

**FAIRFAX COUNTY SHERIFF'S OFFICE
INMATE COMMUNICATION SERVICES AGREEMENT**

INTRODUCTION

Smart Communications Holding, Inc. with its principal place of business located at 10491 72nd Street, Seminole, Florida (hereinafter "Vendor") and Fairfax County Sheriff's Office, with its principal place of business at 10520 (A) Judicial Drive, Fairfax, Virginia, 22030 (hereinafter "Customer") hereby agree to execute this Inmate Communication Services Agreement ("Agreement"), effective March 15, 2021 ("Effective Date").

1. AGREEMENT

- 1.1. Pursuant to RFP # 202001, Customer hereby awards this Agreement to Vendor and provides Vendor the exclusive right and privilege to install and operate all inmate communication services (Inmate Telephone Service, Video Visitation Services, Tablets and Payment Kiosks) and related equipment at Customer's Facilities. **Attachment 1 – Mandatory Requirements** of the RFP is hereby incorporated into the Agreement and attached hereto as **Attachment 1 – Inmate Communications Mandatory Requirements**. Details surrounding Customer's Facilities and required equipment is found in **Attachment 1 – Section I (Facility Specifications)**. Pursuant to Vendor's response to Customer's RFP is incorporated into the Agreement and attached hereto as **Attachment 2 – Vendor Proposal**.
- 1.2. Vendor shall, at no cost to Customer, provide all wiring for the inmate and visitation telephones ("ITS") and install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to make free, collect, pre-paid and/or debit local, long distance and international calls and inbound voicemails from the Facilities pursuant to the terms set forth herein.
- 1.3. Vendor shall provide turnkey video visitation solution ("VVS") which shall include, without limitation, automated scheduling software, completion of onsite and remote video visitation sessions. Vendor shall install and operate all video visitation stations and related equipment. Vendor shall, without cost to Customer, provide all wiring for the video visitation stations, install the video visitation stations and related hardware and software specifically identified herein, to enable visitors/end-users to schedule and complete onsite and remote video visitation sessions with inmates from the Facilities.
- 1.4. Vendor shall provide correctional-grade mobile device/tablet solution ("Tablets") at no cost to Customer. At a minimum Tablets shall have the capability to access to various applications including electronic messaging, education, instructional material, entertainment, media, inmate requests, medical requests, grievances and commissary ordering. Customer reserves the right to add an ITS and/or VVS application to the Tablets.
- 1.5. Vendor shall provide stand-alone cash and credit/debit card deposit/payment devices ("Kiosks") that are specific to the intended use function and installation location. Vendor shall be solely responsible for the installation, operation, maintenance, collection and reporting activities associated with the kiosks. Vendor shall provide booking kiosks to increase the efficiency of the intake process, while alleviating staff liability for handling, securing and accounting for cash and coins an individual may have on their person at the time of booking. Vendor shall also provide touchscreen payment kiosks to enable visitors to deposit funds into an inmate debit account, inmate trust account or a prepaid collect account used by the depositor to schedule and participate in VVS visitation sessions and/or to receive prepaid collect phone calls.

2. TERM

This Agreement shall commence upon the Effective Date above and remain in force for an initial term of 3 years with an expiration date of March 14, 2024 (“Initial Term”). This Agreement shall not bind, nor purport to bind, Customer for any contractual commitment in excess of the Initial Term. However, Customer, at its sole option, shall have the right to renew this Agreement for 2 additional 1 year terms or on a month-to-month basis (not to exceed 12 months) prior to expiration of the Initial Term or renewal term of this Agreement. In the event Customer exercises such right, all terms and conditions, requirements, and specifications of this Agreement, and any Amendments, shall remain the same and apply during the renewal term(s). This Agreement will not automatically renew.

3. VENDOR RESPONSIBILITIES

Vendor shall agree to all terms and conditions set forth in this Agreement, and Vendor shall agree to the specifications, including, but not limited to, the features and functionalities of the inmate telephone system (“ITS”), video visitation solution (“VVS”), correctional-grade mobile devices/tablets (“Tablets”), touchscreen payment kiosks (“Kiosks”), and the additional technology listed in **Attachment 1 - Mandatory Inmate Communications Requirements**. If Customer designates an agent to act on Customer’s behalf (“Designated Agent”), Vendor shall follow Customer’s direction in working with such Designated Agent.

4. AUTHORITY

- 4.1. Customer has the sole responsibility and authority for negotiating, placing and when necessary, modifying this Contract and any purchase order (except for capital construction projects) issued by Customer. In the discharge of these responsibilities, the Customer may be assisted by assigned contract administrators. Specifically delegated employees are authorized to order supplies or services, enter into contracts, or in any way obligate the government of the County for an indebtedness. Any purchase orders or contracts made which is contrary to these provisions and authorities shall be of no effect and void, and Customer shall not be bound thereby.
- 4.2. Customer reserves the right, at any time, to amend any portion of this Contract in the form of an Amendment.

5. DISCREPANCY

- 5.1. In the event of a Contract discrepancy, resolution shall be achieved in the following order, with the higher ranking documents taking place over the lower (shown higher to lower below):
 - This Contract and any amendments;
 - RFP 202001, Amendment 1, Amendment 2, and Amendment 3; and
 - Vendor’s proposal.

6. TAX EXEMPT

- 6.1. Customer is exempt from payment of any federal excise or any Virginia sales tax. The amount must be net, exclusive of taxes. However, when under established trade practice any federal excise tax is included in the price, Vendor shall show separately the amount of federal tax, either as a flat sum or as a percentage, which shall be deducted by Customer. Customer’s Federal Excise Tax Exemption Number is 54-74-0127K. Vendor acknowledges that when materials are picked up by Customer at Vendors’ place of business, Customer may charge and collect their own local/state sales tax.

7. OFFICIALS NOT TO BENEFIT

- 7.1. Upon acceptance of this Contract, Vendor certifies that to the best of his or her knowledge no Fairfax County official or employee having official responsibility for the procurement

transaction or member of his or her immediate family, has received or will receive any financial benefit relating to the award of this Contract.

- 7.2. Whenever there is reason to believe that a financial benefit of the sort described above has been received in connection with this Contract, and that the Vendor has failed to disclose such benefit or has inadequately disclosed it, Customer, as a prerequisite to payment pursuant to this Contract, or at any other time, may require Vendor to furnish, under oath, answers to any interrogatories related to such possible benefit.

8. LICENSE REQUIREMENT

- 8.1. All firms doing business in Fairfax County shall obtain a license as required by Chapter 4, Article 7, of The Code of the County of Fairfax, Virginia, as amended, entitled "Business, Professional and Occupational Licensing ("BPOL") Tax." Questions concerning the BPOL Tax should be directed to the Department of Tax Administration, telephone (703) 222-8234 or visit: http://www.fairfaxcounty.gov/dta/business_tax.htm. Vendor's BOPL is F206649-8.

9. AUTHORIZATION TO CONDUCT BUSINESS IN THE COMMONWEALTH

- 9.1. Vendor, organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the *Code of Virginia* or as otherwise required by law. Any business entity described above that enters into an agreement with Customer pursuant to the Fairfax County Purchasing Resolution shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of this Contract. Customer may void any agreement with a business entity if the business entity fails to remain in compliance with the provisions of this section.
- 9.2. Vendor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government at no cost to Customer. Vendor shall be authorized by the appropriate governing body and/or regulatory agency to be an Inmate Telephone Service Provider.

10. VIRGINIA FREEDOM OF INFORMATION ACT

- 10.1. All proceedings, records, contracts and other public records relating to procurement transactions shall be open to the inspection of any citizen, or any interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act (Reference Section 4D. of the Fairfax County Purchasing Resolution) and subject to the exemptions set forth therein.

11. DRUG FREE WORKPLACE

- 11.1. During the performance of this Contract, Vendor agrees to (i) provide a drug-free workplace for its employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the workplace and specifying actions that will be taken against employees for violations of such prohibition; (iii) state in all solicitations or advertisements for employees placed by or on its behalf that it maintains a drug-free workplace; and (iv) include the above provisions in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor. For the purpose of this section, "drug-free workplace" means a site for the performance of work done in conjunction with this Contract and in accordance with this section, the employees of whom are prohibited from engaging in

the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of this Contract.

12. VENUE

12.1. This Contract and its terms, including, but not limited to, the parties' obligations under it, the performance due from each party under it, and the remedies available to each party for breach of it, shall be governed by, construed and interpreted in accordance with the laws of the Commonwealth of Virginia. Any jurisdiction's choice of law, conflict of laws, rules, or provisions, including those of the Commonwealth of Virginia that would cause the application of any laws other than those of the Commonwealth of Virginia shall not apply. Any and all disputes, claims and causes of action arising out of or in connection with this Contract or any performance hereunder, shall be brought in the applicable court of Fairfax County, Virginia, or in the United States District Court, Eastern District of Virginia, Alexandria Division.

13. IMMIGRATION REFORM AND CONTROL ACT

13.1. Vendor does not, and shall not during the performance of this Contract knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

14. VENDOR NOT TO BENEFIT

14.1. Vendor agrees that the goods and/or services provided to Customer pursuant to this Contract are for the benefit of Customer and that Vendor shall not undertake any actions or efforts stemming from or related to this Contract that shall inure to the detriment of Customer. Any information provided to Vendor for the performance of this Contract shall not be used for any other purpose without the written consent of Customer.

NEGOTIATED TERMS

15. SURETY BOND

Vendor shall furnish a Surety Bond issued by a Surety Company authorized to do business in the Commonwealth of Virginia in the form of a Bond, a Cashier's Check, or Irrevocable Letter of Credit payable to Customer within 10 calendar days after the Agreement execution date and prior to any installation work or equipment delivery. The Surety Bond must be made payable to Customer in the amount of \$100,000.00 and will be retained during the full period of the Agreement and/or renewal term(s). Personal or company checks are not acceptable. The Agreement number (if applicable) and/or dates of performance must be specified on the Surety Bond. In the event that the Customer exercises its option to extend the Agreement for an additional period, Vendor shall be required to maintain the validity and enforcement of the Surety Bond for the said period, pursuant to the provisions of this paragraph, in an amount stipulated at the time of the Agreement renewal.

16. FINANCIAL GUARANTEE

16.1. Vendor shall pay Customer an upfront revenue share in the amount of \$750,000.00 for each year under this Agreement ("Financial Guarantee"). The Financial Guarantee shall be payable in 4 quarterly payments in the amount of \$187,500.00 due on the 25th day of the first month of each quarter of the Agreement as specified in **Attachment 1, Section A (General Conditions)**.

16.2. The first Financial Guarantee quarterly payment for the period of March 15, 2021 through May 15, 2021, shall be remitted to Customer and/or its Designated Agent by March 25, 2021. Subsequent Financial Guarantee quarterly payments shall continue on schedule and as described herein.

17. TRAINING

- 17.1. Vendor shall absorb all costs associated to any initial and/or ongoing training for Customer personnel. Training includes, at Customer's discretion, capability for Customer to attend Vendor's Annual Training Summit. Customer shall have the capability to send up to 8 individuals (as designated by Customer) to attend the Annual Training Summit for each year during the term of this Agreement. Should Customer elect not to send personnel to any of the scheduled Annual Training Summits, it shall not obligate Vendor to reschedule for Customer's convenience nor entitle Customer to any monetary substitution.

18. REVENUE SHARE, PAYMENT AND REPORTING

- 18.1. The due date for monthly reporting and payments for ITS, VVS, Tablets, and Kiosks is specified in **Attachment 1, Section A (General Conditions)**.
- 18.2. Customer shall not earn revenue share outside of the Financial Guarantee, as detailed in **Section 16. Financial Guarantee** above, on the Gross Revenue generated by and through the ITS under this Agreement. In addition to Vendor's Financial Guarantee and pursuant to Vendor's response to RFP, Vendor shall pay revenue share to Customer, as follows, on Gross Revenue generated by and through additional communication technologies and services:
 - 18.2.1. 50% for VVS;
 - 18.2.2. 10% for Electronic messages and photographs;
 - 18.2.3. 50% for Tablets; and
 - 18.2.4. 100% for inbound voicemail.
- 18.3. Gross Revenue is defined in **Attachment 1, Section A (General Conditions)**.
- 18.4. Customer reserves the right to recoup from Vendor certain administrative and operational expenses ("Cost Recoupment Payment") in connection with the provision of inmate communication services. Such Cost Recoupment Payment may take the form of a per-minute rate, flat monthly payment, or other fee structure. The Cost Recoupment Payment shall be due and payable upon receipt of the invoice by the Vendor. The Customer may accompany the Cost Recoupment Payment invoice with a supporting report documenting the administrative and operational expenses incurred by the Customer in association with inmate communication services covered by the Cost Recoupment Payment. The Customer does not require a Cost Recoupment Payment upon execution of the Agreement. In the event the Customer wishes to utilize its option to implement the Cost Recoupment Payment, then, at the Customer request, the Customer and Vendor shall negotiate in good faith an amendment to the Agreement reasonably acceptable to the Customer to document the Customer-imposed Cost Recoupment Payment. If Vendor and the Customer are unable to agree mutually on such an Agreement amendment within 30 days of the Customer's request, then the Customer may terminate the Agreement at its sole discretion and without penalty or liability to the Customer, and the Customer may select another provider.

19. RATES AND FEES

- 19.1. Both parties herein mutually agree upon the rates and fees for inmate telephone calls, voicemail messages, video visitation sessions, Tablet services and Kiosks as detailed in **Attachment 1, Section J (Rates, Fees and Revenue Share – Option 2)**.
- 19.2. Upon notice from Customer and at any time during the term of the agreement, Vendor agrees to negotiate an amendment to the Agreement to address changes and/or a reduction to the rates, fees, Financial Guarantee and/or revenue share.

20. ADDITIONAL TECHNOLOGY

- 20.1. Vendor has agreed to provide, at no cost to Customer, the following additional technologies and services pursuant to Vendor's response to the RFP. Requirements of the following additional technologies and services (where applicable) are outlined in **Attachment 1, Section H (Additional Technology)**. The specific technologies are:
 - 20.1.1. Voice Biometrics;
 - 20.1.2. Voice-to-text;
 - 20.1.3. Internal Voicemail;
 - 20.1.4. Automated Information Technology System;
 - 20.1.5. Cell Phone Detection Equipment;
 - 20.1.6. Digital Mail Service; and
 - 20.1.7. Debit Release Cards.

21. ATTORNEY COMMUNICATIONS

- 21.1. Vendor agrees that all Attorney/Privilege non-recorded calls and remote video visits sessions are to be free/at no charge to the inmates and/or called party. Attorney calls and remote video visits that are charged and/or recorded are subject to liquidated damages as indicated in **Section 35, Liquidated Damages**.
- 21.2. Vendor's ITS/VVS shall have the capability to register attorney bar members automatically for non-recorded calls/video visits. Vendor is solely responsible for ensuring the accuracy of the automatic registration feature. Should an attorney bar member fail to be registered for non-recorded calls/video visits and the calls/visits are recorded, Vendor shall be subject to liquidated damages as specified in **Section 35, Liquidated Damages**.
- 21.3. All attorney communications via the inmate communication services including inmate telephones (wall mounted and via the Tablets), visitation sets, video visits and/or electronic messages shall not be monitored or recorded, nor shall the content of electronic messages be stored. Attorney communications recorded shall be subject to liquidated damages as listed in **Section 35, Liquidated Damages**.

22. LANGUAGES

Vendor's VVS, Tablets and Kiosks shall provide a multi-lingual language option which includes English, Spanish, Vietnamese and Korean. The inmate must be able to select the preferred language utilizing VVS stations, Tablets, and Kiosks.

23. RECONCILIATION

- 23.1. Customer, or its Designated Agent, shall have the right from the Effective Date of this Agreement and for a period of 2 years after the termination date of this Agreement, upon 10 business days' written notice, to fully reconcile or examine any and all of Customer information pertaining to this Agreement. Customer retains the right to have another independent Agency of Customer's exclusive choice, perform any or all reconciliations and examinations pertaining to this Agreement.
- 23.2. Vendor shall maintain accurate, complete and reconcilable records, in an electronic format, detailing the Gross Revenues from which revenue share payments can be determined for inbound voicemail via the ITS, VVS and Tablets. The records shall include all CDRs, paid video visits, tablet usage, messaging and photo transactions, pre-paid card sales and associated invoices, debit purchase or usage reports and associated invoices and commissioning reports during the term of this Agreement and for no less than 2 years after the term of this Agreement.

- 23.3. Vendor shall pay resolved and agreed upon amounts due plus, in the event the foregoing reconciliation reveals an amount due Customer at least 5% above the amount otherwise paid for the period reconciled, Customer's reasonable cost of reconciliation, all within 30 days of the resolution date. If the agreed upon amounts are not paid within 30 days, the amounts due to Customer will accrue interest at the rate of 1.5% per month, or the highest rate permitted by law (whichever is less) until such monies are paid.

24. ASSIGNMENT AND MERGERS/ACQUISITION

- 24.1. The services to be performed under the Agreement shall not be assigned, sublet or transferred without 30-days advance written notification to the Customer and then only upon Vendor's receipt of the Customer's written consent.
- 24.2. Upon receipt of the Customer's written consent, any such purchaser, assignee, successor, or delegate shall thereupon assume all rights and responsibilities of Vendor. However, the Customer may assign any and/or all of its rights and obligations hereunder without Vendor's written consent but upon the Customer's written notice thereof to Vendor (i) to any affiliate; (ii) pursuant to any sale or transfer of all or substantially all of its business or assets; (iii) pursuant to any merger, acquisition or reorganization; or (iv) as part of a bona fide pledge to a third party lending institution of collateral of the assignor's rights hereunder.
- 24.3. If during the Agreement term and any renewal term(s), Vendor merges or is acquired by another entity, the following documents must be submitted to the Customer.
- 24.3.1. Corporate resolutions prepared by Vendor and the new entity ratifying acceptance of all of the Agreement and its terms, conditions and processes;
- 24.3.2. New Federal Identification Number (FEIN) if applicable; and,
- 24.3.3. Other documentation requested by Customer.
- 24.4. Vendor expressly understands and agrees that it assumes and is solely responsible for all legal and financial responsibilities related to the execution of a subcontract. Vendor agrees that utilization of a subcontractor to provide any of the products/services in the Agreement shall in no way relieve Vendor of the responsibility for providing the products/services as described and set forth herein.

25. TERMINATION OF CONTRACTS

- 25.1. This Contract will remain in force for the terms specified and/or until all articles ordered before date of termination have been satisfactorily delivered and accepted and thereafter until all requirements and conditions have been met, unless:
- 25.1.1. Terminated prior to the expiration date by Customer for Default, Convenience or Cause.
- 25.1.2. Extended upon written authorization by Customer and accepted by Vendor.

26. TERMINATION/DEFAULT

- 26.1. In the event Vendor fails to perform any terms or conditions of the Agreement, Customer may consider Vendor in default of the Agreement and supply Vendor written notice of such default. In the event said default is not remedied to the satisfaction and approval of Customer within 30 calendar days of receipt of such notice, Customer may terminate the Agreement. Upon termination, Vendor shall adhere to the transition requirements as outlined in **Attachment 1, Section D (General Installation Requirements), Subsection 3 (Transition Requirements)** The Agreement between Customer and Vendor may be terminated by Customer upon 90-days written notice from Customer to Vendor without penalty. Upon termination, Vendor shall adhere to the transition requirements as outlined in **Attachment 1, Section D (General Installation Requirements), Subsection 3 (Transition Requirements)**.

26.2. Termination for Convenience

- 26.2.1. This Contract may be terminated in whole or in part by Customer in accordance with this clause whenever Customer shall determine that such a termination is in the best interest of Customer. Customer may terminate this Contract at any time, without penalty, and any such termination shall be effective upon Vendor's receipt of 90 days written notice. Upon termination, Vendor shall follow the transition requirements outlined in **Attachment 1, Section D (General Installation Requirements), Subsection 3 (Transition Requirements)**.
- 26.2.2. Should a material change in the rules or policies of the FCC or other regulatory body applicable to inmate communication services occur following the execution of the Agreement, which change affects (i) the rates permitted to be charged by the Vendor to inmates under the Agreement; (ii) the right of the Customer to recover its costs; or (iii) the ability for Vendor to pay to the Customer a Financial Guarantee, fees (including but not limited to the cost recoupment payment) or other cost recovery mechanisms, then, at the Customer's request, Vendor and the Customer will negotiate in good faith an amendment to the Agreement reasonably acceptable to the Customer that enables the Customer to fully recover its costs in a manner compliant with the change in the FCC's (or other regulatory body's) rules or policies. If Vendor and the Customer are unable to mutually agree on such an Agreement amendment within 30 days of the Customer's request, then the Customer may terminate the Agreement at its sole discretion and without penalty or liability to the Customer, and the Customer may select another inmate communication services provider.

26.3. Termination for Cause

- 26.3.1. If, through any cause, Vendor fails to fulfill in a timely and proper manner its obligations under this Contract, or if Vendor violates any of the covenants, agreements, or stipulations of this Contract, in addition to Customer's remedies under this Contract and all other rights available at law or in equity, Customer shall have the right to terminate this Contract upon Vendor's receipt of 90 days written notice. In such event all finished or unfinished documents, data, studies, surveys, drawings, maps, models, and reports prepared by Vendor under this Contract shall, at the option of Customer, become its property.
- 26.3.2. Notwithstanding the above, Vendor shall not be relieved of liability to Customer for damages sustained by Customer by virtue of any breach of this Contract by Vendor for the purpose of set off until such time as the exact amount of damages due to Customer from Vendor is determined.
- 26.3.3. Upon termination, Vendor shall adhere to the transition requirements as outlined in **Attachment 1, Section D (General Installation Requirements), Subsection 3 (Transition Requirements)**.

- 26.4. Should Vendor for any reason be unable to satisfy the requirements contained in the Agreement, Customer may, at its sole discretion, call for the Surety Bond due, in part or in full for non-performance, and/or as liquidated damages.

27. INDEMNIFICATION

- 27.1. Vendor shall defend, indemnify, and hold Customer and its affiliates, agents, employees, officers, directors, and successors harmless from loss, cost, expenses, damages or liability (including reasonable attorney's fees and court costs) resulting from actions, causes of action or claims brought or threatened under the Agreement, for (i) any actual or alleged negligence or dishonesty of, or any actual or alleged act of commission or omission by, Vendor or any

of its employees, agents or subcontractors in providing the equipment and services hereunder; (ii) the operation of Vendor’s business or the inmate communication services; (iii) any breach by Vendor of its obligations hereunder; or (iv) any alleged patent, copyright or trademark infringement or unauthorized use of trade secrets or other proprietary rights in connection with the inmate communication services, except where such claims, demands or liabilities are due to the negligence of Customer, its agents or employees.

- 27.2. Customer agrees to provide Vendor with reasonable and timely notice of any claim, demand, or cause of action made or brought against Customer arising out of or related to the services rendered by Vendor shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion. Customer will promptly advise Vendor of any proposed agreement to compromise or settle any claim and Vendor will have ten (10) days to respond to such proposal.
- 27.3. In the event any infringement claim is made or threatened against Customer, or injunctive relief is granted to a claimant, Vendor shall at its sole cost and expense (i) obtain the right for Customer to continue use of the services; (ii) substitute other services of like capability, or (iii) replace or modify the services to render them non-infringing while retaining like capability. In the event Vendor is unable to perform any of the above, Customer may terminate this Agreement upon providing 60 days written notice to Vendor and Vendor shall be responsible for all of Customer’s costs and expenses of whatever nature or kind in connection therewith.
- 27.4. These indemnities and remedies shall survive the expiration or other termination of the Agreement.

28. INSURANCE

- 28.1. During the period of the Agreement, Vendor at its own expense agrees to carry and maintain the following minimum insurance policy of public liability and property damage issued by a casualty company authorized to do business in the Commonwealth of Virginia and in a standard form approved by the Board of Insurance Commissioners in the Commonwealth of Virginia. The insurance company should have a Best Rating of no less than A. Coverage provisions should insure the Customer and the public from any loss or damage that may arise to any person or property as a result of the services rendered by Vendor.
- 28.2. Vendor shall provide Customer with 30-day advance written notice of cancellation or material changes in said insurance.
- 28.3. Annual renewals for the term of this policy should be submitted prior to the expiration date of any policy.
- 28.4. Vendor shall provide Customer a Certificate of Insurance, on an original ACORD certificate, evidencing required coverage described below, within 10 days after receipt of notice of award. Said certificate shall show Customer as an additional insured and shall include a waiver of subrogation.

Automobile Liability	
Bodily Injury – Each Person	\$1,000,000.00
Bodily Injury – Each Accident	\$1,000,000.00
General Liability	
Bodily Injury or Death – Each Person	\$1,000,000.00

Property Damage – Per Incident (Resulting in Injury/Destruction of Property)	\$100,000.00
Excess Liability	
Umbrella Form	\$1,000,000.00
Worker’s Compensation	Statutory (In limits not less than \$100,000.00)

- 28.5. Customer agrees to provide Vendor with reasonable and timely notice on any claim, demand or cause of action made by or brought against Customer arising out of the service provided by Vendor. Vendor shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion.
- 28.6. For any person or contractor with whom Vendor enters into a contract to provide the services defined in this Agreement, Vendor must:
- 28.6.1. Provide a certificate of coverage, for all persons providing the services defined in this Agreement. Coverage shall be based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Commonwealth of Virginia Labor Code;
 - 28.6.2. Provide a new certificate, prior to the end of the coverage period, of coverage showing extension of coverage if the coverage period shown on Vendor current certificate of coverage ends during the duration of the project;
 - 28.6.3. Retain all required certificates of coverage for the duration of the project and for 2 years thereafter; and
 - 28.6.4. Notify Customer in writing, within 10 business days after Vendor knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project.

29. DISCREPANCY

- 29.1. Should a discrepancy or conflict among the specific provisions of this Agreement and its attachments, RFP # 202001 and its attachments and amendments and the Vendor’s Proposal, the discrepancy or conflict shall be resolved as follows.
- 29.1.1. The specific provisions of the Agreement Terms and its attachments and amendments will prevail over the RFP, its attachments and amendments.
 - 29.1.2. The RFP, its attachments and amendments will prevail over the Vendor’s Proposal.
- 29.2. Exceptions or objections to specific RFP provisions in the Vendor’s Response that have not been explicitly accepted by the Customer in writing shall not be included in this Agreement and shall be given no weight or consideration.

30. SUBCONTRACTS

- 30.1. Any subcontracts for the products/services described herein shall include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by Vendor and the Customer and to ensure that the Customer is indemnified, saved and held harmless from and against any and all claims of damage, loss and cost (including attorney fees) of any kind related to a subcontractor in those matters described in this Agreement.
- 30.2. Vendor expressly understands and agrees that it assumes and is solely responsible for all legal and financial responsibilities related to the execution of a subcontract. Vendor agrees that utilization of a subcontractor to provide any of the products/services in this Agreement shall in no way relieve Vendor of the responsibility for providing the products/services as

described and set forth herein. Vendor shall identify any subcontractors used to provide services under this Agreement.

- 30.3. In the event of unsatisfactory performance, as determined by Customer, Customer may request to substitution of a subcontractor utilized by Vendor to fulfill the obligations under this Agreement.

31. FORCE MAJEURE

- 31.1. Neither party shall be held liable for any delay or failure in performance of any part of this Agreement from any cause beyond its control and without its fault or negligence, such as acts of God, acts of civil or military authority, government regulations, embargoes, epidemics, war, terrorist acts, riots, insurrections, fires, explosions, earthquakes, nuclear accidents, floods, strikes, power blackouts, volcanic action, other major environmental disturbances, or unusual weather conditions.

32. NOTICE

- 32.1. Any notice required by this Agreement shall be supplied in writing in electronic format and/or delivered in person or by registered or certified mail addressed to the party's address listed below. Notice shall be presumed to have been received 5 business days after it is deposited in a U.S. Postal Service depository.

FOR CUSTOMER:

Fairfax County Sheriff's Office
Attn: Denise Howard
10520A Judicial Dr.
Fairfax, Virginia 22030-5115

FOR VENDOR:

Smart Communications Holding Inc.
Attn: Jon Logan, President
10491 72nd St.
Seminole, Florida 33777-1500

33. ADDITIONAL REQUIREMENTS AND SPECIFICATIONS

- 33.1. Vendor shall provide any and all notices as may be required under the Drug-Free Workplace Act of 1998, 28 CFR Part 67, Subpart F, and any applicable Commonwealth of Virginia laws, to the employees and all subcontractors to ensure the facility(s) maintains a drug free workplace. Customer reserves the right to review drug testing results of Vendor's personnel assigned to work at the Facilities. Customer may require, at Vendor's expense, drug testing of Vendor's personnel if no drug testing records exist or if such test results are older than 6 months.
- 33.2. Vendor does not, and shall not during the performance of this Agreement knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986.

34. MISCELLANEOUS TERMS

34.1. **Independent Vendor**

Nothing in this Agreement is intended nor shall be construed to create an employer/employee relationship, a joint venture relationship or any other relationship allowing Customer to exercise control over the manner or method by which Vendor or its subcontractor perform under the Agreement.

34.2. **Interpretation**

This Agreement shall be interpreted under, and governed by, the Laws of the Commonwealth of Virginia. The parties hereto agree that any action relating to this Agreement shall be instituted in a Federal Court in the County of Fairfax, Virginia.

34.3. **Severability**

If any part of this Agreement is contrary to any Federal, State or Local law, it is not applicable and such invalidity shall not affect the other provisions or applications of this Agreement which can be given effect without the invalid provision or applications. To that end, the provisions of this Agreement are declared to be severable. If any provision hereof is held invalid by a Court of competent jurisdiction that provision shall be automatically deleted and all remaining provisions shall remain in full force and effect.

34.4. **Entirety, Waiver, and Modification**

This Agreement, together with any attachments, represents the entire understanding between Customer and Vendor (collectively “Parties”) with respect to the subject matter hereof and supersedes all prior communications, agreements and understandings relating thereto. Only a written instrument executed by the Party waiving compliance may waive or modify the terms of this Agreement. The failure of either Party at any time to require performance of any provision hereof shall in no manner affect the right at a later date to enforce the same. No waiver by either Party of any term of this Agreement, whether by conduct or otherwise, in any one or more instances, shall be deemed to be a further or continuing waiver of such term or of any other term of this Agreement.

34.5. **Confidentiality**

34.5.1. The Parties hereto shall keep confidential any and all information which either Party states to be confidential or proprietary and so advises the other Party or labels the information as such (“Confidential Information”). Such information shall remain the property of the Party owning such information and, when in tangible form shall be returned to the respective party or otherwise disposed of as directed by the appropriate Party. Any violation of this provision by either Party shall be actionable. However, notwithstanding the foregoing, neither Party shall be under any obligation to maintain in confidence any portion of the information it has received which (i) is now, or which becomes hereafter through no act or failure to act on the part of the receiving Party, generally known or available to the public; (ii) is already known by the receiving Party at the time of the disclosure of such information and was not under any obligations of confidence; (iii) is hereafter furnished to the receiving Party by a source other than the owner, provided such source is not known by the receiving Party to be prohibited from disclosing such information by a contractual, legal or fiduciary obligation; (iv) has been independently developed by the receiving Party without benefit of the confidential or proprietary information of the other; or, (v) is required to be disclosed by any applicable law or regulation or by order of any governing body or court of competent jurisdiction; provided however, that the Party being required to disclose the confidential or proprietary information of the other must promptly notify the owner of same of the demand for such disclosure and such disclosure to a government entity pursuant to law, order or regulation shall not provide a basis for any additional disclosure of such information by either Party.

34.5.2. Each Party including its agents and representatives shall: (i) follow reasonable procedures to protect and maintain the confidentiality of the Confidential Information; (ii) not disclose, or allow to be disclosed, the Confidential Information to any party other than to its employees, contractors, officers, or directors who have a need to know in order to perform the services contemplated under this Agreement, and are under the same binding obligation of confidentiality provided herein with respect to any such information; (iii) not use the Confidential Information for any purpose other than to perform under this Agreement; and, (iv) treat all Confidential Information of the other Party with the same degree of care to avoid disclosure to third parties as it uses with respect to the recipient Party’s own Confidential Information, but not less than a reasonable degree of care.

34.6. **Dispute Resolution**

The parties shall attempt to resolve any dispute arising out of or relating to this Agreement through negotiations between senior executives of the parties who have authority to settle the same. To this effect, they shall consult and negotiate with each other in good faith and, recognizing their mutual interests, attempt to reach a just and equitable solution satisfactory to both parties. Disputes or controversies related to this Agreement not resolved through negotiation within a period of 60 days shall be governed by and interpreted in accordance with the laws of Commonwealth of Virginia without regard to its conflicts of law provisions. In the event of litigation relating to this Agreement, the parties agree to submit said dispute to the jurisdiction of Commonwealth of Virginia courts.

34.7. **Limitation of Liability.**

In no event shall either party be liable hereunder for loss of profits, loss of goodwill, consequential or punitive damages of any kind regardless of the form or theory of any claim and irrespective of whether such party has been advised of the possibility of such damages.

34.8. **Vendor Costs and Taxes and Fees on Services**

It is expressly understood that Customer is not responsible in any way, manner or form for any of Vendor's costs, including but not limited to, taxes (including sales tax), shipping charges, network charges, insurance, interest, penalties, attorney fees, liquidated damages, licenses, fees, tariffs or other costs related to any and all Vendor's services. Vendor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates. Including, but not limited to, any and all taxes as applicable for the inmate communication services such as; collect, debit, pre-paid and any other calls, video visitation sessions and Tablet applications and transactions.

35. LIQUIDATED DAMAGES

Vendor's failure to meet Agreement requirements both correctly and on time may result in substantial injury to the Customer; the amount of damages resulting from such failure may not always be quantified with certainty. Each failure to meet a requirement, both correctly and on time, may be subject to fines and liquidated damages as outlined herein. Any enforced fines/liquidated damages will be invoiced by Customer to Vendor. Payments due Customer for the invoiced amount(s) shall be due within 30 days of Vendor's receipt of the invoice.

LIQUIDATED DAMAGES	
Description	Amount
All Inmate Communication Services Any charges/fees added to the called party's bill or account or inmate without the express written consent of Customer.	\$350.00 per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued.
All Inmate Communication Services Unauthorized free calls, video visitation sessions or Tablet transactions completed by Vendor including allowing access to unauthorized wireless networks.	\$2.00 per completed, unauthorized free call.

LIQUIDATED DAMAGES (Continued)

<p>All Inmate Communication Services Revenue share payments, ITS traffic detail reports, daily CDR reports, VVS detail reports, Tablet transaction reports, Kiosk ACH reconciliation reports and/or all other reports not containing the required fields, received by the Customer after the date specified in Attachment 1, Section A (General Conditions), Section 5 (Financial Guarantee), Section 6 (Upfront Supplemental Payment), Section 7 (Revenue Share, Payment and Reporting) and Attachment 1, Section G (Tablet & Kiosk Requirements). If the Financial Guarantee, revenue share payment is late, reporting is late and/or reports do not contain all required fields, late charges/interest for all three shall apply. Revenue share payment discrepancies must be resolved by Vendor and to Customer's reasonable satisfaction, within thirty (30) days of receipt of notification of a discrepancy from the Customer and/or its Designated Agent or such discrepancy is subject to late charges, as described and/or termination of this Agreement at the sole discretion of the Customer and/or any legal course of action the Customer elects to pursue.</p>	<p>5% per month of the Financial Guarantee or revenue share amount due.</p> <p>\$750.00 per month for each report not received by the due date specified or for each report that does not contain all of the fields and information identified in Attachment 1, Section A (General Conditions).</p> <p>\$100.00 per day for any weekly Kiosk ACH reports not submitted by Vendor, and/or for each day where the Kiosk reconciliation reports does not contain all of the required fields and information specified in Attachment 1, Section G (Tablet and Kiosk Requirements).</p> <p>\$100.00 per day for any daily CDR reports not submitted by Vendor and/or for each day where the CDR report does not contain all of the fields and information identified in Attachment 1, Section A (General Conditions).</p>
<p>All Inmate Communication Services Any changes to the rates without the express written approval of Customer. Vendor must issue refunds to all overcharged end-users or inmates within 5 business days; a list of the issued credits must be provided to Customer as documentation. Customer will not issue a refund of revenue-share or cost recoupment for unapproved rate increases.</p>	<p>\$2.00 per completed call, video visitation session or Tablet transaction that was rated/charged using the unauthorized rates(s).</p>
<p>All Inmate Communication Services Any bill types, transactions or applications implemented or removed regarding the processing and/or completion of inmate telephone calls, video visitation sessions, or tablet services without the express written consent of Customer.</p>	<p>\$500.00 per day for each day the bill type, transaction or applications is implemented or removed.</p>
<p>All Inmate Communication Services Due to Vendor's action(s), if any installation, initial or additionally requested inmate communications equipment is not completed within the timeframe allowed in the agreed-upon implementation plan. This includes the provision of remote access for inmate communication services.</p>	<p>\$500.00 per day for each day the after the agreed-upon date until the installation is complete.</p>

LIQUIDATED DAMAGES (Continued)

<p>All Inmate Communication Services Vendor shall be responsible for resolving any reported repairs or replacements within 10 days following the date of notification of a service request or inmate communication service failure (“Cure Period”). Should Vendor fail to resolve the reported repair or replacement within the specified Cure Period, Vendor may be liable for liquidated damages.</p>	<p>\$500.00 for each day after the Cure Period and for each reported repair or replacement that the Vendor fails to resolve, until each reported repair or Vendor resolves replacement.</p>
<p>All Inmate Communication Services When Customer suffers one or more lost, unrecoverable or un-useable recording(s). Customer agrees to notify Vendor of such instances and provide up to 7 days per instance for Vendor to produce the call recordings.</p>	<p>\$1,000.00 per occurrence.</p>
<p>All Inmate Communication Services Vendor shall adhere to Customer’s performance process when upgrading each inmate communications service, software, equipment, or performing any changes to the inmate communications that affect the scope under this Agreement. Any deviation from the process may result in liquidated damages incurred by Vendor.</p>	<p>\$500.00 per occurrence.</p>
<p>All Inmate Communication Services Vendor shall adhere to Section, 21 Attorney Communications and Attachment 1, Section D (General Installation Requirements) when transferring attorney telephone numbers from the incumbent inmate telephone system provider to Vendor’s ITS. Any telephone numbers and/or video visitation accounts (attorney, consulates, etc.) improperly transferred, added or uploaded via Vendor or Vendor’s automated attorney verification upload feature into the ITS and/or VVS that are not properly configured for non-recorded and free calls and/or video visits. Should failure of Vendor or Vendor’s automatic upload feature result in attorney/privileged call or video visit recordings and/or charges to the inmate or end-user, Vendor shall remove access to any and all unauthorized call or video recordings in the ITS and/or VVS and refund the end-user or inmate for any unauthorized charges within 24 hours of notification from Customer of such instances.</p>	<p>\$1,000.00 per occurrence \$5.00 per completed call or video visitation session that was charged to the inmate or called party.</p>

In Witness Whereof, the Parties have set their hands as on the day and year written below, acting through their authorized representatives.

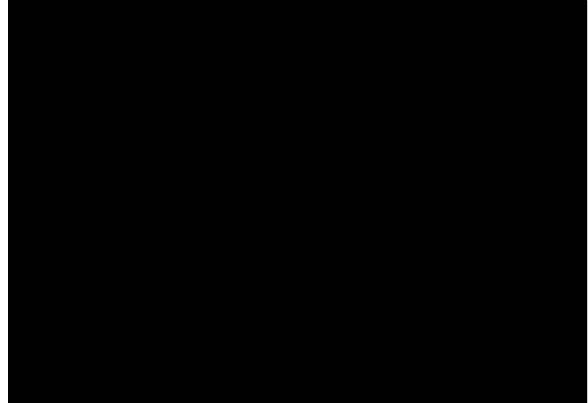
Fairfax County Sheriff's Office



2/26/2021

Date

Smart Communications Holding Inc.



February 26, 2021

Date

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

SUBSECTION 1 -ITS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Reporting and Payments	Gross Revenue generated by and through the proposed ITS consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor that are in any way connected to the provision of ITS service pursuant to this Agreement. Gross Revenue includes, by way of example and not limitation, all the following: all surcharges; per minute fees and any additional fees and/or charges generated by the completion of all calls (including any combination of free, direct-billed, debit, and pre-paid Local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls); additional fees and/or charges added to the total cost of a call or added to the called party's bill; or any other compensation received by Vendor.
1.002	Reporting and Payments	Vendor shall not reduce total Gross Revenue (as defined above) for any deductions associated with fees, adjusted durations, unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls, LEC adjustments or any other Vendor expense.
1.003	Reporting and Payments	Any additional fees to be added to the called party's bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by Customer prior to implementation.
1.004	Reporting and Payments	Customer shall notify Vendor of any unapproved additional fees and/or charges associated with ITS of which Customer becomes aware. The unapproved fees and/or charges are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
1.005	Reporting and Payments	Should Customer and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.
1.006	Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:
1.007	Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the called party or inmate and then remitted 100% by the billing party to the appropriate governmental agency.
1.008	Reporting and Payments	Pre-Paid Collect Funding Fees - Pre-paid collect funding fees are defined as fees imposed on called parties who set up or fund a pre-paid collect account with Vendor or a third party (i.e. Western Union) to accept calls. The pre-paid collect funding fee shall not be applied on a per-call basis. All pre-paid collect fees must be approved by Customer and are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
1.009	Reporting and Payments	Complimentary calls associated with Vendor's pre-paid collect program are not included in Gross Revenue and revenue share is not payable by Vendor.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

1.010	Reporting and Payments	A “Free” call shall be defined as a call not generating any revenue or compensation for Vendor. Calls to telephone numbers that appear on the free call list supplied by Customer or from inmate telephones approved by Customer to process free calls shall not generate revenue or compensation for Vendor and shall not be eligible for the fixed revenue-share payment, in the form of a quarterly sum, to Customer. Only those numbers designated by Customer on the free call list and inmate telephones approved by Customer to process free calls shall be marked as “Free” in the ITS and designated as such in the call detail records. In the event Vendor receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and eligible for the fixed revenue-share to Customer. Unauthorized free calls are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
1.011	Reporting and Payments	A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail as acceptance). The call shall be deemed complete and eligible for revenue-share regardless if Vendor can bill or collect revenue on the call.
1.012	Reporting and Payments	Vendor shall remit the quarterly Financial Guarantee payments on the 25th of the first month of each quarter for the term of the Agreement. Late payments are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) and quarterly payments not reflecting a full quarter are subject to prorating.
1.013	Reporting and Payments	Vendor agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates, including but not limited to any and all taxes as applicable for the ITS services such as collect, debit, pre-paid and any other calls.
1.014	Reporting and Payments	Vendor may, upon request from Customer, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary provider collects and remits taxes for inmate telephone services, Vendor is solely responsible for obtaining a resale certificate from the commissary provider. Vendor is responsible for obtaining all proper documentation from the commissary provider. Vendor's agreement with the commissary provider must address the requirements set forth in this section.
1.015	Reporting and Payments	Vendor shall provide monthly revenue share payments and traffic detail reports to Customer via these methods:
1.016	Reporting and Payments	Customer requests that all payments be sent via wire transfer; and
1.017	Reporting and Payments	Customer requires that the traffic detail reports be sent electronically in Comma Separated Values (CSV) format.
1.018	Reporting and Payments	Traffic detail reports shall include a detailed breakdown of all ITS activity, including but not limited to all collect, direct billed, pre-paid and debit calls for each inmate telephone at the Facilities:
1.019	Reporting and Payments	Facility Name;

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

1.020	Reporting and Payments	Facility Identification Number/Agency Identification Number;
1.021	Reporting and Payments	Facility Address (Street, City, State and Zip);
1.022	Reporting and Payments	Automatic Number Identifier;
1.023	Reporting and Payments	Inmate Telephone Station Port/Identifier;
1.024	Reporting and Payments	Inmate Telephone Location Name;
1.025	Reporting and Payments	Local Calls, Minutes, Gross Revenue (Per Inmate Telephone);
1.026	Reporting and Payments	Intralata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
1.027	Reporting and Payments	Interlata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
1.028	Reporting and Payments	Intralata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);
1.029	Reporting and Payments	Interlata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone); and
1.030	Reporting and Payments	International Calls, Minutes Gross Revenue (Per Inmate Telephone).
1.031	Reporting and Payments	Total Calls, Minutes, Gross Revenue and Revenue Share Amount (Per Inmate Telephone); and
1.032	Reporting and Payments	Traffic Period and Dates.
1.033	Reporting and Payments	Vendor shall supply a report of all pre-paid card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, revenue-share rate and revenue-share total.
1.034	Reporting and Payments	Vendor shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic and monthly billing files to Customer no later than the 25th day of the month following the month of traffic.
1.035	Reporting and Payments	The daily raw CDRs shall contain all calls (both attempted and completed) which originate from the facility(s) for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. The CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include (without limitation) the following fields:
1.036	Reporting and Payments	Facility Name;
1.037	Reporting and Payments	Facility Identification Number;
1.038	Reporting and Payments	From ANI;

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

1.039	Reporting and Payments	To ANI;
1.040	Reporting and Payments	Batch Number / ID;
1.041	Reporting and Payments	From City;
1.042	Reporting and Payments	From State;
1.043	Reporting and Payments	To City;
1.044	Reporting and Payments	To State;
1.045	Reporting and Payments	Station Port/Identifier;
1.046	Reporting and Payments	Phone Name or Location;
1.047	Reporting and Payments	Inmate Name;
1.048	Reporting and Payments	Inmate Identification Number;
1.049	Reporting and Payments	Personal Identification Number;
1.050	Reporting and Payments	Pre-Paid Card Identification Number;
1.051	Reporting and Payments	Revenue Period;
1.052	Reporting and Payments	Call Start (yyymmdd; mmss);
1.053	Reporting and Payments	Call End (yyymmdd; mmss);
1.054	Reporting and Payments	Seconds;
1.055	Reporting and Payments	Call Type (e.g. local, etc.);
1.056	Reporting and Payments	Bill Type (e.g. free, collect, etc.);
1.057	Reporting and Payments	Call Cost;
1.058	Reporting and Payments	Tax;
1.059	Reporting and Payments	Validation Result;

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

1.060	Reporting and Payments	Termination Reason;
1.061	Reporting and Payments	LIDB Status/Code; and
1.062	Reporting and Payments	Completion/Accept Indicator.
1.063	Reporting and Payments	Vendor shall provide a miscellaneous charges/fees report which shall include a breakdown of all charges and fees applied to (without limitation) calls and accounts from the facilities covered under the Agreement, including but not limited to: single call fee(s), pre-paid collect funding fee(s), collect billing fee(s) regardless of whether the charge/fee was assessed directly by Vendor or a third party. The miscellaneous charges/fees report shall contain (without limitation) the following information:
1.064	Reporting and Payments	Facility Identification Number;
1.065	Reporting and Payments	Date;
1.066	Reporting and Payments	Customer Identification Number;
1.067	Reporting and Payments	To ANI;
1.068	Reporting and Payments	Billed Account;
1.069	Reporting and Payments	Transaction Type;
1.070	Reporting and Payments	Bill Type
1.071	Reporting and Payments	Fee Type;
1.072	Reporting and Payments	Instance Type; and
1.073	Reporting and Payments	Fee Amount.
1.074	Reporting and Payments	Financial Guarantee payments, usage detail reports, or reports not containing the required fields, received by Customer after the date specified above are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

SUBSECTION 2 - VVS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	VVS Reporting and Payments	VVS Gross Revenue consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor and in any way connected to the provision of video visitation service pursuant to the Agreement. Gross Revenue includes, by way of example and not limitation, the following: all costs, charges, and fees added to the total cost to visitors or inmates for the scheduling and/or completion of all remote video visitation sessions, or any other compensation received by Vendor for the completion of all remote video visitation sessions.
2.002	VVS Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:
2.003	VVS Reporting and Payments	A "Free" video visitation session defined as a video visitation session not generating any revenue or compensation for Vendor. Approved video visitation sessions included on the free video visitation list shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to Customer. Only those visitors or inmates designated by Customer to process free video visitation sessions shall be marked as "Free" in the VVS and designated as such in the VVS detail records. In the event Vendor collects any revenue or compensation, notwithstanding the source, from any third party related to a completed/scheduled video visitation session, such amounts shall be included in Gross Revenue and eligible for revenue share to Customer.
2.004	VVS Reporting and Payments	Service Credit Purchase Transaction Fees - Service Credit Purchase Transaction fees are defined as fees imposed on end-users to set up and/or fund an account with Vendor to conduct remote video visitation sessions. The service credit purchase transaction fee shall not be applied on a per-visitiation basis. All service credit purchase transaction fees must be approved by Customer and are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
2.005	VVS Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the visitor or inmate and then remitted 100% by the billing party to the appropriate governmental agency.
2.006	VVS Reporting and Payments	Any additional fees to be charged to inmates or visitors for video visitation sessions from the Facilities must be approved by Customer prior to implementation. Customer and Vendor shall mutually agree on the method of revenue share due to Customer associated with the additional charges/fees.
2.007	VVS Reporting and Payments	Customer shall notify Vendor of any unapproved fees and/or charges associated with the VVS of which Customer becomes aware. Unapproved fees and/or charges are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
2.008	VVS Reporting and Payments	Should Customer and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each visitor or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.
2.009	VVS Reporting and Payments	A video visitation session is deemed complete and considered part of Gross Revenue (as described above), when the video visitation session is scheduled and a connection is made by both parties.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

2.010	VVS Reporting and Payments	Payment and reports for video visitation sessions are due to Customer on or before the 25th day of the month following the activity/session month.
2.011	VVS Reporting and Payments	Vendor shall provide monthly video visitation detail records, in CSV format, which shall include a detailed breakdown of activity for all video visitation sessions, including but not limited to:
2.012	VVS Reporting and Payments	Facility Name;
2.013	VVS Reporting and Payments	Facility Identification Number/Site Identification Number;
2.014	VVS Reporting and Payments	VVS Station Identifier;
2.015	VVS Reporting and Payments	VVS Station Location Name;
2.016	VVS Reporting and Payments	Onsite Video Visitation Sessions, Minutes (Per VVS Station);
2.017	VVS Reporting and Payments	Free Video Visitation Sessions, Minutes (Per VVS Station);
2.018	VVS Reporting and Payments	Facility to Facility Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);
2.019	VVS Reporting and Payments	Remote Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);
2.020	VVS Reporting and Payments	Revenue Share (Per VVS Station);
2.021	VVS Reporting and Payments	Total Video Visitation Sessions, Minutes Gross Revenue; and
2.022	VVS Reporting and Payments	Traffic Period and Dates.
2.023	VVS Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by Customer after the dates specified above are subject to liquidated damages as specified in Agreement Terms, Section 23 (Liquidated Damages) .

