the Inmate Profile under PAN History or in User Access reporting. An inmate's PAN list can be accessed by clicking on the PAN quick link at the bottom of an Inmate 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.

12. The system must identify called party billing name and address and include these called parties as entities in the investigation software. Please describe your solution, related features, and how many billing name and addresses are in your system today.

ICSolutions Response:

Company has Read, Understands, and will comply. Called party information is saved in every call detail record, including the name and address. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number. The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

Reverse Lookup

13.   The investigation software must be able to provide communication activity reporting. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. The ENFORCER® is equipped with a unique call analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. And, as an added convenience, users may now **link directly to The Analyzer,** our state-of-the-art calling pattern analysis tool that allows authorized facility staff to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user.

In the **Call Analysis** tab, users simply enter the inmate name, inmate ID, or phone number they wish to query. The search results appear as shown below:

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/06/2014	04/06/2015	50
Find	Min. Additional Inmates: 0		Completed Only:	Call Type: Any

Click this icon to open The Analyzer.   Calling Matrix   Click here to view Call Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL D... ON	1-202... 3	No	1	6		Show CDRs
29463	EMMANUEL D... ON	1-248... 3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL D... ON	1-248... 9	No	0	1		Show CDRs
29463	EMMANUEL D... ON	1-313... 4	No	0	5		Show CDRs
29463	EMMANUEL D... ON	1-313... 7	No	1	6		Show CDRs
29463	EMMANUEL D... ON	1-313... 9	No	0	2	3 inmates	Show CDRs

Click this number to view other inmates who have called the same number.

Inmate Call Analysis feature

The search results display the inmate's name, all phone numbers called (including attempted and completed calls) and a link to display other inmates who have called the same number. The user may click the "Show CDRs" button to display the call records and recordings associated with that specific phone number. To automatically open The Analyzer, the user would simply click on the icon to the right of the inmate or phone number, as shown in the screen above.

Tab 6 – Page 66   **Harrison County, MS**

14. The investigation software must be able to provide calling frequency and statistics. Please describe your solution and related features.
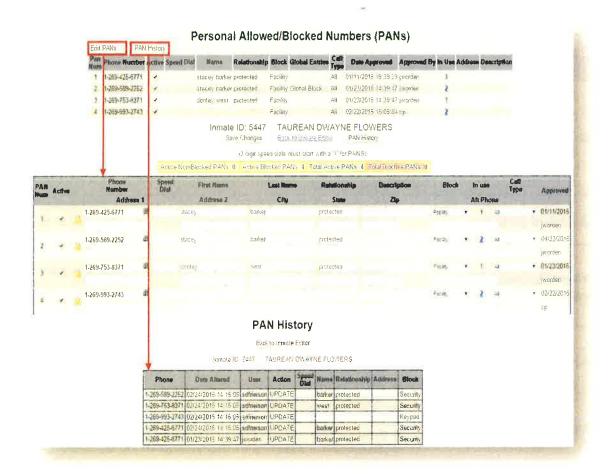
ICSolutions Response:

Company has Read, Understands, and will comply. With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just two clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table below). 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.

Report Name	Description
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

15. The investigation software must be able to provide an inmate's contact listing. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. 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.

PAN Administration

In addition, The ENFORCER® system offers several tools to query and report PAN information. These include:

- Display all PAN records for an inmate account.
- Display all Inmate ID's having access to a specific PAN.
- Display all free or no-charge PAN records
- Display all PAN records having administration blocks
- Display all PAN records having telephone company blocks
- Print reports for the above queries

Tab 6 – Page 68   **Harrison County, MS**

16. The investigation software must be able to provide a contact listing for called party information. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions proposes to provide the facility with Reverse Lookup capability. This provides the facility with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the facility. More detail is provided in response to **Requirement C4.13.**

17. The investigation software must be able to provide a way to import cell tower information obtained from public phone companies such as AT&T and Verizon. Please describe your solution and related features.

ICSolutions Response:

Company has read and understands. While these specific features are available in a proprietary product offered by only one vendor, ICSolutions' ENFORCER® offers an array of similar investigative tools that allow for analysis of inmate calling activity. ICSolutions has proposed MPE+ as a solution that allows unparalleled access to investigative cellular data.

Mobile Forensic Examiner PLUS

To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building. ICSolutions has included more detailed information about the Mobile Forensic Examiner PLUS product in *Exhibit M.*

18. The investigation software must be able to provide analysis based on sequence dialing. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. Upon detection of a fraud attempt (extra dialed digits, silence on the line, etc.), the call is flagged for investigation in the call detail record. Standard fraud activity reports from The ENFORCER® system can facilitate investigations into suspected fraud call attempts. For example, 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.

With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table below). 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.

19. The investigation software must be able to provide analysis based on pattern dialing. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. Upon detection of a fraud attempt (extra dialed digits, silence on the line, etc.), the call is flagged for investigation in the call detail record. Standard fraud activity reports from The ENFORCER® system can facilitate investigations into suspected fraud call attempts. For example, 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.

With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table below). 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.

20. The investigation software must be able to provide analysis based on chain dialing. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. 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.

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.

All attempts at chain dialing will be blocked and logged in The ENFORCER® with the appropriate call termination/disposition code. Authorized personnel may run reports on these parameters at any time through the ENFORCER® user interface.

Tab 6 – Page 70   **Harrison County, MS**

21. The investigation software must be able to identify gaps in inmate calling behaviors, which may be used to identify the possible existence of a contraband cell phone. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. 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 designed for our services. This tool is designed with the investigative needs of the corrections market in mind. ICSolutions has described our solution in response to **Requirement C4.24.**

22. The investigation software must be able to identify concurrent phone usage. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. When any phone number is dialed, The ENFORCER® tests to see if there is already a connection to that number from another phone in the agency. If a call from Harrison County correctional facilities already exists, any and all subsequent attempts to call that number are blocked as long as the first call is still in progress. The inmate will hear an automated message similar to: "Your call cannot be completed at this time." Exceptions to this screening process (such as for a public defender or bail bondsman) may be noted in the Global Number Table by an authorized facility user; multiple simultaneous connections may be made only to these "exception" telephone numbers.

23. The investigation software must be able to common contact between inmates or people not incarcerated. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the **Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports** (described in the table below). 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. Samples of the following reports are provided at the end of this section.

Report Name	Description
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

Tab 6 – Page 72   **Harrison County, MS**

24. The investigation software must be able to identify linkages between multiple parties, whether those parties are inmates or constituents. Please describe your solution and related features.

ICSolutions Response:

Company has Read, Understands, and will comply. 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 designed for our services. This tool is designed with the investigative needs of the corrections market in mind.

Using The Analyzer, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:
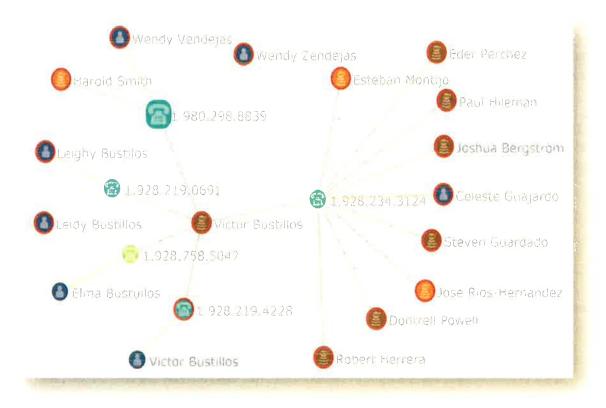
- **Receiving phone calls**
- Depositing funds into an inmate's account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

Key features of The Analyzer include:

- 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 integrated with The ENFORCER®, The Analyzer is a web-based program. Authorized facility staff can use it from their own desktop or laptop computer, in addition to using onsite workstations.

This tool will automatically be applied to all calling and payment information. The County will have access to The Analyzer reports in real time 24 hours a day, 7 days a week. These reports can be searched by date range and include all calling and transaction information, including the called party (or depositor's) address.

Below is a sample The Analyzer *visual 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

Tab 6 – Page 74   **Harrison County, MS**

25. The investigation software must be able to show calling activity on an easy to view timeline. Please describe your solution and related features.
26. The investigation software shall not only be able to accommodate investigating inmates, but also called parties and organizations. Please describe your solution and related features.
27. The investigation software must be able to show information on a map that allows investigators to add or remove information from the map as it may suite their investigation. Please describe your solution and related features.
28. The investigation software must be able to identify changes in associates (Inner Circle Delta)
29. The investigation software must be able to identify changes in inmate contact phone numbers (contact swap)
30. The investigation software must be able to identify complex connections between inmates with multiple degrees of separation (two entity linkage analysis)
31. The investigation software must be able to create manual associations/linkages which can be analyzed in conjunction with prison communication record
32. The investigative software must provide all of the reports below for one or more facilities.

ICSolutions Response:

Company has read and understands Requirements 14 through 32. While these specific features are available in a proprietary product offered by only one vendor, ICSolutions' ENFORCER® offers an array of similar investigative tools that allow for analysis of inmate calling activity – including graphical displays of linkages provided by our Link Analysis tool. Some of the key investigative features of The ENFORCER® are described in response to **Requirement C4.1** and throughout this section.

C5. Communication Behavior Reports

1. Communication Activity - Search within subscriptions, mail covers, and tracking numbers to identify every known subscriber and communication for a set of subscriptions.
2. Frequency and Statistics - Generate a statistical analysis of how frequently communication with each contact of a given set of target subscriptions occur. Multiple targets/subscriptions selected will be treated as the same target for analysis.
3. Contact Listing - Generate a list of all subscriptions and subscribers either contacted by or in the phone book of the selected target(s).
4. Communication Listing - Provide export a CSV of every communication involving a set of selected targets or between two sets of selected targets.

ICSolutions Response:

Company has Read and Understands. With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the **Frequently Called Numbers, Frequently Used PANs, PAN lists per inmate, and High-Volume Callers reports** (described in the table provided in response to **Requirement C4.23**). 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. Samples of the reports are provided directly below **Requirement C11.1** and in **Exhibit D.**

C6. Organization Analysis

1.   Inner Circle Identification - Identify the most important set of interrelated contacts for a selected target based on repeated calling patterns. Contacts who are not involved in patterns of communicating will be filtered out providing a set of contacts who are likely working together.

2.   Inner Circle Delta - Identify changes to a selected target's inner circle of associates over a designated time span. This report compares the set of contacts in a target's inner circle from the first selected date range to inner circle contacts in the second selected date range. Select a subscription or subscriptions for a single target subject or organization.

3.   Who's the Boss - Identify the targets most likely to be the leader of an organization based on chains of communication that take place across all selected targets.

4.   Sequence Analysis - Identify communications for a selected target that occurs in sequence and may be related due to the short time between ending communication with one contact and starting communication with another. The sequence can contain many communications as long as the time between each contact is within the specified time span.

5.   Pattern Analysis - Identify communication sequences that occur multiple times for a selected target. Generate a timeline distribution of the sequences and a conspiracy analysis.

6.   Chain Analysis - Identify chains of communication that start with a call to or from the selected set of targets. Communication chains consist of the set of communications that result from a target calling contact 1 who then calls contact 2, and then contact 2 calls contact 3 and so on within a specified time between calls. The chain can start with either a selected target or the contact of an incoming call to a selected target.

C7. Subscription Usage Analysis Reports

1.   Hole Detection - Identify holes or gaps in communication activity that is greater than a specified minimum time span for a selected target.

2.   Concurrent Phone Usage - Identify when a set of selected subscriptions are being used simultaneously.

3.   Contact Swap - Identify subscriptions that may be changing hands between multiple users by identifying sets of contacts that are exclusive to certain periods of time.

C8. Common Communication Reports

1.   Common Contact - Identify contacts that are common to any two selected targets or groups of selected targets.

2.   Concurrent Common Contact - Identify possible 3-way calls by finding concurrent calls to common contacts of two targets or groups of targets.

Tab 6 – Page 76   **Harrison County, MS**

C9. Linkage Reports

1. Entity Linkage - Generate a graphical linkage chart that shows the known connections to a selected set of targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
2. Two Entity Linkage - Generate a graphical linkage chart that shows the known connections between two sets of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
3. Interconnected Entity Linkage - Generate a graphical linkage chart that shows the known connections within a set of selected targets. Connection types are configurable and can consist of communications, mail covers, associations, phone book records, etc.
4. Intercommunication - Identify all communications between targets in the selected group of targets.

C10. Timeline Reports

1. Timeline - Generate a graphical timeline for the selected set of targets containing all related events with a date such as communications, mail covers, associations, etc.

C11. Correlation Reports

1. Cross Site Analysis - Identify common subscriptions involved in both a selected target case and every available case or a second set of selected cases.

ICSolutions Response:

Company has Read and Understands Requirements C6 through C11. Using The Analyzer - Link Analysis in conjunction with our Call Analysis and Reporting features of The ENFORCER, investigators can identify much of the desired information described. Samples of the investigative reports are provided in response below and as **Exhibit D.**

Using Link Analysis, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- **Receiving phone calls**
- Depositing funds into an inmate's account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

The ENFORCER® is also equipped with a unique calling analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. With the Calling Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers.

Inmate Calling Analysis
Please Enter Search Criteria

Inmate:	Phone:	From Date:	To Date:	Limit:
29463		04/09/2014	04/09/2015	60
Find	Min. Additional Inmates: 0		Completed Only:	Call Type: Any ▾

Click this icon to open Data Detective.

Calling Matrix

Click here to view Call Detail and Recordings.

Inmate ID	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Usage	Show Call Recs
29463	EMMANUEL DAWSON	1-202 3	No	1	6		Show CDRs
29463	EMMANUEL DAWSON	1-248 3	No	1	1	1 inmate	Show CDRs
29463	EMMANUEL DAWSON	1-248 9	No	0	1		Show CDRs
29463	EMMANUEL DAWSON	1-313 4	No	0	5		Show CDRs
29463	EMMANUEL DAWSON	1-313 7	No	1	6		Show CDRs
29463	EMMANUEL DAWSON	1-313 9	No	0	2	8 inmates	Show CDRs

Click this number to view other inmates who have called the same number.

Inmate Calling Analysis feature

Tab 6 – Page 78   **Harrison County, MS**

The ENFORCER® also provides a gang management tool that allows for further investigation of inmate connections. Reports on numbers dialed by multiple inmates or by multiple inmates out of a pre-defined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER®'s Gang Affiliation tracking tools. The ENFORCER® can also provide a Gang Calling Analysis function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations. ICSolutions offers the ability to list gang affiliation within each inmate account as shown below. This designation allows for reporting by this field within a facility or across all facilities.

The following shows the Gang Calling Analysis function which shows additional members of the same gang and compares calling activity and provides detail of multiple offenders calling the same number and their gang affiliations.

Gang Calling Analysis

Gang:	Phone:	From Date:	To Date:	Limit:
ARYAN BROTHERHOOD				50

Find

Calling Matrix

Gang Name	Inmate Name	Phone Number	Global Number	Calls	Attempts	Other Inmates	Show Call Recs
ARYAN BROTHERHOOD	JOHN FAULKNER	1-606-669-2622	No	0	2	2	Show CDRs
		1-765-457-4087	No	1	1	2	Show CDRs
		1-765-776-7287	No	0	1		Show CDRs
ARYAN BROTHERHOOD	JUAN ESTEBAN	1-606-669-2622	No	0	2	2	Show CDRs
ARYAN BROTHERHOOD	JULES ESTEBAN	1-606-669-2622	No	0	2	2	Show CDRs
		1-765-450-6656	No	1	28		Show CDRs
		654506095	No	0	1		Show CDRs
		1-765-883-5361	No	6	8		Show CDRs
		1-765-450-6659	No	0	2		Show CDRs
		1-765-450-6665	No	0	1		Show CDRs

Gangs Also Calling 1-606-669-2622

Gang Name	Calls	Attempts	Show Call Recs
18TH STREET	3	4	Show CDRs
LOS VATOS LOCOS	1	1	Show CDRs
MASTERS OF DESTRUCTION	0	2	Show CDRs
SOUTHSIDE SCISSORS	49	286	Show CDRs

Tab 6 – Page 80 · Harrison County, MS

With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table provided). 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. Samples of the following reports are provided at the end of this section.

Report Name	Description
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

SAMPLE INVESTIGATIVE REPORTS

Call Detail Report

IC Solutions
INMATE CALLING

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	1-603-504-6500	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	1-603-866-7890	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	1-603-988-9103	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Record Statistics Report

02/02/2011 20:04 · Page 1

IC Solutions
INMATE CALLING

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	70

Tab 6 – Page 82   Harrison County, MS

Frequently Used PANs Summary Report

02/02/2011 20:10 - Page 1

INMATE CALLING
ICSolutions

Frequently Used Pans Summary
Site: Newport DOC
Min_PAN_Count = ALL

Phone Num	Called Party	Num Instances	Num Sites	
603-224-1236		911	5	
603-669-7888		450	4	
603-357-4891		383	5	
603-778-0526		362	3	
603-524-1831		263	4	
603-224-1236		252	5	
603-598-4986		251	4	
603-224-4220		235	5	

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

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	

Inmate Alerts Report

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	I	YES			
		LABARGE	ERIC	JOSEPH	YES			
		ACHESON	MICHAEL	LANE	YES			
		GRANT	CHRISTOPHER	MICHAEL	YES			
		WARREN	COREY	JOSEPH	YES			
		james	james		YES	603-449-0161		
		LEVESQUE	LUKE	CLAUDE	YES			
		WEBSTER	MATTHEW	R	YES			
		SENTER	JASON	C	YES			
		OROURKE	JOSEPH	WILLIAM HENR	YES	603-225-5240 not allowed to call atty		dhanamwmn.state.nm
		SCHILLINGER	GREG	CARL	YES	mike-she-chan		
		GUERRERO	RAMON		YES			
		LEONARD	JEFF		YES			
		CATTEAU	DALE	JOSEPH	YES			
		DOUGLAS	CHRISTOPHER	WILLIAM	YES	603-449-0562		
		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			

Tab 6 – Page 84

Harrison County, MS

Inmate PANs Report

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 REMMEL	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 SOLDESKI		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		

Number Alerts Report

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 HILARY	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	PLOURDE	YES	60-3-3-26-3058		
All Sites	1-603-393-2651		YES			
		OCONNELL,				
All Sites	1-603-524-0809	MEGAN	YES			nnspwit@nndoc.state.nn.us
All Sites	1-603-581-5861		YES	603-419-0562		
All Sites	1-603-635-7320		YES			nnspwit@nndoc.state.nn.us
All Sites	1-603-724-9815		YES			nnspwit@nndoc.state.nn.us
All Sites	1-603-852-9025		YES			
All Sites	1-603-892-6233		YES			nnspwit@nndoc.state.nn.us
All Sites	1-603-998-3913		YES			

Volume Users Report

02/02/2011 18:05 - Page 1

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 = ALL

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

Tab 6 – Page 86   **Harrison County, MS**

2.   The investigative software must allow users to schedule reports on a consistent basis as well as provide a proactive email notification of events.

ICSolutions Response:

Company has Read, Understands, and will comply. 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. Users simply click the 'Schedule this Report' check box to display the Report Scheduling Window.

Schedule this Report checkbox

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

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

Report Scheduling window

Alerts

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. 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.

Tab 6 – Page 88   **Harrison County, MS**

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.

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

3.   The investigative software must analyze all types of communication records including inmate calls, text messages, public phone, e-mail, and any other forms of communication.

ICSolutions Response:

Company has Read, Understands, and will comply. Using Link Analysis, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include:

- **Receiving phone calls**
- Depositing funds into an inmate's account
- Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)

4.   The Vendor trainers must be / have been sworn law enforcement or correctional officers in order to train the facility and provide operational support for the life of the contract.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions provides initial and ongoing training throughout the life of the contract at no cost to the County. The majority of ICSolutions' support personnel have over a decade of experience in the corrections industry.

Mr. Vince Laurita, who can assist with training, offers 3 years' experience in law enforcement, serving as a Police Officer, Investigator and S.W.A.T. Team Commander. As Chief Homicide Investigator, he maintained a 97% conviction rate, a rate which the FBI found impressive when they were recruiting him. Vince joined the telecommunications industry in 1996, with a focus on developing videoconferencing technology and markets. Drawing from his law enforcement background, Vince is adept at helping his clients acquire and learn to effectively use cutting-edge technology to increase security and enhance investigations at their facilities.

ICSolutions provides a customized hands-on training curriculum for each facility that we serve. Initial classes are conducted on-site for multiple user groups. We also provide ongoing refresher and new employee training throughout the life of the contract. Follow-up training is typically delivered once per quarter (but can be customized to meet the Facility's needs), and can be delivered live or over the web. Additionally, all system documentation, including User Manuals, Quick Reference Guides, etc., are provided online as part of The ENFORCER® system.

5.   The investigative software must provide the user a way to group items of interest for review and analysis.

ICSolutions Response:

Company has Read, Understands, and will comply. Items of interest can be grouped in multiple ways using The Analyzer - Link Analysis, Call Analysis, and Reporting.

The Analyzer - Link Analysis

The Analyzer uses a **visual 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. Link Analysis is described in further detail in response to **Requirement C4.24** above.

Call Analysis

The ENFORCER® is also equipped with a unique Call Analysis feature that allows authorized users to view and analyze call data to establish links between multiple inmates and called parties. With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers. Call Analysis is described in further detail in response to **Requirement C4.13** above.

Reporting Features

With The ENFORCER's reporting function, authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports (described in the table provided). 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. Reports are described in detail under **Requirement C11.1.**

Tab 6 – Page 90   **Harrison County, MS**

6. The investigative software must allow for users to create a secure data environment for importing or adding external data during an investigation

ICSolutions Response:

Company has Read, Understands, and will comply. 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, investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note. Only authorized users with the appropriate level of access and a password can access this information on The ENFORCER®. Call detail records for specific calls can be hidden from users who do not have appropriate access.

In addition, 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.

Data will be stored in two locations: San Antonio and Atlanta. Access to the records for retrieval is password protected and requires specifically assigned privileges from an authorized ICSolutions or County 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.

Access to all data on the ITS database is read-only for all users and the system has built in applications to test the integrity of data so that records and recording will be admissible in court.

The system operates behind enterprise-grade firewalls, which provide both perimeter and secondary protection; therefore, the IP addressing is not exposed to the public. Netscreen supports a robust security policy whereby it will only allow access to the system from registered domains and, as such, is not susceptible to operating system security issues. This architecture eliminates the need for software or operating system security patches, as the system is protected via a private, encrypted and firewall-protected network.

Access to the network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. The Juniper firewall automatically logs all denied connection requests, which are available to facility personnel upon request.

7. The investigative software must allow for the ability to add custom events beyond communication activities to any investigation (i.e., detailed surrounding, criminal activity, etc.).

ICSolutions Response:
Company has Read, Understands, and will comply. 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, investigator notes, or any information that the facility wants to record for future use. All notes are searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note. Only authorized users with the appropriate level of access and a password can access this information on The ENFORCER®.

Notes can be attached to specific call records and recordings. After a user locates the call recordings in the Call Detail screen, the user can click the Note 🗐 icon next to that record to open a dialog box that lets the user add a note to the call detail record.

Notes Icon in Call Detail screen

This will display a notes section—pictured below—where users can type-in information that is attached to that call recording. All notes are then searchable by inmate ID, Called Number, User, Date and Time, or by any text entered into the note.

Notes Field

After the user enters a note and clicks **Save**, an additional black Note icon 🗐🗐 appears to indicate that a note has been added to the CDR. By adding a call note, the user can "bookmark" selected CDRs for future reference, as well as provide information that may be helpful to another user who access the CDR later.

Tab 6 – Page 92   **Harrison County, MS**

8. The investigative software must utilize and integrate with Location Based Services.

ICSolutions Response:

Company has Read, Understands, and will comply. ICSolutions offers "Location Data" services powered by **LocationSmart®**, which captures a called party's physical location at the time they accept an inmate telephone call on a cellular telephone. This location capture and retrieval service requires a double opt-in by the call recipient as part of the automated call setup process. In this scenario, the automated prompt would state that, by accepting the call and dialing a specified digit on their cell phone keypad, the call recipient consents to have his or her location captured. After dialing the digit, the cell phone user would be prompted again to dial a specified digit, as opt-in confirmation. This same location capture application can be configured – **with carrier approval and appropriate warrant documentation** – to retrieve location data without the user opting-in.

ICSolutions has configured this application to be deployed as a strategic investigative gathering tool whereby the location capture and retrieval service is triggered by an entry in the inmate or dialed number alerting table. In this configuration, the County is only retrieving location information that is of investigate value to the County while at the same time minimizing the transactional cost associated with this service.

This Location Data application can also allow the County to monitor inmate calls that terminate within a pre-set perimeter, utilizing the LocationSmart® "GEO Sensing" feature. GEO Sensing detects the exact location of the cell phone at the time the call is delivered to the wireless devise and will then determine if this wireless devise is located within a pre-defined geographical perimeter fence. ICSolutions retains and stores the GEO Sensing results, which are written to the ENFORCER® database at time of call acceptance. Additionally, calls that are accepted inside the perimeter can trigger an ENFORCER® alert, which would instantly inform an investigator of the call of interest so that he or she may monitor the live call while it is in progress. Investigators can also perform a search to retrieve all calls placed\accepted within a defined time period to cell phones inside the perimeter.

9. The proposed system must have the capability to identify the geographical location of the called party when an inmate calls a cell phone.

ICSolutions Response:

ICSolutions has read and understands the requirement as stated and provided a description of our proposed solution Cell detection of the called parties' location is a new technology that is still being perfected and developed. However, ICSolutions has proposed MPE+ as a solution that allows unparalleled access to investigative cellular data.

Mobile Forensic Examiner PLUS

To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building. ICSolutions has included more detailed information about the Mobile Forensic Examiner PLUS product in **Exhibit M.**

Location Data Services, powered by LocAid

ICSolutions offers "Location Data" services powered by **LocationSmart®**, which captures a called party's physical location at the time they accept an inmate telephone call on a cellular telephone. Please refer to the previous requirement for more information.

10. The proposed system must have the capability to identify the geographical location of cell phones at both the time of call acceptance and when the call ends
11. The proposed system must have the capability to display calls to cell phones on a map, showing their geographical location at the time of the call
12. The proposed system must have the capability to display multiple calls to cell phones on a map, showing their geographical location at the time of the call
13. The proposed system must allow authorized corrections staff and law enforcement the ability to identify geographical locations of interest and build a virtual fence surrounding a geographical location. These are referred to as a "geo-fence"
14. The proposed system must allow authorized corrections staff and law enforcement the ability to create an unlimited number of geo-fences
15. The proposed system must allow for geo-fences to expire
16. The proposed system must allow for geo-fences to be shared with other authorized users or kept private to the user who created it
17. When creating a geo-fence, the proposed system must allow the authorized a. user the ability to enter and define the following information:
    b. Provide a description
    c. Create by address
    d. Create by clicking on an interactive map
    e. Specify radius in miles or kilometers
    f. Automatically pinpoint and get location on a visual map g. Allow geo-fences to be inactivated
    h. Allow users to share geo-fences or keep them private
    i. Allow notes to be added to a geo-fence
    j. Show a detailed history of changes made to a geo-fence
    k. Allow alerts to be configured when inmates place a phone call to someone located within the geo-fence
18. The proposed system must allow the export gee-fences into Excel, PDF, and CSV format at a minimum
19. The proposed system must allow for the ability to search for geo-fences
20. The proposed system must provide a report of all geo-fences and provide the following details on the report at a minimum
    a. Description - this is the Description given to the geo-fence when created
    b. Status -Active or Inactive
    c. Radius - this this is the distance from center of geo-fence to the edge of the fence.
    d. Created By - this is the user id that created the geo-fence
    e. Time Remaining - this is the time remaining before the Geo-fence expires
    f. Last Modified By - this is the user id of the person who last updated the geo-fence
    g. Last Modified Date - this is the date/time that was last updated
    h. Shared - yes or no
21. The proposed system must provide real time alerts and notifications of termination location within a geo-fence, with the following specific requirements at a minimum.
    a. Send an alert for any call that is placed into a geo-fence
    b. Send an alert when specific inmates place calls to cell phones located inside a geo-fence.

Tab 6 – Page 94   **Harrison County, MS**

c. Send an alert when a specific phone number is terminating into a geo-fence. d. Send an alert when a specific phone is used to place a call into a geo-fence.

22. The proposed system must provide the ability for authorized users to get the location of a cell phone number on demand and in real time

23. The proposed system must provide a way for authorized users to upload a warrant or court order document when searching for a phone number location on demand.

24. On demand coordinates must perform a real time dip at the time of the request and must not use cached data.

25. On demand location coordinates must not be stored in the ITS

26. The proposed system must offer an alternative to GPS coordinates when identifying the location of a phone number, as GPS requires cell phones to allow location tracking. The proposed solution must work even when the device has location tracking disabled.

27. The proposed system must have the flexibility to enable or disable location tracking by call type, such as:
   a. Collect
   b. Advance Connect
   c. Debit
   d. Direct Bill
   e. Prepaid Card
   f. Free calls
   g. International Collect

28. The proposed solution must provide the flexibility to use approved terms and conditions language when authorized users gain access to this technology.

29. The proposed system must capture and store user information when they acknowledge the terms and conditions of this service.

ICSolutions Response:

Company has read and understands Requirements 10 through 29. While these specific features are available in a proprietary product offered by only one vendor, ICSolutions' ENFORCER® offers an array of similar investigative tools that allow for analysis of inmate calling activity – including graphical displays of linkages provided by our Link Analysis tool. Some of the key investigative features available with The ENFORCER® include:

System Features	
Onsite Reporting Capabilities	The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. Authorized users can create any number of reports to analyze valuable call data to identify calling patterns that could indicate fraud or illicit activity. With just a few clicks, the County can access any standard ICSolutions report, including those that analyze calling patterns, such as the Frequently Called Numbers, Frequently Used PANs, and High-Volume Callers reports.
Remote Information Sharing	If the County desires, ICSolutions can provide the County with an easy way to share information with other law enforcement and corrections agencies. Because The ENFORCER® provides flexible and convenient remote access

System Features	
	for investigators, multiple investigators can access the system at the same time without impacting on-going system operations or performance. The County may grant other law enforcement agencies limited access to inmate information for cooperative investigations.
Multi-Site Networking and Reporting	The ENFORCER® system provides centralized reporting capabilities, allowing facility users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. Depending upon the user's privileges, they are able to pull reports either for their specific facility or for all facilities in a network of jails.
User Access Log	The ENFORCER® offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. A User Access Log Report details system access by user and lists changes made during a defined date range. The high-level report shows the username, user level and the last login date. Additional details by user may be reported by clicking on the user name. Additional reporting options are available upon request and will be customized to meet the County's needs.
Call Alerts (Hot numbers, hot PINs)	The ENFORCER® provides an Alert feature to aid investigators in up-to-the-minute inmate telephone activity. The ENFORCER® alerts can be placed on specific Inmate PINs or specific destination numbers to indicate that the inmate or number is currently involved in a conversation. These alerts can be delivered in the following ways: • **Monitoring Alerts** - The ENFORCER® can call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. • **Email/SMS Alerts** – The ENFORCER® can send email or SMS message to an administrative workstation or any public email address when an alert is triggered. • **Paging Alerts** - The ENFORCER® can issue numeric messages to paging services to alert an investigator.
"Find Me, Follow Me"	Find Me, Follow Me allows call alerts to phone multiple investigator telephone numbers (such as an office number, cell number, and home number), trying each number in succession until the investigator answers and enters the correct access code; this feature dramatically increases the probability than an investigator will be located and can monitor a call of interest while it is still in progress.
LocationSmart – Location Data Services	ICSolutions offers "Location Data" services powered by *LocationSmart®*, which captures a called party's physical location at the time they accept an inmate telephone call on a cellular telephone. This location capture and retrieval service requires a double opt-in by the call recipient as part of the automated call setup process. In this scenario, the automated prompt would state that, by accepting the call and dialing a specified digit on their cell

Tab 6 – Page 96   **Harrison County, MS**

	phone keypad, the call recipient consents to have his or her location captured. After dialing the digit, the cell phone user would be prompted again to dial a specified digit, as opt-in confirmation. This same location capture application can be configured – **with carrier approval and appropriate warrant documentation** – to retrieve location data without the user opting-in. ICSolutions has configured this application to be deployed as a strategic investigative gathering tool whereby the location capture and retrieval service is triggered by an entry in the inmate or dialed number alerting table. In this configuration, the County is only retrieving location information that is of investigate value to the County while at the same time minimizing the transactional cost associated with this service. This Location Data application can also allow the County to monitor inmate calls that terminate within a pre-set perimeter, utilizing the LocationSmart® "GEO Sensing" feature. GEO Sensing detects the exact location of the cell phone at the time the call is delivered to the wireless devise and will then determine if this wireless devise is located within a pre-defined geographical perimeter fence. ICSolutions retains and stores the GEO Sensing results, which are written to the ENFORCER® database at time of call acceptance. Additionally, calls that are accepted inside the perimeter can trigger an ENFORCER® alert, which would instantly inform an investigator of the call of interest so that he or she may monitor the live call while it is in progress. Investigators can also perform a search to retrieve all calls placed\accepted within a defined time period to cell phones inside the perimeter.
Gang Management	Reports on numbers dialed by multiple inmates or by multiple inmates out of a pre-defined group (such as all inmates identified in the JMS as members of a particular gang) is a standard part of The ENFORCER®'s Gang Affiliation tracking tools. The ENFORCER® can also provide a Gang Call Analysis function, which shows additional members of the same gang and compares calling activity, and provides detail of multiple offenders calling the same number and their gang affiliations.
Remote Call Forwarding to Authorized Investigators with Ability to Barge In or Disconnect Call	When a Hot Number or Hot PIN alert has been set, The ENFORCER® will call an investigator on his or her telephone (or cell phone) and once provided with an approved pass code can immediately patch the investigator into a The ENFORCER® monitoring session for almost instantaneous access to inmate activity. This capability is silent and undetectable by the inmate and the called party. Once patched into the call, the investigator has the ability to silently monitor, barge into the call and speak to both parties, or disconnect the call.
Searchable Call Notes	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. The ENFORCER® is configured to automatically add notes to a Number Detail Record when certain actions occur, such as a called party requesting a block on a phone number. These notes provide a history record of system-related events, call-related events, and user actions that occur on the number. These notes become a permanent part of the Number Detail Record, and appear at the bottom of the record.

System Features	
Unlimited Reverse Directory with Satellite Mapping	ICSolutions provides our clients with Unlimited Reverse Lookup capability. This provides the facilities with integrated access to the desired reverse directory capability. From within a call record, the user can easily point, click and display the reverse directory info for the specified called number. The database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide the subscription for the entire contract term and any extension terms at no charge to the County.
Frequent Calling Reports	The ENFORCER® comes programmed with a High Volume Users Report and a Frequently Called Numbers Report. The High Volume Users Report shows which inmates are placing an unusually high volume of calls. This may be indicative of fraudulent use. The Frequently Called Numbers Report shows which phone numbers have been receiving an unusually high volume of inmate calls, sometimes from multiple inmates. This can also be indicative of fraud or criminal activity occurring.
Reports Scheduler	The ENFORCER® allows authorized users to run reports on a pre-defined schedule that are emailed automatically to multiple email addresses. Pre-configured reports can be run on a periodic basis, such as monthly, weekly, or daily, and within specified date ranges. 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 Analyzer - Link Analysis	Using Link Analysis, authorized facility staff will be able to search varying degrees of separation in order to establish links from inmate to inmate or end user to end user. Links are established when an end user (outside the facility) interacts with one or more inmates through The ENFORCER® system, or when multiple end users interact with the same inmate(s). These linked "interactions" can include: • **Receiving phone calls** • Depositing funds into an inmate's account • Participating in any other optional service offered by ICSolutions – such as inmate email, inmate voicemail, or onsite visitation (when visitation phones are connected to The ENFORCER® for monitoring/recording)
Call Analysis	With the Call Analysis feature, facility users may view the listing of all the numbers a specific inmate has called, the number of calls and attempts, and all other inmates who have called the same numbers.
Mobile Forensic Examiner PLUS	To assist the County in analyzing cell phone data, ICSolutions can offer Mobile Forensic Examiner PLUS® (MPE+) from AccessData. MPE+ is a market leading stand-alone mobile forensics software solution that delivers an intuitive interface, data visualization and smart device support in a single forensic interface. MPE+ supports even the most challenging mobile device profiles and features advanced carving, deleted data recovery, SQLite database browsing, advanced analysis, filtering options, and limitless possibilities with built-in query and script building. ICSolutions has included more detailed information about the Mobile Forensic Examiner PLUS product in **Exhibit M.**

Tab 6 – Page 98   **Harrison County, MS**

C12. Call Monitoring & Recording

1. The system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® enables immediate, online retrieval of any recording at any time with no change of storage media. **All recordings are stored online for the life of the contract**.

The ENFORCER® includes two separate, built-in arrays of mirrored hard disks for redundant long-term recording storage. Call data and recordings are stored digitally on these internally redundant storage devices for the entire contract duration, in two separate geographic locations (one data center in San Antonio and the Keefe Data Center in St. Louis). This storage redundancy ensures that, even if a disaster were to completely destroy one data center, the additional storage center would still be accessible for disaster recovery.

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.

2. The stored call recordings should be maintained at the vendors central depository and remain uncompressed until the County's authorized personnel requests them to be downloaded.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a centralized solution which sends all CDRs and recordings to our Primary data center in San Antonio, which are backed up at our secondary data center in St. Louis. **All recordings are stored online for the life of the contract**. The ENFORCER® enables immediate, online retrieval of any recording via The ENFORCER® user interface, at any time with no change of storage media.

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.

Access to the call recordings or call monitoring is executed through a series of user names, passwords and account privileges. Any individual desiring access to the recording playback or call monitoring must have a valid user name with sufficient privileges and a valid password. In addition, no individual is given direct access to the actual recordings on disk in order to maintain absolute integrity. The system will pass copies of its recordings to individuals through the call record selection process. Access to or manipulation of the source recording is never allowed.

3. All call recordings shall be stored online and available through the online user interface for 1 year.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. **All recordings are stored online for the life of the contract**. The ENFORCER® enables immediate, online retrieval of any recording via The ENFORCER® user interface, at any time with no change of storage media.

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.

4. Facility personnel must be able to search call recordings by dialed number, date, time, inmate account, or site name.

ICSolutions Response:

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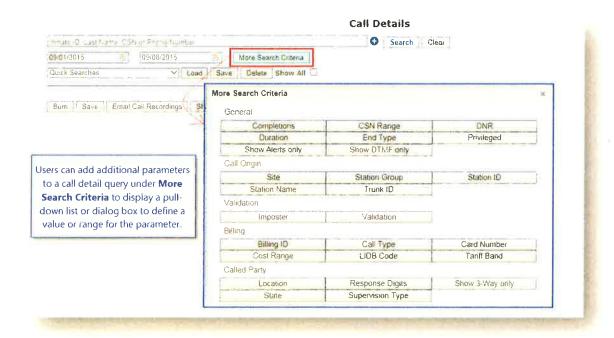
The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on:

- Inmate PIN/ID
- Date/Time Range
- Called Number
- Facility/Site

- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type

Tab 6 – Page 100   **Harrison County, MS**

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.

Call Detail Report – Select criteria for custom query

5.   Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording.**

6.   Facility personnel must be able to monitor, disconnect, and / or barge into a live call.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers real-time, live call monitoring of calls in progress. Call monitoring with The Observer is accessed through the **Monitor Phones** tab of the ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the **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.**
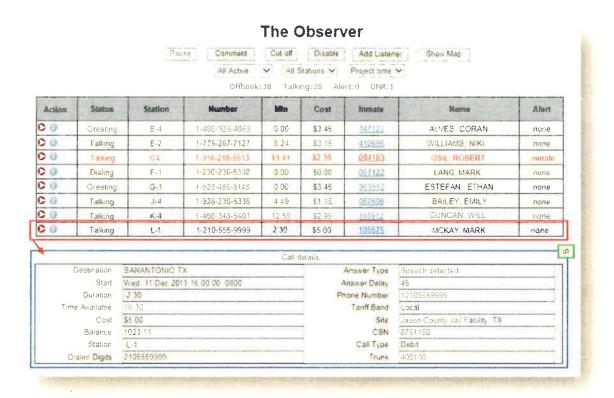
Authorized County personnel can monitor live calls in progress with a high level of audio quality **from any location, whether remote or on-site**. The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from any computer with an internet connection as if they were opening a web-site.

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.

The Observer

Action	Status	Station	Number	Min	Cost	Inmate	Name	Alert
C O	Greeting	B-4	1-480-928-4069	0:00	$3.45	347123	ALVES, CORAN	none
C O	Talking	E-2	1-775-287-7127	8:24	$3.15	410658	WILLIAMS, NIKI	none
C O	Talking	C-4	1-316-218-5613	13:41	$2.38	084183	OSIL, ROBERT	inmate
C O	Dialing	F-1	1-230-230-6330	0:00	$0.00	067122	LANG, MARK	none
C O	Greeting	G-1	1-928-486-9148	0:00	$3.45	363912	ESTEFAN, ETHAN	none
C O	Talking	J-4	1-928-230-5335	4:49	$1.16	067608	BAILEY, EMILY	none
C O	Talking	K-4	1-480-348-5401	12:58	$2.99	393912	DUNCAN, WILL	none
C O	Talking	L-1	1-210-555-9999	2:39	$5.00	185575	MCKAY, MARK	none

Call details

Destination	SANANTONIO TX	Answer Type	Speech detected
Start	Wed 31 Dec 2013 16:00:00 -0800	Answer Delay	45
Duration	-2:30	Phone Number	12105559999
Time Available	16:30	Tariff Band	Local
Cost	$5.00	Site	Jason County Jail Facility TX
Balance	1023.11	CSN	8751150
Station	L-1	Call Type	Debit
Dialed Digits	2105559999	Trunk	400130

Monitoring Live Calls - Calls in Progress screen with Call Detail displayed

Tab 6 – Page 102   **Harrison County, MS**

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 a call is five minutes in when a user begins monitoring the call, the user may scroll back to any point in the call and listen to the audio.

Call 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.

The Observer
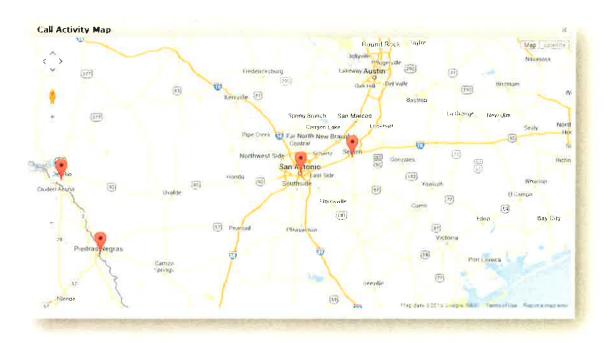
Tab 6 – Page 104   **Harrison County, MS**

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 action 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

Barge In

When an investigator is alerted or added as a listener to a particular call in progress, the investigator may barge in on the call in progress to talk to both parties. This feature enables a law enforcement investigator outside of the facility to monitor, "barge in," or terminate a call between an inmate and a called party by pressing the appropriate digit on the keypad when prompted, as described in the call flow below.

Tab 6 – Page 106   **Harrison County, MS**

7. The system must have the ability to have a selectable scan of all live calls in progress - The scanning feature must have the ability enter a configurable time frequency in which the system will play active calls and rotate through active calls for the set amount of time for each call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® offers users the ability to monitor active calls in a scan mode so that users can listen to snippets of calls in succession, as described above. In addition, users may view and monitor **all calls** in progress from The Observer screen in The ENFORCER®. Calls may be filtered by station, facility, alert, or visitation. Each call displays the station ID, called number, call duration, cost, inmate ID (which links to the Inmate Profile), inmate name, and alert.

8. The system must provide a call history through live monitoring to allow personnel to see recent activity for phone numbers and phones without navigating away from live monitoring.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® allows authorized users to view live calls in progress as well as call history. When the user selects "All Phones" in the Call Status screen, the most recent activity for all stations is displayed, which includes calls that are currently in progress ("active" stations) as well as the last call completed on stations where a call is not currently in progress ("inactive" stations). When a user double-clicks that call, the call detail is displayed directly below the Call Status screen.

9. The call detail reporting module shall provide quick link access to billing name and address (BNA) when BNA is available.
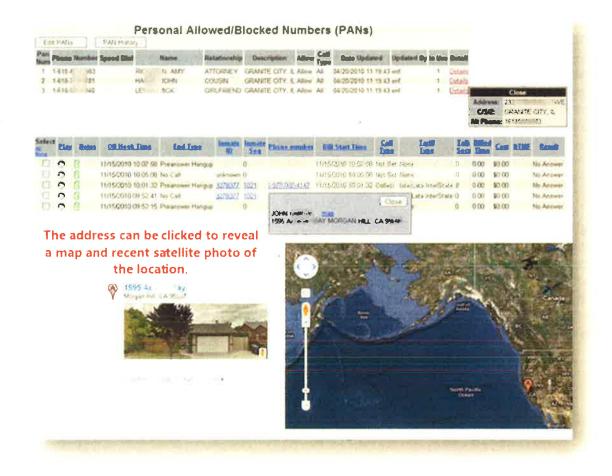
ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can provide the facility with integrated Reverse Lookup at no cost to the County. From within a call record, the user can easily point, click, and display the reverse directory info for the specified called number. The Reverse Directory feature enables investigators and outside agencies to obtain name/address and aerial location on a called party number.