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

SUBSECTION 3 - TABLET REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Tablet Reporting and Payments	Gross Revenue generated by and through the proposed Tablet solution consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Vendor in any way connected to the provision of Tablets pursuant to the Agreement. Gross Revenue includes, by way of example and not limitation, all of the following: all per minute fees, application charges, equipment costs and any additional fees/charges generated by the accessibility of Tablets and all additional fees charged to the end-user or inmate and any other compensation received by Vendor.
3.002	Tablet Reporting and Payments	Vendor shall absorb all costs of providing Tablets including the provision of support, maintenance, necessary hardware, software, bandwidth, wiring, infrastructure, fee collection and accounting.
3.003	Tablet Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:
3.004	Tablet Reporting and Payments	A "Free" transaction, application, or message defined as a transaction, application, or message not generating any revenue or compensation for Vendor. Approved "Free" Tablet transactions, applications, or messages shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to Customer. Only those transactions, applications, or messages designated by Customer as "Free" shall be marked as "Free" in the Tablet solution and designated as such in the Tablet detail records. In the event Vendor collects any revenue or compensation, notwithstanding the source, from any third party related to Tablet transactions, applications, or messages such amounts shall be included in Gross Revenue and eligible for revenue share to Customer.
3.005	Tablet Reporting and Payments	Service Credit Purchase Transaction Fees - Service Credit Purchase Transaction fees are defined as fees imposed on end-users to set up and/or fund an account with Vendor to send electronic messages to inmates. The service credit purchase transaction fee shall not be applied on a per-message basis. All service credit purchase transaction fees must be approved by Customer and are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
3.006	Tablet Reporting and Payments	Required charges and taxes that are intended to be paid by the end-user or inmate and then remitted 100% by the billing party to the appropriate governmental agency.
3.007	Tablet Reporting and Payments	Any additional fees to be charged to end-users or inmates for the use of Tablets or Tablet applications at the Facilities must be approved by Customer prior to implementation. Customer and Vendor shall mutually agree on the method for revenue share due Customer associated with the additional charges/fees.
3.008	Tablet Reporting and Payments	Customer shall notify Vendor of any unapproved additional fees and/or charges associated with the use of Tablets of which Customer becomes aware. The unapproved fees and/or charges are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
3.009	Tablet Reporting and Payments	Should Customer and Vendor mutually agree that the charges/fees are to be discontinued, Vendor shall refund each end-user or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

3.010	Tablet Reporting and Payments	Should Customer and Vendor mutually agree that the charges/fees will remain, Customer and Vendor shall mutually agree on a method for compensation.
3.011	Tablet Reporting and Payments	Payments and reports for Tablets are due to Customer on or before the 25th day of the month following the month of activity.
3.012	Tablet Reporting and Payments	Vendor shall provide monthly Tablet detail reports/records, CSV format, which shall include a detailed breakdown of the activity for all transaction types, including but not limited to, electronic messages, photos, attachments, videos, media, application usage, for each Tablet. Tablet detail records shall include, at a minimum, each of the following items for each Tablet and each transaction or application type:
3.013	Tablet Reporting and Payments	Facility Name;
3.014	Tablet Reporting and Payments	Facility Identification Number/Site Identification Number;
3.015	Tablet Reporting and Payments	Facility Address, Street, City, State, and Zip;
3.016	Tablet Reporting and Payments	Tablet Identifier (where applicable);
3.017	Tablet Reporting and Payments	Number to Transactions for Each Transaction Type (Per Tablet);
3.018	Tablet Reporting and Payments	Minutes of Usage for Each Application Type (Per Tablet);
3.019	Tablet Reporting and Payments	Gross Revenue for Each Transaction / Application (Per Tablet);
3.020	Tablet Reporting and Payments	Revenue Share Rate;
3.021	Tablet Reporting and Payments	Total Revenue Share (Per Tablet);
3.022	Tablet Reporting and Payments	Total Transactions/Applications, Minutes of Usage, Gross Revenue and Revenue Share; and
3.023	Tablet Reporting and Payments	Traffic Period and Dates.
3.024	Tablet Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by Customer after the dates specified above are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .

SUBSECTION 4 - LOBBY TELEPHONE SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Lobby Telephones	Vendor shall furnish, install and maintain 7 telephone(s) in the lobby for use by the general public. The lobby telephones shall process free 5-minute Local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls. The lobby telephone(s) shall be furnished, installed and maintained by Vendor at no cost to Customer.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION A - GENERAL CONDITIONS

SUBSECTION 5 - RATE REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	Rate Requirements	Vendor must agree to provide the required ITS, VVS, and Tablet rates and all related fees specified in found in Attachment 1, Section J (Rates, Fees and Revenue Share) and must be in compliance with the Commonwealth of Virginia laws and applicable regulations.
5.002	Rate Requirements	Before any new rate increases or decreases are implemented for any of the inmate communication services required in this Agreement, Vendor must submit a written request to receive approval from Customer. Customer will respond in writing to Vendor's request. Unapproved adjustments implemented without the prior written approval from Customer are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
5.003	Rate Requirements	In the event Vendor increases the rates for any of the inmate communication services required in this Agreement without the prior written approved of Customer, Vendor must issue refunds to all overcharged end-users, visitors or inmates within 5 business days; a list of the issued credits must be provided to Customer as documentation. Customer will not issue a refund for any portion of the Financial Guarantee and/or revenue-share for unapproved rate increases.
5.004	Rate Requirements	In the event Vendor charges for calls to approved privileged phone numbers or video visits/ the visitor accounts because of the ITS/VVS system's failure to configure these communications as free, Vendor must issue refunds to all charged inmates or/or the end-users. Vendor may also be subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
5.005	Rate Requirements	Vendor will implement any rate adjustments for any and all inmate communication systems requested by Customer within 10 calendar days of said request, subject to regulatory approval, as applicable.
5.006	Rate Requirements	Vendor's ITS shall rate all calls to U.S. Territories including but not limited to: Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Saipan/Mariana Islands as Interstate. Calls to all other countries shall be rated as International. The calling rates for both Domestic International and International are specified in Attachment 1, Section J (Rates, Fees and Revenue Share) .
5.007	Rate Requirements	Vendor shall calculate the raw duration of each inmate telephone call, video visitation session and Tablet usage in seconds based on the time the call is accepted, video visitation session is completed or Tablet usage begins and the time the call, session or usage is terminated by the ITS, VVS or Tablets respectively. For calls, video visitation sessions or Tablet usage where the duration is at least 10 seconds, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the rates are applied.
5.008	Rate Requirements	During the rating process, Vendor shall round the raw calculated amount to the nearest hundredth decimal place (up or down) using normal accounting practices.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION B - USER BILLING AND PAYMENTS		
SUBSECTION 1 - PRE-PAID & DEBIT APPLICATIONS		
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow for pre-payment for a specific end-user, visitor, telephone number or an inmate.
1.002	Pre-Paid / Debit Application	Customer requires that Vendor issue refunds to end-users of any inmate communication services for any pre-paid funds remaining in any pre-paid account upon the end-user's request whether the account is active or inactive. Should an account be deactivated by Vendor and the end-user requests to reactivate the account and utilize inmate communication services from inmates at the Facilities, the funds shall be made available to the end-user by Vendor. No fees shall be charged to the end-user for refunds or reactivation of funds associated with a pre-paid account.
1.003	Pre-Paid / Debit Application	Should Vendor adjust the rates in order to complete a call, Vendor shall incur liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) . Customer shall notify Vendor of any approved adjustments in the rates of which Customer becomes aware.
1.004	Pre-Paid / Debit Application	Vendor shall not prevent the completion of a pre-paid collect call if the end-user's pre-paid collect balance is less than the average cost of a call (regardless of call type) from the Facilities.
1.005	Pre-Paid / Debit Application	The pre-paid and/or debit application shall be internal to Vendor's ITS, VVS or Tablet.
1.006	Pre-Paid / Debit Application	Vendor shall provide the inmate with the balance of the pre-paid or debit account at the time of the call or Tablet application.
1.007	Pre-Paid / Debit Application	The ITS and VVS shall provide the called party with the balance of their pre-paid collect account at the time of the call or scheduling of a video visitation session, as applicable.
1.008	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow international calls.
1.009	Pre-Paid / Debit Application	Vendor shall be capable of configuring pre-paid cards for use outside of the Facilities.
1.010	Pre-Paid / Debit Application	The ITS shall be capable of interfacing with the current commissary or JMS provider for ease of transferring money from the inmate's trust /commissary account to the ITS debit account as well as refunding any unused funds to the trust account upon the inmate's release.
1.011	Pre-Paid / Debit Application	It is Vendor's responsibility to initiate and establish a business relationship and necessary interface(s) with the JMS and commissary provider. The contact information is found in Attachment 1, Section I (Facility Specifications) . Customer shall not be responsible for paying any amounts associated with the required interface(s).
1.012	Pre-Paid / Debit Application	Vendor shall supply, at Customer's request, signage, brochures, flyers regarding the ITS, VVS and Tablets and/or Vendor's pre-paid and debit programs at no cost to Customer.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION B - USER BILLING AND PAYMENTS

SUBSECTION 2 - PAYMENTS FOR VIDEO VISITATION SYSTEM SESSIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Payments for VVS Sessions	Vendor shall refund all visitation fees and/or service credits if the video visitation session is dropped due to Vendor related issues.
2.002	Payments for VVS Sessions	Vendor shall provide an option for an itemized receipt for all transactions, charges and fees for all video visitation sessions.

SUBSECTION 3 - TABLET CHARGES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Tablet Charges	To complete the reporting and revenue share process outlined in Attachment 1, Section A (General Conditions) , Vendor shall, by the 5th day of the month following the traffic month, submit an inmate transaction fee invoice to Customer for payment by Customer. The invoice shall contain all transaction fees for Tablet applications and usage collected by Customer from the inmates for the Tablet applications and usage associated with Vendor's Tablet solution at the Facilities for the previous calendar month. In no case shall Customer be independently responsible for payment of transaction fees and/or service credits not collected previously from inmates.

SUBSECTION 4 - Vendor RETENTION OF END-USER ACCOUNT INFORMATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Vendor Retention of End-User Account Information	For the purpose of aiding in investigations Vendor must retain ITS, VVS, and Tablet account information pertaining to an end-user's pre-paid collect, direct bill, and similar accounts for a period of 2 years after the expiration/termination of the Agreement. The information shall include, but not be limited to, the end-user's billing name, address and telephone number.
4.002	Vendor Retention of End-User Account Information	Customer shall have access to such account information upon request.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION C - CUSTOMER SERVICE

SUBSECTION 1 - MAINTENANCE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Maintenance	Vendor shall respond to repair requests from Customer by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7-days a week, 365-days a year basis.
1.002	Maintenance	Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 4 hours following notification of a service request or system failure.
1.003	Maintenance	Vendor must exhibit to Customer a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.
1.004	Maintenance	Customer shall be notified of progress and/or delays in progress until the problems are resolved.
1.005	Maintenance	Vendor shall conduct a preventative maintenance visit once a week checking each inmate communication device. Customer will determine the date and time of the preventative maintenance visit.
1.006	Maintenance	Following each preventative maintenance visit, Vendor shall provide Customer a repair log detailing all repairs and/or replacement of nonworking or damaged equipment or software. The repair log shall include, but not be limited to, which facility, date reported, station name, station location, Vendor ticket number, work performed and resolution date.
1.007	Maintenance	Each party shall report to the other party any misuse, destruction, damage, vandalism, etc. to the ITS. Vendor will assume liability for any and all such damages.
1.008	Maintenance	Vendor shall notify Customer any time a technician will be dispatched to the Facilities and prior to the technician's arrival.
1.009	Maintenance	Additionally, Customer may cancel the Agreement with Vendor if Vendor has not cured a service problem within 10 days of Vendor receiving notice of the problem from Customer. Service problems not cured within 10 days are subject to liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
1.010	Maintenance	Each party shall report to the other party any misuse, destruction, damage, or vandalism. Vendor will assume liability for any and all such damages.
1.011	Maintenance	All operation, maintenance and repair issues regarding inmate communication services shall be reported by Vendor to Customer promptly.
1.012	Maintenance	Vendor shall provide Customer with ITS, VVS, Tablet or Kiosk technology software upgrades as they become available. All upgrades must be provided to Customer at no additional cost.

Attachment 1 - Mandatory Requirements

SECTION D - GENERAL INSTALLATION REQUIREMENTS

SUBSECTION 1 - STANDARDS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Standards	Inmate communication services are to be provided and shall comply with all applicable Federal Communication Commission regulations relating to inmate communication services in correctional facilities.
1.002	Standards	Vendor shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government.

SUBSECTION 2 - IMPLEMENTATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Implementation	Vendor shall submit an implementation plan for all inmate communications services, which shall include an installation schedule, for each Facility, including ITS, VVS, Kiosks and Tablets.
2.002	Implementation	Initial installations for the ITS must be completed within 60 days of the execution of the Agreement between Customer and the selected Vendor. Implementation plan(s) will become a part of the Agreement and must be followed.
2.003	Implementation	Initial installations for the Kiosks, Tablets and VVS must be completed within 120 days respectively of the execution of the Agreement between Customer and the selected Vendor. Implementation plan(s) will become a part of the Agreement and must be followed.

SUBSECTION 3 - TRANSITION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Transition Requirements	For the initial installation, Vendor will work with Customer and the incumbent inmate communication services provider to ensure an orderly transition of services, responsibilities and continuity of the services required by Customer.
3.002	Transition Requirements	Upon expiration, termination, or cancellation of the Agreement, Vendor shall accept the direction of Customer to ensure all inmate communication services are smoothly transitioned. At a minimum, the following shall apply:
3.003	Transition Requirements	At no cost to Customer , Vendor shall supply 1 workstation which shall become the property of Customer after expiration, cancellation or termination of the Agreement to allow Customer access to all CDRs, call and visitation recordings, documentation, reports, data contained in the inmate communication applications/systems.
3.004	Transition Requirements	Vendor shall discontinue providing service or accepting new assignments under the terms of the Agreement, on the date specified by Customer. Vendor agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Agreement for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Agreement. Revenue share will be due and payable by Vendor to Customer at the percentage provided in the Agreement until inmate communication services are no longer handled by Vendor.
3.005	Transition Requirements	Vendor agrees to remove its equipment at the conclusion of the Agreement in a manner that will allow the reuse of wiring/cablings associated with all inmate communication services.

Attachment 1 - Mandatory Requirements

SECTION D - GENERAL INSTALLATION REQUIREMENTS

SUBSECTION 4 - GENERAL INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	General Installation Requirements	Vendor shall be responsible for all costs associated with the installation of the inmate communication services including but not limited to ITS, VVS, Kiosks and Tablets which shall include but not be limited to, the necessary labor, parts, materials, transportation, purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed system components in good working order and in compliance with the equipment manufacturer's specifications.
4.002	General Installation Requirements	Vendor shall install the quantity of inmate telephones, standard visitation telephones, video visitation stations, Kiosks and Tablets detailed in Attachment 1 - Section I (Facility Specifications).
4.003	General Installation Requirements	Vendor shall provide Customer with the number of Multi-Purpose Workstations indicated in Attachment 1, Section I (Facility Specifications) . The workstations shall work in real-time with the ITS, VVS, Tablets, digital mail service and additional technologies and provide access to Vendor's communication services user applications for service management, monitoring, recording and reporting. The workstations shall each include a CD/DVD burner, flat screen monitor, speakers (built in or external), mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).
4.004	General Installation Requirements	Vendor shall provide Customer the number of VVS monitoring and control workstation(s) specified in Attachment 1 - Section I (Facility Specifications) . The workstations shall work in real-time with the VVS, for monitoring, recording and reporting. The workstation shall each include a CD/DVD burner, 2 flat screen monitors, 1 monitoring TiVo (46" or greater), built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).
4.005	General Installation Requirements	Vendor shall install a separate, dedicated network to accommodate all inmate communication services. Vendor's inmate communication services shall not be configured to reside on or use Customer's network.
4.006	General Installation Requirements	Vendor shall install/mount all inmate communication services equipment in accordance with Customer's requirements.
4.007	General Installation Requirements	Vendor shall ensure that all inmate facing communication equipment for ITS, VVS stations and Tablets provide voice prompts, pre-recorded system messages and overlays, and touchscreen interfaces provide the inmate the choice of English, Spanish, Vietnamese and Korean for interacting with the communication devices.
4.008	General Installation Requirements	Use of existing conduit, raceways, cable, wiring, switches, circuits, and terminals within the Facilities is at the risk of Vendor. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Agreement by Vendor becomes Customer's property upon termination and/or expiration of the Agreement.
4.009	General Installation Requirements	Vendor agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable wiring standards for commercial buildings and must be approved by the Facilities maintenance personnel.
4.010	General Installation Requirements	Vendor shall be responsible for installing all new wiring, cabling and network circuits at no cost to Customer to support the provision of the outlined inmate communication services at no cost to Customer.

Attachment 1 - Mandatory Requirements

SECTION D - GENERAL INSTALLATION REQUIREMENTS

4.011	General Installation Requirements	Vendor agrees to obtain Customer’s written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.
4.012	General Installation Requirements	Vendor shall provide, install, maintain, replace and upgrade adequate surge and lightening protection equipment to protect all lines, circuits and equipment used for the inmate communication services.
4.013	General Installation Requirements	Vendor shall provide, install, maintain, replace and upgrade an Uninterruptible Power Supply (UPS) back-up power for the inmate communication services to ensure there is no loss of call, video or transaction processing and data storage in the event of a power failure.
4.014	General Installation Requirements	A separate power supply shall not be required for the inmate communication services equipment. A power source will be made available by Customer for the inmate communication services.
4.015	General Installation Requirements	Installation of all cabling, telephones, video visitation stations, Tablets, and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Facility Administrator.
4.016	General Installation Requirements	Vendor shall install, repair, and maintain all Vendor-provided equipment, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Vendor-provided equipment, installation, maintenance, repair costs, and all costs or losses due to vandalism shall be the total responsibility of Vendor.
4.017	General Installation Requirements	Vendor shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by Customer, no equipment, inventory or spare parts shall be stored by Vendor at the Facilities.
4.018	General Installation Requirements	Vendor shall correct any damage to Customer’s property caused by maintenance or installation associated with the inmate communication services, including repairs to walls and ceilings.
4.019	General Installation Requirements	Vendor shall provide written documentation indicating that all circuits and network have been tested and all cables, pairs, fiber strands, blocks are legibly marked after the completion of each installation associated with the inmate communication services.

SUBSECTION 5 - SECURITY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	Security	All Vendor employees shall obtain, at Vendor’s cost, the appropriate personnel background security clearance prior to arrival at the Facilities.
5.002	Security	All Vendor employees will comply with Customer’s policies and procedures.
5.003	Security	Entry to the Facilities is subject to the approval of Customer’s Facility Administrator.

Attachment 1 - Mandatory Requirements

SECTION D - GENERAL INSTALLATION REQUIREMENTS

SUBSECTION 6 - TRAINING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
6.001	Training	Vendor shall provide onsite training for each inmate communication service to Customer's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to Customer. Training manuals shall be provided to Customer's staff at all training meetings and will become the property of Customer. At Customer's request, Vendor shall provide a downloadable version of all user manuals and training materials.
6.002	Training	When requested by Customer, informational pamphlets shall be available to inmates and end-users and shall describe the applicable features and functionalities of each inmate communication service.
6.003	Training	Vendor will also provide full documentation for all inmate communication services features and documentation for any and all added technology features that result from this Agreement.

SUBSECTION 7 - UPGRADES AND PERFORMANCE PROCESS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
7.001	Upgrades and Performance Process	Vendor shall provide Customer with written notice, including detailed information, of any new inmate communications service software upgrades or additional features to be added to either system, within 30 days of the introduction of the new software or features into the industry.
7.002	Upgrades and Performance Process	Vendor shall provide Customer with inmate communication services software upgrades as they become available. All upgrades must be within 1 release of the newest operating system and provided to Customer at no additional cost.
7.003	Upgrades and Performance Process	Vendor shall adhere to the following performance process when upgrading the inmate communication service software, equipment, or performing any changes to any system at the Facilities. Any deviation from this process may result in liquidated damages incurred by Vendor as described in Agreement Terms, Section 23 (Liquidated Damages) .
7.004	Upgrades and Performance Process	Vendor shall perform extensive testing on all system changes or upgrades to any of the inmate communication services, prior to introducing them to Customer. At a minimum, this shall include the following:
7.005	Upgrades and Performance Process	Circuit/network testing;
7.006	Upgrades and Performance Process	Configuration / setting preservation testing;
7.007	Upgrades and Performance Process	ITS: call processing, debit/pre-paid availability, international calling;
7.008	Upgrades and Performance Process	VVS: video visitation session quality and scheduling application;
7.009	Upgrades and Performance Process	Kiosks: access to all transactions, applications and interfaces with Customer's banking software;
7.010	Upgrades and Performance Process	Tablets: access to all transactions, applications and applicable purchase processes; and

Attachment 1 - Mandatory Requirements

SECTION D - GENERAL INSTALLATION REQUIREMENTS

7.011	Upgrades and Performance Process	Access to all inmate communication service user applications.
7.012	Upgrades and Performance Process	Vendor shall provide Customer with written details regarding any change to voice prompts, dialing or video visitation procedures or processes impacting inmates and end-users/visitors.
7.013	Upgrades and Performance Process	Vendor shall receive written permission from Customer, before scheduling or proceeding with any functionality changes to the inmate communication services at the Facilities, especially if the changes will cause an interruption in service.
7.014	Upgrades and Performance Process	Customer, at its option, shall have a minimum of 2 weeks to notify inmates at the Facilities of any inmate communication services changes that affect the inmates or end-users/visitors.
7.015	Upgrades and Performance Process	Vendor shall work with the Facilities to schedule all changes and/or upgrades during a time when the inmate communication services are not being used regularly by the inmates. Vendor shall coordinate a convenient time and day with Customer to implement the changes or upgrades to avoid an interruption in service.
7.016	Upgrades and Performance Process	At the request of Customer, Vendor shall coordinate the presence of a technician at the Facilities on the day of implementation to place test calls, video visitation session and Tablet transactions and ensure all inmate communication services are functioning properly.
7.017	Upgrades and Performance Process	All said changes shall be made by Vendor at no cost to Customer.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION E - ITS REQUIREMENTS

SUBSECTION 1 - ITS SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	ITS Installation Requirements	All telephone equipment provided shall be fully operational at the time of the initial installation.
1.002	ITS Installation Requirements	The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in Attachment 1 - Section I (Facility Specifications) .
1.003	ITS Installation Requirements	Vendor shall install all new telephone equipment.
1.004	ITS Installation Requirements	All telephone equipment shall be powered by the telephone line, not require an additional power source.
1.005	ITS Installation Requirements	The telephones must not contain any exterior removable parts.
1.006	ITS Installation Requirements	All telephone sets shall include volume control.
1.007	ITS Installation Requirements	Vendor shall place placards containing dialing instructions in English and Spanish on each telephone. Placards shall be replaced each time an inmate telephone set is replaced.
1.008	ITS Installation Requirements	At no cost to Customer, Vendor shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded buildings and Facilities.
1.009	ITS Installation Requirements	If the installation of the additional telephones (inmate and visitation) is not completed within 30 days, Vendor may incur liquidated damages as described in the Agreement, Section 35 (Liquidated Damages) .
1.010	ITS Installation Requirements	At no cost to Customer, Contractor shall interface with the inmate trust account provider to allow inmates to purchase debit via the ITS. The inmate trust account provider contact information is provided in Attachment 1, Section I (Facility Specifications) . The ITS debit option shall, at minimum:
1.011	ITS Installation Requirements	Be configured as a main option in the ITS calling menu;
1.012	ITS Installation Requirements	Provide the inmate's trust account balance prior to and after placing a debit order; and
1.013	ITS Installation Requirements	Provide the inmate's debit account balance prior to placing a debit call.

SUBSECTION 2 - ITS AND USER APPLICATION SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	ITS and User Application Specifications	The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling and standard visitation sessions.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION E - ITS REQUIREMENTS		
2.002	ITS and User Application Specifications	The ITS shall be configured to process all or any combination of the following bill types, without limitation; collect, free, pre-paid collect, pre-paid card, debit and/or speed dial.
2.003	ITS and User Application Specifications	Vendor shall provide a sufficient amount of bandwidth to ensure inmates are allowed to place calls 99.9% of the time. Customer reserves the right to require Vendor to revise its configuration to Customer's reasonable satisfaction to resolve any inmate complaints of reception degradation or unavailable service which arise as a result of Vendor's ITS configuration. Such changes shall be completed by Vendor at no cost to Customer.
2.004	ITS and User Application Specifications	At Customer's request, Vendor shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by Customer.
2.005	ITS and User Application Specifications	The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. Vendor shall accept Customer's reasonable decision regarding whether the reception quality is acceptable.
2.006	ITS and User Application Specifications	Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation ("positive acceptance"). Voice recognition is not an acceptable method for positive acceptance.
2.007	ITS and User Application Specifications	The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, voicemail, cellular telephones, ring-back tones, chain dialing.
2.008	ITS and User Application Specifications	The ITS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent fraud or unauthorized dialing. Vendor must assume all responsibility for fraud or unauthorized dialing occurring as a result of the ITS failing to meet this requirement.
2.009	ITS and User Application Specifications	With each call, the ITS must provide an automated message to advise the called party that:
2.010	ITS and User Application Specifications	That the call is coming from a correctional facility.
2.011	ITS and User Application Specifications	The call is coming from a specific inmate.
2.012	ITS and User Application Specifications	The call may be monitored and recorded.
2.013	ITS and User Application Specifications	With each call, the ITS shall clearly identify the type of call being placed to the called party: collect, pre-paid, free. This recording must be free of any charges.
2.014	ITS and User Application Specifications	The ITS shall be able to accommodate the following for recording and playback of an inmate's name to the called party:
2.015	ITS and User Application Specifications	The inmate may record a name only once (with the first call attempted); the recorded name will be stored in the ITS and shall be played back with all subsequent call attempts. Customer requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS; or
2.016	ITS and User Application Specifications	For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. Customer reserves the right to request Vendor to modify/revise the recordings at any time during the Agreement at no cost to Customer and within 30 days of the request.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.017	ITS and User Application Specifications	ITS shall allow 5 free local or long distance telephone calls per inmate PIN from any inmate telephone at any Facility at the initial time of booking only. Once the inmate has completed the specified number of free calls, the ITS shall process all subsequent calls from the inmate as collect, pre-paid or debit unless the telephone number is configured as free in the ITS. If an inmate returns to custody in any facility (after a 24-hour absence), the inmate shall receive an additional 5 free calls.
2.018	ITS and User Application Specifications	Following the dialing sequence, Vendor shall configure the ITS to:
2.019	ITS and User Application Specifications	Allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up); or
2.020	ITS and User Application Specifications	In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.
2.021	ITS and User Application Specifications	The ITS shall be capable of processing and completing international collect calls.
2.022	ITS and User Application Specifications	The ITS shall automatically register and designate the telephone number(s) of all attorneys with an active Bar ID/membership in DC, VA, and MD to allow for non-recorded free calls from the Facilities. Calls to an attorney and/or telephone number designated as privileged shall be provided at no charge the inmate, called-party or Customer for the life of the Agreement.
2.023	ITS and User Application Specifications	The ITS shall identify privileged calls and visitation session calls and clearly designate the calls as "Privileged" within the ITS user application. Should the ITS incorrectly configure an attorney number as a result of failure of Vendor's automatic attorney registration feature to set calls to the number as non-recorded, thus resulting in unauthorized privileged call recordings, Vendor may be liable for liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
2.024	ITS and User Application Specifications	The ITS user application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries:
2.025	ITS and User Application Specifications	Inmate Name (First, Last);
2.026	ITS and User Application Specifications	Inmate Personal Identification Number;
2.027	ITS and User Application Specifications	Record Identifier;
2.028	ITS and User Application Specifications	Date Range (Start Date/Time and End Date/Tim);
2.029	ITS and User Application Specifications	Facility;
2.030	ITS and User Application Specifications	Called Number;
2.031	ITS and User Application Specifications	Originating Number;
2.032	ITS and User Application Specifications	Station Name;

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.033	ITS and User Application Specifications	Call Type;
2.034	ITS and User Application Specifications	Bill Type;
2.035	ITS and User Application Specifications	Duration;
2.036	ITS and User Application Specifications	Call Amount;
2.037	ITS and User Application Specifications	Flagged Calls;
2.038	ITS and User Application Specifications	Monitored Calls;
2.039	ITS and User Application Specifications	Recording Type;
2.040	ITS and User Application Specifications	Completion Type;
2.041	ITS and User Application Specifications	Termination Type;
2.042	ITS and User Application Specifications	Validation Result;
2.043	ITS and User Application Specifications	Pre-Paid Card Number;
2.044	ITS and User Application Specifications	Phone Group(s);
2.045	ITS and User Application Specifications	Visitation Phone(s); and
2.046	ITS and User Application Specifications	Custom Search.
2.047	ITS and User Application Specifications	The ITS user application shall allow CDR query results to be exported in a format selected by Customer (.csv, PDF, Microsoft Excel 2016 or greater). Vendor is responsible for providing all upgrades which must be within 1 release of the newest software release at no cost to Customer.
2.048	ITS and User Application Specifications	At a minimum, the ITS user application shall be equipped to generate the following standard reports in addition to the CDRs:
2.049	ITS and User Application Specifications	Call Statistics by Date Range;
2.050	ITS and User Application Specifications	Frequently Called Numbers;
2.051	ITS and User Application Specifications	Frequently Used Personal Identification Numbers;
2.052	ITS and User Application Specifications	Commonly Called Number;

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2.053	ITS and User Application Specifications	Call Detail Report;
2.054	ITS and User Application Specifications	Gross Revenue Report by Date Range;
2.055	ITS and User Application Specifications	Facility Totals and Statistics;
2.056	ITS and User Application Specifications	Called Party/Number Accepting Report;
2.057	ITS and User Application Specifications	Fraud/Velocity Report;
2.058	ITS and User Application Specifications	Total Calls;
2.059	ITS and User Application Specifications	Personal Allowable Numbers (PAN) Report;
2.060	ITS and User Application Specifications	Pre-Paid Card Report;
2.061	ITS and User Application Specifications	Debit Usage Report;
2.062	ITS and User Application Specifications	Debit Balance and Funding Report;
2.063	ITS and User Application Specifications	Pre-Paid Card Balance Report;
2.064	ITS and User Application Specifications	Bill and Call Type Distribution;
2.065	ITS and User Application Specifications	Phone Usage;
2.066	ITS and User Application Specifications	Reverse Look-Up;
2.067	ITS and User Application Specifications	User Audit Trail ; and
2.068	ITS and User Application Specifications	Voice Verification.
2.069	ITS and User Application Specifications	The ITS user application shall allow Customer to export the reports in a format selected by Customer (.csv, PDF, Microsoft Excel 2016 or greater). Vendor is responsible for providing all upgrades which must be within 1 release of the newest software release at no cost to Customer.
2.070	ITS and User Application Specifications	Vendor shall provide Customer with the capability to search, query and export end-user pre-paid account information for investigative purposes. Customer shall be capable of validating account holder status, number of pre-paid deposits and associated amounts, generating reports identifying, at a minimum, associated telephone numbers, method of payment, inmates from which calls are accepted, the number of completed calls with an associated date and time, any pre-paid funding fees and other applied charges and taxes.

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SECTION E - ITS REQUIREMENTS

2.071	ITS and User Application Specifications	The ITS shall have the capability to customize reports in a form mutually agreed upon by Customer and Vendor.
2.072	ITS and User Application Specifications	Vendor's ITS user application shall at a minimum allow:
2.073	ITS and User Application Specifications	Report generation to include the reports listed above;
2.074	ITS and User Application Specifications	The creation, modification and deactivation of user accounts;
2.075	ITS and User Application Specifications	The creation, modification and deactivation of inmate accounts;
2.076	ITS and User Application Specifications	The creation and modification of telephone numbers in the ITS including entry of free and privileged telephone numbers without the assistance of Vendor;
2.077	ITS and User Application Specifications	Assignment of inmates or an inmate type to an agency, inmate telephone or a group of inmate telephones;
2.078	ITS and User Application Specifications	Locating and accessing a specific recording by utilizing a unique recording/call identifier;
2.079	ITS and User Application Specifications	Block/unblock telephone numbers without the assistance of Vendor;
2.080	ITS and User Application Specifications	Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone.
2.081	ITS and User Application Specifications	Program a specific speed dial code to selected telephone numbers as determined by Customer and at no cost to Customer and without the assistance of Vendor; and
2.082	ITS and User Application Specifications	Query the CDRs for inmate activities and calling patterns, including the provision of reverse look-up at no cost to Customer. The reverse look-up feature shall include, at a minimum, the end-user's name and billing address for all collect and pre-paid calls.
2.083	ITS and User Application Specifications	The ITS shall have the capability to allow Customer to create, view and track service tickets associated with the ITS or Facilities.
2.084	ITS and User Application Specifications	Vendor shall ensure continuous diagnostics and supervision for call processing and call recording. Vendor shall be capable of performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line.
2.085	ITS and User Application Specifications	The ITS shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) and Video Relay Services (VRS):
2.086	ITS and User Application Specifications	Vendor shall provide the number of TDD/TTY telephone devices and ports and VRS devices specified in Attachment 1, Section I (Facility Specifications) ; and
2.087	ITS and User Application Specifications	TDD telephones shall be able to work with the ITS at the Facilities.

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SECTION E - ITS REQUIREMENTS

2.088	ITS and User Application Specifications	The ITS must offer the called party an option to receive a rate quote during the call acceptance process.
2.089	ITS and User Application Specifications	The ITS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by Customer, shall be provided at no cost to Customer. Vendor shall accept Customer's direction for how pro bono calling services are configured via the ITS.
2.090	ITS and User Application Specifications	At Customer's request, Vendor shall configure the ITS to allow access to specified dialed numbers such as speed dials to numbers and/or designated voicemails for services such as PREA, Crime Tips (covert communications), requests (general, medical and grievances), Public Defenders and more.
2.091	ITS and User Application Specifications	Vendor shall work with Customer to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. Vendor shall accept Customer's direction for how the informant line is configured through the ITS. At a minimum, Vendor shall provide the capability to:
2.092	ITS and User Application Specifications	Route free calls via the ITS to a destination provided and designated by Customer which may be the same as that used for Customer informant line;
2.093	ITS and User Application Specifications	At no cost to Customer, provide a telephone line to Customer dedicated for PREA calls to which the calls will be routed as free; and/or
2.094	ITS and User Application Specifications	Vendor shall have the capability to allow Customer to maintain the same telephone number currently in place at all Facilities and/or utilize any telephone number specified by Customer.

SUBSECTION 3 - ITS SECURITY FEATURES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	ITS Security Features	The ITS shall prohibit:
3.002	ITS Security Features	Direct-dialed calls of any type;
3.003	ITS Security Features	Access to a live operator for any type of calls;
3.004	ITS Security Features	Access to "411" information services;
3.005	ITS Security Features	Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and
3.006	ITS Security Features	Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.
3.007	ITS Security Features	The ITS shall prevent call collision or conference calling among telephone stations.
3.008	ITS Security Features	The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). Customer must be able to shut down the ITS via a workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:
3.009	ITS Security Features	At demarcation location;
3.010	ITS Security Features	Central control; and
3.011	ITS Security Features	By select housing units.
3.012	ITS Security Features	The ITS shall not accept any incoming calls. Vendor shall work with the LEC to ensure such control.

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SECTION E - ITS REQUIREMENTS

3.013	ITS Security Features	The ITS, upon detection of a three-way call, forwarded call, conference call shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.
3.014	ITS Security Features	The ITS shall allow the called party to block their telephone number during the call acceptance process.
3.015	ITS Security Features	As specified by Customer, the ITS shall have the capability to allow calls to specific numbers at specified times during the day.
3.016	ITS Security Features	The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit for the Facilities is specified in Attachment 1, Section I (Facility Specifications) .

SUBSECTION 4 - PERSONAL IDENTIFICATION NUMBER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Personal Identification Number Application	The Personal Identification Number (PIN) application shall work with the ITS allowing inmates to use PINs to complete calls via the ITS and include all of the following features and functionalities:
4.002	Personal Identification Number Application	The capability to provide collect, pre-paid and debit, free and speed dial calling utilizing a PIN.
4.003	Personal Identification Number Application	The capability to interface with Customer's JMS to allow for inmate PINs to be automatically transferred to the ITS. The JMS contact information is provided in Attachment 1, Section I (Facility Specifications) . It is Vendor's responsibility to contact the JMS provider, establish a working business relationship and identify the requirements necessary to interface with the JMS to ensure Vendor will be able to meet the PIN requirements listed below with the initial implementation. Customer shall not be responsible for paying any amount associated with the required interface.
4.004	Personal Identification Number Application	The capability to receive, accept and apply alphanumeric characters in an inmate's ID.
4.005	Personal Identification Number Application	The capability of accommodating any of the following options for how PINs are received and/or generated by the ITS:
4.006	Personal Identification Number Application	JMS generates and sends to the ITS an inmate ID. The ITS stores the inmate ID and generates an additional unique identifier to be added to the inmate ID. The combination of the inmate ID and the additional unique identifier shall be the PIN;
4.007	Personal Identification Number Application	JMS generates and sends to the ITS an inmate ID along with additional inmate data. The ITS stores the inmate ID and utilizes the additional inmate data to create the complete PIN;
4.008	Personal Identification Number Application	JMS generates and sends the complete PIN to the ITS. The ITS stores the complete PIN; or
4.009	Personal Identification Number Application	The ITS, without an interface with the JMS, auto-generates the complete PIN.
4.010	Personal Identification Number Application	The ITS shall be capable of accepting a bulk data import of existing PIN information from the incumbent Vendor.

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SECTION E - ITS REQUIREMENTS

4.011	Personal Identification Number Application	The ITS shall be capable of accepting a manually entered PIN.
4.012	Personal Identification Number Application	If applicable, the interface between the JMS and ITS shall automatically update the status of the PIN in the ITS based on the inmate's status in the JMS (e.g. newly booked, transferred, released). This shall be the required configuration with the initial implementation.
4.013	Personal Identification Number Application	Customer currently utilizes an 11-digit PIN comprised of a 7-digit inmate ID which is generated by the JMS and manually entered into the ITS and an accompanying unique 4-digit identifier which is generated by the ITS. This will be the required configuration with the initial implementation. PINs are assigned at the time of booking and will be required.
4.014	Personal Identification Number Application	PINs shall be required for booking/intake phone(s).
4.015	Personal Identification Number Application	Once a PIN has been activated in the ITS, the inmate shall only be allowed to place calls from a designated Facility or group of inmate telephones located at the Facility .
4.016	Personal Identification Number Application	When an individual PIN is added or modified in the system, the ITS shall document the date/time and the user making the change.

SUBSECTION 5 - PERSONAL ALLOWABLE NUMBER LISTS (PANs)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	PANs	The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN.
5.002	PANs	The ITS shall allow authorized users to set a universal quantity of PANs at the inmate level or override the default quantity of PANs for an inmate.
5.003	PANs	The quantity of approved telephone numbers within a PAN shall be configurable.
5.004	PANs	PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.
5.005	PANs	The ITS shall have the capability to track PAN changes based on a frequency required by Customer. The ITS shall have the capability to notify the user if a PAN change is requested to be made outside of the allowed timeframe (e.g. every 90 days).
5.006	PANs	The proposed ITS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).
5.007	PANs	ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN; telephone
5.008	PANs	The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.

SUBSECTION 6 - MONITORING AND RECORDING REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
6.001	Monitoring and Recording Requirements	The ITS shall be capable of monitoring and recording all inmate calls and visitation sessions from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions such as attorney-client Privileged calls.

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6.002	Monitoring and Recording Requirements	The ITS shall allow designated users at the Facilities to play back a recorded call/visitation session in progress (e.g. live monitoring) via the ITS user application.
6.003	Monitoring and Recording Requirements	The ITS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the inmate or the end-user side of the recording for playback.
6.004	Monitoring and Recording Requirements	The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.
6.005	Monitoring and Recording Requirements	The live monitoring feature shall display a list of calls in progress to allow Customer to scan through all calls in progress or to listen to a specific call. At minimum the default view shall sort calls in chronological order. Private calls, such as attorney calls, shall be indicated as such in the display window. For the purpose of call monitoring, Customer prefers that the ITS display the fields below:
6.006	Monitoring and Recording Requirements	Call Start Time;
6.007	Monitoring and Recording Requirements	Facility;
6.008	Monitoring and Recording Requirements	Phone Location Name;
6.009	Monitoring and Recording Requirements	Inmate Name;
6.010	Monitoring and Recording Requirements	Inmate PIN;
6.011	Monitoring and Recording Requirements	Called Number;
6.012	Monitoring and Recording Requirements	Private/Attorney Call;
6.013	Monitoring and Recording Requirements	Called City, State;
6.014	Monitoring and Recording Requirements	Call Type;
6.015	Monitoring and Recording Requirements	Bill Type;
6.016	Monitoring and Recording Requirements	Cost;
6.017	Monitoring and Recording Requirements	Call Status;
6.018	Monitoring and Recording Requirements	Alert; and

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6.019	Monitoring and Recording Requirements	Duration.
6.020	Monitoring and Recording Requirements	All CDRs, including all attempted and completed calls, shall be stored online for the life of the Agreement. A copy of all CDRs shall be stored by Vendor for a minimum period of 2 years following the expiration of the Agreement.
6.021	Monitoring and Recording Requirements	All call recordings and visitation sessions shall be stored online for the life of the Agreement. A copy of all recordings shall be stored by Vendor for a period of 2 years following the expiration or termination of the Agreement and any renewal terms.
6.022	Monitoring and Recording Requirements	Vendor shall be responsible for supplying all storage media (CDs/DVDs, USB drives) at no cost to Customer throughout the life of the Agreement and any renewal terms.
6.023	Monitoring and Recording Requirements	Vendor shall provide remote access to the ITS at no cost to Customer.
6.024	Monitoring and Recording Requirements	The provision of remote access shall allow Customer the same features and functionalities, permitted by the user's level of access, available on a Vendor-provided workstation.
6.025	Monitoring and Recording Requirements	For the term of the Agreement, Customer shall have access to all CDRs from all workstations and remote access computers, based on the user's access level.
6.026	Monitoring and Recording Requirements	The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.
6.027	Monitoring and Recording Requirements	The ITS user application shall copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording.
6.028	Monitoring and Recording Requirements	The ITS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.
6.029	Monitoring and Recording Requirements	Customer reserves the right to require Vendor to provide onsite storage of all call recording as no cost.

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SECTION F - VVS REQUIREMENTS		
SUBSECTION 1 - VIDEO VISITATION SERVICE		
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable Customer to initiate, monitor, record, and retrieve video visitation sessions.
1.002	Video Visitation Service	The proposed VVS shall provide all operational features and system requirements applicable to all video visitation sessions placed through the VVS including inmate to general public, inmate to court, and inmate to attorney video visitation sessions.
1.003	Video Visitation Service	The VVS shall interface with Customer's JMS/ITS to allow for inmate and visitor information to be automatically transferred to the VVS. Customer will not be responsible for paying any amount(s) associated with the required interface(s). Customer prefers the inmate identifier utilized for the ITS is the same inmate identifier for the VVS.
1.004	Video Visitation Service	Customer requires the VVS to complete onsite video visitation sessions at no cost to the general public or inmate and remote video visitation sessions.
1.005	Video Visitation Service	Vendor shall provide internet test capability to remote video visitors.
1.006	Video Visitation Service	The VVS must be able to shut down and/or disable an individual video visitation station or group of video visitation stations quickly and selectively without affecting other video visitation stations.
1.007	Video Visitation Service	The VVS shall be capable of differentiating onsite and remote video visitation sessions. Further, the VVS shall be capable of limiting the length of a video visitation session providing service at certain times of the day/week/month and allowing a maximum number of video visitation sessions per inmate per week or month.
1.008	Video Visitation Service	Vendor must have the capability to provide remote access to the VVS at no additional cost. The provision of remote access shall allow Customer the same features and functionalities, permitted by the user's level of access, available on a control workstation.
SUBSECTION 2 - VVS SPECIFIC INSTALLATION REQUIREMENTS		
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	VVS Installation Requirements	Vendor shall provide Customer the number of VVS monitoring and control workstation(s) specified in Attachment 1 - Section I (Facility Specifications) . The workstations shall work in real-time with the VVS, for monitoring, recording and reporting. The workstation shall each include a CD/DVD burner, 2 flat screen monitors, 1 monitoring Tv (46" or greater), built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).
2.002	VVS Installation Requirements	VVS stations shall be suitable for a correctional environment, stainless steel, sturdy, vandal and tamper resistant with a shatter proof screen. VVS stations shall include the same cord length as specified for the inmate and visitation telephones in Attachment 1, Section I (Facility Specifications) .
2.003	VVS Installation Requirements	The VVS stations shall not include any removable parts.
2.004	VVS Installation Requirements	The VVS stations shall include volume control.
2.005	VVS Installation Requirements	Vendor shall install all new VVS equipment even if the selected Vendor is the incumbent Vendor.
2.006	VVS Installation Requirements	VVS stations shall include picture-in-picture viewing.

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SECTION F - VVS REQUIREMENTS

2.007	VVS Installation Requirements	Upon installation of the VVS, Vendor will be responsible for providing all labor, equipment, supplies, materials, software, configuration (hardware, software, networking and bandwidth), documentation, testing and training necessary for the completion of the installation.
2.008	VVS Installation Requirements	The VVS must provide high-quality, stereo audio and broadcast-quality video while meeting the industry quality standards.
2.009	VVS Installation Requirements	Upon completion of the initial installation and any ongoing installations, Vendor shall provide Customer with a list of inmate and visitor video visitation stations, specifications, and location of each unit.
2.010	VVS Installation Requirements	Video visitation rate use flyers and/or additional video visitation related information shall be provided by Vendor upon Customer's request and at no cost.
2.011	VVS Installation Requirements	At no cost to Customer, Vendor shall install additional VVS stations (inmate and visitation), including monitoring and recording equipment as needed, within 45 days of request. This includes newly constructed or expanded Facilities. If Vendor fails to provide and install the additional visitation units within 45 days Vendor shall be liable for liquidated damages as described in Agreement Terms, Section 23 (Liquidated Damages) .

SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	VVS Registration and Scheduling	The VVS shall prohibit the scheduling of video visitation sessions for any visitor who has not been approved by Customer following the registration process.
3.002	VVS Registration and Scheduling	The VVS shall include a web-based scheduling application allowing visitors (public and professional) to register, schedule, fund and/or cancel video visitation sessions using an internet browser and internet connection.
3.003	VVS Registration and Scheduling	The VVS shall automatically register and designate the visitor account of all attorneys with an active Bar ID in DC, VA, and MD as "Privileged" to allow for non-recorded video visits with inmates at the Facilities. Privileged video visitation sessions shall be provided at no charge to the inmates, privileged visitors, or Customer for the life of the Agreement.
3.004	VVS Registration and Scheduling	The VVS shall identify privileged video visits and clearly designate the visitation record as "Privileged" within the VVS user application. Should the VVS incorrectly configure an attorney visitor/attorney visitor account as privileged due to failure of Vendor's automatic attorney registration feature, thus resulting in unauthorized privileged visitation recordings, Vendor may be liable for liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
3.005	VVS Registration and Scheduling	The VVS shall have the capability to allow smart phone scheduling.
3.006	VVS Registration and Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.
3.007	VVS Registration and Scheduling	The VVS shall be capable of requiring the general public to acknowledge and agree to the terms and conditions associated with Customer's visitation policies as part of the registration process and with each scheduled visitation session.
3.008	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:

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SECTION F - VVS REQUIREMENTS

3.009	VVS Registration and Scheduling	First Name;
3.010	VVS Registration and Scheduling	Last Name;
3.011	VVS Registration and Scheduling	Email;
3.012	VVS Registration and Scheduling	Telephone Number / Cell Phone;
3.013	VVS Registration and Scheduling	Username; and
3.014	VVS Registration and Scheduling	Password.
3.015	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:
3.016	VVS Registration and Scheduling	First Name;
3.017	VVS Registration and Scheduling	Middle Name;
3.018	VVS Registration and Scheduling	Last Name;
3.019	VVS Registration and Scheduling	Credit Card;
3.020	VVS Registration and Scheduling	Email;
3.021	VVS Registration and Scheduling	Physical Address (Street Address, City, State, Zip);
3.022	VVS Registration and Scheduling	Telephone Number;
3.023	VVS Registration and Scheduling	Identification Type;
3.024	VVS Registration and Scheduling	ID Number;
3.025	VVS Registration and Scheduling	Username; and
3.026	VVS Registration and Scheduling	Password.
3.027	VVS Registration and Scheduling	The VVS shall have the capability to track all inmate housing unit assignments, movements, and releases. The VVS shall automatically cancel all sessions associated with an inmate if the inmate gets released.
3.028	VVS Registration and Scheduling	The VVS shall be capable of sending the general public an email or text notification confirming the scheduled or canceled visit.
3.029	VVS Registration and Scheduling	The VVS shall have the capability to display upcoming daily video visitation session information on one or multiple inmate station screens (i.e. inmate name, time of visit).
3.030	VVS Registration and Scheduling	The VVS shall be capable of accommodating different sets of rules for onsite standard visitation, onsite video visitation and remote video visitation sessions.