The Reverse Directory database is accessed via a secure link to the Internet and is constantly updated. ICSolutions will provide this information for the entire contract term and any extension terms at no cost to the facility.

Reverse Directory information may be looked up from an inmate's Personal Allowed/Blocked Numbers List screen by clicking on the Details link for a selected number or from a Call Detail Record by clicking on the phone number of the called party.

The address can be clicked to reveal a map and recent satellite photo of the location.

Reverse Lookup

Tab 6 – Page 108   **Harrison County, MS**

C13. Call Acceptance

1.   The system will not allow communication until with the called party until the call has been accepted.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Whenever an inmate places a call to a called party, the inmate is muted to prevent communication with the called party until the call is connected. The ENFORCER® system offers several options for call delivery:

- Allow the inmate to hear call progress, but prevent the inmate from being heard by the called party until acceptance is confirmed.

- Place the inmate on hold once the called party answers, preventing the inmate from hearing the called party or being heard by the called party until acceptance is confirmed.

Regardless of which option is preferred, the inmate cannot communicate with the called party until the call has been positively accepted. Both the inmate and called party are notified upon acceptance of the call that the call may be recorded and monitored for security purposes. If the call is accepted by the called party, the inmate hears *"Thank you for using ICSolutions. This call may be monitored or recorded. You may begin speaking now."*

2.   The system shall detect the difference between an accepted call, and an answering machine, busy signal, and other telephone activity. Please describe.

ICSolutions Response:

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

3.   The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

ICSolutions Response:

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

4.   The called party must actively accept the call with the option to enable auto accept of designated telephone numbers.

ICSolutions Response:

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

Passive or voice-activated call acceptance – whereby the call processor listens for a voice on the called party end of the line, and connects the call upon voice detection – is configurable and can be programmed per dialed number by any authorized facility staff with appropriate ENFORCER® login credentials.

5.   Billing does not begin until the call is accepted by the called party.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Billing begins when the called party answers and positively accepts call charges. Charges are not assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

Tab 6 – Page 110   **Harrison County, MS**

C14. System Security

1.   The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and inmate.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER®'s Phone Scheduler feature allows authorized users to pre-set specific on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, as well as holidays, etc. Hours can be set as follows:

- By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)
- For all phones in the facility
- Unique hours for defined holidays
- Unique hours by day of the week
- Unique hours for specified called numbers

The **Phone Schedule** option is accessed through the **Site Admin** tab on The ENFORCER's control bar. From the **Phone Schedule** menu, authorized System Administrators may add or modify a **Schedule Group**.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit
Default	Mon-Sun,Hol	0:00-24:00	Edit...
Trunks	Mon-Sun	no service	Edit...
Trunks	Hol	regular service	Edit...

Add Schedule to Group Booking ▾ Add

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.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default	Mon	7 00-21 45	on all day	off all day	
Default	Tue	0 00-21 45	on all day	off all day	
Default	Wed	7 00-21 45	on all day	off all day	
Default	Thu	7 00-21 45	on all day	off all day	
Default	Fri	7 00-21 45	on all day	off all day	
Default	Sat	7 00-21 45	on all day	off all day	
Default	Sun	7 00-21 45	on all day	off all day	
Default	Hol	7 00-21 45	on all day	off all day	regular service

Save Changes | Cancel Changes

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

Groupname	Day	Schedule	Edit
Default	Mon-Sun,Hol	0:00-24:00	Edit...
Trunks	Mon	8:00-18:00	Edit...
Trunks	Tue-Sun	no service	Edit...
Trunks	Hol	regular service	Edit...

Add Schedule to Group Booking ∨ | Add

Weekly Phone Schedule – On/Off Times for a Specific Day

Tab 6 – Page 112   **Harrison County, MS**

2.   County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system.

Phone Shut-Down – Electronic

The ENFORCER® calling platform enables users to shut-down the phones in a variety of ways. To schedule a phone shut-down, the user logs in to the ENFORCER and navigates to the **Site Admin** tab of the ENFORCER and selects **Phone Shutdown.**

Site Admin Tab – Phone Shutdown

From this tab you will notice two separate options to shut-down the phones. By selecting **Phone Shutdown**, The ENFORCER® will display a screen which enables users to *schedule* a shut-down.

Scheduled Station Shutdown
(e g for maintenance)

Station Group	Stations Off	Stations On	Delete Schedule	
All Stations ▼				Save Changes
				Cancel Changes

Scheduled Station Shutdown

Note: This option is typically used in situations where maintenance is to be performed. Users may select **All Stations** from the Station Group Column, or select other specified groups.

To shut-down phones immediately and in real-time, the user selects the **Phone Disable** 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.

THE ENFORCER®

Inmate	Global Numbers	Accounts	Monitor Phones	Call Info	Reports	Site Admin	ICS Admin	Tools	Logout

Emergency/Temporary Phone Disable.

Select one or more sites one or more station groups or one or more stations and then click an action button to do that action to those stations it is okay to select from multiple columns Hold down Ctrl key and click on items to un-select Ctrl key also can be used to select multiple items (Red indicates stations that are inactive)

Disable   Enable   Cutoff and Disable

Choose Sites: Choose Station Groups: Choose Stations:

ICS Demo	A	ADSEG LL
	B	ADSEG SUPERMAX
	C	A LL
	D	A ULL
	E	A ULR
	F	A URL
	G	A URR
	H	B LL
	I	B ULL
	Intake	B ULR
	J	B URL
	K	B URR
	L	CLASS LL
	M	CLASS ULL
	N	CLASS ULR
	P	CLASS URL
	R	CLASS URR
	S	C LL

Call Status – Emergency/Temporary Phone Disable

Tab 6 – Page 114   **Harrison County, MS**

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 are significant as the **Disable** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **Cutoff and Disable** button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in The ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone Shut-Down – Mechanical

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.

**Telcom Marketing Group
KS-6100 Kill Switch Box**

3. The system shall be password protected to permit only authorized facility personnel access to the system.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. 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.

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 ICSolutions' network monitoring staff. Should the County wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.

4.   The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As described in detail in **Requirement #2** above, The ENFORCER® calling platform enables users to shut-down the phones from the system workstation in a variety of ways. To schedule a phone shut-down, the user logs in to the ENFORCER and navigates to the **Site Admin** tab of the ENFORCER® and selects **Phone Shutdown.**

5.   The system must allow officers to check-in from any telephone. Each officer should be provided a unique PIN, as well as a personalized mailbox to record an observation during duty rounds.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proud to offer Harrison County ICS*tracking*[SM], our Officer Check-In service. While many inmate telephone service providers are now offering similar services, ICSolutions was actually the **first in the industry** to provide Officer Check-In services to our clients!

Launched in the summer of 2007, ICS*tracking*[SM] offers the ability to capture and record corrections officers' location via the inmate telephones using an ID/PIN assigned to the officer. Each officer will use a nearby inmate telephone to log in to the system and verify that they are working in that part of the facility. The check-in event is logged by the system as a call record and can be reviewed, reported, or generate an alert just like any other inmate phone call. There are no charges associated with this feature.

6.   The system's user security must provide restrictive access by public and private IP address. Personnel logging in from an IP address not assigned will not be allowed to access the system remotely.

ICSolutions Response:

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

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

Tab 6 – Page 116   **Harrison County, MS**

C15. Automated Information Services (AIS)

1. System must be bilingual for non-English speaking Constituents.
2. System must use Voice Recognition and Response for interactions.
3. System must offer inmate-facing applications which provide the distribution of inmate-related information, which includes but is not limited to charges, court dates, and bonds
4. System must offer a constituent-facing application, which provides distribution of inmate and general facility information, such as court dates, charges, and bonds, in addition to facility info, visitation policies, etc.
5. System allows for two-way voicemail communication between friends and family and inmates.
6. System must allow Constituents to fund phone service and trust fund accounts with an automatic notification to the inmate or inmate application.
7. System must have the ability to customize settings based on Facility and Constituent needs.

ICSolutions Response:

ICSolutions has read, agrees and will comply with Requirements 1 through 7 as stated.

The Attendant IVR (Information Line) for Constituents

At no cost to the County, and with no impact on commissions or the cost of calling, ICSolutions can implement an Interactive Voice Response (IVR) system to provide public and inmate callers with automated information. This can include **basic jail information** (location, visitation hours, etc.) and, with a JMS integration, **inmate-specific information** (inmate lookup, release dates, upcoming court dates, bond inquiries, etc.). This inmate lookup feature is available at no cost to the County.

> **Client Testimonial**
> Summit County, OH
>
> *"'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**

Our automated telephone inquiry system, called "The Attendant," is designed for detention center staff members who often find themselves overwhelmed by phone calls from individuals looking for information about the jail and specific detainees. Freed from the task of answering multiple inquiries from inmates and public callers, Jail staff can be more productive.

When integrated with the jail's database, the IVR directs callers to an automated voice response system that provides up-to-date information on bond inquiries, inmate location and other disposition questions via touch-tone phone. Freed from the task of answering multiple phone inquiries, jail staff can be more productive. Inmates will also have access to the system by dialing a speed dial.

More than 80 of our clients had Securus prior to choosing ICSolutions as their ITS provider. Our clients who want IVR have found The Attendant[SM] meets or exceeds their needs.

The Communicator Paperless Inmate Communications Portal

The Communicator completely eliminates the need for the County to handle and process paper kites. With our paperless process, inmates can file grievances, request medical/dental appointments, submit PREA or crime tip reports, or even file complaints about the Inmate Telephone System – all using secure voice mailboxes on any standard inmate telephone.

Inmate ID, Last Name or CSN   OR ▼   Search   Clear

Last Week ▼ 04/01/2015 00:00:00   04/30/2017 23:59:59   More Search Criteria

Create New Message

Action	Type	Inmate ID	CSN	Inmate Name	Site	Location	BTN or Created By	Created	First Listened	Status
▶ 📄	Notification	361498	63158631	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/19/2017 14:06	Never	New
▶ 📄	Notification	361498	63158620	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	04/13/2017 14:15	Never	New
▶ 📄	Notification	361498	63158605	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/17/2017 14:06	Never	New
📄	Notification		63158480	2 inmates			jweland	03/14/2017 15:13	Never	
▶ 📄	Notification	361498	63158466	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/14/2017 11:09	Never	New
▶ 📄	Notification	361498	63158244	FOX, ROBERT ALAN	3681	HPOD-102-4	jweland	03/06/2017 14:04	Never	New

The Communicator Message screen

Depending upon the type of inmate report, the appropriate Facility staff will be automatically notified when an inmate files a new grievance. Using text-to-speech technology, staff can type responses into The ENFORCER®, and the response will be delivered to a secure voice mailbox for inmate retrieval.

The Communicator is a standard part of The ENFORCER® calling system and is provided at no cost to the County, and with no impact on our financial offer.

Inmate Voice Messaging

The Inmate Voice Messaging feature has been incorporated in the ENFORCER platform to allow Called Party Voice Messaging by those with Prepaid Collect 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 Collect account prior to accessing the system.

Tab 6 – Page 118   **Harrison County, MS**

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 Collect account information to confirm availability of funds. If funds are available, the system will prompt the user to enter the inmate ID, or enter the first 3 letters of the inmate's last name to retrieve an inmate listing. The user will select an inmate from the listing and will be able to record a 30-second message.

Message of the Day ℠

Inmate Voice Messaging can also be used by authorized Jail staff to broadcast messages to one, many, or all inmates in a correctional facility. The Jail personnel simply types the message into the ENFORCER®, which then converts the message to synthesized speech and delivers it to the designated inmates' voice mailboxes.

Authorized Facility staff can create a "Message of the Day" that is delivered to inmates via inmate phone during a specified time period. Facility staff can type the message into the ENFORCER®, and the message is translated to a voice recording using text-to-speech technology; or staff can use traditional voice recording to record their message. They then enter the time window (start/stop dates and times) during which the message will be played to inmates.

Any time an inmate picks up any inmate phone during the designated timeframe, he or she will hear the Message of the Day before call connection. When the message expires, it is no longer played to inmates, with no further action necessary from Facility staff.

Inmate Messaging Screen – Message of the Day text

The Facility can use the Message of the Day feature to share information with inmates facility-wide. Additionally, with the Facility's permission, ICSolutions can create messages to inform inmates of new product rollouts, Facility-approved rate modifications, or other changes to inmate calling services.

Funding Announcements

The ENFORCER® can automatically notify inmates when funds have been added to their Debit calling account, or to a Prepaid calling account that is tied to a telephone number the inmate has called in the past. Announcements are automatically generated by The ENFORCER® system and delivered to a secure voice mailbox that can be accessed only by the designated inmate with the appropriate PIN.

C16. Reports

1.   The reports to the County will contain a variety of call information to suit the County's needs.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system provides centralized reporting capabilities that enable facility users to generate both standard and custom reports in real-time, with no intervention necessary from the vendor. For additional information, please refer to our responses to the below requirements.

An authorized ENFORCER® 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 the Jail 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.

Each call attempt results in the creation of a call detail record. The record includes extensive information about the call that can be queried, including the following:

- 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 password and the appropriate permissions – whether they log in remotely or from an onsite workstation. Call detail records are stored on the system hard disks for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**.

The system also comes preconfigured with an extensive list of standard reports. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired.

Tab 6 – Page 120   **Harrison County, MS**
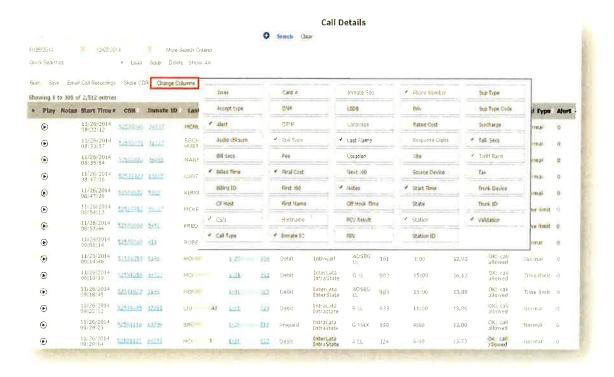
The following screen details the customization options available for call detail reports. Samples of the most commonly used reports are provided in **Attachment I** of this proposal.

Call Detail Report – Select criteria for custom query

Numerous additional fields are stored within each call record and can be used to further customize reports and recording searches as shown below:
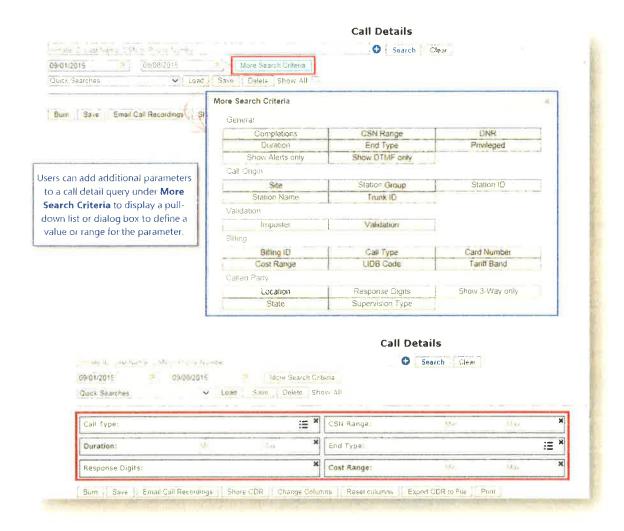
Select Change Columns to View More Parameters on the Call Detail Results screen

The screen above shows the basic search fields **date and time**, **Inmate PIN/ID**, **Called Number**, 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.

Users can add additional parameters to a call detail query by clicking on **More Search Criteria.** 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.

Users can add additional parameters to a call detail query under **More Search Criteria** to display a pull-down list or dialog box to define a value or range for the parameter.

Call Detail Report – Select criteria for custom query

Tab 6 – Page 122   **Harrison County, MS**
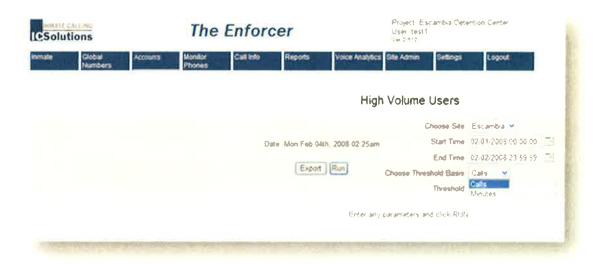
2. The system must be capable of providing web accessible real-time and historical reports with include but are not limited to:

   a. Call activity Reports
   b. Frequently Dialed Number Reports
   c. 3-Way Call Attempt Report
   d. Dialed Number by More Than One Inmate Report
   e. Call Volume by Phone Report

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® provides centralized reporting capabilities, allowing users to generate reports immediately and in real time. The system comes preconfigured with an extensive list of standard reports. Additionally, a facility user can generate real-time "ad hoc" reports by defining his/her own query based on data of interest – allowing instant access to any report you could ever need. And, although it's easy to define your own report parameters in The ENFORCER®, ICSolutions is happy to assist by creating any new, customized reports that are desired. With The ENFORCER®'s reporting function, authorized users can create any number of reports to satisfy their needs.
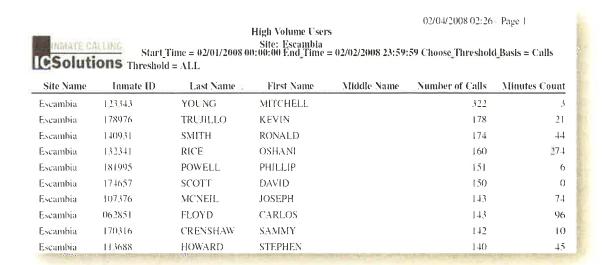
High Volume Users Report

This Report provides a Summary by Site of Inmate ID, Last Name, First Name, Middle Name, Number of Calls and Minutes. The Threshold can be based on calls or minutes. To create this report, choose the Site and appropriate Start and End Date. Click either **Export** or **Run** to generate the report.

High Volume User Report screen
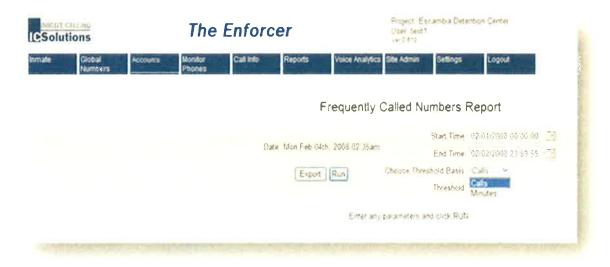
This is an example of the "high volume users" report and is a good indicator for fraudulent activity. It includes the inmate id, last/first name of inmate, total number of calls and a total count of talk minutes. **Note:** A call detail report should be generated for any inmate id's that have high volume activity in number of calls.

02/04/2008 02:26 · Page 1

High Volume Users
Site: Escambia
Start_Time = 02/01/2008 00:00:00 End_Time = 02/02/2008 23:59:59 Choose_Threshold_Basis = Calls
Threshold = ALL

Site Name	Inmate ID	Last Name	First Name	Middle Name	Number of Calls	Minutes Count
Escambia	123343	YOUNG	MITCHELL		322	3
Escambia	178976	TRUJILLO	KEVIN		178	21
Escambia	140931	SMITH	RONALD		174	44
Escambia	132341	RICE	OSHANI		160	274
Escambia	181995	POWELL	PHILLIP		151	6
Escambia	174657	SCOTT	DAVID		150	0
Escambia	107376	MCNEIL	JOSEPH		143	74
Escambia	062851	FLOYD	CARLOS		143	96
Escambia	170316	CRENSHAW	SAMMY		142	10
Escambia	113688	HOWARD	STEPHEN		140	45

High Volume Users Report sample

Frequently Called Number Report

The following report is useful in identifying numbers which have been called most frequently. This is useful in identifying potential unwanted activity. The following is a brief sample of a Frequently Called Number report.

The Enforcer

Project: Escambia Detention Center
User: test1
ver 0.810

| Inmate | Global Numbers | Accounts | Monitor Phones | Call Info | Reports | Voice Analytics | Site Admin | Settings | Logout |

Frequently Called Numbers Report

Date: Mon Feb 04th, 2008 02:35am

Start Time: 02/01/2008 00:00:00
End Time: 02/02/2008 23:59:59

Export | Run

Choose Threshold Basis: Calls
Threshold: **Calls** / Minutes

Enter any parameters and click Run.

Frequent Called Numbers Report screen

Tab 6 – Page 124   **Harrison County, MS**
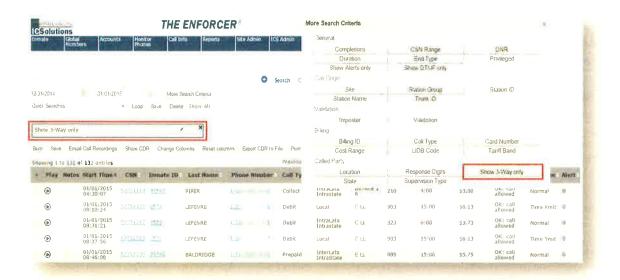
This is an example of the "frequently called numbers" report and is a good indicator for fraudulent activity. It includes the called number, name (if applicable), total number of calls and a total count of talk minutes. **Note:** A call detail report should be generated for any called numbers that have high volume activity in number of calls.

Frequently Called Numbers Report
Site: Escambia Detention Center
Start_Time = 02/01/2008 00:00:00 End_Time = 02/02/2008 23:59:59 Choose_Threshold_Basis = Calls
Threshold = ALL

Phone Number	Name	Number of Calls	Minutes Count
1-850-291-7956		197	0
085		118	0
1-850-477-5729	BRUCE CAMACHO BAIL BONDS	118	34
1-850-438-3680	ASAP BAIL BONDS	84	99
1-850-433-7343		77	29
1-850-418-9720		77	82
1-850-456-9646		71	68
1-850-292-9212		70	30
1-850-497-6466		69	199
1-850-456-7499		68	13
1-850-444-9052	SONNY REID BAIL BONDS	66	79

Frequently Called Numbers Report sample

Three-Way Calling

Authorized users can run reports to display only three-way calls in the Call Info screen in The ENFORCER®. All detected three-way calls are flagged as such in the call detail report. By selecting "Show 3-way only" in the expanded search criteria, users may run reports that specifically show calls where a three-way event was detected.

Limit Search Parameters to Display 3-Way Calls Only

Tab 6 – Page 126

Harrison County, MS

Call Volume by Telephone

The ENFORCER®'s ad-hoc reporting feature allows authorized facility user to create customized reports at any time, including Call Volume by Telephone. This information is also included in your monthly commission report.

Site Name	Station Port	Station Name	Attempt Calls	Accept Calls	Accept Rev Calls	Rev Mins	Rev Amnt
	2202	H1 - 1L	5	1	1	5	6.95
	2203	H1 - 2R	17	4	1	14	19.00
	2204	H2 - 1L	17	2	2	4	15.32
	2205	H2 - 2R	6	0	0	0	0.00
	2206	H3 - 1L	18	0	0	0	0.00
	2207	H3 - 2R	2	0	0	0	0.00
	2208	H4 - 1L	16	2	2	18	18.40
	2209	H4 - 2R	3	0	0	0	0.00
	2210	INT - 119	0	0	0	0	0.00
	2211	H5 - 2R	7	0	0	0	0.00
	2212	H5 - 1L	5	1	1	4	6.50
	2213	H6 - 1	4	1	1	14	5.75
	2214	H7 - 1	23	2	1	5	4.85
	2215	H8 - 1	1	0	0	0	0.00
	2216	INT 117	0	0	0	0	0.00
	2217	J - S1	5	0	0	0	0.00
	2218	INTAKE - 1N	0	0	0	0	0.00
	2219	INTAKE - 1S	0	0	0	0	0.00
	2220	INT 116	0	0	0	0	0.00
	2221	144 - A	0	0	0	0	0.00
	2222	142 - 1	0	0	0	0	0.00
	2223	West Wall	0	0	0	0	0.00
	2224	SPVR OFFICE - ENROLL	2	0	0	0	0.00
Total			532	64	43	341	340.89

In addition, samples of the most commonly used reports are provided in this proposal as **Attachment I.**

3.   The system must be capable of providing other detailed reports which include but are not limited to:

  a.   Phone Location of originating call
  b.   Time of call
  c.   Telephone number called
  d.   Most frequently called numbers
  e.   Length of call
  f.   Identify numbers called from a specific telephone
  g.   Identify telephone numbers called by a specific inmate

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system offers an extensive list of standard and query based reporting options to fit every administrative and investigative need. The following is a list of the standard reports available on the system. Custom reports can also be generated using the query-based call record function. Samples of the most commonly used reports are provided in **Attachment D** of this proposal.

Additionally, The ENFORCER® platform offers great flexibility and convenience with regard to remote access for investigators and law enforcement agencies. Multiple investigators can access the system remotely at the same time without impacting on-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 capability facilitates cooperative investigations among law enforcement and corrections agencies.

The following is a list of the standard reports available on The ENFORCER®. Samples of the most commonly used reports are provided in **Attachment D** of this proposal.

Report Name	Description
Admin Setup Only	Provides a listing by inmate name of all "admin setup only" (60-second free) calls made during a user-specified date range. For each call, the report provides the inmate ID, inmate name, facility name, called number, and called start time.
Attorney Registration Status	Provides counts for attorney phone numbers in the ENFORCER global number list. For attorneys that have been approved, rejected, or are pending approval, the report provides a quantity, percent of total, and total quantity of attorney phone numbers in ENFORCER.
Attorney Registration Rejects	Provides a list of all inmates for which a requested registration of an attorney phone number has been denied by administrative personnel at the site. This assists the site in determining inmates who may be fraudulently attempting to set up a non-recorded call to a number that is actually not to an attorney's office.
Call Detail	Provides detailed information pertaining to called numbers including billed start time, dialed number, site called from, whether the call was recorded, cost of call, call type (payment method), tariff type, duration of call, alerts assigned, cost of call, inmate ID, and inmate last name. Searches can be performed by site location, a particular number, inmate id, connected only, completion code, tariff type, 3-way events, call type, alerts, and date range.

Tab 6 – Page 128   **Harrison County, MS**

Report Name	Description
Call Record Statistics	Provides a summary of calls by call type, completion code, and call count. The report can be requested by site name or for all sites for a user-specified date range.
Debit Balance	Shows the balance in the debit account for each inmate who has set up a debit account to pay for phone calls. For each account, the report lists the site name, inmate ID, inmate name, account number, call number, inmate status (active/inactive), and account balance. The report can be requested by site, inmate status, and balance amount (negative, positive, non-zero). Also, the report can be sorted by inmate ID, inmate name, or site.
Debit Statement	Shows all transactions for debit card and PIN-based debit including a beginning and ending balance, cost and duration of calls, and deposits made to an inmate's account.
Debit Activity	Shows all deposits, transactions, refunds, and closing balance for all debit accounts for inmates
Debit Transaction	Provides a reconciliation record for all debit transactions for an Inmate ID for a user-specified date range
Frequently Used PANs Summary	Lists, by called number, all numbers that reside in an inmate PAN list that have been called a high number of times. Beginning with the most frequently-called number, the report lists the called number, called party, number of instances (calls), and the number of sites from which the number has been called.
Frequently Used PANs Detail	Provides a list by called number of all inmates who frequently have called a PAN. The report lists the called number, called party, the inmate ID and name of each inmate who called the number, and the site from which the inmate made the call.
Frequently Called Numbers	Provides the total number of calls and total minutes of talk time to a specific called phone number. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by phone number, called party name, number of calls, and minutes.
Global Number	Provides a detailed report for all parameters that are found in the Global Number Table. This report can generate items such as all blocked numbers, all free numbers, all do not record (attorney) numbers, all notes, random note text searches, and all alerts.
Global Number History	Provides historical records of all changes made to ANI phone number to include an audit trail for users who made the changes
Inmate Alerts	Lists all alerts that have been activated for each inmate. The report lists site name, inmate ID, inmate name (last, first, middle), phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
Inmate PANs	Provides a PAN (personal allowed number) list for the inmate. The report also includes any restrictions associated with a PAN (blocks, free call, do not record, passive mode). A listing can be printed for an individual inmate as well as for all inmates.

Report Name	Description
Inmate Status	Provides a listing of inmate IDs, passcodes, inmate account status (active/inactive), site and location, the current number of PANs being used and allowed, and any associated notes. The report can be generated for a specific inmate or all inmates, and can be sorted by inmate active/inactive status.
Number Alerts	Lists all alerts that have been activated for a called phone number. The report lists site name, phone number, name associated with the called number, and phone number/email address for each alert type that has been set up.
PIN Fraud	Provides a listing of each call on which an inmate attempted to use an incorrect PIN. For each call, the report lists the site, CSN, station ID, station name, inmate name, inmate ID, passcode, the PIN number attempted in the CDR, the actual PIN, and extra digits.
Prepaid Balance Summary	Provides account (phone numbers) for all called numbers that have an established prepaid Account. The report includes the project number, billing ID, account/phone number, balance, and current status of active/non-active.
Recording Access	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.
Revenue	Provides call counts, durations, billed minutes, revenue and revenue percentage for each call type, grouped by account (payment) type. The report can be requested by specific site or for all sites for any previous calendar month either in PDF, Excel, or CSV format.
Revenue Summary	For each site defined to ENFORCER, provides revenue summary information including facility name, number of call attempts, number of completed calls, total minutes, and revenue percentage. For all these categories, the report also provides month-to-date data.
Station Activity	Provides a summary of all calls made for a user-specified date range. The report can be generated by site. Results are listed by site name, station (phone) port, station (phone) name, attempted calls, accepted calls, accepted revenue calls, revenue minutes, and revenue amount.
Station Group Privileges	Provides a listing of station groups (phones) that are assigned to specific inmates (i.e., phones from which inmates are allowed to make calls). The system default is to assign Inmates to use all station groups unless specific assignments were made by the user.
Inmate Suspensions	Provides a listing of all inmate suspensions. The report lists site name, inmate ID, inmate name (first, middle, last), whether the suspension is full or partial, start/end date/time, and user notes (usually a description of the reason for suspension).
Trunk Usage	Provides a summary of all calls that have been dialed and connected to the network by trunk. The summary is defined by site name, trunk, out-dialed Calls, accepted calls, and the percentage of accepted calls.
Volume Users	Provides a summary of high telephone volume usage by inmates. The report can be generated by site or threshold type (quantity of calls or total minutes). Results are listed by site name, inmate ID, inmate name (last, first, middle), number of calls, and minutes count (total minutes).

Tab 6 – Page 130   **Harrison County, MS**

4.   Vendor shall attach samples of their reports.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Samples of the most commonly used reports are provided in **Attachment D** of this proposal.

5.   The system shall have the ability to export reports in Excel, Adobe, and comma separated formats.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. From any Call Detail Report, authorized facility users may quickly and easily export or download call recordings and call data in standard file formats. All reports are available in PDF and CSV outputs, which can be exported to Excel.

7.   Vendor shall provide a secure access to all reports and calling activity within the facility via the internet/web.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Authorized users may log in to The ENFORCER® to gain access to call record data, call recordings, call monitoring and reporting. The ENFORCER® platform is accessible via a secure browser-based graphical user interface (GUI). Security clearance to gain access to call record data, call recordings, call monitoring and reporting is available via the internet and 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" (see following example) to the system with a valid username and password.

ENFORCER® Login Screen

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

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

In addition, each commission check will be accompanied by a 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. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER® on the system workstation provided. A sample commission report is provided in **Exhibit C.**

C17. Complimentary Equipment Considerations

1. The system shall be a turnkey telephone system and service.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey inmate phone system, which includes all systems, telephones, software, and peripheral hardware; and installation, maintenance and service of the proposed system. This level of support is part of our turn-key proposal to each customer. As such, there will be **no cost** whatsoever to the County for this service.

2. The Vendor shall provide non-coin, inmate telephones composed of durable equipment suitable for jail environments.

ICSolutions Response:

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

Tab 6 – Page 132   **Harrison County, MS**

- 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

For specifications of the proposed phones, please refer to the Specification Sheets in **Exhibit C**.

3. The system must be able to utilize current PCs that are available at the County without the need for additional PCs.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from **any computer** running a modern browser as if they were opening a website. Although ICSolutions' offer includes a workstation for use by the County, no additional PCs are required.

4. All Vendor equipment shall comply with FCC regulations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All proposed equipment is approved and currently in use at correctional facilities across the United States.

5.   The proposed equipment and system shall be scalable to meet the County's growing needs.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Given its modular architecture, The ENFORCER® can easily accommodate expansions to the inmate population. ICSolutions will work with the County to accommodate expansions to the phone system consistent with expansions to the inmate population. If, at any point, the County plans to expand the jail or requests additional phones, ICSolutions can add additional phones at any time by simply expanding the Adtran gateways installed at the sites. Additional network capacity requires approximately 30 days' notice for the LEC to deliver additional bandwidth but does not require any system downtime.

6.   Vendor equipment shall include backup power in the event of temporary loss of commercial power.

ICSolutions Response:

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

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 runes 24/7/365 and automatically sends an email alert to ICSolutions' 24 hour technical support team anytime there is a loss of utility power of any duration, to any ENFORCER® unit. Most utility power interruptions are very brief. The UPS controlling software also **performs a data-save and graceful shut-down** of the affected system one minute before primary battery power is exhausted.

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

APCUPSD UPS Network Monitor Mon Aug 16 15:52:39 CDT 2010								
System	Model	Status	Battery Chg	Utility	UPS Load	UPS Temp	Batt Run Time	Data
ada01	Smart-UPS 2200 RM	ONLINE	100.0%	118.0 VAC	22.7%	24.2° C	36.0 min	All data
admc04	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

Tab 6 – Page 134   **Harrison County, MS**

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:

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 County's ENFORCER® calling system.

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

7. Describe your systems ability to allow authorized user access to system User Utilities from any Windows 7 based PC that has access to the internet.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® is operated through an easy-to-use browser-based GUI (graphical User Interface). Anyone with a password and log-in ID granted by County administrators can access the system from **any computer running a modern browser**, **including computers running Windows XP and later versions**, as if they were opening a website. The ENFORCER® provides flexible and convenient remote access for investigators. Multiple investigators can access the system remotely at the same time without impacting on-going system operations or performance. While connected, users may monitor live conversations, access recordings, search system data and generate reports as though they were onsite. This facilitates cooperative investigations among law enforcement and corrections agencies.

C18. Visitation Phone Monitoring and Recording

1. Vendor will provide details of the proposed visitation live call phone recording & monitoring system. This detail shall include but not be limited to the name of the manufacturer/vendor used, if service and equipment are not provided directly by Vendor, scheduling software, user interface, control/administrator interface, integration requirements and remote network capabilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. At no cost to the County, ICSolutions will provide monitoring and recording of visitation phones. We have described our solution in detail below.

When visitation phone monitoring and recording is enabled, the visitation telephones are a part of The ENFORCER® platform, just like the standard inmate telephones. The visitation phones are wired to The ENFORCER® calling system and subject to the same administrative and investigative tools and controls. We also install brand new visitation phones, with a keypad on the inmate side for PIN entry.

2. System should be integrated with inmate calling system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide a completely turnkey visitation phone system that is fully integrated with The ENFORCER.

Tab 6 – Page 136   **Harrison County, MS**

3. System should include anti-tamper screws on a stainless steel wall plate, spiral-sound stainless steel armored cable, and anti-tamper transmitter/receiver installed in a small encasement.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing two phone types to meet the visitation phone requirement.

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 set-up for the conversation for call tracking, monitoring and recording purposes.

Wintel 7005SS
(inmate side)

Wintel 7429VST
(visitor side)

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.

4. System must have the ability to record all visitation conversations, or if PINs are applied be able to record specific conversations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The call recording system will operate and interface with the visitation telephone instruments the same as the inmate phones. Tracking will be accomplished by inmate PIN, as the inmate will be prompted to enter their inmate PIN at the beginning of the call.

The ENFORCER® system offers fully integrated digital recording capability with the option to record every call or to track only those phones designated for recording. 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.
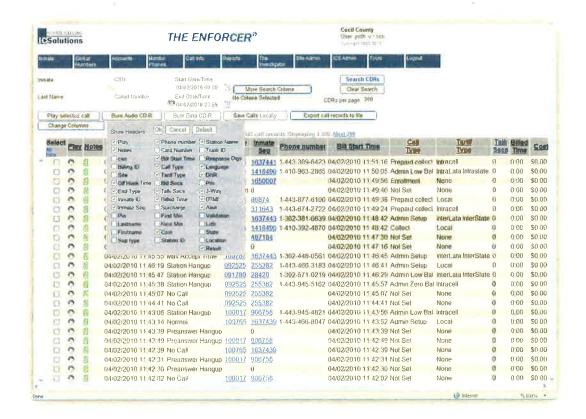
The system has extensive search capabilities for Investigators. Call recordings can be retrieved based on:

- Inmate PIN/ID
- Date Range
- Called Number
- Facility
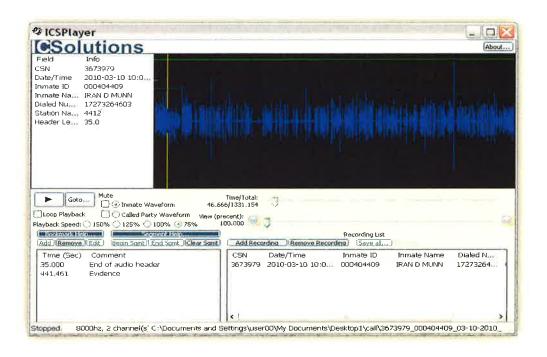
- Inmate Station
- Living Unit (building, cell block, etc.)
- Call Completion Type
- Call Bill Type
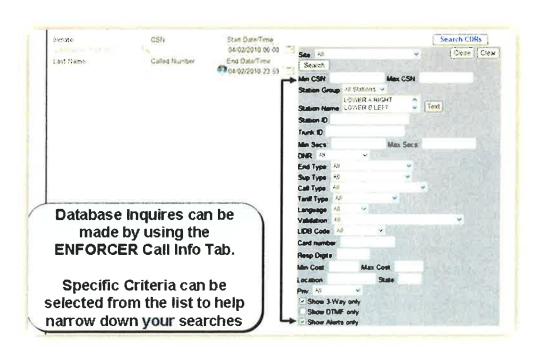
All visitation telephone stations will be connected to The ENFORCER® call processor and will have full recording and monitoring capability, with the exception of privileged attorney calls as required by the facility.

Tab 6 – Page 138   **Harrison County, MS**

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.

Database Inquires can be made by using the ENFORCER Call Info Tab.

Specific Criteria can be selected from the list to help narrow down your searches
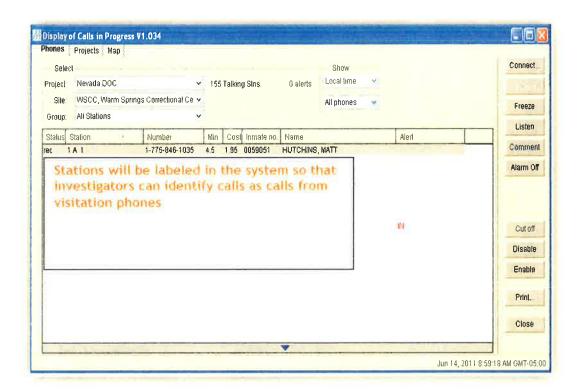
5.   System must have the ability to monitor live conversations.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Call monitoring is accessed through the **Call Status** tab of The ENFORCER's GUI. The authorized user selects a station or trunk to monitor with a click of the mouse, and then clicks the **Connect** button. This function is **silent and undetectable by either the inmate or called party**. Multiple monitoring sessions can occur at the same time **without any impact to ongoing call processing or recording.**

6.   System must be scalable and easily upgraded remotely.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The visitation is modular and expandable. ICSolutions can add additional phones at any time. Software upgrades will be performed in the same manner for visitation phones as inmate phones. Whenever an upgrade and/or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to The ENFORCER® are predominantly driven by market demand and specific client requests.

Tab 6 – Page 140   **Harrison County, MS**

7.   Call details records must be stored of each visitation conversation.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The call recording system will operate and interface with the visitation telephone instruments the same as the inmate phones. 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 call attempt results in the creation of a call detail record. The record includes extensive information about the call, including the following:

- Date of call
- Start Time of Call
- End Time of Call
- Call Duration
- Station & Trunk ID
- PIN (if applicable)
- Recording indicator
- Three-way call detect indicator
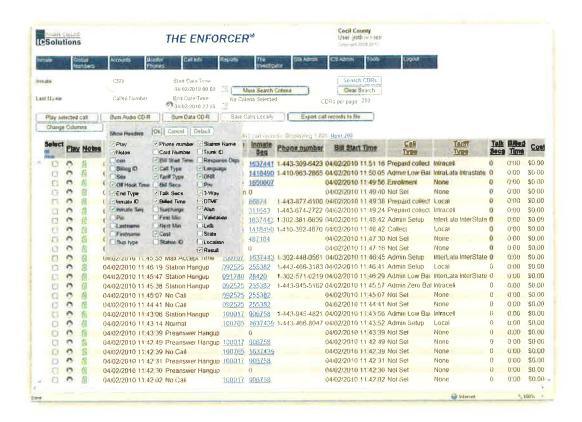
Call detail records are stored for the entire contract duration to provide the facility **with immediate access to historical call information throughout the contract term**.

All information included in the call detail record may be queried in The ENFORCER® to create an extensive list of custom reports. Call detail records are stored for the entire contract duration to provide the facility with immediate access to historical call information throughout the contract term.

Call Detail Report

Choose Site:	All
Phone Number:	
Inmate ID:	
Choose Call Connected:	All
Date: Fri Feb 11th, 2011 05:34pm Choose Completion Code:	All
Choose Tariff Type:	All
Export Run Choose 3Way Events:	No Filter
Choose Call Type:	All
Choose Alerts:	No Filter
Start Time:	02/11/2011 00 00
End Time:	02/11/2011 23 59

Enter any parameters and click RUN

Call Detail Records – Select criteria for custom query

The ENFORCER® keeps a full data dictionary on each call attempt. After entering the parameters in the Call Detail Report screen, the search results appear:

Call Info - Search Calls - Standard Results screen

8.   System must have the ability to specify a specific visitation phones as private attorney visitation phones, which conversations will not be recorded

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All visitation 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. The facility can specify which visitation phones are not recorded.

9.   System must provide the capability to disable and enable visitation recording by PIN, on demand, and in real time.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Visitation recording can be disabled by an authorized user in real time by logging in to The ENFORCER.

Tab 6 – Page 142   Harrison County, MS

10. System must continue to allow visitation calls even in the event the call platform goes down

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The visitation phone pairs are connected to the centralized call processing equipment utilizing the Adtran 924e IP Gateway. The Adtran gateway is configured with a separate dedicated port for both the inmate side and the visitor side of the visitation phone pair. In the unlikely event that the centralized platform is unavailable (complete carrier outage) the Adtran gateway will detect the absence of a network and immediately fail over to a secondary internal route that will directly connect the inmate visitation port to its paired visitor port. When this configuration is triggered, the visitation session can continue; however, there will be no recording of the session.

The centralized ENFORCER® is designed with a distributed processing architecture to minimize the risk of 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® utilizing Enterprise grade components which provide the highest level of performance and reliability. **The Quality Standard for The ENFORCER® is 99.999% system availability.**

11. System must allow multiple visitors to visit with a single inmate

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The visitation phone pairs are connected to the centralized call processing equipment utilizing the Adtran 924e IP Gateway. The Adtran gateway is configured with a separate dedicated port for both the inmate side and the visitor side of the visitation phone pair. This configuration will support multiple handsets on the visitor side.

12. System should allow visitation communication to continue in the event the main inmate telephone system is shut down.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system is configured to support cut-off of the inmate phone system by individual phone or housing unit configurations in the event of a riot or lockdown, or any other incident that requires emergency shutdown of the inmate telephone system. The ENFORCER® will be configured to group visitation phones so that a user can select inmate phones for system shutdown, while excluding visitation phones.

C19. Voice Biometrics

1. The system should offer inmate voice biometric technology and associated reporting, that validates identity based on the inmate PIN and / or recording, prior to connecting the call.

2. The system will provide biometric voice identification technology to enroll, validate, monitor, and continuously identify all inmates speaking on the phone.

3. The system will provide continuous, real time identification of inmates speaking on a call, and continuous voice analysis for the entire duration of the call.

4. The system will display a numerical confidence rating of the actual identity of all inmates whose voices are detected on each call, whether the PIN owner or not.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with Requirements 1 through 4 in Section C19 as stated.

Latest Voice Biometric Technology

In addition to using PINs for fraud prevention, ICSolutions provides the latest voice biometric technology to cover all aspects of the call and enable investigator case management, including The Verifier **pre-call biometric identity verification**, Imposter **real-time continuous voice** detection and imposter identification, and Argus Echo **case management and post-call voice analysis** of both the inmate and called party. With Argus, the **DOC investigators will be able to download recordings at the same quick speed as they can in The ENFORCER®**.

The Verifier^{SM}

At no cost to the State, ICSolutions will install The ENFORCER®'s Verifier^{SM} **real-time inmate voice verification** module. The Verifier^{SM} matches an inmate's "voice print" created during the booking or intake process with his/her voice when initiating a phone call. The Verifier^{SM} requires each inmate to speak a phrase prior to placing a call to an outside party. In order for the inmate to place the call, the inmate's spoken voice must match a "model" of a voice print stored in The ENFORCER®.

The Verifier^{SM} utilizes **self-enrollment technology**, whereby The ENFORCER® prompts the inmate to repeat certain phrases to build the voice model for each inmate. **Self-Enrollment saves the facility the step of having the entire inmate population enroll their voices manually upon deployment of The Verifier^{SM}.**

Tab 6 – Page 144   **Harrison County, MS**

The following standard reports for The Verifier^{SM} are available on-demand through The ENFORCER®:

- **Enrollment Status** – provides a listing of the Enrollment Status of all inmates by facility. The report displays the Facility, Inmate ID, Inmate Name, Location, number of times enrollment passed, overall pass rate, number of times enrollment failed, last call placed, enrollment date, and the enrollment status (enrolled, not enrolled, or enrollment is disabled). The report can be run for one or all facilities and filtered according to Enrollment Status.

- **Verification Activity** – provides a listing of the Verification Activity for call attempts and completions. Every call detail record includes a completion code that indicates whether a voiceprint has passed or failed. The report displays Call Start, Inmate ID, Inmate Last Name, Dialed Number, and completion code. The report can be run for one or all facilities according to a specified date range.

These features are built right in to The ENFORCER® platform, offering the State a voice biometric tool **that does not require separate software.**

The Imposter

The Imposter module provides comprehensive, **real-time continuous voice detection and imposter identification** and related analysis capabilities that enable you to reduce and/or control fraudulent calling activity by inmates. For example, when an inmate places a call on behalf of another inmate and hands the phone off after the call has connected, *The Imposter* will identify and log the event for *real-time* and *future* use by an ENFORCER® user.
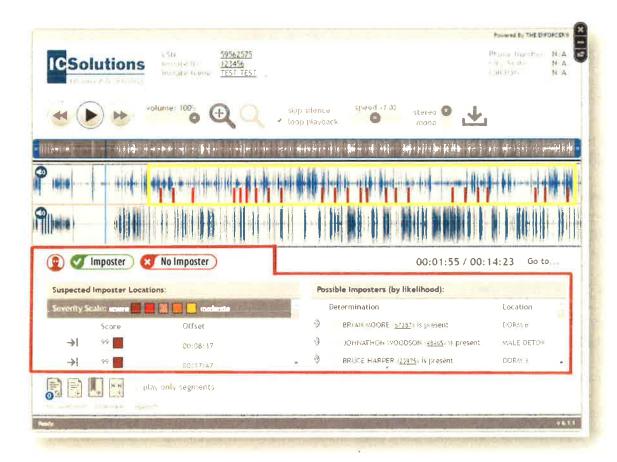
The Imposter leverages the same inmate voice enrollment recordings (voice prints) required at facilities that use The ENFORCER® voice verification module, The Verifier. For all calls placed by inmates at the facility, *The Imposter* module compares stored inmate voice enrollment recordings to voices on live calls to detect any voice mismatch(es), identifying potential "imposters" on the call.

And, because the detection occurs in real time, an **alert can be sent to interested investigators while the call is still in progress**.

When fraudulent activity is suspected on an inmate call, *The Imposter Detector's* "imposter detected" icon will display in two places in The ENFORCER®, which when clicked triggers the Web Player to open with detailed "suspected imposter" information for user retrieval and analysis. These places include

- *The Observer* live call monitoring screen *while the call is in progress*
- The saved call record for the call *after the call is completed*

Imposter Identification on the Web Player

Tab 6 – Page 146　　　　　　　　　　　　　　　　　　　　　　　**Harrison County, MS**

Imposter Events Overview

The following table provides an overview of the events that take place when the possibility of imposter activity is detected on an inmate call. In this table, the rightmost column describes the actions available to an *authorized* user to analyze and save information about imposter activity on a call.

Call Event	What The Imposter Detector Does	Available User Actions
Possible imposter presence detected on an inmate call in progress	Posts ℹ️ icon in the *Action* column on the line item for the call in *The Observer* live call monitoring window *while the call is in progress*	**In *The Observer* live call monitoring window:** • Open *The Observer* to locate the call in progress • Click ▶ to monitor (listen to) the call in progress • *Option to* terminate call if imposter activity is suspected or confirmed

• Call completed normally <u>OR</u>
• Call terminated by monitoring user (if imposter suspected)
	Posts ℹ️ in the *Action* column on the call record (identifiable by unique CSN) *after the call is completed or terminated*	**In the *Call Records* search function:**
		• Retrieve call record using ENFORCER® *Call Records* search, in one of three ways:
		  ➢ Search by inmate (inmate ID or name)
		  ➢ Search by CSN (if known)
		  ➢ Limit search by Validation type = Imposter located behind **More Search Criteria** button on *Call Records* search screen
		• Click ℹ️ in the *Action* column on the call record to open the *Web Player* window

• Call record saved for call	Posts detailed imposter analytics for the call recording to the *Web Player* window	**In *The Web Player* window for the call recording:** • Listen to offsets in call where imposter activity is suspected • Play back voice prints for any or all suspected imposters to manually compare voice prints with offsets for suspected imposters in the recording • Identify and save the identity of the actual imposter or imposters (if applicable) • Annotate the imposter dialog with a "verdict" (imposter detected or not detected)

Suspected Imposter Call in The Observer Window

If suspected imposter activity is detected on a call in progress, the "imposter detected" 🔶 icon displays immediately on *The Observer* screen in the *Action* column.

On a line item where 🔵 displays for a call in progress, you can click ⚫ in the *Action* column to open and the listen to the live call. When you click ⚫ , an "abbreviated" display of the *Web Player* opens and begins real-time playback of the conversation.

Argus Echo™

As an added bonus, ICSolutions is also pleased to offer the optional Argus Echo voice biometric product. Echo provides a number of additional benefits, including:

- Echo provides for **continuous voice identification**, providing the investigators not only verification of whom is speaking but also the identity of the inmates.

- Echo **DOES NOT require supervised enrollment.** Prints are automatically created and continuously improved delivering the highest accuracy possible.

- Echo is able to create voice prints on request. This is a powerful tool to have when a suspect is not an inmate and is using many different phone numbers. Once the print is created, the voice can be searched through historical calls so investigators can listen to and extract potential intelligence.
- Echo is not only able to identify PIN sharing but also the identity of the PIN accomplice allowing investigators to focus their investigative efforts.

- Queries can be run on the database by voice, identifying all the calls in which a targeted inmate may have spoken on. In addition, a **voice of a targeted NON-INMATE can also be run against the database** given investigators unparalleled intelligence gathering tools.
- In the event that Echo cannot positively identify the identity of an impostor, the system will still notify that the speaker was not the owner of the PIN.
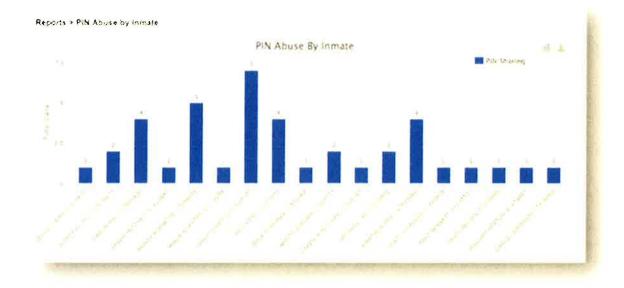
ECHO Features:

Echo was designed and developed from the ground up by investigators for investigators providing tools and processes that no other biometric processing system can match.
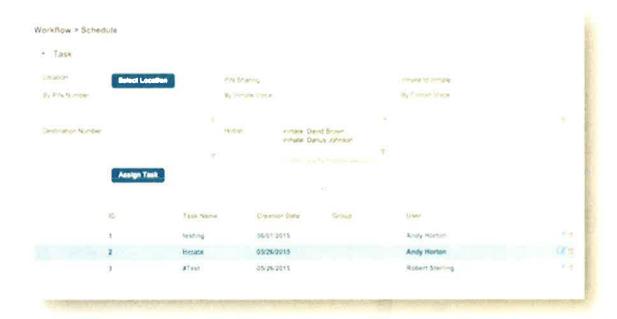
- **Automatic Print Enrollment:** Echo requires NO human intervention or assistance from Agency staff in the creation of its Biometric Voice Print (BVPs). The system uses proprietary processes to create BVPs from recordings. ECHO's voice prints can also be set to continuously improve, ensuring that the BVP is of the highest quality at all times.

- **Create Voice Prints on Request:** Investigators can also request the creation of BVPs for subjects under investigation.

- **Built in Custom Player:** Echo's player is web based and does not require any additional software to run. It was designed specifically for investigators with the ability to:
    - Isolate tracks (combined, inmate, and civilian)
    - Make notes in each track
    - Speed up track play
    - Show Whisper™: Ability to highlight sections of the recording where the voice dropped below a certain percentage. Likely revealing an attempt to pass illicit information in hush tones.

Tab 6 – Page 148   **Harrison County, MS**

- o Remove Silence: Ability to remove silence (dead space, no speaker talking) of a call for speedier playback.

- **Drill Down Reporting™:** Echo's 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:
  - o Events of interest: PIN sharing and multi-speaker inmate calls
  - o PIN abuse by inmate
  - o Results system wide (or specific to a facility or other physical location)
  - o Ability to schedule reports to be delivered at a specified time frame

Reports > PIN Abuse by Inmate

PIN Abuse By Inmate

- **Identification of Inmate to Ex-Inmate Communication using Voice:** Another unique feature is the capability to look for inmate to ex-inmate communication using voice. Since Echo can analyze and identify the speaker(s) on the called party side, it is able to identify when an ex-inmate is speaking with someone on the inside the facility. This call type is likely to contain actionable intelligence or be of interest for investigators to listen to.

- **WorkFlow Management:** Echo allows investigators to quickly and efficiently handle large volumes of calls of interest by assigning the workload to their team using built in criteria. The purpose of the workflow management module is to enable an authorized user (Admin or otherwise) to schedule the distribution of Echo 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.

C20. Payment Options & Products

1. The system shall allow automated operator collect calling.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. The proposed ENFORCER® provides fully automated collect, prepaid collect and optional debit calling. Access to live operators is neither required nor permitted at any time.

2. All prepaid calls will be subject to the same restrictions and features as standard inmate-collect telephone calls.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ALL calls, including prepaid and/or inmate debit calls, are subject to the same restrictions and security features as standard inmate collect calls.

Tab 6 – Page 150   **Harrison County, MS**

3.   The called party shall be provided an option to request cost of the call prior to accepting the charges.

ICSolutions Response:

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

4.   The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two of the methods the County would like to see offered are:

    a.   A system that will allow inmate families and friends to set-up an account directly with the vendor.
    b.   A system that provides customers to prepay for calls from the facility.
    c.   Provider must offer Constituents no less than nine points-of-sale to accept payments for services such as Western Union, MoneyGram, Provider's Customer Service Center, Provider's IVR along with ancillary provider points-of-sale such as Lobby and Booking Kiosks.

- Direct Bill
- Money Gram
- Western Union
- Lobby Kiosk
- Booking Kiosk
- AIS
- Instant Pay
- IVR
- Customer Service

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method set-up directly with ICSolutions for inmates' loved ones. With more and more Americans relying solely on cell phones that do not allow incoming collect calls, collect calling is a dying business. Any provider who cannot make Debit and Prepaid calling work must necessarily deny a large number of perfectly legitimate call attempts. This frustrates inmates and the community, has a negative impact on maintaining communication with their families, and makes re-entry more difficult when they are released.

ICSolutions accepts payments for calls using all the methods outlined above. Payment and calling options are described in detail below and through this section.

In addition to traditional Collect calling, ICSolutions highly recommends Point-of-Sale Prepaid Collect (called party prepaid), Call Center Debit, and Integrated Cardless Debit for Inmates. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones.

Point-of-Sale Prepaid Collect (PSPC^{SM})

ICSolutions' Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with collect, the called party pays for these calls. Coupled with a short complementary call, **PSPC** 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. **PSPC 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.

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

Advantages of PSPC:

- Real time account set-up
- Increased call volume and commission revenue
- Payment option for "unbillable calls"
- Eliminate complaints from CLEC customers
- Reduced inmate complaints
- Allows called party to budget phone expense
- Allows calls to numbers that cannot accept traditional collect calls
- (e.g., work phones, cell phones, unbillable parties)

Payment Methods Accepted:

- Credit Card
- Debit Card
- e-Check
- Western Union®

Tab 6 – Page 152   **Harrison County, MS**

Call Center Debit

When PINs are in place, ICSolutions also highly recommends its **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.

Utilizing our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single **complimentary two-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a PrePaid account. Calling will be enabled within 15 minutes of account setup and funding.

Whenever an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, e-Check, Western Union® or money order. Credit card and e-Check payments can be processed and inmate calling enabled in just **15 minutes**.

Payments may be made, real time via:
- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

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.

Instant Pay

The ENFORCER® system is equipped with a robust IVR engine and has the capability to place the inmate on hold while gathering and processing credit/debit card information from the called party. Once the credit/debit card payment is authorized, The ENFORCER® system will connect the parties.

The FCC-approved $3.00 automated funding fee will apply to each call, plus the applicable per-minute calling rate.

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. ICSolutions will integrate with the Facility's commissary to provide Integrated Cardless Debit. To enable this calling option, ICSolutions will interface with the Facility's commissary to share information between systems and automate the process.

Access Corrections Kiosks

ICSolutions can also offer Access Corrections products at no cost, as part of the Inmate Telephone Services contract – in the event that the Counties would like us to implement one or more of these services in the future. These Access Corrections services are described below:

❖ **Lobby Deposit Kiosks:** Lobby Deposit Kiosks are multi-functional kiosks that allow visitors to add funds to an inmate's commissary/trust account, an inmate's debit phone account, or to the visitor's prepaid phone account – using cash, credit card, or debit card. Multiple accounts can be funded with one transaction. This provides convenience for friends and families, saves time, and increases funding for inmate accounts—and commission revenues for the Counties. These kiosks are part of the total **Secure Deposits** package which includes deposits via the web and by telephone that ICSolutions provides through our partners at Access Corrections.

❖ **Secure Deposits online**: In order to allow family and friends to make deposits online, we operate a secure website 24/7/365. Depositors can visit our Secure Deposit website at www.inmatedeposits.com and setup an account. All that is required to set up an account is an email address and a personal password. If a user does not currently have an email account, the website will direct them to a free email provider such as Yahoo or Hotmail in order to create an email account.

This secure website is the same website used for our Secure Mail™ program, so once an account is created; the customer can use the same account for both Secure Mail and Secure Deposits. Depositors have the following functions available to them:

- Recipient list – Users are allowed to create a recipient list that will allow them to add as many inmates as they choose. This list allows the users to efficiently add funds to an inmate's account.
- View deposit history – Each user is able to view their history for every deposit made from the website to each inmate's account.
- Edit account information – Users are able to enter in current information such as address and telephone number that will be used to process all deposits made
- Add funds – Users are able to simply click on a button, provide their debit/credit card information and make a deposit.
- Remove inmate – User can choose to remove the selected inmate from their recipient list at any time.

Tab 6 – Page 154   **Harrison County, MS**

❖ **Secure Deposits by phone**: Access Corrections also offers a toll free phone number for friends and family to deposit funds using their MasterCard or Visa debit/credit card into an inmate's account. Our bilingual (English & Spanish) Customer Service Representatives ("CSR's") collect all account holder information that is required to gain approval for the use of the credit card.

We have 96 in-house customer service representatives that are specifically trained to handle customer's phone deposits, transaction history, complaints and financial discrepancies. Our CSRs are available during the heavy call traffic of 7:30AM to 7:00PM (CST) M-F. We also provide support after normal business hours with a highly trained third party call center providing service from 7:00PM to 11:00PM (CST) M-F.

Secure Deposits also accepts payments from Western Union and other walk-in payment services.

Please refer to **Exhibit K** for more information about Access Corrections products.

5.   Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can offer Single Payment call services, should the County so desire, at FCC-approved rates. These calls are funded immediately using a Credit/Debit Card. The charge for these calls will be a $3.00 Processing Fee (FCC approved), plus $0.21 per minute for actual conversation minutes. No transaction fees will be added to these rates. To keep costs low for inmate phone system users, however, ICSolutions highly recommends containing calls to traditional Collect, Prepaid Collect, and Inmate Debit calling types, which do not impose the $3.00 Processing Fee.

6.   Outline all vendor proposed convenience fees which are passed to family and friends. This includes fees on any products listed in this document.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Please refer to our pricing in **Tab 9** for detail regarding all costs and fees.

7.   Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method set-up directly with ICSolutions for inmates' loved ones. This has become exceptionally important over the last ten years as more and more Americans rely solely on cell phones that do not allow traditional collect calls.

In addition to traditional Collect calling, ICSolutions also highly recommends Point-of-Sale Prepaid Collect (called party prepaid) and Call Center Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell

phones. And, called parties can pay in advance for calls from the facility. These calling options are described in response to **Requirement C16.4** above.

8. Vendor must have the ability to provide promotional calls to cell phones and text messaging information on how to establish an account.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions utilizes its Point-of-Sale-PrePaid Collect (PSPC) application to provide promotional calls to cell phones and also provides a complimentary 60-second conversation on the first connection to that cell phone. At the end of the free 60-second call, the called party has the option to connect instantly to a live operator in our Customer Care Center, who will help the customer establish a PSPC account to fund future calling. The called party is also given our toll-free number, should they wish to call back at a later time to establish an account.

Additionally, ICSolutions has agreements with third party billing companies to support bulk SMS messaging to these cellular devices. This SMS messaging service can be activated to complement or replace the PSPC application; however, our 15 years of experience have shown us that **the complimentary conversation is the most effective communication vehicle and will maximize the number of accounts established**, resulting in the most communication opportunities between inmates and their loved ones.

Complimentary Call
Using our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single **complimentary one-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a PrePaid account. Calling will be enabled within 15 minutes of account setup and funding.

When an inmate places a collect call for the first time to a number that cannot receive collect calls, such as a cellular phone, The ENFORCER® system allows the call to go through; the phone call is not blocked. Then, when the called party accepts the call they will hear the following prompt:

- *"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)."*

After one minute the call is terminated and the called party is connected to the ICSolutions call center to set up a prepaid collect calling account for future calls. The called party is then connected to a **live customer service representative,** never an automated operator, to set up a prepaid account.

Tab 6 – Page 156   **Harrison County, MS**

9.   Vendor must allow constituents deposits/payments of non-fixed amounts.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Constituents may make deposits in any amount; no fixed amounts are required.

10.   Vendor must offer an automated promotional program to allow calls to be connected and paid for instantly by non-traditional means when the call would otherwise be blocked due to lack of constituents having a calling account established with the ITSP or not having adequate funds in their account to support an inmate call.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Utilizing our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single **complimentary one-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a PrePaid account. Calling will be enabled within 15 minutes of account setup and funding.

C21. Security & Accessibility

1.   The system must be programmed for auto shut-off at times designated by the County and must be capable of being enabled by customer, site phone group and inmate.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER®'s Phone Scheduler feature allows authorized users to pre-set specific on/off times for the phones that you choose. The ENFORCER® can accommodate different schedules for days of the week, dates of the month and year, as well as holidays, etc. Hours can be set as follows:

- By phone or group of phones (booking area, living units, infirmary, recreation, etc. may each have unique operating hours)
- For all phones in the facility
- Unique hours for defined holidays
- Unique hours by day of the week
- Unique hours for specified called numbers

The **Phone Schedule** option is accessed through the **Site Admin** tab on The ENFORCER's control bar. From the **Phone Schedule** menu, authorized System Administrators may add or modify a **Schedule Group**.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit
Default	Mon-Sun,Hol	0:00-24:00	Edit...
Trunks	Mon-Sun	no service	Edit...
Trunks	Hol	regular service	Edit...

Add Schedule to Group Booking ∨   Add

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.

Weekly Phone Schedule

Groupname	Day	Schedule	Edit		
Default	Mon	7 00-21 45	on all day	off all day	
Default	Tue	0 00-21 45	on all day	off all day	
Default	Wed	7 00-21 45	on all day	off all day	
Default	Thu	7 00-21 45	on all day	off all day	
Default	Fri	7 00-21 45	on all day	off all day	
Default	Sat	7 00-21 45	on all day	off all day	
Default	Sun	7 00-21 45	on all day	off all day	
Default	Hol	7 00-21 45	on all day	off all day	regular service

Save Changes   Cancel Changes

Weekly Phone Schedule screen

Tab 6 – Page 158   **Harrison County, MS**

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

Groupname	Day	Schedule	Edit
Default	Mon-Sun,Hol	0:00-24:00	Edit...
Trunks	Mon	8:00-18:00	Edit...
Trunks	Tue-Sun	no service	Edit...
Trunks	Hol	regular service	Edit...

Add Schedule to Group   Booking ∨   Add

Weekly Phone Schedule – On/Off Times for a Specific Day

Inmate-Specific 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!

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

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

Tab 6 – Page 160   **Harrison County, MS**

2.   County personnel must be able to manually shut down the system in case of emergency and must be capable of being enabled by customer, site, phone group and/or telephone.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® system is configured to support the automatic and manual cut-off of the inmate phone system by individual phone or housing unit configurations based on a pre-defined schedule or in the event of an emergency that requires immediate shutdown of the inmate telephone system.

Phone Shut-Down – Electronic

The ENFORCER® calling platform enables users to shut-down the phones in a variety of ways. To schedule a phone shut-down, the user logs in to the ENFORCER and navigates to the **Site Admin** tab of the ENFORCER and selects **Phone Shutdown.**

Site Admin Tab – Phone Shutdown

From this tab you will notice two separate options to shut-down the phones. By selecting **Phone Shutdown**, The ENFORCER® will display a screen which enables users to *schedule* a shut-down.

Scheduled Station Shutdown

(e.g. for maintenance)

Station Group	Stations Off	Stations On	Delete Schedule	
All Stations ▼				Save Changes
				Cancel Changes

Scheduled Station Shutdown

Note: This option is typically used in situations where maintenance is to be performed. Users may select **All Stations** from the Station Group Column, or select other specified groups.

To shut-down phones immediately and in real-time, the user selects the **Phone Disable** 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.

Emergency/Temporary Phone Disable.

Select one or more sites, one or more station groups, or one or more stations and then click an action button to do that action to those stations. It is okay to select from multiple columns. Hold down Ctrl key and click on items to un-select. Ctrl key also can be used to select multiple items. (Red indicates stations that are inactive.)

Disable   Enable   Cutoff and Disable

Choose Sites: Choose Station Groups: Choose Stations:

Choose Sites:	Choose Station Groups:	Choose Stations:
ICS Demo	A	ADSEG LL
	B	ADSEG SUPERMAX
	C	A LL
	D	A ULL
	E	A ULR
	F	A URL
	G	A URR
	H	B LL
	I	B ULL
	Intake	B ULR
	J	B URL
	K	B URR
	L	CLASS LL
	M	CLASS ULL
	N	CLASS ULR
	P	CLASS URL
	R	CLASS URR
	S	C LL

Call Status – Emergency/Temporary Phone Disable

Tab 6 – Page 162   **Harrison County, MS**

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 are significant as the **Disable** button will allow a station/phone in-use to complete the call it is processing before termination; whereas the **Cutoff and Disable** button immediately terminates the station/phone regardless whether it is in use or not.

It is important to note that all administrative changes made in The ENFORCER® system occur instantaneously and in real time, so the time required for this action depends only upon the speed of the operator.

Phone 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.

3.   The system shall be password protected to permit only authorized facility personnel access to the system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. Each username is linked to a customized set of privileges (functions) established by administrators when they granted that user access. These privileges range from being able to create or modify inmate data to being able to display reports, playback recordings, etc.

Account Settings - Assign/Revise User Function Privileges

Tab 6 – Page 164   Harrison County, MS

A standard set (or several sets) of privileges can be created for booking officers, investigators and administrators prior to installation to speed up enrollment of all County users, but County staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy-to-use browser-based GUI (Graphical User Interface).

System Administration - Customize Role/Access Definitions

4.   The system must have the capability to enable and disable any phone at the facility from any secured internet capable computer.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® calling platform enables users to shut-down the phones in a variety of ways. To schedule a phone shut-down, the user logs in to the ENFORCER and navigates to the **Site Admin** tab of the ENFORCER and selects **Phone Shutdown.**

Site Admin Tab – Phone Shutdown

From this tab you will notice two separate options to shut-down the phones. By selecting **Phone Shutdown**, The ENFORCER® will display a screen which enables users to *schedule* a shut-down.

Scheduled Station Shutdown

Tab 6 – Page 166   **Harrison County, MS**

Note: This option is typically used in situations where maintenance is to be performed. Users may select **All Stations** from the Station Group Column, or select other specified groups.

To shut-down phones immediately and in real-time, the user selects the **Phone Disable** 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 are 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.

5. The system must be able to retain completed, uncompleted and unclaimed calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The call detail is recorded and stored for every call attempt, whether completed or not, and the related recording is available for all non-confidential calls. ICSolutions will store all call data and recordings and make them available to authorized users online for the life of the contract at no cost to the County.

6. Must be security controllable by IP address

ICSolutions Response:

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

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

Tab 6 – Page 168   **Harrison County, MS**

7. **Must have security templates that limit access by job role within the department**

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session. 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.

Users

Save | Cancel

User Information   Add/Edit Organizations

Username: cv____
Email: cv____@icsolutions.com

Firstname: Chris
Lastname: W____

Phone:
Organization: ICSolutions ⌄

Password Details

Password: ⁕⁕⁕⁕⁕⁕⁕
Must contain lowercase letters
Must contain uppercase letters

Confirm Password: ⁕⁕⁕⁕⁕⁕⁕
Must contain numbers
Must be at least 8 characters in length

Force Password Change ☐ ⓘ

Roles and Restrictions   Add / Edit Roles

Role	Description
Sys Admin	System Administrator

Sites   Add / Edit Sites

All Sites

Account Settings

Is API Account ☐   Disable Account ☐

Save | Cancel

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 County users, but County staff with "Administrator" access will always be able to alter or revise the privileges allowed to any user, can revoke access, or can require a user to select a new password at any time through the easy to use browser based GUI (Graphical User Interface).

System Administration - Customize Role/Access Definitions

8. Must be password protected.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ENFORCER® controls access to call record data, call recordings, call monitoring, reporting and all other system features by requiring a unique username and log-in password to initiate a session.

Tab 6 – Page 170

Harrison County, MS

7. CUSTOMER SERVICE

D1. Family and Friends Customer Service

1.   Please describe your family and friends customer service operations and services.

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

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

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

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

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

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

- **Average Queue Time** = 89 seconds
- **Ability to Reach a Live Operator** = live operators are available 24/7; caller can press "5" at any time to reach an operator
- **Resolution Time** = 97% resolved on first call, with average talk time of 3 ½ minutes
- **Supervisor Access** = supervisor available 24/7; immediate transfer upon customer request

Locations

All ICSolutions personnel, including all customer service and technical support centers, are located within the United States. ICSolutions does not outsource any of our services to international call centers or other offshore personnel.

ICSolutions' primary Customer Service call center is located at:
1127 Alderson Avenue
Billings, MT 59102

Additional highly trained, specialized service staff in our San Antonio service center is available to handle issues that require escalation.

Customer Service for Prepaid Account Holders

ICSolutions' prepaid calling options offer a **real-time payment alternative** for called parties that would ordinarily be blocked as a result of billing or credit issues, cell phone dependency, or lack of billing arrangements with the called party's local phone provider. At the time an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain the prepaid program, establish a prepaid account, and facilitate a variety of payment methods. Credit card and debit card payments can be processed, and inmate calling to that number can be enabled, in as little as **15 minutes**.

Payments may be made, real time via:

- Toll Free Telephone (888 506 8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

ICSolutions' PSPC Customer Care Portal – Create an Account

Tab 7 – Page 2   **Harrison County, MS**

Advantages of PSPC[SM]:

- Real time account set-up
- Increased call volume and commission revenue
- Payment option for "unbillable calls"
- Eliminate complaints from CLEC customers
- Reduced inmate complaints
- Allows called party to budget phone expense
- Allows calls to numbers that cannot accept traditional collect calls
- (e.g., work phones, cell phones, unbillable parties)

Payment Methods Accepted:

- Credit Card
- Debit Card
- Money Order
- Western Union®

ICSolutions developed our prepaid calling to deliver a combination of proven calling technology and communication enhancing services that will enable the facility to maintain **strong inmate-to-called party communications**, which would not be typically available through other calling vendors. ICSolutions' prepaid calling options feature a leading-edge, web-based payment system that is coupled with the ICSolutions' fraud reduction (FraudImpact[SM]) platform and interfaced to all online and traditional payment processors. PrePaid calling is utilized in conjunction with conventional collect calling, and simply provides the called party with another vehicle to **facilitate communication** with an incarcerated friend or family member.

Prepaid Collect

Home / Prepaid Collect			

Phone Number (210) 725-1561
Agent Account 542

Available Balance **$0.00**

What would you like to do? ▾

Rate Detail		
Call Type	Interstate	
First Period	1 minute	$0.21
Subsequent Periods	1 minute	$0.21

Rate Calculator

Payment History			

Show payments from ▾

Date	Type	Status	Amount
Apr 7 2014	Credit/Debit Card	Declined	$6.95
Apr 16 2014	Western Union	Pending Sent	$58.47

ICSolutions' PSPC Customer Care Portal – Payment History

Complimentary Call

Using our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single **complimentary one-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a PrePaid account. Calling will be enabled within 15 minutes of account setup and funding.

2.   How does your firm provide customer service to inmate family and friends?

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Live Customer Service representatives are available 24 hours a day, 7 days a week.

Resolving Customer Issues & Complaints

ICSolutions strives to address end-user issues and complaints proactively by offering 24/7 automated and live operator customer service, complemented by an easy-to-use website. Customer Service Agents have the following tools available to them to respond to customer inquiries and complaints in real time:

- Ability to transfer funds in their prepaid account to another telephone number and/or facility
- Ability to add another telephone number to their prepaid account
- Visibility to all payments made to the prepaid account and the status of these payments
- Ability to provide the customer with the balance on their account
- **Ability to block or unblock their phone number for accidental blocks**

Many customer issues can be resolved in real-time, such as block removals and prepaid account funding. New prepaid accounts that are funded via credit or debit card are available immediately upon payment confirmation and other payments (Western Union) are typically set up and ready for calling within 15 minutes of receipt of funds.

Customers with complaints may call the U.S.-based customer service center 24/7, and they can press "0" at any time to reach an operator. If a customer does not get immediate resolution with a call center agent, he or she is transferred to a supervisor for assistance.

Our Supervisors are available 24/7 to resolve any issues that require escalation as quickly as possible. If the complaint cannot be resolved during the call, an "investigation" is submitted through the call center agent application. Our San Antonio team receives those investigations and works to resolve them within 3-5 business days. Billing issues are typically resolved within 1 business day. Technical issues are submitted to our Investigations Team at the Corporate Office, available Monday - Friday 8 a.m. to 5 p.m. CST.

Upon resolution, the customer service team contacts the customer to notify him or her of the resolution and updates the call records to reflect such resolution. All customer service centers are located within the United States (**Montana** and **San Antonio),** and offer multi-lingual support.

Tab 7 – Page 4   **Harrison County, MS**

3. Where is your firm's family and friends' customer service center located?

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. All ICSolutions personnel, including all customer service and technical support centers, are located within the United States. ICSolutions' primary Customer Service call center is located in Billings, Montana, with overflow customer service handled by our headquarters in San Antonio, Texas.

4. List and describe the ways inmate family and friends can contact your customer service center?

ICSolutions Response:

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

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

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

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

Additional information has been provided under **Requirement C1.1** earlier in this section.

5. Do you out source any of your customer service operations? If so, to whom and identify the location of their customer service center?

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions outsources the labor for call center services for basic payment services, such as account funding and account set up, to Dialog Direct (www.dialog-direct.com). Agents at a Dialog Direct call center in Billings, Montana, utilize ICSolutions' software and controls, and they report into ICSolutions' call center managers.

Additional support for payments or calls for any other customer service concerns are routed to ICSolutions' Customer Service call center, staffed with ICSolutions' employees.

All customer service representatives are fully trained on ICSolutions products, services, and billing policies, and they will be thoroughly trained on the details of the Facility's contract.

6.   Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ICSolutions Technical Services Center (TSC), staffed by ICSolutions' certified technician employees, provides technical service for the Facility, **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 **within 20 seconds**.

7.   Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

ICSolutions Response:

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

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

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

D2. Inmate Account Funding

1.   Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can offer Single Payment call services, should the County so desire, at FCC-approved rates. These calls are funded immediately using a Credit/Debit Card. The charge for these calls will be a $3.00 Processing Fee (FCC approved), plus $0.21 per minute for actual conversation minutes. No transaction fees will be added to these rates.

Tab 7 – Page 6   **Harrison County, MS**

2. Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method set-up directly with ICSolutions for inmates' loved ones. With more and more Americans relying solely on cell phones that do not allow incoming collect calls, collect calling is a dying business. Any provider who cannot make Debit and Prepaid calling work must necessarily deny a large number of perfectly legitimate call attempts. This frustrates inmates and the community, has a negative impact on maintaining communication with their families, and makes re-entry more difficult when they are released.

In addition to traditional Collect calling, ICSolutions also highly recommends Point-of-Sale Prepaid Collect (called party prepaid) and Call Center Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. And, called parties can pay for calls in advance from the facility.

ICSolutions is pleased to offer its industry-leading **Point-of-Sale Prepaid Collect (PSPC^{SM})** solution to the Facility. PSPC offers on-the-spot set-up with live assistance for called parties that would ordinarily be blocked from receiving inmate calls due to carrier restrictions, billing or credit issues, cell phone dependence, etc. Whenever an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, e-Check, Western Union®, or money order. Credit card and e-Check payments can be processed and inmate calling enabled in just **15 minutes**.

PSPC^{SM} provides the called party with a vehicle to communicate with an incarcerated friend or family member. Utilizing this platform, billing arrangements with specific CLECs and cell phone carriers are no longer necessary to complete collect calls to any destination number. The system will allow the inmate a complimentary call to each dialed number to enable immediate access to individuals that can help facilitate their release. Prepaid accounts will then be established with called parties that do not qualify for traditional collect calling. This will increase the number of completed calls and thereby, **increase the revenue and commissions to the Counties**.

Call Center Debit

When PINs are in place, ICSolutions also highly recommends its **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.

3. Vendor must allow constituents deposits/payments of non-fixed amounts.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Constituents may make deposits in any amount; no fixed amounts are required.

4. Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Payments may be made, real time via:

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

5. Vendor must offer pre-paid products for constituents and inmates, post-paid constituent accounts

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. As described throughout this section, ICSolutions offers multiple payment options that allow constituents to prepay for calls (Point-of-Sale Prepaid Collect, Call Center Debit, and Integrated Cardless Debit), post-paid accounts (Collect calling) and more. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones.

6. Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can provide an inmate-owned debit calling solution that can be integrated with the County's current commissary provider and whatever commissary provider the County chooses in the future. *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.

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

We have implemented hundreds of real-time Web service integrations, as well as batch processes using FTP and sFTP, incorporating SOAP, XML, and CSV data exchange protocols with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

Some Correctional Industry Application vendors charge exorbitant fees for integrations; but ICSolutions will gladly provide interfaces with any vendor and software the County uses now or chooses to implement in the future—with **absolutely no extra charge ever!**

Tab 7 – Page 8　　　　　　　　　　　　　　　　　　　　　　　**Harrison County, MS**

ICSolutions Integrated Services can:

- Eliminate data-entry and save staff time by importing PINs and names from JMS to auto-enroll inmates in the phone system
- Reduce busywork and improve efficiency by importing inmate information from the JMS to provide an IVR for inmates to check court dates and fines etc. through the phones
- Improve morale and increase calling and revenues by selling Debit Time through the Commissary
- Eliminate bubble sheets by enabling Commissary Ordering by Phone
- Improve security with PIN-linked cardless Debit accounts through inmate Banking/ Trust accounts
- Eliminate cash handling and reduce complaints with Debit cards for the banking system to offer on-the-spot Refund and Release
- Improve security and reduce community complaints by importing victims' numbers from VINE to automatically create personal call- blocks for inmates
- And much, much more!

7. The system will allow inmate families and friends to set-up alternate billing methods directly with the vendor.

8. A system that will allow inmate families and friends to set-up an account directly with the vendor.

9. A system that provides customers to prepay for calls from the facility.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the Requirements 7 through 9 as stated.

ICSolutions Calling Options

In addition to traditional Collect calling, ICSolutions would like to propose Point-of-Sale Prepaid Collect (PSPC^{SM}), Call Center Debit, Integrated Cardless Debit (Inmate Prepaid) for the County. 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:

Multiple Account Funding Options

- Inmate trust account funding
- 24/7 live, toll-free Customer Service
- Automated called party IVR
- Online payment processing & account management
- Credit Card, Debit Card, Money Order, Western Union

Prepaid Account

ICSolutions' prepaid calling options offer a **real-time payment alternative** for called parties that would ordinarily be blocked as a result of billing or credit issues, cell phone dependency, or lack of billing arrangements with the called party's local phone provider. At the time an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain the prepaid program, establish a prepaid account, and facilitate a variety of payment methods. Credit card and debit card payments can be processed, and inmate calling to that number can be enabled, in as little as **15 minutes**.

Payments may be made, real time via:

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

ICSolutions' PSPC Customer Care Portal – Create an Account

Tab 7 – Page 10   **Harrison County, MS**

Advantages of PSPC^SM:

- Real time account set-up
- Increased call volume and commission revenue
- Payment option for "unbillable calls"
- Eliminate complaints from CLEC customers
- Reduced inmate complaints
- Allows called party to budget phone expense
- Allows calls to numbers that cannot accept traditional collect calls
- (e.g., work phones, cell phones, unbillable parties)

Payment Methods Accepted:

- Credit Card
- Debit Card
- Money Order
- Western Union®

ICSolutions developed our prepaid calling to deliver a combination of proven calling technology and communication enhancing services that will enable the facility to maintain **strong inmate-to-called party communications**, which would not be typically available through other calling vendors. ICSolutions' prepaid calling options feature a leading-edge, web-based payment system that is coupled with the ICSolutions' fraud reduction (FraudImpact^SM) platform and interfaced to all online and traditional payment processors. PrePaid calling is utilized in conjunction with conventional collect calling, and simply provides the called party with another vehicle to **facilitate communication** with an incarcerated friend or family member.

Prepaid Collect

Home / Prepaid Collect

Phone Number (210) 725-1561
Agency Alabama DOC

Available Balance $0.00

What would you like to do? ▾

Rate Detail

Call Type		Interstate	
First Period		1 minute	$0.21
Subsequent Periods		1 minute	$0.21

Rate Calculator

Payment History

Show payments from ▾

Date	Type	Status	Amount
Apr 2, 2016	Credit/Debit Card	Declined	$6.95
Apr 16, 2011	Western Union	Pending Sent	$58.47

ICSolutions' PSPC Customer Care Portal – Payment History

Call Center Debit

ICSolutions is also proud to offer Harrison County 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.

10. Provider must offer Constituents various options to accept payments to fund accounts. Option examples include but are not limited to: (Please select the options you currently support)

    a. Direct Bill (Vendor agrees to send bills directly)
    b. Money Gram
    c. Western Union
    d. Lobby Kiosk
    e. Booking Kiosk
    f. Integrated Voice Response funding via a toll free number
    g. Call center with agents to take funds
    h. Ability to automatically recharge accounts when balances run low

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method set-up directly with ICSolutions for inmates' loved ones. With more and more Americans relying solely on cell phones that do not allow incoming collect calls, collect calling is a dying business. Any provider who cannot make Debit and Prepaid calling work must necessarily deny a large number of perfectly legitimate call attempts. This frustrates inmates and the community, has a negative impact on maintaining communication with their families, and makes re-entry more difficult when they are released.

ICSolutions accepts payments for calls using all the methods outlined above. Payment and calling options are described in detail below and through this section.

In addition to traditional Collect calling, ICSolutions highly recommends Point-of-Sale Prepaid Collect (called party prepaid), Call Center Debit, and Integrated Cardless Debit for Inmates. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones.

Point-of-Sale Prepaid Collect (PSPC^{SM})

ICSolutions' Prepaid program targets those customers whose calls are blocked due to carrier billing limitations. As with collect, the called party pays for these calls. Coupled with a short complementary call, **PSPC** 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. **PSPC 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.

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

Advantages of PSPC:
- Real time account set-up
- Increased call volume and commission revenue
- Payment option for "unbillable calls"
- Eliminate complaints from CLEC customers
- Reduced inmate complaints
- Allows called party to budget phone expense
- Allows calls to numbers that cannot accept traditional collect calls
- (e.g., work phones, cell phones, unbillable parties)

Payment Methods Accepted:
- Credit Card
- Debit Card
- e-Check
- Western Union®

Call Center Debit

When PINs are in place, ICSolutions also highly recommends its **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.

Utilizing our prepaid calling solutions, the requirement of billing arrangements with specific CLECs is no longer necessary to complete collect calls to a particular destination number. The system will allow the inmate a single **complimentary two-minute call to each dialed number** to explain account setup and funding options. Once the free call has been completed, the called party has the option to be instantly transferred to a **live ICSolutions Billing Specialist**, who can explain calling options and help the called party to set up and fund a PrePaid account. Calling will be enabled within 15 minutes of account setup and funding.

Whenever an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, e-Check, Western Union® or money order. Credit card and e-Check payments can be processed and inmate calling enabled in just **15 minutes**.

Payments may be made, real time via:
- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

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.

Instant Pay

The ENFORCER® system is equipped with a robust IVR engine and has the capability to place the inmate on hold while gathering and processing credit/debit card information from the called party. Once the credit/debit card payment is authorized, The ENFORCER® system will connect the parties.

The FCC-approved $3.00 automated funding fee will apply to each call, plus the applicable per-minute calling rate.

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. ICSolutions will integrate with the Facility's commissary to provide Integrated Cardless Debit. To enable this calling option, ICSolutions will interface with the Facility's commissary to share information between systems and automate the process.

Tab 7 – Page 14　　　　　　　　　　　　　　　　　**Harrison County, MS**

Access Corrections Kiosks

ICSolutions can also offer Access Corrections products at no cost, as part of the Inmate Telephone Services contract – in the event that the Counties would like us to implement one or more of these services in the future. These Access Corrections services are described below:

❖ **Lobby Deposit Kiosks:** Lobby Deposit Kiosks are multi-functional kiosks that allow visitors to add funds to an inmate's commissary/trust account, an inmate's debit phone account, or to the visitor's prepaid phone account – using cash, credit card, or debit card. Multiple accounts can be funded with one transaction. This provides convenience for friends and families, saves time, and increases funding for inmate accounts—and commission revenues for the Counties. These kiosks are part of the total **Secure Deposits** package which includes deposits via the web and by telephone that ICSolutions provides through our partners at Access Corrections.

❖ **Secure Deposits online**: In order to allow family and friends to make deposits online, we operate a secure website 24/7/365. Depositors can visit our Secure Deposit website at www.inmatedeposits.com and setup an account. All that is required to set up an account is an email address and a personal password. If a user does not currently have an email account, the website will direct them to a free email provider such as Yahoo or Hotmail in order to create an email account.

This secure website is the same website used for our Secure Mail™ program, so once an account is created; the customer can use the same account for both Secure Mail and Secure Deposits. Depositors have the following functions available to them:

- Recipient list – Users are allowed to create a recipient list that will allow them to add as many inmates as they choose. This list allows the users to efficiently add funds to an inmate's account.
- View deposit history – Each user is able to view their history for every deposit made from the website to each inmate's account.
- Edit account information – Users are able to enter in current information such as address and telephone number that will be used to process all deposits made
- Add funds – Users are able to simply click on a button, provide their debit/credit card information and make a deposit.
- Remove inmate – User can choose to remove the selected inmate from their recipient list at any time.

❖ **Secure Deposits by phone**: Access Corrections also offers a toll free phone number for friends and family to deposit funds using their MasterCard or Visa debit/credit card into an inmate's account. Our bilingual (English & Spanish) Customer Service Representatives ("CSR's") collect all account holder information that is required to gain approval for the use of the credit card.