SUBSECTION 4 - VVS USER APPLICATION

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SECTION F - VVS REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	VVS User Application	The VVS must provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:
4.002	VVS User Application	Inmate ID number;
4.003	VVS User Application	Inmate name;
4.004	VVS User Application	Visitor name;
4.005	VVS User Application	Date and time of visit;
4.006	VVS User Application	Inmate video visitation station; and
4.007	VVS User Application	Daily, weekly and monthly visit statistics.
4.008	VVS User Application	The VVS shall have the capability to allow authorized Customer staff to create the following restrictions with customizable durations:
4.009	VVS User Application	Restrict a visitor from visiting certain inmate(s);
4.010	VVS User Application	Restrict an inmate from visiting ALL visitors;
4.011	VVS User Application	Restrict a visitor from visiting ALL inmates; and
4.012	VVS User Application	Restrict an inmate from having remote video visits (onsite video visits only).
4.013	VVS User Application	The VVS user application shall have the capability to support the following functions:
4.014	VVS User Application	Set user ID;
4.015	VVS User Application	Set/reset password;
4.016	VVS User Application	Capture the user's first, middle and last name;
4.017	VVS User Application	Manually terminate standard or video visitation sessions;
4.018	VVS User Application	Report status of all standard and video visitation sessions (online or idle);
4.019	VVS User Application	Stop, pause and restart any running visit;
4.020	VVS User Application	Allow Customer to enter comments or add notes to a visit;
4.021	VVS User Application	Allow for station reassignment during any running visit;
4.022	VVS User Application	Allow for visitation time extension during any running visit;

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SECTION F - VVS REQUIREMENTS

4.023	VVS User Application	Customize the number of visits per the monitoring screen and the page rotation duration;
3.005	VVS User Application	Manually schedule standard or video visitation sessions for a particular inmate, station, and date and time, on behalf of visitor(s);
3.006	VVS User Application	Allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded;
3.007	VVS User Application	Allow authorized users to download, share and/or view recordings; and
3.008	VVS User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).

SUBSECTION 5 - VVS MONITORING AND RECORDING REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
5.001	VVS Monitoring and Recording Requirements	The VVS must permit Customer to fully record and monitor all standard and video visitation sessions from any standard or video visitation station within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client restrictions.
5.002	VVS Monitoring and Recording Requirements	Should the VVS record a privileged visitation session due to failure of Vendor's automatic feature to configure Attorney numbers as private, Vendor shall be liable for liquidated damages as specified in the Agreement, Section 35 (Liquidated Damages) .
5.003	VVS Monitoring and Recording Requirements	The VVS shall automatically start each video visitation session at the designated start time.
5.004	VVS Monitoring and Recording Requirements	The VVS shall allow Customer to determine if a visit is to be cancelled if the visitor does not check-in on time or after a set amount of time, and if the visitation session will count against the inmate's visitation quota.
5.005	VVS Monitoring and Recording Requirements	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.
5.006	VVS Monitoring and Recording Requirements	The VVS shall include an alert system that will detect visitation sessions made by a particular inmate or visitor.
5.007	VVS Monitoring and Recording Requirements	The VVS should have the capability to display an onscreen countdown clock timer on the inmate and the visitor stations.
5.008	VVS Monitoring and Recording Requirements	Customer requires the retention of video visitation sessions online for 90 days.
5.009	VVS Monitoring and Recording Requirements	The VVS shall store 90 days worth of the video visitation sessions for the life of the Agreement plus 2 years after the termination of the Agreement.

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SECTION G - TABLET AND KIOSK REQUIREMENTS

SUBSECTION 1 - TABLET SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Tablet Specifications	Tablets shall interface with Customer's JMS/ITS to allow the inmate information to be automatically transferred to the Tablets. Customer will not be responsible for paying any amount(s) associated with the required interface(s). Customer prefers the same inmate identifier is used for Tablets as the inmate identifier for ITS and VVS.
1.002	Tablet Specifications	Tablets shall be configured to only allow inmates access to the services and applications approved by Customer. Additional applications shall be mutually agreed upon by Customer and Vendor. Inmates shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and servers only.
1.003	Tablet Specifications	Tablets shall be restricted to Vendor wireless access points only and shall be unable to connect to other wireless network access points.
1.004	Tablet Specifications	Vendor shall provide Customer with remote access to Tablets at no cost to Customer for the purpose of administering, monitoring, overseeing and reviewing transactions and activity associated with the applications and services offered. The following reports (at a minimum), shall be made available for each Facility as applicable for monitoring and investigative purposes. New reports, as requested by Customer, shall be developed and provided by Vendor at no cost to Customer:
1.005	Tablet Specifications	Transactions by inmate;
1.006	Tablet Specifications	Application usage by inmate;
1.007	Tablet Specifications	Totals by inmate;
1.008	Tablet Specifications	Totals by Tablet;
1.009	Tablet Specifications	Daily, weekly and monthly statistics.
1.010	Tablet Specifications	Vendor's user application for the Tablet solution shall provide the capability to export the reports in a mutually agreed upon format agreed to by Customer and Vendor.
1.011	Tablet Specifications	Vendor shall have the capability to disable and/or shut off services to a single Tablet or group of Tablets based on the user level and password, and not interrupt other Tablets.
1.012	Tablet Specifications	Tablets shall be provided to Customer pre-loaded with Customer approved applications offering a variety of games, music, entertainment and education, as well as free applications / services.
1.013	Tablet Specifications	Tablets provided by Vendor shall be configured to provide certain "free" services to the inmate population at no charge. Such "free" services shall include:
1.014	Tablet Specifications	Clock;
1.015	Tablet Specifications	Inmate Calendar/Appointment Manager
1.016	Tablet Specifications	MailGuard® Postal Mail Review

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION G - TABLET AND KIOSK REQUIREMENTS

1.017	Tablet Specifications	SmartRequest™ Digital Request/Grievance/Medical Forms
1.018	Tablet Specifications	Dictionary (English and Spanish);
1.019	Tablet Specifications	Calculator;
1.020	Tablet Specifications	PDF viewer (Facility uploads, other approved PDF documents);
1.021	Tablet Specifications	E-Books (Free Entertainment application);
1.022	Tablet Specifications	Commissary purchases;
1.023	Tablet Specifications	Debit purchases;
1.024	Tablet Specifications	Trust/commissary/debit account look-up;
1.025	Tablet Specifications	Inmate handbook;
1.026	Tablet Specifications	Digital Law Library;
1.027	Tablet Specifications	Access to FCSO Law Library service (Lexus Nexus);
1.028	Tablet Specifications	Inmate notices/bulletins; and
1.029	Tablet Specifications	Court date/release information.
1.030	Tablet Specifications	All content must be pre-approved prior to the content being made available to the inmate population. If content is made available for download or streaming to inmate Tablets that is either not preapproved by Customer or was disapproved by Customer, each instance is subject to liquidated damages as described in the Agreement, Section 35 (Liquidated Damages) .
1.031	Tablet Specifications	Customer requires Vendor provide law library for inmate use on the Tablets through Lexus Nexus. Customer will not be responsible for any licensing fees or costs associated with this feature. It is Vendor's responsibility to contact the law library provider, establish a working business relationship and identify the requirements necessary to interface with the law library provider and allow access via the tablets. Customer shall not be responsible for paying any amount associated with the required interface or access.
1.032	Tablet Specifications	The reports shall be available to Customer from all control workstations and remote access computers depending on the user's access level.

SUBSECTION 2 - TABLET SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Tablet Installation Requirements	Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant and shall be enclosed in a durable, sealed case.
2.002	Tablet Installation Requirements	Tablets shall not utilize external speakers. Vendor shall ensure earbuds are clear and designed in accordance with standard correctional security and environmental concerns, including suicide prevention.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION G - TABLET AND KIOSK REQUIREMENTS

2.003	Tablet Installation Requirements	Grievance application shall integrate with Customer's required internal grievance system (PDF) at no cost to Customer.
2.004	Tablet Installation Requirements	Tablets shall be capable of restricting inmate usage to the specific housing units to which the inmate is assigned.
2.005	Tablet Installation Requirements	At no cost to Customer, upon completion of development Vendor agree to add its voice-activated and voice-over tablet features to accommodate visually impaired inmates' use of the Tablets.
2.006	Tablet Installation Requirements	Vendor shall provide additional Tablets, wireless access points, and charging stations, as needed, throughout the term of the Agreement at no cost to Customer.
2.007	Tablet Installation Requirements	Vendor shall provide informational flyers/posters in both English, Spanish, Vietnamese and Korean outlining all Tablet services/offering, and the cost of those services to post at the Facilities at no cost to Customer.
2.008	Tablet Installation Requirements	Upon completion of the initial installation and any ongoing installations, Vendor shall provide Customer with a list of all Tablets, charging stations, equipment specifications and locations of each device.
2.009	Tablet Installation Requirements	Vendor shall provide Customer with the number of Tablet charging stations as outlined in Attachment 1, Section I (Facility Specifications) .

SUBSECTION 3 - ELECTRONIC MESSAGING VIA TABLETS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Electronic Messaging via Tablets	Customer requires that electronic messaging be made available to inmates via the Tablets (and VVS stations when not in use) to send and receive electronic mail and/or text messages at the rates specified in Attachment 1, Section J (Rates, Fees and Revenue Share) .
3.002	Electronic Messaging via Tablets	Vendor shall provide each inmate housed at Customers' Facilities two (2) free electronic messages per week, whereby the first two messages they send and/or receive will not be billed against the inmates available service credits.
3.003	Electronic Messaging via Tablets	Vendor shall ensure that the electronic messaging platform for Tablets or VVS stations does not allow for inmates to communicate with other inmates.
3.004	Electronic Messaging via Tablets	The electronic messaging application shall have security features in place to ensure that the inmate can only send electronic messages to contacts who have already sent an inbound electronic message to the inmate.
3.005	Electronic Messaging via Tablets	Authorized users shall be able to review and approve/disapprove any outgoing or incoming electronic messages and attachments, except for privileged messages, before the electronic message is made available to the end-user or inmate.
3.006	Electronic Messaging via Tablets	Vendor's electronic message application shall have the capability to flag certain keywords for investigative review; Customer shall have the capability to specify keywords, phrases and colloquialisms to be added to the security scanning feature, which shall be searchable. Vendor shall offer a default dictionary of such.
3.007	Electronic Messaging via Tablets	Customer reserves the right to specify the allowed number of characters to be transmitted in any incoming and outgoing electronic message; this shall be configurable based on Customer's request.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION G - TABLET AND KIOSK REQUIREMENTS

3.008	Electronic Messaging via Tablets	Vendor's electronic messaging application shall store all electronic messages, in a searchable format, for the life of the Agreement plus 2 years after expiration/termination of the Agreement.
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SUBSECTION 4 - KIOSK REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
4.001	Kiosks	Vendor shall install booking Kiosks to allow newly booked inmates to deposit funds into their trust accounts at the time of booking. Booking Kiosks shall accept cash, coins, and debit/credit cards at no cost to Customer.
4.002	Kiosks	Customer requires Vendor to provide payment Kiosks at the Facilities for use by visitors to the Facilities. The kiosk payment services shall include, but not be limited to, deposits into an inmate trust, commissary, pre-paid collect or debit account.
4.003	Kiosks	Vendor shall install the number of booking and lobby Kiosks specified in Attachment 1, Section I (Facility Specifications) at no cost to Customer.
4.004	Kiosks	Booking and lobby Kiosks must print a receipt for each transaction.
4.005	Kiosks	Upon each completed transaction, the booking kiosk(s) shall print receipts and take a picture of the inmate/user. The booking kiosk shall be capable of providing (2) two copies of a receipt for every completed transactions - one to be provided to the inmate and one for the Facility.
4.006	Kiosks	Customer will not be responsible for any costs associated with an interface, if one is required, to implement any of the technologies associated with the Kiosks.
4.007	Kiosks	Vendor will follow Customer directions in the location and placement of the Kiosks.
4.008	Kiosks	Kiosks shall be installed during the normal business hours or as specified by the Facility Administrator.
4.009	Kiosks	Vendor shall not charge deposit fees for funds deposited through the booking Kiosks. Vendor must adhere to the charges listed for visitor use of the lobby Kiosks in Attachment 1, Section J (Rates, Fees, and Revenue Share).
4.010	Kiosks	Before any changes to the fees/charges associated with deposits through the lobby Kiosks are implemented, Vendor must submit a written request to receive approval from Customer. Customer will respond to Vendor's request. Unapproved adjustments implemented without the prior approval from Customer are subject to liquidated damages as described in Agreement Terms, Section 23 (Liquidated Damages).
4.011	Kiosks	Every week, Vendor shall provide to Customer a detailed weekly ACH reconciliation report for the preceding week. (Monday-Sunday), which shall be due to Customer every Monday following the week of activity. ACH reconciliation reports shall include all individual credit and debit card and cash transactions along with the depositor's information and the account to which the funds were posted (trust, commissary, debit or visitor's prepaid account) within 48 hours. Data should be sorted by account, date, time and device. Totals shall be provided each type of transaction (cash, credit, debit), type of Kiosk (Booking and Lobby) and kiosk location.
4.012	Kiosks	Weekly ACH reconciliation reports that are late or do not contain all required data may make Vendor liable for liquidated damages as listed in the Agreement, Section 35 (Liquidated Damages) .
4.013	Kiosks	Vendor shall be responsible for maintaining and properly securing all tools and keys associated with the Kiosks.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION G - TABLET AND KIOSK REQUIRMENTS

4.014	Kiosks	Vendor agrees to provide cash collection services for the Kiosks at no cost to Customer and at a frequency approved by Customer. It is expressly understood Customer reserves the right to require any armed personnel (e.g. armored car personnel or Vendor personnel) to disarm prior to entering the Facilities.
4.015	Kiosks	Vendor shall be responsible for all maintenance, including all repairs and replacements, collections, accounting, reporting and remitting of funds back to Customer for deposit into the appropriate inmate accounts at no cost to Customer.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION H - ADDITIONAL TECHNOLOGY REQUIRMENTS

SUBSECTION 1 - VOICE BIOMETRICS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
1.001	Voice Biometrics	Vendor ITS shall include initial voice biometrics technology as an integrated feature of the ITS at no cost to Customer. Customer reserves the right to add or remove voice biometrics at any time during the term of the Agreement.
1.002	Voice Biometrics	Vendor's voice biometric system shall allow for automatic enrollment of inmates in the ITS during the inmate's initial phone call, with the option for supervised enrollment for use at Customer's discretion.
1.003	Voice Biometrics	Vendor's voice biometric system shall have the capability to verify the inmate's identity at random intervals during a call should Customer request additional inmate verification be added during the call.
1.004	Voice Biometrics	Vendor's voice biometric feature shall enable authorized users to reset and recreate a new voice print for a specific inmate without assistance from Vendor.

SUBSECTION 2 - VOICE-TO-TEXT

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
2.001	Voice-to-Text	With initial implementation and at no cost to Customer, Vendor's ITS shall include a voice-to-text technology to allow authorized user to select a specific call(s) to be automatically submitted to Vendor's transcription server and transcribed/converted into text. At minimum, Vendor's voice-to-text technology shall:
2.002	Voice-to-Text	Store the transcribed recording text with the call detail records and accessible by authorized users of the ITS user application;
2.003	Voice-to-Text	Allow users to export transcribed recording text to Microsoft Word for printing; and
2.004	Voice-to-Text	Process calls for keywords and alert requesting user when keywords are identified by forwarding the call to the user.

SUBSECTION 3 - INTERNAL VOICEMAIL

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
3.001	Internal Voicemail	With initial implementation and at no cost to Customer, Vendor ITS shall include its Voicemail Exchange (VMX™) internal voicemail messaging as an integrated feature of the ITS.
3.002	Internal Voicemail	Vendor's ITS shall support the recording and storing of all internal voicemail messages and requests.
3.003	Internal Voicemail	Customer shall not be responsible for paying any amounts associated with integration, setup or messaging associated with providing internal voicemail technology.

SUBSECTION 4 - AUTOMATED INFORMATION TECHNOLOGY SYSTEM (AITS)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
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Attachment 1 - Inmate Communications Mandatory Requirements

SECTION H - ADDITIONAL TECHNOLOGY REQUIRMENTS

4.001	AITS	Vendor shall provide its automated information technology system (AITS) at no cost as part of Agreement including integrating with Customer's JMS. Customer shall not be responsible for any costs for the JMS interface.
4.002	AITS	The information available to the general public shall include basic jail information and inmate-specific information including, but not limited to:
4.003	AITS	Location;
4.004	AITS	Directions;
4.005	AITS	Visitation hours;
4.006	AITS	Inmate lookup;
4.007	AITS	Release dates;
4.008	AITS	Upcoming court dates; and
4.009	AITS	Bond inquiries;
4.010	AITS	The information available to inmates shall include, but not be limited to:
4.011	AITS	Commissary balances;
4.012	AITS	Charges;
4.013	AITS	Court dates, including time and location; and
4.014	AITS	Bond amounts and types.
4.015	AITS	All information shall be provided at Customer's discretion.
4.016	AITS	Vendor's AITS shall be configured to update the AITS system from Customer's JMS data every 15 minutes, at minimum.
4.017	AITS	Vendor shall provide the public and inmate AIS in both English and Spanish options.
4.018	AITS	The AITS shall have 7-days a week, 24-hours a day availability with a ninety-nine percent (99%) uptime (with the exception of downtime for repair or upgrade that is pre-scheduled with Vendor). Availability shall be tracked and reset on a monthly basis. Vendor shall agree to resolve all reported AITS service issues within forty-eight (48) hours after receipt.
4.019	AITS	Customer reserves the right to add or remove AIS at any time during the term of Agreement.

SUBSECTION 6 - DIGITAL MAIL SOLUTION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION
6.001	Digital Mail Solution	Vendor shall provide its MailGuard® Post Mail Elimination System to convert physical mail into electronic documents which shall not require Facility staff labor or exposure risk.
6.002	Digital Mail Solution	All inmate postal mail shall be sent offsite to Vendor's digital mail processing center in Seminole, FL. Mail shall be converted into high-definition, color, digital files.
6.003	Digital Mail Solution	All digitized files shall be filtered electronically in accordance with Customer's security settings.
6.004	Digital Mail Solution	Files are automatically delivered to the inmates via Tablets or VVS stations.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION H - ADDITIONAL TECHNOLOGY REQUIRMENTS

6.005	Digital Mail Solution	Vendor shall follow Customer's direction in determining what is done with the general public as well as legal physical paper mail once the document is digitized.
6.006	Digital Mail Solution	Postal mail shall be converted into digital files within 48 hours of arrival at Vendor's digital mail processing center.
6.007	Digital Mail Solution	Vendor shall follow Customer's direction in communicating instances where postal mail arrives at Vendor's digital mail processing center and is found to contain contraband or dangerous substances.
6.008	Digital Mail Service	Vendor shall provide offsite digital mail services at no cost to Customer or inmates.

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION I - FACILITY SPECIFICATIONS

SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIREMENTS

Data Category	Adult Detention Center (ADC)	Adult Incarceration Branch (AIB)	Mt. Vernon District Police Station (MTV)
Average Daily Population (ADP):	863	86	8
Number of Beds:	1,300	200	12
Inmate Type:	N/A	N/A	N/A
Call Time Limit:	30 Minutes	30 Minutes	30 Minutes
Hours of Availability for Inmate Telephones:	8:00 am until 11:00 pm daily	8:00 am until 11:00 pm daily	3
Hours of Availability for Booking Telephones:	24/7	24/7	24/7
Inmate Telephones Required:	269	27	N/A
Required Cord Length (Inmate & Visitation Phones/VVS Handsets):	18"	18"	18"
Visitation Telephones Required:	Area 1 - 66 (33 Booths) Area 2 - 18 (9 Booths)	N/A	N/A
Portable/Cordless Phones Required:	3	N/A	1
Multi-Purpose Workstations (ITS/VVS/Tablets):	3	1	2
TDD/TTY Telephone Devices Required:	2	N/A	N/A
VRS Devices Required:	2	1	N/A
Public Payphones Required:	6	1	N/A
VVS Kiosks Required (Inmate):	86	30	0
VVS Kiosks Required (General Public):	4	N/A	N/A
VVS Monitoring Workstations w/TVs:	3	1	N/A
Tablets Required:	288	29	N/A
Wireless Charging Stations Required (10-tablets ea.):	29	3	N/A
Kiosks Required (Lobby/Public Deposits):	2	1	N/A
Kiosks Required (Booking/Intake):	2	1	N/A
Kiosks Required (VVS Visitor Registration):	N/A	N/A	N/A
CellSense Cell Phone Detection Units:	3	N/A	N/A

SUBSECTION 2 - INTERFACE CONTACT INFORMATION

Service Provider Type	Company & Contact Name	Contact Telephone Number	Email
JMS	SIMMS	Richard Smith - 703-501-7567	richard.smith@fairfaxcounty.gov
Commissary	Aramark	Patrick Hayes - 703-223-6675	Hayes-Patrick@aramark.com
Law Library	Lexus Nexus	Eli Rejelli - 703-246-4440	elirejelli@fairfaxcounty.gov
Inmate Banking Software	JailTracker	Richard Mackin - 405-810-8008	rmacken2@JailTracker.com

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION J - RATES, FEES AND REVENUE SHARE - OPTION 2

SECTION 1 - ITS RATES AND FEES

ITS CALLING RATES

Category	Per Minute Rate	Avg Cost/Call: 15 Minutes
Local		
Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Card/Debit	\$ 0.07	\$ 1.05
Intralata/Intrastate		
Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Card/Debit	\$ 0.07	\$ 1.05
Interlata/Intrastate		
Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Card/Debit	\$ 0.07	\$ 1.05
Interlata/Interstate and Domestic International		
Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Card/Debit	\$ 0.07	\$ 1.05
International		
Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Card/Debit	\$ 0.07	\$ 1.05

ITS FEES

Fee Type	Amount	Frequency
Collect Billing Fee	\$0.00	N/A
Pre-Paid Collect Funding Fee		
IVR/Automated	\$3.00	Per Deposit
Live Representative	\$5.95	Per Deposit
Third Party (Vendor Specify)		

ITS REVENUE SHARE

Fee Type	Amount	Frequency
ITS Financial Guarantee (ITS Revenue Share)	\$750,000.00	Annually
Upfront Supplemental Payment	\$80,000.00	One-time payment

VOICEMAIL RATES

Category	Amount	Revenue Share (%)
30-Second Inbound Voicemail (via ITS)	\$1.00	100%

SECTION 2 - VVS RATES, FEES AND REVENUE SHARE

VVS SERVICE CREDIT RATES/FEES

Category	Amount (\$)	Number of Credits/Frequency
Service Credits (for Paid Remote Video Visits):	\$0.01	1 credit
Minimum Service Credit purchase amount:	\$5.00	500 credits
Maximum Service Credit purchase amount:	N/A	No Maximum
Service Credit Purchase Transaction Fee:	\$1.50	Per transaction

VVS RATES

Category	Per Minute Rate	Avg Visit Cost/Number of Credits
30-Minute Paid Remote Video Visit	\$0.10	\$3.00 / 300 credits
Onsite Video Visit	No Charge	None

Attachment 1 - Inmate Communications Mandatory Requirements

SECTION J - RATES, FEES AND REVENUE SHARE - OPTION 2

VVS REVENUE SHARE (%)

Category	Revenue Share (%)
VVS Remote Visits	\$0.50

SECTION 3 - TABLET RATES, FEES AND REVENUE SHARE

TABLET SERVICE CREDIT RATES/FEES

Category	Amount (\$)	Number of Credits
Service Credits (Messaging & Tablet Entertainment Media):	\$0.01	1 credit
Minimum Service Credit purchase amount:	\$5.00	500 credits
Maximum Service Credit purchase amount:	N/A	No Maximum
Service Credit Purchase Transaction Fee:	\$1.50	per purchase

TABLET RATES

Category	Amount (\$)	Number of Credits/Frequency
Educational	No Charge	N/A
Digital Law Library	No Charge	N/A
SmartRequest [®] digital inmate requests/grievances	No Charge	N/A
Commissary Ordering	No Charge	N/A
Purple VRS (Video Relay Service)	No Charge	N/A
Electronic Messages (Free)	2 Free Messages	Per inmate per week
Electronic Messages (Paid)	\$0.50	50 credits per message
Photos	\$1.00	100 credits per photo
Entertainment Media - Movies	\$0.01	1 credit per minute
Entertainment Media - Music	\$0.01	1 credit per minute
Entertainment Media - Games	\$0.01	1 credit per minute
Entertainment Media - Books	No Charge	N/A

TABLET REVENUE SHARE (%)

Category	Revenue Share (%)
Electronic Messages and Photos:	10%
Tablet Revenue Share:	50%

SECTION 4 - LOBBY KIOSK FEES

LOBBY KIOSK FEES

Deposit Type	Value Range	Fee Amount
Cash	\$0.01 - \$99.99	\$2.00 per deposit
	\$100.00 - \$3,000.00	\$2.00 + \$1.00 per \$100 deposited
Credit/Debit	\$0.01 and up	\$2.95 + 3% of deposited amount



COPY

ATTACHMENT 2 - VENDOR PROPOSAL

FAIRFAX COUNTY SHERIFF'S OFFICE
INMATE COMMUNICATION SERVICES AGREEMENT

PHONES

TABLETS

KIOSKS

MAILGUARD®

VIDEO VISITATION

EDUCATION

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001
INMATE COMMUNICATIONS



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



FAIRFAX COUNTY

Office of the Sheriff
10459 Main Street
FAIRFAX, VIRGINIA 22030



www.fairfaxcounty.gov/sheriff/

VIRGINIA

TELEPHONE: (703) 324-3201 FAX: (703) 324-3228 TTY: 1-800-828-1140

ISSUE DATE: June 25, 2020	REQUEST FOR PROPOSAL NUMBER: RFP#202001	Inmate Communications for the Fairfax County Adult Detention Center
DEPARTMENT: Sheriff's Office	DUE DATE/TIME: August 28, 2020/2:00 p.m. EDT	CONTRACT SPECIALIST: [REDACTED]

Proposals - In accordance with the following and in compliance with all terms and conditions, unless otherwise noted, the undersigned offers and agrees, if the proposal is accepted, to furnish items or services for which prices are quoted, delivered or furnished to designated points within the time specified. It is understood and agreed that with respect to all terms and conditions accepted by Fairfax County the items or services offered and accompanying attachments shall constitute a contract.

Note: Fairfax County does not discriminate against faith-based organizations in accordance with the *Code of Virginia*, § 2.2-4343.1 or against a bidder because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment in the performance of its procurement activity.

NAME AND ADDRESS OF FIRM:

[REDACTED]

Telephone/Fax No.:

E-Mail Address:

Federal Employer Identification No or

Federal Social Security No.(Sole Proprietor)

Prompt Payment Discount:

State Corporation Commission (SCC) Identification No.

[REDACTED]

By signing this proposal, Bidder certifies, acknowledges, understands, and agrees to be bound by the conditions set forth in the General Conditions and Instructions to Bidders as described in Appendix A.

BUSINESS CLASSIFICATION – Described in Appendix B - CHECK ONE: LARGE (Y) SMALL (B)

MINORITY-OWNED SMALL (X) MINORITY OWNED LARGE (V) WOMEN-OWNED SMALL (C)

WOMEN OWNED LARGE (A) NON PROFIT (9)

CHECK ONE: INDIVIDUAL PARTNERSHIP CORPORATION

[REDACTED]

Print Name and Title

[REDACTED]

Secretary

Sealed proposals subject to terms and conditions of this Request for Proposal will be received by the Fairfax County Sheriff's Office, Buyer I at 10520 Judicial Drive, Fairfax, VA 22030-5115 until the date/time specified above.

AN EQUAL OPPORTUNITY PURCHASING ORGANIZATION



(DPSM32) rev 12/10



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Executive Summary

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



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

Smart-EVO™ ITS |

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



SmartVisit™ VVS |

Our SmartVisit™ VVS was introduced in 2015 and remains the most intelligent video visitation platform in corrections. SmartVisit™ utilizes industry exclusive content filtering software and a robust web-based scheduling application that streamlines and automates the visitation process to provide a true “self-service” video visitation experience with zero staff involvement.



MailGuard® Patented Postal Mail Elimination System |

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



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

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

Today, Smart Communications' technologies and services are currently used by more than 150 partner facilities in 24 states. Partners we serve include the Pennsylvania Department of Corrections that houses over 50,000 inmates as well as the Federal Bureau of Prisons that houses over 180,000 inmates.

Proposal Highlights |

Highlights of Smart Communications' proposal to the FCSO include:

- \$750,000.00 Annual Financial Guarantee
- \$100,000.00 One-Time Upfront Supplemental Payment
- 50% Commission Rate on "True" Remote Video Visitation Revenue with **NO** Minimum Usage Requirements
- 50% Commission Rate on "True" SmartEntertainment™ Platform Revenue
- 3 CellSense® Portable Cell Phone Detectors Provided at **ZERO COST** (a \$37,500.00 value)
- **FREE** Weekly Inmate Electronic Messaging
- SmartEd™ Inmate Education Platform Provided at **ZERO COST**
- Inmate Tablets Provided at **ZERO COST** with **NO** Inmate Rental Fees
- Digital Request/Grievance/Medial Form Platform Service Provided at **ZERO COST**
- Patented Offsite Inmate Mail Scanning and Electronic Delivery Service Provided at **ZERO COST** (a \$127,500.00 value throughout contract term)
- Digital Law Library Provided at **ZERO COST** (a \$30,000.00 value throughout contract term)
- Jail Management System/Commissary Interfacing Provided at **ZERO COST**
- All Network, Hardware and Software Furnished, Installed and Maintained at **ZERO COST**
- Onsite Training and 24/7/365 Live, U.S. Based Customer and Technical Support Provided at **ZERO COST**
- SmartEd™ Inmate Education Platform Provided at **ZERO COST**
- Annual Technology Training Summit Cruise (a \$84,000.00+ value throughout contract term)
- Smart Communications' Fallen Fairfax County Jail Officer Pledge

Annual Technology Training Summit Cruise |

To ensure that key staff are provided with the latest training and information relating to technology designed to help make correctional facilities safer and more efficient, Smart Communications will provide FCSO Jail staff with (4) complimentary rooms (up to 8 registration tickets) to attend our annual Technology Training Summit Cruise a (\$84,000.00+ value over contract term term). This exclusive, invitation only event sails out of Tampa Bay to the Caribbean each year and includes accredited workshops and training classes along with tours of our patented MailGuard® processing facility and company headquarters.



Smart Communications' Fallen Fairfax County Jail Officer Pledge |

Few Sheriffs can think of any news in their profession that is worse than hearing that one of your officers or deputies has died in the line of duty. It is a tragedy that tears at every emotion, yet the affected agency head must still be able to move quickly to assist the officer's immediate family. To assist in these important efforts Smart Communications pledges to



FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

donate one full year salary to the family of any Fairfax County Jail Officer who dies in the line of duty. Smart Communications stands by and supports the FCSO and its community.

We strive every day to set the bar in the corrections industry and we are excited to set a new standard of excellence with the Fairfax County Sheriff's Office (FCSO)



10. CORE TECHNOLOGIES

10.1. Equipment and Installation Requirements

10.1.1. Mandatory Equipment and Installation requirements applicable to all systems are outlined in Attachment 1, Section G (General Installation Requirements).

RESPONSE: Acknowledged and agreed.

10.1.2. Bidder shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facilities for ITS, VVS, Kiosks and Tablets.

RESPONSE: Confirmed. Please refer to “*Exhibit 4: Implementation Plan(s)*” for details.

10.1.3. Bidder shall indicate any environmental conditions required for the proposed ITS, VVS, Kiosks and Tablets. Include minimum and maximum operating temperatures and humidity levels.

RESPONSE: The Smart-EVO™ ITS, SmartKiosk™ and SmartTablet™ hardware is temperature tolerant and operates flawlessly in environments ranging from 35–110° Fahrenheit and in a humidity range from 10%–90% (non-condensing).

10.1.4. Bidder shall indicate the number of hours of back-up power that the provided UPS components supply to the ITS, VVS and Tablets.

RESPONSE: The proposed Smart-EVO™ ITS and SmartKiosk™ hardware is delivered with an Uninterruptible Power Supply (UPS). The battery capacity of the UPS provided will allow for this hardware to be operated for a minimum of two hours during an emergency.

SmartTablet™ devices feature an internal, rechargeable battery that provides an 8+ hour run-time.

10.1.5. Bidder shall indicate whether Bidder proposes any changes to the FCSO’s communications room at the Facilities.

RESPONSE: Smart Communications does not anticipate any changes to the facility's communications room.

10.1.6. Bidder shall describe in detail its capability to provide the required interfaces for the provision of services through the ITS, VVS, Kiosks and Tablets.

RESPONSE: Smart Communications has a vast amount of experience in interfacing our inmate communications solutions with both national and regional Jail Management Systems (JMS) and commissary/trust providers.

10.1.7. ITS

10.1.7.1. Mandatory ITS Equipment and Installation requirements are outlined in Attachment 1, Section H (ITS Requirements).

RESPONSE: Acknowledged and agreed.



10.1.7.2. Bidder shall supply details of Bidder’s proposed ITS which shall include, but not be limited to: system version (if Bidder uses multiple ITS versions and/or releases), system design, technical specifications, software applications, hardware architecture and networking capabilities.

RESPONSE: Smart Communications’ proposed Smart-EVO™ ITS is a state of the art, web-based platform designed to provide the County Facilities with the essentials in inmate call control. The Smart-EVO™ platform has over 30 years of field experience and deployments in correctional agencies of all sizes, both domestically and outside the United States. The Smart-EVO™ ITS advanced features provide a flexible system for controlling inmate calls, reducing fraud, and providing advanced investigative features and extensive reporting capabilities. The system is designed to adapt to the needs of the County.

The Smart-EVO™ ITS is a highly-reliable centralized solution utilizing carrier grade collocation facilities. The core of the ITS switch is a highly-reliable and field-proven software architecture that has been designed to provide a robust and scalable platform for telecommunications. The ITS is comprised of one or more switching modules and a series of redundant server modules. Server modules provide the switch with access to database operations such as PIN and allowed number lists as well as billing and validation functions. Using this redundant architecture, the Smart-EVO™ ITS can keep calls in progress up through a server outage. The unique nature of the VoIP switching model is that a failed switch or recording module can be offloaded to any one of the other operating switches or recording modules.

The Smart-EVO™ ITS is deployed in redundant carrier grade data centers to ensure maximum uptime as well as access to carrier data and voice facilities. The data centers equipped with redundant power and generator backup provide a secure, conditioned environment that is monitored 24/7. Calls from the facility are backhauled over a Virtual Private Network (VPN) using VoIP to the data center using redundant high-speed connections provided by Tier 1 broadband backbone providers. Calls are routed through the Smart-EVO™ ITS then out to the Public Switched Telephone Network (PSTN) over redundant high-speed networks. The Smart-EVO™ ITS network is designed to perform consistently with the highest levels of availability, easily scales to accommodate new sites and services, and is monitored around-the-clock ensuring the highest performance is achieved.

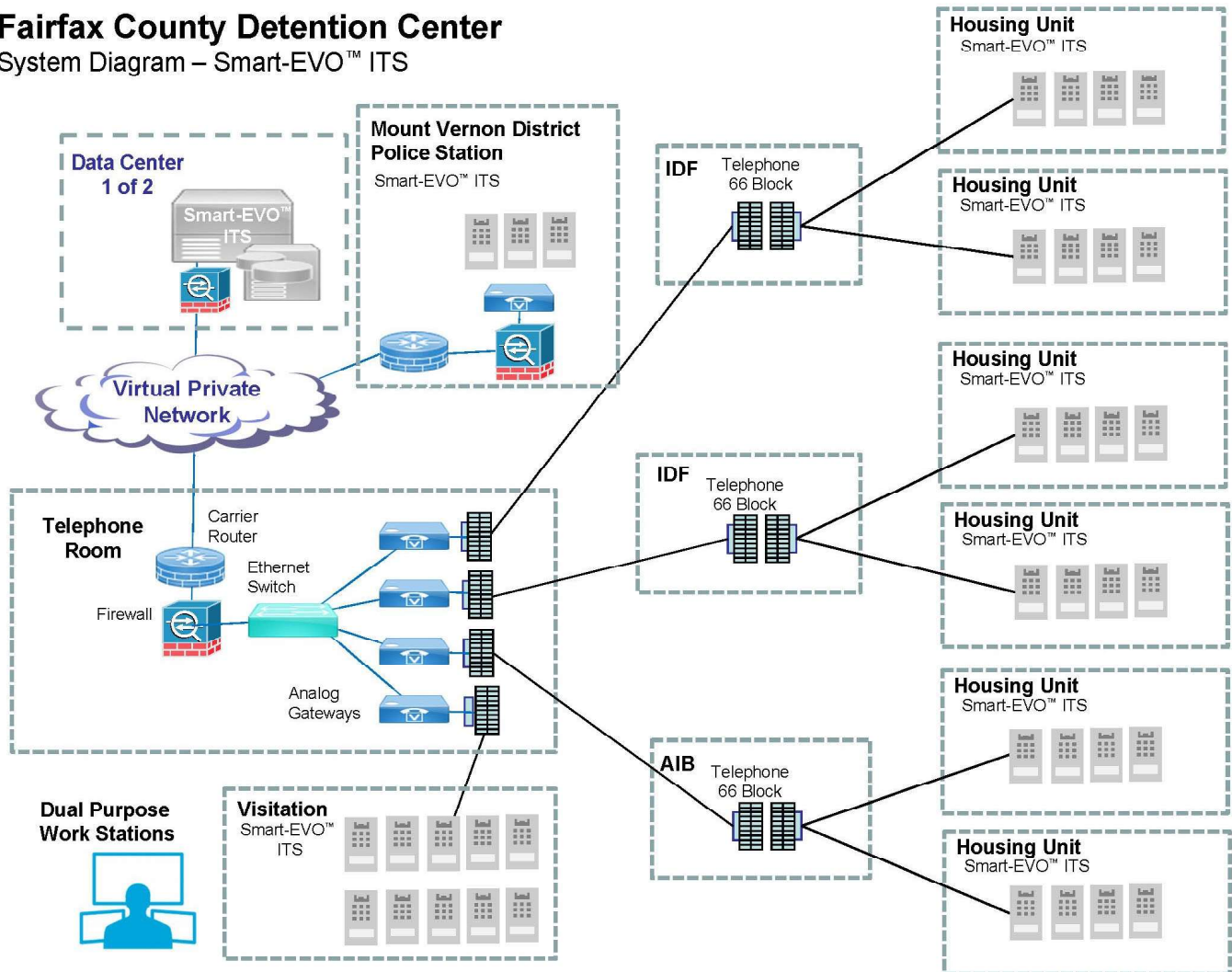
All call records and recordings are stored and backed-up on redundant Storage Area Networks (SAN). The SAN solution delivers a redundant scalable solution for system storage requirements. These storage systems can scale dynamically with no limitation on total capacity. Smart Communications will provide sufficient storage for all call recordings for the full term of the contract. All call and video recordings will remain online and are immediately available.

The Facility Manager is a Web based administration system for the Smart-EVO™ ITS. Any computer, tablet or mobile device with internet access to the Facility Manager Web address can access the system. The Facility Manager provides access to those users granted appropriate permissions. The Customer can configure roles or users with permission to access specific function within the Smart-EVO™ ITS. All activity on the Facility Manager is logged in the system audit logs. Internet access is secured further by hosting the Smart-EVO™ ITS Facility Manager using secured access HTTPS protocol.

10.1.7.3. Bidder shall include a diagram demonstrating the proposed ITS solution.

RESPONSE:

**Fairfax County Detention Center
System Diagram – Smart-EVO™ ITS**



10.1.7.4. Bidder must indicate the physical size of the ITS equipment to be installed at the Facilities including information on height, depth, width, weight, abuse tolerances and any limitations.

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

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



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



ETHERNET SWITCH HARDWARE	
Description:	Ethernet Switch is a 19.0" Rack Mountable 1U Device
Depth:	6.70"
Width:	12.90"

Height:	1.70"
Weight:	3.57 lbs
Power:	AC Power at 100-240 volts and 50-60 Hz, 13.5 Watts max.
Operating Temperature:	32o to 104o F
Humidity Range:	Maximum relative humidity 95% (non-condensing)



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



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



10.1.7.5. Bidder shall include a description, as well as images, of the inmate and visitation telephone sets, TDD and/or video relay service units, and cart/portable sets proposed for installation at the Facilities.

INMATE TELEPHONE STATIONS |

Smart Communications will provide a minimum of 296 inmate telephone stations specifically designed to meet the unique security, safety and durability needs of correctional facilities.

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

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

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



FEATURES:

- Built-in user-controlled "LOUD" button for ADA mandated volume control (user-controlled volume amplification and volume resets to normal with on-hook)
- Confidencer technology filters out background noise at the user's location, allowing better sound to the called party; all-in-one electronic dial features modular incoming line and handset connections for quick maintenance; Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections
- Heavy duty 14-gauge brushed stainless steel provides rugged housing designed for inmate use with mounting backboard
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths; secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: IDATE0SBITC-254, IC:3267A-ITC254



INMATE VISITATION TELEPHONES |

Smart Communications will provide a minimum of 84 (42 pairs) Wintel Visitation Telephone Kit 7429VST to support inmate visitation communications. This kit is designed for correctional facility use and is fully compatible with the call monitoring, recording and detail record functions of the Smart-EVO™ ITS.

FEATURES:

- Strong, durable and long lasting (designed to protect against inmate abuse)
- 14-gauge stainless steel faceplate with pin and head security screws
- Magnetic hook-switch (no mechanical contacts to fail)



- Ultra-rugged, hearing aid compatible Rhino® telephone handset
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths
- Double-gang mounting box included



PORTABLE INMATE TELEPHONE STATIONS |

Smart Communications will provide a minimum of 4 portable inmate telephone stations securely mounted on a rolling base constructed of heavy-duty 14-gauge steel and featuring four 4.0" lockable wheels.

SPECIFICATIONS:

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

*Varies depending on phone model installed.



TDD/TTY DEVICES |

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

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

FEATURES:

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



VIDEO RELAY SERVICE (VRS) DEVICES |



Smart Communications will provide a minimum of 3 devices featuring Purple Communications P3 Video Relay Service (VRS). P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards, and offers the greatest amount of flexibility.



Video Protocols |

- SIP
- H.323 H.263
- H.264
- CIF (352 x 288)

Audio Protocols |

- G.711
- G.72 2.1
- GSM Ilbc
- Echo cancellation
- Automatic Gain Control and Denoise



Video Performance (Bandwidth) |

- Bandwidth adjusts between 384 Kbps and 2048 Kbps Recommended bandwidth of 768 Kbps
- Adaptive low-latency packet-loss recovery
- Automatic bandwidth control, adapts to network conditions

System Requirements |

- For PC: Windows® 7/8/10 with DirectX 9.0c or higher
- For Mac: OS X 10.10 Yosemite or higher
- Recommended CPU for PCs: Intel® Core™ 2 Duo class, 2.33 GHz or faster
- Ideal CPU for PCs: Intel® Core™ 2 Quad class, 2.66 GHz or faster
- Recommended CPU for Macs: Core i5 or Xeon, 2.0 GHz or faster
- Memory and disk: 2 GB RAM and 250 Mb hard disk space

PUBLIC PAY PHONES |

Smart Communications will provide a minimum of 7 Elcotel Series-5 coin-operated telephones. The Elcotel Series-5 is easy to maintain, requiring only periodic maintenance to remove the coin and inspect the coin flow.

FEATURES:

- Line-powered, no electricity required (42 VDC to 56 VDC)
- Voice and printed instructions for all calls
- Takes quarters, dimes and nickels
- Works with credit and calling cards via keypad entry
- Quality handset with reinforced armored cord
- Vandal-proof locks
- Pre-programmed for specific area code and rate/time limit request
- Anti-jam coin acceptor
- Coin box holds approximately \$175.00
- FCC registered and UL listed
- Loop current range: 22 mA to 90 mA. POTS line (B-1 or COCOT), loop start, standard dial tone 600/120 Hz



10.1.8. VVS

10.1.8.1. Mandatory VVS Equipment and Installation requirements are outlined in Attachment 1, Section I (VVS Requirements).

RESPONSE: Acknowledged and agreed.

10.1.8.2. Bidder shall supply details of Bidder's proposed VVS which shall include, but not be limited to: hardware components, operating system, default applications, power options, proposed cabling, and bandwidth parameters.

RESPONSE: Smart Communications' SmartVisit™ Video Visitation System (VVS) can set bandwidth constraints based on visitation type in real-time. Visits on a local network with predictable and known capabilities can be configured to use up to 2Mbps of bandwidth which provides a very high-quality video experience. Remote visitations over limited bandwidth connections can be set to any appropriate limit. Video quality will naturally degrade when more stringent constraints are imposed. We typically find that limiting remote connections to 384Kbps offers good quality and reliable performance. The performance of SmartVisit™ VVS video streams are monitored continuously and any issues that occur during the visit are logged allowing for SmartVisit™ VVS tuning and optimization.

Smart Communications' SmartVisit™ VVS solution is compatible with our proprietary SmartKiosk™ and SmartTablet™ hardware. SmartKiosk™ devices use a Linux operating system configured in-house to run authorized applications. There is no user access to the Linux kernel or desktop. Our SmartTablet™ devices use a customized version of Android OS version 6. All operating system configurations, customizations and modifications are performed in-house by our engineering team. Both operating systems have been modified to enhance control, access and security. Inmates have no access to any settings on the device.

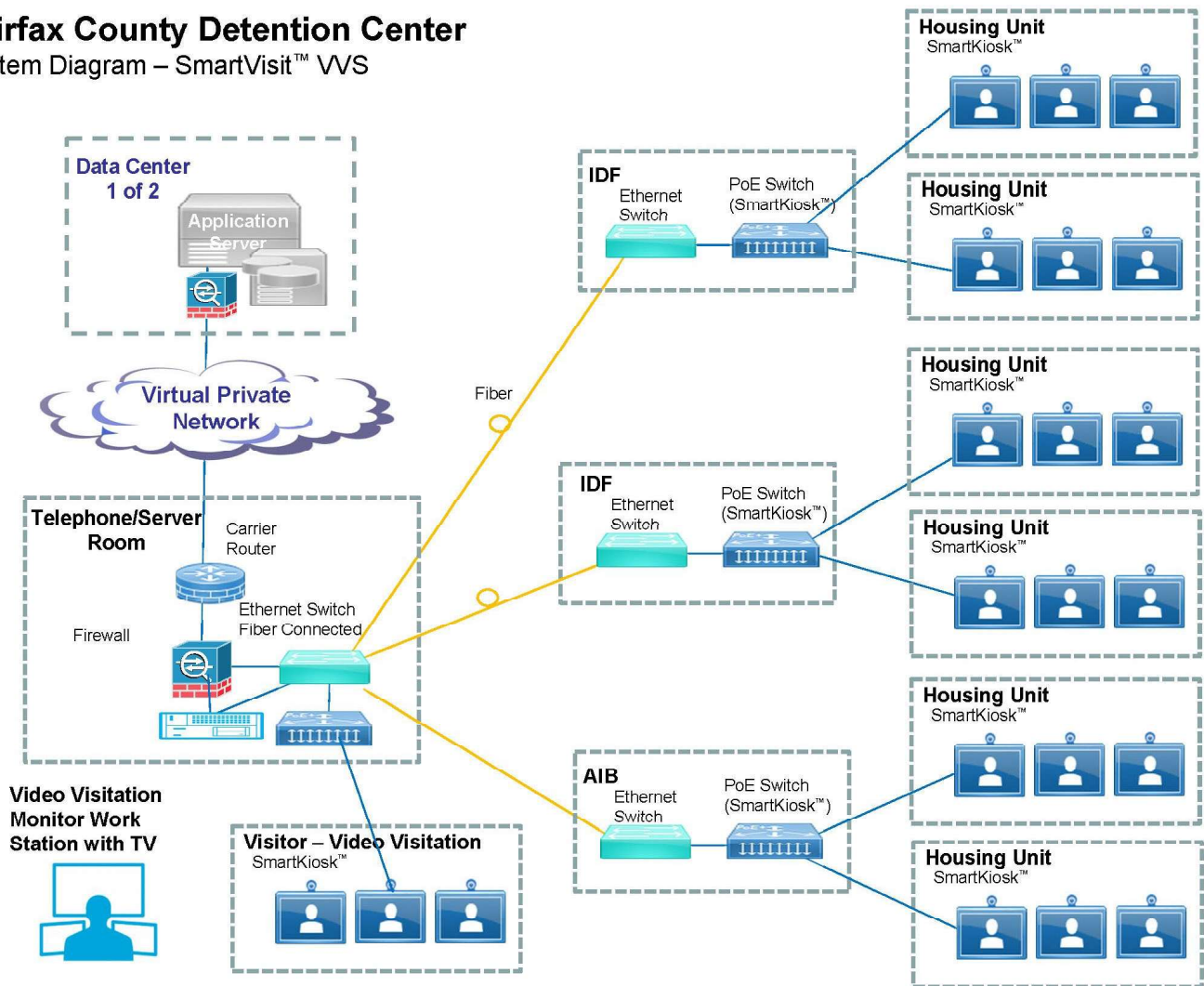
Smart Communications' SmartKiosk™ devices support Category 5 (Cat5) and above Ethernet cabling standards. All new Ethernet cabling should be Category 6 (Cat6) which will support speeds up to 10Gbps. All existing Ethernet cabling must be tested to ensure cabling is within proper specifications.

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

10.1.8.3. Bidder shall include a diagram demonstrating the proposed VVS solution.

RESPONSE:

**Fairfax County Detention Center
System Diagram – SmartVisit™ VVS**



10.1.8.4. Bidder shall indicate whether its proposed VVS is premise-based or centralized.

RESPONSE: Smart Communications proposed SmartVisit™ VVS application runs on a centralized system that uses carrier-grade collocation facilities which only requires a 1U media server at the facility to process video visitation session audio and video streams.

10.1.8.5. Bidder must indicate the physical size of the VVS equipment to be installed at the Facilities including information on height, depth, width, weight, abuse tolerances and any limitations.

RESPONSE: Smart Communications has over a decade worth of experience in the research, development and delivery of custom, correctional-grade kiosks. All aspects of our SmartKiosk™ devices are engineered to withstand severe inmate abuse as well as meet the unique safety and security network requirements of a correctional facility.

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

10.1.8.6. Bidder shall include a description, as well as images, of the proposed video visitation stations (inmate, visitor and mobile) proposed for installation at the Facilities.