We have 96 in-house customer service representatives that are specifically trained to handle customer's phone deposits, transaction history, complaints and financial discrepancies. Our CSRs are available during the heavy call traffic of 7:30AM to 7:00PM (CST) M-F. We also provide support after normal business hours with a highly trained third party call center providing service from 7:00PM to 11:00PM (CST) M-F.

Secure Deposits also accepts payments from Western Union and other walk-in payment services.

Please refer to **Exhibit K** for more information about Access Corrections products.

11.   Vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can offer Single Payment call services, should the County so desire, at FCC-approved rates. These calls are funded immediately using a Credit/Debit Card. The charge for these calls will be a $3.00 Processing Fee (FCC approved), plus the proposed per-minute rate for actual conversation minutes. No transaction fees will be added to these rates.

12.   Vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions provides Prepaid and Debit calling to our clients across the country as an alternate payment method set-up directly with ICSolutions for inmates' loved ones. This has become exceptionally important over the last ten years as more and more Americans rely solely on cell phones that do not allow traditional collect calls.

In addition to traditional Collect calling, ICSolutions also highly recommends Point-of-Sale Prepaid Collect (called party prepaid) and Call Center Debit. These programs allow payment alternatives, call expense budgeting, and calling options for numbers that may not accept traditional collect calls, such as cell phones. And, called parties can pay in advance for calls from the facility. These calling options are described in response to **Requirement C16.4** above.

13.   Vendor must allow constituents deposits/payments of non-fixed amounts.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Constituents may make deposits in any amount; no fixed amounts are required.

Tab 7 – Page 16   **Harrison County, MS**

14. Vendor must apply constituent and inmate electronic deposits/payments to calling accounts in real-time upon receipt of payment.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Payments may be made, real time via:

- Toll Free Telephone (888-506-8407) (24 Hours a Day)
- User-Friendly Website: www.icsolutions.com

15. Vendor must offer an inmate-owned debit calling account solution with flexibility to be integrated with numerous commissary providers should Facility change commissary providers

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions can provide an inmate-owned debit calling solution that can be integrated with the County's current commissary provider, Trinity, and whatever commissary provider the County chooses in the future. *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. Additional information about ICSolutions' integration abilities has been provided in response to *Requirement 6* under the Inmate Account Funding heading earlier in this section.

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Tab 7 – Page 18

8. INSTALLATION MAINTENANCE & TRAINING

E1. Installation and Cut-Over

1. Vendor will replace existing telephone equipment currently installed in the Harrison County Adult Detention Center and the Harrison County Sheriff's Work Center with new upgraded telephone equipment. Installation of inmate phones, remote administration station, the automated inmate call control system and other proposed products and/or features as outline with in the award and signed contract will be completed within sixty (60) days after receipt of letter to proceed.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide and install inmate phone sets, the remote administration station, and the automated inmate call control system with minimal disruption and a testing plan in place to ensure that the system is working properly before ICSolutions personnel leave the facility. ICSolutions will complete installation within 45 days of letter to proceed. We have provided an implementation plan process in **Exhibit F**.

2. The awarded contractor shall provide and be responsible for the installation all equipment and any necessary cabling related to the required services at no cost to Harrison County. Installation of the system shall be at the awarded contractor's expense, as will removal of same upon cancellation or completion of the contract. The contractor shall be totally responsible for all equipment and services.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey inmate telephone system 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 phone system for Harrison County all at no cost to the County.

3. The risk of loss and/or damage of vendor's equipment will be fully assumed by the vendor during shipment, unloading and installation.

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

4. The vendor must provide transportation to and unloading of equipment at the Harrison County Adult Detention Center or the Harrison County Sheriff's Work Center. Harrison County will not be liable for any charges related to packaging, delivery, or storage of equipment or materials required for proper implementation of the required services. All packing crates, boxes, paper, packing materials, and all other such extraneous material shall be removed from the premises by the vendor at his/her expense after installation.

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

5. The Harrison County Adult Detention is a fully functioning facility 24 hours a day so it is vital to the facility that Vendors must submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing within the RFP response. The system must be installed in an expert manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided a detailed implementation plan and timeline in **Exhibit F**.

6. If the County's schedule cannot be met within the 60 days stated above, vendor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the vendor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions will provide and install inmate phone sets, remote administration stations, and the inmate control system within 45 days of notice to proceed. ICSolutions has provided an ITS implementation plan with a narrative description and installation schedule in **Exhibit F**.

7. Any delay in the implementation of the vendors' schedule that is caused by the County will increase the vendor's time allowance to complete installation but the vendor must submit a complete and detailed schedule of additional time required.

ICSolutions Response:

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

8. The Vendor must have a plan to provide planned technology upgrades. Please describe.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is recognized as a leader in technology innovation. 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.

Whenever an upgrade or enhancement to The ENFORCER® finishes testing and is ready for wide release, the County will be notified of the new release updates and provided documentation of the features and functions of the new software. ICSolutions releases updates to The ENFORCER® on a quarterly basis to ensure the system is always state-of-the-art. New software releases and enhancements are distributed through an IP connection, with no need for any onsite disruption. Enhancements and upgrades to the ENFORCER® are predominantly driven by market demand and specific client requests. Examples of enhancements to the ENFORCER® include:

- **Report Scheduler** - The ENFORCER® now 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.

Tab 8 – Page 2   **Harrison County, MS**

- **Message of the Day Administration** - Users with System Administrator access can now dynamically create "Message of The Day" announcements to be played to the inmate, the called party, or both. Prior to this enhancement, all requests for the creation and cancellation of a message of the day required the creation and work-through of a ticket by ICS Technical support.

- **Email Call Recordings** - This new feature allows users to email recordings directly from the Call Detail Results screen. After the user clicks a Send button, the selected call recordings are emailed to the recipient in mp3 format. The list of files that are requested will be sent in multiple emails, with each attachment totaling no more than the user-defined maximum attachment size.

- **Firecracker Investigative Tool** - Firecracker streamlines and simplifies the process of burning and saving inmate call recordings. Firecracker enables the user to burn a higher volume of recordings on DVDs, perform burns to multiple discs, retry downloads on a per-file basis, and view user access of call recordings.

- **Word Detector** - The new Word Detector query function has been integrated directly into The ENFORCER®, enabling the user to perform a search of call recordings for a specific word or phrase that was spoken during an inmate call. Word Detector utilizes an advanced speech recognition process to search for and locate all instances of a text string specified by the user. The Word Detector Thesaurus feature enables users to define and save one or more synonyms for a word or phrase, and then perform a single search that detects the original word/phrase and all its synonyms.

- **Listening to Call Recordings** - Users can now add selected call recordings to a Listen Queue for listening at a later time. After the user adds call recordings, the selected call recordings appear under the Listen Queue option. After the user listens to each call, he/she can click the Remove button next to the call details to delete the recording from the queue list.

- **"The Communicator" Paperless Inmate Communication portal** - This feature enables inmates to place a call to The ENFORCER IVR using any standard inmate phone, and then leave a voice message to submit a request for review and approval by an administrative resource at the facility. The Communicator can be used by the inmate to request medical/dental appointments or facility-related information such as an inmate's scheduled court date. Inmates can file grievances related to the Jail or the phone system. Facility staff or ICSolutions personnel can respond to each grievance by typing a response into the ENFORCER®. Responses are converted to speech and delivered to the inmate for retrieval in a secure, PIN-accessible voice mailbox. This process is 100% paperless and completely eliminates paper kites. Additionally, the Communicator can accommodate future categories to meet specific client requirements.

- **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 Collect accounts, Inmate Voice Messaging to broadcast notification messages to one or more inmates at a facility. Authorized users can view a detailed historical record and listen to all voice mail messages left for an inmate. When the user creates a message using Inmate Voice Messaging, The ENFORCER® utilizes a special text-to-speech conversion process that converts the entered text into a synthesized

voice message. This message is then posted to the voice mailbox for all inmates who have been specified to receive the message.

- **Register Inmate PAN** - This new feature enables an inmate to request the registration (and addition) of a called party number to his/her Personal Allowed Numbers (PAN) list through the ENFORCER® automated operator. This feature enables an authorized user at the correctional facility to review, and then either approve or reject each called party number that is requested by an inmate for addition to a PAN list.

- **Product Documentation Quick Link** - This quick link (under the ENFORCER Tools tab) has been enhanced to enable users to access Release Notes and user documentation for the ENFORCER calling platform.

- **Seal Record** – In a court case, a judge can order the non-availability or "sealing" of all inmate records or selected inmate call information. The ENFORCER® enables an authorized user to perform a full or partial records seal, either permanently or within a specified date range. Although sealed records are still stored in the ENFORCER®, they cannot be retrieved unless a written request is provided to ICSolutions by an appropriately authorized representative of the Agency.

- **Funding alerts** – investigators can 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.

- **Inmate classification** business rules – calling availability can be customized based on inmate classification (minimum security, max security, work release, etc.). Calling privileges for each inmate class can be defined as "unlimited" or "restricted" – with restrictions based on days, weeks, months, and/or telephone location within the Facility.

- **Save Custom Searches** – allows users to save their custom queries locally or globally, for future use by themselves and other authorized ITS users

The ENFORCER® has been designed and consistently maintained to deliver all of the investigative and administrative tools our clients need. As demonstrated consistently over our company's fifteen-year history, ICSolutions will continue to expand our system's capabilities throughout the life of a contract with the County, and we would welcome your input as a valued technology partner.

Tab 8 – Page 4   **Harrison County, MS**

9. The Vendor must describe their experience with implementing services detailed in the RFP.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions was organized in 2002, exclusively to provide inmate telecommunications services in correctional environments. For 15 years, ICSolutions has proven our ability to provide exceptional service and technology to the corrections industry.

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

As both a prime contractor and a respected technology subcontractor, ICSolutions currently operates our ENFORCER® calling system and related technology at more than 400 individual correctional facilities across the United States, providing calling services to a total of more than 268,000 inmates.

Agencies using The ENFORCER® range in size from small city, county, and regional facilities, to large state DOCs housing as many as 44,000+ inmates. And, ICSolutions provides The ENFORCER® inmate telephone system at **nearly two dozen agencies** in the state of Texas.

The greatest testament to our high-quality service is our own clients. ICSolutions has a 99% contract renewal rate. We have never terminated a contract early or lost a contract due to failure to perform services as agreed. And **ICSolutions has never purchased a single contract**; all of our clients are with us because they evaluated all available options, and they chose ICSolutions as the premium Inmate Telephone Service provider.

E2. Service & Maintenance

1. Vendor must provide live domestic CSR & IVR support to the County 24 hours a day, year round, for issues.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The ICSolutions Technical Services Center (TSC), staffed by ICSolutions' certified technician employees, provides technical service for the Facility, **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 **within 20 seconds**.

2.   Vendor must provide live domestic CSR & IVR support to constituents 24 hours a day, year round, without exception allowing constituents to set up accounts, make payments, access account information, and resolve issues.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has in-house call centers that are located within the United States and staffed with **live operators** 24 hours a day, with average wait times of less than 90 seconds.

Through our toll-free call center, customers will be connected to our knowledgeable customer service representatives who can help with billing questions, account setup, account status, payments, and more. Our customer service representatives can offer multi-lingual assistance, including both English and Spanish. We invite the County to contact us anytime at the number or website below to compare ICSolutions' service to our competitors.

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

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

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

Technical support for visitors is available to customers from certified Customer Care Specialists 7 days a week, from 7:00 a.m. to 7:00 p.m. CST Monday through Friday and 8:00 a.m. to 5:00 p.m. CST Saturday and Sunday, by calling Toll-free at (888-646-9437) 7 days a week.

3.   Vendor must provide constituents full service online support including ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues (including online CSR chat and email support) via company website.

     a. Constituents must have the ability to manage phone services, video visitation services, and email services from one centralized Web-based portal.

     b. Proposer's Website must dynamically display available products to constituents based on previous calling history.

     c. Proposer's Website and constituent portal must be accessible enhanced to support mobile devices such as cell phones and tablets.

     d. Proposer's Website must allow constituents to configure text and email low balance notifications.

     e. Proposer's Website must allow constituents to subscribe to automatic payment services, specifically the ability to automatically fund accounts or pay invoices.

Tab 8 – Page 6   **Harrison County, MS**

f. Proposer must support customizable service and courtesy notification campaigns to constituents via various methods (phone dialer, text message, email) to alert friends and family of bills due, bills past due, low account balances, account blocks, etc.).

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' easy-to-use website provides full service online support, including the ability to set up accounts, make payments, access account information, calculate call rates, and resolve issues. We strive to make our calling and funding options as easy to use and convenient as possible. As such, we try to avoid offering payments by text, since those payment options come with hefty transactional fees. Additionally, because inmates get released all the time, automatic funding can be problematic in that it creates funding events for customers who no longer need to receive inmate phone calls. Funding with ICSolutions is convenient and easy to do via our website (accessible from any internet connected device), IVR, or live customer service. Credit and Debit Card payments can be made 24/7/365 and will be posted in real time using our Toll Free Customer Service Line or our **user-friendly Website**. Customers can log in to our secure website at any time to add funds to their prepaid collect account, check their balance information, and view their prepaid account information, such as billing and payment information and history.

The combination of our web services and our 24/7/365 Customer Service Center results in continuous access to account management and more completed calls so friends and families can stay connected to their incarcerated loved ones. Since our customers have been satisfied using our website and our IVR and live customer service, CSR chat has not been required. Although ICSolutions does not currently provide CSR chat, payment by text, and automatic funding, we are capable of doing so and could offer such services based on market demand.

Account Management Over-the-Phone

ICSolutions is pleased to offer its industry-leading **Point-of-Sale Prepaid Collect (PSPC[SM])** solution to the County. PSPC offers on-the-spot set-up with live assistance for called parties that would ordinarily be blocked from receiving inmate calls due to carrier restrictions, billing or credit issues, cell phone dependence etc. Whenever an attempted call is blocked, the **called party is instantly connected with a knowledgeable billing representative** who can explain our prepaid program, establish a prepaid account, and facilitate payment by credit card, e-Check, Western Union® or money order. Credit and debit card payments can be processed and inmate calling enabled in just **15 minutes**.

Called parties may also add funds and hear account balances via the live operator or an automated call prompt process.

Payment Methods Accepted:

- Credit Card
- Debit Card
- Western Union®

Account Management via Web Access

Called parties may fund their accounts at any time using any internet-enabled device, such as a tablet, cell phone or computer. Prepaid Collect allows customers to prepay for calls to a particular phone number. Customers can log in to our secure website at to add funds to their prepaid collect account online, view their prepaid account information, such as billing and payment information and history.

Secure Web-Based Access for Customers

At https://icsonline.icsolutions.com/icsonline/Welcome.aspx, Customers can log in to their prepaid account or create a new prepaid account, add funds to their existing account, or view account balances.
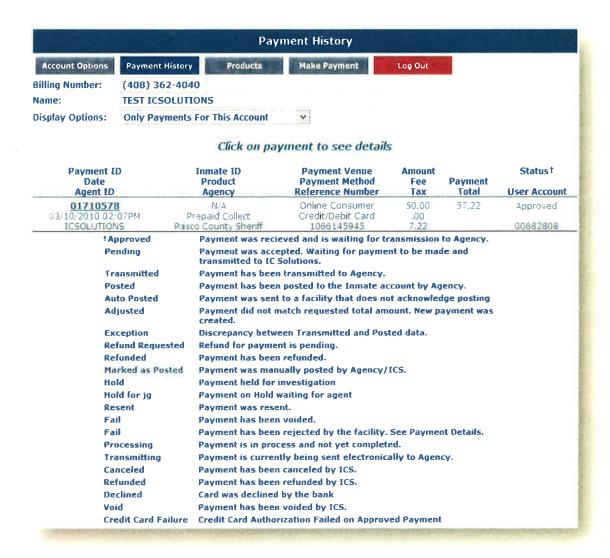
Tab 8 – Page 8　　　　　　　　　　　　　　　　　　　　　**Harrison County, MS**

Payment History

Called parties may also view all activity on their prepaid account in the Payment History screen.

Payment ID	Inmate ID	Payment Venue	Amount		Status†
Date	Product	Payment Method	Fee	Payment	
Agent ID	Agency	Reference Number	Tax	Total	User Account
01710578	N/A	Online Consumer	50.00	57.22	Approved
03/10/2010 02:07PM	Prepaid Collect	Credit/Debit Card	.00		
ICSOLUTIONS	Pasco County Sheriff	1066145945	7.22		00682808

†Approved	Payment was recieved and is waiting for transmission to Agency.
Pending	Payment was accepted. Waiting for payment to be made and transmitted to IC Solutions.
Transmitted	Payment has been transmitted to Agency.
Posted	Payment has been posted to the Inmate account by Agency.
Auto Posted	Payment was sent to a facility that does not acknowledge posting
Adjusted	Payment did not match requested total amount. New payment was created.
Exception	Discrepancy between Transmitted and Posted data.
Refund Requested	Refund for payment is pending.
Refunded	Payment has been refunded.
Marked as Posted	Payment was manually posted by Agency/ICS.
Hold	Payment held for investigation
Hold for jg	Payment on Hold waiting for agent
Resent	Payment was resent.
Fail	Payment has been voided.
Fail	Payment has been rejected by the facility. See Payment Details.
Processing	Payment is in process and not yet completed.
Transmitting	Payment is currently being sent electronically to Agency.
Canceled	Payment has been canceled by ICS.
Refunded	Payment has been refunded by ICS.
Declined	Card was declined by the bank
Void	Payment has been voided by ICS.
Credit Card Failure	Credit Card Authorization Failed on Approved Payment

Account Balance Notifications

Each time a called party receives a call, they are notified whether they have sufficient funds in their prepaid account. If they do not have sufficient funds in their account, The ENFORCER® will give them the option to be connected to a live customer service representative automatically to fund the account. When an inmate places a collect call to a number that has set up a Prepaid Collect account that 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 5"
- "To refuse this call hang up now"
- "To block this call and all future calls from this facility, press 9"

If the call is accepted the called party will hear:
- *"Your account balance is (dollars and cent 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 0 to be transferred to Inmate Calling Solutions** *at 888-506-8407."*

4. Vendor shall respond to all major service outages within two hours. Major outage is defined as 30% or more of the functionality of the system.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Should a service outage occur, our Technical Services team will create a trouble ticket and attempt to fix the outage at our data center **within one hour**. If we are unable to fix the problem at the data center, and it is determined that onsite equipment failure/disruptions have caused the problem, Technical Services will dispatch a local ICSolutions technician.

5. Vendor shall provide service policies and procedures as an attachment to this proposal.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has provided our **Service Policies and Procedures** as **Exhibit I.**

6. Describe the maintenance and quality assurance programs for telephones to be installed. The vendor shall only have personnel employed by the inmate telephone provider and no subcontractors shall be utilized.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions believes our own clients can best attest to our commitment to quality. In **Exhibit A,** we have included a list of references of ICSolutions clients who we believe will attest to **ICSolutions' commitment to quality**, service, and advanced technology – and we invite you to contact these references.

ICSolutions' Quality Control Policies & Procedures
All equipment proposed is shipped from ICSolutions' San Antonio manufacturing facility following a **rigorous testing procedure and approval by Quality Assurance personnel**. Following deployment, ICSolutions will create a preventative maintenance schedule to ensure that we meet the goal of continuous, reliable service. In addition, ICSolutions takes a number of pro-active steps to manage system performance, including:

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

Tab 8 – Page 10   **Harrison County, MS**

2. In addition, diagnostic routines are constantly being performed to confirm network availability, outgoing trunk status and phone status. Exceptions are automatically reported to the ICSolutions 24 hour Technical support team for further investigation and resolution.

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

Once the inmate phone system is installed, ICSolutions provides **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 turn-key proposal to each customer. As such, there will be **no cost** whatsoever to the County for this service.

ICSolutions will provide a local technician who will perform preventative maintenance checks on a regular basis. All field service technicians undergo a 40-hour system training certification based in San Antonio, TX. The training includes but is not limited to administrative interface, telephony board installation and replacement, system software, preventative maintenance, wiring, and installation. ICSolutions will use employees to service the contract, and no subcontractors will be utilized unless required or otherwise approved by the County.

7. Detail equipment installation charges, if any.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions is proposing a completely turnkey inmate telephone system 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 phone system for the County all at **no cost to the County**.

8. Describe the maintenance and quality assurance programs for telephones to be installed.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has assembled a seasoned team of account management, technical support and repair personnel to support all of your facility's ongoing service needs. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term**.

Complete Service at no cost to the County

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

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 **within 20 seconds**. Each call is handled with care following these basic steps:

24/7/365
Live Support Center

OPEN TICKET & GATHER INFORMATION

Information is gathered from the reporting party, a Ticket is opened in our ticket-tracking software Mantis, and the ticket number is provided to the facility.

ASSIGN TECHNICIAN

Ticket is assigned to designated certified technician.

ANALYSIS & REMOTE DIAGNOSTICS

Technician performs remote diagnostic tests to find the problem. If remote resolution is possible, repairs are completed and tested.

DISPATCH IF NEEDED

If the problem requires on-site technical support, the primary on-call technician is dispatched to the facility and the trouble ticket is upgraded to a **Level** 3 priority.

SITE ANALYSIS & REPAIR

Upon arrival at the facility, the technician will perform tests and provide status updates to Tech Services personnel and complete any needed repairs, such as replacing defective components.

TESTING & VERIFICATION

Following replacement of the defective component, a series of on-site and remote diagnostic testing will be conducted to confirm the system is fully functional.

UPDATE FACILITY & CLOSE TICKET

Following a successful test, the on-site technician will close the trouble ticket with Tech Services and inform the facility representative of the closed ticket status.

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

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

Easy, real-time, online Trouble Ticket Tracking With Mantis

Tab 8 – Page 12   **Harrison County, MS**

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County 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.

LOCAL Repair Technicians & Spare Parts Storage = FAST RESPONSE

All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Doug Bundy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Bundy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

9.   Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. TSC personnel are **professionally trained** and experienced in the operations of the inmate telephone system. All TSC employees undergo a 40-hour system training based in San Antonio, TX. Due to the sophisticated nature of The ENFORCER® system, 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.

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 County.

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

Due to the sophisticated nature of The ENFORCER® system, 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.

Always-on Remote Monitoring, Diagnosis & Repair

Tab 8 – Page 14   Harrison County, MS

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 210-477-7357 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	George Langdin Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	Doug Bundy Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@icsolutions.com
Level Three	Brian Dietert Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	Doug Bundy Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@icsolutions.com
Level Four	Brendan Philbin Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	Doug Bundy Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@icsolutions.com
Level Five	Tim McAteer President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	Doug Bundy Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@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 Technology 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 Technology 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 Technology level. The VP Technology will receive status updates daily.

10.   Provide a contact person who will be responsible for ongoing account management and support.

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

Doug Bundy, Account Manager
Toll-free: 866-228-4029
Office Direct: 210-572-9551
Fax: 210-693-1016
dbundy@icsolutions.com

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

Qualifications
Doug has nearly 30 years' experience in the sales, marketing and operations management processes in the telecommunications industry, with a focus on the inmate telephone services industry since 1998. He is experienced in the account management, system design, installation and maintenance processes of inmate phone systems for County Governments and State Corrections agencies. He has worked directly with multiple State Department of Corrections, many large County Jail operations, and numerous other County inmate facilities.

Tab 8 – Page 16   **Harrison County, MS**

11.   System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system diagnostic process and tools.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The solution designed for the County is a centralized configuration, which means the call processor will be reside at a secure data center rather than at a County facility. The centralized, primarily offsite configuration we have designed for the County will benefit the Facility by requiring:

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

Because critical system components will reside at an offsite data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

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 ICSolutions' TSC 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.

System Performance Monitoring

The ENFORCER® deploys remote monitoring 24 hours a day, 7 days a week to ensure optimal system performance at all times. ICSolutions proactively monitors system performance using all of the following methods:

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

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

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

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

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

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

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

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

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

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

Tab 8 – Page 18   **Harrison County, MS**

E3. Disaster Recovery

1.   Describe your disaster recovery system.

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

DISASTER RECOVERY PLAN
Business Continuity

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

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

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

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 included both internal and external security cameras. All security camera video is retained for a minimum of 30 days.

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

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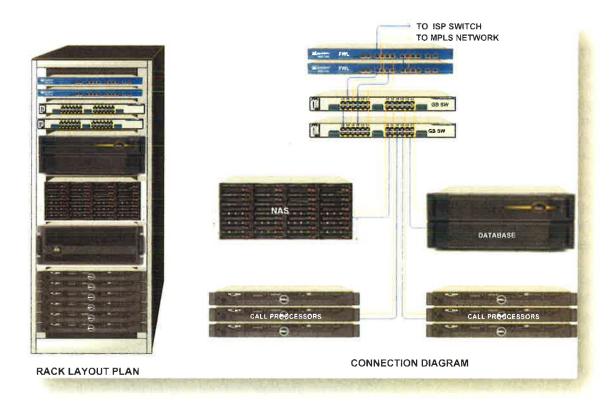
Replicated, fault-tolerant hardware components process the same instructions at the same time. In the event of a component malfunction, the partner component is an active spare that continues normal operation. There is no system downtime and no data loss.

❖ **Failsafe software**

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

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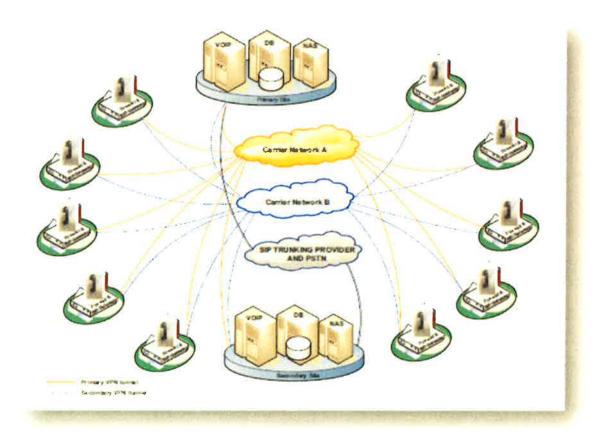
ActiveService architecture ftServer systems constantly monitor their own operation. Remote support capabilities — made possible by the global Stratus ActiveService™ Network — enable service engineers to diagnose, troubleshoot, and resolve problems online as if they were onsite. If needed, the 4500 system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

RACK LAYOUT PLAN

CONNECTION DIAGRAM

Tab 8 – Page 20   **Harrison County, MS**

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

ICSolutions provisions enterprise-class network connectivity to each location serviced by the centralized ENFORCER® call processing platform. 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.

Sample System Architecture

Disaster Recovery Plan

ICSolutions has developed a Disaster Recovery Plan which details the steps to ensure business continuity in the event of a system emergency such as a catastrophic event or hardware\network failure. The management team recognizes the importance of maintaining, updating and being familiar with an effective plan to help ensure the continuity of critical business processes and minimize disruption in the event of material disruption.

Our internal planning covers:
1. Disruption or disaster at a client facility
2. Disruption or failure of a managed WAN or third-party network service (i.e., LIDB validation)
3. Disruption or disaster at an ICSolutions data center
4. Loss of key personnel

Each separate plan identifies a primary and back-up Incident Commander (IC).

Type 1 – Onsite Equipment Disruption

Please note that The ENFORCER® calling system is fully centralized, with most critical system components located offsite in redundant, geographically separate data centers. Onsite equipment is limited to just the phone instruments themselves, UPS backup power, and Adtran IP Gateways that connect the phones to the offsite call processors.

ICSolutions installs Adtran IP Gateways at each facility to connect inmate phones to the offsite call processor. In the event of a catastrophic failure of Adtran IP Gateways, our field service technicians will maintain spare components and gateways and will be dispatched to the affected facility to replace the defective Adtran IP Gateways. In the event of an onsite disaster that damages most or all of the onsite equipment, the following procedure will be initiated.

For a Type disaster 1 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 24X7X365 Technical Services Center and will:

1. Immediately coordinate a visit from the local technician to assess the damage
2. Put Engineering & Operations team on notice
3. Determine the extent of the damage and the need for replacement parts, as well as the availability of space, and a network access point to either the MPLS or ISP provider
4. Present a plan to the facility to restore all services.
5. Coordinate shipment of new system components
6. Both Technical Services Manager and Client Services Manager will stay involved until service is fully restored at the facility.

Tab 8 – Page 22   **Harrison County, MS**

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 24X7X365 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 (f 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 and
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 San Antonio data center is classified as a Tier IV facility supported by multiple active power and cooling supply's comprised of redundant fault tolerant enterprise grade components yielding 99.999% of service availability. It is backed up by an always-on secondary data center located more than 900 miles away in Atlanta, Georgia. Should a disruption to normal call processing occur at the San Antonio data center, service will instantly and seamlessly failover to Atlanta until San Antonio 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 24X7 basis utilizing Nagios and Nagios monitoring applications. These applications monitor both hardware stats and application software. In the event of a failure, the application will generate alerts to the appropriate rapid response personnel. Critical system data, call records and call recordings are stored on an array of non-volatile hard disks to ensure that any prolonged interruption in power does not result in loss of call records. The disk array provides both reliability and redundant drives for maximum protection of the facility's data. Call records and critical system data are stored at our headquarters in San Antonio, TX, on industrial quality RAID servers.

For a Type 3 incident the VP of Technology will be the primary IC, with VP of Business Development as the secondary IC. A Type 3 incident will be detected immediately by ICSolutions' staff, or the network monitoring applications. For any Type 3 incident, a Crisis Response Team will be formed by the IC coordinating resources from applicable departments.

- ENFORCER® Core Technology: ICSolutions maintains nightly off-site backups of all source code and compiler tools to enable recreation of the support environment virtually anywhere within a few hours.

- All other systems such as reporting, accounting, etc. are backed up nightly and could be restored quickly onto "off-the-shelf" hardware. ICSolutions is the manufacturer of our ENFORCER® solution and our staff can build a new server stack from readily available hardware and install it at an unaffected co-location to restore redundancy in short order.

In the event that a temporary replacement system must be set up at another data center (such as if a data center were completely destroyed in a natural disaster), ICSolutions has a web-based procurement and inventory management system that can be used by authorized staff in San Antonio, or any other location to order, track and re-route parts to an alternate data center or one of the Keefe Groups regional warehouses or operations centers: New Jersey, Ohio, California, Florida, Missouri, and other geographically disparate locations have both offices and workspace available in an emergency. A team from our San Antonio Engineering center can arrive and have a dedicated workspace to assemble, load, and test a server stack and related systems for installation in a near-by commercial co-location facility, if a prolonged downtime at one of our data centers is expected.

ICSolutions' Engineering team is prepared and able to configure, ship, and replace any damaged or failed system within 12 to 24 hours from on-hand materials, depending on the number of facilities affected at once. ICSolutions is the manufacturer of our proposed solution and has built and installed more than 200 ENFORCERs, so our ability to do so reliably and under deadline is tested and validated regularly in the course of normal operations.

Tab 8 – Page 24   **Harrison County, MS**

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 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.

2. Vendor shall provide redundant data centers. How many data centers do you have? Describe them.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has access to multiple data centers for redundancy, and intends to use the Atlanta data center and the San Antonio data center simultaneously for the County for optimal system uptime. For additional information, please refer to our response to **Requirement No. 1** in this **Section E3**.

3. How many staff do you have dedicated to managing and operating your data centers?

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The data centers we use are monitored 24 hours a day, 7 days a week, 365 days a year. The San Antonio data center is at our headquarters, where a team of 43 certified technicians and engineers rotate in managing and operating the data center. The second data center in Atlanta, which is used for redundancy, is owned and operated by CenturyLink, a Tier 1 network and data center infrastructure provider. Although the Atlanta data center is not staffed by ICSolutions' technicians, it is monitored 24 hours a day, 7 days a week, 365 days a year. The data center has passed the Uptime Institute Maintenance and Operations (M&O) Certification, which provides the first and only unbiased and industry-ratified standard by and for data center operations. M&O certification also provides a third-party validation of operational excellence, consistent process, procedures and training, which ensures data center availability, sustainability, and consistency.

E4. Training

1. Vendor shall provide initial installation training to the County staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the County.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. Initial and ongoing training are included in our offer at no cost to the County.

2.   The vendor must have the ability to provide initial and ongoing training through multiple options such as live training and Web-casting, as well as having an online help system integrated into the system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions has multiple means of providing training, making our team flexible to meet the County's needs. 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.

In addition, users always have access to the current user guides. The ENFORCER® is equipped with online user guides that users may access by clicking a link in The ENFORCER® GUI.

Tab 8 – Page 26   **Harrison County, MS**

3. Describe your training program; include description of course(s) and any applicable documents.

ICSolutions Response:

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

Training Outline & Objectives

ICSolutions' proposal includes initial and ongoing training for facility personnel, after software upgrades or revisions, and upon request, at no additional cost throughout the contract. ICSolutions' goal is to familiarize Harrison County personnel with daily system functions, blocks, reports, investigative tools as well as emergency system shut down. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants' needs. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in 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 preferred by the County.

- 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**.

- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.

- Training is typically divided into three types of sessions: **Standard User**, **Investigator**, and **System Administrator (Super User)**. Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long.

- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.

- When the voice biometrics application is in use, separate training will be conducted for that product after all inmates have been enrolled in the system.

- 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. Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of The ENFORCER® system. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced.

- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.

- Initial and all follow-up training will be conducted by **Ms. Latisha Steger,** our Director of Sales Engineering and National Trainer. She will also be assisted by Mr. Doug Bundy, your Account Manager and primary point of contact for this contract. ICSolutions is able to **accommodate your requests for training with very little notice**.

- All training is provided **at no cost to the facility.**

Tab 8 – Page 28

Harrison County, MS

Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

A.   Day-to-Day System Administration

- Logging In, locally remotely, to one site, multiple sites etc.
- User Access Control Settings: Roles, permissions etc.
- Call Process Flow & Control settings
- Call Record Search
- Blocked Number Administration
- Inmate Account Editor
    o Create a new account
    o ANI Advanced Privileges and Inmate-specific controls
    o Entering PANs, Inmate-specific blocks & exceptions
    o Alerts on Inmate Accounts
    o Disable Account
    o Search for Inmate Account
    o Print Account Information
    o Account suspension/reinstatement
- Debit Account Administration
- Interface functionality (if applicable)

Onsite Training

B.   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

C.   Automated Calling Process Overview

- Placing a Call
- Collect Call Process
- Debit Call Process
- PrePaid Collect Process

Online Training

D. 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

E. Training and User Reference Tools
  - Quick Reference Guide
  - User Guide
  - Report Synopsis
  - Inmate Information Pamphlet in English & Spanish
  - Support Center

F. ICSolutions' and Support Team Contact Information

Tab 8 – Page 30

9. Fees, Rates, & Billing

F1. Fees, Rates, & Billing

1. Vendor shall be the responsible for call billing and collections. Billing for an inmate's call shall not begin until the call is positively accepted by the called party and shall end when either party hangs up. Describe the vendor's billing processes.

ICSolutions Response:

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

Collect Calling

With Collect calling, the costs of accepting calls are accrued into a monthly balance, which is billed on the customer's regular monthly phone bill.

Sorting: ICSolutions submits the collect calls to the billing company (MCH) on a weekly basis. The collect call billing application will first compute the applicable USF fees and combine with the rated call value to create the bundled billable call value. Once this process is complete, the billable calls are subjected to an audit routine to confirm accuracy and completeness. The calls are then aggregated into a single billing file utilizing a pre-defined naming convention and the data file is transmitted to a designated FTP directory on the Billing Company outclearing platform.

Audit & Edits: Upon receipt of the data file at the Billing Company FTP site, the CDRs are subjected to a rigorous screening process prior to outclearing to the LECs. This process incorporates a comprehensive series of data edits and screens including onnet/offnets, duplicate call, age of toll, message class, high velocity, toll blocking, state/regulatory compliance, along with standard syntax and formatting edits.

Billing: These call records are subsequently submitted to the telephone companies for billing and collection. As part of its standard operating procedures, ICSolutions will confirm that the number of outcleared records reconcile to the number of records stored in The ENFORCER® database.

Credit Limits: The ENFORCER® 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. 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.

Prepaid Collect Calling

Prepaid Collect customers set up a Prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

Card-Free Debit Calling

With card-free Debit calling, calling time is traditionally purchased by the inmate through the commissary. However, ICSolutions also offers our "Call Center Debit" program, which allows friends and family to deposit funds into an inmate's Debit calling account. The difference between this program and Prepaid Collect calling is that Debit calling enables inmates to call any facility-approved telephone number. Prepaid Collect, on the other hand, funds calling only to the telephone number associated with the Prepaid account.

2. Vendor shall be responsible for any financial losses due to fraudulent billing and/or uncollectible call charges. The vendor must agree that any losses due to fraudulent calls or uncollectible telephone bills will not be subtracted from the gross revenue from inmate calls prior to the calculation of Harrison County Sheriff's Department's commission rate.

ICSolutions Response:

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

ICSolutions calculates commissions by multiplying the stated commission percentage by the **Total Gross Revenue** generated from all completed calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

3. Vendor shall assume the responsibility for all monthly line fees associated with the proposed system.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions pays for all costs of service to provide inmate calling, such as monthly line fees.

Tab 9 – Page 2   **Harrison County, MS**

4. As the FCC brings equality to the rates and fees of every vendor and the elimination of commissions, the merits of the proposal will take into account all aspects of the RFP. The State will conduct an RFP that has evaluation criteria that awards more point percentages to the system itself. The rates are set by the State per the FCC rules based on ADP so that all vendor commission is based upon the same rates and fees.

	COLLECT		PREPAID COLLECT		DEBIT	
	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate
Local	N/A	$0.375	N/A	$0.375	N/A	$0.375
Intralata/ Intrastate	N/A	$0.375	N/A	$0.375	N/A	$0.375
Interlata/ Intrastate	N/A	$0.375	N/A	$0.375	N/A	$0.375
Interlata/ Interstate	N/A	$0.250	N/A	$0.210	N/A	$0.210

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions' proposed in-state calling rates provide a **25% reduction from the prices currently paid** by inmates and their call recipients. Interstate rates align with caps set forth by the FCC.

The following FCC-approved fees will also apply:

Industry Fee	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	**$3.00** per transaction	Prepaid
Funding Fee – Live Agent	**$5.95** per transaction	Prepaid

NOTE: All Rates & Fees proposed herein are in full compliance with the effective FCC Orders recommending nationwide caps on calling rates and setting caps on fees. Furthermore, our proposed per-minute rate aligns with rates that have been deemed fair and reasonable by the FCC.

5. The system must inform the called party of the call cost prior to acceptance.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. During the call setup process, the called party is given the option to hear the cost of the call 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 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."

6. The rates and fees charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission and Federal Communication Commission for all services. Provide vendor proposed calling rates for local, intraLATA, interLATA, and interstate calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions proposes a simple rate plan featuring usage-based pricing for all calls within the United States – with no surcharges, connection fees, or inflated first-minute costs. Our proposed per-minute rates are as follows:

	Collect	Prepaid	Debit
Local & In-State Long Distance Calls	$0.375	$0.375	$0.375
Interstate Long Distance Calls	$0.250	$0.210	$0.210
International Calls	N/A	N/A	$0.950

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

The following FCC-approved fees will also apply:

Industry Fee	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	**$3.00** per transaction	Prepaid
Funding Fee – Live Agent	**$5.95** per transaction	Prepaid

> **NOTE:** All Rates & Fees proposed herein are in full compliance with the effective FCC Orders recommending nationwide caps on calling rates and setting caps on fees. Furthermore, our proposed per-minute rate aligns with rates that have been deemed fair and reasonable by the FCC.

7. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions calculates commissions by multiplying the stated commission percentage by the **Total Gross Revenue** generated from all completed in-state calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

Tab 9 – Page 4　　　　　　　　　　　　　　　　　　　　　　**Harrison County, MS**

8. The vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

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

9. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions utilizes the services of Merchant Clearing House (MCH) to bill collect calls to consumers. These collect calls are presented on the Zero Plus Dialing Inc, ("ZPDI") bill page and included with the consumer's monthly phone bill. The calls are identified as "Billed on behalf of ICSolutions" and reflect the origination phone number, destination phone number, date & time of call, duration of call and total charge for call. Additionally, these bills include ICSolutions' toll-free Customer Services number.

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

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

10. Billing charges begin at the time of the call connection when the calling party is connected to the called party and shall be terminated when either party hangs up. Network intercepts, recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

ICSolutions Response:
ICSolutions has read, agrees, and will comply with the requirements as stated. Billing begins after the called party answers and positively accepts the call charges and following the delivery of the following prompt to the called party "You may begin speaking now". No charges are assessed for refused calls, no answer, busy, answering machines, faxes, or pagers.

11. Describe the procedure for billing.

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

Collect Calling

With Collect calling, the costs of accepting calls are accrued into a monthly balance, which is billed on the customer's regular monthly phone bill.

Sorting: ICSolutions submits the collect calls to the billing company (MCH) on a weekly basis. The collect call billing application will first compute the applicable USF fees and combine with the rated call value to create the bundled billable call value. Once this process is complete, the billable calls are subjected to an audit routine to confirm accuracy and completeness. The calls are then aggregated into a single billing file utilizing a pre-defined naming convention and the data file is transmitted to a designated FTP directory on the Billing Company outclearing platform.

Audit & Edits: Upon receipt of the data file at the Billing Company FTP site, the CDRs are subjected to a rigorous screening process prior to outclearing to the LECs. This process incorporates a comprehensive series of data edits and screens including onnet/offnets, duplicate call, age of toll, message class, high velocity, toll blocking, state/regulatory compliance, along with standard syntax and formatting edits.

Billing: These call records are subsequently submitted to the telephone companies for billing and collection. As part of its standard operating procedures, ICSolutions will confirm that the number of outcleared records reconcile to the number of records stored in The ENFORCER® database.

Credit Limits: The ENFORCER® 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. 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.

Prepaid Collect Calling

Prepaid Collect customers set up a Prepaid account, which allows them to deposit money to fund future calls to their telephone number only. Deposits can be made via the phone or web using a credit or debit card, through Western Union, or by mailing in a check or money order.

Card-free Debit Calling

With card-free Debit calling, calling time is traditionally purchased by the inmate through the commissary. However, ICSolutions also offers our "Call Center Debit" program, which allows friends and family to deposit funds into an inmate's Debit calling account. The difference between this program and Prepaid Collect calling is that Debit calling enables inmates to call any facility-approved telephone number. Prepaid Collect, on the other hand, funds calling only to the telephone number associated with the Prepaid account.

Tab 9 – Page 6　　　　　　　　　　　　　　　　　　　　　　　**Harrison County, MS**

F2. Commission

1. Vendor shall pay Harrison County Sheriff's Department a commission rate for all local, intrastate, and international inmate calls, whether collect or prepaid. All completed in-state and international calls that generate revenue for the contractor, third parties or subcontractors utilized in the performance of this contract, are considered part of "Gross Revenue" upon which the Harrison County Sheriff's Department commission is based. The agreed upon commission rate shall remain fixed during the contract term, unless The Harrison County Sheriff's Department and the vendor mutually agree to modify the commission at any time during the contract term.

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

Gross Revenues

ICSolutions calculates the commissions as the stated percentage of Gross Revenue – regardless of whether that revenue is ever collected. To calculate the Gross Revenue generated by each call, we multiply the per-minute rate by the number of minutes used, and then add the per-call connect fee. To this total, we multiply the stated commission rate to calculate your commission dollars – it's that simple. We apply this equation to each and every completed call, and we never make any deductions for unbillable calls, uncollectible revenue, line costs, or any other cost of providing inmate telephone services.

At ICSolutions, we offer honest, competitive commissions **paid on gross revenue for *all call types* and with real-time accountability**. In addition, ICSolutions always provides its clients with the tools to accurately verify commissions. At any time, Harrison County can print a revenue report that exhibits all call types, and how they are rated. ICSolutions believes in servicing the County to the highest possible standard; this is why we are upfront with our policies and procedures, and avoid using misleading terminology or revenue reporting tactics.

Complete transparency in revenue reporting leads to greater client satisfaction. We invite Harrison County to contact anyone on our client list to hear about our outstanding reputation for clear, accurate, and on-time commission payments.

2.   The Harrison County Sheriff's Department's commission rate shall be paid monthly. The vendor shall provide with each commission payment, revenue detail reports that clearly show total revenue from each inmate telephone, broken down by call type, as well as total revenue for all calls during the billing period. Call revenues must be verifiable in monthly reports provided by the vendor and at the on-site system workstation from original call detail reports.

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. 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 County personnel by logging on to the ENFORCER® system via a County workstation or remotely. ICSolutions also provides monthly commission statements with each commission payment that can be verified against the data through The ENFORCER®. A sample commission statement is provided below.

ICSolutions calculates commissions by multiplying the stated commission percentage by the **Gross Revenue** generated from all completed calls of every kind. **No deductions** of any kind are made for bad debt, unbillable calls, line charges, or any other costs.

Tab 9 – Page 8   **Harrison County, MS**

Each commission check will be accompanied by a 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. For example, August has 31 days, so the commission report for August would cover the 1st through the 31st, whereas September has only 30 days, so the commission report for September would cover the 1st through the 30th. Additional monthly reports can be provided upon request, or authorized facility users may generate reports at any time by logging into The ENFORCER® on the system workstation provided. The following is a sample ICSolutions' Commission Report:

INMATE CALLING
ICSolutions

Monthly Commission Report
Month 2004
Settlement Date: xx/xx/xx

Client ID: 9999 - XYZ Department of Corrections
Facility: XYC Main Jail
123 Any Street
Anytown, CA 9999
Attention: Accounting Department

Tariff Type	Call Type	#of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	227	1,938	$ 1,168.25	50%	$ 584.13
	PrePaid	80	966	$ 438.50	50%	$ 219.25
	Debit	132	1,263	$ 692.80	50%	$ 346.40
Total Local		439	4,167	$ 2,299.55		$ 803.38
IntraLATA	Collect	1,637	16,257	$ 12,385.35	50%	$ 6,192.68
	PrePaid	473	5,157	$ 3,725.45	50%	$ 1,862.73
	Debit	365	3,867	$ 2,837.55	50%	$ 1,418.78
Total IntraLATA		2,475	25,281	$ 18,948.35		$ 9,474.18
Intrastate	Collect	232	2,125	$ 2,452.34	50%	$ 1,226.17
	PrePaid	41	445	$ 477.97	50%	$ 238.99
	Debit	82	771	$ 874.52	50%	$ 437.26
Total Intrastate		355	3,341	$ 3,804.83		$ 1,465.16
Interstate	Collect	905	8,348	$ 12,284.76	50%	$ 6,142.38
	PrePaid	565	6,245	$ 8,508.23	50%	$ 4,254.12
	Debit	238	2,342	$ 3,327.18	50%	$ 1,663.59
Total Interstate		1,708	16,935	$ 24,120.17		$ 10,396.50
Intl. & Canada	Debit	66	494	$ 782.99	50%	$ 391.50
Total Collect		3,001	28,668	$ 28,290.70	50%	$ 14,145.35
Total PrePaid		1,159	12,813	$ 13,150.15	50%	$ 6,575.08
Total Debit		883	8,738	$ 8,515.04	50%	$ 4,257.52
Grand Total			50,218	$ 49,955.89		$ 24,977.95

3. Vendor shall define below the proposed commission rate offered to the Harrison County Sheriff's Department.

CALL TYPE	COLLECT	PRE-PAID COLLECT	DEBIT AND/OR INMATE BASED PRE-PAID
ITS Revenue Sharing Rate:	97%	97%	97%

ICSolutions Response:

ICSolutions has read, agrees, and will comply with the requirements as stated. The above commission rate applies to all local, intrastate, and international calls, as required by the terms of this RFP.

Summary of Financial Offer

Our financial offer for Harrison County includes all of the following:

- ✓ Simple FCC-Approved Calling Rates
- ✓ 97% Commission Rate
- ✓ $100,000.00 Annual Signing Bonus for the Entire Base Contract Term
- ✓ Additional Commission Generated by Inmate Voicemail (Optional)

ICSolutions has read, agrees, and will comply with the requirements as stated. ICSolutions proposes a simple rate plan featuring usage-based pricing for all calls within the United States – with no surcharges, connection fees, or inflated first-minute costs. Our proposed per-minute rates are as follows:

	Collect	Prepaid	Debit
Local & In-State Long Distance Calls	$0.375	$0.375	$0.375
Interstate Long Distance Calls	$0.250	$0.210	$0.210
International Calls	N/A	N/A	$0.950

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Inmate Phone Commissions

ICSolutions will provide Inmate Phone Service, including all required equipment, maintenance, and unlimited ENFORCER® licenses, at no cost to the County. Our offer also includes the payment of commissions, calculated as **97%** of Total Gross Revenue generated by all local, in-state, and international calls. Commissions are calculated and paid monthly, and no deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

Tab 9 – Page 10   **Harrison County, MS**

$100,000.00 Annual Signing Bonus for the Entire Base Contract Term!

ICSolutions will also provide Harrison County with a **$100,000.00 Annual Signing Bonus** paid annually for years 1 through 5 of the contract – **that's a total of $500,000.00 over the life of the contract!** This annual Signing Bonus will be paid immediately upon activation of ICSolutions' services, and each subsequent year of the base (5-year) contract term, on the contract anniversary date. This bonus can be spent at the County's discretion and will provide you with additional funds at the *beginning* of each contract year, to address your most pressing budgetary needs.

Additional Revenue – Inmate Voicemail (Optional)

At the County's option, ICSolutions can deploy our Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from attorneys, friends, and family, who pay a fee of $1.00 per message. The County will receive **50¢ (50%) of each paid message** as additional commission income.

Included Technology & Services

In addition to the compensation described above, our offer includes the following technology and services at no cost to Harrison County.

The ENFORCER® Inmate Telephone System

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our San Antonio data center and backed up at our data center in Atlanta, GA
- ✓ 86 stainless steel inmate telephones
- ✓ 20 visitation phone sets, connected to The ENFORCER® for monitoring & recording
- ✓ 1 TDD/TTY device for hearing impaired inmates
- ✓ **2 CellSense cell phone detection units**
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS platform:
  - ○ Automated inmate ID / PIN updates
- ✓ Interface to the County's commissary & banking systems:
  - ○ Automated PIN-Based Debit Calling
  - ○ Over-the-phone commissary ordering
- ✓ **The ENFORCER® Investigative Suite:**
  - ○ Verifier **real-time inmate voice identification**
  - ○ The Imposter **continuous voice biometrics**
  - ○ The Word Detector **phonetic keyword search technology**
  - ○ The Analyzer **data mining and link analysis**
- ✓ **The ENFORCER® IVR Suite:**
  - ○ The Informer℠ **PREA module**
  - ○ The Communicator℠ **paperless inmate communications portal**
  - ○ The Attendant℠ **automated information line** – configured to deliver static & dynamic information
- ✓ Optional inbound inmate voicemail messaging
- ✓ **Online storage of all call recordings** and call data for the **entire contract duration**, plus any required retention period thereafter

✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
✓ Training on the new phone system for all Facility users
✓ **Local support and account management** led by Doug Bundy, your local Account Manager

Location-Based Service Powered by LocationSmart

✓ Strategic intelligence-gathering approach
✓ Location retrieval triggered by inmate or called-number alerting system (requires opt in)
✓ Location retrieval from court order / warrant processing (bypasses opt-in requirements)
✓ Location identification for "GEO Fencing" mapping
✓ Usage-based pricing of **4¢ per retrieved location coordinates**

Other Optional Services

Our proposal contains information about our ability to provide additional optional services – such as wireless tablets, Argus biometrics case management, and **MPE+ cell phone data extraction / analysis**. Pricing for these optional services is available upon request. Our Access Corrections product suite is also available at no cost.

Tab 9 – Page 12   **Harrison County, MS**

HARRISON COUNTY

PURCHASING
1801 23rd Avenue • P.O. Drawer CC • Gulfport, Mississippi 39502-0860
(228) 865-4084 / FAX (228) 865-4223

DATE: July 11, 2017

Addendum No.1
RFP:
Providing Inmate Communication Services to the Harrison County Jail Facilities

Subject: Extension of Response Date and Q&A

Detail: This addendum will address the extension of the response date and any and all questions submitted in the included attachment.

ADDENDUM REQUIREMENTS:

> **Bidders must acknowledge receipt** of this addendum by completing the below and returning via email to Sonya Plainer at splainer@co.harrison.ms.us or Fax to 228-865-4223

> **Bidders must include a copy** of this addendum signed addendum in the sealed proposal.

Date: 7/12/17   Vendor: Inmate Calling Solutions, LLC

Name: Mike Kennedy   Signature: _Michael Kennedy_

Please contact Sonya Plainer if you have any questions.

HARRISON COUNTY

PURCHASING
1801 23rd Avenue • P.O. Drawer CC • Gulfport, Mississippi 39502-0860
(228) 865-4084 / FAX (228) 865-4223

DATE: July 13, 2017

Addendum No.2
RFP: Providing Inmate Communication Services to the Harrison County Jail Facilities

Subject: Current Securus Contract

Attachments: Securus Contract (17 pgs)
Securus Contract Addendum (Re: 3 pgs)
Securus Contract AIS Provision (Re: 2 pgs)

ADDENDUM REQUIREMENTS:

➢ **Bidders must acknowledge receipt** of this addendum by completing the below and returning via email to Sonya Plainer at splainer@co.harrison.ms.us or Fax to 228-865-4223

➢ **Bidders must include a copy** of this addendum signed addendum in the sealed proposal.

Date: 7/13/17   Vendor: Inmate Calling Solutions, LLC

Name: Mike Kennedy   Signature: *Michael Kennedy*

Please contact Sonya Plainer if you have any questions.

Jody M. Webster
Purchase Clerk

Harrison County

PURCHASING

1801 23rd Avenue • P.O. Drawer CC • Gulfport, Mississippi 39502-0860
(228) 865-4084 / FAX (228) 865-4223

July 21, 2017

Addendum No. 3
RFP: Providing Inmate Communication Services to the Harrison County Jail Facilities

Subject:

• FINAL Q & A FOLLOWS

Questions replied to are noted so in red print

ADDENDUM REQUIREMENTS:

> **Bidders must acknowledge receipt** of this addendum by completing the below and returning via email to Sonya Plainer at splainer@co.harrison.ms.us or Fax to 228-865-4223

> **Bidders must include a copy** of this addendum signed addendum in the sealed proposal.

Date: 7/21/17   Vendor: Inmate Calling Solutions, LLC

Name: Mike Kennedy   Signature: *Michael Kennedy*

Please contact Sonya Plainer if you have any questions.

1

ICSolutions® Client List

ICSolutions is proud of our service history, and therefore we are pleased to offer our **entire client list as references**. We strive to take outstanding care of each and every account, and we believe all of our clients will attest to the quality of our service and technology.

In the role of Prime Contractor, ICSolutions currently provides inmate calling services to over 200 state, county, and city/regional agencies operating hundreds of facilities across the United States. As Prime Contractor, we serve clients that house as many as 8,000 inmates, to as few as 50 or less. All of our clients rely on our proprietary ENFORCER® calling system to process calls, and ICSolutions' live, U.S.-based technical and customer service experts to handle their service needs.

In the role of technology subcontractor, ICSolutions provides our ENFORCER® calling system to more than 20 additional clients. These accounts range in size from small local facilities, to large state DOCs housing as many as 44,000+ inmates. ICSolutions is restricted from offering these clients as references because our subcontractor agreements are governed by non-disclosure. However, we feel it worth mentioning these accounts because they further substantiate The ENFORCER® as truly scalable, hardened technology that can be configured to perform well in a wide variety of correctional environments.

> In the fifteen years that ICSolutions has been in business, we have not lost a single customer since its inception in for failure to comply with the contract and we have maintained a **99% contract renewal rate**. We attribute this success to three main advantages: **1) advanced technology, 2) extraordinary customer service,** and **3) increased call completion.**

ICSolutions recognizes that experience is a key metric in evaluating vendors' proposals. We feel that our experience, technology, and billing expertise enable ICSolutions to be a superior vendor of comprehensive, reliable Inmate Telephone Systems. **That's why we invite you to call anyone on our client list.**

ICSolutions® *Client List*

Adams County, CO
Commander Chris Laws
(303) 655-3415

Albemarle-Charlottesville Regional Jail, VA
Colonel Martin Kumer
(434) 977-6981 ext. 230

Anderson County, TN
Lt. Richard Parker
(865) 457-7100

Anne Arundel County, MD
Superintendent Terry Kokolis
(410) 222-7084

"ICSolutions has more than delivered on their promise to significantly increase our revenue without impacting the family and friends of our inmates. The customer service and technical support Adams County receives is exceptional. Family complaints are rare. When they do occur each one is handled quickly and professionally. I highly recommend ICSolutions..."

Melanie Gregory, Technical Services Manager
Adams County Sheriff's Office, CO

Anoka County, MN
Admin. Lt. Dave Tedrow
(763) 323-5071

Arlington County, VA
Captain Bruce Black
(703) 228-7263

Ashland County, WI
Lt. Tony Jones
(715) 685-7640

Athens-Clarke County Correctional, GA
Warden Ray Covington
(706) 613-3400

Atlanta City, GA
Captain R. G. Johnson
(404) 865-8001

Baldwin County, AL
Lt. Greg Thicklin
(251) 580-2524

Baltimore County, MD
Mike Novia
(410) 512-3427

Bartow County, GA
Major Dover
(770) 382-550

Beaufort County, SC
Jeff Vortisch
(843) 255-5180

Bexar County, TX
Lt. Mark Padilla
(210) 335-6275

Blackford County, IN
Tasha Fultz
(765) 348-0930

Boone County, IN
Major Mike Nielsen
(765) 482-1412

Boulder County, CO
Don Keeler
(303) 441-4682

Bulloch County, GA
Warden Chris Hill
(912) 764-6217

Butler County, MO
David Light
(573) 785-4444

Caldwell County, NC
Captain Matthew Shook
(828) 759-1511

ICSolutions® *Client List*

Calhoun County, MI
Chief Deputy James McDonagh
(269) 207-8068

Calhoun County, TX
Michelle Velasquez
(361) 533-4482

Calumet County, WI
Lt. Mark Wiegert
(920) 849-2335

Camden County, MO
Lt. Chris Noehle
(573) 346-2243 x4246

Cameron County, TX
Chief Mike Leinart
(956) 554-6700

Carroll County, GA
Warden Robert Jones
(770) 830-5905

Carroll County, MD
Major Steve Reynolds
(410) 386-2445

Carson City, NV
Sgt. Carl Fry
(775) 283-7845

"The county expects to see approximately $115,500 [in commissions] for the first year, which is more than double the amount brought in by the previous system last year...this is possible because the new system is simply a better service and it gets used more..."

Major Steve Reynolds
Carroll County, MD

Cass County, MI
Captain Kevin L. Garrelts
(269)445-1227

Cass County, MO
Captain Mitch Phillips
(816) 380-8336

CCA- Laredo Processing Center, TX
Lisa Helgesen
(318) 424-8125 x3137

CCA- Webb County, TX
Lisa Helgesen
(318) 424-8125 x3137

CCS – Texas Civil Commitment Center, TX
Jeri Roever
(806) 485-8103

CEC - Kinney County, TX
Assistant Warden Juan Saucedo
(830) 563-6222

Cecil County, MD
Major Randy Rudy
(410) 996-5800

Champaign County, IL
Captain Karee Voges
(217) 819-3534 or (217) 621-1235

Charles County, MD
Lt. G. K. Duffield
(301) 609-5931

"Our old system was so difficult to use, we could not block numbers from our desk and investigators hardly used the call recordings. Now they burn it up."

Lt. Duffield (Charles County, MD)

ICSolutions® *Client List*

Cherokee County, NC
Glen Weeks
(828) 736-9554

Chesapeake City, VA
Lt. Colonel William Bennett
(757) 382-6159

Chester County, SC
Major Wayne Alley
(803) 581-2602

Christian County, MO
Sgt. Casey Smith
(417) 582-1976

Clark County, WI
Captain Rich Englebreston
(715) 743-5377

Clay County, MS
Treva Hodge
(662) 295-0909

Coshocton County, OH
Lt. Tim Crawford
(740) 622-2411

Coweta County, GA
Warden Bill McKenzie
(770) 254-3724

Cowley County, KS
Sheriff Don Reed
(620) 221-5444/(620) 441-4555

Cullman County, AL
Karen Doss-Harbison
(205) 529-7774

Dane County, WI
Captain Richelle Anhalt
(608) 284-6165

Danville County, VA
Sheriff Mike Mondul
(434) 799-5233

Davis County, CA
Keith Major
(801) 451-4112

Dawson County, GA
Major Jeff Johnson
(706) 344-3535

Dent County, MO
Jennie McMullin
(573) 729-3241

Dodge County, WI
Lt. Thomas Polsin
(920) 386-3959

"...The system is easy to use (even for the detectives), provides excellent reports, and has increased our revenues by over 20%. ICS provides an outstanding array of service.

Big picture: I work with contract services on a variety of levels. My experience with ICS has been, by far, the most productive and professional. I highly recommend Inmate Calling Solutions..."

Molly Soblewski, Jail Administrator
Dodge County Detention Facility, WI

ICSolutions® *Client List*

Door County, WI
Lt. Tammy Sternard
(920) 746-5660

Douglas County, KS
Lt. Gayland Guinn
(785) 830-1019

"Since going with ICSolutions we have increased our phone revenue by 45%. The customer support and technical support provided is exceptional. The software is very user friendly; staff uses the system to monitor phone calls which is a great tool to provide facility security. Overall, we are very pleased with ICSolutions and would recommend using their services."

Lt. Tammy Sternard
Door County Jail, WI

Douglas County, OR
Lt. Mike Root
(541) 440-4504

Dubuque County, IA
Steve Hahlen
(563) 599-0746

Elk County, PA
Warden Greg Gebaur
(814) 776-5318

Erie County, NY
Superintendent Tom Diina
(716) 858-7635

Fairfax County, VA
Captain Derek Degeare
(703) 246-7839

Farmville Detention Center, VA
Director Jeffery Crawford
(434) 395-8114

Fayette County, IL
Sgt. Brian Glidden
(618) 283-2141 or (618) 570-5869

Fayette County, IN
Captain Zac Jones
(765) 825-1110 ext. 616

Finney County Jail, KS
Assistant Jail Administrator Jeff Orebaugh
(620) 272-3700

Floyd County Correctional Institute, GA
Deputy Warden Jackson
(706) 236-2490

Floyd County Jail, GA
Chief Deputy Tom Caldwell
(706) 233-0075

Fond du Lac County, WI
Captain Kevin Galske
(920) 929-3259

Franklin County CBCF, OH
Director Jacki Dickinson
(614) 525-4600 x223

"Selecting ICSolutions has increased revenues and Customer Service allows for prepaid, calling cards and the traditional collect calls for the incarcerated residents. The operating system, "Enforcer", is user friendly and available technology allows for detectives to listen to recorded calls from their offices on desk top computers."

Chief Deputy Strand
Fond du Lac County Sheriff's Office, WI

Frederick County, MD
Lt. Joe Crisp
(301) 600-3065

Gallia County, OH
Lt. Kevin Werry
(740) 367-5033

Gaston County, NC
Major Becky Chauthran
(704) 869-6800

GEO – Correct Care, LLC
Linda Stewart
(936) 522-4200 ext. 4205

GEO – Southbay, FL
Hunter McDonald
(704) 543-3400

GEO - Western Region Detention Facility, CA
Christopher St. Jean
(619) 232-9221

Grafton County, NH
George Baldwin
(603) 787-2019

Graham County, AZ
Commander Tim Graver
(928) 428-3141

Greene County, OH
Major Kirk Keller
(937) 562-4851

Hall County, GA
Warden Walt Davis
(770) 718-2370

Hamilton County, FL
Sheriff J. Harrell Reid
(386) 792-2004

Hampshire County, MA
Deputy Superintendent Patrick Cahillane
(413) 584-5911 ext. 203

"We are very pleased with The ENFORCER® system and the investigative tools that it provides. We solved a number of open cases within days of the installation. The debit card feature has been well-received by inmates and our call volume (and commission revenue) continues to climb. ICSolutions has delivered everything they promised and more."

Sheriff J. Harrell Reid
Hamilton County Jail, FL

Harford County, MD
Captain Tim Keggins
(410) 638-3140 ext. 2220

Highland County Jail, OH
Sheriff Donnie Barrera
(937) 840-6240

Hillsborough County DOC
Supt. David Dionne
(603) 627-5620

Hoover City, AL
Lt. Chris Graves
(205) 739-7119

Howard County, MD
Captain Larry Wilson
(410) 313-5215

Hunt County, TX
Lt. Tammy Sherman
(903) 513-7224

Huntington County, IN
Karen Polling
(260) 356-2520

Huron County, MI
Lt. Josh Powell
(989) 269-6500

"ICSolutions has been a great communications company in so many ways. Since Huntington County signed with them in 2004 the only Contact has been to let them know when a phone is damaged by an inmate and they handle everything else for us. We at Huntington County would highly recommend ICSolutions."

Kent Farthing, Sheriff
Tom Carney, Major
Audrey Carney, Matron
Huntington County Sheriff's Dept., IN

Huron County, OH
Major Cooksey
(419) 668-6912

Iowa County, WI
Pam Steffes
(608) 935-3314

Iowa Department of Corrections
Fred Scaletta
(515) 725-5707

Jackson County, GA
Henry Thompson
(706) 387-6453

Jackson County, IN
Charlie Murphy
(812) 358-1982

Jackson County, TX
Jim Omecinski
(361) 782-5407

Jasper County, IA
Wendy Hecox
(641) 791-7081

Jefferson County, PA
Warden Tom Elbel
(814) 849-1560

Jo Daviess County, IL
Sgt. John Korth
(815) 777-2141

Kalkaska County, MI
Sheriff Pat Whiteford
(231) 258-8686

Kane County, IL
James C. Lewis, Director of Corrections
(630) 208-2004

Kane County, UT
Lt. Marson Keller
(435) 644-4974

Kent County, MD
Warden Herbert Dennis
(410) 778-6025

Kewaunee County, WI
Lt. Joe Treml
(815) 777-2141

King's County, CA
Commander Kim Pedreiro
(559) 469-6161

Laclede County, MO
Commander Ralph Robinson
(417) 532-7495

"We recently moved into a new jail and out of all of our vendors you're the only vendor that did what you said you were going to do. Service is a big deal to us and your people are very receptive, polite and knowledgeable. The remote access to the ICS system by outside agencies saves us time and manpower. We are also very pleased with the 60% increase in revenue over our previous vendor."

Commander Jolene Vento
King's County, CA

Lafayette County, FL
Sheriff Brian Lamb
(386) 294-1222

Lake County, MI
Chief Deputy Dave Dagen
(231) 745-2712

Lamar County, MS
Major Mike Harlin
(601) 794-3559

Lancaster County, NE
Mike Thurber
(402) 441-1900

Langlade County, WI
Donald W. Bergbower
(715) 627-6403

Laramie County, WY
Mike Sorensen
(307) 633-4715

"We are most pleased that we chose ICSolutions for our inmate phone provider."

Diane Baker, Jail Administrator
Langlade County, WI

Larimer County, CO
Tim Palmer
(970) 498-5213

Lasalle Claiborne Parish Detention Facility, LA
Kevin Sumrall
(318) 232-1500

"ICSolutions offers a comprehensive software program that is very user friendly. We have successfully used the investigative tools to benefit us on many criminal cases. Family complaints are minimal and the prepaid collect ability allows inmates to call cell phones that they were unable to do prior to us bringing ICSolutions on board. I would gladly recommend ICSolutions to other facilities looking for a new inmate phone system vendor."

Laurie Stolen, CJM
Larimer County Sheriff's Office, CO

Livingston County, MI
Lt. Jeff Leveque
(517) 540-7939

Lorain/Medina Correctional Facility, OH
Don Nickerson
(440) 281-9708

ICSolutions® *Client List*

Macomb County, MI
Captain Walter J. Zimny
(586) 307-9348

Marinette County, WI
Robert Majewski
(715) 732-7630

Marion County, IL
Jail Commander Michelle Sheeler
(618) 548-2141

Marion County, MO
Sgt. Kevin Coates
(573) 769-2077

"...at Marinette County it's not all about the money-although our revenue has increased significantly. We tend to believe that product quality and customer service comes first. With ICSolutions we have both. In our business it's not too often that you find a vendor that really cares about what you want/need and delivers, ICSolutions is that vendor. We are so sure about their quality of products, customer service, and integrity that we continue to endorse them to other Counties. We are proud to say that we have been instrumental in convincing (2) Wisconsin County's to sign with ICS and I am sure that many more will follow. We are looking forward to a long profitable relationship with ICSolutions."

Robert Majewski, Jail Administrator
Marinette County, WI

Mason County, MI
Lt. Eric Soneral
(231) 843-3475

McHenry County, IL
Janice Lumpp
(815) 334-4683

McNairy County, TN
Sheriff Guy Buck
(731) 645-1004

"ICSolutions has been our provider for the inmate phone system for a few years. The revenue has increased substantially and continues to do so without effecting the inmates' family and friends. The program, especially the investigative tools, is user friendly and very sufficient. The company in all aspects is commendable; customer service, technical support to system updates. This is a great company to work with and I highly recommend ICSolutions."

Janice Lumpp, Program's Director
McHenry County, IL

Mecosta County, MI
Captain Wood
(231) 592-0150

Middle Peninsula Regional Jail, VA
Superintendent Tim Doss
(804) 758-2338

Milam County, TX
Captain Katrina Douglas
(254) 697-7063

Miller County, MO
Captain Louie Gregoire
(573) 369-2341

Minnehaha County, SD
Lt. Rod Axsom
(605) 978-5510

Missoula County, MT
Commander Jason Kowalski
(406) 258-4498

Mitchell County, GA
Warden Bill Terry
(239) 336-2045

Mohave County, AZ
Robert Vollbrach,
(928) 753-0759 ext. 4689

Monroe County, FL
Sarah Saunders
(318) 841-3130

Monroe County, MI
Adam Socha
(734) 240-8037

"In November 2008, a defendant pled guilty and was adjudicated guilty to (1) conspiracy to import 1,000 or more kilos of marijuana, (2) conspiracy to possess 61 kilograms of cocaine on board a vessel subject to the jurisdiction of the United States, and (3) possession with intent to distribute 66.9 grams of cocaine. Our Monroe County SO investigation with the trafficking in cocaine of approx 70 grams and seizure of approx $50,000.00 in cash, and then a later seizure of $15,000 in cash was all seized due to monitoring one phone call from the ICS system. The ICS system is a proactive and reactive resource for law enforcement and proved to be invaluable tool for our agency and our investigators. You can monitor calls real time. We have even been able to monitor the call, have investigators play a 3rd party and subsequently complete a successful transaction."

Lt. Nancy Alvarez
Monroe County Sheriff's Office, FL

Montgomery County, MD
Warden Robert Green
(240) 773-9747

MTC - Bridgeport TTC
Warden David McComis
(940) 683-3010

MTC - East Mississippi Correctional Facility
Terry Arnsdorff
(604) 485-5255

MTC - East Texas Treatment Facility
Warden Mike Bell
(903) 655-3300

MTC - Giles Dalby Correctional Facility
Warden Stephen McAdams
(806) 495-2175

MTC - Marshall County Correctional Facility, MS
Rebecca Martin
(662) 274-0232

MTC - Otero County, Prison, NM
Warden Rick Martinez
(575) 824-4884

MTC – Taft Correctional Institution
Darrel Harlan
(661) 763-2510 ext. 1169

MTC - West Texas Intermediate Sanction Facility
Warden Susan Payne
(806) 637-4032

MTC - Wilkinson Correctional Facility, MS
Assistant Warden Troy Gordanier
(601) 888-3199

MTC - Willacy Correctional Facility, TX
Warden John Ybarra
(956) 689-5099

ICSolutions® *Client List*

Muscatine County, IA
Captain Dean Naylor
(563) 262-4190 ext. 102

Nacogdoches County, TX
Chief Deputy Stephen Godfrey
(936) 553-2146

Navajo County, AZ
Lt. Dennis Warren
(928) 524-4127

New Hampshire DOC
William Wrenn
(603) 271-5603

"ICS' technology has improved the ability of our inmates and their families to communicate over the phone system with fewer difficulties than previous vendors. We were aware that the call count per month with the previous vendor had actually been dropping from year to year, as had the average number of call minutes per month. When we were first considering ICS, they had indicated to the state that the ease of use of their prepaid calling service would most likely increase the call volume from the previous vendor by approximately 40%. In actuality, the increase in call volume realized by the state was nearly 100%. Within just a four month period, from March through June, 2008, the average call count per month rose from approximately 30,000 calls with the previous vendor (in 2007) to almost 60,000 with ICSolutions. In March 2009, our call volume reached 68,452 which represents an increase of 128% from calls in 2007, and this with an inmate population increase of about 5%."

William Wrenn, DOC Commissioner
New Hampshire DOC

Nueces County, TX
Sheriff Jim Kaelin
(361) 533-0280

Oakland County, MI
Captain Curtis Childs
(248) 452-9977

Ocala Re-Entry Center, FL
Sandy Malpica
(352) 351-1280

Ohio River Valley Correction Center
Sharon Hart
(740) 354-9026

Olmstead County, MN
Captain David Adams
(507) 328-6835

Onondaga County, NY
Captain George Manolis
(315) 435-5881 ext. 233

"...Our facility utilizes the ICS phone system, daily, and with multiple users. The leadership and customer service at ICS is second to none. The expertise of their engineers and service people can be summed up in one word - excellent. Since we use the system extensively we have suggested things that we believed would help us in the law enforcement community to do our jobs more effectively - and ICS has implemented these "extras" without question...The system provides excellent reports, and is easy to navigate. Changes are made with simple key strokes. In addition to basic monitoring and recording, the system has revolutionary investigative applications that have proven invaluable for our facility investigations as well as those conducted with other joint federal, state, and local agencies..."

Captain George Manolis
Onondaga County, NY

ICSolutions® *Client List*

Orleans County, NY
Superintendent Scott Wilson
(585) 589-4424

Osceola County, FL
Captain Yuberky Almonte
(407) 742-4426

Osceola County, MI
Captain Russ Wayne
(231) 832-2288

Ozaukee County, WI
Lt. Jeff Sauer
(262) 238-8432

"IC Solutions has provided exceptional customer service and technical support to Ozaukee County. IC Solutions has allowed Ozaukee County to increase our phone revenues by 44% without having a negative financial impact on the inmate population. The investigative tools are easy to use for our staff to monitor and record inmate phone calls. The relationship Ozaukee County has had with IC Solutions has been very professional and productive. I would highly recommend IC Solutions to any facility considering them for phone services."

Lt. Jeffrey Sauer, Jail Administrator
Ozaukee County, WI

Palo Pinto County, TX
Walt Rucker
(940) 659-1290

Pemiscot County, MO
Lt. Josh Bost
(573) 333-4101

Placer County, CA
Sgt. Mark Mackay
(530) 889-6931

Ramsey County, MN
Adult Workhouse Center
Captain Marshall Tschida
(651) 266-1458

Ramsey County Law Enforcement Center, MN
Bill Burkhart
(651) 755-8088

"Since replacing our old phone service with ICS, we have not only had much better service but we have also had all of our phones in operation. When ICS came to our jail we had 13 phones from the old company not working and by the time we were cut over to ICS all of the phones were operational.

Also, I am a person that enjoys being treated like a customer, and most vendors tend to treat counties as if there is no need to treat us like private customers. ICS has treated us like a private customer and the response on questions and service has been impeccable. Here at Ramsey County, we think ICS is by far one of our best vendors."

Bill Burkhart, Program's Director
Ramsey County Sheriff's Office, MN

Roanoke County, VA
Lt. Eric Alexander
(540) 521-6381

Rogers County, OK
Major Bob Darby
(918) 284-1282

ICSolutions® Client List

Rutherford County Jail, TN
Bernard Salandy
(615) 904-3107

**Rutherford County
Correctional Work Center, TN**
Superintendent Bernard Salandy
(615) 642-9133

Sacramento County, CA
Sgt. Brian Amos
(916) 874-7166

Sangamon County, IL
Lynn Evans
(217) 753-6763

Santa Ana City, CA
Jose Cruz
(714) 245-8123

Santa Barbara County, CA
Lt. Tim McWilliams
(805) 681-4047

"Switching to ICSolutions was a great decision that has paid off for the City in many ways. We benefit from high quality customer service for inmates, families and the City, and the technology is the best we've ever had. Updates are provided automatically so that we always have the latest and greatest. On top of that, revenue from the system has increased by 53%."

Chris Laugenour, Principal Management Analyst
Santa Ana City Jail, CA

Santa Cruz County, CA
Michelle Rodriguez
(831) 454-3184

Scott's Bluff County, NE
Assistant Director Patricia Miller
(308) 436-7300

"ICSolutions' Technology is a lot better than what we had before. There's really no comparison. Now that we are with ICS we know that all our questions and concerns will be addressed in a timely fashion. Customer Support is great, and we really like the fact that they are a local company - they have come to our facility at a moment's notice to fix a problem. You can't beat that! As if that wasn't enough, our revenue has increased, too. Revenue for May, 2009 was 61.7% higher than May, 2008. We really can't say enough about the software and how easy it's been working with ICS."

Tracy Herfindahl
Santa Cruz County, CA

Screven County, GA
Warden Wayne Morris
(912) 863-4555

Simpson County, MS
Captain Fred Williams
(601) 847-2130

Smith County, TX
Deal Folmar
(903) 590-2664

Somerset County, MD
Warden Louis Hickman
(401) 651-9223

Southwest Virginia Regional Jail Authority
Mike Price
(276) 739-3520

Spalding County Correctional Institution
Warden Carl Humphrey
(770) 467-4760

St. Louis County, MO
Tricia Rodgers
(314) 615-5761

"Selecting ICSolutions as our inmate phone provider was the best decision. Sometimes I wonder why we ever used another company. ICSolutions is inmate-oriented offering reasonable rates and calling options. The responsiveness of technical support, sales staff, and local repair personnel is exceptional. In addition, the system is feature-rich, offering an excellent group of investigative features."

Tricia Rodgers, Court Administrator
St. Louis County, MO

St. Mary's County, MD
Michael Merican
(301) 475-4200 ext. 2241

Stanislaus County, CA
Lt. Ron Lloyd
(209) 525-5629

Stark County, OH
Major Brian Arnold
(330) 430-8300

Stearns County, MN
Mary Ann Terwey
(320) 656-6649

Stephens County, GA
Chief Deputy Andy Myers
(706) 886-2525

Summit County, OH
Deputy John D. Barrickman
(330) 643-2151

Sunflower County, MS
Sheriff James Haywood
(662) 887-2121

"I am completely satisfied with the inmate phone system provided by ICSolutions. When we have an occasional broken phone one call gets a service man here to take care of the problem. I can highly recommend ICSolutions' service".

Eddie Bounds, Jail Administrator
Sunflower County, MS

Sussex County, VA
Sheriff Raymond Bell
(434) 246-5000

Terrell County, GA
Warden Billy McClung
(229) 995-3005

Thomas County, GA
Deputy Warden Troy Gay
(229) 226-4394

Transition House, FL
Facility Director Rivera
(407) 846-0068

Troup County Correctional Institute, GA
Deputy Warden Sadie Lee
(706) 883-1720

Tuscawaras County, OH
Lt. Jeremy Everett
(330) 339-7783

Tuscola County, MI
Lt. Brian Harris
(989) 673-8161

Ulster County, NY
Sheriff Paul VanBlarcum
(845) 340-3303

Van Zandt County, TX
Terri Gillispie
(903) 567-4133 x453

Virginia Peninsula Regional Jail Authority, VA
Major Frank Huotte
(757) 820-3903

Walworth County, WI
John Delaney
(262) 741-4510

"ICSolutions is hands down the best service provider we have done business with during my 13 years here at the jail. Their software is easy to use and the evidence obtained from the recordings has assisted with several criminal and disciplinary investigations. They not only provide monthly check ups on their equipment, but they are incredibly quick to respond to service requests. Their customer service is always pleasant and helpful around the clock. If they don't have the answer immediately, they will tell you up front, find the solution, and contact you back in a timely manner. I highly recommend ICSolutions to any correctional facility in the market for a phone provider."

Sgt. Howard Sawyers, Jail Training Sergeant
Walworth County, WI

Warren County, OH
Adela H. Dingman
(513) 695-1320

Washington County, GA
Captain Corey King
(478) 552-8888

"Warren County has been using ICSolutions since 2004 and we have been extremely satisfied with the service. The revenue we receive on inmate calls have increased significantly since our move to ICSolutions. They have also been very instrumental in aiding our Prosecutor's Office in closing cases and convicting criminals. The customer service is top of the line. We have never had an issue that was not resolved quickly. The program itself is easy to navigate through and use with minimal training involved. We are a very satisfied customer and would gladly recommend ICSolutions as an inmate phone system to anyone."

Adela Dingman, Telephone Operations Supervisor
Warren County, OH

Washington County, MD
Warden Craig Rowe
(240) 313-2121

Washington County, OH
Lt. Bradley T. Thorpe
(740) 374-7677 ext. 13

Washington County, PA
Warden Edward Strawn
(724) 229-6037

Washington County, WI
Scott Lehman
(262) 335-6860

"ICS has provided our department with a much more customer friendly service to offer the inmate's families. The technical support center staff is very courteous and responsive to our service needs. The knowledgeable staff keeps us well informed on the progress of problems that we report until a fix is found. We look forward to continuing to provide the inmates and their families with fair and reliable phone services through ICS."

Shirley Miller, Jail Administrator
Washington County Jail, WI

Waukesha County, WI
Cindy Greco
(262) 548-7889

Waushara County, WI
Lt. Heather Wittig
(920) 787-0476

West Central Community Correctional Facility
Kim Ratliff
(937) 644-2838

Western Virginia Regional Jail Authority, VA
Colonel Bobby Russell
(540) 378-3701

Wicomico County, MD
Major Les Moore
(410) 548-4850 ext. 330

Williamson County, TX
Mark White
(512) 943-1367

Winnebago County, WI
Captain Todd Christie
(920) 236-7339

Winston-Choctaw County, MS
Warden Neal Higgason
(662) 773-2528

Wyoming DOC
Jamie Spezzano
(307) 777-8508

Yakima County, WA
Milt Ewing
(509) 574-2104

"All requests for service are handled promptly and we are always kept appraised of project progress and completion. With our previous vendor, we were never advised of advances in technology. When we did decide to go out to RFP, we were amazed at the new options available. ICS is always approaching us with new technology and making it available to us. With our old vendor, our checks were always for the same amount every month. We were never given breakdowns on why our revenue remained the same and we had no access to that call detail information. We reduced the cost of calls with ICSolutions and still our revenues increased from $16K per month to approximately $26K per month."

Jamie Spezzano
Wyoming DOC

December 12, 2016

Re: Letter of Reference for IC Solutions

To whom it may concern:

It is with great pleasure and sincere honor that I write this letter of reference on I C Solutions.

I C Solutions have been a contract provider for the Bexar County Sheriff's Office Adult Detention Center for over five years, during this period they have performed with excellent customer service, repair response time and very supportive of the inmate's families as it relates to resolving any of their concerns.

As the jail Chief it is extremely important that we have an excellent communication company as it relates to inmate phones. I C Solutions continue to exceed in their performance.

I would like to give I C Solutions my highest recommendation. I have no doubt that I C Solutions would make a great partner for any correctional operation.

Please do not hesitate to contact me if I may be of further assistance 407-702-5666.

Sincerely,

Raul S. Banasco, MPA,CPM, CJM, CCE
Jail Administrator/ Deputy Chief
Bexar County Sheriff's Office

MOHAVE COUNTY

Jim McCabe
SHERIFF

Rodney Head
CHIEF DEPUTY

SHERIFF'S OFFICE

November 3, 2016

To Whom It May Concern

In April 2014 the Mohave County Sheriff's Office reviewed bids from seven (7) inmate telephone providers to take on our facilities inmate phone system needs. As we worked through the selection process we essentially had only two primary objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family, and neighbors who generally pay for the service.

2. Enhance our investigative abilities with the system selected, using our own staff.

Of all the providers bidding on our facility, ICSolutions allowed us to best meet our objectives and therefor became our new inmate phone provider on April 7, 2104. Our current contract, with renewals, will run through June 2019.

Within the first 60 days of becoming fully functional, our staff was able to intercept escape plans using the inmate phone system and its investigative product. This inmate was on pre-trail status for armed robbery, aggravated assault with a deadly weapon, and kidnapping. We feel that had the escape gone undetected, serious injuries and perhaps even death could surely have taken place in the course of the escape.

We have worked collaboratively through the FCC rulings and resulting impacts and continue to uphold the objectives originally established. We use our own staff to monitor and administer the telephone system and have done so with ease. We also have rock solid backup assistance from the provider anytime necessary.

We continue to be an extremely satisfied customer enjoying trouble free service and excellent service after the sale. It's refreshing to work with a partner that has strong business ethics and conducts its business with the highest level of professionalism.

Director Don Bischoff, CCHP
MCSO - Detention Division
don.bischoff@mohavecounty.us

GRAHAM COUNTY SHERIFF'S OFFICE

523 10TH AVENUE · SAFFORD, ARIZONA 85546 · TELEPHONE: (928) 428-3141 · FAX: (928) 428-2487

SHERIFF
PRESTON "PJ" ALLRED

UNDERSHERIFF
C. JEFF McCORMIES

October 31, 2016

RE: INMATE CALLING SOLUTIONS

The Graham County Sheriff's Office entered into agreement with Inmate Calling Solutions for our inmate telephone and visitation services (Vizbox) on September 7, 2005 and is due to expire on December 15, 2018.

The ICSolutions representatives are very professional and knowledgeable. Their tech support staff are very quick with their responses to fix issued that may arise. All upgrades are done in a timely manner which do not interfere with the jail operations. We have been very satisfied with the services ICSolutions provides to Graham County.

If you have any questions, please feel free to contact me at (928) 428-3141 or pallred@graham.az.gov.

Respectfully,

Sheriff Preston J. Allred

Office of the Sheriff

SANTA BARBARA COUNTY

BILL BROWN
Sheriff-Coroner

BERNARD MELEKIAN
Undersheriff

October 31, 2016

STATIONS

Buellton
140 W. Highway 246
Buellton, CA 93427
Phone (805) 686-8150

Carpinteria
5775 Carpinteria Avenue
Carpinteria, CA 93013
Phone (805) 684-4561

Isla Vista
6504 Trigo Road
Isla Vista, CA 93117
Phone (805) 681-4179

Lompoc
3500 Harris Grade Road
Lompoc, CA 93436
Phone (805) 737-7737

New Cuyama
70 Newsome Street
New Cuyama, CA 93254
Phone (661) 766-2310

Santa Maria
812-A W. Foster Road
Santa Maria, CA 93455
Phone (805) 934-6150

Solvang
1745 Mission Drive
Solvang, CA 93463
Phone (805) 686-5000

Sheriff - Coroner Office
66 S. San Antonio Road
Santa Barbara, CA 93110
Phone (805) 681-4146

Main Jail
4436 Calle Real
Santa Barbara, CA 93110
Phone (805) 681-4260

**COURT SERVICES
CIVIL OFFICES**

Santa Barbara Division
1105 Santa Barbara Street
P O Box 690
Santa Barbara, CA 93102
Phone (805) 568-2900

Santa Maria Division
312 E. Cook Street, "O"
Santa Maria, CA 93456
Phone (805) 346-7430

To Whom It May Concern:

Inmate Calling Solutions (ICSolutions) has been providing Inmate Telephone Services for the Santa Barbara County Sheriff's Office Custody Facilities since December 06, 2010. They will remain our current inmate telephone provider until December 2020 when the contract will be due for a re-bid process.

The service ICSolutions provides to our Office includes all types of inmate telephone calls: credit, debit, collect, prepaid as well as a voice-mail product. Included in our contract is the maintenance of the telephones and the installation of new telephones. During this contract phase we went from a premise-based system to a centralized system. ICSolutions provided the technicians to meet the work demand and had the capacity to ensure that all technology-related issues were addressed in a timely fashion.

ICSolutions has been very responsive to our requests and worked with us to ensure that all of our needs are met.

I would highly recommend ICSolutions as an inmate telephone services provider. Please feel free to contact me if you have any questions. I can be reached at (805)681-4047 or via email tfm2204@sbsheriff.org

Sincerely,

Tim McWilliams
Custody Lieutenant
Programs Unit

SPALDING COUNTY
CORRECTIONAL INSTITUTION

CARL HUMPHREY
Warden

ANTHONY WASHINGTON
Deputy Warden
Security

BETH GRIFFIN
Deputy Warden
Care & Treatment

DATE: September 26, 2016

TO: Mike Kennedy

FROM: Warden Carl Humphrey, SCCI

RE: Testimonial for the ICSolutions Enforcer System

Spalding County Correctional Institution in Griffin, Georgia began using the ICSolutions Enforcer System in early 2016. The system has been extremely successful in aiding the facility in the gathering of intelligence leading to the identification of civilians, inmates and visitors who were introducing or attempting to introduce contraband into the facility.

Using the Word Detective function of the Enforcer system, staff members were able to identify particular inmates who were smuggling tobacco and drugs into the facility, which were being sold to other inmates. In one of those cases, we were able to identify the inmate's girlfriend, who was dropping off the contraband at one of the work detail sites.