RESPONSE: The SmartKiosk™ weighs approximately 27 pounds and is comprised of a 17.0” touchscreen LCD display designed for high-threat environments, a high definition IP camera and other electrical/computer hardware mounted inside a 22.0 X 18.0 X 5.0” (HxWxD) high-strength, 12-gauge steel housing. The housing fully encloses the device’s internal components and does not have any openings or external hinges which prevents tampering and exposure to liquids. The housing also



features smooth rounded edges to prevent injury and a rounded top design which prevents beverages from being placed on the device. To provide optimal sound quality the handset is constructed of heavy-duty polycarbonate molded plastic and does not contain any removable parts. The handset’s cable is contained in a flexible, stainless steel, armored sheathing with a pull strength that exceeds 1,000 ft-pounds and is attached to a SmartKiosk™ device via a bayonet lock method.

10.1.9. Tablets

10.1.9.1. Mandatory Tablet Equipment and Installation requirements are outlined in Attachment 1, Section J (Tablet and Kiosk Requirements).

RESPONSE: Acknowledged and agreed.

10.1.9.2. Bidder shall provide a detailed description of its Tablets, including security features for the corrections industry, screen size, device size, battery specifications, charging options.

RESPONSE: Confirmed. Smart Communications will provide a minimum of 316 of our proprietary SmartTablet™ devices and 32 wireless tablet charging stations. Every aspect of our SmartTablet™, including the device’s body, battery, camera and wireless charging stations, were engineered from the ground up in partnership with our private manufacturer in Asia. This makes the SmartTablet™ different from our competitor’s tablets that are nothing more than an off-the-shelf, consumer grade tablet housed inside a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications’ custom, proprietary operating system that will only allow the device to connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (i.e. Samsung) tablets run on non-proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain access to the Internet.



The SmartTablet™ device’s internal components and LCD are housed in an ultra-rugged, chemical and stain resistant opaque enclosure. 20 security screws are strategically positioned throughout the rear of the enclosure which prevents access and tampering by inmates.

The SmartTablet™ device’s 7.0” LCD touchscreen is protected by Gorilla® Glass 3 that is 3 times thicker than the material typically used in general consumer electronic products. The increased thickness provides superior resistance to breakage due to aggressive device handling or drops. Screen protectors that can easily be removed by inmates are not necessary as the native properties of Gorilla® Glass 3 provides exceptional resistance against light and deep scratches.

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

To ensure quality and performance, Smart Communications retains the services of an independent laboratory to inspect SmartTablet™ production lots. As a part of the inspection process, the independent laboratory randomly selects SmartTablet™ devices from the production lot and subjects them to various quality control and durability tests.

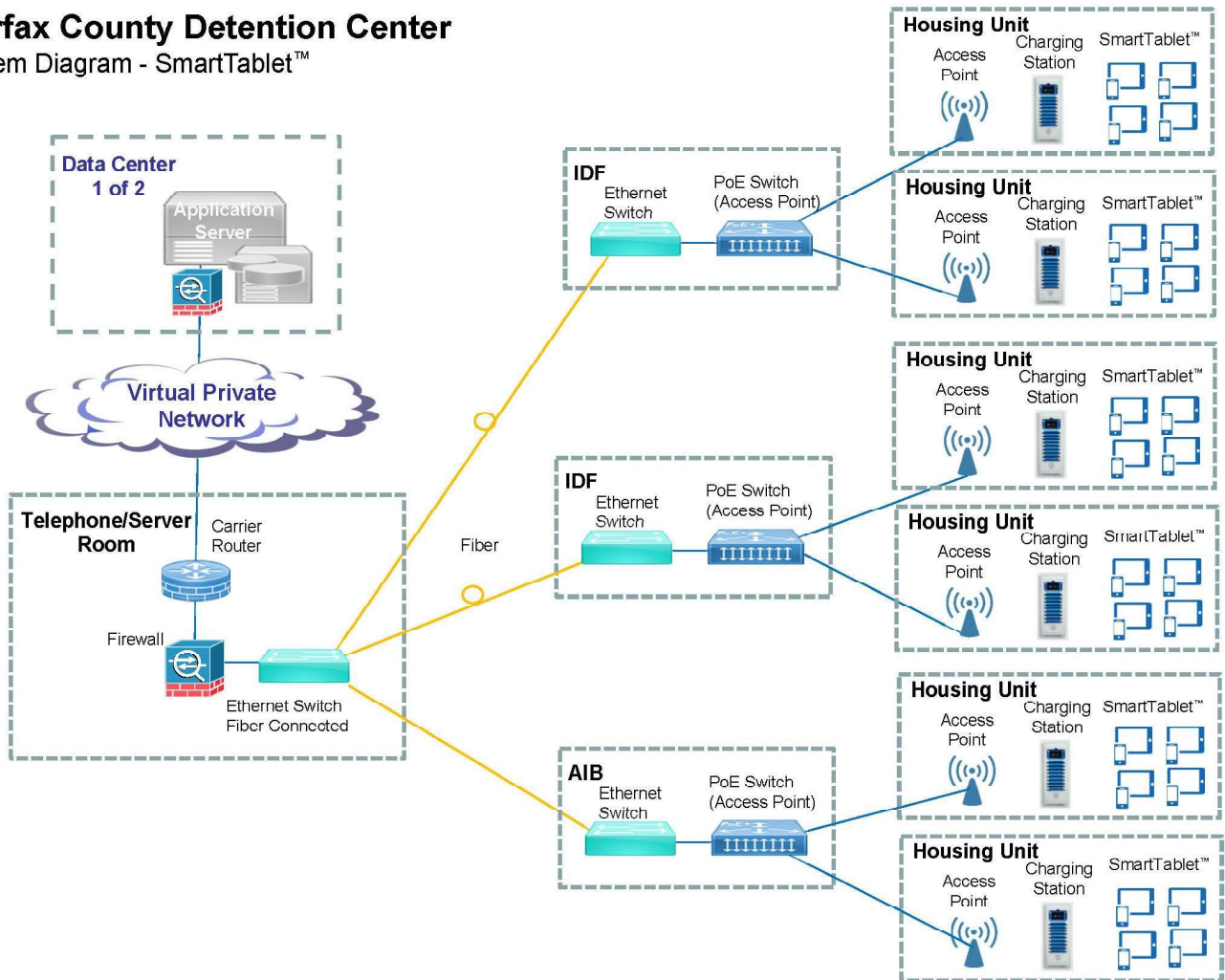
SmartTablet™ devices are charged via our custom, wall mounted, self-service wireless charging stations. Each station charges up to ten SmartTablet™ devices simultaneously. Zero staff involvement is required to charge a SmartTablet™ as they are charged wirelessly by inserting the device into any available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



10.1.9.3. Bidder shall include a diagram demonstrating the Tablet solution.

RESPONSE:

**Fairfax County Detention Center
System Diagram - SmartTablet™**



10.1.9.4. Bidder shall specify if the speakers on the Tablets can be disabled/enabled at the FCSCO's discretion.

RESPONSE: Confirmed. The speakers of the SmartTablet™ devices can be disabled or enabled at the customer's discretion.

10.1.9.5. Bidder shall specify if clear, see-through earbuds are provided with the Tablets.

RESPONSE: Clear, see-through earbuds are not provided standard with the SmartTablet™ devices. However, Smart Communications is willing to negotiate the provision of these items upon contract award.

10.1.9.6. Bidder shall indicate how Tablets work for hearing impaired inmates.

RESPONSE: The SmartTablet™ devices feature adjustable volume control which allows users to set the listening volume level to their preferred setting.

10.1.9.7. Bidder shall indicate how Tablets work for visually impaired inmates including screen reader capabilities.

RESPONSE: To accommodate the visually impaired, Smart Communications is developing voice-activated and voice-over tablet features for our SmartTablet™ devices. When available, this feature will be added to the solution at *no cost*.

10.1.9.8. Bidder shall include a description, as well as images, of the proposed mobile charging stations proposed for installation at the Facilities.

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



10.1.10. Kiosks

10.1.10.1. Mandatory Kiosks Specifications are outlined in Attachment 1, Section J (Tablet and Kiosk Requirements).

RESPONSE: Acknowledged and agreed.

10.1.10.2. Bidder shall provide images and equipment specifications for the proposed kiosks.

RESPONSE: The SmartKiosk™ weighs approximately 27 pounds and is comprised of a 17.0" touchscreen LCD display designed for high-threat environments, a high definition IP camera and other electrical/computer hardware mounted inside a 22.0 X 18.0 X 5.0" (HxWxD) high-strength, 12-gauge steel housing. The housing fully encloses the device's internal components and does not have any openings or external hinges which prevents tampering and exposure to liquids. The housing also features smooth

rounded edges to prevent injury and a rounded top design which prevents beverages from being placed on the device.

To provide optimal sound quality the handset is constructed of heavy-duty polycarbonate molded plastic and does not contain any removable parts. The handset's cable is contained in a flexible, stainless steel, armored sheathing with a pull strength that exceeds 1,000 ft-pounds and is attached to a SmartKiosk™ device via a bayonet lock method.





10.2. Technology Features and User Applications

10.2.1. ITS

10.2.1.1. Mandatory ITS and User Application Specifications are outlined in Attachment 1, Section H (ITS Requirements).

RESPONSE: Acknowledged and agreed.

10.2.1.2. Bidder shall provide information on how the proposed ITS is capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, digital voicemail, cellular telephones, ring-back tones, chain dialing.

RESPONSE: The proposed Smart-EVO™ ITS utilizes digital network signaling along with digital signal processing (DSP) of in-band audio information to distinguish between standard or irregular busy signals, standard and irregular ringing signals, digital voicemail, cellular telephones, operator intercepts, and pagers and provides a digital message to the ITS. DSP Voice detection can isolate simple hello greetings from longer answering machine messages. The Smart-EVO™ ITS call detail records will indicate any of these conditions if the call did not go through to provide accurate information on each call attempt.

10.2.1.3. Bidder shall provide a script of the call acceptance information provided to the called party.

RESPONSE: The script of the call acceptance information provided to the called party via the Smart-EVO™ ITS for a collect call is as follows:

[Called party answers and says "Hello"]

Smart-EVO™ ITS initiates the following script/greeting message:

*"You have a collect call from [pre-recorded inmate name], an inmate at [facility name]. If you accept this call, any attempt to use 3-way or call waiting will automatically disconnect the call. This call is also subject to being recorded or monitored except for privileged communications between attorney and client. Please select from the following options. If you wish to accept this call as a collect call, dial 1 now. To reject this call, dial 2 now. To obtain the rate information for this call, dial 3 now. To block your number from further calls from this inmate, dial *9 to reach our Customer Service now."*

This message can be modified to meet facility specific needs.

10.2.1.4. Bidder shall indicate the number of times the ITS plays the call acceptance information to the called party and whether the called party may interrupt the prompts by selecting a digit on the keypad.

RESPONSE: Confirmed. The Smart-EVO™ ITS will play the call acceptance information to the called party three times. The called party can interrupt the prompts by pressing the appropriate digit on the keypad.

10.2.1.5. The ITS shall process calls on a selective bilingual basis in English and Spanish. Bidder shall indicate whether the called party (in addition to the inmate) will be able to select the preferred language for call prompts. The FCSO reserves the right to require additional languages at any time and at no cost to the FCSO.

RESPONSE: Confirmed. The Smart-EVO™ ITS offers clear and concise voice prompts in English and Spanish. English will be the default prompt. Inmates will be able to select the desired language via prompts. Voice prompts are given in short sentences with meaningful instruction for operation of the system. The propriety voice engine of the Smart-EVO™ ITS provides the ability for prompts to be spoken in up to 99 different languages. Languages in addition to English and Spanish may be added at any time at no cost to the facility.



10.2.1.6. For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. Bidder shall provide a list of the available recordings as well as a complete description of each.

RESPONSE: Confirmed. The proposed Smart-EVO™ ITS will play the following recorded messages explaining why a call was not completed:

- **No Answer:** *"The party you have called did not answer."*
- **Busy Signal:** *"The number you dialed is busy now, please try your call again later."*
- **Answering Machine, Network Error, Phone Lines Down or Other System Issue:** *"Please try your call again later."*
- **Called Party Refused Charges:** *"Charges for your call have been refused."*

All voice message recordings are completely programmable and can be customized to meet facility specific needs.

10.2.1.7. Bidder shall specify if the number of free calls is assigned globally or if the number of free calls can be assigned to the inmate.

RESPONSE: The number of free calls may be assigned globally or on an individual inmate basis with the proposed Smart-EVO™ ITS.

10.2.1.8. Bidder shall provide information on any security configurations available within the ITS to prevent fraud relative to automated phone trees (e.g. inmates pressing digits and getting to a live operator).

RESPONSE: Confirmed. The Smart-EVO™ ITS is provisioned with enough resources to perform full time DTMF digit detection on every active call. Any dialed DTMF digits are detected and if not permitted, result in the call being terminated. The Smart-EVO™ ITS provides flexible control over the use of extra digits during a call including whether detection is enabled, which digits are permitted to be dialed and which digits will cause an immediate call termination.

10.2.1.9. Bidder must specify how international collect calls are processed and completed through the proposed ITS.

RESPONSE: The Smart-EVO™ ITS processes all calls in the same manner regardless of whether the call placed is collect or prepaid, domestic or international. All calls originating at the facility are processed with an automated operator with no need for any assistance from a third-party. To place an international call, the inmate will select the prepaid collect call option and then dial the international number as follows: US exit code (011) + country code + number. International calls can also be made using prepaid debit and debit card calling. International calls are subject to the same restrictions and functions as domestic calls, including monitoring, recording and onsite reporting.

10.2.1.10. Bidder shall provide detailed information on the frequency Bidder performs remote diagnostics and troubleshooting processes which shall include failure reports, alarms, service history and other steps taken.

RESPONSE: Smart Communications' U.S. based Network Operations Center (NOC) is responsible for maintaining the infrastructure that supports our solutions being provided at your facility. The NOC monitors the health, security and capacity of our solution hardware, software applications and associated networks 24/7/365 to help ensure 99.9% uptime. This continuous monitoring allows our NOC to proactively detect, diagnose and eliminate potential threats before they disrupt service.



The NOC further maintains infrastructure by performing regular system updates such as third-party content and bug fixes. These maintenance updates are typically performed between the hours of 1:00am – 6:00am EST. In the unlikely event that a maintenance update requires solution downtime, your facility will be notified by your Account Manager 24 hours in advance.

10.2.1.11. The ITS shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones and video relay units which are accessible to persons in wheelchairs and providing devices, including video relay units, that are compatible with Telephone Devices for the Deaf (TDD).

RESPONSE: The proposed Smart-EVO™ ITS and related end user hardware, implementation/installation and functionality are in full compliance with the Americans with Disabilities Act (ADA) requirements.

10.2.1.11.1. Bidder must indicate how the TDDs work with the proposed ITS.

RESPONSE: Smart Communications' technology does not require dedicated ports on the proposed Smart-EVO™ ITS and eliminates the need for staff member to initiate the call process. To initiate the process, the inmate places the inmate telephone handset on the TTY/TDD device and enters the speed-dial number. The inmate then communicates using the TTY/TDD device to the state's Telecommunication Relay Center (TRS). The information includes the option of including the inmate's PIN, along with a pre-set toll-free number that is direct-dialed to the TRS. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party who receives the call on a collect basis. Integrating the TTY/TDD call through Smart-EVO™ ITS allows the facility to specify various policy and security measures such as time limits, call recording, redial prevention and more. With TRS, a special operator communicates back to the inmate to confirm the connection and begins the call connection process to the called party. Charges to the called party will be rated and billed by the relay service provider.

10.2.1.11.2. Bidder shall provide detail on how TDD calls can be recorded and monitored via the ITS.

RESPONSE: Each TTY/TDD call placed through the Smart-EVO™ ITS is recorded, converted into text and attached to the call detail record. The TTY/TDD recording can be accessed from the Call Detail Screen and the attached text can be printed locally or remotely by authorized users.

10.2.1.11.3. Bidder shall provide detail relative its capability to provide a Video Relay System (VRS) to the Facilities at no cost to the FCSO.

RESPONSE: Smart Communications will provide a Video Relay System (VRS) through Purple Communications at no cost to the Customer.

10.2.1.11.4. Bidder shall describe how VRS services are provided through the VVS.

RESPONSE: Confirmed. Smart Communications' VRS service is provided using a VRS application on the SmartKiosk™. The service is available to hearing impaired inmates when they log in to the SmartKiosk™.

10.2.1.11.5. Bidder shall provide detail on how call controls configured in the ITS are preserved for calls placed using the VRS (e.g. branding, blocked telephone numbers).

RESPONSE: The Video Relay System (VRS) provided by Purple Communications is fully integrated into the Smart-EVO™ ITS. This integration ensures that all VRS calls are subject to the same security and controls as traditional calls.



10.2.2. VVS

10.2.2.1. Mandatory VVS features, functionalities, and user applications are found in Attachment 1, Section I (VVS Requirements).

RESPONSE: Acknowledged and agreed.

10.2.2.2. Bidder shall detail any unique or distinctive features regarding the proposed VVS, including the capability for the inmate to initiate video visitation sessions.

RESPONSE: Confirmed. Smart Communications’ SmartVisit™ VVS allows inmates to initiate video visitation sessions.

10.2.2.2.1. If Bidder does not have the capability for the inmate to initiate video visitations sessions, provide information on Bidder’s research and development progress.

RESPONSE: Acknowledged – not applicable.

10.2.2.3. Bidder shall indicate whether it proposes an alternative number of video visitation stations to the quantity specified in Attachment 1, Section K (Facility Specifications).

RESPONSE: To help ensure availability for usage, Smart Communications recommends video visitation kiosks be provided at a ratio of approximately 1 kiosk per 20 inmate beds. The configuration of the correctional facility also is factored in to determine the number of video visitation kiosks required.

Based on the number of beds and the information reported in Attachment 1, Section K (Facility Specifications) under “Inmate Video Visitation Stations Required”, Smart Communications proposes the quantity of SmartKiosk™ devices provided at the Adult Incarceration Branch be decreased to 10 video visitation kiosks. Smart Communications does not recommend changes to the number of video visitation kiosks at the Adult Detention Center.

10.2.2.4. Bidder shall list the requirements for a visitor to complete remote video visitation sessions, including but not limited to minimum bandwidth, equipment, software, browser type.

RESPONSE: To complete a remote video visitation session via the proposed SmartVisit™ VVS, the visitor is required to have access to a modern PC or smart device (phone or tablet), an active Internet connection with a minimum bandwidth of 384Kbps and modern web browser (i.e. Firefox, Chrome, Internet Explorer, Opera, Safari, Microsoft Edge, etc.). A web camera and speaker are required to allow a visitor to participate in a SmartVisit™ VVS session on a PC.

10.2.2.5. Bidder shall specify whether the VVS provides a countdown clock timer on the video visitation station.

RESPONSE: Confirmed. A countdown clock timer is provided on both visitor and inmate devices running the SmartVisit™ VVS application.

10.2.2.6. Bidder shall specify its proposed process for providing information on upcoming video visits, including reports available in the VVS user application.

RESPONSE: Authorized users may access the secure, web-based Management Console to view all scheduled SmartVisit™ VVS sessions. The Management Console can also be used to run SmartVisit™ scheduling daily reports for specific housing units or the entire facility that may be distributed to other staff members.

10.2.2.7. Bidder shall provide a list of all available reports in the VVS user application.

RESPONSE: The SmartVisit™ VVS platform provides a broad range of detailed reports. Information from completed video visitation sessions are archived in a database file that can easily be exported to a Microsoft Excel file format and shared. Authorized users can view and filter SmartVisit™ VVS login history to select a single, multiple or all video visitation sessions to be exported for Microsoft Excel archival, investigative or administrative purposes.

The most commonly-used SmartVisit™ VVS reports include:

- Welcome/Dashboard – a summary view of the number of visits scheduled each day for the week, units offline, recording space, and a message board
- Session History Report – includes information such as visitor name, inmate name, session date, session start and end times, visitor station location, and inmate/pod station location
- Daily Visitation Schedules – by Inmate or Visitor
- User Activity Reports – detailing facility staff use of the system, by user

10.2.3. Tablets

10.2.3.1. Mandatory Tablet features, functionalities, and user applications are found in Attachment 1, Section J (Tablet & Kiosk Requirements).

RESPONSE: Acknowledged and agreed.

10.2.3.2. Bidder shall detail any unique or distinctive features regarding the proposed Tablets, including all available options for inmates to access the Tablets (e.g. assigned model compared to a shared model).

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



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

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

10.2.3.3. Bidder shall indicate whether it proposes an alternative number of Tablets to the quantity specified in Attachment 1, Section K (Facility Specifications).

RESPONSE: Smart Communications’ goal is to ensure a SmartTablet™ device is available to every inmate when needed. Smart Communications initially provides one SmartTablet™ per every six inmates and will increase the number of devices provided based on user demand.

10.2.3.4. Bidder shall describe its capability to deliver a comprehensive inmate education solution on the Tablets including all available courses.

RESPONSE: Smart Communications’ SmartEd™ Inmate Education platform can be added to SmartTablet™ devices at any time. The SmartEd™ platform provides *free* access to over 20,000 instructional video and 7,000 practice exercises relating to core educational subjects; extensive employment resources and additional/customized reentry, vocational, life skills, self-improvement and recovery resources and programs.



10.2.3.5. Bidder shall describe how the inmate is charged when the inmate is using the Tablet for applications or entertainment media beyond those listed as free in Attachment 1, Section J (Tablet and Kiosk Requirements).

RESPONSE: Inmates will be charged for sending or receiving COD Electronic Messages and Photos and for Premium Entertainment services directly from their SmartInmate™ account in real time. Every inmate is provided eight free messages per month and are charged \$0.50 per message after the free messages are used. Electronic photos are \$1.00 each. Inmates also have access to free and premium entertainment services, including movies, books, games and music. Premium entertainment content is billed at a \$0.01 per minute.

10.2.3.6. Bidder shall describe how data associated with usage on the Tablets is stored.

RESPONSE: SmartTablet™ device usage data is stored offsite at our secure data center. User data is not stored locally on the device. Personal and session data associated with the inmate is loaded when an inmate logs into the device. Detailed reports of inmate activity on the devices are available through the Management Console.

10.2.3.7. Bidder shall specify how, if at all, Tablets become the property of the inmates at the time of release.

RESPONSE: Smart Communications utilizes a shared-tablet distribution method in which SmartTablet™ devices are provided to the facility at no cost. At no point would a SmartTablet™ device become property of an inmate.

10.2.3.8. Bidder shall indicate if its Tablet user application has the capability of live monitoring.

RESPONSE: This feature is currently in development and is scheduled to become available this year. When available, this feature will be added to the solution at no cost.

10.2.3.9. Bidder shall provide a list of all available reports in the Tablets user application.

RESPONSE: The SmartTablet™ devices provide detailed reports of inmate activity on the devices such as:

- Law Library Usage Report
- Unique Message View Count by Staff Member
- Quarantined Messages Approved by Staff Member
- Quarantined Messages Rejected by Staff Member
- Photos Approved by Staff Member



- Photos Rejected by Staff Member
- Number of Requests Opened
- Number of Requests Closed
- Number of Grievances Opened
- Number of Grievances Closed
- Number of Medical Forms Opened
- Number of Medical Forms Closed
- Open and Closed Requests Medical and Grievances
- North American Learning Institute Report and Tools (if NALI is available)
- Beyond Prison, Probation and Parole Report (if BPPP is available)
- Visitation Report (if visitation is available)

Additional reports can be generated by Smart Communications at the request of staff.

10.2.4. Kiosks

10.2.4.1. Mandatory Kiosk features, functionalities, and user applications are found in Attachment 1, Section J (Tablet & Kiosk Requirements).

RESPONSE: Acknowledged and agreed.

10.2.4.2. Bidder shall provide a detailed description of its proposed electronic trust account deposit services, which shall include, but not be limited to: user application reporting capabilities, methods for completing deposit payments (i.e. kiosk, website, etc.), and alert/investigate capabilities.

RESPONSE: Smart Communications' proposed electronic trust account deposit services enables both Inmates and their friends and family to deposit funds directly into the inmate's trust account. Smart Communications will interface the electronic trust account deposit services with the County's Inmate banking software, Jail Tracker.

New Inmates deposit funds directly into their trust account from the booking kiosk. The booking kiosk accepts credit cards, debit cards and cash, including coins. Funds become available immediately to the inmate for commissary purchases. For each completed transaction, the booking kiosk will take a picture of the inmate and print two copies of the receipt; one copy is provided to the inmate and one copy is for the Facility.

Family and friends who are visiting a facility can deposit funds directly into an inmate's trust account from the lobby kiosk. The lobby kiosk accepts credit cards, debit cards and cash. Family and Friends can deposit funds into an inmate's trust account and phone account in the same unit, eliminating the need for multiple funding kiosks in the lobby. Funds become available immediately to inmates for both phone calling and commissary accounts. After the transaction is completed, a picture is taken of the person depositing funds and a receipt is printed with the transaction number, deposit and fee amounts, and an 800 number for customer service. Family and friends also have the option of depositing funds into an inmate's trust account remotely by visiting www.SmartInmate.com.

Smart Communications' electronic trust account deposit services allows authorized facility staff to query deposit information from the system. Reports can be generated based on a date range for the following search criteria:

- Product Type: Trust Deposit, Prepaid Collect Deposit, PIN Debit Deposit
- Outlet: Kiosk, Web
- Payment Type: Cash, Credit Card
- Facility: Lobby, Booking



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

- Inmate: Name, PIN
- Phone number

Reports can be saved in multiple formats including PDF, XLS, CSV, HTM and RTF. Reports generated will include the following fields:

- Facility Name
- Kiosk type
- Product
- Outlet
- Inmate Name
- Inmate PIN
- Phone number
- Date and time of transaction
- Type of payment
- Total deposit amount
- Deposit amount
- Deposit fee

10.3. Security Features

10.3.1. Mandatory ITS Security Features requirements are outlined in Attachment 1, Section H (ITS Requirements).

RESPONSE: Acknowledged and agreed.

10.3.2. ITS

10.3.2.1. Bidder shall provide a detailed explanation of the information displayed on the called party’s caller ID each time a call from the Facilities is placed (e.g. unknown number, Bidder’s customer service number, dummy ANI).

RESPONSE: The toll-free phone number (888-873-1972) of Smart Communications' Customer Care Call Center is displayed on the called party's caller ID each time a call is placed through the Smart-EVO™ ITS.

10.3.2.2. Relative to Bidder’s fraud prevention feature, provide a list of the available pre-recorded announcements. Bidder shall describe its process for adjusting the duration of the call or excluding the pre-recorded announcements from the cost of a call.

RESPONSE: During the call setup process, the Smart-EVO™ ITS will play a pre-recorded announcement. The prerecorded announcement played to the inmate and called party can be customized to suit the specific needs of the County. An example of a prerecorded announcement that informs the called party of a collect call from the County’s Detention Center is as follows:

“You have a collect call from {prerecorded inmate name}, an inmate at the [Customer’s Detention Center Name]. If you accept this call, any attempt to use 3-way or call waiting will automatically disconnect the call. This call is also subject to being recorded or monitored, except for privileged communications between attorney and client. The cost for this call will be {x} cents for the first minute and {x} cents for each additional minute.”

Smart Communications’ Network Operations Center (NOC) will work with the Customer to make changes to the prerecorded announcement messages, including adjusting the duration of the call or excluding the pre-recorded announcements from the cost of a call.

10.3.2.3. Specify the method used by Bidder to detect three-way calls, specifically if the called party is utilizing a cell phone to place the three-way call.

RESPONSE: Confirmed. Smart Communications' patented 3-Way Call Detection System is a highly-effective fraud deterrent. The system is integrated within the Smart-EVO™ ITS platform without requiring additional hardware or software. Our 3-Way Call Detection System is unique in its ability to dynamically adapt to each phone call based on the complete end-to-end network conditions. This is a substantial improvement over traditional simple threshold silence detection techniques.

Highly Accurate 3-Way Call Detection:

The patented detection algorithms are completely developed and maintained by in-house digital signal processing engineers. As 3-Way Calling does not utilize a dedicated network signaling protocol, any detection system is forced to make the decision to act based on the information which can be observed on the live call in progress. The algorithms in the Smart-EVO™ ITS are carefully tuned to perform to the level of aggressiveness desired for the facility to provide a good balance between detecting true 3-way calls versus false-detecting other call activities.

A common problem with all 3-Way Call Detection Systems is falsely identifying legitimate calls as 3-Way attempts due to common occurrences such as placing a phone down on the table or covering the phone mouthpiece. This is a large problem with simpler silence detection solutions. Smart Communications' 3-Way Detection algorithm is specifically designed to avoid these problems by dynamically adapting at the start of each call, and even during the ongoing call, by learning more about the characteristics of the telephone circuit in use. By adapting on the fly, our system can learn the difference between a true "on-hold" event versus a simple quiet conversation period. Our system can also be further tuned to adapt its performance based on geographic destinations or even specific called numbers and exchanges.

Operation:

The 3-Way Call Detection feature initially analyzes the existing line conditions and uses it as a baseline for the remainder of the call. The Smart-EVO™ ITS monitors the call for conditions that indicate that the called party has activated a 3-Way Call or placed the call on hold. When a possible 3-Way Call attempt has been detected, the Smart-EVO™ ITS performs the action as programmed by the system administrator. Also, a record of the event is stored with the call detail record. After the call is complete, the 3-Way Call Detection System resets itself and waits for the next call to begin.

Fully Digital Signal Processing (DSP):

The Smart-EVO™ ITS uses an all-digital processing system to analyze the characteristics and performance of each telephone call. Each port in the system provides a dedicated Digital Signal Processing (DSP) resource.

Dynamic Calibration:

At the start of each call, the system adapts the 3-Way Call process parameters based on the actual line and call conditions. Internally, the system has over 18 soft parameters that provide a fine level of precision to the call detection system.

Remote Configuration and Adjustment:

Most installations can make use of the factory settings, which are the result of extensive field trials and analysis. If necessary, these the parameters can be remotely adjusted to obtain optimum system performance.

Multiple Detection Options:

Upon detection of a 3-Way Call attempt, the system provides the following options to control how the system reacts to the event:

- Disconnect the call



- Play a single prompt
- Begin playing a prompt at random intervals during the call
- Take no external action and store the details in the call detail database
- System makes an entry when the 3-Way Call is attempted

Enable or Disable Detection:

Each call processed by the Smart-EVO™ ITS can be classified and tagged to enable or disable 3-Way Call Detection. This feature makes it possible to disable 3-Way Detection for calls to valid individuals, such as lawyers or public defenders, and enable it for calls to other numbers.

Record and Store Detection Details for Each Call:

The Smart-EVO™ ITS creates a Call Detail Record (CDR) for each call. This record includes a field that indicates whether the system detected a 3-Way Call attempt. System administrators can retrieve information about 3-Way Call attempts through the call detail reporting feature.

10.3.2.3.1. Upon detection of a three-way call, indicate whether the ITS is capable of playing a message to the inmate and/or the called party prior to terminating the call.

RESPONSE: Confirmed. Upon detection of a three-way call, the proposed Smart-EVO™ ITS can play a message to the inmate and/or called party prior to terminating the call.

10.3.3. VVS

10.3.3.1. Bidder shall describe its registration and scheduling processes including:

10.3.3.1.1. Capability to capture the visitor’s photo or identification automatically without manual input from the visitor.

RESPONSE: Confirmed. Smart Communications’ proposed SmartVisit™ VVS registration process is capable of automatically capturing the visitor’s photo or identification without manual input from the visitor. After the visitor creates an account at SmartInmate.com, they can schedule an onsite or remote video visitation session by selecting the inmate they would like to visit. If required, the visitor will upload their photo or identification for facility review. After facility review, the system will send the visitor a visitation approved or unapproved email notification. If the visit was not approved, the email notification will provide the reason(s).

10.3.3.1.2. Capability to verify the visitor’s identity.

RESPONSE: Confirmed. The SmartVisit™ VVS allows verification of a visitor’s identity during the registration and scheduling process.

10.3.3.1.3. Capability to run a warrant search on the visitor.

RESPONSE: The SmartVisit™ VVS does not currently support running a warrant search on a visitor during the registration and scheduling process.

10.3.3.1.4. Create automated/custom restrictions for the inmate and/or visitor including restricting a specific inmate or visitor from conducting a video visitation session at the same time as another specific inmate or visitor;

RESPONSE: Confirmed. The SmartVisit™ VVS registration and scheduling process supports the creation of automated/custom restrictions for an inmate and/or visitor, including restricting a specific inmate or visitor from conducting a video visitation session at the same time as another specific inmate or visitor.



10.3.3.1.5. The mandatory fields captured during the registration and scheduling processes.

RESPONSE: The SmartVisit™ VVS captures the following mandatory fields during the visitor registration process:

- First Name
- Last Name
- Email address
- Telephone Number
- Username
- Password

10.3.3.1.6. Process for designating a visitor to receive confidential/privileged video visits.

RESPONSE: Confirmed. The SmartVisit™ VVS registration and scheduling process allows public users to register their account to receive confidential/privileged video visits. The submitted application will be put in queue until approved by the authorized facility administrator.

10.3.3.1.7. All methods available for visitors to register and schedule a video visit including the use of a mobile application.

RESPONSE: Visitors can schedule a SmartVisit™ VVS session onsite via a SmartKiosk™ device or remotely from a PC, smart phone or tablet online at www.SmartInmate.com.

10.3.3.1.8. If Bidder does not have the capability to allow scheduling through a mobile application, provide information on Bidder’s research and development progress.

RESPONSE: Not applicable. Smart Communications’ SmartVisit™ VVS scheduling function is “web ready” which allows an individual to immediately schedule a video visitation online at our website www.SmartInmate.com without having to spend time locating, downloading and installing mobile application.

10.3.3.1.9. Method for avoiding scheduling conflicts.

RESPONSE: SmartVisit™ VVS sessions are scheduled via Smart Communications’ robust web-based Visitation Scheduler application employs conflict checking algorithms to ensure that video visitation stations are available at the session times requested.

10.3.3.2. Bidder shall indicate how other contracted customers using Bidder’s proposed VVS are handling approval of visitors: approved visitor lists compared to passive approval (with required registration).

RESPONSE: Smart Communications’ SmartVisit™ VVS has two options for handling approval of visitors. Visitors can schedule a video visitation session and the facility can approve the visit based on a visitor list or the visitor is required to register and be approved by the facility prior to a visitation session.

10.3.3.3. Bidder shall indicate whether the VVS can accommodate a manually-facilitated video visit created by the FCSO.

RESPONSE: Confirmed. Smart Communications' SmartVisit™ VVS allows authorized staff to accommodate a manually facilitated video visit.

10.3.3.4. Bidder shall indicate whether the VVS has the capability to allow the FCSO to manually reassign the video visitation station initially assigned by the VVS.

RESPONSE: Smart Communications' SmartVisit™ VVS does not have the ability to allow authorized staff to reassign the video visitation station initially assigned by the VVS.

10.3.3.5. Bidder shall provide the process for shutting down the VVS.

RESPONSE: Authorized personnel can access the Management Console to shut down the proposed SmartVisit™ VVS. From the Management Console, authorized users can access the Visitation Module and under "settings", visitations can be disabled or enabled.

10.3.4. Tablets

10.3.4.1. Bidder shall specify the modifications to the physical device as well as the operating system which ensure correctional-grade security.

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



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

The SmartTablet™ device's internal components and LCD are housed in an ultra-rugged, chemical and stain resistant opaque enclosure. 20 security screws are strategically positioned throughout the rear of the enclosure which prevents access and tampering by inmates.



The SmartTablet™ device’s 7.0” LCD touchscreen is protected by Gorilla® Glass 3 that is 3 times thicker than the material typically used in general consumer electronic products. The increased thickness provides superior resistance to breakage due to aggressive device handling or drops. Screen protectors that can easily be removed by inmates are not necessary as the native properties of Gorilla® Glass 3 provides exceptional resistance against light and deep scratches.

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

10.3.4.2. Bidder shall specify how mobile device management is handled.

RESPONSE: Confirmed. The SmartTablet™ devices are administered via a secure, web-based Management Console. Authorized staff may access the Management Console via Chrome, Safari, Firefox or Internet Explorer web browser on any machine running Microsoft Windows or Apple OS X.

10.3.4.3. Bidder shall detail its security and installation approach to ensure inmates cannot access an external wireless network.

RESPONSE: Confirmed. All Smart Communications' operating system and application software is custom designed and purpose-built for exclusive use within a corrections environment. Our SmartTablet™ and SmartKiosk™ devices are equipped with our proprietary operating system that will only allow the devices to connect to our secure network within the facility and run pre-approved applications. Authorized staff are provided with total control as to which applications are accessible to inmates on a SmartTablet™ or SmartKiosk™ device.

10.4. Monitoring, Recording and Data Requirements

10.4.1. Bidder shall provide detailed information on its data storage locations, data redundancy practices, and the processes used when copying and storing all data.

RESPONSE: Confirmed. Smart Communications’ systems data is stored and encrypted at our secure data centers in Tampa, FL and Philadelphia, PA. These data centers host our technology infrastructure including web servers, databases, media storage and software. Access to this facility is limited to IT staff with a specific need to enter.

The facility utilizes redundant Internet services, multiple power feeds, and provides battery backup and generator power in the event of an emergency. All network components are redundant with automatic failover to prevent unexpected downtime. The servers utilize internal redundancy such as multiple power supplies on different electrical circuits, hard drives in RAID configuration, and teamed network connections to multiple network switches, in turn, connected to different electrical circuits and cross-connected to mesh traffic. Data at our central data center is backed up via an encrypted off-site backup service every four hours. Full service can be restored to another data center within 24 hours in the event of a catastrophe.

10.4.2. ITS

10.4.2.1. Mandatory Monitoring, Recording and Data Requirements are outlined in Attachment 1, Section H (ITS Requirements).

RESPONSE: Acknowledged and agreed.



10.4.2.2. Bidder shall include detailed information on the ITS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) and whether a security PIN for accessing the live call/visitation session is required.

RESPONSE: Confirmed. The Smart-EVO™ ITS allows authorized staff to set up call watches on as many called numbers, inmates or inmate phones as necessary. The call watches can use one or more of the criteria to make complex watch conditions. Watches can also contain lists of numbers such as staff, known gang members, accomplices or other high interest groups. When the Smart-EVO™ ITS detects a call that matches one of the watch conditions, it will take one of the preset actions, including providing an audible notification, sending a text or email or call a phone number and allow the user to listen to the call audio remotely. When listening remotely, the user enters a PIN and can elect to listen to the call live, rewind or pause the call audio. The user can also disconnect the call-in progress.

10.4.2.3. Bidder shall provide a detailed description of the process for copying/exporting recordings. Include information on date/time stamps and how the ITS prevents tampering with a recording.

RESPONSE: Call recordings are immediately accessible to authorized users online via the Smart-EVO™ ITS Facility Manager. Recordings are downloadable in a compressed .mp3 format or Smart-EVO™ ITS proprietary file format. The Smart-EVO™ ITS Facility Manager provides simple point and click access to download recordings and copy to alternative media for portable storage such as CD/DVD/USB storage device, etc. System users may download one or a group of recordings and retain all pertinent call detail information with the recordings for ease of use at alternate locations. By using the Investigate platform, facility staff no longer need to download and burn call recordings or other information such as images of tattoos to CD-Rs. Once published to a case in the Facility Manager, this information can easily be shared with outside agency users. The Investigate platform allows the facility to choose what types of assets an individual can access and download.

If recording integrity must be proven, the recording can be saved in the proprietary file format. This file format can be played using a Smart-EVO™ ITS file player. A digital signature in the file ensures that the file data has not been altered after it has been retrieved from the system.

10.4.2.4. Bidder shall describe its capabilities to allow authorized users of the ITS application to share call recordings (single and bulk) without copying recordings onto a CD or other storage medium.

RESPONSE: Authorized users can log in to the Smart-EVO™ ITS Facility Manager and playback and/or download the call recordings. Recordings are downloadable in a compressed .mp3 format. Groups of call recordings can be assembled into a download set to help track calling. Utilizing a download set is beneficial as it does not require the user to download each call recording file separately. Download sets can be quickly shared with other staff members or investigators which eliminates the need to download the call recordings, transfer them to a media storage device (CD, DVD, USB Flash Drive, etc.) and send the media storage device from the facility.

10.4.2.5. Provide a listing of all available file types for ITS data including reports and recordings.

RESPONSE: Available file types for the Smart-EVO™ ITS report data include: Excel, PDF, CSV, HTML and RTF; available file types for the Smart-EVO™ ITS recording data include .mp3.

10.4.3. VVS



10.4.3.1. Mandatory Monitoring, Recording and Data Requirements are outlined in Attachment 1, Section I (VVS Requirements).

RESPONSE: Acknowledged and agreed.

10.4.3.2. Bidder shall include detailed information on the VVS alert application. The description shall include, at a minimum, the types of alerts available (cell phone, SMS text, email) including.

RESPONSE: Smart Communications' SmartVisit™ VVS has the capability to send alerts via SMS, text or email.

10.4.3.3. Bidder shall specify if the VVS allows the user to stop, pause and restart a live video visitation.

RESPONSE: Smart Communications' SmartVisit™ VVS allows authorized users to stop and pause a live video visitation session.

10.4.3.4. Bidder shall indicate whether its VVS has the capability to scan and display random live video visitations.

RESPONSE: Smart Communications' SmartVisit™ VVS has the capability to scan and display random live video visitation sessions.

10.4.3.5. Bidder shall indicate whether the user can customize the view for playback of video visitations and/or add comments to the video visitation recording.

RESPONSE: Smart Communications' SmartVisit™ VVS allows authorized users to customize the view for playback of video visitation as well as add comments to the recordings.

10.4.4. Kiosks

10.4.4.1. Bidder shall describe the kiosk services including, but not be limited to, deposits into an inmate trust, commissary, pre-paid collect or debit account.

RESPONSE: Confirmed. Family and friends can deposit funds directly into an inmate's Prepaid Collect or PIN Debit account with a credit card or cash. Funds will not go into an inmate's trust account.

10.4.4.2. Describe the accounting and reporting procedures for the booking and lobby kiosks.

RESPONSE: Smart Communications will electronically transfer Kiosk and Website trust account deposits to the Fairfax County Sheriff's Office on an interval acceptable to the County. Smart Communications will provide a monthly transaction report to verify the deposits match the amount deposited into the trust account system.

Authorized County staff can access the system to generate reports based on specific search criteria. Reports can be generated based on a date range for the following search criteria:

- Product Type: Trust Deposit, Prepaid Collect Deposit, PIN Debit Deposit
- Outlet: Kiosk, Web
- Payment Type: Cash, Credit Card
- Facility: Lobby, Booking
- Inmate: Name, PIN
- Phone number



Reports can be saved in multiple formats including PDF, XLS, CSV, HTM and RTF. Reports generated will include the following fields:

- Facility Name
- Kiosk type
- Product
- Outlet
- Inmate Name
- Inmate PIN
- Phone number
- Date and time of transaction
- Type of payment
- Total deposit amount
- Deposit amount
- Deposit fee

10.4.4.3. Provide a high level description of the process used by Bidder to remove deposited cash from the kiosks, including what security measures are in place for transferring cash from the machines, as well as, if any weapons are required to be retained while withdrawing cash within the Facilities.

RESPONSE: Smart Communications utilizes armored services to pick up and deposit cash from the kiosks. Cash pickups are scheduled regularly based on the kiosks reaching 70% of bill capacity. The kiosks are continually monitored and a notification is sent to the NOC if they are near capacity and a pickup needs to be scheduled.

10.5. Additional Technology

10.5.1. The FCSO is interested in additional technology products that can be provided as part of the Bidder’s proposal offering for this RFP. The FCSO may, at its sole option, elect to implement any proposed Additional Technologies throughout the life of the Contract. If Bidder is interested in providing information for additional technology products it should supply information on the following items.

RESPONSE: Acknowledged and agreed.

10.5.2. Commissary ordering via the ITS (no cost to the FCSO): Bidder must provide an overview of this technology which shall include details on the process for selecting and ordering commissary items. Refer to Attachment 1, Section K (Facility Specifications) for information on the commissary services provider.

RESPONSE: Confirmed. The Smart-EVO™ ITS can integrate with third party vendors to provide the ability to automate the commissary ordering process via telephone. Smart Communications has experience integrating with many commissary providers.

10.5.2.1. Detail any fees or charges associated with this technology; and

RESPONSE: There are no fees or charges associated with the implementation, integration or use of Smart Communications’ Smart-EVO™ ITS to select and order commissary items.



10.5.2.2. Bidder must provide 2 references of facilities where this technology has been implemented for at least 6 months. References should include facility name and address, contact name, contact number and contact email.

RESPONSE: Smart Communications' commissary ordering via the Smart-EVO™ ITS has been implemented for at least 6 months at the following facilities:

Facility Name:	Wayne County Correctional Facility
Average Daily Population (ADP):	186
Address:	44 Mid Wayne Dr. Honesdale, PA 18431
Contact Person and Title:	Dep. Warden John Masco
Telephone Number:	570-253-2621
Email Address:	jmasco@waynecountypa.gov
Dates of Service:	February 2017 to Present

Facility Name:	Worth County Jail
Average Daily Population (ADP):	103
Address:	201 N. Main St. Sylvester, GA 31791
Contact Person and Title:	Capt. Rhonda Carter
Telephone Number:	229-776-3142
Email Address:	rcarter@worthcosheriff.com
Dates of Service:	December 2018 to Present

10.5.3. ITS voice biometric technology (no cost to the FCSO): Bidder must provide an overview of the technology, detail the enrollment process and indicate whether the technology performs an initial verification and/or continuous verification of the inmate's voice. This feature must be an integrated part of the ITS and must include analytical tools and reporting. The FCSO will not be a "beta test site" for unproven technology:

RESPONSE: Confirmed. The proposed Smart-EVO™ ITS utilizes Smart Communications' proprietary voice biometrics system specifically engineered for the corrections market. Our voice biometrics solution is fully autonomous and does not require facility staff to operate. When an inmate makes their first call through the Smart-EVO™ ITS they are automatically enrolled into the voice biometrics system. Clear voice prompts are used to guide inmates through the enrollment process. During the enrollment process, the Smart-EVO™ ITS analyzes the inmate's speech pattern and vocal pitch and unlike other technologies, can detect an inmate's attempt to defeat the voice biometrics engine by blowing into the microphone on the telephone handset. To ensure optimal vocal recording clarity, active noise cancellation (ANC) is automatically activated to reduce/filter out background noise. The voice biometric data captured during the enrollment process is stored in the Smart-EVO™ ITS and is used to verify and inmate's identity whenever he/she places a call. The voice biometrics system can be configured to re-verify an inmate's identity at random intervals during a call.

10.5.3.1. Detail any fees or charges associated with this technology; and

RESPONSE: There are no fees or charges associated with the use of Smart Communications' Smart-EVO™ ITS proprietary voice biometrics system.



10.5.3.2. Bidder must provide 2 references of facilities where this technology has been implemented for at least 6 months.

RESPONSE: Smart Communications’ Smart-EVO™ ITS voice biometric technology has been implemented for at least 6 months at the following facilities:

Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		
Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		

10.5.4. Debit release cards (no cost to the FCSO): Bidder must provide an overview of its debit release card program.

RESPONSE: Smart Communications’ debit release card program is currently in development and is scheduled to become available the first quarter of 2021. Inmate balances will be loaded onto a pre-paid card (debit release card) upon the inmate’s release. When available, Smart Communications will provide all the hardware, software and technology support at no cost to the County.

10.5.4.1. Explain how funds are applied to the debit release card and how the card is used by the inmate after release.

RESPONSE: Smart Communications’ debit release card program is currently in development and is scheduled to become available the first quarter of 2021. An inmate’s trust account balance will be loaded onto a debit release card using hardware and software supplied by Smart Communications. The inmate will be able to use this card at any location that accepts debit/credit cards.

10.5.4.2. Detail all rates, fees, and surcharges associated with the inmate’s use of the card.

RESPONSE: Smart Communications’ debit release card program is currently in development and is scheduled to become available the first quarter of 2021. There will be fees associated with the inmate’s use of the card however, Smart Communications’ will ensure there are options for fees not to be charged.



10.5.4.3. Bidder must provide 2 references of facilities where this feature has been implemented for at least 6 months.

RESPONSE: Smart Communications’ debit release card program is currently in development and is scheduled to become available the first quarter of 2021.

10.5.5. Word Recognition Software (no cost to the FCSO): Bidder must provide an overview of the technology specifying how the technology is capable of identifying specific spoken words or phrases without the need to convert recordings to text.

RESPONSE: Smart Communications’ Smart-EVO™ ITS automatically submits inmate call recordings into the word recognition application along with necessary meta-data to permit the recordings to be indexed and prepared for keyword spotting. System administrators can assemble keyword search criteria to permit various searches for individual words or phrases as well as groups of words or phrases. The powerful phonetic search tools allow authorized users to search on any word regardless of pronunciation; even slang or localized words used by inmates and gang members can be phonetically entered and searched.

Recordings meeting the search criteria are identified and can be played back in the user interface. Markers will automatically direct the listener to where occurrences of the keyword took place in the conversation.

10.5.5.1. Bidder shall detail if the proposed technology can be set up for alerts on phrases or words.

RESPONSE: Smart Communications’ Smart-EVO™ ITS word recognition application can be configured to issue alerts on both phrases and words. Investigators can be set up to receive alerts by email or text.

10.5.5.2. Detail any fees or charges associated with this technology.

RESPONSE: Smart Communications does not currently assess any fees or charges associated with this technology.

10.5.5.3. Bidder must provide 2 references of facilities where this technology has been implemented for at least 6 months.

RESPONSE: Smart Communications currently does not have this technology deployed in any facilities.

10.5.6. Voice-to-text technology (no cost to the FCSO: Bidder must provide an overview of the technology specifying how the technology is capable of converting recordings to text:

RESPONSE: Smart Communications’ Smart-EVO™ ITS provides an internal background transcription capability that can be performed on selected calls. When a user requests a call to be transcribed, the call recording is submitted to our transcription server where the request is placed in a queue. When a transcription channel is available, the recording is transcribed and the results are returned to the requesting user. The transcription results are retained with the call detail records. Future users can immediately access the transcription for a call that has already been transcribed. The transcribed calls can be exported to Microsoft word.

Calls being processed by the transcription system will also be processed for keywords. Calls containing these keywords will be forwarded to the requesting user.

10.5.6.1. Detail any fees or charges associated with this technology; and

RESPONSE: Smart Communications does not currently assess any fees or charges associated with this technology.

10.5.6.2. Bidder must provide 2 references of facilities where this technology has been implemented for at least 6 months.



RESPONSE: Smart Communications does not currently have this technology deployed in any facilities.

10.5.7. Inbound, automated voicemail via the ITS: Bidder shall provide an overview of this technology specifying how the technology accommodates inbound voicemails.

RESPONSE: Confirmed. The Voicemail Exchange (VMX™) feature of the Smart-EVO™ ITS allows family and friends to leave a voicemail message directly for an inmate to schedule a phone call, visitation or simply to check in and say "hello." This eliminates the need for staff to receive, manually record and relay these messages to inmates.

10.5.7.1. Describe all security features for voicemail messaging and how the voicemail services preserve the call controls configured in the ITS.

RESPONSE: Smart Communications' Smart-EVO™ ITS voicemail application is fully integrated in the ITS. The voicemail system was designed by the same group of engineers that designed the Smart-EVO™ ITS and preserves all the call controls configured in the ITS. Security features of the Voicemail include:

- One-way communication allows family members and friends to leave voicemail for an inmate
- Voicemail recordings are retained for investigation purposes even after an inmate deletes a message
- Voicemail boxes can be locked by administrators
- Inmates are required to enter their PIN code to access their voicemail

10.5.7.2. Confirm the ITS is capable of recording and storing all messages.

RESPONSE: Confirmed. Smart Communications' solution will support the recording and storing of all VMX™ voicemail messages and SmartRequest™ requests.

10.5.7.3. Detail all charges for voicemail messages and the method of revenue-share with the FCSO.

RESPONSE: Smart Communications' Smart-EVO™ ITS Voicemail Exchange (VMX™) feature allows family or friends to leave a voicemail message directly for an inmate to schedule a phone call, visitation or simply to check in and say "hello." This eliminates the need of facility staff to receive, manually record and relay these messages to inmates. Administrators may also utilize this feature to communicate important messages to all inmates simultaneously.

Family and friends are assessed a \$1.00 fee per voicemail. 100% of all voicemail revenue received will be paid to the FCSO. There are no fees associated with administrative use of the voicemail system.

10.5.7.4. Bidder must provide 2 references of facilities where this feature has been implemented for at least 6 months.

RESPONSE: Smart Communications' SmartRequest™ System has been implemented for at least 6 months at the following facilities:

Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		



Email Address:		
Dates of Service:		
Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		

10.5.8. Internal automated voicemail messaging via the ITS (no cost to the FCSO). Bidder shall provide information on an internal messaging feature available to the inmates to file grievances, request medical/dental, file telephone complaints or receive broadcast messages from the FCSO (per inmate, group of inmates or facility).

RESPONSE: Confirmed. The Smart-EVO™ ITS can be configured to allow access to specified dialed numbers such as speed dials to numbers and/or designated voicemails for services such as PREA, Crime Tips (covert communications), requests (general, medical and grievances), Public Defenders and more. Calls can be routed to the Smart-EVO™ ITS's internal and secure Voicemail Exchange (VMX™) or to approved, designated external numbers. All such numbers/voicemails will be configured by Smart Communications during installation at no cost to the County. Administrators may also utilize this feature to communicate important messages to all inmates simultaneously.

10.5.8.1. Confirm the ITS is capable of recording and storing all messages.

RESPONSE: Confirmed. Smart Communications' solution will support the recording and storing of all VMX™ voicemail messages and SmartRequest™ requests.

10.5.8.2. Bidder must provide 2 references of facilities where this feature has been implemented for at least 6 months.

RESPONSE: Smart Communications' SmartRequest™ System has been implemented for at least 6 months at the following facilities:

Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		
Facility Name:		
Average Daily Population (ADP):		



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

Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		

10.5.9. Automated Information Technology System (AITS) (no cost to the FCSO): Bidder shall describe its AITS feature which shall provide both inmates and external users with information relative to the facility or to a specific inmate.

10.5.9.1. At minimum, Bidder’s AITS shall provide the:

- 10.5.9.1.1. Charge information;**
- 10.5.9.1.2. Commissary balances;**
- 10.5.9.1.3. Court appearance dates, times and locations;**
- 10.5.9.1.4. Bond amounts, types;**
- 10.5.9.1.5. Projected release dates;**
- 10.5.9.1.6. Visitation eligibility;**
- 10.5.9.1.7. Visitation hours;**
- 10.5.9.1.8. Facility location information; and**
- 10.5.9.1.9. Information pertaining to funding pre-paid accounts for the ITS.**

RESPONSE: Confirmed. Smart Communications will provide 24/7/365 Automated Operator Service (AOS) with English and Spanish language interfaces at no cost to the facility. The AOS provides both inmates and external users with the ability to access a variety of general facility and other information over the phone. Inmates access the AOS by entering a speed dial number on any designated inmate phone. Once connected, inmates can use the AOS to access the following information: charges, court dates, visitation eligibility, bond amount, etc. External users access the AOS by dialing the facility’s main telephone number. Once connected, external users can use the AOS to access the following information: facility address and directions, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, inmate bond amount, etc. The AOS also provides external users with the option to setup and fund a personal prepaid account or deposit funds into an inmate's PIN debit account.

10.5.9.2. Bidder must provide 2 references of facilities where this feature has been implemented for at least 6 months.

RESPONSE: Smart Communications’ Smart-EVO™ ITS Automated Information Services has been implemented for at least 6 months at the following facilities:

Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		



Dates of Service:	
Facility Name:	
Average Daily Population (ADP):	
Address:	
Contact Person and Title:	
Telephone Number:	
Email Address:	
Dates of Service:	

10.5.10. Electronic messaging: Vendor shall provide an overview of this technology specifying whether the technology accommodates outbound electronic messages in addition to inbound.

RESPONSE: Smart Communications will provide our SmartInmate™ Electronic Messaging System, the first two-way electronic messaging system developed exclusively for the corrections industry. This highly intelligent and field-proven system allows inmates to stay in contact with their friends and family via a controlled electronic messaging platform like email; it was invented by Smart Communications and launched in 2009.



10.5.10.1. Describe security features of the electronic messaging feature.

RESPONSE: Confirmed. Smart Communications’ SmartInmate™ Electronic Messaging System will provide authorized staff with the ability to monitor and review all electronic messages and attachments sent through the system, except those items that are deemed privileged under law (i.e. attorney/client confidentiality). We will maintain a record of all electronic messages sent through the SmartInmate™ system for a period of seven years from the time the message was sent.

SmartInmate™ has many built-in investigative features that make the system an invaluable intelligence-gathering, crime solving and powerful crime prevention tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing investigator-defined keywords or names are transmitted, or inmates being shadowed under investigation send or receive messages or connect with a new public user. Furthermore, SmartInmate™ messages are fully keyword searchable. Keywords are highlighted in the search results to allow investigators to quickly locate content of interest.

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

10.5.10.2. Describe any required interfaces.

RESPONSE: Confirmed. The SmartTablet™ devices are administered via a secure, web-based Management Console. Authorized staff may access the Management Console via Chrome, Safari, Firefox or Internet Explorer web browser on any machine running Microsoft Windows or Apple OS X.

10.5.10.3. Detail the charge per electronic message and method of revenue-share with Customer.

RESPONSE: To send or receive messages from an inmate; friends and family must open a free SmartInmate™ account by visiting www.SmartInmate.com or contacting our Customer Care Center at 888-843-1972. Messages are sent either as prepaid or COD. A prepaid message is paid in advanced by the sender and is free for the recipient to open. A COD message must be paid for by the recipient in order for the message to be opened.



Service credits cost one cent (\$0.01) each. Each paid service uses a different number of credits:

- Electronic messages cost 50 credits (\$0.50) each to send and may contain up to 30,000 characters (8 pages typed)
- Electronic photos cost 100 credits (\$1.00) each to send. If a photo is rejected due to restricted content, this charge is refunded to the sender.

NOTE: Each credit purchase transaction is subject to a \$1.50 processing fee. The minimum purchase amount is \$6.50 for 500 credits (\$5.00) plus the processing fee. There are no other fees or hidden charges of any kind. Purchased credits do not expire and may be used at any time. Unused credits are not refunded.

Smart Communications will provide each inmate with two free messages every week, whereby the first two messages they send prepaid and/or receive COD will not be billed against their available service credits.

10.5.10.4. Vendor must provide 2 references from facilities where this feature has been implemented for at least 6 months.

RESPONSE: Smart Communications' SmartInmate™ Electronic Messaging System service has been implemented for at least 6 months at the following facilities:

Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		
Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		

10.5.11. Cell phone detection (no cost to Customer): Vendor must provide an overview of both mobile and stationary cell phone detection technology.

RESPONSE: Smart Communications will provide CellSense® manufactured by MetraSens for Customer cell phone detection purposes at no cost. Cellsense® is the original cellphone and contraband detection system, recognized for revolutionizing correctional facility interdiction efforts across the globe by using high effective ferromagnetic detection (FMD) technology. Cellsense® has been designed to keep both large and small concealed contraband from escaping detection. Cellsense® features and benefits include:

- **Portable, full body screening for small and large size objects**
- **Full scan of the entire body in a single walk-by (40 subjects per minute)**
- **Versatile:** Functions in vertical and horizontal positions to screen inmates and their belongings
- **Easy to Deploy:** Setup and begin screening in 10 seconds
- **Detection of Cell Phones:** Detect cell phones when on or off, and anywhere on the person or internalized
- **Covert Screening:** Useful for surprise and covert screening of inmates and their belongings, including mattresses, laundry items, and commissary items
- **Safe and Non-emitting:** Does not radiate or emit, making it 100% passive and safe for all individuals including those with pacemakers or who are pregnant
- **Ruggedized:** Designed to operate in harsh conditions and treatment, both indoors and outdoors
- **Behind-the-Wall Training Included:** On-site training, both in classroom and behind the wall, provided by Metrasens certified trainers with 40 years in prison security



10.5.11.1. Vendor must provide 2 references of facilities where this feature has been implemented for at least 6 months.

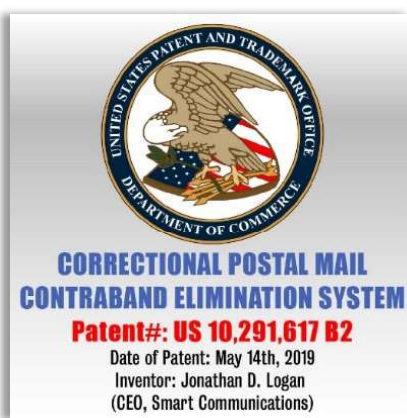
RESPONSE: Metrasens is a dynamic, international business and the acknowledged leader in the industry. With a Technology Center and manufacturing facility in the UK, a North American sales and customer service hub in Chicago, and a global network of distributors, Metrasens’ products are making a difference for their customers in over 40 countries.

10.5.12. Any additional Vendor technology or optional features: Provide a description of any additional technology that may be of interest to Customer (e.g. jail management system, RFID technology). Provide detailed information on each application, production and the functionalities of each as well as a complete description of the features proposed.

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



Non-privileged Inmate postal mail is sent directly to our MailGuard® processing center located in Seminole, FL. At the processing center, our highly trained staff utilizes cutting-edge, customized equipment to convert the inmate mail into a high-definition, full-color, digital .PDF file. These digital files are then uploaded to Smart Communications' intelligent MailGuard® platform where they are filtered in accordance with the County's security settings. After the security filtering, the digital files are automatically delivered electronically to the inmates via SmartTablet™ or SmartKiosk™ devices available at the facility.



In addition to eliminating the risk of contraband entering facilities via inmate mail through a streamlined, labor-free, automated means, MailGuard® also serves as an invaluable investigative tool to help prevent and solve crimes. All digital mail files are saved in a searchable database that is accessible to authorized users via Smart Communications' secure, web-based Management Console.

We are proud to say that our patented MailGuard® System is increasing officer and inmate safety by preventing dangerous, illegal drugs and biohazards from entering over 150 correctional facilities nationwide. Our MailGuard® clients include the Federal Bureau of Prisons and all 24 Pennsylvania Department of Corrections locations which house a combined total of over 50,000 inmates, making Smart Communications the first and only vendor that has been proven capable of providing digital mail services to an entire State Prison System.

Smart Communications guarantees inmate mail is processed and delivered within 24 hours of receipt, five days per week. We have been delivering on this promise without fail since the inception of MailGuard® over five years ago. The reliability and value provided by Smart Communications' MailGuard® service is one of the many reasons why no facility that has contracted this service has ever cancelled or opted out from using it.



10.5.12.1. Detail any cost associated and/or commission with the additional technology or optional features offered/proposed.

RESPONSE: Smart Communications will provide our patented MailGuard® Postal Mail Elimination System service to FCSO at *no cost* (a \$127,500.00 annual value).

10.5.12.2. Vendor must provide 2 references of facilities where the optional features have been implemented for at least 6 months.

RESPONSE: Smart Communications’ patented MailGuard Postal Mail Elimination System service has been implemented for at least 6 months at the following facilities:

Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		
Facility Name:		
Average Daily Population (ADP):		
Address:		
Contact Person and Title:		
Telephone Number:		
Email Address:		
Dates of Service:		

11. FINANCIAL TRANSPARENCY

11.1. Bidder Information

11.1.1. Bidder shall supply the following in its proposal.

- 11.1.1.1. All firms doing business in Fairfax County, shall obtain a license as required by Chapter 4, Article 7, of The Code of the County of Fairfax, Virginia, as amended, entitled "Business, Professional and Occupational Licensing (BPOL) Tax." Questions concerning the BPOL Tax should be directed to the Department of Tax Administration, telephone (703) 222-8234 or Bidder may visit online at the Fairfax County Sheriff’s Public website at: <https://www.fairfaxcounty.gov/sheriff/bid> or <https://www.fairfaxcounty.gov/taxes/business>. The BPOL Tax number must be indicated in the space provided on the Cover Sheet.**

RESPONSE: Acknowledged. The Fairfax County Department of Tax Administration (DTA) allows business owners to register their business with the DTA within 75 days of beginning business operations in Fairfax County. Upon notification of contract award, Smart Communications will register with the Fairfax County DTA to obtain the Business Professional and Occupational License (BPOL) requested. Smart Communications will provide our BPOL Tax Number to the Fairfax County Sheriff’s Office when received.



11.1.1.2. Documentation that Bidder is registered to do business in the Commonwealth of Virginia. A Bidder organized as a stock or non-stock corporation, limited liability company, business trust, or limited partnership or registered as a registered limited liability partnership shall be authorized to transact business in the Commonwealth as a domestic or foreign business entity if so required by Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law. Any business entity described above that enters into a contract with a Fairfax County pursuant to the Fairfax County Purchasing Resolution shall not allow its existence to lapse or its certificate of authority or registration to transact business in the Commonwealth, if so required under Title 13.1 or Title 50, to be revoked or cancelled at any time during the term of the Contract. The FCSO may void any contract with a business entity if the business entity fails to remain in compliance with the provisions of this section.

RESPONSE: Acknowledged and agreed. Please refer to *“Exhibit 1: State Business Registrations and Licenses and FCC Documents”* for details.

11.1.1.3. Documentation that all necessary requirements of the Public Service Commission and the Federal Communications Commission (FCC) for the ITS are met.

RESPONSE: Acknowledged and agreed. Please refer to *“Exhibit 1: State Business Registrations and Licenses and FCC Documents”* for details.

11.1.1.4. A copy of its telecommunications service tariff for ITS service in the Commonwealth of Virginia.

RESPONSE: Acknowledged and agreed. Please refer to *“Exhibit 1: State Business Registrations and Licenses and FCC Documents”* for details.

11.1.1.5. Bidder’s current annual report and its 2 most recent Dun and Bradstreet or similar reports.

RESPONSE: Acknowledged and agreed. Please refer to *“Exhibit 2: Confidential Financial Details”* to review Smart Communications’ confidential 2019 Consolidated Financial Statements.

11.1.1.6. If Bidder has operated under a different name, or affiliate, in the past 3 years, provide names, dates, addresses and state where incorporated.

RESPONSE: Not applicable. Smart Communications has not operated under a different name or affiliate in the past 3 years.

11.1.1.7. If Bidder has participated in an acquisition or merger in the last 6 months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.

RESPONSE: Not applicable. Smart Communications has not participated in an acquisition or merger in the last 6 months.

11.1.1.8. A synopsis of any and all inmate telephone, video visitation, inmate electronic devices or other Bidder provided inmate communications product RFP or contract related protests within the last 3 years. Include location and outcome of the protest.

RESPONSE: Not applicable. Smart Communications has not protested any inmate communications services RFP or inmate communications contract within the last 3 years.



11.1.1.8.1. A response indicating this information is confidential and/or proprietary will be considered an Exception.

RESPONSE: Acknowledged – not applicable.

11.1.1.9. A synopsis of any and all litigation(s) within the last 5 years where Bidder or Bidder’s ITS, VVS or Tablets are a party. Include venue, style of case and status of litigation.

RESPONSE: Not applicable. Smart Communications’ ITS, VVS or tablets have not been a party to any litigation in the last 5 years.

11.2. Validation

11.2.1. ITS

11.2.1.1. Bidder shall describe its call validation methods, indicating if real-time.

RESPONSE: The Smart-EVO™ ITS utilizes real-time call validation. All collect call attempts are validated through the national, Local Exchange Carrier (LEC) Line Information Database (LIDB). Once a call has passed validation, it is extended/bridged to the destination number. The billing time for the call begins once the recipient has accepted the call. When either party terminates the call, the call record is finalized and is rated in real time.

Scheduled processes on Smart Communications’ servers automatically transfer call records to our Network Operations Center (NOC) nightly. Once the call records have been successfully transferred, additional processes are initiated to generate the necessary files to be submitted to ILD Teleservices, our contracted billing clearing house. To ensure billing accuracy and minimize the likelihood of billing rejections, extensive quality control measures are used to monitor automated processes and are configured to provide immediate notification to NOC personnel of any failures. All data processing is handled by in-house employees up to the point the data is handed off to ILD Teleservices.

Smart Communications does not deduct costs or bad debit associated with collect call billing from facility revenue or commissions.

11.2.1.1.1. Identify all other methods used for call validation.

RESPONSE: Confirmed. The Smart-EVO™ call validation is performed in real time. This comprehensive database contains a list of numbers across the North American Dialing Plan, the owners name and any associated blocks. Calls are validated during call setup. If the destination number is valid, it is sent to the Line Information Database (LIDB) and checked for fraud/bad debt attributes, operational status, and billable status. If there are no issues with the line, the collect call is authorized. If the destination number is not valid or blocked (for non-payment of collect calls), the automated operator informs the inmate and either terminates the call or if the system is set up, informs the called party they must set up a prepaid account.

11.2.1.1.2. Bidder shall subscribe to the LEC Line Information Data Base (LIDB). Bidder shall query this database for each collect inmate call and process only those calls that do not have Billed Number Screening (BNS). Bidder must assume all responsibility for the cost and accuracy of validation.

RESPONSE: Confirmed. Smart Communications is subscribed to the national Local Exchange Carrier (LEC) Line Information Data Base (LIDB) and will query this database for each collect call an inmate attempts to make through the Smart-EVO™ ITS. The Smart-EVO™ ITS will only process validated collect calls that do not have Billed Number Screening (BNS). Smart Communications will assume all responsibility for the costs and accuracy of validation.



11.2.1.1.3. Specify the process for unblocking a phone number that is restricted for non-payment or exceeding a daily/weekly/monthly collect calling limit (“Collect Call Threshold”).

RESPONSE: A customer with a blocked number for nonpayment must resolve payment issues with their local telephone service provider to have the block lifted. Once Smart Communications receives the LIDB collect call approval code, the customer will be able to accept collect calls. LIDB collect call restriction removal usually occurs within 24 to 72 hours.

If a customer has exceeded their collect call threshold, they will need to either wait until their next threshold period to receive collect calls or they have the option to set up a prepaid account. Funds contributed to Prepaid accounts are posted in real time, with calling immediately available.

11.2.1.1.4. Bidder shall describe its capability to accommodate a monthly minimum Collect Call Threshold specified by the FCSO.

RESPONSE: Smart Communications will accommodate a monthly minimum Collect Call Threshold as specified by the FCSO.

11.2.1.1.5. Include the timeframe for removing a restriction once payment is received by the Local Exchange Carrier (LEC).

RESPONSE: Once Smart Communications receives the LIDB collect call approval code, LIDB collect call restriction removal typically occurs within 24 to 72 hours.

11.2.1.2. In addition to the other specified bill types in the RFP, the FCSO requires Bidder to provide collect calls as a bill type. Describe Bidder’s real-time call validation process in detail.

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

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

11.2.1.3. The FCSO prefers the Collect Call Threshold be a monthly maximum of \$75.00 per unique telephone number. The FCSO requires Bidder request, in writing, any changes to the Collect Call Threshold.

RESPONSE: Acknowledged and agreed.

11.2.2. VVS

11.2.2.1. Specify Bidder’s process for restricting visitors for any fraudulent activity or credit card chargebacks.

RESPONSE: Smart Communications does not currently restrict visitations for fraudulent activity or credit card chargebacks.



11.2.3. Tablets

11.2.3.1. Specify Bidder’s process for capturing any orders for the device, media or communication.

RESPONSE: Smart Communications makes its devices available to inmates on a shared model and does not take orders from inmates to purchase tablets. Likewise, media is available on-demand and billed against an inmate's media minute balance as media is used (inmates do not place orders for specific media and are billed per-minute for any use of entertainment options). Communication is similarly billed per-use and does not require an order to be placed or tracked.

11.2.3.2. Confirm the timeframe for processing inmate orders and making the purchased media or communication available to the inmate.

RESPONSE: Inmates do not need to place orders for media or communication. Use is billed against their account immediately upon use.

11.2.3.3. Detail Bidder’s process for validating the inmate’s available balance at the time of purchase request.

RESPONSE: Inmates do not need to place orders or make purchase requests. If their account has sufficient credits (for messaging) or media minutes (for entertainment), these options will be made available to them and use of those services will deduct from their available balance in real time. If credits or minutes are not available on their account, these services will not be available and the inmate will be informed that they do not have sufficient credits or minutes to utilize those services.

11.3. Available Options

11.3.1. ITS - Calling Options

11.3.1.1. Describe the collect calling option of the ITS.

11.3.1.1.1. Bidder shall specify the name and phone number of the billing company used to bill collect calls on its behalf.

RESPONSE: ILD Teleservices is contracted by Smart Communications to provide collect call billing services on our behalf. ILD Teleservices may be reached toll free at 800-433-4518, Monday - Friday, 8:00 am - 5:00 pm EST.

11.3.1.1.2. Describe the process for collecting, rating, sorting, distributing and billing of collect calls.

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



11.3.1.1.3. Provide a diagram demonstrating the collect calling process.

Collect Call Process		
Inmate	Inmate Telephone System	Called party
Inmate picks up handset	Identifies Inmate Telephone, checks phone schedule, gets phone parameters	
Inmate selects collect call from payment choice menu	If set to record, starts recording	
Inmate dials called party's number	Validates called number and does internal checks	
Inmate enters PIN	Validates PIN, checks call permissions and sets call duration	
	Inmate put on hold	
	LIDB Lookup, perform validation check	
	Send call to PSTN	Rings called party phone
		Called party answers phone
	Call offer provided to called party	Called party accepts call
	Connects inmate with called party	
Inmate starts conversation	Call in progress - conversation	Called party starts conversation
Inmate hangs up handset	Disconnect	Called Party hangs up handset
	Update inmate record, generate CDR, stop recording, update live monitoring call list and forward to clients	

11.3.1.1.4. Specify how taxes and required fees are applied to the total cost of a collect call in preparation for billing.

RESPONSE: Taxes are applied at the LEC processing level based on the origination number and the termination number. Smart Communications will not add ancillary charges or line fees to the end user's bill outside of the already agreed-upon charges.

11.3.1.1.5. Describe any and all additional fees (including those from third parties) which are charged to the end user's telephone bill (e.g. monthly billing fee, carrier administrative fee, cost recovery fee).

RESPONSE: Smart Communications does not charge any additional fees to the end user's telephone bill other than mandatory state and local taxes and mandatory state and federal fees.

11.3.2. Bidder must specify its process for maximizing call completion especially for calls that would otherwise be blocked because of Competitive Local Exchange Carriers (CLEC), cell phones and other unbillable issues. Bidder shall also identify the average percentage of calls that fail validation because of CLEC, cell phones and unbillable issues.

RESPONSE: To ensure maximum call completion, we have eliminated the need to set up billing arrangements with specific CLECs to complete collect calls to particular destination numbers. Using our prepaid calling solution allows 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



Smart Communications Customer Care Representative who can explain the calling options and help the called party set up and fund a Prepaid account. Calling will be enabled as soon as the account is set up and funded.

The majority of call traffic generated from the Smart-EVO™ ITS is from Prepaid Collect or Prepaid Debit calls. Less than two percent of Smart Communications’ voice traffic is derived from Collect Calls. Over the past few years, there has been a decreasing number of Competitive Local exchange carriers and Local Exchange carriers that accept collect call billing.

11.3.2.1. Provide a diagram demonstrating each additional calling option.

Collect Call, Prepaid Collect or Prepaid Debit		
Inmate	Inmate Telephone System	Called party
Inmate picks up handset	Identifies Inmate Telephone, checks phone schedule, get phone parameters	
Inmate selects payment choice from menu: <ul style="list-style-type: none"> • collect call • prepaid collect call • prepaid debit call 	Validates call payment type	
Inmate dials called party’s number	Validates called number and does internal checks	
Inmate enters PIN	Validates PIN and called number, checks call permissions and sets call duration	
	If set to record, send call information to live monitor application, log live calls, check suspicious call list, notify clients, start recording	
	Inmate put on hold, on hold prompts sent to inmate; if prepaid collect or debit, check prepaid account balance	
	If collect call, LIDB Lookup, perform validation check	
	If prepaid debit, Inmate informed of their account balance	
	Send call to PSTN	Rings called party phone
		Called party answers phone
	Call offer provided to called party; if prepaid collect, prepaid balance provided to called party	Called party accepts call
	Connects inmate with called party	
Inmate starts conversation	Call in progress - conversation	Called party starts conversation
Inmate hangs up handset	Disconnect	Called Party hangs up handset
	Update inmate record, generate CDR, stop recording, update live monitoring call list and forward to clients	



11.3.2.2. Relative to pre-paid collect, specify the timeframe for a pre-paid account to become dormant/expire. If applicable, Bidder shall state whether the timeframe is configurable.

RESPONSE: When no activity is present on a Prepaid Collect Account for a period of six months, the account is considered dormant and will automatically expire. This time period is not configurable.

11.3.2.2.1. Describe the refund process including how a refund should be requested and the timeframe associated with processing a refund.

RESPONSE: Confirmed. Family and friends with a Prepaid Account can request a refund by contacting Smart Communications' Customer Care Call Center toll-free at 888-843-1972 or online at www.SmartInmate.com.

If the Prepaid Account payment was made by phone or online, the refund payment will be credited to the credit or debit card payment account used by the customer to fund the original transaction. Refund credits typically take between 24 to 48 hours to post to the customer's account.

If Prepaid Account payment was made with a check, money order or cash, the refund payment will be issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

Upon release, an inmate's prepaid PIN Debit Account balance is transferred to the inmate's trust account. If this option is not available, an inmate may contact our Customer Care Call Center toll-free at 888-843-1972 to request a prepaid PIN Debit Account balance refund. Inmate prepaid PIN Debit Account balance refunds are issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

11.3.2.3. Specify the minimum amount required on a pre-paid collect account to complete a call.

RESPONSE: For a prepaid collect call to be completed, the Prepaid Collect Account must have a balance greater than or equal to the cost of a one-minute phone call.

11.3.2.4. Describe in detail what happens when an inmate attempts a call to a pre-paid collect account that has insufficient funds.

RESPONSE: When a call is placed to an existing prepaid collect account with insufficient funds, the Smart-EVO™ ITS will call the called party to inform them that they have insufficient funds to accept the call and provide instructions on how to add additional funds. After this call attempt, the Smart-EVO™ ITS will prevent future attempts to call the number and inform the inmate that the called party does not have enough funds to accept the call. After a preset amount of time, the Smart-EVO™ ITS will permit an additional call to remind the called party of insufficient funds. The Smart-EVO™ ITS will repeat this notification process and will later block call attempts to prevent harassment of the called party.

11.3.2.5. Relative to pre-paid cards, specify the process for allowing access to unused funds once an inmate is released.

RESPONSE: Smart Communications does not issue refunds for unused pre-paid phone card funds.

11.3.2.6. Relative to debit accounts, describe the process for accommodating real-time refunds.

RESPONSE: Confirmed. Family and friends with a Prepaid Account can request a refund by contacting Smart Communications' Customer Care Call Center toll-free at 888-843-1972 or online at www.SmartInmate.com.

If the Prepaid Account payment was made by phone or online, the refund payment will be credited to the credit or debit card payment account used by the customer to fund the original transaction. Refund credits typically take between 24 to 48 hours to post to the customer's account.



If Prepaid Account payment was made with a check, money order or cash, the refund payment will be issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

Upon release, an inmate’s prepaid PIN Debit Account balance is transferred to the inmate’s trust account. If this option is not available, an inmate may contact our Customer Care Call Center toll-free at 888-843-1972 to request a prepaid PIN Debit Account balance refund. Inmate prepaid PIN Debit Account balance refunds are issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

11.3.2.7. Describe billing options available to professional called parties such as attorneys and bail bondsmen in the event they cannot receive collect calls.

RESPONSE: Direct Bill is an option designed specifically for customers such as bail bondsmen and other organizations that typically don’t accept credit card payments. An organization interested in setting up a Direct Bill account can contact our Customer Care Call Center at 888-843-1972 for assistance. Alternatively, a prepaid account can also be established through our Customer Care Call Center or online at www.SmartInmate.com.

11.3.3. VVS – Available Applications

11.3.3.1. Bidder shall specify if additional/external applications, text or information, as approved by the FCSO, can be added to the VVS and displayed on the video visitation station(s).

RESPONSE: In addition to SmartVisit™ VVS, Smart Communications’ SmartKiosk™ devices support additional applications that may be added upon County approval. These additional applications include:

- SmartInmate™ Electronic Messaging
- MailGuard® Postal Mail Review
- SmartRequest™ Digital Request/Grievance/Medical Forms
- Digital Law Library
- Commissary Ordering
- PDF Viewer (facility uploads, other approved PDF documents)
- Calculator with basic math and trigonometric functions
- Dictionary in both English and Spanish languages
- Calendar Application tied to a system wide calendar/appointment manager. **NOTE:** This provides the facility the ability to add appointments and important dates to an individual inmate’s calendar or to the global calendar for all inmates.
- Clock
- Court Date/Release Information. **NOTE:** This is a feature that is available but is facility/vendor specific. We can display information provided within our calendar application. However, some vendors may charge for access to this information.
- Debit Purchases. **NOTE:** This is a feature that is available when commissary provider provides the necessary information.
- Trust Account Look-Up: **NOTE:** This is a feature that is available when commissary provider provides the necessary information.



11.3.4. Tablets – Available Applications

11.3.4.1. Bidder shall provide a list of all available applications, features and functionalities available on Tablets.

RESPONSE: In addition to supporting the same applications, features and functionalities as described in our response to item 11.3.3.1, Smart Communications’ proposed SmartTablet™ devices also support SmartEd™ Inmate Education and SmartEntertainment™ platforms.

11.4. End-User Payment Options

11.4.1. Provide a detailed description of all payment/deposit methods and the process for applying payments for the purpose of any of the inmate communication services specified in this RFP.

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

Collect

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

Prepaid Collect

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

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

PIN Debit

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

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

Direct Bill

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



11.4.2. Describe the process by which end-users can make pre-payments for a specific phone number, pre-paid collect account or inmate account for any of the inmate communication services specified in this RFP.

RESPONSE: End-users can make pre-payments for a specific phone number, pre-paid collect account or inmate account for any inmate communications services specific in this RFP in the following ways:

- Customer Care Call Center (Live Operators): 888-843-1972
- Interactive Voice Response (IVR): 888-843-1972
- Online/Secure Website: www.SmartInmate.com
- On-Site Deposit Kiosk(s) (if installed)
- Western Union, Money Order and More

11.4.3. Indicate the timeframe it takes for funds to post and become available for use by the inmate or end-user/visitor.

RESPONSE: Funds deposited in a calling account typically post in real time and are available immediately.

11.4.4. Describe how taxes and fees are applied to all payments.

RESPONSE: Smart Communications will charge a fee to fund prepaid accounts as noted below. These fees comply with all FCC regulations and help to recover the costs of processing credit/debit cards. Third party fees may apply in some cases, such as Western Union transaction fees, but these fees are charged directly to the customer by the third party with no involvement by Smart Communications.

Deposit Fee Type	Amount Per Deposit
Live Operator	\$5.95
Online/Secure Website	\$3.00
Interactive Voice Response	\$3.00
Lobby Kiosk (if applicable)	\$3.00
Money Order	\$0.00
Certified Check	\$0.00
Western Union	\$0.00

11.5. Bidder References

11.5.1. Provide a list of agreements not renewed, lost or prematurely cancelled in the last 5 years.

RESPONSE: Not applicable. Smart Communications does not have any agreements that were not renewed, lost or prematurely cancelled in the last 5 years.

11.5.1.1. If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an exception.

RESPONSE: Acknowledged – not applicable.



11.5.2. Provide a list of clients/agencies who have notified Bidder of unauthorized fees/charges, overbillings or revenue share owed within the last 3 years and the status of resolution of those claims.

RESPONSE: Not applicable. Smart Communications hasn't received any notifications from clients/agencies relating to unauthorized fees/charges, overbillings or revenue share owed within the last 3 years.

11.5.2.1. A response indicating this information is not monitored, confidential and/or proprietary will be considered an Exception.

RESPONSE: Acknowledged – not applicable.

11.5.3. Provide 3 client references for facilities where Bidder provides the equipment and services comparable to the requirements in this RFP.

RESPONSE: Acknowledged and agreed. Please refer to "Table 2 – Bidder Reference" below.

11.5.3.1. References provided must be currently under contract with Bidder and have been operating under that contract for at least 6 months.

RESPONSE: Acknowledged and agreed.

11.5.3.2. Bidder shall ensure updated references and accurate contact information is provided.

RESPONSE: Acknowledged and agreed.

11.5.4. References may be contacted at any time during the RFP process.

RESPONSE: Acknowledged and agreed.

11.5.5. Using the format in Table 2 - Bidder Reference Format, provide the requested information for each reference.

Table 2 - Bidder Reference Format

Customer Name:		
Contact Person and Title:		
Telephone Number(s):		
Email Address:		
City, State:		
Number of Facilities:		
ADP:		
Agreement Effective Date:		
Total Number of Inmate Phones:		
Total Number Visitation Phones:		
Total Number of VVS stations:		
Total Number of Tablets:		

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

Customer Name:		
Contact Person and Title:		
Telephone Number(s):		
Email Address:		
City, State:		
Number of Facilities:		
ADP:		
Agreement Effective Date:		
Total Number of Inmate Phones:		
Total Number Visitation Phones:		
Total Number of VVS stations:		
Total Number of Tablets:		

Customer Name:		
Contact Person and Title:		
Telephone Number(s):		
Email Address:		
City, State:		
Number of Facilities:		
ADP:		
Agreement Effective Date:		
Total Number of Inmate Phones:		
Total Number Visitation Phones:		
Total Number of VVS stations:		
Total Number of Tablets:		

Customer Name:		
Contact Person and Title:		
Telephone Number(s):		
Email Address:		
City, State:		
Number of Facilities:		
ADP:		
Agreement Effective Date:		
Total Number of Inmate Phones:		
Total Number Visitation Phones:		
Total Number of VVS stations:		
Total Number of Tablets:		



11.6. Virginia Freedom of Information Act

11.6.1. All proceedings, records, contracts and other public records relating to procurement transactions shall be open to the inspection of any citizen, or any interested person, firm or corporation, in accordance with the Virginia Freedom of Information Act (Reference Section 4.D., of the Fairfax County Purchasing Resolution).

RESPONSE: Acknowledged and agreed.

12. SERVICE

12.1. Disaster Recovery Plan

12.1.1. Bidder shall detail its Disaster Recovery Plan (DRP) and provide its processes, policies and procedures relating to the preparation for recovery of the requirements in this RFP preceding and/or following a natural or human-induced disaster.

RESPONSE: Smart Communications’ Smart-EVO™ ITS is designed to provide dependable high-quality services to customers and reduce downtime with maximum availability. The Smart-EVO™ ITS is designed as a fully redundant system allowing multiple instances of core services to be online and actively monitoring each other for operational readiness.

Data is dynamically replicated across SQL databases and is available immediately. Smart Communications operates two data centers with the ability to switch traffic automatically using fallback VoIP routing at the facility. Our call centers are housed in mission-critical facilities providing redundant power grid service from two geographic sources as well as multiple generator units and a multi-week fuel supply. Telecom and data services are also redundant at each facility minimizing the risk of a total service outage.

In the event of a disaster that causes a loss of services to the ITS, Smart Communications’ Network Operation Center will have complete ownership and control to carry out its emergency response and recovery procedures.

For complete details, please refer to *“Exhibit 5: Disaster Recovery Plan”*.

12.1.2. The DRP shall address the Bidder’s recovery processes following a natural or human-induced disaster for these scenarios.

12.1.2.1. A localized event affecting only the Bidder’s facilities, infrastructure, and personnel;

**12.1.2.2. A localized event affecting only the Customer’s Facilities, infrastructure, and personnel;
and**

12.1.2.3. A broad geographic event affecting both the Bidder and the Customer.

RESPONSE: Acknowledged. Smart Communications’ disaster recovery plan addresses a local event affecting only the Vendor’s facilities, infrastructure, and personnel; localized affecting only the Customer’s facilities, infrastructure, and personnel; and a broad geographic event affecting both the Vendor and the Customer. For complete details, please refer to *“Exhibit 5: Disaster Recovery Plan.”*



12.2. Bidder Personnel Information

12.2.1. Bidder shall provide the names of Bidder’s employees, consultants, and subcontractors that will be involved in providing the requirements in this RFP and the Contract by using the format in Table 3 - Bidder Personnel below. Bidder may add rows as needed.

Table 3 - Bidder Personnel

Full Name	Bidder Employee, Consultant or Contractor	Position for the Contract and Primary Responsibility	Contact Phone Number(s)	Email Address
Guy Mosteller	Employee	Account Manager	478-525-5194	guy.mosteller@smartcommunications.us
Cynthia Hoos	Employee	Network Operations Manager	856-910-1166 x2578	cynthia.hoos@smartcommunications.us
Jerry Lipsey	Employee	Quality Assurance Manager	229-507-0577	jerry.lipsey@smartcommunications.us
Lisa Eddy	Employee	National Instructor	888-253-5178	lisa.eddy@smartcommunications.us
Chris Mzhickteno	Employee	Technical Support Center Manager	844-346-0988 x1006	chris.mzhickteno@smartcommunications.us
Luke Warner	Employee	Project Manager	844-346-0988	luke.warner@smartcommunications.us
Brian Keller	Employee	Senior Technician	609-505-6787	brian.keller@smartcommunications.us
Justin Scott	Employee	IT Director	888-253-5178	justin.scott@smartcommunications.us
Terry Whiteside	Employee	VP of Network Operations	856-910-1166	terry.whiteside@smartcommunications.us
Thomas Spadaro	Employee	VP of Engineering	856-910-1166	thomas.spadaro@smartcommunications.us

12.2.2. Bidder shall supply resumes for all employees, consultants and subcontractors that will be working under the terms of this RFP and Contract. All resumes are limited to 2 pages per resume. There is no limit to the number of resumes Bidder may submit.

12.2.2.1. Each shall contain the name, position, qualifications, certifications, years of experience, and educational background information.

12.2.2.2. Indicate the amount of time that the individual will devote to work related to the requirements outlined in this RFP. Indicate clearly whether the given response is being expressed in hours per month or a percentage of time per month.

12.2.2.3. Each resume is required to have 2 related past performance references for projects of similar size and complexity where the team member has performed duties similar to the ones that he or she would be responsible for under the terms of this RFP. Bidder must include a contact name, number and email address of someone who has knowledge of the team member’s work for that project.

12.2.2.4. List work experience for no more than the last 10 years. List relevant current recent work experience, employers, dates and duties in the last space in reverse chronological order.

RESPONSE: Confirmed. For details, please refer to **“Exhibit 3: Resumes.”**



12.2.3. Bidder shall provide the following information regarding maintenance personnel for the ITS using the format in Table 4 – Bidder Technicians in this RFP. Additional rows may be added as needed.

Maintenance Personnel Name	Company	Primary Work Location Address, City, State	Contact Number for Service	Facilities and Distance to Facilities in Miles
Brian Keller	Smart Communications	7905 Browning Rd., Bldg. 100, Suite 118 Pennsauken, NJ 08109	609-505-6787	500
Cynthia Hoos	Smart Communications	7905 Browning Rd., Bldg. 100, Suite 118 Pennsauken, NJ 08109	856-910-1166 ext. 2578	500

12.2.3.1. Indicate the number of technicians directly employed by Bidder as well as those which will be subcontracted for service at the Facilities.

RESPONSE: Smart Communications employs 9 number of technicians. Smart Communications does not anticipate the use of subcontractors for service at the Facility.

12.2.3.2. The names, company, primary physical work location, telephone numbers, and distance from Facilities for the technicians who will be maintaining, servicing and performing work under the Contract.

Maintenance Personnel Name	Company	Primary Work Location Address, City, State	Contact Number for Service	Facilities and Distance to Facilities in Miles
Brian Keller	Smart Communications	7905 Browning Rd., Bldg. 100, Suite 118 Pennsauken, NJ 08109	609-505-6787	500
Cynthia Hoos	Smart Communications	7905 Browning Rd., Bldg. 100, Suite 118 Pennsauken, NJ 08109	856-910-1166 ext. 2578	500

Table 4 - Bidder Technicians

Technician Name	Company	Primary Work Location Address, City, State	Contact Number for Service	Facilities and Distance to Facilities in Miles

12.2.4. Bidder shall disclose, with percentages clearly shown, the specific work tasks for the Facilities that will be subcontracted and the specific work tasks that will be performed by Bidder’s employees.

RESPONSE: We anticipate that Smart Communications employees will perform 100% of work tasks for the facility and 0% will be performed by subcontractors.



12.2.5. Bidder shall provide the FCSO with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outage and reporting issues for the ITS, VVS, Tablets and Kiosks. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues. Escalation procedures shall be outlined in full in Bidder Exhibit 6 – Service Escalation Matrix attachment of Bidder’s response as specified in Attachment 1, Section B.1. (Proposal Order).

RESPONSE: Confirmed. For escalation procedures regarding customer support issues including, maintenance, outages and reporting issues for the proposed Smart-EVO™ ITS, SmartVisit™ VVS and SmartTablet™ and SmartKiosk™ devices, please refer to *“Exhibit 6: Service Escalation Matrix.”*



12.3. Customer Service

12.3.1. Provide the following information regarding Bidder’s processes for handling end-user customer service matters for the ITS:

12.3.2. Describe procedure(s) for handling end-user complaints.

RESPONSE: Friends and family of inmates who need assistance utilizing or experience an issue with a Smart Communications solution are serviced by our Customer Care Call Center. Our Customer Care Call Center can be reached by calling our toll-free line, 888-843-1972. Smart Communications also provides web-based support at smartInmate.com to assist the Public with any issues they encounter.

12.3.2.1. Indicate if Bidder’s customer service center defaults to an Interactive Voice Response (IVR) or a live customer service representative.

RESPONSE: By default, calls to our Customer Care Call Center are answered by a live, fully trained, U.S.-based representative. Callers are provided the option to opt out to the IVR system to make payments.

12.3.2.2. If applicable, supply the hours of availability for a live customer service representative.

RESPONSE: Live representatives at our Customer Care Call Center can be reached 24/7/365.

12.3.2.3. Indicate the average on-hold time to reach a live representative.

RESPONSE: The average on-hold time to reach a live, Smart Communications' Customer Care Call Center service representative is approximately 30 seconds. Our goal is to answer 80% of calls within 30 seconds.

12.3.3. Describe procedure(s) for handling refund requests and the timeframe for completing such requests.

RESPONSE: Confirmed. Family and friends with a Prepaid Account can request a refund by contacting Smart Communications’ Customer Care Call Center toll-free at 888-843-1972 or online at www.SmartInmate.com.

If the Prepaid Account payment was made by phone or online, the refund payment will be credited to the credit or debit card payment account used by the customer to fund the original transaction. Refund credits typically take between 24 to 48 hours to post to the customer’s account.

If Prepaid Account payment was made with a check, money order or cash, the refund payment will be issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

Upon release, an inmate’s prepaid PIN Debit Account balance is transferred to the inmate’s trust account. If this option is not available, an inmate may contact our Customer Care Call Center toll-free at 888-843-1972 to request a prepaid PIN Debit Account balance refund. Inmate prepaid PIN Debit Account balance refunds are issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

12.4. Maintenance

12.4.1. Bidder shall provide the on-site response time, priority levels and escalation schedule for both normal maintenance and emergency outage/service issues at and/or related to the Facilities. Additional Maintenance requirements are described in Attachment 1, Section F (Customer Service).

RESPONSE: For on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Facility, please refer to “*Exhibit 6: Service Escalation Matrix*”.



12.5. Billing

12.5.1. Bidder shall specify how collect calls are billed and indicate the number of billing arrangements between Bidder and the various LECs.

RESPONSE: If collect calls can be billed, charges will appear on the called party’s local telephone bill. Smart Communications is subscribed to the national Local Exchange Carrier (LEC) Line Information Data Base (LIDB) and will query this database for each collect call an inmate attempts to make.

12.5.2. Specify how taxes and required fees are applied to the total cost of a collect call in preparation for billing.

RESPONSE: Taxes are applied at the LEC processing level based on the origination number and the termination number. Smart Communications will not add any ancillary charges or line fees to the end user’s bill outside of the already agreed upon charges.

12.5.3. Describe the process for collecting, rating, sorting, distributing and billing of collect calls.

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

12.5.4. As specified in Attachment 1, Section L (Rates, Fees and Revenue Share). Bidder shall describe any and all additional fees (including those from third parties) which are charged to the end user’s telephone bill (e.g. monthly billing fee, carrier administrative fee, cost recovery fee, etc.).

RESPONSE: Smart Communications does not charge any additional fees to the end user’s telephone bill other than mandatory state and local taxes and mandatory state and federal fees.

12.5.4.1. Provide the amount specific to each fee in Option #2 of Attachment 1, Section L (Rates, Fees and Revenue Share). Provide the method for assessing each fee and the frequency in Option #2 of Bidder Retention of Account Information

RESPONSE: Confirmed. The amount specific to each fee and frequency of Option #2 has been provided. For details, please refer to “*Section L: Rates, Fees and Revenue Share.*” Smart Communications retains account information throughout the entire contract and for two or more years after contract expiration.

12.5.5. For the purpose of aiding in investigations, Bidder must retain information pertaining to an end-user’s pre-paid collect, direct bill, and similar accounts for a period of 2 years after the expiration/termination of the Contract. The information shall include, but not be limited to, the end-user’s billing name, address and telephone number.

RESPONSE: Confirmed. All call detail records, recordings and account information will be stored online and available through the Facility Manager interface for the duration of the contract or the retention period defined by the County.

12.5.6. The FCSO shall have access to such account information upon request, to the extent permissible by law.

RESPONSE: Acknowledged and agreed.



12.6. Insurance

12.6.1. During the period of the Contract, Bidder, at its own expense, agrees to carry and maintain the following minimum insurance policy of public liability and property damage issued by a casualty company authorized to do business in the Commonwealth of Virginia and in a standard form approved by the Board of Insurance Commissioners of the Commonwealth of Virginia. The insurance company should have a Best Rating of no less than A. Coverage provisions should insure the FCSO and the public from any loss or damage that may arise to any person or property as a result of the services rendered by Bidder.

RESPONSE: Acknowledged and agreed. For details, please refer to *“Exhibit 1: State Business Registrations, Licenses , FCC and Insurance Documents.”*

12.6.2. Bidder shall provide the FCSO with a 30 day advance written notice of cancellation or material changes in said insurance.

RESPONSE: Acknowledged and agreed.

12.6.3. Annual renewals for the term of this policy should be submitted prior to the expiration date of any policy.

RESPONSE: Acknowledged and agreed.

12.6.4. Bidder shall provide the FCSO a Certificate of Insurance, on an original ACORD certificate, evidencing required coverage described below, within 10 days after receipt of notice of award. Said certificate shall show the FCSO as an additional insured and shall include a waiver of subrogation:

12.6.4.1. Automobile Liability: \$1,000,000.00 per occurrence/aggregate, including property damage, covering all owned, non-owned, borrowed, leased or rented vehicles operate by Bidder.

12.6.4.2. General Liability (Including Contractual Liability):

12.6.4.2.1. Bodily Injury or Death (per person): \$1,000,000.00

12.6.4.2.2. Property Damage (per incident resulting in injury or destruction of property): \$100,000.00

12.6.4.3. Excess Liability:

12.6.4.3.1. Umbrella Form: \$1,000,000.00

12.6.4.4. Worker’s Compensation: Statutory (in limits not less than \$100,000.00)

RESPONSE: Acknowledged and agreed.

12.6.5. The FCSO agrees to provide Bidder with reasonable and timely notice on any claim, demand or cause of action made by or brought against the FCSO arising out of the service provided by Bidder. Bidder shall have the right to defend any such claim at its sole cost and expense and with its exclusive discretion.

RESPONSE: Acknowledged and agreed.



12.6.6. For any person or Bidder with whom Bidder enters into a contract to provide the services defined in this RFP, Bidder must:

12.6.6.1. Provide a certificate of coverage, for all persons providing the services defined in this RFP and prior to those persons beginning work on any project, showing coverage is being provided for the duration of the Contract. Coverage shall be based on proper reporting of classification codes and payroll amounts and filing of any coverage agreements, which meets the statutory requirements of Virginia Labor Code.

12.6.6.2. Provide a new certificate, prior to the end of the coverage period, of coverage showing extension of coverage if the coverage period shown on Bidder’s current certificate ends during the duration of the project.

12.6.6.3. Retain all required certificates of coverage for the duration of the project and for 2 years thereafter.

12.6.6.4. Notify the FCSO in writing, within 10 days after Bidder knew or should have known, of any change that materially affects the provision of coverage of any person providing services on the project.

RESPONSE: Acknowledged and agreed.