Another case involved an employee of a neighboring county and his wife, who were leaving contraband for our detail inmates to pick up and introduce into the facility. Using the Enforcer system, SCCI was able to gather enough intelligence that combined with inmate interviews, lead to warrants for the arrest of the employee and his wife.

SCCI has also seen a dramatic decrease in the number of cellular telephones found in the facility since the introduction of the ICSolutions Enforcer system.

Summit County Sheriff's Office
53 University Avenue - Akron, Ohio 44308-1692
Phone: 330-643-2181 - Fax: 330-434-2101

Summit County Jail
205 East Crosier Street - Akron, Ohio 44311-2351
Phone: 330-643-2171 - Fax: 330-253-4138

Steve Barry, Sheriff

May 18, 2015

To Whom It May Concern:

The Summit County Jail has been using "The Attendant" automated information system since 2011, when it was installed by ICSolutions in conjunction with our Inmate Phone Services contract. We have been very happy with this system, which has provided many benefits for the public and the Jail staff.

Prior to installation of "The Attendant", all information requests had to be handled by the front desk staff. This included requests for directions to the Jail, visitation rules, charges and bond amounts, court dates, and release dates. All of this information and more is now provided using automated operator prompts by "The Attendant", which interfaces to our jail management system to pull in this information dynamically. In the "automated information system" (IVR) - information is organized by category:

- Facility Overview (directions, hours)
- Facility Visitation Rules & Policy
- Payment Options to Receive Phone Calls
- Inmate Charges & Bond Amounts
- Inmate Court & Release Dates
- Commonly Requested Information
- Other
- Replay & Start Over menu options

Through "The Attendant", a public caller can also connect directly to the ICSolutions Payment Center to set up or fund a Prepaid calling account. If necessary, the public caller has the option to opt out of the IVR menu and connect to a live operator at the front desk. For inmates, "The Attendant" is accessible using any inmate telephone via an information menu, once the inmate identity has been validated.

As I mentioned, "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 the long wait times that were experienced when these requests had to be answered manually by Jail staff.

I highly recommend "The Attendant", and I would invite you to call into our IVR system at any time to see how well the system works: 330-643-2171

Sincerely,

Captain Shane Barker
Jail Commander
205 E. Crosier Street
Akron, Ohio 44311
330-643-8181

MOHAVE COUNTY SHERIFF'S OFFICE

JIM McCABE
SHERIFF

August 21, 2014

Jim Crouch, Account Manager
ICSolutions Advanced Technology
3128 E. Packard Drive
Gilbert, AZ 85298

Dear Jim,

As you know, Mohave County became a new customer of ICSolutions for our inmate telephone system which began ramping into full operation mid-June. As we worked through the process of selecting a new inmate telephone service provider we really had only two main objectives:

1. Provide a quality telephone system for inmates at a more reasonable cost to friends, family and neighbors who generally pay for the service.
2. Enhance our investigative abilities with the system selected, using our own staff.

The agreement in place with our previous telephone provider supplied us with an on-site technician, which I never really saw any benefit from. With assurances from ICSolutions, we opted to NOT have a company provided technician and I assigned one of my staff members to administer the system and she is doing a wonderful job. As the information populates and grows with use, we are able to use more and more of the features and have been very happy so far.

Literally, as I write this letter a woman is being booked into the facility for conspiracy to commit escape. Her boyfriend, a current inmate, will be re-booked with new charges before I complete the letter. We were able to intercept the planned crime because of the continuous voice recognition feature of your product. This inmate is currently on pre-trail status for armed robbery, aggravated assault with a deadly weapon and kidnapping. Good catch!

We are excited as we look forward in becoming more skilled and knowledgeable with the features ICSolutions system offers. I am a satisfied customer of ICSolutions and the Enforcer product. I should add that in several of the unrelated calls I have monitored, our "users" has repeatedly expressed their satisfaction with the more reasonable fees associated with the ICSolutions inmate telephone system.

Thank you for helping me accomplish my objectives and more importantly, keeping our community safe!

Cmdr. Don Bischoff
Detention Division Director

OFFICE OF SHERIFF

BALDWIN COUNTY, ALABAMA
SHERIFF HUEY HOSS MACK

310 Hand Avenue
Bay Minette, Alabama 36507
(251) 937-0210
Fax (251) 580-1687

June 25, 2014

Re: Letter of Reference for ICSolutions

To whom it may concern:

ICSolutions installed their ENFORCER inmate Telephone System for Baldwin County in August of 2012. This solution includes 77 phones in the service of approximately 668 inmates.

We have been very pleased with the services and excellent support provided by ICSolutions. Without raising rates or fees, ICSolutions has increased our annual commissions by 60 plus % from approximately over $200,000 with our previous vender to nearly $400, 000 a year with ICSolutions.

Not only did ICSolutions increase our commission revenue, but they did so while providing us with robust new technology. I recommend ICSoluations as a responsive, competent, and reliable inmate phone provider.

Should you require additional information about our experience with ICSolutions, please do not hesitate to contact me at 251-580-2524

Sincerely,

Major Jimmy Milton,

Commander
Baldwin County Sheriff's Office
Corrections Command

Lt. Gregory Thicklin,

Lt. over Support Services
Baldwin County Sheriff's Office
Corrections Command

JACKSON COUNTY CORRECTIONAL INSTITUTION

JACKSON COUNTY, GEORGIA
265 I. W. Davis Road
Jefferson, Georgia 30549

706-387-6450

FAX 706-387-6462

TESTIMONIAL

March 21, 2014

In early 2013 Jackson County Correctional Institution entered into a contractual agreement with Inmate Calling Solutions (ICSolutions) for their provision of our inmate phone system. This was one of the best decisions we could have made. The revenue from calls increased greatly. The inmates, and their family members are extremely pleased with the cost of the calls being less than any previous service they have used. The service department is quick to supply a solution to any technical issues that might arise.

In conclusion let me say, our experience has been beneficial, and we look forward to a continued business relationship with I.C. Solutions.

Johnny Weaver, Warden
Jackson County Correctional Institution

March 5, 2014

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions installed their ENFORCER® Inmate Telephone System for Macomb in October of 2012. This solution includes approximately 150 inmate phones in the service of approximately 1,200 inmates. Subsequent to the phone system installation, ICSolutions also installed an 85-unit VizVox Video Visitation System.

We have been very pleased with the services provided by ICSolutions. Not only did ICSolutions increase our commission revenue over our previous vendor, but they did so while providing additional services, and reduced calling rates for the end-user.

With ICSolutions, we experienced a smooth transition to our new Inmate Telephone and Video Visitation systems, with thorough training and excellent support. ICSolutions provides Macomb County with valuable technology, which is well maintained by a knowledgeable technical staff and our Account Manager, Brad Coens, who has been involved at every stage of the process.

I am happy to recommend ICSolutions to any correctional facility that wants to enhance their telecommunications options. Please feel free to contact me at 586-307-9348 should there be any questions.

Sincerely,

Michelle Sanborn
Jail Administrator

February 21, 2014

Ms. Latisha Holmes
ICSolutions - Corporate Account Manager

RE: ICSolutions Reference

I have been an ICSolutions user for over five (5) years for investigations purposes. During this time, ICSolutions has provided continued refresher and new program update trainings to my staff and Osceola County Law Enforcement agencies who utilize our system.

I have found the training to be thorough, detailed, and specific to the target audience to facilitate intelligence gathering. ICSolutions personnel have exhibited and maintained a high level of professionalism and timely delivery when assistance is needed. ICSolutions welcomes and pursues investigator's ideas to enhance program efficiency to benefit the users.

Osceola County Corrections Department's Internal Affairs Unit has capitalized in the benefits of ICSolutions by gathering intelligence resulting in arrests and/or assisting in clearing allegations of wrongdoing. One of the highlights in this area was in August 2013, while monitoring inmate calls due to an anonymous tip; our unit was able to uncover fraudulent use of credit cards which resulted in two (2) arrests. Three (3) victims of this crime were confirmed but we were able to identify at least forty-six (46) additional victims.

Thank you for your continued support and dedication.

Yuberky Almonte
Captain – Internal Affairs
Office: 407-742-4426
Cell: 321-624-1867
Fax: 407-742-4517
E-Mail: yalmo@osceola.org

STATE OF NEW HAMPSHIRE

DEPARTMENT OF CORRECTIONS

OFFICE OF THE COMMISSIONER

P.O. BOX 1806
CONCORD, NH 03302-1806

603-271-5603   FAX: 603-271-5643
TDD Access: 1-800-735-2964

William L. Wrenn
Commissioner

January 3, 2013

RE: Letter of Reference for ICSolutions

To Whom It May Concern:

ICSolutions has been the inmate telephone provider for the New Hampshire Department of Corrections for over five years and we have been very pleased with their service and support in all areas.

ICS' technology has improved the ability of our inmates and their families to communicate over the phone system with fewer difficulties than previous vendors. We were aware that the call count per month with the previous vendor had actually been dropping from year to year, as had the average number of call minutes per month. When we were first considering ICS, they had indicated to the state that the ease of use of their prepaid calling service would most likely increase the call volume from the previous vendor by approximately 40%. In actuality, the increase in call volume realized by the state was nearly 100%.

Both the inmates and families have indicated their support for the prepaid calling services and without complaints. We anticipate that ICS' ongoing technical and service advancements in prepaid calling will continue to increase our call volume as well as the satisfaction of inmates and their families throughout the contract.

ICS is providing us with relevant, state-of-the-art technology that has improved the ability of our investigators to conduct thorough investigations with less effort. ICS promptly responds to our requests and suggestions, and keeps us up to date on all events concerning the inmate phone system through periodic meetings and email communications.

I am pleased to recommend ICSolutions to other Departments of Correction considering making a change in their inmate telephone system.

Sincerely,

William L. Wrenn
Commissioner

WLW:nw

Mini Stainless Steel
7010SS
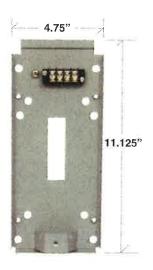
![Wintel logo]
Wintel®
A Division of Independent Technologies, Inc.

1051 Bennett Drive, Suite 101 • Longwood, FL 32750
407.834.1188 • Fax 407.830.1050 • 800.264.8889
www.wintelphones.com

■ 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

Exhibit C - Page 1

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®.

Exhibit C - Page 2

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®

Exhibit C - Page 3

Half Size
Stainless Steel
7005SSC
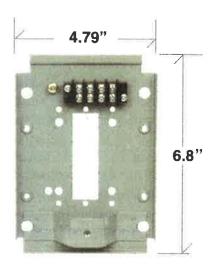
- Offers full sized service in half the space.
- Mounting holes in the backplate are placed to enable the unit to be mounted to a 4X4 Gang Box.
- Can be used as a visitation phone in facilities that require a pin number or password to be entered before connection to the outside party can be made.
- Built-in 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).
- 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.
- 1/2" conduit access on bottom of phone comes with a stainless steel plug when not in use.

Wintel®

A Division of Independent Technologies, Inc.

4.79"

6.8"

Exhibit C - Page 4

Visitation
Kit
7429VST

- **Strong & Durable**
- **Long Lasting**
- **Standard Wintel Phone Parts**
- **Rhino Handset**
- **Wiring Options**
- **Double-Gang Mounting Box**
- **Magnetic Hook Switch**
- **14-Gauge Stainless Steel Faceplate**

Face Plate

- 14-Guage Stainless Steel
- Pin & Head Security Screws
- Machined Stainless Steel Ring for Handset Cord Entry
- Shipped with Double-Gang Mounting Box

Electronics
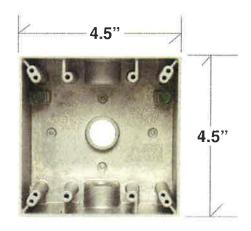
- Magnetic Hook switch (no mechanical contacts to fail)
- Hearing Aid Compatible Handset
- Transmitter & Receiver Elements Designed for Inmate Abuse

ORDERING OPTIONS

- Kits are sold as single units, not pairs
- 32" Rhino Handset
- 18" Rhino Handset
- 54" Rhino Handset
- Order replacement Handsets as needed
- All handset are built without a receiver varister
- Special lengths and builds are available
- VPM-1 Visitation Power Module

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

Exhibit C - Page 5

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. -- 1370A Weber Industrial Drive -- Cumming, GA 30041 **Phone: 770.844.1346   Fax: 770.844.9079   Toll Free 877.844.1366** **www.inmatetelephones.com**

Return to Mounts and Pedestals Main Page

Uniden DECT 6.0 Cordless Phone

Model EX13077

Uniden®

DECT 6.0 Cordless Phone with Caller ID, Model WXI3077

Product Snapshot

- Rugged design with easy-grip handset
- Submersible—floats for easy retrieval
- Ideal for workshop or pool area
- Superior clarity, range, and security
- Call waiting/Caller ID enabled
- Wi-fi friendly

What's in the Box

- WXI3077 base with waterproof cordless handset
- Rechargeable Battery
- AC adapter
- Telephone Cord
- Belt clip

The rugged and durable WXI3077 DECT 6.0 cordless phone from Uniden is an ideal choice for kitchen, garage, or outdoor use. This cordless phone with Caller ID features a submersible waterproof handset. If you accidentally drop the handset in the pool, sink, or spa, it will float to the surface for easy retrieval. If the handset gets dirty no problem just rinse it off, wipe it down and it's as good as new! Not only is the handset casing 100% waterproof, it's also impact- and dust-resistant, making this phone a smart choice for the workshop, garage or studio.

Submersible Handset Floats to Surface for Easy Retrieval

Accidents happen, but you can use this Uniden cordless phone with confidence, knowing that if you drop the handset in the sink, tub, or pool, it will float to the top and continue to work just fine. The handset complies with JIS7 water submersion specifications and can be submerged under three feet of water for up to 30 minutes without damage or loss of functionality.

DECT 6.0 Technology for Outstanding Clarity, Security, and Range

With DECT 6.0 digital technology, this cordless phone avoids interference from wireless networks and household appliances, giving you crystal clear sound. This technology also offers better security against eavesdropping and an improved range over other phone systems. This phone gives you whole house coverage with superior sound.

Excellent Talk and Standby Time

Talk longer and charge less often with this Uniden waterproof cordless phone. Fully charged, the battery will support about eight hours of talk time and seven days of standby time. Return the handset to the base for easy recharging.

Bright User-Friendly Design with Backlit Keys and Display

With its bright yellow casing, this Uniden phone is easy to spot next to the pool or on a crowded workbench. The comfortable, intuitive keypad and display are designed for maximum ease of use. Backlighting on both the keypad and the LCD display make it easy to dial accurately, even in the dark.

Exhibit C - Page 7

Uniden Portable/Cordless Phone - Product Specifications

Phone Frequency	1.9 Ghz
Cordless Phone	✓
Corded Phone	X
Answering System	X
Caller ID	✓
Name and Number Memory	✓
Backlit Keypad Display	✓
Conference Call	✓
Base Speakerphone	X
Handset Speakerphone	✓
Wireless Network Friendly	✓
Talk Time	8 Hours
Standby Time	7 Days
Energy Star Product	✓
Number of Incoming Lines	✓
Maximum Number of Handsets	6 Handsets
Headset Capability	X
Range Extender Capability	X
Blue Tooth Compatibility	X
Ringer Volume Settings	✓
Wall Mountable	X
Personal Ring	Yes
Speed Dial	No
Waterproof	✓
Visual Flash Ringer	X

Exhibit C - Page 8

Uniden Portable/Cordless Phone - Product Specifications (cont'd)

Amplified Sound	**X**
Base LCD Display	**X**
Belt Clip	**X**
Color	Yellow
Product Dimensions	7 W x 8 H x 4 D
Product Weight	2 lbs

Exhibit C - Page 9

≡Ultratec.
THE WORLDWIDE LEADER IN TEXT TELECOMMUNICATIONS

Search

HOME   PRODUCTS   ABOUT US   RESOURCES   CUSTOMER SUPPORT   CONTACT US

Home » Products » Text Telephones » Non-printing TTYs » Minicom IV

Minicom IV

This basic TTY is affordable and easy to use. It has an easy-touch keyboard with a bright, tilted 20-character display for hours of comfortable use. Minicom IV includes a printer port to connect an external printer. Turbo Code lets you enjoy "real-time" conversations with other Turbo Code TTYs. Auto ID lets everyone you call know you are using a TTY. Available options include an extended warranty, a dust cover and a soft carrying case. For basic communication features in a reliable TTY, Minicom IV is right for you.

- **BUY ONLINE**
- Download User Guide

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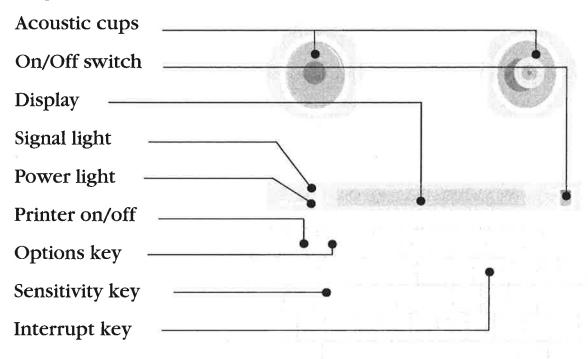
- Turbo Code® and Auto ID™
- Convenient GA/SK keys
- Printer port to connect to your external printer
- 20-character display
- 43-key, 4-row keyboard
- Rechargeable batteries and AC adapter included
- Baudot code (45.5/50 baud rate)

Products	Company	Customer Support	Contact
CapTel	Company Information	Product Support	(800) 482-2424 (V/TTY)
Text Telephones	Headlines	Repairs	(608) 238-3008 (FAX)
Simplicity Signalers	Technology	FAQs	Email Us
Amplified Phones		Dealer Locator	
		Request a Catalog	Ultratec, inc.
		Contact Us	450 Science Drive
			Madison, WI 53711

Overview of the Minicom IV™

Top view

Acoustic cups

On/Off switch

Display

Signal light

Power light

Printer on/off

Options key

Sensitivity key

Interrupt key

Back view

External printer port
(inside)

AC adapter jack

Battery compartment
(underneath)

SPECIFICATIONS

Physical Dimensions

Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)

Weight—3.75 lbs (1.7 Kg) with batteries

Power

AC adapter–9VDC, 650 mA
(barrel is positive)

AC adapter is UL/CSA listed

The six AA NiCad rechargeable batteries are user replaceable. They power the unit for 45 to 60 minutes of normal use.

Keyboard

50 ergonomic keys in 5 rows
Control key plus 4 function keys
Sticky Keys for single-handed typists
Character set: A-Z, 0-9, Backspace,
Return/LF, Space, +=-$'()"/:;?,.*# GA, SK.

Display

Blue/green vacuum-fluorescent
20 characters
0.25" (6mm) character height

Acoustic Coupler

Accepts both circular and square telephone handsets

Communication Codes
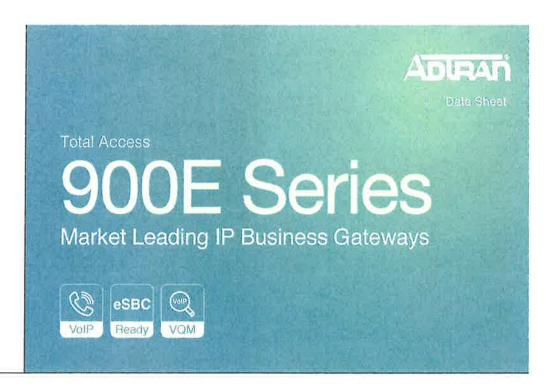
Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot)

Baudot Code:
45.5 and 50 baud
Sensitivity = -45 dbm, 67 dBSPL (min)
Output = -10 dbm

Turbo Code:
Enhanced communication protocol with interrupt capability.
100 baud (average)
7 data bits

Approvals

FCC approved. FCC Registration No. (Part 68): D8KUSA-18408-DT-N

Total Access

900E Series

Market Leading IP Business Gateways

ADTRAN

Data Sheet

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.

Exhibit C - Page 13

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

Exhibit C · Page 14

- 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
  - Call Waiting
  - Receiver Off Hook
- **Ringing:**
  - Distinctive Ring
  - Busy
  - Alternate Call Waiting

Calling Feature Support

(Varies with feature server/gateway)

- **Caller ID:**
  - Name and Number (MDMF, SDMF)
  - Call Waiting Caller ID
- **Voice Mail:**
  - Stutter dialtone
  - Visual Message Waiting Indicator (VMWI)
- Call Hold
- **Call Forward:**
  - Busy Line
  - No Answer
- **Call Transfer:**
  - Blind, Attended
- Call Waiting
- Do Not Disturb
- Call ReturN
- 3-way Conferencing (3WC)
- Distinctive Ring
- Three-way Calling
- Speed Dial

Security

Firewall

- Stateful Inspection Firewall
- Denial of Service (DOS) Protection
- Access Control Lists
- Application Level Gateways
- Packet Filtering

NAT

- Basic NAT (1:1) and 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
- OSPF
- RIP (v1 and v2)
- GRE
- IGMP V2
- Frame Relay
- Multilink Frame Relay
- PPP
- Multilink PPP
- HDLC
- PAP and CHAP
- Multi-VRF

Routed Protocols

- IP

DHCP

- Client
- Server
- Relay

Mangagement and Utilities

- Familiar CLI
- n-Command Support
- SYSLOG Logging
- Telnet, Craft/Console Port, SSH, Ping, Trace route, NTP
- Web-based GUI
- SNMP v2 and v3
- TCL Scripting

Firmware Upgrade

- FTP
- TFTP
- X-Modem
- HTTP

Environment

- **Operating Temperature:** 32° to 122 °F (0° to 50 °C)
- **Storage Temperature:** -40° to 158 °F (-40° to 70 °C)
- **Relative Humidity:** Up to 95%, Non-condensing
- **Maximum Altitude:** 10,000 Feet

Exhibit C - Page 15

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

Exhibit C - Page 16

NetVanta 1531
Layer 3 Lite Gigabit Ethernet Switch

Product Features

- 12-port multi-layer Gigabit Ethernet switch
- Ten 10/100/1000Base-T Ethernet ports and two 1 Gbps Small Form-factor Pluggable (SFP) optical ports
- Fanless design for quiet operation
- Non-blocking, up to 24 Gbps switching capacity
- Line rate Layer 2 and Layer 3 Lite capabilities
- 16 static routes
- 802.1Q VLANs, Private VLANs and VLAN assignment via 802.1x
- VoIP Setup Wizard
- Advanced Quality of Service (QoS) with support for 802.1p and DiffServ prioritization with four queues per egress port
- Automate actions with Port Scheduler and TCL scripting
- VoIP ready with LLDP/LLDP-MED and voice VLANS
- Business-class security with RADIUS, TACACS+, 802.1x and port security
- Optimized for iSCSI Storage Area Networks (SANs) solutions
- Wi-Fi® access controller for centralized management of NetVanta Wireless Access Points (WAPs)
- Cable and SFP diagnostics provides easy to use 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®

Exhibit C - Page 17

TL9000
TL19 1270

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
- 802.3ad Link Aggregation
- Jumbo Frames (9K)
- 802.3x Flow Control
- 802.1w Rapid STP
- 8,000 MAC Addresses
- IGMP Snooping/Querier

Layer 3 Support
- 16 Static Routes
- UDP Relay
- IPv6 Management
- 8 Layer 3 Interfaces
- 232 ARP Entries

Diagnostics
- Port Mirroring
- LLDP-MED
- SFP Diagnostics
- LLDP (802.1AB)
- Cable 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)
- Web-based GUI (HTTP/SSL)
- n-Command® support
- RADIUS
- TCL Scripting
- Port Scheduler
- SNMP v3
- SYSLOG
- Email Alerts
- TACACS+
- Auto Config
- DHCP Network Forensics

Security
- Port authentication (802.1x)
- DoS Protection
- Microsoft Desktop Auditing
- Port Security
- Hardware ACLs

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**

Exhibit C · Page 18

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

Exhibit C - Page 19

Smart-UPS Tower and Rack-mount 750 – 3,000 VA
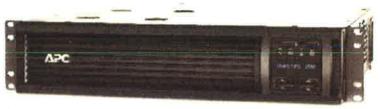
Application-optimized standard models,
ideal for servers, storage, point-of-sale,
and other network devices

[SMT1500RM1U]
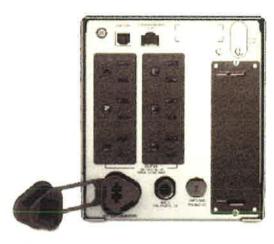
[SMT1500RM2U]

[SMT1500RM2U]

[SMT750]

[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

2

Exhibit C - Page 20

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

3

Exhibit C - Page 21

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

4

Exhibit C - Page 22

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				

5

Exhibit C - Page 23

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					

6

Exhibit C - Page 24

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			

7

Exhibit C - Page 25

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		

Exhibit C - Page 26

The ENFORCER® *System Report Samples*

Admin Setup Only Report

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

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**

Attorney Registration Rejects Report

ICSolutions — INMATE CALLING

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

ICSolutions — INMATE CALLING

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

ICSolutions — INMATE CALLING

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	1-802-674-1073	Normal	YES	NO	Debit	Interstate	62	2	0.30		
2011-02-02 15:52:02-05	1-603-942-0023	Normal	YES	NO	Debit	Intra Cell	382	7	0.70		
2011-02-02 15:51:31-05	1-603-988-9193	Normal	YES	NO	Debit	Intra LATA	74	2	0.30		

Call Record Statistics Report

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

INMATE CALLING
ICSolutions

Debit Balance
Site: Newport DOC
Choose_Status = All Inmates Choose_Balances = All Choose_Account_Sort = Inmate ID

Site Name	Inmate ID	Name	Acct Num	Call Number	Status	Balance
		Internal, Do Not Delete	14772	Open	Active	0.00
		Barrett, James	15251	Open	Inactive	0.00
		Wendell, Mark	15100	Open	Inactive	0.00
		Newton, Jason	18805	Open	Inactive	0.00
		Randall, William	22304	Open	Inactive	0.00
		Parent, Michael	21772	Open	Inactive	0.00
		Gray, Richard	17302	Open	Inactive	0.00
		Ishida, David	19916	Open	Inactive	0.00
		Hodges, Joyce	20772	Open	Inactive	0.00
		Martina, Anthony	22174	Open	Inactive	0.00
		Simonds, Steven	20400	Open	Inactive	0.00
		Pinard, George	14973	Open	Inactive	0.00
		Mayotte, Darryl	21927	Open	Inactive	0.00
		Goto, Koji	20563	Open	Inactive	0.00
		Sauve, Michael	22386	Open	Inactive	0.00
		Morse, Jason	19894	Open	Inactive	0.00
		Every, Randall	20821	Open	Inactive	0.00
		Kabogo, Victor	16461	Open	Inactive	0.00
		Hamel, Robert	20589	Open	Inactive	0.00
		Call, Dominic	21102	Open	Inactive	0.00
		Washington, Jason	22417	Open	Inactive	0.00
		Steinbach, Nathan	19958	Open	Inactive	0.00
		Warriner, Paul	19821	Open	Inactive	0.00
		Daniels, Michael	15243	Open	Inactive	0.00
		Patten, John Henry	18063	Open	Active	0.00

Debit Statement Report

Debit Statement
Site: Newport DOC
Start_Time = 12/27/2010 00:00 End_Time = 02/02/2011 23:59 Inmate_ID = ___ Called_Number = ALL

Debit Account Number	Transaction Type	Description	Date/Time	Duration	Billed Duration	Previous Balance	Deposits	Debits	New Balance
Unrestricted	Call Center Debit		2011-01-01 22:00:24			$0.00	$25.00		$25.00
	Debit	1-301-442-2882	2011-01-01 22:39:20	00:00:00	00:00:00	$25.00		$0.00	$25.00
	Debit	1-301-442-2882	2011-01-02 18:13:52	00:29:36	00:29:36	$25.00		$4.50	$20.50
	Debit	1-603-369-4068	2011-01-03 18:37:34	00:00:00	00:00:00	$20.50		$0.00	$20.50
	Debit	1-603-369-4068	2011-01-03 18:38:23	00:00:00	00:00:00	$20.50		$0.00	$20.50
	Debit	1-603-369-4068	2011-01-03 18:39:54	00:00:00	00:00:00	$20.50		$0.00	$20.50
	Call Center Debit	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 20:43:17	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 13:06:30	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

Debit Activity
Site: Newport DOC
Inmate_ID = ALL First_Name = ALL Middle_Name = ALL Last_Name = ALL Start_Time = 01/26/2011 00:00 End_Time = 02/03/2011 23:59

Inmate ID	Last Name	First Name	Middle Name	Debit Account Number	Number Called	Total Duration	Total Debits	Number of Calls
	SUMMA	GINA	STEPHANY	5359	1-603-273-5055	00:00:00	0.00	6
					1-603-296-5024	01:07:21	8.20	9
					1-617-366-0337	00:21:50	3.45	3
					1-617-923-6048	00:02:06	0.45	1
					1-781-816-0229	00:00:00	0.00	1
Subtotal							12.10	20
	STEPHENSON	JASON	JOSHUA	9440	1-603-623-7145	00:00:00	0.00	1
Subtotal							0.00	1
	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
	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
					1-603-797-0677	00:00:00	0.00	2
Subtotal							9.45	23
	PERKINS	LONNIE	ALLEN	968352	1-603-742-9046	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
	WATSON	TAHRON	A	968757	1-561-951-4603	00:00:00	0.00	1
					1-603-289-7767	01:50:09	17.55	25
					1-603-554-7333	00:00:00	0.00	1
					1-603-674-7753	00:19:13	3.00	1
Subtotal							17.55	27

Debit Transaction Report

Debit Transaction Report
Site: New port DOC
Start_Time = 02/03/2011 00:00 End_Time = 02/03/2011 23:59 Inmate_ID = ALL

ICSolutions — INMATE CALLING

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=72.71.240.145); credit_card
	LAROMBARD, JAMES	2011-02-02 17:33	70.00	Call Center Debit	hqdata	PMT 3379805; agent: credit_card
	AMBROSE, SHAWN	2011-02-02 15:18	30.00	Call Center Debit	hqdata	PMT 3378437; 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=96.61.88.135); 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 3379403; online(TERM=75.194.95.98); credit_card
	DOMMICK, 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

Frequently Used Pans Summary
Site: Newport DOC
Min_PAN_Count = ALL

ICSolutions — INMATE CALLING

Phone Num	Called Party	Num Instances	Num Sites
603-224-1236		911	5
603-669-7888		450	4
603-357-4891		383	5
603-778-0526		362	3
603-524-1831		263	4
603-224-1236		252	5
603-598-4986		251	4
603-224-4220		235	5
603-749-5540		201	3
603-228-9218		169	3
603-353-4440		142	3
603-669-7888		138	4
207-775-4321		131	3
603-444-1185		121	3
603-225-5240		103	3
603-225-7700		99	3
603-778-0526		94	4
603-644-4607		92	3
603-436-8242		77	3
603-224-3500		76	3
603-357-4891		74	5
603-598-4986		67	4
603-644-5813		66	4
603-524-1831		64	4

Frequently Used PANs Detail Report

IC Solutions
INMATE CALLING

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

IC Solutions ALL
INMATE CALLING

Frequently Called Numbers Report
Site: Newport DOC
Start_Time = 01/02/2011 00:00 End_Time = 02/02/2011 23:59 Choose_Threshold_Basis = Calls Threshold =

Site Name	Phone Number	Name	Number of Calls	Minutes
	1-603-216-4086		843	
	1-802-281-2447		696	
	1-978-995-1925		692	
	1-603-262-0096		570	
	1-207-899-5632		556	
	1-603-300-1284		511	
	1-603-393-4660		476	
	1-603-558-1688		474	
	1-603-219-8273		464	
	1-603-321-7042		399	
	1-603-717-8584		394	
	1-603-235-4855		393	
	1-603-232-0553		391	
	1-207-699-8195		386	
	1-978-328-2207		383	
	1-603-275-5210		381	
	1-603-892-0831		379	
	1-603-581-6706		377	
	1-603-677-6755		371	
	1-603-831-6062		363	
	1-603-447-4347		361	
	1-603-491-2405		358	

Global Number Report

icSolutions — INMATE CALLING

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	jcoleman
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
03-513-5848		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
03-529-8044		GRIFFITHS, SETH				All			60				09-06-04 11:25	enf
03-536-9752		MCWILLIAMS, BARBARA				All			60				09-06-04 11:25	enf
03-556-7892		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, MICHAEL L				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

icSolutions — INMATE CALLING

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
1-530-669-7999		MARC NORTON LAW OFFICE	NO	YES	YES	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:08	mhas
1-603-219-3115			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 12:44	cp
1-603-232-4294			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 19:10	cp
1-603-261-1073			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110126 21:10	cp
1-603-326-3192			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110128 14:04	srichards
1-603-348-1187			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110202 14:07	cp
1-603-377-0106		TRIPPETT, NICOLE	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 21:31	cp
1-603-528-4968		MOSS, LARRY	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110124 10:13	mglove
1-603-540-9095			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110121 18:14	cp
1-603-543-7415			NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110120 17:46	srichards
1-603-636-1980		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:51	mhas
1-603-674-5183			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 15:02	cp
1-603-783-6555		SMITH, SABRINA	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110117 09:54	srichards
1-603-809-3463			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110122 20:08	cp
1-603-820-1286		MEAGAN SHERWIN	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110201 07:34	mhas
1-603-820-1286		MEAGAN SHERWIN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110125 08:57	mhas
1-603-826-0218		Carol Daignault & Thomas	NO	NO	NO	All	NO	NO	Dflt	NO	NO	NO	UPD	110125 11:17	pelask
1-603-991-0442		DAWN	YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110201 08:50	mhas
1-603-998-0361			YES	NO	NO	All	NO	NO	Dflt	NO	NO	NO	INS	110120 21:41	cp

Inmate Alerts Report

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	603-225-5240 not allowed to call attn.		dhanm@nmn.state.nm
		SCHILLINGER	GREG	CARL	YES	mi-ke -she-chan		
		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

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		
		1-423-253-3613	DENNIS MURPHY	FRIEND	NO		
		1-423-253-3827	CHER HOPKEY	MOM	NO		
		1-802-485-6712	NANCEY HARRINGTON		NO		
	TURGE PAUL	1-978-563-1784	RONALS TURGEON	SON	NO		
		1-603-772-2330	JOHN FULLER	BROTHER	NO		
		1-207-704-0140	KAREN CHAVEZ	FIANCE	NO		
		1-603-387-3852	CINDY SULDESKI		NO		
	KENON JAMES	1-802-295-3570	IRIS	GRANDMA	NO		
		1-802-295-9683	BILL	FRIEND	NO		
		1-802-295-5569	BEVERLY	MOM	NO		
		1-603-875-4571	CAROL	FRIEND	NO		
		1-978-420-8627			NO		
		1-802-356-2776			NO		
		1-802-763-8218	PHIL	FRIEND	NO		
		1-802-436-1188	JOAN	AUNT	NO		
		1-802-296-7407	FRAN	FRIEND	NO		
		1-802-457-2360	RODNEY	DAD	NO		
		1-802-356-0682	RODNEY	FRIEND	NO		
		1-802-296-2192	PAT	FRIEND	NO		
		1-978-388-1957			NO		

Inmate Status Report

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
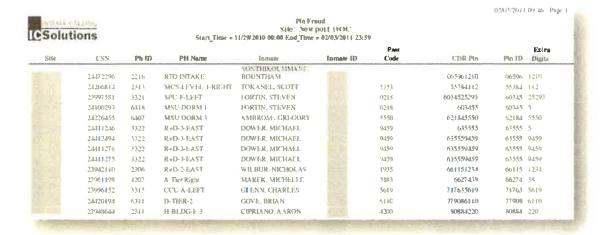
Inmate ID	Passcode	Name	Site	Location	Status	No. PANs	Notes
	6971	INTERNAL, DO NOT DELETE			Allow	0	
	3115	BARRETT, JAMES			Inactive	1	
				R and D 1 WEST 07			
	3866	WENDELL, MARK		07B	Inactive	2	
	4008	NEWTON, JASON			Inactive	1	
	2849	RANDALL, WILLIAM			Inactive	1	
	9995	PARENT, MICHAEL			Inactive	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	1	
	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	
				DORMS (AB) A			
	9910	PATTEN, JOHN HENRY		DORM 17 17B	Allow	4	

Number Alerts Report

Phone Number Alerts
Site: Newport DOC

Site Name	Phone Number	Name	Alert	Monitor	Pager	E-Mail
All Sites	1-603-290-8448	Brent Warren HILARY	YES	60-3-2-71-0819		
All Sites	1-603-326-3058	PLOURDE	YES	60-3-3-26-3058		
All Sites	1-603-393-2651		YES			
		OCONNELL,				
All Sites	1-603-524-0809	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			

PIN Fraud Report

ICSolutions — INMATE CALLING

Pin Fraud
Site: Newport DOC
Start_Time = 11/29/2010 00:00 End_Time = 02/03/2011 23:59

Site	CSN	Ph ID	PIN Name	Inmate	Inmate ID	Pass Code	CDR Pin	Pin ID	Extra Digits
	24472296	2216	R7D INTAKE	SONTHIKOUMMANE BOUNTHAM			065961210	06596	1210
	24266814	2413	MCS-LEVEL-1-RIGHT	TOKANEL, SCOTT		5353	55384112	55384	112
	23997581	3321	SPC-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
	23942410	2306	R+D-2-EAST	WILBUR, NICHOLAS		1935	6611512.34	66115	1234
	23961198	4207	A Tier Right	MAREK, MICHELLE		3883	66274.38	66274	38
	23996152	3313	CCU-A-LEFT	GLENN, CHARLES		5619	717635619	71763	5619
	24420194	6331	D-TIER-2	GOVE, BRIAN		6110	779086110	77908	6110
	23948644	2341	H-BLDG-1-3	CIPRIANO, AARON		4200	80884220	80884	220

Prepaid Summary Report

Prepaid Summary
A bill-like summary of a prepaid account

Prepaid Summary

Phone Number 2606020016   _Numbers Only_

Start Date 01/01/2007

End Date 02/08/2011

Output PDF

☐ Show zero values

[Generate]

ICSolutions — Advanced Technology

Inmate PAN List
ICS Confidential

[First Name] [Last Name]
[Address]
[City], [State] [Zip]
1-260-602-0016

Prepaid Account Statement for the period: 03/01/2008 - 02/08/2011

Date / Time	Type	Duration	Amount	Balance
2010-09-28 16:44	Adjustment		($0.55)	$9.00
2010-09-28 16:42	Adjustment		$0.05	$9.55
2010-09-28 16:02	Account Refund		($2.50)	$9.50
2010-09-28 16:01	Adjustment		$2.00	$12.00
2010-09-28 15:58	Adjustment		($0.50)	$10.00
2010-09-28 14:51	Adjustment		$1.50	$10.50
2010-09-28 14:50	Adjustment		($1.00)	$9.00
2010-09-23 09:16	Adjustment		($4.00)	$10.00
2010-08-30 08:29	Account setup		$14.00	$14.00
2009-01-20 15:27	Funds Transfer		($21.28)	$0.00
2009-01-20 15:26	Adjustment		$6.28	$21.28
2009-01-14 17:15	Cash		$15.00	$15.00
2008-12-02 17:13	Admin Fee		($6.28)	$0.00
2008-03-26 20:19	Call	00:14:47	($4.72)	$6.28
2008-03-25 20:52	Call	00:14:39	($4.72)	$11.00
2008-03-18 20:36	Call	00:15:02	($4.72)	$15.72

Recording Access Report

User Name	CSN	Inmate ID	Inmate Name	Called Number	Listen Date
bphilbin	24402404		MARCEAU, MARK	1-603-455-2156	2011-01-26 17:09
cwilliams	23940738				2010-12-17 13:36
cwilliams	23940767		WOODARD, THOMAS	1-802-342-9817	2010-12-17 13:39
cwilliams	24012325				2010-12-23 16:57
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:01
cwilliams	24075679		COFFEY, MICHAEL	1-978-834-6003	2010-12-28 11:02
cwilliams	24091061		ARABIA, MARK	1-603-509-7175	2010-12-29 16:53
dhammer	23932119		GILPATRICK, KELLY	1-603-860-7486	2010-12-16 16:57
dhammer	23932215		MATHESON, STEPHANIE	1-617-849-0014	2010-12-16 16:57
dhammer	24193518		DECKER, MATTHEW	1-603-466-7839	2011-01-07 11:53
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:13
dhammer	24391362		BEAUDRY, SHAUN	1-978-328-2207	2011-01-25 17:27
jcarradine	23890030		COOPER, SHAUN	1-603-432-5840	2010-12-13 09:34
lcoleman	24076544		EDGERLY, STEPHEN	1-207-477-4007	2010-12-28 16:43
lsteger	23895458		CRAWFORD, BRIAN	1-603-818-2831	2010-12-13 12:14
lsteger	23928969		JOHNSON, JERAMIE	1-603-581-8286	2010-12-16 12:45
lsteger	23928976		ANDERSON, ANGUS	1-603-419-9375	2010-12-16 12:45
lsteger	23928999		VANDERHORST, LINC		2010-12-16 12:47
mhashem	23924108		SLOCUM, WILLIAM	1-706-647-9464	2010-12-16 09:40
mhashem	23961184		THIBEAULT, JOHN	1-207-273-2479	2010-12-21 09:55
mhashem	24159435		CORREAU, KAYLA	1-603-723-2654	2011-01-04 13:59
mhashem	24169711		DIONNE, JOSHUA	1-603-617-0840	2011-01-05 11:04
mhashem	24169740		GEEHAN, RANDALL	1-352-464-5692	2011-01-05 11:06
mhashem	24169741		DIONNE, JOSHUA	1-603-380-6976	2011-01-05 11:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:05
mhashem	24333744		CARRIER, THOMAS	1-603-332-6489	2011-01-20 10:11
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:13
pzelaskows	23978976		HAVENS, DALE	1-207-273-2479	2010-12-21 10:16
pzelaskows	23979002		HAVENS, DALE	1-207-273-2479	2010-12-21 10:12
rzaragoza	24385141		FLAGG, ROBERT	1-603-361-5293	2011-01-24 22:12

Revenue Report

INMATE CALLING
ICSolutions

Revenue Report
Site: Seaport
Start_Time = 2011-02-01 End = 2011-03-01 00:00:00

Charge Type	Tariff Type	Calls	Talk Secs	Billed Mins	Revenue	Percent
Collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1962	33	5.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1962	33	5.70	45.2
Prepaid collect	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	4	1590	28	4.20	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		4	1590	28	4.20	33.3
Debit	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	2	1013	18	2.70	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		2	1013	18	2.70	21.4
Debit card	Local	0	0	0	0.00	
	Intra Cell	0	0	0	0.00	
	Intra LATA	0	0	0	0.00	
	Intrastate	0	0	0	0.00	
	Interstate	0	0	0	0.00	
	Canadian	0	0	0	0.00	
	Caribbean	0	0	0	0.00	
	International	0	0	0	0.00	
Subtotal		0	0	0	0.00	0.0
Total		8	4565	79	12.60	100.0

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

02/02/2011 18:09 - Page 1

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

02/02/2011 17:38 - Page 1

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

Station Group Report

IC Solutions
INMATE CALLING

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

IC Solutions
INMATE CALLING

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 15:13	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

Trunk Usage Report

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

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

Payphone *Sample Reports*

Payphone Call Detail Reports

Ani	Destination	Call Date	Duration	Price	Call Type
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	9183299596	12/1/2013	-	0.00	30
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.00	1
6032242248	3200728	12/1/2013	-	0.25	1
6032242248	18004199434	12/1/2013	11	0.00	104
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	3697031	12/1/2013	-	0.00	0
6032242346	9987416	12/1/2013	282	0.25	1
6032242346	8481868	12/1/2013	188	0.25	0
6032242346	7983208	12/1/2013	76	0.25	0
6032242346	8282545	12/1/2013	5	0.25	1
6032242346	4284400	12/1/2013	4	0.25	1

Payphone Telephone Commission Summary

ANI	Amount
Client County **Client Address** **Client City, State** **Pay Telephone Commissions** **December 22, 2013 through January 21, 2014**	
ANI	**Amount**
6039299936	$2.75
6039641440	$6.20
6039299936	$2.75
6039641371	$6.20
Phone Usage	**$17.90**
Commission Due @ 20%	**$3.58**

Payphone Telephone Revenue Detail

Facility Name	Ani	Destination	Call Date	Price
Client County				
Client Address				
Client City, State				
Pay Telephone Commissions				
December 22, 2013 through January 21, 2014				
Facility1	6039299936	19146101812	12/29/2013	$0.25
Facility1	6039299936	18005696972	12/30/2013	$0.00
Facility1	6039299936	4220858	12/31/2013	$0.00
Facility1	6039299936	4220858	12/31/2013	$0.25
Facility1	6039299936	15185229940	1/4/2014	$0.25
Facility1	6039299936	12075966346	1/5/2014	$0.25
Facility1	6039299936	16036178260	1/8/2014	$0.25
Facility1	6039299936	16033568282	1/15/2014	$0.25
Facility1	6039299936	16033568282	1/15/2014	$0.00
Facility1	6039299936	18888638768	1/17/2014	$0.00
SubTotal				**$1.50**
Facility1	6039641447	16173256282	12/24/2013	$0.45
Facility1	6039641447	19782581816	12/25/2013	$0.00
Facility1	6039641447	19788071998	12/31/2013	$0.25
Facility1	6039641447	19788071998	1/7/2014	$0.25
Facility1	6039641447	19788071998	1/8/2014	$0.25
Facility1	6039641447	19788071998	1/8/2014	$0.00
Facility1	6039641447	19788071998	1/8/2014	$0.25
Facility1	6039641447	0	1/11/2014	$0.00
Facility1	6039641447	16178077021	1/11/2014	$0.00
Facility1	6039641447	12072510066	1/13/2014	$0.25
Facility1	6039641447	12072510066	1/13/2014	$0.00
Facility1	6039641447	19788071998	1/14/2014	$0.00
Facility1	6039641447	16036524522	1/14/2014	$0.00
Facility1	6039641447	18662284031	1/14/2014	$0.00
Facility1	6039641447	18662284031	1/14/2014	$0.00
Facility1	6039641447	0	1/14/2014	$0.00
Facility1	6039641447	16524522	1/14/2014	$0.00
Facility1	6039641447	6524522	1/14/2014	$0.00
Facility1	6039641447	9446755	1/16/2014	$0.25
Facility1	6039641447	9446755	1/16/2014	$0.25
Facility1	6039641447	9446755	1/16/2014	$0.25
SubTotal				**$2.45**
Grand Total				**$3.95**

ICSolutions® *Sample Commission Report*

ICSolutions
Advanced Technology

Client ID: 9999 - XYZ Department of Corrections
Facility: XYC Main Jail
123 Any Street
Anytown, CA 9999
Attention: Accounting Department

Tariff Type	Call Type	# of Calls	# of Minutes	Gross Revenue	%	Commission Earned
Local	Collect	227	1,938	$ 1,168.25	50%	$ 584.13
	PrePaid	80	966	$ 438.50	50%	$ 219.25
	Debit	132	1,263	$ 692.80	50%	$ 346.40
Total Local		439	4,167	$ 2,299.55		$ 803.38
IntraLATA	Collect	1,637	16,257	$ 12,385.35	50%	$ 6,192.68
	PrePaid	473	5,157	$ 3,725.45	50%	$ 1,862.73
	Debit	365	3,867	$ 2,837.55	50%	$ 1,418.78
Total IntraLATA		2,475	25,281	$ 18,948.35		$ 9,474.18
Intrastate	Collect	232	2,125	$ 2,452.34	50%	$ 1,226.17
	PrePaid	41	445	$ 477.97	50%	$ 238.99
	Debit	82	771	$ 874.52	50%	$ 437.26
Total Intrastate		355	3,341	$ 3,804.83		$ 1,465.16
Interstate	Collect	905	8,348	$ 12,284.76	50%	$ 6,142.38
	PrePaid	565	6,245	$ 8,508.23	50%	$ 4,254.12
	Debit	238	2,342	$ 3,327.18	50%	$ 1,663.59
Total Interstate		1,708	16,935	$ 24,120.17		$ 10,396.50
Intl. & Canada	Debit	66	494	$ 782.99	50%	$ 391.50
Total Collect		3,001	28,668	$ 28,290.70	50%	$ 14,145.35
Total PrePaid		1,159	12,813	$ 13,150.15	50%	$ 6,575.08
Total Debit		883	8,738	$ 8,515.04	50%	$ 4,257.52
Grand Total			50,218	$ 49,955.89		$ 24,977.95

F. Baseline Implementation Plan for Harrison County, MS

ICSolutions' professionally trained project team will coordinate the transition from the current vendor to ensure **minimal impact on facility operations and phone system revenue**. ICSolutions commits to providing the County with a seamless transition of service from your current vendor to our centralized ENFORCER® platform, and exceptional support following installation.