12.6.7. Any subcontracts for the products/services described herein shall include appropriate provisions and contractual obligations to ensure the successful fulfillment of all contractual obligations agreed to by Bidder and the FCSO and to ensure that the FCSO is indemnified, saved, and held harmless from and against any and all claims of damage, loss, and cost (including attorney fees) of any kind related to a subcontractor in those matters described in the Contract.

RESPONSE: Acknowledged and agreed.

12.7. Financial Guarantee and Reporting

12.7.1. The FCSO shall not earn a commission percentage on the Gross Revenue for ITS generated under the awarded Contract.

RESPONSE: Acknowledged and agreed.

12.7.2. Bidder shall offer the FCSO a fixed revenue-share payment (“Financial Guarantee”) for ITS that will be payable in equal quarterly payments due on the 25th day of the first month of each quarter and for each year of the Initial Term.

RESPONSE: Acknowledged and agreed.

12.7.2.1. Bidder’s Financial Guarantee shall be a minimum of \$673,000.00 per year or \$168,250.00 per quarter.

RESPONSE: Confirmed. For details, please refer to Smart Communications’ offers provided in “*Section L: Rates, Fees and Revenue Share.*”

12.7.2.2. If the Financial Guarantee is not received by the 25th of the first month of each quarter, provider may be liable for liquidated damages as described in Section 12.8 Liquidated Damages.

RESPONSE: Acknowledged and agreed.



12.7.2.3. The FCSO reserves the right to, at the beginning of each year of the Initial Term and for any renewal terms, to adjust the amount of the Financial Guarantee to account for any increases or decreases in its costs, call volume or required calling rate changes.

RESPONSE: Acknowledged and agreed. At the beginning of each year of the Initial Term and for any renewal terms, Smart Communications and the FCSO can adjust the Financial Guarantee amount to reasonably account for any increases or decreases in its costs, call volume or required calling rate changes. Any adjustment to the Financial Guarantee will be mutually agreed upon in writing by both parties and issued as a contract amendment.

12.7.2.4. The FCSO requests the Financial Guarantee be sent via wire transfer.

RESPONSE: Acknowledged and agreed.

12.7.3. The Financial Guarantee shall be utilized by the FCSO to recoup some but not all of its administrative and operational costs for its Facilities during the Initial Term and any renewal terms.

RESPONSE: Acknowledged and agreed.

12.7.4. Should a federal, state or local regulatory agency issue a ruling which significantly lowers the rates in the Contract, the FCSO and Bidder will negotiate in good faith to adjust the rates and make them in compliance with the rates implemented by the regulatory agency or terminate the Contract without penalty to the FCSO so that the FCSO may select another ITS provider.

RESPONSE: Acknowledged and agreed.

12.7.5. Pursuant to the Federal Communications Commission’s (FCC) 2013 Report and Order and Further Notice of Proposed Rulemaking (WC Docket No. 12-375, FCC 13-113), Section III(C) (2) (b) (“Site Commission Payments”), including footnote #203, the FCSO reserves the right to recoup from Bidder certain administrative and operational expenses (“Cost Reimbursement Payment”) in connection with the provision of interstate and/or intrastate inmate telephone services (or both). Such Cost Reimbursement Payment may take the form of a per-minute rate, flat monthly payment, or other fee structure. The Cost Reimbursement Payment shall be due and payable upon receipt of the invoice by the Bidder. The FCSO may accompany the Cost Reimbursement Payment invoice with a supporting report documenting the administrative and operational expenses incurred by the FCSO in association with ITS covered by the Cost Reimbursement Payment.

RESPONSE: Acknowledged and agreed.

12.7.6. The FCSO does not require a Cost Reimbursement Payment in addition to the Financial Guarantee upon execution of the Contract. In the event the FCSO wishes to utilize its option to implement the Cost Reimbursement Payment, then, at the FCSO’s request, the FCSO and Bidder shall negotiate in good faith an Amendment to the Contract reasonably acceptable to the FCSO to document the FCSO-imposed Cost Reimbursement Payment. If Bidder and the FCSO are unable to mutually agree on such a Contract Amendment within 30 days of the FCSO’s request, then the FCSO may terminate the Contract at its sole discretion and without penalty or liability to the FCSO, and the FCSO may select another ITS provider.

RESPONSE: Acknowledged and agreed.



12.7.7. Should a material change in the rules or policies of the FCC applicable to ITS occur following the execution of the Contract, which change affects (a) the ITS rates permitted to be charged by the Bidder to inmates under the Contract; (b) the right of the FCSO to recover its ITS costs; or (c) the ability for the FCSO to require Bidder to pay to the FCSO the Financial Guarantee, fees (including but not limited to the Cost Reimbursement Payment) or other ITS cost recovery mechanisms, then, at the FCSO’s request, Bidder and the FCSO will negotiate in good faith an Amendment to the Contract reasonably acceptable to the FCSO that enables the FCSO to fully recover its ITS costs in a manner compliant with the change in the FCC’s ITS rules or policies. If Bidder and the FCSO are unable to mutually agree on such a Contract Amendment within 30 days of the FCSO’s request, then the FCSO may terminate the Contract at its sole discretion and without penalty or liability to the FCSO, and the FCSO may select another ITS provider.

RESPONSE: Acknowledged and agreed.

12.8. Liquidated Damages

12.8.1. Bidder’s failure to meet Contract requirements both correctly and on time may result in substantial injury to the FCSO; the amount of damages resulting from such failure may not always be quantified with certainty. Each failure to meet a requirement, both correctly and on time, may be subject to fines and liquidated damages as outlined herein. Any enforced fines/liquidated damages will be invoiced by the FCSO to Bidder. Payments due to the FCSO for the invoiced amount(s) shall be due within 30 days of Bidder’s receipt of the invoice.

RESPONSE: Acknowledged and agreed.

Table 5 - Liquidated Damages

Description	Amount
ITS Any changes to the monthly collect call threshold; all changes must be approved by the FCSO prior to implementation.	\$350.00 per day from the day the unauthorized change was implemented through the date Bidder discontinues the unapproved fees and/or charges.
All Inmate Communication Services Any charges/fees added to the called party’s bill or account or inmate without the express written consent of the FCSO.	\$350.00 per day from the date the additional charges/fees were first added through the date the charges/fees were discontinued.
All Inmate Communication Services Unauthorized free calls, video visitation sessions or Tablet transactions completed by Bidder including allowing access to unauthorized wireless networks.	\$2.00 per completed, unauthorized free call.
All Inmate Communication Services Financial Guarantee payments, commissions for VVS and Tablets, ITS traffic detail reports, billing files, CDRs, VVS detail reports, Tablet transaction reports and/or all other reports not containing the required fields, received by the FCSO after the date specified in Attachment 1, Section D (General Conditions). If the payment is late, reporting is late and/or reports do not contain all required fields, late charges/interest for all three shall apply. Payment discrepancies must be resolved by Bidder and to the FCSO’s reasonable satisfaction, within thirty (30) days of receipt of notification of a discrepancy from the FCSO and/or its Designated Agent	5% per month of the revenue share amount due. \$750.00 per month for each report not received by the due date specified or for each report that does not contain all of the fields and information identified in Attachment 1, Section D (General Conditions).



<p>or such discrepancy is subject to late charges, as described and/or termination of this Contract at the sole discretion of the FCSO and/or any legal course of action the FCSO elects to pursue.</p>	<p>\$100.00 per day for any daily CDR reports not submitted by Bidder, for each day where the CDR report does not contain all of the fields and information identified in Attachment 1, Section D (General Conditions).</p>
<p>All Inmate Communication Services Any changes to the rates without the express written approval of FCSO. Bidder must issue refunds to all overcharged end-users or inmates within 5 business days; a list of the issued credits must be provided to FCSO as documentation. FCSO will not issue a refund of revenue- share or cost recoupment for unapproved rate increases.</p>	<p>\$2.00 per completed call, video visitation session or Tablet transaction that was rated/charged using the unauthorized rates(s).</p>
<p>All Inmate Communication Services Any bill types, transactions or applications implemented or removed without the express written consent of FCSO.</p>	<p>\$500.00 per day for each day the bill type, transaction or applications is implemented or removed.</p>
<p>All Inmate Communication Services Due to Bidder’s action(s), if any installation, initial or additionally requested inmate communications equipment is not completed within the timeframe allowed in the agreed-upon implementation plan.</p>	<p>\$500.00 per day for each day the after the agreed-upon date until the installation is complete.</p>
<p>All Inmate Communication Services Bidder shall be responsible for resolving any reported repairs or replacements within 10 days following the date of notification of a service request or inmate communication service failure (“Cure Period”). Should Bidder fail to resolve the reported repair or replacement within the specified Cure Period, Bidder may be liable for liquidated damages.</p>	<p>\$500.00 for each day after the Cure Period and for each reported repair or replacement that the Bidder fails to resolve, until each reported repair or replacement is resolved by Bidder.</p>
<p>All Inmate Communication Services When the FCSO suffers one or more lost, unrecoverable or un-useable recording(s). Customer agrees to notify Bidder of such instances and provide up to 7 days per instance for Bidder to produce the call recordings.</p>	<p>\$1,000.00 per occurrence.</p>
<p>All Inmate Communication Services Bidder shall adhere to the FCSO’s performance process as outlined in Attachment 1, Section G (General Installation Requirements) when upgrading each inmate communications service, software, equipment, or that affect the scope under this Contract. Any deviation from the process may result in liquidated damages incurred by Bidder.</p>	<p>\$500.00 per occurrence.</p>
<p>All Inmate Communication Services Any privileged telephone number(s) (attorney, consulates, CPS, etc.) improperly entered into the ITS by Vendor and resulting in unauthorized call recordings. Unless otherwise directed by the FCSO, Vendor shall remove access to any and all unauthorized call recordings in the ITS within 24 hours of notification from the FCSO of such instances.</p>	<p>\$5.00 per complete call associated with the privileged telephone number and resulting in unauthorized call recordings.</p>



Section B | Instructions and Format

SECTION B - RFP INSTRUCTIONS & FORMAT

This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

SUBSECTION 1 - GENERAL FORMAT				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Format Requirements	Bidder must completely respond to all requests for information and forms contained in this RFP to be considered for award. Brochures and advertisements will be considered an incomplete reply to requests for information. Bidder is solely responsible for the accuracy and completeness of its proposal. Proposals considered incomplete by the FCSO may be rejected without notification.	Read and Agree	
1.002	Format Requirements	The original RFP text, as well as any appendices, amendments, addenda or other correspondence related to this RFP may not be manually, electronically or otherwise altered by Bidder. Any Bidder proposal containing altered, deleted or additional non-original RFP text may be disqualified.	Read and Agree	
1.003	Format Requirements	Proposals shall be prepared on standard 8 1/2" x 11" paper with 1" margins, using a 12 point font with each page numbered.	Read and Agree	
1.004	Format Requirements	Each piece of paper, printed on both sides, counts as 2 pages. For example, if the RFP response is allocated 100 pages, in print form it will be 50 individual sheets of paper.	Read and Agree	
1.005	Format Requirements	Bidder's proposal shall contain the items listed in Attachment 1, Section B.1 (Proposal Order) and must conform to the page limits specified. If page limits are exceeded in any section, the FCSO reserves the right to deem the extraneous pages as non-compliant and those pages will not be evaluated.	Read and Agree	
1.006	Format Requirements	The Cover Sheet, form DPSM32 (rev 12/10), shall be printed on Bidder letter head and signed by a company officer with the authority to bind and contract with the FCSO.	Read and Agree	
1.007	Format Requirements	The executive summary shall be a concise summation of the Bidder's experience and qualifications and the proposed communications solution presented in the Bidder's proposal. the FCSO requirements that are addressed only in the executive summary and not included the Bidder's proposal will be considered non-compliant.	Read and Agree	
1.008	Format Requirements	All information contained in Bidder's proposal must be relevant to a section or numbered item of this RFP. Any information which does not meet this criterion shall be deemed extraneous and shall not be evaluated.	Read and Agree	



SECTION B - RFP INSTRUCTIONS & FORMAT				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
1.009	Format Requirements	Photographs, graphics, tables and other visual aids included as part of any page-limited section, such as the Bidder's proposal, are counted against the maximum page limit.	Read and Agree	
1.010	Format Requirements	Bidder may include complete client lists or general Bidder information in the final attachment "Other Bidder Brochures/Documents" but must adhere to the page limit.	Read and Agree	
1.011	Format Requirements	Failure to follow the instructions in this RFP may, at the FCSO's sole discretion, result in the rejection of Bidder's proposal.	Read and Agree	
1.012	Format Requirements	All costs and expenses relating to the preparation and submission of Bidder's proposal shall be the responsibility of Bidder.	Read and Agree	
SUBSECTION 2 - SUBMISSION OF PROPOSAL				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	Submission of Proposal	Proposals received prior to the Proposal Due Date will be securely kept, unopened.	Read and Agree	
2.002	Submission of Proposal	No responsibility will attach to the Purchasing Agent or his or her representative for the premature opening of a proposal not properly addressed and identified.	Read and Agree	
2.003	Submission of Proposal	Unless specifically authorized in this RFP, telegraphic, electronic, or facsimile proposal modifications will not be considered.	Read and Agree	
2.004	Submission of Proposal	All proposals failing to meet the Proposal Due Date specified in the RFP, Section 3.13 (Schedule of Events) will be returned to the Bidder unopened.	Read and Agree	
SUBSECTION 3 - QUESTIONS OR COMMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	Bidder Questions	Any questions and/or comments submitted by the Bidders after the due date may not be answered by the FCSO.	Read and Agree	
3.002	Bidder Questions	Only written communication executed by the FCSO in the form of an amendment or addendum shall be considered binding.	Read and Agree	
3.003	Bidder Questions	Bidder shall not contact any of the FCSO's employees or any employee at the Facilities regarding this RFP during the RFP process. Inappropriate contact by Bidder may result in the FCSO's rejection of Bidder's proposal.	Read and Agree	

SECTION B - RFP INSTRUCTIONS & FORMAT				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
SUBSECTION 4 - RFP SPECIFICATION CHANGES				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	RFP Specification Changes	The FCSO reserves the right to not award a Contract pursuant to this RFP.	Read and Agree	
4.002	RFP Specification Changes	Bidder's submission of a proposal shall not bestow any rights upon Bidder nor obligate the FCSO in any manner.	Read and Agree	
SUBSECTION 5 - ACCEPTANCE PERIOD				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
5.001	Acceptance Period	Bidder's submission of a proposal indicates Bidder agrees the proposal will remain valid for a minimum of 120 days from the Proposal Due Date ("Acceptance Period"). A proposal requesting less than 120 days may be rejected. Bidder may specify a longer Acceptance Period.	Read and Agree	
5.002	Acceptance Period	If Bidder's Proposal is accepted within the Acceptance Period, Bidder agrees to furnish any or all items or services as negotiated, and under the terms and conditions specified in this RFP, its amendments(s) and/or addenda and Contract.	Read and Agree	
5.003	Acceptance Period	If Bidder's proposal is accepted, the FCSO shall create a Contract for execution by the FCSO and the awarded Bidder, which shall contain the terms and conditions of the RFP, its addenda(s), Attachment 1 - Mandatory Inmate Communications Requirements and as negotiated by the FCSO and awarded Bidder.	Read and Agree	
5.004	Acceptance Period	The awarded Bidder shall not unduly delay negotiations or execution of a Contract. Bidder is expected to respond promptly to the FCSO's requests.	Read and Agree	



Section B1 | Proposal Order

SECTION B.1 - PROPOSAL ORDER	
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP).</p>	
Item	Maximum Page Limit
COVER SHEET	1
TABLE OF CONTENTS	3
EXECUTIVE SUMMARY	4
<p>BIDDER PROPOSAL</p> <p>Section 10 through 12 of the RFP Document including all subsections and numbered items.</p>	200
<p>RFP ATTACHMENT 1: MANDATORY REQUIREMENTS</p> <p>Sections B through O including all subsections and numbered items.</p>	No page limit
<p>Bidder Exhibit 1: Bidder Documentation, State Business Registrations & Licenses, FCC Documents.</p>	No page limit
<p>Bidder Exhibit 2: Bidder Financial Statements, including Dun & Bradstreet Reports or equivalent.</p>	No page limit
<p>Bidder Exhibit 3: Resumes</p>	2 pages per resume
<p>Bidder Exhibit 4: Implementation Plan(s)</p>	8
<p>Bidder Exhibit 5: Disaster Recovery Plan</p>	4
<p>Bidder Exhibit 6: Service Escalation Matrix</p>	2
<p>Bidder Exhibit 7: Maintenance Policies/Procedures</p>	10
<p>Bidder Exhibit 8: System Report and File Samples</p>	14
<p>Bidder Exhibit 9: Equipment Specification Sheets</p>	10
<p>Bidder Exhibit 10: Sample Training Plan and User Documentation</p>	14
<p>Bidder Exhibit 11: Additional Technology Documentation</p>	20
<p>Bidder Exhibit 12: Other Bidder Brochures/Documents</p>	10

Bidder Response
Read and Agree



Section C | Evaluation and Selection

SECTION C - EVALUATION & SELECTION				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
SUBSECTION 1 - EVALUATION FACTORS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Evaluation	Proposals will be evaluated by the FCSO's Selection Advisory committee who shall review, evaluate and verify information submitted by Bidder.	Read and Agree	
1.002	Evaluation	The Selection Advisory Committee shall evaluate the proposals in accordance with Attachment 1, Section C.1 (Evaluation Criteria) and the process as outlined in this section (Section C).	Read and Agree	
1.003	Evaluation	Each Bidder is responsible for submitting all relevant, factual and correct information with their proposal to enable the evaluator(s) to afford each Bidder the maximum score based on the available data submitted by the Bidder.	Read and Agree	
1.004	Evaluation	Each Bidder, by submitting a proposal, agrees that if the FCSO accepts its proposal, such Bidder will furnish all items and services upon the terms and conditions in this RFP and contract.	Read and Agree	
1.005	Evaluation	The top three scoring Bidders may be asked to conduct a technology presentation of their proposed systems at a date and time to be determined by the FCSO.	Read and Agree	
1.006	Evaluation	The FCSO expressly reserves the right 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, in its sole judgment, is determined to be the best evaluated offer resulting from negotiation, taking into consideration the relative importance of technology, revenue-share payment offered, and other evaluation factors set forth in Attachment 1, Section C.1 (Evaluation Criteria).	Read and Agree	

SECTION C - EVALUATION & SELECTION				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
SUBSECTION 2 -BEST AND FINAL OFFER				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	Best and Final Offer	The FCSO may request a Best and Final Offer (BAFO) from selected Bidder(s). A BAFO allows Bidder an opportunity to clarify or supplement its original proposal. Selected Bidders will be contacted in writing by the FCSO requesting the submission of Bidder's BAFO. The BAFO will be in the form of an addendum to this RFP and Bidder's submitted proposal.	Read and Agree	
2.002	Best and Final Offer	The BAFO is part of the weighted evaluation criteria outlined in Attachment 1, Section C.1 (Evaluation Criteria).	Read and Agree	
SUBSECTION 3 - NEGOTIATION OF PROPOSAL				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	Negotiation	Negotiations shall then be conducted with each of the Bidders so selected. After negotiations have been conducted with each Bidder so selected, the FCSO shall select the Bidder which, in its opinion, has submitted the best proposal, and shall award the Contract to that Bidder. The FCSO is not required to furnish a statement or the reasons why a particular proposal is not the most advantageous.	Read and Agree	
3.002	Negotiation	Should the FCSO determine in its sole discretion that only one Bidder is fully qualified, or that one Bidder is clearly more highly qualified than the others under consideration, a Contract may be negotiated and awarded to that Bidder.	Read and Agree	
3.001	Negotiation	The FCSO reserves the right to conduct negotiations from the proposals received or to award an Contract without negotiations. If such negotiations are conducted, the following conditions shall apply:	Read and Agree	
3.002	Negotiation	Negotiations will only be conducted with selected Bidder(s) after the evaluation of proposals.	Read and Agree	
3.003	Negotiation	Bidder's proposal may be subject to negotiation and revision. Bidder may be required to submit additional data or clarification.	Read and Agree	
3.004	Negotiation	The FCSO may direct its Designated Agent to conduct negotiations on its behalf.	Read and Agree	



SECTION C - EVALUATION & SELECTION				
This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).				
3.005	Negotiation	Any changes agreed upon during negotiations may become part of the Contract.	Read and Agree	
3.006	Negotiation	If the FCSO is unable to come to terms with the selected Bidder, discussions shall be terminated and negotiations will begin with the next highest scored Bidder.	Read and Agree	
SUBSECTION 4 - PROPOSAL SELECTION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	Proposal Selection	The Bidder with the highest revenue share payment offer is not guaranteed award of a Contract.	Read and Agree	
4.002	Proposal Selection	The FCSO reserves the right to adopt or use for its benefit, any concept, plan, or idea contained in Bidder's proposal.	Read and Agree	
4.003	Proposal Selection	The FCSO reserves the right to review Bidder's contracts with its subcontractors to ascertain whether Bidder has the necessary operational systems in place to fulfill the requirements of this RFP.	Read and Agree	
4.004	Proposal Selection	The FCSO reserves the right to request clarification from Bidders during the evaluation of proposals. Such clarification is intended to assist the FCSO in awarding a Contract that is most advantageous to the FCSO.	Read and Agree	
4.005	Proposal Selection	The FCSO reserves the right, in its sole judgment, to accept the proposal which is determined by The FCSO to be the best proposal resulting from this RFP, with or without negotiation, and BAFO.	Read and Agree	
4.006	Proposal Selection	The FCSO expressly reserves the right to accept or reject any or all proposals, modifications, or alterations or waive any technicalities or provisions, with or without cause.	Read and Agree	
4.007	Proposal Selection	The FCSO reserves the right to award a Contract to the next most qualified Bidder if the awarded Bidder does not furnish all items and services required in this RFP, its amendment(s) and/or addenda and negotiated Contract.	Read and Agree	
4.008	Proposal Selection	Proposals that do not meet the requirements set forth in the RFP, its amendment(s) and/or addenda, may be considered non-compliant and may be disqualified. The FCSO may reject Bidder's proposal for any of, but not be limited to, the following:	Read and Agree	
4.009	Proposal Selection	Evidence of collusion with or among other Bidders submitting a proposal.	Read and Agree	

SECTION C - EVALUATION & SELECTION				
This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).				
4.010	Proposal Selection	Inappropriate contact of the FCSO's employees or any employee at the Facilities regarding this RFP during the RFP process by Bidder may result in the FCSO's rejection of Bidder's proposal.	Read and Agree	
4.011	Proposal Selection	Incorrect or contradictory information and/or false statements included in Bidder's proposal or other materials submitted in its response to this RFP or made during any oral presentations or negotiations.	Read and Agree	
SUBSECTION 5 - FINAL DECISION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
5.001	Final Decision	The FCSO shall make the final selection of the awarded Bidder. Each Bidder that submitted a proposal will receive written notification of The FCSO's final decision.	Read and Agree	
SUBSECTION 6 - PROTEST OF AWARD				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
6.001	Protest of Award	In the event of a protest, Bidder shall furnish a bond along with its protest submission in the form of a Surety Bond, Cashier's Check or Irrevocable Letter of Credit ("Protest Bond") issued by a company authorized to do business in the state of Virginia. The Protest Bond must be made payable to the FCSO in the amount of \$150,000.00. If the protestor prevails, the Protest Bond will be returned to the protestor. If the protestor does not prevail, the Protest Bond shall be retained by the FCSO.	Read and Agree	
6.002	Protest of Award	Any objection to the FCSO's final decision will be handled according to applicable state and local procurement laws.	Read and Agree	



Section C.1 | Evaluation Criteria

SECTION C.1 - EVALUATION CRITERIA	
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the Bidder RESPONSE space. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP).</p>	
Considered Items	Weight Amount
<p>Core Technologies: ITS, VVS, Tablets and Kiosks, Equipment and Installation Requirements, Technology Features and User Applications, Security Features, Monitoring, Recording and Data Requirements, Additional Technology</p>	30%
<p>Financial Transparency: Bidder Information, Validation, Available Options, End-User Payment Options, References</p>	10%
<p>Service: Disaster Recovery, Bidder Personnel, Customer Service Maintenance</p>	15%
<p>Overall Compliance/Exceptions: RFP</p>	5%
<p>Cost Proposal: Rates, Fees, Revenue Share/Cost Recoupment, Alternative/Additional Proposal in Attachment 1, Section L (Rates, Fees and Revenue Share)</p>	20%
<p>Technology Presentation: The FCSO reserves the right to require Oral Presentations to verify or expand on Bidder's proposal. The top 3 highest ranking Vendors will be invited with scheduling at the discretion of the FCSO.</p>	15%
<p>Best and Final Offer: The FCSO reserves the right to request Bidder to clarify, supplement or update its proposal.</p>	5%
TOTAL	100%

Bidder Response

Read and Do Not Agree



Section D | General Conditions

SECTION D - GENERAL CONDITIONS				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
SUBSECTION 1 -ITS REVENUE SHARE, PAYMENT AND REPORTING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Reporting and Payments	Gross Revenue generated by and through the proposed ITS consists of all compensation, earnings, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Bidder that are in any way connected to the provision of ITS service pursuant to this RFP and Contract. Gross Revenue includes, by way of example and not limitation, all the following: all surcharges; per minute fees and any additional fees and/or charges generated by the completion of all calls (including any combination of free, collect, debit, and pre-paid Local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls); additional fees and/or charges added to the total cost of a call or added to the called party's bill; or any other compensation received by Bidder.	Read and Agree	
1.002	Reporting and Payments	Bidder shall not reduce total Gross Revenue (as defined above) for any deductions associated with fees, adjusted durations, unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls, LEC adjustments or any other Bidder expense.	Read and Agree	
1.003	Reporting and Payments	Any additional fees to be added to the called party's bill or paid by the calling or called party (including those associated with establishing/funding pre-paid collect accounts) for inmate telephone calls from the Facilities must be approved by the FCSO prior to implementation.	Read and Agree	
1.004	Reporting and Payments	The FCSO shall notify Bidder of any unapproved additional fees and/or charges associated with ITS of which The FCSO becomes aware are. The unapproved fees and/or charges are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
1.005	Reporting and Payments	Should the FCSO and Bidder mutually agree that the charges/fees are to be discontinued, Bidder shall refund each called party for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.	Read and Agree	
1.006	Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	Read and Agree	
SECTION D - GENERAL CONDITIONS				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
1.007	Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the called party or inmate and then remitted 100% by the billing party to the appropriate governmental agency.	Read and Agree	
1.008	Reporting and Payments	A "Free" call shall be defined as a call not generating any revenue or compensation for Bidder. Calls to telephone numbers that appear on the free call list supplied by the FCSO or from inmate telephones approved by the FCSO to process free calls shall not generate revenue or compensation for Bidder and shall not be eligible for the fixed revenue-share payment, in the form of a quarterly sum, to the FCSO. Only those numbers designated by the FCSO on the free call list and inmate telephones approved by the FCSO to process free calls shall be marked as "Free" in the ITS and designated as such in the call detail records. In the event Bidder receives revenue or compensation, notwithstanding the source, from any third party related to a completed free call, such revenue shall be included in Gross Revenue and eligible for the fixed revenue-share to the FCSO. Unauthorized free calls are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
1.009	Reporting and Payments	Complimentary calls associated with Bidder's pre-paid collect program are not included in Gross Revenue and revenue share is not payable by Bidder.	Read and Agree	
1.010	Reporting and Payments	Pre-Paid Collect Funding Fees - Pre-paid collect funding fees are defined as fees imposed on called parties who set up or fund a pre-paid collect account with Bidder or a third party (i.e. Western Union) to accept calls. The pre-paid collect funding fee shall not be applied on a per-call basis. All pre-paid collect fees must be approved by the FCSO and are subject to liquidated damages as specified in RFP# 202001 Section 12.8 (Liquidated Damages).	Read and Agree	



SECTION D - GENERAL CONDITIONS				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
1.011	Reporting and Payments	Collect Billing Fees - Collect billing fees shall be defined as fees charged to the called parties for processing a collect call on a LEC telephone bill or obtaining a hard copy bill of a direct bill account. The collect billing fee shall not be applied on a per-call basis. All collect billing fees must be approved by the FCSO and are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
1.012	Reporting and Payments	A call is deemed complete, and considered part of Gross Revenue (as described above), when a connection is made between the inmate and the called party, whether such connection is established by positive acceptance or by live or automated machine pick-up (e.g. when the ITS considers a tone from an answering machine, voicemail as acceptance). The call shall be deemed complete and eligible for revenue-share regardless if Bidder can bill or collect revenue on the call.	Read and Agree	
1.013	Reporting and Payments	Bidder shall remit the quarterly Financial Guarantee payments on the 25th of the first month of each quarter for the term of the Contract. Late payments are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages) and quarterly payments not reflecting a full quarter are subject to prorating.	Read and Agree	
1.013	Reporting and Payments	Bidder agrees that it is entirely responsible for calculating, collecting and remitting all fees and taxes, including sales tax where applicable, on all services and items provided to the inmates, including but not limited to any and all taxes as applicable for the ITS services such as collect, debit, pre-paid and any other calls.		
1.014	Reporting and Payments	Bidder may, upon request from the FCSO, utilize the onsite commissary provider to distribute and charge for inmate telephone services, provided there is a written agreement regarding the form and manner of how the associated taxes are to be collected and remitted. In the event the commissary provider collects and remits taxes for inmate telephone services, Bidder is solely responsible for obtaining a resale certificate from the commissary provider. Bidder is responsible for obtaining all proper documentation from the commissary provider. Bidder's agreement with the commissary provider must address the requirements set forth in this section.	Read and Agree	

SECTION D - GENERAL CONDITIONS				
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1.015	Reporting and Payments	Bidder shall provide monthly revenue share payments and traffic detail reports to the FCSO via these methods:	Read and Agree	
1.016	Reporting and Payments	The FCSO requests that all payments be sent via wire transfer; and	Read and Agree	
1.017	Reporting and Payments	The FCSO requires that the traffic detail reports be sent electronically in Comma Separated Values (CSV) format.	Read and Agree	
1.018	Reporting and Payments	Traffic detail reports shall include a detailed breakdown of all ITS activity, including but not limited to all collect, pre-paid and debit calls for each inmate telephone at the Facilities:	Read and Agree	
1.019	Reporting and Payments	Facility Name;	Read and Agree	
1.020	Reporting and Payments	Facility Identification Number/Agency Identification Number;	Read and Agree	
1.021	Reporting and Payments	Facility Address (Street, City, State and Zip);	Read and Agree	
1.022	Reporting and Payments	Automatic Number Identifier;	Read and Agree	
1.023	Reporting and Payments	Inmate Telephone Station Port/Identifier;	Read and Agree	
1.024	Reporting and Payments	Inmate Telephone Location Name;	Read and Agree	
1.025	Reporting and Payments	Local Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
1.026	Reporting and Payments	Intralata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
1.027	Reporting and Payments	Interlata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
1.028	Reporting and Payments	Intralata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
1.029	Reporting and Payments	Interlata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	Read and Agree	
1.030	Reporting and Payments	International Calls, Minutes Gross Revenue (Per Inmate Telephone);	Read and Agree	
1.031	Reporting and Payments	Revenue Share Rate (%);	Read and Agree	
1.032	Reporting and Payments	Total Calls, Minutes, Gross Revenue and Revenue Share Amount (Per Inmate Telephone); and	Read and Agree	
1.033	Reporting and Payments	Traffic Period and Dates.	Read and Agree	
1.034	Reporting and Payments	Bidder shall supply a report of all pre-paid card orders processed during the traffic month to include (at a minimum) the order date, invoice number, invoice date, gross amount of the order, revenue-share rate and revenue-share total.	Read and Agree	



SECTION D - GENERAL CONDITIONS

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1.035	Reporting and Payments	Bidder shall include a sample Traffic Detail Report (showing all fields available, including those specified above and additional fields) to demonstrate how Bidder shall meet the above requirements. Fields not included shall be considered exceptions. The sample Traffic Detail Report shall be included in Bidder's proposal as outlined in Attachment 1, Section B.1 (Proposal Order).	Read and Agree	
1.036	Reporting and Payments	Bidder shall provide daily raw Call Detail Records (CDRs) the next business day following the day of traffic and monthly billing files to the FCSO no later than the 25th day of the month following the month of traffic.	Read and Agree	
1.037	Reporting and Payments	Billing files shall contain all fields which are legally permitted to be released, with the contents of said fields in the exact format and content as those files prepared and submitted for billing to Bidder's billing company and ultimately delivered to the called party. The billing files shall be accompanied by a complete file map and complete field legend. The billing files shall include (without limitation) the following information:	Read and Agree	
1.038	Reporting and Payments	Record Identifier;	Read and Agree	
1.039	Reporting and Payments	Facility Name;	Read and Agree	
1.040	Reporting and Payments	Facility Identification Number;	Read and Agree	
1.041	Reporting and Payments	From ANI;	Read and Agree	
1.042	Reporting and Payments	To ANI;	Read and Agree	
1.043	Reporting and Payments	Seconds;	Read and Agree	
1.044	Reporting and Payments	Date (yyymmdd);	Read and Agree	
1.045	Reporting and Payments	Connect Time (hhmmss);	Read and Agree	
1.046	Reporting and Payments	Billable Time (hhmmss);	Read and Agree	
1.047	Reporting and Payments	Personal Identification Number Digits;	Read and Agree	
1.048	Reporting and Payments	Originating City;	Read and Agree	
1.049	Reporting and Payments	Originating State;	Read and Agree	
1.050	Reporting and Payments	Bill City;	Read and Agree	
1.051	Reporting and Payments	Bill State;	Read and Agree	
1.052	Reporting and Payments	Bill Number;	Read and Agree	
1.053	Reporting and Payments	Settlement Code;	Read and Agree	
1.054	Reporting and Payments	Charge Amount;	Read and Agree	

SECTION D - GENERAL CONDITIONS

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1.055	Reporting and Payments	Additional Fees and Line Surcharges;	Read and Agree	
1.056	Reporting and Payments	Rate Period; and	Read and Agree	
1.057	Reporting and Payments	Rate Class.	Read and Agree	
1.058	Reporting and Payments	Bidder shall provide a sample billing file in EMI format (showing all fields available, including those specified above and any additional fields) to demonstrate how Bidder shall meet the above requirements. Fields not included shall be considered exceptions. The sample billing file shall be included in Bidder's proposal as outlined in Attachment 1, Section B.1 (Proposal Order).	Read and Agree	
1.059	Reporting and Payments	The daily raw CDRs shall contain all calls (both attempted and completed) which originate from the facility(s) for each day and each time of the day for the period said raw CDRs are requested. The raw CDRs shall contain the unedited data including all fields and all field content which is legally permitted to be released. The CDRs shall be accompanied with a complete file map and complete file legend. The raw CDRs shall include (without limitation) the following fields:	Read and Agree	
1.060	Reporting and Payments	Facility Name;	Read and Agree	
1.061	Reporting and Payments	Facility Identification Number;	Read and Agree	
1.062	Reporting and Payments	From ANI;	Read and Agree	
1.063	Reporting and Payments	To ANI;	Read and Agree	
1.064	Reporting and Payments	Batch Number / ID;	Read and Agree	
1.065	Reporting and Payments	From City;	Read and Agree	
1.066	Reporting and Payments	From State;	Read and Agree	
1.067	Reporting and Payments	To City;	Read and Agree	
1.068	Reporting and Payments	To State;	Read and Agree	
1.069	Reporting and Payments	Station Port/Identifier;	Read and Agree	
1.070	Reporting and Payments	Phone Name or Location;	Read and Agree	
1.071	Reporting and Payments	Inmate Name;	Read and Agree	
1.072	Reporting and Payments	Inmate Identification Number;	Read and Agree	
1.073	Reporting and Payments	Personal Identification Number;	Read and Agree	
1.074	Reporting and Payments	Pre Paid Card Identification Number;	Read and Agree	
1.075	Reporting and Payments	Revenue Period;	Read and Agree	



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

SECTION D - GENERAL CONDITIONS				
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1.076	Reporting and Payments	Call Start (yymmdd; mmss);	Read and Agree	
1.077	Reporting and Payments	Call End (yymmdd; mmss);	Read and Agree	
1.078	Reporting and Payments	Seconds;	Read and Agree	
1.079	Reporting and Payments	Call Type (e.g. local, etc.);	Read and Agree	
1.080	Reporting and Payments	Bill Type (e.g. free, collect, etc.);	Read and Agree	
1.081	Reporting and Payments	Call Cost;	Read and Agree	
1.082	Reporting and Payments	Tax;	Read and Agree	
1.083	Reporting and Payments	Validation Result;	Read and Agree	
1.084	Reporting and Payments	Termination Reason;	Read and Agree	
1.085	Reporting and Payments	LIDB Status/Code; and	Read and Agree	
1.086	Reporting and Payments	Completion/Accept Indicator.	Read and Agree	
1.087	Reporting and Payments	Bidder shall provide a sample CDR (showing all raw fields available, including those specified above and additional fields) to demonstrate how Bidder shall meet the above requirements. Fields not included shall be considered exceptions. The sample CDR file shall be included in Bidder's response as outlined in Attachment 1, Section B.1 (Proposal Order) .	Read and Agree	
1.088	Reporting and Payments	Bidder shall provide a miscellaneous charges/fees report which shall include a breakdown of all charges and fees applied to (without limitation) calls and accounts from the facilities covered under the RFP and subsequent Agreement, including but not limited to: single call fee(s), pre-paid collect funding fee(s), collect billing fee(s) regardless of whether the charge/fee was assessed directly by Bidder or a third party. The miscellaneous charges/fees report shall contain (without limitation) the following information:	Read and Agree	
1.089	Reporting and Payments	Facility Identification Number;	Read and Agree	
1.090	Reporting and Payments	Date;	Read and Agree	
1.091	Reporting and Payments	Customer Identification Number;	Read and Agree	
1.092	Reporting and Payments	To ANI;	Read and Agree	
1.093	Reporting and Payments	Billed Account;	Read and Agree	
1.094	Reporting and Payments	Transaction Type;	Read and Agree	
1.095	Reporting and Payments	Bill Type	Read and Agree	

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1.096	Reporting and Payments	Fee Type;	Read and Agree	
1.097	Reporting and Payments	Instance Type; and	Read and Agree	
1.098	Reporting and Payments	Fee Amount.	Read and Agree	
1.099	Reporting and Payments	Bidder shall provide a sample miscellaneous charges/fees report (showing all raw fields available, including those specified above and additional fields) to demonstrate how Bidder shall meet the above requirements. Fields not included shall be considered exceptions. The sample file shall be included in Bidder's response as outlined in Attachment 1, Section B.1 (Proposal Order) .	Read and Agree	
1.100	Reporting and Payments	Financial Guarantee payments, usage detail reports, or reports not containing the required fields, received by the FCSO after the date specified above are subject to liquidated damages as specified in the RFP #202001, Section 12.8 (Liquidated Damages) .	Read and Agree	

SUBSECTION 2 - VVS REVENUE SHARE, PAYMENT AND REPORTING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	VVS Reporting and Payments	VVS Gross Revenue consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Bidder and in any way connected to the provision of video visitation service pursuant to the Contract. Gross Revenue includes, by way of example and not limitation, the following: all costs, charges, and fees added to the total cost to visitors or inmates for the completion/scheduling of all remote video visitation sessions, or any other compensation received by Bidder for the completion of all remote video visitation sessions. Bidder shall propose a percentage of revenue share for VVS in Attachment 1, Section L (Rates, Fees and Revenue Share) .	Read and Agree	
2.002	VVS Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	Read and Agree	



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2.003	VVS Reporting and Payments	A "Free" video visitation session defined as a video visitation session not generating any revenue or compensation for Bidder. Approved video visitation sessions included on the free video visitation list shall not generate any revenue or compensation for Bidder and shall not be eligible for revenue share to the FCSO. Only those visitors or inmates designated by the FCSO to process free video visitation sessions shall be marked as "Free" in the VVS and designated as such in the VVS detail records. In the event Bidder collects any revenue or compensation, notwithstanding the source, from any third party related to a completed/scheduled video visitation session, such amounts shall be included in Gross Revenue and eligible for revenue share to the FCSO.	Read and Agree	
2.004	VVS Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the visitor or inmate and then remitted 100% by the billing party to the appropriate governmental agency.	Read and Agree	
2.005	VVS Reporting and Payments	Any additional fees to be charged to inmates or visitors for video visitation sessions from the Facilities must be approved by the FCSO prior to implementation. The FCSO and Bidder shall mutually agree on the method of revenue share due to the FCSO associated with the additional charges/fees.	Read and Agree	
2.006	VVS Reporting and Payments	The FCSO shall notify Bidder of any unapproved fees and/or charges associated with the VVS of which the FCSO becomes aware. Unapproved fees and/or charges are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
2.007	VVS Reporting and Payments	Should the FCSO and Bidder mutually agree that the charges/fees are to be discontinued, Bidder shall refund each visitor or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.	Read and Agree	
2.008	VVS Reporting and Payments	A video visitation session is deemed complete and considered part of Gross Revenue (as described above), when the video visitation session is scheduled and a connection is made by both parties.	Read and Agree	

SECTION D - GENERAL CONDITIONS

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2.009	VVS Reporting and Payments	Payment and reports for video visitation sessions are due to the FCSO on or before the 25th day of the month following the activity/session month.	Read and Agree	
2.010	VVS Reporting and Payments	Bidder shall provide monthly video visitation detail records, in CSV format, which shall include a detailed breakdown of activity for all video visitation sessions, including but not limited to:	Read and Agree	
2.011	VVS Reporting and Payments	Facility Name;	Read and Agree	
2.012	VVS Reporting and Payments	Facility Identification Number/Site Identification Number;	Read and Agree	
2.013	VVS Reporting and Payments	VVS Station Identifier;	Read and Agree	
2.014	VVS Reporting and Payments	VVS Station Location Name;	Read and Agree	
2.015	VVS Reporting and Payments	Onsite Video Visitation Sessions, Minutes (Per VVS Station);	Read and Agree	
2.016	VVS Reporting and Payments	Free Video Visitation Sessions, Minutes (Per VVS Station);	Read and Agree	
2.017	VVS Reporting and Payments	Facility to Facility Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);	Read and Agree	
2.018	VVS Reporting and Payments	Remote Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);	Read and Agree	
2.019	VVS Reporting and Payments	Revenue Share (Per VVS Station);	Read and Agree	
2.020	VVS Reporting and Payments	Total Video Visitation Sessions, Minutes Gross Revenue; and	Read and Agree	
2.021	VVS Reporting and Payments	Traffic Period and Dates.	Read and Agree	
2.022	VVS Reporting and Payments	Bidder shall provide a sample video visitation detail record report (showing all raw fields available, including those specified above and any additional fields) to demonstrate how Bidder shall meet the above requirements. Fields not included shall be considered exceptions. The sample video visitation record report shall be included in Bidder's response as outlined in Attachment 1, Section B.1 (Proposal Order).	Read and Agree	



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

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2.023	VVS Reporting and Payments	Revenue share payments, usage detail reports, or reports not containing the required fields, received by the FCSO after the dates specified above are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
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SUBSECTION 3 - TABLET REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	Tablet Reporting and Payments	Gross Revenue generated by and through the proposed Tablet solution consists of all compensation, earning, gain, income, generated revenue, payment, proceeds or receipts paid to or received by Bidder in any way connected to the provision of Tablets pursuant to the RFP. Gross Revenue includes, by way of example and not limitation, all of the following: all per minute fees, application charges, equipment costs and any additional fees/charges generated by the accessibility of Tablets and all additional fees charged to the end-user or inmate and any other compensation received by Bidder. Bidder shall propose a percentage of revenue share for Tablets in Attachment 1, Section L (Rates, Fees and Revenue Share).	Read and Agree	
3.002	Tablet Reporting and Payments	Bidder shall absorb all costs of providing Tablets including the provision of support, maintenance, necessary hardware, software, bandwidth, wiring, infrastructure, fee collection and accounting.	Read and Agree	
3.003	Tablet Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	Read and Agree	
3.004	Tablet Reporting and Payments	A "Free" transaction or application defined as a transaction or application not generating any revenue or compensation for Bidder. Approved Tablet transactions or applications shall not generate any revenue or compensation for Bidder and shall not be eligible for revenue share to the FCSO. Only those transactions or applications designated by the FCSO as "Free" shall be marked as "Free" in the Tablet solution and designated as such in the Tablet detail records. In the event Bidder collects any revenue or compensation, notwithstanding the source, from any third party related to Tablet transactions or applications, such amounts shall be included in Gross Revenue and eligible for revenue share to the FCSO.	Read and Agree	
3.005	Tablet Reporting and Payments	Required regulatory charges and taxes that are intended to be paid by the end-user or inmate and then remitted 100% by the billing party to the appropriate governmental agency.	Read and Agree	



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3.006	Tablet Reporting and Payments	Any additional fees to be charged to end-users or inmates for the use of Tablets or Tablet applications at the Facilities must be approved by the FCSO prior to implementation. The FCSO and Bidder shall mutually agree on the method for revenue share due the FCSO associated with the additional charges/fees.	Read and Agree	
3.007	Tablet Reporting and Payments	The FCSO shall notify Bidder of any unapproved additional fees and/or charges associated with the use of Tablets of which the FCSO becomes aware. The unapproved fees and/or charges are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
3.008	Tablet Reporting and Payments	Should the FCSO and Bidder mutually agree that the charges/fees are to be discontinued, Bidder shall refund each end-user or inmate for the unapproved charges/fees from the date the charges/fees were implemented until the date the charges/fees were discontinued.	Read and Agree	
3.009	Tablet Reporting and Payments	Should the FCSO and Bidder mutually agree that the charges/fees will remain, the FCSO and Bidder shall mutually agree on a method for compensation.	Read and Agree	
3.010	Tablet Reporting and Payments	Payments and reports for Tablets are due to the FCSO on or before the 25th day of the month following the month of activity.	Read and Agree	
3.011	Tablet Reporting and Payments	Bidder shall provide monthly Tablet detail reports/records, CSV format, which shall include a detailed breakdown of the activity for all transaction types, including but not limited to, electronic messages, photos, attachments, videos, media, application usage, for each Tablet. Tablet detail records shall include, at a minimum, each of the following items for each Tablet and each transaction or application type:	Read and Agree	
3.012	Tablet Reporting and Payments	Facility Name;	Read and Agree	
3.013	Tablet Reporting and Payments	Facility Identification Number/Site Identification Number;	Read and Agree	
3.014	Tablet Reporting and Payments	Facility Address, Street, City, State, and Zip;	Read and Agree	
3.015	Tablet Reporting and Payments	Tablet Identifier (where applicable);	Read and Agree	
3.016	Tablet Reporting and Payments	Number to Transactions for Each Transaction Type (Per Tablet);	Read and Agree	

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3.017	Tablet Reporting and Payments	Minutes of Usage for Each Application Type (Per Tablet);	Read and Agree	
3.018	Tablet Reporting and Payments	Gross Revenue for Each Transaction / Application (Per Tablet);	Read and Agree	
3.019	Tablet Reporting and Payments	Revenue Share Rate;	Read and Agree	
3.020	Tablet Reporting and Payments	Total Revenue Share (Per Tablet);	Read and Agree	
3.021	Tablet Reporting and Payments	Total Transactions/Applications, Minutes of Usage, Gross Revenue and Revenue Share; and	Read and Agree	
3.022	Tablet Reporting and Payments	Traffic Period and Dates.	Read and Agree	

SUBSECTION 4 - LOBBY TELEPHONE SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	Lobby Telephones	Bidder shall furnish, install and maintain 7 telephone(s) in the lobby for use by the general public. The lobby telephones shall process free 5 minute Local, Intralata/Intrastate, Intralata/Interstate, Interlata/Intrastate, Interlata/Interstate and International calls. The lobby telephone(s) shall be furnished, installed and maintained by Bidder at no cost to the FCSO.	Read and Agree	

SUBSECTION 5 - RATE REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
5.001	Rate Requirements	Bidder must agree to provide the required calling, video visitation, and tablet rates and all related fees specified in found in Attachment 1, Section L (Rates, Fees and Revenue Share) and must be in compliance with the Commonwealth of Virginia laws and applicable regulations.	Read and Agree	

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

SECTION D - GENERAL CONDITIONS

This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

5.002	Rate Requirements	Before any new rate increases or decreases are implemented for any of the inmate communication services required in this RFP, Bidder must submit a written request to receive approval from the FCSO. The FCSO will respond in writing to Bidder's request. Unapproved adjustments implemented without the prior written approval from the FCSO are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
5.003	Rate Requirements	In the event Bidder increases the rates for any of the inmate communication services required in this RFP without the prior written approved of the FCSO, Bidder must issue refunds to all overcharged end-users, visitors or inmates within 5 business days; a list of the issued credits must be provided to the FCSO as documentation. The FCSO will not issue a refund of revenue-share for unapproved rate increases.	Read and Agree	
5.004	Rate Requirements	Bidder will implement any rate adjustments for any and all inmate communication systems requested by the FCSO within 10 calendar days of said request, subject to regulatory approval, as applicable.	Read and Agree	
5.005	Rate Requirements	Bidder's ITS shall rate all calls to U.S. Territories including but not limited to: Puerto Rico, U.S. Virgin Islands, Guam, American Samoa and Saipan/Mariana Islands as Interstate. Calls to all other countries shall be rated as International. The calling rates for both Domestic International and International are specified in Attachment 1, Section L (Rates, Fees and Revenue Share).	Read and Agree	
5.006	Rate Requirements	Bidder shall calculate the raw duration of each inmate telephone call, video visitation session and Tablet usage (if applicable) in seconds based on the time the call is accepted, video visitation session is completed or Tablet usage begins and the time the call, session or usage is terminated by the ITS, VVS or Tablets respectively. For calls, video visitation sessions or Tablet usage where the duration is at least 10 seconds, the duration, in seconds, shall be rounded up to the next whole minute increment and shall be converted from rounded seconds to minutes before the rates are applied.	Read and Agree	
5.007	Rate Requirements	During the rating process, Bidder shall round the raw calculated amount to the nearest hundredth decimal place (up or down) using normal accounting practices.	Read and Agree	