The ICSolutions' Operations Team will work together with the ICSolutions' Account Manager, Doug Bundy, to coordinate every aspect of the transition of service. Your Project Manager will conduct bi-weekly status meetings to monitor and track the overall project progress. **A more detailed Implementation Schedule and Gantt chart has been included directly following this section** and includes all major tasks that will be required to complete the installation efficiently and without interruption of phone service.

The major milestones of the County implementation are as follows:

Item	Task	Duration
Pre-Implementation		
1	Review Contract/RFP Requirements	1 day
2	Conduct Pre-Installation Site Survey	1 day
3	Installation Plan Review with County	1 day
4	Coordinate Equipment Removal	1 day
Equipment and Network Provisioning		
5	Order System Hardware	1 day
6	Order Network Services	1 day
Data Exchange Interface Development		
7	Review Current Specification & Format	3 days
8	Develop Interface, QA and Test	7 days
Equipment Build/Test/Ship		
9	Configure Centralized System in Data Center	2 days
10	Configure Network IAD, QA Test and Burn In	3 days
11	Prep Equipment for Shipping, Deploy	2 days
Existing Data Conversion		
12	Request Data from Current Vendor	0 days
13	Review Current Vendor Data	3 days
Site Installation		
14	Verify/Test Network Circuits	1 day
15	Facility Install	4 days
15.1	Equipment Set Up and Powered	1 day
15.2	Phone Swap	2 days

15.3	Execute Test Plan	1 day
16	**Workstation Setup and Administrative Software Installed**	**1 day**
17	**Verify Inmate ID Data Flow is Accurate**	**1 day**
18	**Cutover**	**2 days**
18.1	ID Phone Ports	1 day
18.2	Monitor for Problems	2 days
Training		
19	**Coordinate Training Schedule with Facility**	**3 days**
20	**Provide Training with Training Guides and Materials**	**2 days**
After Action Reporting		
21	**Meet with County to Review Implementation**	**1 day**

We have provided the County with a more detailed description of these implementation tasks below:

1. Review Contract/RFP Requirements – ICSolutions Project Team will sit down with the County 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, ICSolutions and the County will also go over any enhanced products or services that the County wishes to implement.

2. Conduct Pre-Installation Site Survey – Immediately following contract award, ICSolutions will meet with the County to schedule the Pre-Installation Site Survey. During the site survey, 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 the County would like it to appear on Call Detail Reports, privileges the County would like each user to have access to, etc.).

3. Installation Plan Review with the County – During the Installation Plan Review, ICSolutions will go over all project milestones and the timeline with the County. ICSolutions will also ensure that the County has received identification for the project team so that the County can run any required background checks. At this time, ICSolutions will also consult with your IT staff to choose an appropriate vLAN and firewall solution to network the County's existing workstations to The ENFORCER® network.

4. Coordinate Equipment Removal with your current vendor – ICSolutions will work with the County's existing provider to schedule the removal of all existing equipment to ensure minimal downtime of the County's inmate telephone system.

5. Order System Hardware – All call processing and recording equipment is built and assembled at our corporate headquarters in San Antonio, Texas.

6. Order Network Services – For each supported facility, ICSolutions will obtain 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.

7. Review Current Specification and Format – During this phase, ICSolutions will work with the County and your other vendors to review their data format, and define what will be necessary to create a seamless integration. In just the last 2 years alone we have implemented hundreds of real-time Web service integrations, as well as batch process data exchange protocols utilizing SOAP, FTP, SFTP, XML, and CSV, with inmate commissary, banking / trust account systems, JMS and/or VINE systems for many of our clients. These integrations allow us to eliminate paperwork, increase calling and commission revenues, and improve service for our client facilities.

8. Develop Interface, QA and Test – ICSolutions will develop all required interfaces with the County and your other vendors. Prior to actually deploying integration, we perform a robust series of tests to ensure accuracy of all data transferred.

9. Configure Centralized System in Data Center – During this phase, will create a database, configure and QA all software required for the County's new centralized platform.

10. Configure Network IAD, QA Test and Burn In – ICSolutions will set up an IP address on the Adtran 924, teach it how to connect to our centralized ENFORCER®, and test.

11. Prep Equipment for Shipping, Deploy – At this point, ICSolutions will ship all equipment that will be installed onsite to the facility.

12. Request Data from Current Vendor - We will request sample files from the existing vendor in preparation for porting the facility's current inmate and call data into The ENFORCER®.

13. Review Current Vendor Data – ICSolutions will review the current vendor's data and the format in which it was received.

14. Verify/Test Network Circuits – As soon as your LEC has installed new network circuits, ICSolutions will conduct tests to ensure full functionality.

15. Facility Install – The following steps outline the tasks and processes that will occur onsite prior to the cutover.

15.1 Equipment Set Up and Powered – ICSolutions will install all the necessary equipment in the phone room. The onsite phone room equipment will consist of Adtran IP Gateways and Uninterruptable Power Supply (UPS) units. This equipment will be installed in a standard 19" Equipment Rack. The facility will benefit from less equipment installed onsite and less maintenance requirements, reduced energy consumption, and a very small footprint for the onsite equipment.

15.2 Phone Swap – The ICSolutions onsite team will replace your old phones for new models and complete any final wiring.

15.3 Execute Test Plan – The pre-cutover Test Plan is detailed to ensure that the entire system is deployed and performs exactly as requested by the County. The testing procedures extend to all systems, telephones, software, and peripheral hardware. We have included more detailed information on our Sample Test Plan and testing procedures later on in this document.

16. Workstation Setup and Administrative Software Installed – ICSolutions will set up any workstations required by the County. However, since The ENFORCER® is operated through an easy-to-use browser-based GUI (Graphical User Interface), anyone with a password and log-in ID granted by Harrison County administrators can access the system from any computer running a modern browser as if they were opening a website.

17. Verify Inmate ID Flow is Accurate – Will verify that all information received from the County's JMS, including inmate ID information, is correct.

18. Cutover – Since most of the implementation, configuration, and testing processes are completed before the actual onsite implementation, cutover to The ENFORCER® system occurs quickly and seamlessly. The following two steps are involved in the cutover process.

18.1 ID Phone Ports – ICSolutions will ID all phone ports.

18.2 Monitor for Problems – Directly following cutover, ICSolutions will closely monitor the County's new system for any issues or problems that may arise. ICSolutions will also monitor 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.

19. Coordinate Training Schedule with the Facility – ICSolutions will work with the County to set up training for all levels of user groups. ICSolutions understands that different user groups will sometimes have different training needs. As such, multiple classes will be scheduled, customized to fit the participants.

20. Provide Training with Training Guides and Materials - ICSolutions will provide a customized hands-on training curriculum for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in 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 County 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.

21. Meet with County to Review Implementation – ICSolutions strives to achieve 100% customer satisfaction. Immediately following completion of the installation, ICSolutions Project Team will meet with the County to review the Implementation process and discuss adherence to timeline, overall satisfaction, any questions the County may have, etc.

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 Jail representative to ensure that the entire system is deployed and performs exactly as requested by the County. 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:

1. **External system interfaces**
   a. Interface protocol
   b. Access and security
   c. Error logging

2. **Data Exchange**
   a. Data format
   b. File exchange\transfer timelines
   c. Error logging

3. **Database Integrity**
   a. Inmate Table
      i) Inmate ID
      ii) Inmate full name
      iii) Inmate PIN (if applicable)
      iv) Inmate housing location
      v) Inmate Status
      vi) Inmate PAN list (if applicable)

   b. Global Number Table
      i) Block List
      ii) Attorney List
      iii) Privileged List
      iv) Free numbers
      v) TDD Access numbers
      vi) PREA Hotline

   c. Inmate Station Table
      i) Station port labeling – Confirm accuracy
      ii) Station Grouping
      iii) Station Class-of-Service designation
      iv) Station On-Off times
      v) TDD Access numbers

d. Rates & Dialing Table
- i) Surcharge & Per Minute entries by Tariff Type
- ii) Local number listing
- iii) Dialing rules by Tariff type
- iv) Dialing rule override (if any)
- v) Carrier access protocol

4. System Access
- a. User Role privileges
- b. User role assignments
- c. User name & passwords

5. Facility workstation(s)
- a. Access to The ENFORCER® system
- b. Ability to monitor live recordings from both workstation and Facility Network if applicable.
- c. Test all alert methods to ensure proper working order for inmate and phone to designated investigation units.
- d. Ability to download and burn recordings using the following formats.
    - i) Wav
    - ii) MP3
    - iii) Speex
- e. Configured to use either the ICS player or default player for playback.
- f. Run and test reports for accuracy of information

Sample Installation Checklist

Below is a sample Testing and Acceptance Checklist:

Hardware		
Tests and Checks Performed	**INITIALS**	**DATE**
Check - Rack fully assembled.		
Check - 110/66 Blocks labeled and covered.		
Check - UPS is fully charged and operational. (plugged in)		
Check - Adtran 3200 and Juniper 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 Juniper 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 CD's		
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		

Facility Staff Training Plan

Training Outline & Objectives

ICSolutions' goal is to familiarize Harrison County 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' needs. The ENFORCER® is an intuitive, point-and-click system that requires no special codes, commands or advanced computer knowledge to learn and use. The user-friendly nature of The ENFORCER® system makes it easy to understand and minimizes staff training time.

ICSolutions will provide a **customized hands-on training curriculum** for each facility served. Classes will be scheduled to fit the County's preferences and the schedules of the personnel involved in 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 preferred by the County.

- 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**.

- ICSolutions recommends follow-up training 30 to 90 days after the initial training, to answer more detailed questions your staff may raise after having used their new calling system for several weeks.

- Training is typically divided into three types of sessions: **Standard User**, **Investigator**, and **System Administrator (Super User)**. Training length varies based upon user type and number of trainees, but most training sessions are roughly **one hour** long.

- The ideal training session has no more than **15 trainees per 1 trainer**; however, ICSolutions has successfully accommodated sessions with 60+ trainees where requested by the client. For System Administrator training, we recommend one-on-one training whenever possible.

- 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.

- 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. Documentation (User Manual, Quick Reference Guide, and a supplementary User Manual for the media player) is provided online as part of The ENFORCER® system. This online documentation, as well as Release Notes, are updated and published to all facilities every time The ENFORCER® system is updated or enhanced.

- ICSolutions typically provides initial training in live sessions at the client's facilities. Follow-up training can be delivered live, but we also offer web-based training via WebEx.

- Initial and all follow-up training will be conducted by **Ms. Latisha Steger,** our Director of Sales Engineering and National Trainer. She will also be assisted by Mr. Doug Bundy, your Account Manager and primary point of contact for this contract. ICSolutions is able to **accommodate your requests for training with very little notice**.

- All training is provided **at no cost to the facility.**

Training Curriculum

Standard curriculum for training will include the following. This is a typical training agenda which will be customized to fit each installation based on the facility's needs:

A.   Day-to-Day System Administration
- Logging In, locally remotely, to one site, multiple sites etc.
- User Access Control Settings: Roles, permissions etc.
- Call Process Flow & Control settings
- Call Record Search
- Blocked Number Administration
- Inmate Account Editor
  - Create a new account
  - ANI Advanced Privileges and Inmate-specific controls
  - Entering PANs, Inmate-specific blocks & exceptions
  - Alerts on Inmate Accounts
  - Disable Account
  - Search for Inmate Account
  - Print Account Information
  - Account suspension/reinstatement
- Debit Account Administration
- Interface functionality (if applicable)

Onsite Training

B.   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

C.   Automated Calling Process Overview
- Placing a Call
- Collect Call Process
- Debit Call Process
- PrePaid Collect Process

Online Training

D. **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

E. **Training and User Reference Tools**
- Quick Reference Guide
- User Guide
- Report Synopsis
- Inmate Information Pamphlet in English & Spanish
- Support Center

F. **ICSolutions' and Support Team Contact Information**

Inmate and Call Recipient Training Plan

ICSolutions offers several solutions to ensure the telephone users also have a transparent transition to the new system. First, we coordinate with the facility approximately three weeks before cutover, arranging for ICSolutions personnel to hang up educational posters in inmate housing areas (if allowed) and lobbies, as well as to distribute brochures in the lobby. Posters identify the upcoming transition date, calling rates, and ICSolutions' name and toll-free customer service number for friends and family to set up prepaid accounts. Also prior to cutover, we activate prepaid account functionality so that friends and family can set up their accounts ahead of time. Any and all signage and brochures will be approved by the Facility before distribution.

We can also provide written instructions on the phones, and we use clear and simple call prompts to guide inmates through the calling process. Call recipients whose phones cannot accept collect calls, are given a free call followed by an automatic transfer to a live agent to explain calling options and help with account setup.

Maintenance and Support Plan

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

Complete Service at no cost to the County

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

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 **within 20 seconds**. Each call is handled with care following these basic steps:

24/7/365 Live Support Center

OPEN TICKET & GATHER INFORMATION
Information is gathered from the reporting party, a Ticket is opened in our ticket-tracking software Mantis, and the ticket number is provided to the facility.

ASSIGN TECHNICIAN
Ticket is assigned to designated certified technician.

ANALYSIS & REMOTE DIAGNOSTICS
Technician performs remote diagnostic tests to find the problem. If remote resolution is possible, repairs are completed and tested.

DISPATCH IF NEEDED
If the problem requires on-site technical support, the primary on-call technician is dispatched to the facility and the trouble ticket is upgraded to a Level 3 priority.

SITE ANALYSIS & REPAIR
Upon arrival at the facility, the technician will perform tests and provide status updates to Tech Services personnel and complete any needed repairs, such as replacing defective components.

TESTING & VERIFICATION
Following replacement of the defective component, a series of on-site and remote diagnostic testing will be conducted to confirm the system is fully functional.

UPDATE FACILITY & CLOSE TICKET
Following a successful test, the on-site technician will close the trouble ticket with Tech Services and inform the facility representative of the closed ticket status.

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

Mantis Trouble Ticketing

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data by Technical Services, which automatically updates the facility on repair progress via email or fax. Anytime a service event occurs, or action is taken on the event, the trouble ticket is automatically updated with a status event change.

Easy, real-time, online Trouble Ticket Tracking With Mantis

Technicians can also manually log comments or action taken for service events. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed remotely by authorized facility personnel via our web-based tracking tools. Facility personnel may print reports from Mantis at any time that show any time a trouble ticket was opened, which would include scenarios such as telephone repairs, inmate telephone system trouble tickets system reboots, system upgrades.

Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review. Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below. In all cases, TSC personnel will update the ticket and contact the appropriate facility personnel via phone or email whenever the ticket is updated.

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 County.

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**

Due to the sophisticated nature of The ENFORCER® system, 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.

Always-on Remote Monitoring, Diagnosis & Repair

Escalation Plan

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

Escalation Level	Escalation Contact	Additional Notification
Initial Report	**Help Desk Technician** Open Ticket & Gather Information Toll free: 866-228-4031 Email: icssupport@icsolutions.com	None
Level One	**Latoya Coleman** Technical Support Manager Direct 210-477-7357 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	**George Langdin** Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@icsolutions.com
Level Three	**Brian Dietert** Director of Operations Direct: 210-477-7340 Cell. 832-561-8010 email: bdietert@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4029 Fax. 210-693-1016 dbundy@icsolutions.com
Level Four	**Brendan Philbin** Vice President Product Development Direct: 210 581 8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@icsolutions.com
Level Five	**Tim McAteer** President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4029 Fax: 210-693-1016 dbundy@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 Technology 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 Technology 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 Technology level. The VP Technology will receive status updates daily.

Local Field Service Technicians

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration. The County 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.

LOCAL Repair Technicians & Spare Parts Storage= FAST RESPONSE

All field service technician employees undergo a **40-hour system and network training certification** based in San Antonio, TX. The training includes but is not limited to administrative interface, system software, preventative maintenance, wiring, and telephone installation.

Regular Account Reviews

Mr. Doug Bundy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Bundy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

Proposed Staffing Plan

ICSolutions' excellent customer service begins from the date of contract award through the life of the contract. Our service package offers the County our knowledgeable Installation Team, whose expertise will ensure a seamless transition to our centralized ENFORCER®; our 24 x 7 x 365 Technical Services Center, who will answer your call in 20 seconds or less if you have a question or if an issue arises; and **your Account Manager, Doug Bundy**, who will work with you for the life of the contract to ensure that all of your needs are met.

ICSolutions has more than 120 employees dedicated to the development, installation, maintenance, and service of The ENFORCER® inmate telephone system. The professional team involved in the aforementioned duties and ongoing management of service for Harrison County comprises the following experienced ICSolutions personnel for our Client Services, Installations & Operations (Technical Support), and Technology Development teams, including your Project Manager. Full résumés for these key personnel have also been included in **Exhibit G**.

Client Services

Mike Kennedy, Vice President of Sales & Marketing
2200 Danbury Street
San Antonio, TX 78217
251-533-0046

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

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

Doug Bundy, Account Manager
5300 Fulton Industrial Blvd. - Suite D
Atlanta, GA 30336
210-572-9551

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

Qualifications

Doug has nearly 30 years' experience in the sales, marketing and operations management processes in the telecommunications industry, with a focus on the inmate telephone services industry since 1998. He is experienced in the account management, system design, installation and maintenance processes of inmate phone systems for County Governments and State Corrections agencies. He has worked directly with multiple State Department of Corrections, many large County Jail operations, and numerous other County inmate facilities.

Sylvia Castillo, Client Services Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7381

Responsibilities

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

Qualifications

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

Latisha Steger, Director of Sales Engineering

2200 Danbury Street
San Antonio, TX 78217
210-572-9556

Responsibilities

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

Qualifications

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

Don Newsome, Corporate Account Manager/Video Visitation Trainer

2200 Danbury Street
San Antonio, TX 78217
850-490-6077

Responsibilities

Don works directly with the facility to provide initial training for The Visitor™ Video Visitation System during installation and ongoing refresher training throughout the life of the contract. Mr. Newsome delivers training face-to-face, over-the-phone, or via WebEx, as the facility prefers.

Qualifications

Mr. Newsome began working with ICSolutions in early 2017, and he has nearly 20 years' experience in the corrections industry. This makes him uniquely familiar with correctional procedures and processes to enhance his ability to optimize training specifically for correctional facilities. Don received a degree from Tallahassee Community College in 1992.

Installations & Operations (Technical Support)

Brian Dietert, Director of Operations

2200 Danbury Street
San Antonio, TX 78217
210-477-7340

Responsibilities

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

Qualifications

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

Geoff Larkin, Project Manager (ITS Installations)

2200 Danbury Street
San Antonio, TX 78217
210-477-7355

Responsibilities

During the implementation, Geoff will be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution.

Qualifications

Mr. Larkin has a well-rounded education with A+ and Net+ certifications, as well as holding a B.A. in Biology and an MBA. Geoff, who joined ICSolutions in 2007, balances this education with in-depth experience, with more than 30 years of IT experience in regulated industries. Geoff has held leadership positions on system conversion and specialized-training teams since 1987. He is an integral part of every installation at ICSolutions – big or small – so he is familiar with the problems that can arise with all types of projects. He has coordinated countless complex projects and is proficient at anticipating facilities will have their own unique circumstances that may affect the timing of the installation if not timely identified and addressed in the installation plan.

Justin Naquin, Regional Field Service Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7342

Responsibilities

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

Qualifications

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

Latoya Coleman, Technical Support Manager

2200 Danbury Street
San Antonio, TX 78217
210-572-9547

Responsibilities

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

Qualifications

Latoya joined ICSolutions in 2009 as a Technical Services Representative, assisting clients with product related concerns, troubleshooting hardware and software issues, and coordinating with field technicians via telephone to change hardware and software configurations. In 2015, Latoya was promoted to Technical Support Manager due to her outstanding performance in issue resolution. Latoya has nearly 10 years of technical support experience, with more than 6 years in the inmate telecommunications industry. Ms. Coleman holds a Bachelor of Science in Computer Science from Jackson State University.

Technology Development

Brendan Philbin, Vice President of Product Development

2200 Danbury Street
San Antonio, TX 78217
210-588-8102

Responsibilities

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

Qualifications

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

Greg Camp, Engineering Manager

2200 Danbury Street
San Antonio, TX 78217
210-477-7327

Responsibilities

Greg directs the Engineering team responsible for designing the software and hardware for The ENFORCER® inmate call processing platform and The Visitor™ Video Visitation & Scheduling Management platform. Greg also serves as a point of contact for escalated software engineering tickets and software support issues.

Qualifications

Greg has been in the telecommunications industry since 1990, with vast experience in planning, developing, and implementing applications to address complex business and technical challenges. Greg has built and led teams in the creation of cutting edge technology in telecommunications. Some examples include customized IVR applications and agent applications for large call centers. Greg joined ICSolutions in 2009 as a Senior Software Engineer and was promoted in 2013 to Senior Software Architect. While at ICSolutions, some of Greg's contributions include acting as a project lead for design, planning, and architecture of The Visitor™ Video Visitation & Scheduling Management platform, as well as developing the current VoIP application used by inmates to place phone calls. Greg graduated in 1993 from Texas Tech University with a Bachelor's degree in Computer Science and a minor in mathematics.

George Langdin, Technical Services Manager (IT Engineering)

2200 Danbury Street
San Antonio, TX 78217
210-477-7320

Responsibilities

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

Qualifications

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

Josh Hatzenbuehler, Video Visitation Product Manager / Lead Engineer

2200 Danbury Street
San Antonio, TX 78217
210-477-7325

Responsibilities

Josh is responsible for all aspects of the Video Visitation software, including managing customer and vendor relationships. He is dedicated solely to supporting our video visitation software, video visitation clients, and escalated video visitation support tickets. In addition, Josh develops the software configuration for customer facilities during the installations and upgrades of video visitation systems. After system installation, Josh is also the first point of escalation for video visitation service tickets, routing and assigning tickets to the video team.

Qualifications

Josh joined ICSolutions in 2013 as a software engineer, focusing on developing flexibility in user customization of ICSolutions' IVR system. He has worked with software systems since 2007, with several years' experience as a lead software engineer on multiple projects. Josh earned his Bachelor of Science in Electrical Engineering from Texas A&M in 2010.

Executive Management Team

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

Tim McAteer, Company President has 20 years' experience in management and administration within the correctional industry, including serving as Vice President and Chief Operating Officer for several commissary support and supply companies.

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

Brendan Philbin, VP of Product Development, has 25 years' experience in all facets of the industry including network infrastructure, billing, fraud control, process design, market strategy, and sales management.

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

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

ID	WBS	Task Name	Duration	Sep 10
				S : S : N
1	**1**	**INMATE TELEPHONE MASTER SCHEDULE**	**30 days**	
2	**1.1**	**IMPLEMENTATION**	**30 days**	
3	1.1.1	Review Contract/RFP Requirements	1 day	
4	1.1.2	Conduct Pre-Installation Site Survey	1 day	
5	1.1.3	Installation Plan Review with County	1 day	
6	1.1.4	Coordinate Equipment Removal With Current Vendor	1 day	
7	**1.1.5**	**EQUIPMENT AND NETWORK PROVISIONING**	**2 days**	
8	1.1.5.1	Order System Hardware	1 day	
9	1.1.5.2	Order Network Services	1 day	
10	1.1.6	**DATA EXCHANGE INTERFACE DEVELOPMENT**	10 days	
11	1.1.6.1	Review Current Specification and Format	3 days	
12	1.1.6.2	Develop Interface, QA and Test	7 days	
13	**1.1.7**	**EQUIPMENT BUILD/TESTING/SHIP**	**7 days**	
14	1.1.7.1	Configure Centralized System in Data Center	2 days	
15	1.1.7.2	Configure Network IAD, QA Test and Burn in	3 days	
16	1.1.7.3	Prep Equipment For Shipping, Deploy	2 days	
17	**1.1.8**	**EXISTING DATA CONVERSION**	**3 days**	
18	1.1.8.1	Request Data From Current Vendor	0 days	
19	1.1.8.2	Review Current Vendor Data	3 days	
20	**1.1.9**	**SITE INSTALLATION**	**5 days**	
21	1.1.9.1	Verify/Test Network Circuits	1 day	
22	**1.1.9.2**	**Facility Install**	**4 days**	
23	1.1.9.2.1	Equipment Setup and Powered	1 day	
24	1.1.9.2.2	Phone Swap	2 days	
25	1.1.9.2.3	Execute Test Plan	1 day	
26	1.1.9.3	Workstation Setup and Administrative Software Installed	1 day	
27	1.1.9.4	Verify Inmate ID Data Flow is Accurate	1 day	
28	**1.1.9.5**	**Cutover**	**2 days**	
29	1.1.9.5.1	ID Phone Ports	1 day	
30	1.1.9.5.2	Monitor for Problems	2 days	
31	**1.1.10**	**TRAINING**	**23 days**	
32	1.1.10.1	Coordinate Training Schedule With Facility	3 days	
33	1.1.10.2	Provide Training with Training Guides and Materials	2 days	
34	**1.1.11**	**AFTER ACTION REPORTING**	**1 day**	
35	1.1.11.1	Meet With Customer To Review Implementation	1 day	

	Sep 17, '17		Sep 24, '17		Oct 1, '17		Oct 8, '17		Oct 15, '17	
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Doug Bundy
Account Manager, Inmate Calling Solutions, LLC

SUMMARY

Sales/Account Manager with 28 years' experience in sales, marketing and operations management in the telecommunications industry with primary expertise in the Inmate Telephone Services market managing a large, multi-million dollar customer base. Experienced in the sales process as well as the design, installation and maintenance of inmate phone systems for State Corrections agencies and large County Governments throughout the Southeast U.S. Extensive familiarity with State and Local government procurement processes and personnel. Demonstrated ability to establish and maintain customer relationships while providing leadership of account team support.

PROFESSIONAL EXPERIENCE

Account Manager, Southeast Region, Inmate Calling Solutions, LLC   October 2014 – present
Manage the sale processes of inmate communication products, payment services and investigative software applications to the corrections industry with a primary focus towards local government entities. Responsible for strategic account planning in targeting new business opportunities and support the Keefe Group customer base in broadening client service applications. Assist in the development of integrated technical proposals for formal government bid processes as well as informal client solicited proposals.

Regional Account Manager, Global Tel Link   June 2005 – July 2013
Managed inmate telephone solution sales/contract compliance processes and customer support teams for a $25M-$30M/year revenue customer base consisting of large county Sheriffs Office's jail facility and state Department of Corrections accounts. Oversee strategic account planning in multiple states and the creation of client specific proposals that included external partner relationships for ancillary product offerings. Required operational and technical needs assessment in developing strategic approach for crafting responses to public sector managed RFP processes. Nurtured client relationships by developing value-added solutions to enhance system benefits and generate customer staffing and cost efficiencies.

Regional Account Manager, AT&T National Public Markets   January 2000 – June 2005
Responsible for sales and service processes for inmate telephone solution customer base in the Southeast region. Position required adapting to an industry that evolved from a period of federal and state regulatory oversight into a dynamic, highly competitive marketplace. Sales process involved the development and maintenance of partnerships with multiple inmate phone system providers to deliver customized solutions while ensuring regulatory compliance.

Multiple Sales, Operations Management & Marketing positions,   March 1985 – January 2000
AT&T Consumer Marketing
Various sales, marketing and operational management positions in the 0+ agency telephone service business during a period of significant federal industry deregulation. Responsible for managing the sales and support processes within the Public Pay Telephone and Hospitality markets. Customer base included multi-million dollar clients of Walt Disney World Inc. and Major International Airports in Southeast U.S.

EDUCATION

B.B.A - Business Management, University of Georgia, Athens, GA   1984

Geoffry Larkin

Installations Project Manager & Technical Support Manager, Inmate Calling Solutions, LLC

SUMMARY

Professional Profile
- Strong Operations Management and General Business Knowledge
- P&L Responsibility
- Consistently Meeting or Beating Forecast
- Training and Motivating
- Problem Identification and Solutions
- Customer Service Oriented
- Purchasing
- Accounts Receivable
- Accounts Payable

Operations Management
- Operations Manager of the Year 1996 – Gateway Healthcare
- Eagle Award Winner – Operations 1998 – Gulf South Medical Supply
- Operations "Fast Track" Member 2002 – PSS World Medical
- Operations "Fast Track" Member 2003 – PSS World Medical

Training and Systems
- Member System Training & Conversion Team – General Medical 1987
- Member System Training & Conversion Team – General Medical 1992
- Lead System Training & Conversion Team in NH – Gateway Healthcare 1995
- Member System Training & Conversion Team – Gulf South Medical Supply 1996

PROFESSIONAL EXPERIENCE

Technical Support Supervisor, Inmate Calling Solutions   2007 - Present

Geoff is be responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution. After implementation, Geoff will support the project as Technical Support Manager. He has supervised the Technical Support team for eight years, and has applied that technical expertise by directly leading or assisting the lead in implementations at dozens of client facilities.

Operations Manager, Gulf South Medical Supply Ridgeland   2005 - 2006

Director of Operations, Gateway Healthcare   1995 - 1996

Operations Manager, General Medical Supply   1978 - 1995

EDUCATION

Certification - CompTIA A+, NET+

B.A. Biology, Univ. of RI, Kingston, RI July 1972

M.B.A., Anna Maria College, Paxton, MA May 1987

Timothy P. McAteer
President & General Manager, Inmate Calling Solutions, LLC

SUMMARY

- Selected to serve as President & General Manager of ICSolutions in 2010
- Joined the corrections industry with the Keefe Group Companies as a Staff Accountant in 1992
- Gained nearly 20 years of experience with Keefe Group companies serving as Vice President and General Manager for Keefe Supply Company, Access Corrections, Access Securepak, and the Vice President/COO for Keefe Commissary Network
- Extensive experience working directly with correctional facility Administrators and Staff
- Demonstrated expertise at ensuring efficient and compliant operations, high quality services, and advanced technologies.
- Received Bachelor's of Science in Accounting from the University of Missouri, St. Louis in 1992.

PROFESSIONAL EXPERIENCE

President & General Manager, Inmate Calling Solutions, LLC   2010 - Present
ICSolutions is a leading provider of telecommunications products and services designed specifically for the security aspects of corrections. As President & GM of ICSolutions, responsible for all aspects of the company including the employees, assets, products, services, operations, regulatory compliance, and financials. In its first year of operations under the Keefe Group companies, ICSolutions had an exceptional year exceeding projected financial plan and growing inmates under contract by 29% from the previous year.

Vice President & General Manager, Keefe Group   2008 - 2010
Keefe Supply Company, Access Securepak, and Access Corrections provide commissary products, services, and technologies to correctional facilities. As Vice President and GM, responsibilities included all aspects of the company including employees, assets, products, services, operations, and financials.

Vice President & Chief Operations Officer, Keefe Group
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As VP/COO, responsibilities included operations, company assets including more than $35 Million in product inventory, facilities, operations, employees, and financials.

Vice President of Operations, Keefe Group   2003 - 2005
Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Vice President of Operations for Keefe Group, responsibilities included all operations including our on-site operations, employee management at correctional facilities, our facilities, equipment, and inventory. Managed startup commissary operations in nine statewide DOC's, some of which had inmate population over 1,000 inmates. The responsibilities included development of operational plans, hiring and training of all staff, selection and procurement of facilities and equipment, contract compliance, and startup operations in numerous jail facilities including those with inmate populations above 1,000 inmates.

Director of Operations, Keefe Group   2001 - 2003
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Director of Operations, responsibilities included employee management, operations, facility management, and equipment management for Keefe Commissary Network.

Regional Manager, Keefe Group   1995 - 2001
Keefe Commissary Network provides automated commissary goods and services to correctional facilities. As Regional Manager, responsibilities included the sales pursuit and customer retention for the entire Midwest region with Keefe Commissary Network.

Purchasing Agent, Keefe Group   1995 - 2001

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Purchasing Agent, responsibilities included keeping facilities stocked with ample inventory levels to ensure the product needs of our correctional facility customers. This included analyzing inventory levels, placing product purchases, and sourcing new products and suppliers.

Staff Accountant, Keefe Group   1992 - 1994

Keefe Group makes up the combined Keefe companies that provide commissary products, services, and technologies to correctional facilities. As Staff Accountant, responsibilities included financial reporting of the business and the Accounts Receivables and Payables departments.

EDUCATION

Bachelor's of Science in Accounting, University of Missouri St. Louis   1992

Michael Kennedy
Vice President of Sales and Marketing, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Vice President of Sales and Marketing, Inmate Calling Solutions, LLC   2004 - Present
Leads the marketing and sales of inmate calling technology and services to State and County government correctional facilities utilizing a customer-centric approach. Responsible for many of the overall day-to-day operations of the company. This responsibility includes overseeing all aspects of service delivery, including system integrations and customer service.

President/ Vice President Sales, Infinity Networks, Inc.   1997 - 2003
- Provided oversight when company converted from sales and marketing organization to full service provider.
- Organized and trained sales force, customer service representatives and MIS personnel.
- Increased sales from $2 million to $12 million.
- Introduced proprietary validation platform and bad-debt controls reducing bad-debt and uncollectibles for annual savings $800,000.
- Responsible for all RFP and bid analysis.
- Developed extensive knowledge of Omniphone, Radical and Science Dynamics equipment.

Director Carrier Services, Schlumberger/Global Tel-Link   1992 - 1997
- Introduced new billing product for operator service companies generating sales of $2 million.
- Promoted to Director, responsible for customer service, regulatory, technical support and long distance resell program.
- Launched long distance resell product
- Managed direct sales and agent sales in ten cities throughout southeast.
- Member of corporate sales team that saw annual sales increase from $8 million to $32 million.

Account Manager, National Data Corporation   1989 - 1992
- Provided sales and sales support to telecommunication companies outsourcing operator services, billing and collection and validation services.
- Assigned validation product manager responsibilities.
- Client list included Metromedia, Allnet, LDDS, Telecom*USA, Telesphere.

Field Service Technician, PAR Microsystems   1988 - 1989
- Installed and serviced data communication, networking equipment for POS systems.

Avionics Technician, United States Marine Corps   1980 - 1988
- Avionics Technician for F/A-18 and EA-6B aircraft.
- Received meritorious citations for managing squadron training program.

EDUCATION

University of South Carolina, Columbia, SC - 3 years completed in B.A. Business Administration

INTERESTS

Technology, college athletics, furniture restoration.

Brendan Philbin
Vice President of Product Development, Inmate Calling Solutions, LLC

SUMMARY

Executive with nearly two decades of leadership experience in the telecommunications industry delivering strategic vision, market and product strategy, technology innovation, program and project management. Proven track record of building and leading successful teams that deliver major projects on time and within budget. Extensive knowledge of the Operator Services industry with domain expertise in the telephony billing, collections, bad debt management and inmate telephone services

PROFESSIONAL EXPERIENCE

Vice President of Product Development, Inmate Calling Solutions, LLC   2002 - Present
Responsible for the design & development of all technologies, products, and applications deployed by ICS for both customer and internal use. This responsibility includes overseeing the day to day IT operations, the assembly of product hardware as well technical oversight of product deployments in the field, as well as overseeing all aspects of technology from concept to delivery, with a market-focus approach to technology development, including identifying market needs and developing the appropriate products and services as solutions to meet those needs.

Chief Operating Officer, Integretel Billing Solutions   1996 - 2002
Responsible for all back-office functions of the company. This responsibility includes overseeing the billing & collection, client settlement, customer service, quality control and data processing functions. Also, designed and deployed a web based reporting platform - NetImpact™ which streamlined the entire back-office function thereby resulting in significant overhead savings. Responsible for the implementation of the IP based infrastructure for Integretel's Internet billing subsidiary, PaymentOne Corporation.

Vice President Operations, Value Added Communications   1989 - 1996
Operator services company servicing the hospitality and correctional markets. Responsible for system configuration, site installations, customer service, quality control and client settlement. Engineered the Agent Management System, which automated the reconciliation and disbursement of commissions to agents and facilities. This system was also utilized to reconcile and report LEC and vendor collection activity. Responsible for the design and deployment of fraud control processes that can be found in the state wide correctional systems of New York, Minnesota, Colorado and several county inmate facilities across the country.

EDUCATION

Graduated with honors from Ballinafad College in Southern Ireland. Prior to immigrating to the United States, acquired a broad knowledge base including sales, product development, accounting and management.

Brian P. Dietert
Director of Operations, Inmate Calling Solutions, LLC

SUMMARY

- Three decades of installations experience in the corrections industry
- Results-driven telecommunications director
- In-depth knowledge of core telecommunications business processes and technologies
- Proven ability to perform business growth objectives of a telecommunications company
- Extensive knowledge of local and toll network architecture
- Effective management abilities in established and start-up environments

PROFESSIONAL EXPERIENCE

Director of Operations, Inmate Calling Solutions, LLC   2011 - Current
Brian leads the team of technicians responsible for the 24x7x365 monitoring and service support of the inmate phone system and communication access lines. The ICSolutions Technical Support Center ("TSC") is staffed 24x7x365 with Level 1 and Level 2 technicians, and is the initial point of contact for any issues related to the operation of the inmate telephone system. TSC is equipped with the Nagios network monitoring application and Mantis for trouble ticket issuance and resolution.

Director of Network & Field Services, Public Communications Services, Inc.   2008 - 2011
Supervised and trained field services technicians on the installation, maintenance, and repair of inmate telephone systems. Configured the VPNs/network components connecting each facility to company WAN and data centers.

Director of Partner Relations, AGM Telecom Corporation   2005 - Present
Accountable for driving a multi layered sales and customer service organization that included creating sales proposal and contracts, cost analysis, customer presentations, and financial modeling. Managed and staffed inbound and outbound call center ensuring accuracy for customer transactions and processing using numerous payment methods. Directed Partner sales channel to establish new customer products and procedures from beginning to end.

Installed and maintained numerous calling and network platforms for Direct and Partner channel facilities.

Provide Leadership to startup operation that has grown from three installations ($3K per month Call Revenue) in 2005 to one hundred twenty five installations ($3.6M per month Call Revenue) in 2007.

Director of Billing Operations, T-NETIX, Inc.   2003 - 2005
Directed day to day operations of multi-vendor transaction based Billing System. Daily interface with cross functional team and manage customer expectations internal and external. Client base includes high profile companies such as AT&T, Sprint, SBC, and Qwest. Managed, measured, and increased efficiency of department that processes 1.4M transactions daily. Departmental accountability for end to end process from download to rating to out-clearing to the respective partner.

Sales Engineer   4/2003 - 11/2003
Created and managed sales engineering process for start to finish. Provided sales staff with design and delivery of all systems to respond to RFP. Supported Senior Level Management with presentation material and delivery to Key accounts. Identified solutions for Partner success from cost savings to increased efficiency.

Director of Sales Engineering, Solutions, Evercom Systems, Inc.   1998 - 2003
Directed all aspects of a $24M annualized client base that included high profile companies such as AT&T, Sprint, BellSouth, DynCorp, Federal Bureau of Prisons, Vartec, and Qwest. Responsible for hardware and software solutions to national and regional Inmate Telecommunication providers, mega county, state municipalities, and small to large private companies. Responsible for recognizing new business opportunities and developing non-traditional lines of business for the company and cultivating key business relationships to facilitate further sales.
Collaborate with multiple groups of IT professionals, engineers, product managers, and marketing teams for product implementation. Proactively identified client needs then formulated appropriate product packages for effective sales presentations.

Director of IT Operations   2000 - 2002
Responsible for leading a team of cross functional departments heads to contribute to the success of the company's most critical projects. During this process I was responsible for adding $12M annualized to top line revenue by identifying a number of deficiencies in process and procedures. Designed and directed my team to deploy a corporate wide validation system to increase control of bad debt and provide enhanced management capabilities of the call processing system. Managed a team of engineers responsible for the companies wide and local area network. In addition, supported all desktops, servers, routers, switches, and other network associated hardware. Responsible for the company's enterprise billing system that processed over $300M annualized revenue.

Director of Network Engineering   1999 - 2000
Planned facility and trunking requirements for over 2,000 facilities nationwide, supporting both toll and local services. Administered the selection, configuration, purchase, and installation of network transport elements, digital loop carrier gear, and switching equipment from various vendors. Managed the vendor service contracts for the network facilities and the wholesale voice and data related services (e.g., negotiation, cost comparisons, selection, and implementation). Prepared budgetary information for projecting network costs based upon deployment schedules.

Director of Operations   1998 - 1999
Managed day to day operations for all company correctional facilities west of the Mississippi River. Managed Inside and Outside Technical Support for all private and regional correctional facilities west of the Mississippi River. Managed and oversee all Installation activities. Performed as primary liaison to Wackenhut Corrections Corporation.

Director of Engineering, NAI/TSC/VAC   1990 – 1998
Developed and maintained the Domestic and International least-cost routing design for the long distance network.
Managed a group of switch engineers responsible maintaining tandem (OSP) switch, prepaid calling platform, and earth station. Managed the implementation of network integration/optimization plans to maximize network synergy of multiple carriers and systems.

Manager of Engineering and Technical Support   1992 - 1996
Supervised various personnel performing functions in project management, switch engineering, transport engineering, data engineering, network operations, field operations, IT, construction, outside vendors, and contractors. Responsible for the research, recommendation, requirement gathering, technical development, process flows, and activities/tasks for the Customer Care Call Center, Billing, Provisioning and Customer Operations Organizations.