Section E | User Billing and Payments

SECTION E - USER BILLING AND PAYMENTS

This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

SUBSECTION 1 - PRE-PAID & DEBIT APPLICATIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow for pre-payment for a specific end-user, visitor, telephone number or an inmate.	Read and Agree	
1.002	Pre-Paid / Debit Application	The FCSSO requires that Bidder issue refunds to end-users of any inmate communication services for any pre-paid funds remaining in any pre-paid account upon the end-user's request whether the account is active or inactive. Should an account be deactivated by Bidder and the end-user requests to reactivate the account and utilize inmate communication services from inmates at the Facilities, the funds shall be made available to the end-user by Bidder. No fees shall be charged to the end-user for refunds or reactivation of funds associated with a pre-paid account.	Read and Agree	
1.003	Pre-Paid / Debit Application	Should Bidder adjust the rates in order to complete a call, Bidder shall incur liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages). The FCSSO shall notify Bidder of any approved adjustments in the rates of which the FCSSO becomes aware.	Read and Agree	
1.004	Pre-Paid / Debit Application	Bidder shall not prevent the completion of a pre-paid collect call if the end-user's pre-paid collect balance is less than the average cost of a call (regardless of call type) from the Facilities.	Read and Agree	
1.005	Pre-Paid / Debit Application	The pre-paid and/or debit application shall be internal to Bidder's ITS, VVS or Tablet.	Read and Agree	
1.006	Pre-Paid / Debit Application	Bidder shall provide the inmate with the balance of the pre-paid or debit account at the time of the call or Tablet application.	Read and Agree	
1.007	Pre-Paid / Debit Application	The ITS and VVS shall provide the called party with the balance of their pre-paid collect account at the time of the call or scheduling of a video visitation session, as applicable.	Read and Agree	
1.008	Pre-Paid / Debit Application	The pre-paid and/or debit application shall allow international calls.	Read and Agree	
1.009	Pre-Paid / Debit Application	Bidder shall be capable of configuring pre-paid cards for use outside of the Facilities.	Read and Agree	

SECTION E - USER BILLING AND PAYMENTS

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1.010	Pre-Paid / Debit Application	The ITS shall be capable of interfacing with the current commissary or JMS provider for ease of transferring money from the inmate's trust /commissary account to the ITS debit account as well as refunding any unused funds to the trust account upon the inmate's release.	Read and Agree	
1.011	Pre-Paid / Debit Application	It is Bidder's responsibility to initiate and establish a business relationship and necessary interface(s) with the JMS and commissary provider. The contact information is found in Attachment 1, Section K (Facility Specifications). The FCSSO shall not be responsible for paying any amounts associated with the required interface(s).	Read and Agree	
1.012	Pre-Paid / Debit Application	Bidder shall supply, at the FCSSO's request, signage, brochures, flyers regarding the ITS, VVS and Tablets and/or Bidder's pre-paid and debit programs at no cost to the FCSSO.	Read and Agree	

SUBSECTION 2 - PAYMENTS FOR VIDEO VISITATION SYSTEM SESSIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	Payments for VVS Sessions	Bidder shall refund all visitation fees if the video visitation session is dropped due to Bidder related issues.	Read and Agree	
2.002	Payments for VVS Sessions	Bidder shall provide an option for an itemized receipt for all transactions, charges and fees for all video visitation sessions.	Read and Agree	

SUBSECTION 3 - TABLET CHARGES				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	Tablet Charges	To complete the reporting and revenue share process outlined in Attachment 1, Section D (General Conditions), Bidder shall, by the 5th day of the month following the traffic month, submit an inmate transaction fee invoice to the FCSSO for payment by the FCSSO. The invoice shall contain all transaction fees for Tablet applications and usage collected by the FCSSO from the inmates for the Tablet applications and usage associated with Bidder's Tablet solution at the Facilities for the previous calendar month. In no case shall the FCSSO be independently responsible for payment of transaction fees not collected previously from inmates.	Read and Agree	



SECTION E - USER BILLING AND PAYMENTS

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SUBSECTION 4 - Bidder RETENTION OF END-USER ACCOUNT INFORMATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	Bidder Retention of End-User Account Information	For the purpose of aiding in investigations the Bidder must retain ITS, VVS, and Tablet account information pertaining to an end-user's pre-paid collect, direct bill, and similar accounts for a period of 2 years after the expiration/termination of the Contract. The information shall include, but not be limited to, the end-user's billing name, address and telephone number.	Read and Agree	
4.002	Bidder Retention of End-User Account Information	The FCSO shall have access to such account information upon request.	Read and Agree	



Section F | Customer Service

SECTION F - CUSTOMER SERVICE
 This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCISO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

SUBSECTION 1 - MAINTENANCE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Maintenance	Bidder shall respond to repair requests from the FCISO by arriving at the site promptly after reasonable notice has been given on a 24-hours a day, 7-days a week, 365-days a year basis.	Read and Agree	
1.002	Maintenance	Repairs or replacement of nonworking or damaged equipment or software shall be started by a qualified technician within 4 hours following notification of a service request or system	Read and Agree	
1.003	Maintenance	Bidder must exhibit to the FCISO a best effort approach to the completion of the repairs or replacement during the first 24-hours following notification of a problem.	Read and Agree	
1.004	Maintenance	The FCISO shall be notified of progress and/or delays in progress until the problems are resolved.	Read and Agree	
1.005	Maintenance	Bidder shall conduct a preventative maintenance visit once a week checking each inmate communication device. The FCISO will determine the date and time of the preventative maintenance visit.	Read and Agree	
1.006	Maintenance	Following each preventative maintenance visit, Bidder shall provide the FCISO a repair log detailing all repairs and/or replacement of nonworking or damaged equipment or software. The repair log shall include, but not be limited to, which facility, date reported, station name, station location, bidder ticket number, work performed and resolution date.	Read and Agree	
1.007	Maintenance	Each party shall report to the other party any misuse, destruction, damage, vandalism, etc. to the ITS. Bidder will assume liability for any and all such damages.	Read and Agree	
1.008	Maintenance	Bidder shall notify the FCISO any time a technician will be dispatched to the Facilities and prior to the technician's arrival.	Read and Agree	
1.009	Maintenance	Additionally, the FCISO may cancel the Contract with Bidder if Bidder has not cured a service problem within 10 days of Bidder receiving notice of the problem from the FCISO. Service problems not cured within 10 days are subject to liquidated damages as specified in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
1.010	Maintenance	Each party shall report to the other party any misuse, destruction, damage, or vandalism. Bidder will assume liability for any and all such damages.	Read and Agree	

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.011	Maintenance	All operation, maintenance and repair issues regarding inmate communication services shall be reported by Bidder to the FCISO promptly.	Read and Agree	
1.012	Maintenance	Bidder shall provide the FCISO with ITS, VVS, Tablet or Kiosk technology software upgrades as they become available. All upgrades must be provided to the FCISO at no additional cost.	Read and Agree	



Section G | General Installation Requirements

SECTION G - GENERAL INSTALLATION REQUIREMENTS				
<p>This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>				
SUBSECTION 1 - STANDARDS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Standards	Inmate communication services are to be provided and shall comply with all applicable Federal Communication and/or Public Service Commission regulations relating to inmate communication services in correctional facilities.	Read and Agree	
1.002	Standards	Bidder shall comply with all applicable laws, rules, regulations, and orders of any authorized agency, commission, unit of the federal government, or state, county, or municipal government.	Read and Agree	
SUBSECTION 2 - IMPLEMENTATION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	Implementation	In its response to this RFP, Bidder shall submit an implementation plan for all inmate communications services, which shall include an installation schedule, for each Facility, including ITS, VVS, Kiosks and Tablets.	Read and Agree	
2.002	Implementation	Initial installations for the ITS must be completed within 60 days of the execution of the Contract between the FCSO and the selected Bidder. Implementation plan(s) will become a part of the Contract and must be followed.	Read and Agree	
2.003	Implementation	Initial installations for the Kiosks, Tablets and VVS must be completed within 120 days respectively of the execution of the Contract between the FCSO and the selected Bidder. Implementation plan(s) will become a part of the Contract and must be followed.	Read and Agree	
SUBSECTION 3 - TRANSITION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	Transition Requirements	For the initial installation, Bidder will work with the FCSO and the incumbent inmate communication services provider to ensure an orderly transition of services, responsibilities and continuity of the services required by the FCSO.	Read and Agree	
3.002	Transition Requirements	Upon expiration, termination, or cancellation of the Contract, Bidder shall accept the direction of the FCSO to ensure all inmate communication services are smoothly transitioned. At a minimum, the following shall apply:	Read and Agree	
3.003	Transition Requirements	At no cost to the FCSO, Bidder shall supply 1 workstation(s) which shall become the property of the FCSO after expiration, cancellation or termination of the Contract to allow the FCSO access to all CDRs, call and visitation recordings, documentation, reports, data contained in the inmate communication applications/systems.	Read and Agree	
3.004	Transition Requirements	Bidder shall discontinue providing service or accepting new assignments under the terms of the Contract, on the date specified by the FCSO. Bidder agrees to continue providing all services in accordance with the terms and conditions, requirements and specifications of the Contract for a period not to exceed 90 calendar days after the expiration, termination or cancellation date of the Contract. Revenue share will be due and payable by Bidder to the FCSO at the percentage provided in the Contract until inmate communication services are no longer handled by Bidder.	Read and Agree	
3.005	Transition Requirements	Bidder agrees to remove its equipment at the conclusion of the Contract in a manner that will allow the reuse of wiring/cablings associated with all inmate communication services.	Read and Agree	
SUBSECTION 4 - GENERAL INSTALLATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	General Installation Requirements	Bidder shall be responsible for all costs associated with the installation of the inmate communication services including but not limited to ITS, VVS, Kiosks and Tablets which shall include but not be limited to, the necessary labor, parts, materials, transportation, purchase of equipment, wiring, new electrical circuits, cables, installation, service, maintenance, voice network and transmission, data network, and day-to-day operation to maintain all proposed system components in good working order and in compliance with the equipment manufacturer's specifications.	Read and Agree	



SECTION G - GENERAL INSTALLATION REQUIREMENTS

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4.002	General Installation Requirements	Bidder shall install the quantity of inmate telephones, standard visitation telephones, video visitation stations, kiosks and Tablets detailed in Attachment 1 - Section K (Facility Specifications).	Read and Agree	
4.003	General Installation Requirements	Bidder may propose a different number of inmate telephones, video visitation stations and Tablets. The FCSO reserves the right to reject Bidder's alternate proposal and require Bidder to install the numbers of inmate telephones, video visitation stations and Tablets specified in Attachment 1 - Section K (Facility Specifications).	Read and Agree	
4.004	General Installation Requirements	Bidder shall install a separate, dedicated network to accommodate all inmate communication services. Bidder's inmate communication services shall not be configured to reside on or use the FCSO's network.	Read and Agree	
4.005	General Installation Requirements	Bidder shall install/mount all inmate communication services equipment in accordance with the FCSO's requirements.	Read and Agree	
4.006	General Installation Requirements	Use of existing conduit, raceways, cable, wiring, switches, circuits, and terminals within the Facilities is at the risk of Bidder. Exposed wiring is not permitted. Ownership of any wiring or conduit installed under the Contract by Bidder becomes the FCSO's property upon termination and/or expiration of the Contract.	Read and Agree	
4.007	General Installation Requirements	Bidder agrees that if any cabling work is required as part of any installation, all new cables shall be used and marked clearly and legibly at both ends, and meet all applicable wiring standards for commercial buildings and must be approved by the Facilities maintenance personnel.	Read and Agree	
4.008	General Installation Requirements	Bidder shall be responsible for installing all new wiring, cabling and network circuits at no cost to the FCSO to support the provision of the outlined inmate communication services at no cost to the FCSO.	Read and Agree	
4.009	General Installation Requirements	Bidder agrees to obtain the FCSO's written approval before making any physical changes to the Facilities, such as drilling into walls, floors, ceilings or any other portion of the Facilities. This includes existing, newly constructed and/or expanded Facilities.	Read and Agree	

SECTION G - GENERAL INSTALLATION REQUIREMENTS

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4.010	General Installation Requirements	Bidder shall provide, install, maintain, replace and upgrade adequate surge and lightning protection equipment to protect all lines, circuits and equipment used for the inmate communication services.	Read and Agree	
4.011	General Installation Requirements	Bidder shall provide, install, maintain, replace and upgrade an Uninterruptible Power Supply (UPS) back-up power for the inmate communication services to ensure there is no loss of call, video or transaction processing and data storage in the event of a power failure.	Read and Agree	
4.012	General Installation Requirements	A separate power supply shall not be required for the inmate communication services equipment. A power source will be made available by the FCSO for the inmate communication services.	Read and Agree	
4.013	General Installation Requirements	Installation of all cabling, telephones, video visitation stations, Tablets, and related equipment shall be accomplished during normal business hours at the Facilities or as otherwise specified by the Facility Administrator.	Read and Agree	
4.014	General Installation Requirements	Bidder shall install, repair, and maintain all Bidder-provided equipment, including but not limited to, any wiring or cable work required from the demarcation throughout the Facilities. All Bidder-provided equipment, installation, maintenance, repair costs, and all costs or losses due to vandalism shall be the total responsibility of the Bidder.	Read and Agree	
4.015	General Installation Requirements	Bidder shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by the FCSO, no equipment, inventory or spare parts shall be stored by Bidder at the Facilities.	Read and Agree	
4.016	General Installation Requirements	Bidder shall correct any damage to the FCSO's property caused by maintenance or installation associated with the inmate communication services, including repairs to walls and ceilings.	Read and Agree	
4.017	General Installation Requirements	Bidder shall provide written documentation indicating that all circuits and network have been tested and all cables, pairs, fiber strands, blocks are legibly marked after the completion of each installation associated with the inmate communication services.	Read and Agree	



SECTION G - GENERAL INSTALLATION REQUIREMENTS				
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SUBSECTION 5 - SECURITY				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
5.001	Security	All Bidder employees shall obtain, at Bidder's cost, the appropriate personnel background security clearance prior to arrival at the Facilities.	Read and Agree	
5.002	Security	All Bidder employees will comply with the FCSSO's policies and procedures.	Read and Agree	
5.003	Security	Entry to the Facilities is subject to the approval of the FCSSO's Facility Administrator.	Read and Agree	
SUBSECTION 6 - TRAINING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
6.001	Training	Bidder shall provide onsite training for each inmate communication service to the FCSSO's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the FCSSO. Training manuals shall be provided to the FCSSO's staff at all training meetings and will become the property of the FCSSO. At the FCSSO's request, Bidder shall provide a downloadable version of all user manuals and training materials.	Read and Agree	
6.002	Training	When requested by the FCSSO, informational pamphlets shall be available to inmates and end-users and shall describe the applicable features and functionalities of each inmate communication service.	Read and Agree	
6.003	Training	Bidder will also provide full documentation for all inmate communication services features and documentation for any and all added technology features that result from this RFP and Contract.	Read and Agree	
SUBSECTION 7 - UPGRADES AND PERFORMANCE PROCESS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
7.001	Upgrades and Performance Process	Bidder shall provide the FCSSO with written notice, including detailed information, of any new inmate communications service software upgrades or additional features to be added to either system, within 30 days of the introduction of the new software or features into the industry.	Read and Agree	

SECTION G - GENERAL INSTALLATION REQUIREMENTS				
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7.002	Upgrades and Performance Process	Bidder shall provide the FCSSO with inmate communication services software upgrades as they become available. All upgrades must be within 1 release of the newest operating system and provided to the FCSSO at no additional cost.	Read and Agree	
7.003	Upgrades and Performance Process	Bidder shall adhere to the following performance process when upgrading the inmate communication service software, equipment, or performing any changes to either system at the Facilities. Any deviation from this process may result in liquidated damages incurred by Bidder as described in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
7.004	Upgrades and Performance Process	Bidder shall perform extensive testing on all system changes or upgrades to any of the inmate communication services, prior to introducing them to the FCSSO. At a minimum, this shall include the following:	Read and Agree	
7.005	Upgrades and Performance Process	Circuit/network testing;	Read and Agree	
7.006	Upgrades and Performance Process	Configuration / setting preservation testing;	Read and Agree	
7.007	Upgrades and Performance Process	ITS: call processing, debit/pre-paid availability, international calling;	Read and Agree	
7.008	Upgrades and Performance Process	VVS: video visitation session quality and scheduling application;	Read and Agree	
7.009	Upgrades and Performance Process	Kiosks: access to all transactions, applications and interfaces with the FCSSO's banking software;	Read and Agree	
7.010	Upgrades and Performance Process	Tablets: access to all transactions, applications and applicable purchase processes;	Read and Agree	
7.011	Upgrades and Performance Process	and Access to all inmate communication service user applications.	Read and Agree	
7.012	Upgrades and Performance Process	Bidder shall provide the FCSSO with written details regarding any change to voice prompts, dialing or video visitation procedures or processes impacting inmates and end-users/visitors.	Read and Agree	
7.013	Upgrades and Performance Process	Bidder shall receive written permission from the FCSSO, before scheduling or proceeding with any functionality changes to the inmate communication services at the Facilities, especially if the changes will cause an interruption in service.	Read and Agree	



SECTION G - GENERAL INSTALLATION REQUIREMENTS

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7.014	Upgrades and Performance Process	The FCSO, at its option, shall have a minimum of 2 weeks to notify inmates at the Facilities of any inmate communication services changes that affect the inmates or end-users/visitors.	Read and Agree	
7.015	Upgrades and Performance Process	Bidder shall work with the Facilities to schedule all changes and/or upgrades during a time when the inmate communication services are not being used regularly by the inmates. Bidder shall coordinate a convenient time and day with the FCSO to implement the changes or upgrades to avoid an interruption in service.	Read and Agree	
7.016	Upgrades and Performance Process	At the request of the FCSO, Bidder shall coordinate the presence of a technician at the Facilities on the day of implementation to place test calls, video visitation session and Tablet transactions and ensure all inmate communication services are functioning properly.	Read and Agree	
7.017	Upgrades and Performance Process	All said changes shall be made by Bidder at no cost to the FCSO.	Read and Agree	



Section H | ITS Requirements

SECTION H - ITS REQUIREMENTS				
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SUBSECTION 1 - ITS SPECIFIC INSTALLATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	ITS Installation Requirements	All telephone equipment provided shall be fully operational at the time of the initial installation.	Read and Agree	
1.002	ITS Installation Requirements	The telephone sets shall be suitable for a correctional environment, stainless steel, sturdy, non-coin, vandal and tamper resistant; the cord length for the inmate and visitation telephones is specified in Attachment 1- Section K (Facility Specifications).	Read and Agree	
1.003	ITS Installation Requirements	Bidder shall install all new telephone equipment even if the selected Bidder is the incumbent inmate telephone service provider.	Read and Agree	
1.004	ITS Installation Requirements	All telephone equipment shall be powered by the telephone line, not require an additional power source.	Read and Agree	
1.005	ITS Installation Requirements	The telephones must not contain any exterior removable parts.	Read and Agree	
1.006	ITS Installation Requirements	All telephone sets shall include volume control.	Read and Agree	
1.007	ITS Installation Requirements	Bidder shall place placards containing dialing instructions in English, Spanish and Braille on each telephone. Placards shall be replaced each time an inmate telephone set is replaced.	Read and Agree	
1.008	ITS Installation Requirements	At no cost to the FCSO, Bidder shall install additional telephones (inmate and visitation), monitoring and recording equipment as needed, within 30 days of request. This includes newly constructed or expanded buildings and Facilities.	Read and Agree	
1.009	ITS Installation Requirements	If the installation of the additional telephones (inmate and visitation) is not completed within 30 days, Bidder may incur liquidated damages as described in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
SECTION H - ITS REQUIREMENTS				
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SUBSECTION 2 - ITS AND USER APPLICATION SPECIFICATIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	ITS and User Application Specifications	The ITS shall be capable of providing all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling and standard visitation sessions.	Read and Agree	
2.002	ITS and User Application Specifications	The ITS shall be configured to process all or any combination of the following bill types, without limitation; collect, free, pre-paid collect, pre-paid card, debit and/or speed dial.	Read and Agree	
2.003	ITS and User Application Specifications	Bidder shall provide a sufficient amount of bandwidth to ensure inmates are allowed to place calls 99.9% of the time. The FCSO reserves the right to require Bidder to revise its configuration to the FCSO's reasonable satisfaction to resolve any inmate complaints of reception degradation or unavailable service which arise as a result of Bidder's ITS configuration. Such changes shall be completed by Bidder at no cost to the FCSO.	Read and Agree	
2.004	ITS and User Application Specifications	At the FCSO's request, Bidder shall provide a report documenting the completion ratio on a monthly basis or other frequency designated by the FCSO.	Read and Agree	
2.005	ITS and User Application Specifications	The reception quality shall meet telecommunication industry standards and shall be at least equal to the quality available to the general public. Bidder shall accept the FCSO's reasonable decision regarding whether the reception quality is acceptable.	Read and Agree	
2.006	ITS and User Application Specifications	Call acceptance by the called party shall be accomplished for all calls through Dual-Tone Multi-Frequency (DTMF) confirmation ("positive acceptance"). Voice recognition is not an acceptable method for positive acceptance.	Read and Agree	
2.007	ITS and User Application Specifications	The ITS shall be capable of recognizing and distinguishing standard or irregular busy signals, standard or irregular ringing signals, answering machines, voicemail, cellular telephones, ring-back tones, chain dialing.	Read and Agree	



SECTION H - ITS REQUIREMENTS			
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2.008	ITS and User Application Specifications	The ITS shall be configured to monitor the switch hook on the telephone sets. If the switch hook is pushed down or moved from its idle position, the call must be disconnected immediately and the call prompts must come on to prevent fraud or unauthorized dialing. Bidder must assume all responsibility for fraud or unauthorized dialing occurring as a result of the ITS failing to meet this requirement.	Read and Agree
2.009	ITS and User Application Specifications	With each call, the ITS must provide an automated message to advise the called party that:	Read and Agree
2.010	ITS and User Application Specifications	That the call is coming from a correctional facility.	Read and Agree
2.011	ITS and User Application Specifications	The call is coming from a specific inmate.	Read and Agree
2.012	ITS and User Application Specifications	The call may be monitored and recorded.	Read and Agree
2.013	ITS and User Application Specifications	With each call, the ITS shall clearly identify the type of call being placed to the called party: collect, pre-paid, free. This recording must be free of any charges.	Read and Agree
2.014	ITS and User Application Specifications	The ITS shall be able to accommodate the following for recording and playback of an inmate's name to the called party:	Read and Agree
2.015	ITS and User Application Specifications	The inmate may record a name only once (with the first call attempted); the recorded name will be stored in the ITS and shall be played back with all subsequent call attempts. The FCSO requires no more than 2 seconds be allowed for the inmate to record a name; this setting shall be configurable in the ITS; or	Read and Agree
2.016	ITS and User Application Specifications	For calls that are not completed, the ITS shall play a recorded message to the inmate detailing why the call was not completed. The FCSO reserves the right to request Bidder to modify/revise the recordings at any time during the Contract at no cost to The FCSO and within 30 days of the request.	Read and Agree

SECTION H - ITS REQUIREMENTS			
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2.017	ITS and User Application Specifications	ITS shall allow 5 free local or long distance telephone calls per inmate PIN from any inmate telephone at any Facility at the initial time of booking only. Once the inmate has completed the specified number of free calls, the ITS shall process all subsequent calls from the inmate as collect, pre-paid or debit unless the telephone number is configured as free in the ITS. If an inmate returns to custody in any facility (after a 24-hour absence), the inmate shall receive an additional 5 free calls.	Read and Agree
2.018	ITS and User Application Specifications	Following the dialing sequence, Bidder shall configure the ITS to:	Read and Agree
2.019	ITS and User Application Specifications	Allow inmates to remain muted while still being able to hear the call progress (ex: ringing on the line, voicemail pick-up); or	Read and Agree
2.020	ITS and User Application Specifications	In no event shall the inmate be allowed to communicate with the called party until the call is positively accepted.	Read and Agree
2.021	ITS and User Application Specifications	The ITS shall be capable of processing and completing international collect calls.	Read and Agree
2.022	ITS and User Application Specifications	The ITS user application shall allow the following search criteria and filters (without limitation) to be applied to the CDR queries. Bidder shall indicate any of the search criteria which are not currently available:	Read and Agree
2.023	ITS and User Application Specifications	Inmate Name (First, Last);	Read and Agree
2.024	ITS and User Application Specifications	Inmate Personal Identification Number;	Read and Agree
2.025	ITS and User Application Specifications	Record Identifier;	Read and Agree
2.026	ITS and User Application Specifications	Date Range (Start Date/Time and End Date/Time);	Read and Agree
2.027	ITS and User Application Specifications	Facility;	Read and Agree
2.028	ITS and User Application Specifications	Called Number;	Read and Agree
2.029	ITS and User Application Specifications	Originating Number;	Read and Agree
2.030	ITS and User Application Specifications	Station Name;	Read and Agree



SECTION H - ITS REQUIREMENTS

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2.031	ITS and User Application Specifications	Call Type;	Read and Agree
2.032	ITS and User Application Specifications	Bill Type;	Read and Agree
2.033	ITS and User Application Specifications	Duration;	Read and Agree
2.034	ITS and User Application Specifications	Call Amount;	Read and Agree
2.035	ITS and User Application Specifications	Flagged Calls;	Read and Agree
2.036	ITS and User Application Specifications	Monitored Calls;	Read and Agree
2.037	ITS and User Application Specifications	Recording Type;	Read and Agree
2.038	ITS and User Application Specifications	Completion Type;	Read and Agree
2.039	ITS and User Application Specifications	Termination Type;	Read and Agree
2.040	ITS and User Application Specifications	Validation Result;	Read and Agree
2.041	ITS and User Application Specifications	Pre-Paid Card Number;	Read and Agree
2.042	ITS and User Application Specifications	Phone Group(s);	Read and Agree
2.043	ITS and User Application Specifications	Visitation Phone(s); and	Read and Agree
2.044	ITS and User Application Specifications	Custom Search.	Read and Agree
2.045	ITS and User Application Specifications	The ITS user application shall allow CDR query results to be exported in a format selected by the FCSO (.csv, PDF, Microsoft Excel 2010 or greater). Bidder shall indicate which reports are not currently available. Bidder shall include screen shots of the application to demonstrate this feature. Screen shots shall be included in the Bidder's response as outlined in Attachment 1, Section B.1 (Proposal Order).	Read and Agree
2.046	ITS and User Application Specifications	At a minimum, the ITS user application shall be equipped to generate the following standard reports in addition to the CDRs:	Read and Agree

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2.047	ITS and User Application Specifications	Call Statistics by Date Range;	Read and Agree
2.048	ITS and User Application Specifications	Frequently Called Numbers;	Read and Agree
2.049	ITS and User Application Specifications	Frequently Used Personal Identification Numbers;	Read and Agree
2.050	ITS and User Application Specifications	Commonly Called Number;	Read and Agree
2.051	ITS and User Application Specifications	Call Detail Report;	Read and Agree
2.052	ITS and User Application Specifications	Gross Revenue Report by Date Range;	Read and Agree
2.053	ITS and User Application Specifications	Facility Totals and Statistics;	Read and Agree
2.054	ITS and User Application Specifications	Called Party/Number Accepting Report;	Read and Agree
2.055	ITS and User Application Specifications	Fraud/Velocity Report;	Read and Agree
2.056	ITS and User Application Specifications	Total Calls;	Read and Agree
2.057	ITS and User Application Specifications	Personal Allowable Numbers (PAN) Report;	Read and Agree
2.058	ITS and User Application Specifications	Pre-Paid Card Report;	Read and Agree
2.059	ITS and User Application Specifications	Debit Usage Report;	Read and Agree
2.060	ITS and User Application Specifications	Debit Balance and Funding Report;	Read and Agree
2.061	ITS and User Application Specifications	Pre-Paid Card Balance Report;	Read and Agree
2.062	ITS and User Application Specifications	Bill and Call Type Distribution;	Read and Agree
2.063	ITS and User Application Specifications	Phone Usage;	Read and Agree
2.064	ITS and User Application Specifications	Reverse Look-Up;	Read and Agree



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2.065	ITS and User Application Specifications	User Audit Trail ; and	Read and Agree	
2.066	ITS and User Application Specifications	Voice Verification.	Read and Agree	
2.067	ITS and User Application Specifications	The ITS user application shall allow the FCSO to export the reports in a format selected by the FCSO (.csv, PDF, Microsoft Excel 2010 or greater). Bidder shall include screen shots of the application to demonstrate the export feature. Screen shots shall be included in the Bidder's response as outlined in Attachment 1, Section B.1 (Proposal Order).	Read and Agree	
2.068	ITS and User Application Specifications	Bidder shall provide the FCSO with the capability to search, query and export end-user pre-paid account information for investigative purposes. The FCSO shall be capable of validating account holder status, number of pre-paid deposits and associated amounts, generating reports identifying, at a minimum, associated telephone numbers, method of payment, inmates from which calls are accepted, the number of completed calls with an associated date and time, any pre-paid funding fees and other applied charges and taxes.	Read and Agree	
2.069	ITS and User Application Specifications	The ITS shall have the capability to customize reports in a form mutually agreed upon by the FCSO and Bidder.	Read and Agree	
2.070	ITS and User Application Specifications	Bidder's ITS user application shall at a minimum allow:	Read and Agree	
2.071	ITS and User Application Specifications	Report generation to include the reports listed above;	Read and Agree	
2.072	ITS and User Application Specifications	The creation, modification and deactivation of user accounts;	Read and Agree	
2.073	ITS and User Application Specifications	The creation, modification and deactivation of inmate accounts;	Read and Agree	
2.074	ITS and User Application Specifications	The creation and modification of telephone numbers in the ITS including entry of free and privileged telephone numbers without the assistance of Bidder;	Read and Agree	
2.075	ITS and User Application Specifications	Assignment of inmates or an inmate type to an agency, inmate telephone or a group of inmate telephones;	Read and Agree	
2.076	ITS and User Application Specifications	Locating and accessing a specific recording by utilizing a unique recording/call identifier;	Read and Agree	
SECTION H - ITS REQUIREMENTS				
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2.077	ITS and User Application Specifications	Block/unblock telephone numbers without the assistance of Bidder;	Read and Agree	
2.078	ITS and User Application Specifications	Configure an alert that will detect and prohibit a call made to a restricted number, a call using a restricted Personal Identification Number, or a call made from a restricted telephone.	Read and Agree	
2.079	ITS and User Application Specifications	Program a specific speed dial code to selected telephone numbers as determined by the FCSO and at no cost to the FCSO and without the assistance of Bidder; and	Read and Agree	
2.080	ITS and User Application Specifications	Query the CDRs for inmate activities and calling patterns, including the provision of reverse look-up at no cost to the FCSO. The reverse look-up feature shall include, at a minimum, the end-user's name and billing address for all collect and pre-paid calls.	Read and Agree	
2.081	ITS and User Application Specifications	The ITS shall have the capability to allow the FCSO to create, view and track service tickets associated with the ITS or Facilities.	Read and Agree	
2.082	ITS and User Application Specifications	Bidder shall ensure continuous diagnostics and supervision for call processing and call recording. Bidder shall be capable of performing remote diagnostics to the ITS to determine if a problem exists with the telephone, station port, channel, line.	Read and Agree	
2.083	ITS and User Application Specifications	The ITS shall comply with the Americans with Disabilities Act (ADA) requirements including, but not limited to, providing telephones which are accessible to persons in wheelchairs and providing devices that are compatible with Telephone Devices for the Deaf (TDD) and Video Relay Services (VRS).	Read and Agree	
2.084	ITS and User Application Specifications	Bidder shall provide the number of TDD telephones and ports and VRS units specified in Attachment 1, Section K (Facility Specifications); and	Read and Agree	
2.085	ITS and User Application Specifications	TDD telephones shall be able to work with the ITS at the Facilities.	Read and Agree	
2.086	ITS and User Application Specifications	The ITS must offer the called party an option to receive a rate quote during the call acceptance process.	Read and Agree	
2.087	ITS and User Application Specifications	The ITS shall be able to accommodate pro-bono calls to consulates for all countries which may be required for ICE detainees. This option, when requested by the FCSO, shall be provided at no cost to the FCSO. Bidder shall accept the FCSO's direction for how pro bono calling services are configured via the ITS.	Read and Agree	



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2.088	ITS and User Application Specifications	Bidder shall be able to establish an informant line at no cost to the FCSO. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by the FCSO.	Read and Agree	
2.089	ITS and User Application Specifications	Bidder shall work with the FCSO to implement a reporting line which complies with the Prison Rape Elimination Act (PREA) of 2003. Bidder shall accept the FCSO's direction for how the informant line is configured through the ITS. At a minimum, Bidder shall:	Read and Agree	
2.090	ITS and User Application Specifications	Route free calls via the ITS to a destination provided and designated by the FCSO which may be the same as that used for the FCSO informant line.	Read and Agree	
2.091	ITS and User Application Specifications	At no cost to the FCSO, provide a telephone line to the FCSO dedicated for PREA calls to which the calls will be routed as free.	Read and Agree	
2.092	ITS and User Application Specifications	Bidder shall have the capability to allow the FCSO to maintain the same telephone number currently in place at all Facilities and/or utilize any telephone number specified by the FCSO.	Read and Agree	

SUBSECTION 3 - ITS SECURITY FEATURES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	ITS Security Features	The ITS shall prohibit:	Read and Agree	
3.002	ITS Security Features	Direct-dialed calls of any type;	Read and Agree	
3.003	ITS Security Features	Access to a live operator for any type of calls;	Read and Agree	
3.004	ITS Security Features	Access to "411" information services;	Read and Agree	
3.005	ITS Security Features	Access to 800, 866, 888, 877, 900, 911, and any other 800 or 900 type services; and	Read and Agree	
3.006	ITS Security Features	Access to multiple long distance carriers via 950, 800 and 10 10-XXX numbers.	Read and Agree	
3.007	ITS Security Features	The ITS shall prevent call collision or conference calling among telephone stations.	Read and Agree	
3.008	ITS Security Features	The ITS shall be able to shut down and/or disable an individual telephone or telephone group(s) quickly and selectively without affecting other telephones or telephone group(s). The FCSO must be able to shut down the ITS via a workstation, the ITS user application and/or by cut-off switches at several locations including, but not limited to:	Read and Agree	
3.009	ITS Security Features	At demarcation location;	Read and Agree	

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3.010	ITS Security Features	Central control; and	Read and Agree	
3.011	ITS Security Features	By select housing units.	Read and Agree	
3.012	ITS Security Features	The ITS shall not accept any incoming calls. Bidder shall work with the LEC to ensure such control.	Read and Agree	
3.013	ITS Security Features	The ITS, upon detection of a three-way call, forwarded call, conference call shall be able to flag and/or terminate the call immediately. These calls shall be flagged in the CDRs as such.	Read and Agree	
3.014	ITS Security Features	The ITS shall allow the called party to block their telephone number during the call acceptance process.	Read and Agree	
3.015	ITS Security Features	As specified by the FCSO, the ITS shall have the capability to allow calls to specific numbers at specified times during the day.	Read and Agree	
3.016	ITS Security Features	The ITS shall be capable of limiting the length of a call, providing service at specified times of the day and allowing a maximum number of minutes or seconds per inmate, per month. The current call time limit for the Facilities is specified in Attachment 1, Section K (Facility Specifications).	Read and Agree	

SUBSECTION 4 - PERSONAL IDENTIFICATION NUMBER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	Personal Identification Number Application	The Personal Identification Number (PIN) application shall work with the ITS allowing inmates to use PINs to complete calls via the ITS and include all of the following features and functionalities:	Read and Agree	
4.002	Personal Identification Number Application	The capability to provide collect, pre-paid and debit, free and speed dial calling utilizing a PIN.	Read and Agree	
4.003	Personal Identification Number Application	The capability to interface with the FCSO's JMS to allow for inmate PINs to be automatically transferred to the ITS. The JMS contact information is provided in Attachment 1, Section K (Facility Specifications). It is the Bidder's responsibility to contact the JMS provider, establish a working business relationship and identify the requirements necessary to interface with the JMS to ensure Bidder will be able to meet the PIN requirements listed below with the initial implementation. The FCSO shall not be responsible for paying any amount associated with the required interface.	Read and Agree	



SECTION H - ITS REQUIREMENTS				
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4.004	Personal Identification Number Application	The capability to receive, accept and apply alphanumeric characters in an inmate's ID.	Read and Agree	
4.005	Personal Identification Number Application	The capability of accommodating any of the following options for how PINs are received and/or generated by the ITS:	Read and Agree	
4.006	Personal Identification Number Application	JMS generates and sends to the ITS an inmate ID. The ITS stores the inmate ID and generates an additional unique identifier to be added to the inmate ID. The combination of the inmate ID and the additional unique identifier shall be the	Read and Agree	
4.007	Personal Identification Number Application	JMS generates and sends to the ITS an inmate ID along with additional inmate data. The ITS stores the inmate ID and utilizes the additional inmate data to create the complete PIN;	Read and Agree	
4.008	Personal Identification Number Application	JMS generates and sends the complete PIN to the ITS. The ITS stores the complete PIN; or	Read and Agree	
4.009	Personal Identification Number Application	The ITS, without an interface with the JMS, auto-generates the complete PIN.	Read and Agree	
4.010	Personal Identification Number Application	The ITS shall be capable of accepting a bulk data import of existing PIN information from the incumbent Bidder.	Read and Agree	
4.011	Personal Identification Number Application	The ITS shall be capable of accepting a manually entered PIN.	Read and Agree	
4.012	Personal Identification Number Application	If applicable, the interface between the JMS and ITS shall automatically update the status of the PIN in the ITS based on the inmate's status in the JMS (e.g. newly booked, transferred, released). This shall be the required configuration with the initial implementation.	Read and Agree	
4.013	Personal Identification Number Application	The FCSO currently utilizes an 11-digit PIN comprised of a 7-digit inmate ID which is generated by the JMS and manually entered into the ITS and an accompanying unique 4-digit identifier which is generated by the ITS. This will be the required configuration with the initial implementation. PINs are assigned at the time of booking and will be required	Read and Agree	
4.014	Personal Identification Number Application	PINs shall be required for booking/intake phone(s).	Read and Agree	
4.015	Personal Identification Number Application	Once a PIN has been activated in the ITS, the inmate shall only be allowed to place calls from a designated Facility or group of inmate telephones located at the Facility .	Read and Agree	

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4.016	Personal Identification Number Application	When an individual PIN is added or modified in the system, the ITS shall document the date/time and the user making the change.	Read and Agree	
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SUBSECTION 5 - PERSONAL ALLOWABLE NUMBER LISTS (PANs)				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
5.001	PANs	The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN.	Read and Agree	
5.002	PANs	The ITS shall allow authorized users to set a universal quantity of PANs at the inmate level or override the default quantity of PANs for an inmate.	Read and Agree	
5.003	PANs	The quantity of approved telephone numbers within a PAN shall be configurable.	Read and Agree	
5.004	PANs	PANs shall allow authorized users to set a universal quantity of approved telephone numbers for each PIN.	Read and Agree	
5.005	PANs	The ITS shall have the capability to track PAN changes based on a frequency required by the FCSO. The ITS shall have the capability to notify the user if a PAN change is requested to be made outside of the allowed timeframe (e.g. every 90 days).	Read and Agree	
5.006	PANs	The proposed ITS shall document all updates, modifications and/or details for a PAN (e.g. user name, modification made, time/date stamp).	Read and Agree	
5.007	PANs	ITS shall be capable of storing the following information (at a minimum) for each telephone number on the PAN; telephone number, called party name, address and relationship to inmate.	Read and Agree	
5.008	PANs	The PAN application shall include an auto-enroll feature to avoid manual entry of PANs.	Read and Agree	



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SUBSECTION 6 - MONITORING AND RECORDING REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
6.001	Monitoring and Recording Requirements	The ITS shall be capable of monitoring and recording all inmate calls and visitation sessions from any telephone within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain calls and visitation sessions such as attorney-client privilege.	Read and Agree	
6.002	Monitoring and Recording Requirements	The ITS shall be able to exclude all restricted or privileged calls and visitation sessions and clearly designate non-recorded calls/visitation session within the ITS user application.	Read and Agree	
6.003	Monitoring and Recording Requirements	The ITS shall allow designated users at the Facilities to play back a recorded call/visitation session in progress (e.g. live monitoring) via the ITS user application.	Read and Agree	
6.004	Monitoring and Recording Requirements	The ITS shall be capable of recording calls/visitation sessions in a manner allowing designated users to isolate the inmate or the end-user side of the recording for playback.	Read and Agree	
6.005	Monitoring and Recording Requirements	The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.	Read and Agree	
6.006	Monitoring and Recording Requirements	The live monitoring feature shall display a list of calls in progress to allow the FCSO to scan through all calls in progress or to listen to a specific call. At minimum the default view shall sort calls in chronological order. Private calls, such as attorney calls, shall be indicated as such in the display window. For the purpose of call monitoring, the FCSO prefers that the ITS display the fields below. Bidder shall indicate any display fields not currently available.	Read and Agree	
6.007	Monitoring and Recording Requirements	Call Start Time;	Read and Agree	
6.008	Monitoring and Recording Requirements	Facility;	Read and Agree	
SECTION H - ITS REQUIREMENTS				
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6.009	Monitoring and Recording Requirements	Phone Location Name;	Read and Agree	
6.010	Monitoring and Recording Requirements	Inmate Name;	Read and Agree	
6.011	Monitoring and Recording Requirements	Inmate PIN;	Read and Agree	
6.012	Monitoring and Recording Requirements	Called Number;	Read and Agree	
6.013	Monitoring and Recording Requirements	Private/Attorney Call;	Read and Agree	
6.014	Monitoring and Recording Requirements	Called City, State;	Read and Agree	
6.015	Monitoring and Recording Requirements	Call Type;	Read and Agree	
6.016	Monitoring and Recording Requirements	Bill Type;	Read and Agree	
6.017	Monitoring and Recording Requirements	Cost;	Read and Agree	
6.018	Monitoring and Recording Requirements	Call Status;	Read and Agree	
6.019	Monitoring and Recording Requirements	Alert; and	Read and Agree	
6.020	Monitoring and Recording Requirements	Duration.	Read and Agree	



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6.021	Monitoring and Recording Requirements	All CDRs, including all attempted and completed calls, shall be stored online for the life of the Contract. A copy of all CDRs shall be stored by the Bidder for a minimum period of 2 years following the expiration of the Contract.	Read and Agree	
6.022	Monitoring and Recording Requirements	All call recordings and visitation sessions shall be stored online for the life of the Contract. A copy of all recordings shall be stored by the Bidder for a period of 2 years following the expiration or termination of the Contract and any renewal terms.	Read and Agree	
6.023	Monitoring and Recording Requirements	Bidder shall be responsible for supplying all storage media (CDs/DVDs, USB drives) at no cost to the FCSO throughout the life of the Contract and any renewal terms.	Read and Agree	
6.024	Monitoring and Recording Requirements	Bidder shall provide the FCSO with the number of workstations indicated in Attachment 1, Section K (Facility Specifications). The workstations shall work in real-time with the ITS, for such monitoring, recording and reporting. The workstations shall each include a CD/DVD burner, flat screen monitor, speakers (built in or external), mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent).	Read and Agree	
6.025	Monitoring and Recording Requirements	Bidder shall provide remote access to the ITS at no cost to the FCSO.	Read and Agree	
6.026	Monitoring and Recording Requirements	The provision of remote access shall allow the FCSO the same features and functionalities, permitted by the user's level of access, available on a Bidder-provided workstation.	Read and Agree	
6.027	Monitoring and Recording Requirements	For the term of the Contract, the FCSO shall have access to all CDRs from all workstations and remote access computers, based on the user's access level.	Read and Agree	
6.028	Monitoring and Recording Requirements	The ITS shall be capable of providing alerts for certain calling events and, at a minimum, allow designated users to receive or be forwarded a live call/visitation session to a specified destination.	Read and Agree	
6.029	Monitoring and Recording Requirements	The ITS user application shall copy/export recordings with no loss in quality and shall be capable of placing an audio and visual date/time stamp with the recording.	Read and Agree	

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6.030	Monitoring and Recording Requirements	The ITS shall be capable of emailing and copying recorded calls and visitation sessions onto a CD/DVD or other storage medium in audio or MP3/data format with tamper free capabilities.	Read and Agree	
6.031	Monitoring and Recording Requirements	The FCSO reserves the right to require Bidder to provide onsite storage of all call recording as no cost.	Read and Agree	



Section I | VVS Requirements

SECTION I - VVS REQUIREMENTS				
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SUBSECTION 1 - VIDEO VISITATION SERVICE				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable the FCSO to initiate, monitor, record, and retrieve video visitation sessions.	Read and Agree	
1.002	Video Visitation Service	The proposed VVS shall provide all operational features and system requirements applicable to all video visitation sessions placed through the VVS including inmate to general public, inmate to court, and inmate to attorney video visitation sessions.	Read and Agree	
1.003	Video Visitation Service	The VVS shall interface with the FCSO's JMS/ITS to allow for inmate and visitor information to be automatically transferred to the VVS. The FCSO will not be responsible for paying any amount(s) associated with the required interface(s). The FCSO prefers the inmate identifier utilized for the ITS is the same inmate identifier for the VVS.	Read and Agree	
1.004	Video Visitation Service	The FCSO requires the VVS to complete onsite video visitation sessions at no cost to the general public or inmate and remote video visitation sessions.	Read and Agree	
1.005	Video Visitation Service	Bidder shall provide internet test capability to remote video visitors.	Read and Agree	
1.006	Video Visitation Service	The VVS must be able to shut down and/or disable an individual video visitation station or group of video visitation stations quickly and selectively without affecting other video visitation stations.	Read and Agree	
1.007	Video Visitation Service	The VVS shall be capable of differentiating onsite and remote video visitation sessions. Further, the VVS shall be capable of limiting the length of a video visitation session providing service at certain times of the day/week/month and allowing a maximum number of video visitation sessions per inmate per week or month.	Read and Agree	
1.008	Video Visitation Service	Bidder must have the capability to provide remote access to the VVS at no additional cost. The provision of remote access shall allow the FCSO the same features and functionalities, permitted by the user's level of access, available on a control workstation.	Read and Agree	

SECTION I - VVS REQUIREMENTS				
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SUBSECTION 2 - VVS SPECIFIC INSTALLATION REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	VVS Installation Requirements	Bidder shall provide the FCSO the number of VVS control workstation(s) specified in Attachment 1 - Section K (Facility Specifications). The workstations shall work in real-time with the VVS, for monitoring, recording and reporting. The workstation shall each include a CD/DVD burner, 2 flat screen monitors, built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent). Bidder shall also provide FCSO the number of monitoring TVs (46" or greater) specified in Attachment 1 - Section K (Facility Specifications).	Read and Agree	
2.002	VVS Installation Requirements	VVS stations shall be suitable for a correctional environment, stainless steel, sturdy, vandal and tamper resistant with a shatter proof screen. VVS stations shall include the cord length requirements as those for telephone sets as described in Attachment 1, Section K (Facility Specifications).	Read and Agree	
2.003	VVS Installation Requirements	The VVS stations shall not include any removable parts.	Read and Agree	
2.004	VVS Installation Requirements	The VVS stations shall include volume control.	Read and Agree	
2.005	VVS Installation Requirements	Bidder shall install all new VVS equipment even if the selected Bidder is the incumbent Bidder.	Read and Agree	
2.006	VVS Installation Requirements	VVS stations shall include picture-in-picture viewing.	Read and Agree	
2.007	VVS Installation Requirements	Upon installation of the VVS, Bidder will be responsible for providing all labor, equipment, supplies, materials, software, configuration (hardware, software, networking and bandwidth), documentation, testing and training necessary for the completion of the installation.	Read and Agree	
2.008	VVS Installation Requirements	The VVS must provide high-quality, stereo audio and broadcast-quality video while meeting the industry quality standards.	Read and Agree	



SECTION I - VVS REQUIREMENTS				
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2.009	VVS Installation Requirements	Upon completion of the initial installation and any ongoing installations, Bidder shall provide the FCSO with a list of inmate and visitor video visitation stations, specifications, and location of each unit.	Read and Agree	
2.010	VVS Installation Requirements	Video visitation rate use flyers and/or additional video visitation related information shall be provided by Bidder upon FCSO's request and at no cost.	Read and Agree	
2.011	VVS Installation Requirements	At no cost to the FCSO, Bidder shall install additional VVS stations (inmate and visitation), including monitoring and recording equipment as needed, within 45 days of request. This includes newly constructed or expanded Facilities. If Bidder fails to provide and install the additional visitation units within 45 days the Bidder shall be liable for liquidated damages as described in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	VVS Registration and Scheduling	The VVS shall prohibit the scheduling of video visitation sessions for any visitor who has not been approved by the FCSO following the registration process.	Read and Agree	
3.002	VVS Registration and Scheduling	The VVS shall include a web-based scheduling application allowing visitors (public and professional) to register, schedule, fund and/or cancel video visitation sessions using an internet browser and internet connection.	Read and Agree	
3.003	VVS Registration and Scheduling	The VVS shall have the capability to allow smart phone scheduling.	Read and Agree	
3.004	VVS Registration and Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.	Read and Agree	
3.005	VVS Registration and Scheduling	The VVS shall be capable of requiring the general public to acknowledge and agree to the terms and conditions associated with the FCSO's visitation policies as part of the registration process and with each scheduled visitation session.	Read and Agree	
3.006	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the registration process:	Read and Agree	
3.007	VVS Registration and Scheduling	First Name;	Read and Agree	
SECTION I - VVS REQUIREMENTS				
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3.008	VVS Registration and Scheduling	Last Name;	Read and Agree	
3.009	VVS Registration and Scheduling	Email;	Read and Agree	
3.010	VVS Registration and Scheduling	Telephone Number / Cell Phone;	Read and Agree	
3.011	VVS Registration and Scheduling	Username; and	Read and Agree	
3.012	VVS Registration and Scheduling	Password.	Read and Agree	
3.013	VVS Registration and Scheduling	At a minimum, the VVS shall obtain and store the following information for the visitor as part of the scheduling process:	Read and Agree	
3.014	VVS Registration and Scheduling	First Name;	Read and Agree	
3.015	VVS Registration and Scheduling	Middle Name;	Read and Agree	
3.016	VVS Registration and Scheduling	Last Name;	Read and Agree	
3.017	VVS Registration and Scheduling	Credit Card;	Read and Agree	
3.018	VVS Registration and Scheduling	Email;	Read and Agree	
3.019	VVS Registration and Scheduling	Physical Address (Street Address, City, State, Zip);	Read and Agree	
3.020	VVS Registration and Scheduling	Telephone Number;	Read and Agree	
3.021	VVS Registration and Scheduling	Identification Type;	Read and Agree	
3.022	VVS Registration and Scheduling	ID Number;	Read and Agree	
3.023	VVS Registration and Scheduling	Username; and	Read and Agree	
3.024	VVS Registration and Scheduling	Password.	Read and Agree	