Installation Manager   1986 - 1992
Responsible for the management and installation of all correctional facilities.
Responsibilities included design, procurement, and implementation of all associated hardware.
Supervised a team of several installers and inside support personnel.

John Gardner
Regional Field Service Manager, Inmate Calling Solutions, LLC

SUMMARY

A technology professional with an A+ Certification and serving in the corrections industry since 1994, including project management, installation, maintenance, and business development.

PROFESSIONAL EXPERIENCE

Regional Field Service Manager - Inmate Calling Solutions, LLC   2015 – Present
Responsible for managing the installation, including development of the County's project plan and overall management of The ENFORCER® installation. As Project Manager for installations, Geoff brings his in-depth knowledge and expertise of The ENFORCER® to expedite issue identification and resolution. After implementation, Geoff will support the project as Technical Support Manager. He has supervised the Technical Support team for eight years, and has applied that technical expertise by directly leading or assisting the lead in implementations at dozens of client facilities.

Project Manager - Video Visitation Systems, Inmate Calling Solutions, LLC   2013 – 2015
Lead numerous video visitation system installations ranging from 10 units to 350 units from initial planning to complete documentation upon project completion. Manage each installation with a focus on client satisfaction, timely completion, minimizing downtime, and maximizing revenue streams.

Project Manager – Video Visitation Systems, Global Tel*Link   2009 – 2013
Integrated facilities using PCS to the Global Tel*Link system after Global Tel*Link acquired PCS. Led numerous inmate telephone systems installations for new clients and implementing upgrades for existing clients. Responsible for projects ranging from 12 phones to 500 phones.

Field Services Manager, PCS   2009
Promoted to Field Services Manager after two months of contracting services. Worked closely with project managers on several upgrades and installations and traveled to any site that was in need of service or installation. Completed upgrades and installations in a timely and efficient manner.

ITS Specialist (Inmate Telephone Systems Specialist), DC Telesystems   2006 – 2008
Marketed, engineered, installed, and maintained inmate telephone systems for an upstart company. Established strong client relationships and responsible for business development. Trained end users on new software, workstations, and equipment. Cut costs by 40% for each install by engineering a more cost effective call processing platform that replaced expensive routers and MPLS circuits with a single, low-cost router and internet circuit.

Technician, Securus   1994 – 2006
Promoted to Installation Technician after 9 years of providing exemplary, reliable service as a Service/Repair Technician. Installed systems that ranged from 4 phones to 500 phones at a facility with 6,000 inmates. Consistently completed projects on time, and worked with project owners to ensure client satisfaction.

CERTIFICATIONS & TRAINING

- Comp TIA A+ Certification

Justin D. Naquin
Regional Field Service Manager, Inmate Calling Solutions, LLC

PROFESSIONAL EXPERIENCE

Regional Field Service Manager, Inmate Calling Solutions, LLC   2004 - Present
Justin is the field supervisor for ICSolutions' installation teams nationwide. In addition to providing leadership of our field technicians, Justin provides hands-on management of the transition process, testing and on-site quality control.

Service Manager, Infinity Communications, Southern Louisiana Communications   1993 - 2004
- Installation of all Jail Equipment
- Supervision of seven field technicians.
- Maintenance of communication and payphone systems.
- Administrative duties such as ordering and RMA
- Inventory management of assets within the shop.
- Training of technicians and preventive maintenance

Correctional Coordinator of Louisiana Operations, Tel-Link   1991 - 1993
- Installation of Jail Equipment
- Servicing and maintaining prison phone systems.
- Inventory control and daily production reporting.

Service Technician/Manager Coin Call Corporation   1986 - 1991
- General Maintenance of Payphones and equipment.
- Dispatching of Payphone Technicians and Inventory.

Machine Shop Foreman, Gemoco   1981 - 1986
- Supervise Machinist and Quality Control.

EDUCATION

Diploma, Thibodaux High School Thibodaux, LA

Omniphone Inc. Mobile, AL ~ Certificate of Completion   1998 - 1999
- Training on new equipment for prison phone systems.

George W. Langdin
Technical Services Manager (IT Engineering)

PROFESSIONAL EXPERIENCE

Technical Services Manager, Inmate Calling Solutions, LLC   2004 - Present
Built, installed, and maintained inmate telephone systems in city, county, and state facilities. Trained and supported customers and internal teams. Managed team of buyers, programmers, and system administrators. Took personal responsibility for 24/7/365 operation of 200+ systems, including on call duties. Managed configuration of Apache, Postgresql, and telephony servers. Lead programmers in developing custom inventory system to manage $3+ million in assets. Developed inmate e-mail product. Worked closely with CIO and COO to provide creative, reliable, and cost effective technical solutions for customers and internal teams. Provided management with statistical analysis of financial performance of telephone systems.

Student Asst. IV, IET MediaWorks, UC Davis   April - Sept. 2003
Developed interactive lessons for Spanish classes using Adobe Flash.

Information Systems Consultant, Los Gatos High School   2001 - 2002
Managed 500+ Windows and Macintosh desktop systems, MacOS X Servers, and Windows 2000 servers. Reconfigured Mac labs to use NetBoot, OpenDirectory, and AFS. Planned and implemented software, hardware, and network upgrades. Trained users. Created and implemented security standards. Maintained and secured school administration/student information system. Managed upgrade of school telephone and IVR system. Supervised student assistants and volunteers.

Teaching Assistant/Advisor, Steve Wozniak   June - Sept. 2001
Assisted in teaching classes and provided general technology advice and assistance.

General Manager/Systems Administrator, HotlineHQ LLC   1999 - 2002
HotlineHQ LLC operated HotlineHQ.com, a Hotline search engine and information site. At its peak in 2001, we served 15 million hits monthly. Founded company and managed all business aspects including service marks, accounting, and strategic alliances; maintained Macintosh servers running Linux; created web site.

Information Services Specialist, Research Services, Inc.   1998 - 2000
Responsible for purchasing; maintenance of file, domain, VPN, and PPP servers; primary tech support contact for national and international employees; managed IT budgeting and staffing.

Private consulting and tutoring

SKILLS

Computer: Linux primarily RedHat/Fedora, Mac OS Classic and X, Windows
Languages: JavaScript, HTML, PHP, BASH scripting, SQL, some proficiency with Java, C, C++, Python

VOLUNTEER EXPERIENCE

TheSiteClub   2004 - present
Provided free web and e-mail hosting for friends and local small businesses. Also provided web site design and custom JavaScript and PHP scripting.

Los Gatos High School   2002 - present
Collaborated with AP Biology teacher to integrate his Macintosh lab with his class work. Provided instruction on building and maintaining web sites. Assisted in creating presentations and putting course materials   on   web   site.   Provided   general   technical   support
http://www.lghs.net/teachers/science/shammack/

Berkeley Macintosh Users Group   1996
Answered questions, sold memberships and merchandise at Macworld Expo, San Francisco.

EDUCATION

University of California, Davis - B.S. in Psychology with an emphasis on Biology, Classes included C and C++

Sylvia Castillo
Manager of Client Services, Inmate Calling Solutions, LLC

SUMMARY

Executive serving customers and providing client leadership in the telecommunications industry since 1993, delivering innovative customer and client management. Proven track record of leading staff in order to deliver outstanding customer and client services. Extensive knowledge of billing regulations and compliance, collections policies and procedures, as well as in-depth knowledge of all of ICSolutions' clients.

PROFESSIONAL EXPERIENCE

Manager of Client Services, Inmate Calling Solutions, LLC   2010 - Present
As the Client Services Manager, Sylvia maintains excellent business relationships with all of ICSolutions' clients. Part of her role is to ensure that the products and services that are operating within each of our client's facilities are meeting and/or exceeding their expectations. Any time there is a concern; Sylvia is one of the primary points of contact in resolving client-specific issues.

Director of Compliance and Regulatory Affairs, BSG Clearing Solutions   2003 - 2010
As the Director, Sylvia developed and implemented BSG's Compliance Department which is responsible for identifying all relevant state and federal laws and engineering effective solutions and processes to ensure BSG's compliance with such laws. In addition, she also prepared responses to over 300 subpoenas and data requests which require the identification of the relevant documents, awareness of BSG's document retention location and processes, retrieving the relevant documents, and drafting appropriate objections and responses.

Regulatory Supervisor, Billing Concepts, Inc. (Bci)   1993 - 2003
As a supervisor, Sylvia managed a staff of 30 customer service representatives which included completing performance reviews, addressing performance issues, tracking attendance, and terminating representatives as necessary. Part of her job duties also included: Completing annual budget forecasting and analyses with oversight from executive management; developed and achieved customer service department goals; developing and implementing customer service policies and procedures; and established and maintained quantity and quality standards developed in order to ensure compliance.

EDUCATION

University of the Incarnate Word   2003
Bachelor of Business Administration, San Antonio, Texas

San Antonio College   1995
Associate of Art Degree, San Antonio, Texas

Latisha Holmes
Corporate Account Manager, Inmate Calling Solutions, LLC

SUMMARY

Dynamic, performance driven sales and management professional with proficiency in relationship building at all levels. Excellent interpersonal skills with a strong ability to multitask with outstanding organizational and follow-up skills. Ability to identify problems, perform proper troubleshooting, and resolve issues quickly. Solid knowledge of customer service expectations and client needs. Ability to perform independently beyond expectations, maintain a high level of professionalism, and confidentiality with company affairs. Quickly obtains knowledge and use systems proficiently in a minimum amount of time.

PROFESSIONAL EXPERIENCE

Corporate Account Manager, Inmate Calling Solutions, LLC   2012 - Present
Responsible for product demonstrations nationwide, conduct training for all customers' accounts, and provide training updates for ICSolutions sales team. Assist during implementation to complete staff training and ensure system setting match contract requirements. Provide advanced product implementation, monitoring software changes and custom system settings, Create and maintain sales presentation, training curriculum, and all other customer documentation. Develop internal processes and controls to ensure service requirements are met; monitoring and adapting relationships with customers and vendor partners.

Work as a liaison between Corporate Support Staff and Engineering; provide updates and training on new features and system developments. Product development and support to all ICS personal in developing and implementing training programs. Work with all ICS vendor partners and support partner accounts. Manage voice biometrics implementation and training. Provide feedback to update marketing materials such as brochures, website, and user manuals. Assist with user interface to support system design and feature enhancements.

Regional Account Manager, Inmate Calling Solutions, LLC   2007 - 2012
Responsible for marketing and sales development for inmate telephone companies and county/state correctional facilities, providing local and long distance telephone service for inmates utilizing automated call processing, call control, and LAN/WAN database security incorporating both traditional and alternative billing & payment solutions.

Sales and support across the Southeast region, growing accounts and supporting existing customers. Conduct software demonstration and customer trainings. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs

Senior Recruiter, MISource, Inc.   2006 - 2007
Responsible for seeking out, screening, and interviewing candidates for engineering or technical positions. Clients include several government contractors for the department of defense such as General Dynamics and Lockheed Martin. Maintained relationships with clients and work with their Human Resource departments directly to ensure precise qualifications were met; interviews scheduled, and act as a liaison between the client and candidates. Travel to various clients to walk candidates in for interview, discuss current open positions, and retrieve interview feedback. Follow up with candidates during waiting periods, provide feedback, and confirm appointments. Administer payroll paperwork complete, drug test and background check scheduled, and verify start dates.

Account Support Manager, Pro Tech Monitoring, Inc.   2006 - 2007
Support 40-50 accounts across the Midwest territory requiring travel to Wisconsin, Minnesota, Iowa, Illinois, Kentucky, Tennessee, and Arkansas. Maintain regular contact with customers to include site visits and host trainings 3-4 times per year for each account. Offer products and demo software functionality to new and prospective clients. Assist customers with troubleshooting and answer questions. Work with Directors and Management to resolve any issues, ensure proper billing, inventory control, and provide monthly reports. Discuss account needs, expected growth, and propose a training schedule. Suggest additional products, services, and customize software developments based on needs. Conduct training for groups of 20-30 people on equipment and software over an eight hour day or two four hour days. Customize training manuals and materials and complete updates as necessary. Work with Call Center staff to understand call trends and review customer calls. Inventory tracking, review and approve orders. Generate reports to assist customers in meeting contract requirements of maintaining a low percentage of spare inventories. Provide documentation for customers to develop budgets and figure quarterly projections. Setup and manage company booth at conferences and trade shows to demonstrate product and software to increase sales. (ACA-NC, WCA-WI, MCA-MN, ICA-IA, & ACA-FL) Seek out State and local Directors to meet and discuss product options and begin sales process. (TN, IL, IN, IA, AR, WI, & GA State Commissioners)

Senior Representative, Verizon Wireless   2000 - 2006
Assist customers with activation and programming, discuss bills and explain details, make changes to wireless plan and features. Investigation, resolution, and documentation of verbal and written complaints. Interact with all other departments. Assist store agents in activating phones and programming. January 2006 assist in training of new Data products. Conduct demonstrations of PDA's and air cards. Conduct training for GPS in children's phones used as a chaperone. July 2003 participate in Pilot Test of ACSS. (Enhancement to current system)May 2003 conduct training for IEX. (Allows employees to check their schedules daily) September 2002 Diversity Banner Project. I have been chosen for many of these projects due my coordination and creativity skills. 2000 Open Help Desk/Escalations Department: handle customer complaints and request for supervisor. Assist representatives with changes and understanding billing. Assisted with Vision transition. (new billing system) Help desk trained first. I acted as a floor supervisor to assist representatives after training.

EDUCATION

American InterContinental University, Bachelor's Degree/Business Administration   2005 - 2007
Florida Metropolitan University, Associates Degree   2003

CERTIFICATE OF LIABILITY INSURANCE

ACORD

DATE(MM/DD/YYYY)
07/12/2017

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 8182 Maryland Avenue St Louis MO 63105 USA	PHONE (A/C. No. Ext): (866) 283-7122		FAX (A/C. No.): (800) 363-0105	
	E-MAIL ADDRESS:			
	INSURER(S) AFFORDING COVERAGE			NAIC #
INSURED Inmate Calling Solutions, LLC dba ICSolutions 2200 Danbury Street San Antonio TX 78217 USA	INSURER A: XL Specialty Insurance Co			37885
	INSURER B: Liberty Insurance Corporation			42404
	INSURER C: Liberty Mutual Fire Ins Co			23035
	INSURER D:			
	INSURER E:			
	INSURER F:			

COVERAGES   CERTIFICATE NUMBER: 570067540648   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	
C	X	COMMERCIAL GENERAL LIABILITY			EB2651291759066 SIR applies per policy terms & conditions	12/01/2016	12/01/2017	EACH OCCURRENCE	$1,000,000
		CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$300,000
								MED EXP (Any one person)	
								PERSONAL & ADV INJURY	$1,000,000
		GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$2,000,000
		POLICY PRO-JECT X LOC						PRODUCTS - COMP/OP AGG	$2,000,000
		OTHER:							
		AUTOMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	
		ANY AUTO						BODILY INJURY (Per person)	
		OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	
		HIRED AUTOS ONLY NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	
A	X	UMBRELLA LIAB X OCCUR			US00077040LI16A	12/01/2016	12/01/2017	EACH OCCURRENCE	$1,000,000
		EXCESS LIAB CLAIMS-MADE						AGGREGATE	$1,000,000
		DED RETENTION							
B		WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N			WC7651291759046	12/01/2016	12/01/2017	X PER STATUTE OTH-ER	
		ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N	N/A				E.L. EACH ACCIDENT	$1,000,000
								E.L. DISEASE-EA EMPLOYEE	$1,000,000
		If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE-POLICY LIMIT	$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER	CANCELLATION
Harrison County 1801 23rd Avenue Gulfport MS 39503 USA	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE *Aon Risk Services Central Inc.*

ACORD 25 (2016/03)

Holder Identifier :

Certificate No : 570067540648

Exhibit H - Page 1

ICSolutions has assembled a seasoned team of account management, technical support and repair personnel. In keeping with the company's mission, the support team is dedicated to customer satisfaction and **our primary goal is to provide continuous, reliable system performance throughout the contract term**.

Complete Service
at <u>No Cost</u>
<u>to the County</u>

Service & Maintenance

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 turn-key proposal to each customer. As such, there will be **no cost** whatsoever to the Facility for this service.

The ICSolutions' Technical Services Center (TSC) operates 24hours a day, 365 days a year in support of our customer sites. When **calling our toll free number (866-228-4031)** you will be <u>connected with a **live** Level 1 TSC technician **within 20 seconds**</u>. Each call is handled with care following these basic steps:

24/7/365
Live Support Center

1. **OPEN TICKET & GATHER INFORMATION** – *Information is gathered from the reporting party and a Ticket is opened in Mantis and the number is provided to the facility.*

2. **ASSIGN TECHNICIAN** – *Ticket is assigned to designated technician.*

3. **ANALYSIS & REMOTE TESTING, REPAIR** – *Technician will access the site equipment remotely and perform a series of tests to determine the root-cause of the problem. If remote resolution is possible, repairs are completed and tested.*

4. **DISPATCH IF NEEDED** – *If problem requires on-site technical support, the on-call technician is dispatched to the facility and the trouble ticket is upgraded to a Level 3 priority.*

5. **SITE ANALYSIS & REPAIR** – *Upon arrival at the facility the on-site technician will test and provide to TSC personnel and complete recommended repairs. On-site technician will carry a replacement set of all major components replace the defective component.*

6. **TESTING & VERIFICATION** – *Following replacement of the defective component, a series of on-site and remote diagnostic testing will be conducted to confirm the system has.*

7. **UPDATE FACILITY & CLOSE TICKET** – *Following a successful test, the on-site technician will close the trouble ticket with TSC and inform the facility representative of the closed ticket status.*

Exhibit I – Page 1

ICSolutions® *Service Policies & Procedures*

The ICSolutions' Mantis trouble ticketing system will be used to enter ticket-specific data and to automatically update the facility with repair progress via email or fax. Mantis maintains a thorough account of all trouble tickets issued by the ICSolutions' Technical Services Center (TSC) for the life of the contract. Upon request, historical trouble reporting data can be provided in report format for facility review.

Easy, real-time, online
Trouble Ticket
Tracking
With Mantis

Trouble tickets may also be initiated and viewed via our web-based tracking tools as shown below.

Exhibit I – Page 2

Remote Diagnostics

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

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

Because critical system components will reside at an offsite data center, facility visits will be minimized. Facility visits will be necessary only in the event that maintenance, repair, or replacement needs to be done on a telephone or connectivity device. All other work can take place remotely. And, even for the few remaining onsite components, a great deal of that performance monitoring and diagnostics can also be performed remotely.

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 ICSolutions' TSC 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.

Exhibit I – Page 3

ICSolutions® *Service Policies & Procedures*

Service is further enhanced by the use of certified local and regional technical support personnel. In addition, we maintain a local supply of system components and replacement parts to minimize the time to service restoration.

LOCAL Repair Technicians & Spare Parts Storage= FAST RESPONSE

The following Priority Schedule defines the minimum service commitment offered to all of our clients. Specific terms can be customized to meet special needs of each facility.

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**

TSC personnel are professionally trained and experienced in the operations of the inmate telephone system. Due to the sophisticated nature of The ENFORCER® system, 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.

Always on Remote Monitoring, Diagnosis & Repair

Exhibit I – Page 4

ICSolutions® *Service Policies & Procedures*

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 210-477-7357 Cell: 601-212-6128 email: lcoleman@icsolutions.com	None
Level Two	**George Langdin** Technical Services Manager Direct: 210-477-7320 Cell: 210-373-0620 Email: glangdin@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 dbundy@icsolutions.com
Level Three	**Brian Dietert** Director of Operations Direct: 210-477-7340 Cell: 832-561-8010 email: bdietert@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 dbundy@icsolutions.com
Level Four	**Brendan Philbin** Vice President Product Development Direct: 210-581-8102 Cell: 408-838-1157 email: bphilbin@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 dbundy@icsolutions.com
Level Five	**Tim McAteer** President & General Manager Direct: 210-572-9570 Cell: 314-504-2254 email: tmcateer@icsolutions.com	**Doug Bundy** Account Manager Toll-free: 866-228-4040 Fax: 210-693-1016 dbundy@icsolutions.com

Exhibit I – Page 5

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 Technology 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 Technology 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 Technology level. The VP Technology will receive status updates daily.

Local Field Service Technicians

All field service technician employees and any subcontractors undergo a <u>40-hour system training certification</u> based in San Antonio, TX. The training includes but is not limited to administrative interface, telephony board installation and replacement, system software, preventative maintenance, wiring, and installation. Harrison County will be served by one primary field service technician, who will be certified on The ENFORCER®. Additional local techs will be assigned as backups upon contract award.

Regular Account Reviews

Mr. Doug Bundy will schedule Account Review meetings with the County periodically throughout the contract to receive feedback, discuss ways to improve processes, review ticket histories and service requests to be sure that ICSolutions' service is meeting the County's expectations, demonstrate new applications and more. These regular face-to-face meetings will enable Mr. Bundy to continuously improve and adapt ICSolutions' service to the County to maximize the County's satisfaction throughout the contract term.

Exhibit I – Page 6

ACCESS CORRECTIONS®
SECURE**RELEASE**

Access Corrections has developed Secure Release, the most innovative release card solution!

With this program, you can stop releasing inmates with sensitive information such as bank account and routing numbers found on your agency's release checks. Secure Release also eliminates the need for staff to handle, manage and reconcile cash. You'll simply load inmate trust fund balances onto pre-paid debit cards and send them on their way.

There are many benefits to Access Corrections Secure Release:

- The program is provided at NO COST to your agency.
- The responsibilities of managing and reconciling cash and checks are eliminated.
- Exposure to check fraud and cash mismanagement is eliminated.
- Upon release, inmates have instant access to their funds.
- The card works everywhere MasterCard is accepted.

PROVIDED **FREE** TO YOUR AGENCY!

ACCESS FREEDOM

5220 0000 0000 0000
5220

VALID THRU 01/20

AccessFreedom Member

Debit

MasterCard

Contact us for more information at 800.325.8998.

We've also developed an informational video to educate inmates on the advantages of using the pre-paid cards and the additional banking benefits included in our program.

Upon activation, the cardholder is automatically enrolled in the following services:

- The ability to remain debt free—the cardholder is only able to spend what's on the card.
- 100% of the inmate's funds are transferred onto the card when they are released.
- Can be loaded from $.01 to $9,700.00.

Access Corrections vs. other vendors:	Access Corrections	Other Vendors
FREE point-of-sale, pin-based transactions	**YES**	?
No card activation fee	**YES**	?
FREE cash out at any principal MasterCard member institution	**YES**	?
FREE card to bank ACH transfer	**YES**	?
FREE withdrawal/cash back option at participating retailers	**YES**	?
FREE online account management access	**YES**	?
FREE card holder support calls	**YES**	?
No fee for a point-of-sale decline	**YES**	?
No fee for PIN changes	**YES**	?
Informational video about using the debit card	**YES**	?
MasterCard brand gains retailer confidence	**YES**	?

To see all MoneyPass ATM locations, go to www.AccessFreedomCard.com.

keefegroup.com   800.325.8998

CAMERA CAPTURES EACH DEPOSITOR'S PHOTO
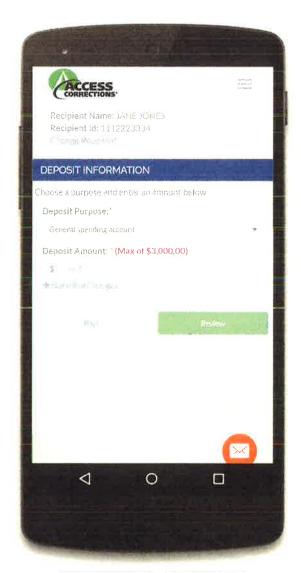
Access Secure Deposits® by Access Corrections® allows family and friends to deposit funds into an inmate's account in the easiest, most efficient way available!

With Secure Deposits, inmates' family and friends can deposit funds in many convenient ways, which results in increased trust fund balances that allow inmates to spend more and, ultimately, increases commission revenue to your agency. The best part is, this service is completely **FREE** to your agency. There are many benefits to Access Secure Deposits:

- All funds deposited to the inmate's account are guaranteed.
- The need for agency staff to handle cash and money orders is eliminated.
- Reconciliation time is reduced.
- Workload of mail room and accounting staff is reduced.
- Exposure to fraud/counterfeit money is eliminated.
- The kiosk takes a photo of each depositor for potential investigative purposes.
- Funds are posted in real-time.*
- Optional revenue generation.
- Data Detective software automatically identifies and demonstrates relationships of individuals who have interacted with multiple inmates.

  * Real time posting requires real time integration.

The same convenient service can be used for probation and parole payments.

Convenient Secure Deposits Options

TOLL-FREE NUMBER: Users can call **866.345.1884** to reach a bilingual customer service agent at one of our call centers any time day or night.

ONLINE: Users can visit **accesscorrections.com** or download our mobile app to set up a personal account, make deposits any time and access deposit history information. Live-chat customer support and program details are also available.

LOBBY KIOSK: Self-service lobby kiosks allow users to make deposits without involving your agency's personnel. Our kiosks accept cash, credit and debit cards, and are equipped with a security camera that photographs all users. We handle all cash management and kiosk maintenance as part of the service. The kiosk is provided at no cost (minimum transaction required).

MONEY ORDER LOCKBOX SERVICE: Using our Lockbox Service, users who do not have a credit or debit card can submit a deposit form and money order via mail. We process and post the deposits within about 48 business hours of receipt.

WALK-IN: Users can make cash deposits at one of our many retail partners. Many customers are likely already using these retailers to make utility, cell phone and cable payments, and now can make deposits.

OUR CONVENIENT WALK-IN LOCATIONS INCLUDE:

CashPay TODAY

DOLLAR GENERAL

FAMILY DOLLAR

ACE CASH EXPRESS

(To use Dollar General & Family Dollar, you must first register with Cash Pay Today.)

800.325.8998   keefegroup.com

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 work load 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, 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.*
- 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.

  * Real time posting requires real time integration.

ACCESS SECURE PAYMENTS PROCESSES MANY FINANCIAL OBLIGATIONS!

Probation & Parole	Court Ordered Payments
Supervision Fees	Child Support
Program Fees	Fees & Fines
Drug Screening	Restitution
Monitoring Fees	
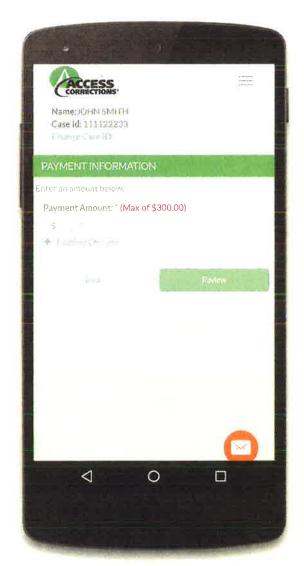
The same convenient service can be used for inmate deposit services.

Convenient Secure Payment Options

TOLL-FREE NUMBER: Users can call 866.345.1884 to reach a bilingual customer service agent at one of our call centers any time day or night.

ONLINE: Users can visit accesscorrections.com or download our mobile app to set up a personal account, make payments any time and access payment history information. Live-chat customer support and program details are also available.

LOBBY KIOSK: Self-service lobby kiosks allow users to make payments without involving your agency's personnel. Our kiosks accept cash, credit and debit cards, and are equipped with a security camera that photographs all users. We handle all cash management and kiosk maintenance as part of the service. The kiosk is provided at no cost (minimum transaction required).

MONEY ORDER LOCKBOX SERVICE: Using our Lockbox Service, payees who do not have a credit or debit card can submit a payment form and money order via mail. We process and post the payments within about 48 business hours of receipt.

WALK-IN: Payees can make cash payments at one of our many retail partners. Many customers are likely already using these retailers to make utility, cell phone and cable payments, and now can make court ordered payments.

OUR CONVENIENT WALK-IN LOCATIONS INCLUDE:

CashPay T O D A Y

DOLLAR GENERAL

FAMILY DOLLAR

ACE CASH EXPRESS

(To use Dollar General & Family Dollar, you must first register with Cash Pay Today.)

ACCESS CORRECTIONS

800.325.8998   keefegroup.com

Bail Payments Made Easy!

The Secure Deposits lobby kiosk now processes bail payments. The service allows detainees and their family members to post bail quickly and conveniently. Payments are processed in real time, where available, which means your agency saves time, money and space. See reverse for details.

Now available online at AccessCorrections.com!

DATA DETECTIVE™

Data Detective works in conjunction with Access Corrections technology services. It's the most advanced software of its kind available to the corrections industry.

Data Detective provides your investigators with a cutting-edge, efficient tool that goes well beyond traditional safety and security measures. Data Detective software automatically identifies, for review and investigative purposes, relationships between those on the outside communicating with and providing funds to inmates on the inside. Once it establishes a connection, the software will find and report any additional connections with other inmates and those on the outside.

There are many benefits to Data Detective:

- Analyzes and reports all Secure Deposit, Secure Mail and Secure Photo activities.
- Up to five layers of relationships are uncovered.
- Dramatically reduces investigative time per case.

Identifies and connects individuals on the outside who have interacted with multiple inmates

RESIDENTS

SITE VISITORS

RESIDENT E

SITE VISITOR 1
2 Deposits
3 Emails

SITE VISITOR 6
1 Deposit
0 Emails

RESIDENT B

SITE VISITOR 3
3 Deposits
3 Emails

RESIDENT A

SITE VISITOR 5
4 Deposits
1 Email

RESIDENT D

SITE VISITOR 4
0 Deposits
1 Email

Name: Resident A
Email: resA@email.com
Address: 123 Street
City/State/Zip: USA 00000
Total Messages Sent: 200
Total Messages Received: 5
Total Pictures Sent: 25
Total Pictures Received: 0
Total Deposits Submitted: 10
Total Deposits Received: 5

RESIDENT C

We provide this service **FREE** to your facility!

Exhibit K - Page 9

Nexidia AudioFinder

Mobilizing the power of phonetic search

nexidia (!)

NEXIDIA AUDIOFINDER

The need to analyze data gathered from low-quality telephony audio sources, in multiple languages, is mission critical for many organizations. Nexidia's technology is specifically designed to search the actual content with a high degree of accuracy, providing the ability to immediately playback the most crucial aspects of the audio files.

Nexidia AudioFinder is a flexible, stand-alone application that enables users to index and search audio-video content. It has been architected especially for remote locations without network access. AudioFinder brings the full power of Nexidia's technology into a

simple application that users can install and use on a single machine. No other software can help with the daunting problem of processing large volumes of audio in challenging conditions.

AudioFinder works in over 30 languages across a broad range of acoustic qualities, including almost any collection of low quality audio, voicemails and video files, providing a fast and efficient means of collecting information and analysis. It also provides flexibility in including and excluding topics based on relevance. And with sophisticated review tools, the user is able to start audio playback at the exact point the hit occurred or prior to that point to fully understand the context of the discussion.

HOW IT WORKS
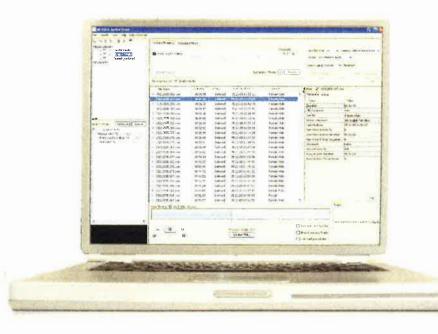
Nexidia's award-winning, patented Phonetic Search Engine (PSE) technology enables audio-video search using phonemes—the smallest unit of human speech. As media files are added into AudioFinder, they are phonetically indexed—broken down into phonemes—which can be searched for the most accurate, relevant results. This phonetic approach supports almost all generally available audio qualities and audio variances such as a speaker's language, accent, dialect, gender and age.

Nexidia's phonetic solution can vastly accelerate the audio mining process through "automated listening," which systematically ingests and identifies content within voice recordings. AudioFinder delivers timely identification of threats and trends contained within these recordings.

AudioFinder is quickly and easily installed on a standard desktop machine or laptop; users can immediately begin to create and import new media for search and analysis. Minimum system requirements include a computer running Windows XP with a 1.8Ghz processor and 2Gbyte of RAM. AudioFinder also supports the Windows 7 operating system.

Nexidia's phonetic indexing technology searches on the spoken word content contained within the media

Exhibit L - Page 1

nexidia

FEATURES

Phonetic Search: At the core of Nexidia's strength is the ability to execute search criteria against the phonetic indexes that Nexidia creates. This method allows users to enter simple words or phrases and find them wherever they exist in the recordings. The Search function includes the ability to specify multiple search terms in a single query, to nest searches at different levels, and to apply BOOLEAN logic (e.g. AND, OR, NOT) and even time-based proximity logic to a query.

Smart MediaSets: Users can establish standing queries, which are designed to run against any combination of recordings in the application. These Smart Media-Sets execute their search criteria and collect all the results in a single place, allowing for rapid retrieval and review. Any newly added audio will be auto-matically analyzed and those that match the specified search criteria will be added to the existing Smart MediaSets. Additionally, users can "subscribe" to a Smart Media set and receive email alerts when new audio matching the Smart Media Set criteria is added to the system.

Pronunciation Optimizer: Pronunciation Optimizer allows the user to do test searches and identify those results which are most relevant. This feature is essential for words that may be obscure or hard to pronounce. Based on the results of the test search, the system generates a new search term in Nexidia's unique phonetic notation that most closely represents the best hits. This

query can then be used to re-run the current search, or saved and later used in any other search function, dramatically improving the overall results. Additionally, AudioFinder can search by example when users identify a specific segment of audio that contains the desired term.

Language ID: AudioFinder automates the process of identifying languages, and even dialects, spoken in media files. Files can be grouped by primary language spoken, and therefore can be routed to the appropriate specialists for further processing and searching.

Import and Direct Export of Media: AudioFinder supports collaboration and information sharing via easy import of selected media files (optionally including metadata) as well as optimized phonetic pronunciations from the Pronunciation Optimizer. Direct export of media files (optionally including Phonetic Audio Tracks and metadata) is also available.

Portability: AudioFinder is designed to integrate with other applications and not place a large strain on the CPU. If another application requires system resources, AudioFinder will automati-cally drop into the background, utilizing only whatever resources are "left over." As other applications unload system resources, it will utilize them as needed to most efficiently perform its tasks.

Collaboration: AudioFinder helps users annotate and share the results of their investigation. Files can be easily organized into multiple sets, and flexible

export options allow sending both the audio files and their meta data in different formats. AudioFinder has the ability to select, save and export specific segments of an audio file, to facilitate review and playback outside the application.

FLEXIBLE, OPEN ARCHITECTURE

Multiple File Types: Users can import media into the application in a wide variety of audio and video formats, including: .aif, .avi, .mp2, .mp3, .mp4, .mpeg, .mov, .wav, .wmv, and many more.

Language Support: AudioFinder supports the full range of languages that are available across the Nexidia product suite. These language packs are produced by collecting many audio samples from native speakers of the language with different backgrounds, from various regions, collected in-country. Because the language packs are phoneme-based and do not require a dictionary, new language capabilities can be developed relatively quickly.

Nexidia currently supports over 30 different languages, with many more planned for development.
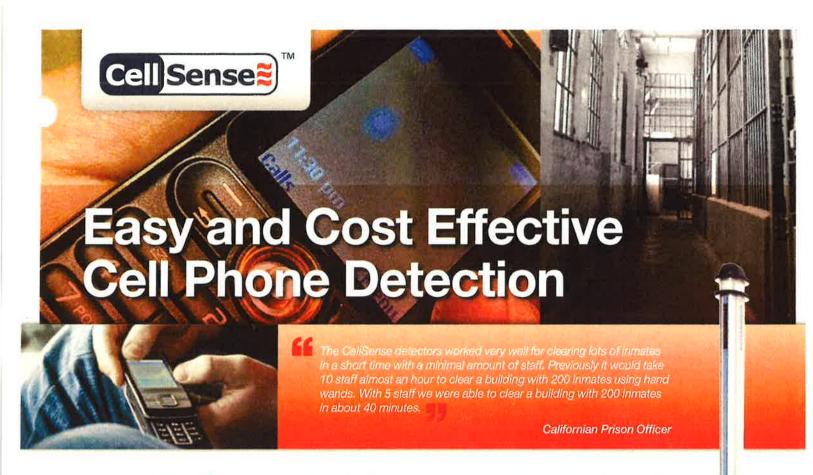
Metadata Support: The system allows importing of metadata from various sources which can be used to view, categorize and sort recordings. In addition, users can create new categories for their media and easily assign values for any recording.

Searchable Help: AudioFinder contains a searchable Help system to allow users to easily search its contents.

nexidia.com

Exhibit L - Page 2

CellSense™

Easy and Cost Effective Cell Phone Detection

The CellSense detectors worked very well for clearing lots of inmates in a short time with a minimal amount of staff. Previously it would take 10 staff almost an hour to clear a building with 200 inmates using hand wands. With 5 staff we were able to clear a building with 200 inmates in about 40 minutes.

Californian Prison Officer

Detects All Cell Phones

- Even if switched off
- Even if concealed in a body cavity

Key Features

- High portability
- Immediate deployment
- Simple to operate
- Intuitive display
- One person set up
- Battery or mains
- Shower proof
- Freestanding or wall-mounted
- Robust design
- Three year warranty

Operational Benefits

- Full body scan with single walk by
- Large numbers of prisoners scanned quickly
- Body cavity detection
- Bedding and personal effects scanning
- Goods screening
- Covert screening option
- Surprise element (unannounced deployment)
- Psychological effect (unknown technology)
- Suitable for all types of correctional facility

Unique

CellSense detects moving ferromagnetic objects and is ideal for cell phone detection. Cell phones are increasingly manufactured with reduced metal content, making detection using conventional metal detectors less certain. Cell phones do however contain essential ferromagnetic components that are readily detected by **CellSense**.

Safe

Unlike conventional metal detectors, **CellSense** is entirely passive and so there are no health and safety concerns when scanning subjects overtly or covertly. **CellSense** has no effect on electronic devices such as pacemakers and is harmless to pregnant women. No one can object to being scanned on health grounds.

Flexible

Its award winning design means that it is ready quickly and easily as a freestanding portable unit or as a wall mounted unit. It takes under 60 seconds to set-up and is deployed immediately by one person.

Easy

CellSense is typically deployed without warning at any area of inmate association, e.g. exercise, workshop, worship etc.

Since it detects moving ferromagnetic material, stationary metal objects do not cause false alarms, no matter how close.

Because it will screen through concrete, brick, wooden or plasterboard walls it is ideal for covert use.

CellSense is also adept at detecting a wide range of other items of interest such as knives, small blades and firearms.

CellSense has the portability of a wand and the full body scanning convenience of an archway metal detector.

Cost Saving

Up to 40 individuals per minute can be scanned without contact or intrusion, far quicker and easier than using a hand wand or chair type device.

> The strengths of CellSense are its capability to find metals/magnetic materials that traditional metal detectors do not detect and portability.
>
> *Texas DOC Operations Manager*

Specifications

Electrical

- Battery; 12V 4.5Ah consisting of 6 x Cyclon DT sealed lead-acid.
- Battery charger; Mascot Type 9940 3-stage lead-acid battery charger.
- In normal use power consumption is 20W continuous and ~50W when charging the internal batteries. Absolute maximum mains current draw is 0.9A rms when charging batteries from flat.

Weights and Dimensions

Item	Weight	Height	Width	Depth
CellSense sensor unit	19.8lb (9kg)	74" (188cm)	5" (13cm)	3.3" (8cm)
CellSense base unit	19.8lb (9kg)	14.2" (36cm)	13.4" (34cm)	13.4" (34cm)
Assembled sensor & base unit operating configuration	39.7lb (18kg)	76" (193cm)	13.4" (34cm)	13.4" (34cm)
Battery charger	0.7lb (0.3kg)	4.3" (11cm)	2.8" (7cm)	1.6" (4cm)

For further information about our products and to arrange your **CellSense demonstration** please contact:

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Empower your investigations with an entirely different approach to mobile device forensics.

MPE+
Mobile Phone Examiner *Plus*

AccessData®

An integrated solution that addresses BYOD Risk, Big Data and Mobile Device Evidence...all in one.

Expand Your Investigation Capabilities

Mobile Phone Examiner *Plus* (MPE+) delivers an intuitive interface, data visualization and smart device support, including app analysis, in a single mobile forensics solution. MPE+ supports even the most challenging mobile device profiles and offers the broad capabilities of high-priced tools at a fraction of the cost. Featuring advanced carving, deleted data recovery, SQLite database browsing and filtering options; MPE+ is the perfect choice for mobile forensics examiners looking to upgrade their capabilities.

MPE+ VELOCITOR Add-on
Support 95% of Chinese Devices

In many cases, a mobile device may look like a mainstream smart device, but it is actually a cloned or counterfeit phone containing Chinese components. In those instances, most mobile forensics solutions fall short, making it impossible to process critical data. MPE+ VELOCITOR is an add-on hardware that enables the full flash data extraction from these devices, exposing critical evidence quickly without the need for a third-party tool or software.

MPE+ Feature Highlights

- Supports 10,000+ mobile devices (w/ VELOCITOR Chinese chipset device collection add-on)
- Physical imaging of Android™ devices, with password bypass capabilities
- dSOLO allows the acquisition of any Android™ device via a pre-configured Micro SD card
- Physical extraction of iOS® devices without the need of iTunes®
- 30% faster than leading competitors in logical extraction of iOS® and Android™ devices utilizing the iLogical and dLogical enhancement capabilities
- SQL Builder delivers data from 100% of applications available
- pythonScripter provides users with the ability to parse anything from a mobile device with an easy to use interface; allowing limitless support for any device.
- Advanced Analytics with Graphical Data Visualization
- Customizable reports
- Advanced Alert Manager

MPE+ INTEROPERATES with FTK®, AD Triage, Summation® and AD eDiscovery® platforms.

Furthermore, MPE+ is the first mobile device tool that delivers expertise and solutions to anticipate and solve the big security, incident resolution and big data E-Discovery challenges in the enterprise.

A firsthand account from the field

MPE+ uncovers the piece of evidence needed to crack the case...

"After obtaining MPE+, I decided to do an extraction of an iPhone that I had previously done with another mobile forensic system. MPE managed to carve out many more images than the other system we originally used. One image in particular was proven to be vital to the prosecution of a suspect. It was an image the suspect had taken of the victim in which the suspect could be seen in the reflection of a mirror. *Had it not been for MPE+, we would not have been able to recover that key piece of evidence.*"

Sgt. Terry Sneary
Allen County Sheriff's Office
Northwest Ohio Technology Crimes Unit

Empower your investigations with MPE+, the stand-alone mobile device forensic solution that provides the tools necessary to quickly collect, easily identify and effectively uncover the key data other solutions miss.

Stay on top of Mobile Forensic Technology

MPE+ provides you with the tools necessary to keep up with the rapidly advancing mobile technology. With MPE+, you can easily create, upload and use python scripts to assist you in performing specific tasks needed to solve any challenge during data analysis. No python scripting experience required!

Uncover the Hidden Application Data

MPE+ is the only tool on the market that allows you to build simple SQL queries to extract the hidden application data from any mobile device application available. Because of this capability, MPE+ can support any application available, even the ones that are yet to come.

Advanced Recovery of Android™ and iOS® Devices

MPE+ not only acquires Android and iOS® devices 30% faster than market leading tools but also uncovers more critical user data from these devices than any other tool on the market. It bypasses select Android and iOS® device "locks" and performs advanced iOS® acquisitions even when the iTunes® password is not known.

Identify Smart Device Malware

The increase in the number of apps on the device increases the likelihood that some may contain malicious code or security holes. MPE+ allows you to identify, analyze and extract these threats without the need of built-in signature-based tools. With MPE+, you can mount any collected image and use any malware tool to scan for threats.

Visualize Big Data and Address BYOD Risk

MPE+ helps you address BYOD (Bring Your Own Device) risks, by allowing you to collect data from employees' mobile devices when a threat is identified. Visualize and analyze data not only where it resides (mobile devices) but also while in transit (IP addresses accessed, data breaches). MPE+ transforms this big data into data intelligence, helping you pinpoint the meaningful info needed for data interpretation and incident remediation.

Remote Android™ Device Collections

MPE+ allows you to perform remote Android™ device collections by utilizing just a pre-configured Micro SD card. You can pre-select specific artifacts to be collected from a particular Android™ device, which is particularly useful when by law or company policy: only certain information is permitted during the data acquisition process.

http://accessdata.com/MPE

AccessData Group makes the world's most advanced and intuitive incident resolution solutions. AccessData technology delivers real-time insight, analysis, response and resolution of data incidents, including cyber threats, insider threats, mobile and BYOD risk, GRC (Governance Risk & Compliance) and eDiscovery events. Over 130,000 users in law enforcement, government agencies, corporations and law firms around the world rely on AccessData software to protect them against the risks present in today's environment of continuous compromise.

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