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3.025	VVS Registration and Scheduling	The VVS shall have the capability to track all inmate housing unit assignments, movements, and releases. The VVS shall automatically cancel all sessions associated with an inmate if the inmate gets released.	Read and Agree	
3.026	VVS Registration and Scheduling	The VVS shall be capable of sending the general public an email or text notification confirming the scheduled or canceled visit.	Read and Agree	
3.027	VVS Registration and Scheduling	The VVS shall have the capability to display upcoming daily video visitation session information on one or multiple inmate station screens (i.e. inmate name, time of visit).	Read and Agree	
3.028	VVS Registration and Scheduling	The VVS shall be capable of accommodating different sets of rules for onsite standard visitation, onsite video visitation and remote video visitation sessions.	Read and Agree	
SUBSECTION 4 - VVS USER APPLICATION				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	VVS User Application	The VVS must provide specific information for tracking inmate and visitor activities and patterns by, at a minimum, the following criteria:	Read and Agree	
4.002	VVS User Application	Inmate ID number;	Read and Agree	
4.003	VVS User Application	Inmate name;	Read and Agree	
4.004	VVS User Application	Visitor name;	Read and Agree	
4.005	VVS User Application	Date and time of visit;	Read and Agree	
4.006	VVS User Application	Inmate video visitation station; and	Read and Agree	
4.007	VVS User Application	Daily, weekly and monthly visit statistics.	Read and Agree	
4.008	VVS User Application	The VVS shall have the capability to allow authorized the FCSO staff to create the following restrictions with customizable durations:	Read and Agree	
4.009	VVS User Application	Restrict a visitor from visiting certain inmate(s);	Read and Agree	
4.010	VVS User Application	Restrict an inmate from visiting ALL visitors;	Read and Agree	
4.011	VVS User Application	Restrict a visitor from visiting ALL inmates; and	Read and Agree	
4.012	VVS User Application	Restrict an inmate from having remote video visits (onsite video visits only).	Read and Agree	
4.013	VVS User Application	The VVS user application shall have the capability to support the following functions:	Read and Agree	
4.014	VVS User Application	Set user ID;	Read and Agree	
SECTION I - VVS REQUIREMENTS				
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4.015	VVS User Application	Set/reset password;	Read and Agree	
4.016	VVS User Application	Capture the user's first, middle and last name;	Read and Agree	
4.017	VVS User Application	Manually terminate standard or video visitation sessions;	Read and Agree	
4.018	VVS User Application	Report status of all standard and video visitation sessions (online or idle);	Read and Agree	
4.019	VVS User Application	Stop, pause and restart any running visit;	Read and Agree	
4.020	VVS User Application	Allow the FCSO to enter comments or add notes to a visit;	Read and Agree	
4.021	VVS User Application	Allow for station reassignment during any running visit;	Read and Agree	
4.022	VVS User Application	Allow for visitation time extension during any running visit;	Read and Agree	
4.023	VVS User Application	Customize the number of visits per the monitoring screen and the page rotation duration;	Read and Agree	
4.024	VVS User Application	Designate a visitor as being an attorney (or other professional) type of visitor;	Read and Agree	
4.025	VVS User Application	Manually schedule standard or video visitation sessions for a particular inmate, station, and date and time, on behalf of visitor(s);	Read and Agree	
4.026	VVS User Application	Allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded;	Read and Agree	
4.027	VVS User Application	Allow authorized users to download, share and/or view recordings; and	Read and Agree	
4.028	VVS User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).	Read and Agree	
SUBSECTION 5 - VVS MONITORING AND RECORDING REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
5.001	VVS Monitoring and Recording Requirements	The VVS must permit the FCSO to fully record and monitor all standard and video visitation sessions from any standard or video visitation station within the Facilities unless there are restrictions that prohibit the recording and monitoring of certain sessions such as attorney-client restrictions.	Read and Agree	
5.002	VVS Monitoring and Recording Requirements	The VVS shall automatically start each video visitation session at the designated start time.	Read and Agree	
5.003	VVS Monitoring and Recording Requirements	The VVS shall allow the FCSO to determine if a visit is to be cancelled if the visitor does not check-in on time or after a set amount of time, and if the visitation session will count against the inmate's visitation quota.	Read and Agree	



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

SECTION I - VVS REQUIREMENTS

This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

5.004	VVS Monitoring and Recording Requirements	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.	Read and Agree	
5.005	VVS Monitoring and Recording Requirements	The VVS shall include an alert system that will detect visitation sessions made by a particular inmate or visitor.	Read and Agree	
5.006	VVS Monitoring and Recording Requirements	The VVS should have the capability to display an onscreen countdown clock timer on the Inmate and the visitor stations.	Read and Agree	
5.007	VVS Monitoring and Recording Requirements	The FCSO requires the retention of video visitation sessions online for 90 days.	Read and Agree	
5.008	VVS Monitoring and Recording Requirements	The VVS shall store 90 days worth of the video visitation sessions for the life of the Contract plus 2 years after the termination of the Contract.	Read and Agree	



Section J | Tablet and Kiosk Requirements

SECTION J - TABLET AND KIOSK REQUIREMENTS
 This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

SUBSECTION 1 - TABLET SPECIFICATIONS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
1.001	Tablet Specifications	Tablets shall interface with the FCSO's JMS/ITS to allow for inmate and visitor information to be automatically transferred to the Tablets. The FCSO will not be responsible for paying any amount(s) associated with the required interface(s). The FCSO prefers the same inmate identifier is used for Tablets as the inmate identifier for ITS and VVS.	Read and Agree	
1.002	Tablet Specifications	Tablets shall be configured to only allow inmates access to the services and applications approved by the FCSO. Additional applications shall be mutually agreed upon by the FCSO and Bidder. Inmates shall be prohibited from having any access to any external applications. Tablets must communicate with pre-approved applications and servers only.	Read and Agree	
1.003	Tablet Specifications	Tablets shall be restricted to Bidder wireless access points only and shall be unable to connect to other wireless network access points.	Read and Agree	
1.004	Tablet Specifications	Bidder shall provide the FCSO with remote access to Tablets at no cost to the FCSO for the purpose of administering, monitoring, overseeing and reviewing transactions and activity associated with the applications and services offered. The following reports (at a minimum), shall be made available for each Facility as applicable for monitoring and investigative purposes. New reports, as requested by the FCSO, shall be developed and provided by Bidder at no cost to the FCSO:	Read and Agree	
1.005	Tablet Specifications	Transactions by inmate;	Read and Agree	
1.006	Tablet Specifications	Application usage by inmate;	Read and Agree	
1.007	Tablet Specifications	Totals by inmate;	Read and Agree	
1.008	Tablet Specifications	Totals by Tablet;	Read and Agree	
1.009	Tablet Specifications	Daily, weekly and monthly statistics.	Read and Agree	
1.010	Tablet Specifications	Bidder's user application for the Tablet solution shall provide the capability to export the reports in a mutually agreed upon format agreed to by the FCSO and Bidder.	Read and Agree	

SECTION J - TABLET AND KIOSK REQUIREMENTS
 This section of the RFP requires a response from Bidder. Bidder shall indicate whether Bidder will comply with the requirement, as written. Bidder shall specify "Read and Agree" or "Read and Do Not Agree" in the BIDDER RESPONSE space. Items answered with "Read and Agree" require no further comment or explanation from Bidder. Items answered with "Read and Do Not Agree" require a statement from the Bidder in the BIDDER COMMENT space as to why the requirement cannot be met and an explanation of how the Bidder proposes to meet the FCSO's needs without the required item. All statements where Bidder responded with "Read and Do Not Agree" must be listed in Attachment 1, Section M (Exceptions to RFP). Bidder comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).

1.011	Tablet Specifications	Bidder shall have the capability to disable and/or shut off services to a single Tablet or group of Tablets based on the user level and password, and not interrupt other Tablets.	Read and Agree	
1.012	Tablet Specifications	Tablets shall be provided to the FCSO pre-loaded with the FCSO approved applications offering a variety of games, music, entertainment and education, as well as free applications / services.	Read and Agree	
1.013	Tablet Specifications	Tablets provided by Bidder shall be configured to provide certain "free" services to the inmate population at no charge. Such "free" services shall include:	Read and Agree	
1.014	Tablet Specifications	Clock;	Read and Agree	
1.015	Tablet Specifications	Calendar;	Read and Agree	
1.016	Tablet Specifications	Dictionary;	Read and Agree	
1.017	Tablet Specifications	Calculator;	Read and Agree	
1.018	Tablet Specifications	PDF documents approved by the FCSO;	Read and Agree	
1.019	Tablet Specifications	PDF viewer;	Read and Agree	
1.020	Tablet Specifications	Electronic submission of inmate requests;	Read and Agree	
1.021	Tablet Specifications	E-Books (Project Gutenberg and newsfeed);	Read and Agree	
1.022	Tablet Specifications	Commissary purchases;	Read and Agree	
1.023	Tablet Specifications	Debit purchases;	Read and Agree	
1.024	Tablet Specifications	Trust/commissary/debit account look-up;	Read and Agree	
1.025	Tablet Specifications	Inmate handbook;	Read and Agree	
1.026	Tablet Specifications	West Law Inmate Law Library	Read and Agree	
1.027	Tablet Specifications	Inmate notices/bulletins; and	Read and Agree	
1.028	Tablet Specifications	Court date/release information.	Read and Agree	
1.029	Tablet Specifications	All content must be pre-approved prior to the content being made available to the inmate population. If content is made available for download or streaming to inmate Tablets that is either not preapproved by the FCSO or was disapproved by the FCSO, each instance is subject to liquidated damages as described in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	



SECTION J - TABLET AND KIOSK REQUIREMENTS

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1.030	Tablet Specifications	The FCSO requires Vendor provide law library for inmate use on the Tablets through West Law. The FCSO will not be responsible for any licensing fees or costs associated with this feature. It is the Bidder's responsibility to contact the Law Library provider, establish a working business relationship and identify the requirements necessary to interface with the Law Library provider and allow access via the tablets. The FCSO shall not be responsible for paying any amount associated with the required interface or access.	Read and Agree	
1.031	Tablet Specifications	The reports shall be available to the FCSO and its agency partners from all control workstations and remote access computers depending on the user's access level.	Read and Agree	

SUBSECTION 2 - TABLET SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
2.001	Tablet Installation Requirements	Tablets shall be suitable for a correctional environment, sturdy, vandal and tamper resistant and shall be enclosed in a durable, sealed case.	Read and Agree	
2.002	Tablet Installation Requirements	Tablets shall not utilize external speakers. Bidder shall ensure earbuds are clear and designed in accordance with standard correctional security and environmental concerns, including suicide prevention.	Read and Agree	
2.003	Tablet Installation Requirements	Grievance application shall integrate with the FCSO required internal grievance system at no cost to the FCSO.	Read and Agree	
2.004	Tablet Installation Requirements	Tablets shall be capable of restricting inmate usage to the specific housing units to which the inmate is assigned.	Read and Agree	
2.005	Tablet Installation Requirements	Bidder shall provide additional Tablets, WAPs and charging stations, as needed, throughout the term of the Contract at no cost to the FCSO.	Read and Agree	
2.006	Tablet Installation Requirements	Bidder shall provide informational flyers/posters in both English and Spanish outlining all Tablet services/offers, and the cost of those services to post at the Facilities at no cost to the FCSO.	Read and Agree	
2.007	Tablet Installation Requirements	Upon completion of the initial installation and any ongoing installations, Bidder shall provide the FCSO with a list of all Tablets, charging stations, equipment specifications and locations of each device.	Read and Agree	
2.008	Tablet Installation Requirements	Bidder shall provide the FCSO with the number of mobile charging stations as outlined in Attachment 1, Section K (Facility Specifications).	Read and Agree	

SECTION J - TABLET AND KIOSK REQUIREMENTS

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SUBSECTION 3 - ELECTRONIC MESSAGING VIA TABLETS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
3.001	Electronic Messaging via Tablets	The FCSO requires that electronic messaging shall be made available to inmates via the Tablets to send and receive electronic mail and/or text messages at the rates specified in Attachment 1, Section L (Rates, Fees and Revenue Share).	Read and Agree	
3.002	Electronic Messaging via Tablets	Bidder shall ensure that its electronic messaging using Tablets does not allow for inmates to communicate with other inmates.	Read and Agree	
3.003	Electronic Messaging via Tablets	The electronic messaging application shall have security features in place to ensure that the inmate can only send electronic messages to contacts who have already sent an inbound electronic message to the inmate.	Read and Agree	
3.004	Electronic Messaging via Tablets	Authorized users shall be able to review and approve/disapprove any outgoing or incoming electronic messages before the electronic message is made available to the end-user or inmate.	Read and Agree	
3.005	Electronic Messaging via Tablets	Bidder's electronic message application shall have the capability to flag certain keywords for investigative review; The FCSO shall have the capability to specify keywords, phrases and colloquialisms to be added to the security scanning feature, which shall be searchable. Bidder shall offer a default dictionary of such.	Read and Agree	
3.006	Electronic Messaging via Tablets	The FCSO reserves the right to specify the allowed number of characters to be transmitted in any incoming and outgoing electronic message; this shall be configurable based on the FCSO's request.	Read and Agree	
3.007	Electronic Messaging via Tablets	Bidder's electronic messaging application shall store all electronic messages, in a searchable format, for the life of the Contract plus two (2) years after expiration/termination of the Contract.	Read and Agree	



SECTION J - TABLET AND KIOSK REQUIREMENTS
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SUBSECTION 4 - KIOSK REQUIREMENTS				
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	BIDDER RESPONSE	BIDDER COMMENT
4.001	Kiosks	Bidder shall install booking kiosks to allow newly booked inmates to deposit funds into their trust accounts at the time of booking. Booking Kiosks shall accept cash, coins, and debit/credit cards at no cost to the FCSSO.	Read and Agree	
4.002	Kiosks	The FCSSO requires Bidder to provide payment kiosks at the Facilities for use by visitors to the Facilities. The kiosk payment services shall include, but not be limited to, deposits into an inmate trust, commissary, pre-paid collect or debit account.	Read and Agree	
4.003	Kiosks	Bidder shall install the number of booking and lobby kiosks specified in Attachment 1, Section K (Facility Specifications) at no cost to the FCSSO.	Read and Agree	
4.004	Kiosks	Booking and lobby Kiosks must print a receipt for each transaction.	Read and Agree	
4.005	Kiosks	Upon each completed transaction, the booking kiosk(s) shall print receipts and take a picture of the inmate/user. The booking kiosk shall be capable of providing (2) two copies of a receipt for every completed transactions - one to be provided to the inmate and one for the Facility.	Read and Agree	
4.006	Kiosks	The FCSSO will not be responsible for any costs associated with an interface, if one is required, to implement any of the technologies associated with the kiosks.	Read and Agree	
4.007	Kiosks	Bidder will follow the FCSSO directions in the location and placement of the kiosks.	Read and Agree	
4.008	Kiosks	Kiosks shall be installed during the normal business hours or as specified by the Facility Administrator.	Read and Agree	
4.009	Kiosks	Bidder shall not charge deposit fees for funds deposited through the booking kiosks. Bidder must specify the charges for visitor use of the lobby Kiosks in Attachment 1, Section L (Rates, Fees, and Revenue Share).	Read and Agree	

SECTION J - TABLET AND KIOSK REQUIREMENTS
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4.010	Kiosks	Before any changes to the fees/charges associated with deposits through the lobby kiosks are implemented, Bidder must submit a written request to receive approval from the FCSSO. The FCSSO will respond to Bidder's request. Unapproved adjustments implemented without the prior approval from the FCSSO are subject to liquidated damages as described in RFP#202001 Section 12.8 (Liquidated Damages).	Read and Agree	
4.011	Kiosks	Every Tuesday, Bidder shall provide to the FCSSO a detailed weekly ACH reconciliation report that includes all credit and debit card and cash transactions for the preceding week. (Monday-Sunday)	Read and Agree	
4.012	Kiosks	Vendor shall be responsible for maintaining and properly securing all tools and keys associated with the kiosks.	Read and Agree	
4.013	Kiosks	Vendor agrees to provide cash collection services for the kiosks at no cost to the FCSSO and at a frequency approved by the FCSSO. It is expressly understood the FCSSO reserves the right to require any armed personnel (e.g. armored car personnel or Bidder personnel) to disarm prior to entering the Facilities.	Read and Agree	
4.014	Kiosks	Bidder shall be responsible for all maintenance, including all repairs and replacements, collections, accounting, reporting and remitting of funds back to the FCSSO for deposit into the appropriate inmate accounts at no cost to the FCSSO.	Read and Agree	



Section K | Facility Specifications

SECTION K - FACILITY SPECIFICATIONS			
SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIREMENTS			
Data Category	Adult Detention Center (ADC)	Adult Incarceration Branch (AIB)	Mt. Vernon District Police Station (MTV)
Average Daily Population (ADP):	863	86	8
Number of Beds:	1,300	200	12
Inmate Type:	N/A	N/A	N/A
Call Time Limit:	30 Minutes	30 Minutes	30 Minutes
Hours of Availability for Inmate Telephones:	8:00 am until 11:00 pm/Day for	8:00 am until 11:00 pm/Day	3
Hours of Availability for Booking Telephones:	24/7	24/7	24/7
Inmate Telephones Required:	269	27	N/A
Required Telephone Cord Length (Inmate	18"	18"	18"
Visitation Telephones Required:	Area 1 - 66 (33 Booths) Area 2 - 18 (9 Booths)	N/A	N/A
Required Telephone Cord Length (Visitation	18"	18"	18"
Portable/Cordless Phones Required:	3	N/A	1
ITS/VVS Dual Purpose Workstations:	3	1	2
TDD Devices Required:	2	N/A	N/A
VRS Devices Required:	2	1	N/A
Public Payphones Required:	6	1	N/A
Inmate Video Visitation Stations Required:	86	30	0
Required Cord Length (Inmate Video Visitation Stations):	18"	18"	18"
General Public Video Visitation Stations:	4	N/A	N/A
Required Cord Length (General Public Video Visitation Stations):	18"	18"	18"
VVS Monitoring Workstations w/TVs:	3	1	N/A
Required Tablets with Charging Stations:	288	29	N/A
Required Kiosks (Lobby/Public Deposits):	2	1	N/A
Required Kiosks (Booking/Intake):	2	1	N/A
Required Kiosks (VVS Visitor Registration):	N/A	N/A	N/A
SUBSECTION 2 - INTERFACE CONTACT INFORMATION			
Service Provider Type	Company & Contact Name	Contact Telephone Number	Email
JMS	SIMMS	Richard Smith - 703-501-7567	richard.smith@fairfaxcounty.gov
Commissary	Aramark	Patrick Hayes - 703-223-6675	Hayes-Patrick@aramark.com
Law Library	Lexus Nexus	Eli Rejelli - 703-246-4440	elirejelli@fairfaxcounty.gov
Inmate Banking Software	JailTracker	Richard Mackin - 405-810-8008	rmackin2@JailTracker.com
SUBSECTION 3 - AVERAGE MONTHLY STATISTICS (BASED ON 12 MONTHS OF DATA)			
Category	Number of Calls	Number of Minutes	Bulk Purchases
Collect/Direct Bill	524	2,709	N/A
Pre-Paid Collect	597,408	7,424,440	N/A
Pre-Paid Card/Debit	247,613	2,604,661	N/A
SUBSECTION 4 - CURRENT ITS CALLING RATES			
Category	Per Minute	Avg Cost/Call: 15 Minutes	Avg Cost/Call
Local			
Collect/Direct Bill	\$ 0.11	\$ 1.65	This Section Intentionally Left Blank
Pre-Paid Collect	\$ 0.09	\$ 1.35	
Pre-Paid Card/Debit	\$ 0.07	\$ 1.05	
Intralata/Intrastate			
Collect/Direct Bill	\$ 0.20	\$ -	
Pre-Paid Collect	\$ 0.14	\$ 2.10	
Pre-Paid Card/Debit	\$ 0.10	\$ 1.50	
Intralata/Interstate			
Collect/Direct Bill	\$ 0.20	\$ -	
Pre-Paid Collect	\$ 0.14	\$ 2.10	
Pre-Paid Card/Debit	\$ 0.10	\$ 1.50	



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SECTION K - FACILITY SPECIFICATIONS			
Interlata/Interstate			
Collect/Direct Bill	\$	0.20	\$ 3.00
Pre-Paid Collect	\$	0.14	\$ 2.10
Pre-Paid Card/Debit	\$	0.10	\$ 1.50
International			
Collect/Direct Bill	\$	-	\$ -
Pre-Paid Collect	\$	-	\$ -
Pre-Paid Card/Debit	\$	0.75	\$ 11.25
Intracell (Rated as Local)			
Collect/Direct Bill	\$	0.11	\$ -
Pre-Paid Collect	\$	0.09	\$ 1.35
Pre-Paid Card/Debit	\$	0.07	\$ 1.05
This Section Intentionally Left Blank			
SUBSECTION 5 - CURRENT ITS FEES			
Fee Description	Amount		Frequency
Pre-Paid Collect Funding Fee			
IVR/Automated	\$	3.00	Per Transaction
Live Representative	\$	5.00	Per Transaction
Third Party (Vendor Specify)	\$	5.50	Per Transaction
This Section Intentionally Left Blank			



Section L | Rates, Fees and Revenue Share

SECTION L - RATES, FEES AND REVENUE SHARE					
SECTION 1 - ITS RATES AND FEES					
OPTION 1 ITS REQUIRED CALLING RATES			OPTION 2 ITS ALTERNATIVE (LOWER) CALLING RATES (VENDOR TO SPECIFY)		
Category	Per Minute Rate	Avg Cost/Call: 15 Minutes	Category	Per Minute Rate	Avg Cost/Call: 15 Minutes
Local			Local		
Collect/Direct Bill	\$ 0.11	\$ 1.65	Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35	Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Debit	\$ 0.07	\$ 1.05	Pre-Paid Debit	\$ 0.07	\$ 1.05
Intralata/Intrastate			Intralata/Intrastate		
Collect/Direct Bill	\$ 0.20	\$ 3.00	Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.14	\$ 2.10	Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Debit	\$ 0.10	\$ 1.50	Pre-Paid Debit	\$ 0.07	\$ 1.05
Interlata/Interstate			Interlata/Interstate		
Collect/Direct Bill	\$ 0.20	\$ 3.00	Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.14	\$ 2.10	Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Debit	\$ 0.10	\$ 1.50	Pre-Paid Debit	\$ 0.07	\$ 1.05
Interlata/Interstate			Interlata/Interstate and Domestic International		
Direct Bill	\$ 0.20	\$ 3.00	Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.14	\$ 2.10	Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Card/Debit	\$ 0.10	\$ 1.50	Pre-Paid Debit	\$ 0.07	\$ 1.05
Domestic International			International		
Collect/Direct Bill	\$ 0.20	\$ 3.00	Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.14	\$ 2.10	Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Debit	\$ 0.10	\$ 1.50	Pre-Paid Debit	\$ 0.07	\$ 1.05
International			International		
Collect/Direct Bill	\$ -	\$ -	Collect/Direct Bill	\$ -	\$ -
Pre-Paid Collect	\$ -	\$ -	Pre-Paid Collect	\$ -	\$ -
Pre-Paid Debit	\$ 0.75	\$ 11.25	Pre-Paid Debit	\$ 0.07	\$ 1.05
Intracell (Rated as Local)			Intracell (Rated as Local)		
Collect/Direct Bill	\$ 0.11	\$ 1.65	Collect/Direct Bill	\$ 0.11	\$ 1.65
Pre-Paid Collect	\$ 0.09	\$ 1.35	Pre-Paid Collect	\$ 0.09	\$ 1.35
Pre-Paid Debit	\$ 0.07	\$ 1.05	Pre-Paid Debit	\$ 0.07	\$ 1.05

SECTION L - RATES, FEES AND REVENUE SHARE					
ITS REQUIRED FEES			ITS ALTERNATIVE FEE STRUCTURE (VENDOR TO SPECIFY)		
Fee Type	Amount	Frequency	Fee Type	Amount	Frequency
Collect Billing Fee	\$ -	Monthly	Collect Billing Fee	\$ -	Monthly
Pre-Paid Collect Funding Fee			Pre-Paid Collect Funding Fee		
IVR/Automated	\$ 3.00	Per Deposit	IVR/Automated	\$ 3.00	Per Deposit
Live Representative	\$ 5.95	Per Deposit	Live Representative	\$ 5.95	Per Deposit
Third Party (Bidder Specify)	Pass-Through Only		Third Party (Bidder Specify)	Pass-Through Only	
REVENUE SHARE			REVENUE SHARE (VENDOR TO SPECIFY)		
Category	Amount		Category	Amount	
Financial Guarantee	\$750,000.00		Financial Guarantee (Must be equal or an increase than required amount)	\$750,000.00	
Upfront Supplemental Payment	Smart Communications will provide a one-time upfront supplement payment of \$100,000.00. Smart Communications will also provide our patented MailGuard® Postal Mail Elimination System service (a \$127,500.00 annual value); (3) Metrasense CellSense® Portable Cell Phone/Metal Detectors with onsite training for no charge (a \$37,500.00+ value); (4) complimentary rooms (up to 8 registration tickets) to attend our annual Technology Training Summit Cruise (a \$28,000.00+ annual value); SmartRequest™ Digital Request/Grievance/Medical Form Platform service; Smart Communications also pledges to donate one full year salary to the family of any Fairfax Co. Jail Officer who dies in the line of duty during term of the Agreement.		Upfront Supplemental Payment	Smart Communications will provide a one-time upfront supplement payment of \$80,000.00. Smart Communications will also provide our patented MailGuard® Postal Mail Elimination System service (a \$127,500.00 annual value); (3) Metrasense CellSense® Portable Cell Phone/Metal Detectors with onsite training for no charge (a \$37,500.00+ value); (4) complimentary rooms (up to 8 registration tickets) to attend our annual Technology Training Summit Cruise (a \$28,000.00+ annual value); SmartRequest™ Digital Request/Grievance/Medical Form Platform service; Smart Communications also pledges to donate one full year salary to the family of any Fairfax Co. Jail Officer who dies in the line of duty during term of the Agreement.	

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

SECTION L - RATES, FEES AND REVENUE SHARE					
SECTION 2 - VVS RATES, FEES AND REVENUE SHARE					
OPTION 1 REQUIRED VVS RATES			OPTION 2 ALTERNATIVE (LOWER) VVS RATES		
Category	Per Minute Rate	Avg Cost/Visit 30 Minutes	Category	Per Minute Rate	Avg Cost/Visit 30 Minutes
30-Minute Remote Video Visitation Session:	\$ 0.10	\$ 3.00	30-Minute Remote Video Visitation Session:	\$ 0.10	\$ 3.00
Secure Website/Online Credit Purchase Transaction Fee:	\$1.50		Secure Website/Online Credit Purchase Transaction Fee:	\$1.50	
REVENUE SHARE			REVENUE SHARE (VENDOR TO SPECIFY)		
Category	Amount		Category	Amount	
VVS Revenue Share (%)	50%		VVS Revenue Share (%)	50%	
SECTION 3 - TABLET APPLICATION FEES AND REVENUE SHARE					
OPTION 1 REQUIRED TABLET RATES			OPTION 2 ALTERNATIVE (LOWER) TABLET RATES (VENDOR TO SPECIFY)		
Category	Fee Name	Fee Amount	Category	Fee Name	Fee Amount
Educational		\$ -	Educational		\$ -
Electronic Messages	per message	\$ 0.50	Electronic Messages	per message	\$ 0.50
Photos	per photo	\$ 1.00	Photos	per photo	\$ 1.00
Video Messages	N/A	N/A	Video Messages	N/A	N/A
Entertainment Media - Games	per minute stream	\$ 0.01	Entertainment Media - Games	per minute stream	\$ 0.01
Entertainment Media - Movies	per minute stream	\$ 0.01	Entertainment Media - Movies	per minute stream	\$ 0.01
Entertainment Media - Music	per minute stream	\$ 0.01	Entertainment Media - Music	per minute stream	\$ 0.01
Entertainment Media - Streaming	per minute stream	\$ 0.01	Entertainment Media - Streaming	per minute stream	\$ 0.01
REVENUE SHARE			REVENUE SHARE (VENDOR TO SPECIFY)		
Tablet Revenue Share (%)	Electronic Messages and Photos: 10.0% <i>NOTE: Each inmate is provided with 8 FREE electronic messages every month (a \$122,400.00 value throughout contract term based on 850 ADP)</i> All Entertainment Media: 50.0%		Tablet Revenue Share (%)	Electronic Message and Photos: 10.0% <i>NOTE: Each inmate is provided with 8 FREE electronic messages every month (a \$122,400.00 value throughout contract term based on 850 ADP)</i> All Entertainment Media: 50.0%	

SECTION L - RATES, FEES AND REVENUE SHARE					
SECTION 4 - LOBBY KIOSK FEES					
OPTION 1 REQUIRED KIOSK FEES (VENDOR TO SPECIFY)			OPTION 2 ALTERNATIVE (LOWER) KIOSK FEES (VENDOR TO SPECIFY)		
Deposit Type	Value Range	Fee Amount	Category	Fee Name	Fee Amount
Cash	\$0.00-\$3,000.00	\$2.00 + \$1.00/\$100.00 Deposited	Cash	\$0.00-\$3,000.00	\$2.00 + \$1.00/\$100.00 Deposited
Credit/Debit	\$0.00-\$50.00	\$2.95 + 3% Fee	Credit/Debit	\$0.00-\$50.00	\$2.95 + 3% Fee
	\$50.01-\$100.00	\$2.95 + 3% Fee		\$50.01-\$100.00	\$2.95 + 3% Fee
	\$100.01-\$150.00	\$2.95 + 3% Fee		\$100.01-\$150.00	\$2.95 + 3% Fee
	\$150.01-\$250.00	\$2.95 + 3% Fee		\$150.01-\$250.00	\$2.95 + 3% Fee
	\$250.01-\$500.00	\$2.95 + 3% Fee		\$250.01-\$500.00	\$2.95 + 3% Fee
	\$500.01-\$750.00	\$2.95 + 3% Fee		\$500.01-\$750.00	\$2.95 + 3% Fee
	> \$750.01	\$2.95 + 3% Fee		> \$750.01	\$2.95 + 3% Fee

FAILURE TO SIGN BELOW WILL DISQUALIFY VENDOR'S PROPOSAL

To the best of my knowledge and belief, the information presented in this proposal is true and complete. I further acknowledge a continuing obligation to update the proposal if material discrepancies are discovered. Failure to do so may result in this proposal being disqualified from further consideration.

Bidder Name:

Authorized Representative:

Signature:



Date: August 24, 2020



Section M | Exceptions to RFP

SECTION M - EXCEPTIONS TO THE RFP		
<p>All the FCSO RFP requirements by section, subsection or requirement number for which Bidder has stated "Read and Do Not Agree" are considered exceptions and must be documented in this form. Bidder may add additional rows to the table as necessary to include all exceptions taken. If no exceptions were taken, Bidder should write "No Exceptions" under #1 below. Bidder exceptions/comments will be evaluated in accordance with Attachment 1, Section C (Evaluation & Selection) and Section C.1 (Evaluation Criteria).</p>		
Exception Number	RFP Section, Subsection AND Requirement Number	Describe 1) The nature of the exception AND 2) How Bidder's response will still meets the RFP requirements.
1	No Exceptions	No Exceptions
2		
3		
4		
5		
6		
7		
8		
9		
10		



Section N | Receipt of Addenda

SECTION N - RECEIPT OF ADDENDA

Bidder is required to complete and return this form with the proposal response. Attach a copy of each Addenda, if any, along with this form. Bidder responses must address and include any and all requirements found in the issued addenda. The FCSO may deem Bidder Proposal as non-compliant and subject to disqualification if Section N (Receipt of Addenda) is not included in the Bidder's response as outlined in Attachment 1, Section B.1 (Proposal Order).

Bidder IS REQUIRED TO COMPLETE. SIGN, PRINT AND RETURN FORM WITH ITS RFP RESPONSE REGARDLESS OF WHETHER ADDENDA WERE ISSUED.

A. Bidder hereby acknowledges receipt of the following Addenda:

Addendum Number	Dated	Initials
#1 _____	07/02/20 _____	JL _____
#2 _____	08/13/20 _____	JL _____
#3 _____	08/20/20 _____	JL _____
_____	_____	_____

OR:

B. Bidder acknowledges to the best of his/her knowledge no addendum has been issued by the FCSO.

Check Here if No Addendum Issued _____ Date _____ Initials _____



Name and Position



Section O | Pre-Bid Conference Evaluation Registration Form

SECTION O - Pre-Bid Conference Evaluation Registration Form

This pre-bid conference evaluation registration form must be completed and returned to the RFP contact specified in the RFP (Section 4.1.3.) on or before the date specified in the Schedule of Events. The Facilities will provide an escort.

Provide the following information for the Bidder representative(s) that will be attending the site evaluation which will be held on the date specified in the Schedule of Events.

Bidder Name:	Smart Communications Holding, Inc.
Address - Line 1:	10491 72nd St.
Address - Line 2:	Seminole, FL 33777
Main Contact Phone Number:	888-253-5178
Main Contact Email Address:	jon.logan@smartcommunications.us

Attendee Name:	Guy Mosteller
Attendee Title:	Regional Sales Director
Attendee Office Contact Number:	888-253-5178
Attendee Mobile Contact Number:	478-952-5194
Attendee Email Address:	guy.mosteller@smartcommunications.us

Attendee Name:	
Attendee Title:	
Attendee Office Contact Number:	
Attendee Mobile Contact Number:	
Attendee Email Address:	



Exhibit 1 | State Business Registrations, Licenses , FCC and Insurance Documents

Commonwealth of Virginia
 State Corporation Commission
 Office of the Clerk
 Entity ID: F2066498
 Filing Number: 200619776728
 Filing Date/Time: 06/19/2020 12:56 PM
 Effective Date/Time: 06/19/2020 12:56 PM

Stock Corporation - Annual Report

Entity Information			
Entity Name:	SMART COMMUNICATIONS HOLDING, INC.	Entity Type:	Stock Corporation
Entity ID:	F2066498	Formation Date:	08/09/2017
Jurisdiction:	FL		
Status:	Active		
Total Shares:	10000		
Registered Agent Information			
RA Type:	Entity	RA Qualification:	BUSINESS ENTITY THAT IS AUTHORIZED TO TRANSACT BUSINESS IN VIRGINIA
Name:	Registered Agents Inc.	Registered Office Address:	4445 CORPORATION LN STE 264, VIRGINIA BEACH, VA, 23462 - 0000, USA
Locality:	VIRGINIA BEACH CITY		
Principal Office Address			
Address: 10491 72nd St, Seminole, FL, 33777 - 1511, USA			
Principal Information			
<input type="checkbox"/> No Officers: If the corporation does not have officers because an organizational meeting has not been held.			
<input type="checkbox"/> No Directors: If the corporation does not have directors because (i) initial directors were not named in the articles of incorporation and an organizational meeting of the corporation has not been held or (ii) the board of directors has been eliminated by a written agreement signed by all of the shareholders, or by the adoption of provision in the articles of incorporation or bylaws that was approved by all of the shareholders.			
Title	Director	Name	Address
P/SEC/DIR/VP/T	Yes	Jonathan D LOGAN	10491 72ND AVE, SEMINOLE, FL, 33777 - 0000, USA
	Yes	James P Logan	10491 72nd St, Seminole, FL, 33777 - 1511, USA
Signature Information			
Date Signed: 06/19/2020			
Printed Name	Signature	Title	
James P Logan	James P. Logan	President	



FCC Federal Communications Commission

FCC Form 499 Filer Database Detailed Information

[FCC](#) > [CGB Home](#) > [FCC Form 499 Filer Database](#) > FCC Form 499 Filer Database Detailed Information

FCC Form 499 Filer Database DETAILED INFORMATION

[Form 499 Filer 833166 RSS Feed](#)

Filer Identification Information:

499 Filer ID Number: 833166
 Registration Current as of: Apr 1 2019 12:00AM
 Legal Name of Reporting Entity: Smart Communications Holding, Inc.
 Doing Business As:
 Principal Communications Type: Non-Interconnected VoIP (NVOIP)
 Universal Service Fund Contributor: No
 (Contact USAC at 888-641-8722 if this is not correct.)
 Holding Company:
 Registration Number (CORESID): 0028168466
 Management Company:
 Headquarters Address: 10491 72nd Street
 City: Seminole
 State: FL
 ZIP Code:
 Customer Inquiries Address: 10491 72nd Street
 City: Seminole
 State: FL
 ZIP Code:
 Customer Inquiries Telephone: 941-799-1586
 Other Trade Names:

Agent for Service of Process:

Local/Alternate Agent for Service of Process:
 Telephone:
 Extension:
 Fax:
 E-mail:
 Business Address of Agent for Mail or Hand Service of Documents:
 City:
 State:
 ZIP Code:

D.C. Agent for Service of Process:

Corporation Service Company
 Telephone: 888-690-2882
 Extension:
 Fax: 202-408-3141
 E-Mail: sop@cscinfo.com
 Business Address of D.C. Agent for Mail or Hand Service of Documents: 1090 Vermont Avenue, NW
 City: Washington
 State: DC
 ZIP Code:

FCC Registration Information:

Chief Executive Officer: James Logan
 Business Address: 10491 72nd Street
 City: Seminole
 State: FL
 ZIP Code:

Chairman or Other Senior Officer:

Business Address:
 City:
 State:
 ZIP Code:

Source: <http://apps.fcc.gov/cgb/form499/499detail.cfm?FilerNum=833166>. Available Online: October 8*, 2019.

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

City: Seminole
State: FL
ZIP Code:

Chairman or Other Senior Officer:
Business Address:
City:
State:
ZIP Code:

President or Other Senior Officer:
Business Address:
City:
State:
ZIP Code:

Jurisdictions in Which the Filing Entity Provides Telecommunications Services:

- Alabama
- Arizona
- California
- Colorado
- Florida
- Georgia
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Montana
- Nebraska
- New Jersey
- New York
- North Carolina
- Ohio
- Oklahoma
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- South Carolina
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Federal Communications Commission
445 12th Street SW
Washington, DC 20554
[More FCC Contact Information...](#)

Phone: 1-888-CALL-FCC (1-888-225-5322)
TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232

Source: <http://apps.fcc.gov/cgb/form499/499detail.cfm?FilerNum=833166>. Available Online: October 8th, 2019.



Smart Communications Holding, Inc.
10491 72nd Street
Seminole, FL 33777

Interstate/International Rates, Terms and Conditions
Original Title Page

Posted: February 7, 2019

Interstate and International Institutional Service

Rates, Terms and Conditions

Provided by

SMART COMMUNICATIONS HOLDING, INC.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
Original Page 1

Posted: February 7, 2019

CHECK SHEET

Pages of this RTC, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original RTC and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION	
Title	Original	*
1	Original	*
2	Original	*
3	Original	*
4	Original	*
5	Original	*
6	Original	*
7	Original	*
8	Original	*
9	Original	*
10	Original	*
11	Original	*
12	Original	*
13	Original	*
14	Original	*
15	Original	*
16	Original	*
17	Original	*
18	Original	*

* - indicates those pages included with this filing.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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TABLE OF CONTENTS

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Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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EXPLANATION OF SYMBOLS

The following are the only symbols used for the purposes indicated below:

- C - To signify Changed Regulation.
- D - Delete or Discontinue
- I - Change Resulting in an Increase to a rate
- M - Moved from Another RTC Location
- N - New
- R - Change Resulting in a Reduction to a rate
- S - Matter Appearing Elsewhere or Repeated for Clarification
- T - Change in Text But No Change to Rate or Charge
- V - Signifies Vintage RTC
- Z - Correction



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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Posted: February 7, 2019

SECTION 1 - TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a Smart Communications switching center or designated point of presence.

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Called Party - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of Smart Communications' automated collect service.

Company or Carrier - Smart Communications Holding, Inc., unless otherwise clearly indicated by the context.

Commission - The Federal Communications Commission.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

Customer or End User - The person, firm, corporation or other entity which uses Smart Communications' service and is responsible for payment of charges and compliance with the Company's tariff.

Inmates - The jailed or confined population of correctional or confinement institutions.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

Smart Communications- Used throughout this tariff to mean Smart Communications Holding, Inc.

LEC - Local Exchange Company.

Prison – A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year.

RTC – Refers to this Rates, Terms and Conditions document.

Subscriber - The correctional institution that contracts with the Company for the provision of automated operator assisted telecommunications services for use by inmates and other incarcerated persons.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of Smart Communications Holding, Inc.

Smart Communications' services and facilities are furnished for communications originating at correctional or confinement institutions between locations within the United States and foreign countries. The terms of this RTC apply to Smart Communications' interstate and international calls.

Smart Communications provides for the installation, operation, and maintenance of the communications services provided herein in accordance with the terms and conditions set forth under this RTC. Smart Communications may act as the Subscriber's agent for ordering access connection facilities provided by other carriers or entities, to allow connection of a Subscriber's location to the Smart Communications services.

The Company's services and facilities are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Limitations

2.2.1 Smart Communications provides calling services to inmates and other incarcerated persons in confinement/correctional institutions.

2.2.2 Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this RTC.

2.2.3 Smart Communications reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this RTC, or in violation of the law.

2.2.4 The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.

2.2.5 Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to decrease fraud and maintain security and control over the inmate population.



Smart Communications Holding, Inc.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D)

2.3 Use

Services provided under this RTC may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this RTC.

2.4 Assignment and Transfer

All facilities provided under this RTC are directly or indirectly controlled by the Company. Service may not be transferred or assigned without the express written consent of the Company. All regulations and conditions contained in this RTC shall apply to all such permitted assignees or transferees, as well as all conditions of service.

2.5 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company- or Customer-provided terminal equipment or communications systems, such as a telephone set, PBX or key system. Such terminal equipment shall be furnished and maintained under contract between Smart Communications and the Customer. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.6 Liabilities of the Company

- 2.6.1 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this RTC, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- 2.6.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this RTC; or for any act or omission of the Customer, End User or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.
- 2.6.3 The Company shall not be liable for any defacement of or damages to the premises of a Subscriber or Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.
- 2.6.4 Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this RTC shall not exceed an amount equivalent to the prorata charge to the Customer or Subscriber for the period of service or facility usage during which such interruption, delay, error, omission or defect occurs. For the purpose of computing this amount, a month is considered to have thirty (30) days.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.7 Taxes and Fees

2.7.1 FCC Universal Service Fund

In compliance with the FCC's Universal Service Orders, the Company is required to pay a percentage of its retail revenues to support the Universal Service Fund (USF).. This amount is in addition to standard usage charges and any applicable service charges and surcharges associated with the Company's service. The Company's Universal Service cost recovery will match the relevant quarterly Universal Service Contribution Factor approved by the FCC rounded up to the nearest tenth of a percent. Universal Service Contribution Factors are available at: <http://www.fcc.gov/omd/contribution-factor.html>.

2.8 Payment for Service

2.8.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished by the Company. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.8.2 Disputed Charges

Charges billed directly by the Company are due upon receipt. Amounts not paid within 10 days of the invoice will be considered past due. For charges billed directly by the Company, notice from the Customer of a dispute as to charges must be received by the Company within thirty (30) days after the date of the invoice. Otherwise, all charges will be considered correct and binding.

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received by the Company within thirty (30) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.



Smart Communications Holding, Inc.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.8 Payment for Service, (Cont'd.)

2.8.3 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties through available verification procedures and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may refuse to provide service or require establishment of a prepaid account or use of a debit account.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.8.4 Return Check Charge

A return check charge of \$25.00 will be assessed for checks returned for insufficient funds. Any applicable return check charges will be assessed according to the terms and conditions of this RTC and pursuant to Federal law.

2.8.5 Late Payment Fees

The Company reserves the right to assess a late payment fee of 1.5% per month on any past due balance. A balance is considered past due if unpaid fifteen (15) days following the date printed on the bill listing amounts owed by the Customer. Any applicable late payment fees will be assessed according to the terms and conditions of the Company or its billing agent.



Smart Communications Holding, Inc.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.9 Refusal or Discontinuance by Company

2.9.1 Smart Communications may block calls or suspend service as applicable, for any of the following reasons:

- A. For failure of the Customer to pay a bill for service when it is due.
- B. For violation of any of the Company's rules and regulation as set forth herein.
- C. For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- D. For Subscriber's breach of the contract for service between the Company and the Subscriber.
- E. When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- F. In the event of fraudulent use of the service.
- G. In the event of tampering with the Company's equipment.
- H. In the event of a condition determined to be hazardous to the Customer or Subscriber, to the Company's equipment, the public, or to employees of the Company.
- I. In the event of a Customer's or Subscriber's use of equipment in such a manner as to adversely affect the Company's equipment or the Company's service to others.



Smart Communications Holding, Inc.

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SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.10 Call Restrictions

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 911, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

2.11 Use of Recording Devices

Subscribers who use recording devices do so at their own risk. Subscribers may use a recording device only in compliance with the requirements of local, state, and federal laws.

2.12 Adjustment to Rates and Charges

The Company may adjust its rates and charges or impose additional rates and charges on its Customers in order to recover amounts it is required by governmental or quasi-governmental authorities to collect from or pay to others in support of statutory or regulatory programs.

2.13 Contracts

Service is offered on a contractual basis to meet specialized requirements of correctional facilities. The terms of each contract shall be mutually agreed upon between the facility and the Company and may include discounts on rates contained herein, charges for specially designed non-telecommunications services, restrictions on the use of certain telephone services or other customized features.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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Posted: February 7, 2019

SECTION 3 - SERVICE DESCRIPTIONS AND RATES

3.1 General

The Company offers domestic interstate and international automated operator assisted collect calling services for use by inmates and other incarcerated persons in correctional or confinement facilities. Inmate access to the Company's services may be restricted by the administration of the Institution served. The Company's services are available twenty-four hours per day, seven days a week. Unless otherwise specified in this RTC, intrastate service is offered in conjunction with interstate and international service.

Customers are charged individually for each call placed through the Company's network. Charges are based on individual contracts between the Company and Institutions.

3.2 Timing of Calls

3.2.1 Billing for calls placed over the Company's network is based in part on the duration of the call as follows, unless otherwise specified in this RTC.

3.2.2 Timing of each call begins when the called station is answered (i.e. when two way communications are established.) Answer detection is based on standard industry answer detection methods, including hardware and software answer detection. For Collect Calls, charges apply only if the called party accepts the responsibility for payment.

3.2.3 Chargeable time for each call ends when one of the parties disconnects from the call.

3.2.4 Unless otherwise specified in this RTC, the minimum Initial Period for billing purposes is one (1) minute.

3.2.5 Unless otherwise specified in this RTC, billing for Additional Periods (usage after the Initial Period) is in full one (1) minute increments.

3.2.6 The Company will not knowingly bill for unanswered calls. When a Customer indicates that he/she was billed for an incomplete call, the Company will undertake an investigation of the circumstances of the call and issue a credit when appropriate.



Smart Communications Holding, Inc.

Interstate/International Rates, Terms and Conditions
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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.3 Institutional Automated Collect Service

Institutional Automated Collect Service is provided for use by inmates and other incarcerated persons in Correctional Institutions. Interstate service is offered in conjunction with intrastate service.

Service may be limited by the administrators of the institutions. Calls are billed to the Called Party. The Called Party must actively accept charges for the call.

Institutional Automated Collect Service allows inmates to make collect calls to terminating interstate and international locations as specified following. An automated system prompts the caller and the called party through user - friendly instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is automatically terminated.

Use of the automated collect calling service is subject to the rules and regulations of this RTC and the institution's administrative restrictions.



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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.4 Prepaid Institutional Calling Services

3.4.1 General

Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

The called party is automatically informed of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. A reminder message is also provided when the account balance has one minute of usage remaining. All calls must be charged against an account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the account is insufficient to continue the call.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. The Available Usage Balance expires six months from the date the last call is made on the Prepaid account. No refunds of unused balances will be issued after the expiration date.

Two options are available with Prepaid Institutional Calling Services. The first option, the Prepaid Debit Account, allows the inmate to set up his/her own prepaid account at the Confinement Institution; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from inmates to set up his/her own prepaid account.



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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.4 Prepaid Institutional Calling Services, (Cont'd.)

3.4.1 General, (Cont'd.)

A. Option A: Prepaid Debit Account

With a Prepaid Debit Account, the inmate is assigned a Personal Identification Number (PIN.) When the inmate places a call, he/she enters the PIN and called telephone number. All deposits to the account are paid to and handled by the Institution. The Company receives payment from the inmate's debit account via the Institution; it does not engage in direct monetary transactions with the inmate.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Debit Account, and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses.

B. Option B: Prepaid Collect Service

Prepaid Collect Service is available for use by individuals who receive collect calls from inmates in Confinement Institutions. Once an account is established, all collect calls from the facility to the telephone number associated with the prepaid collect account are automatically processed as prepaid collect. If the payment into the account is provided via credit card, credit verification procedures are carried out under the terms specified in Section 2 of this tariff. Deposits to the account are paid to and handled by the Company via arrangement with a vendor.

There are no minimum deposit amounts required. Additional payments will be accepted with a \$50.00 payment maximum. Initial and additional payments into the account may be made by cashier's check, money order, credit card, debit card, electronic checking or Western Union. Transaction fees will apply for credit card and check by phone transactions. All payments will be subject to applicable taxes.



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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.5 Institutional Contract Service Rates - Domestic Interstate

3.5.1 Institutional Collect Service Rates and Charges

A. Option 1

Rate, Per Minute: \$0.25

3.5.2 Institutional Prepaid Collect Service Rates and Charges

A. Option 1

Rate, Per Minute: \$0.21

3.5.3 Institutional Pin Debit Rates and Charges

A. Option 1

Rate, Per Minute: \$0.21

3.5.4 Institutional Debit Card Rates and Charges

A. Option 1

Rate, Per Minute: \$0.21



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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.6 Institutional Contract Service Rates – International

3.6.1 Institutional Prepaid Debit

A. Rates and Charges

Contract Rates	Per Minute Charge
All Contracts	\$1.50



Smart Communications Holding, Inc.

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SECTION 3 - SERVICE DESCRIPTIONS AND RATES, (CONT'D.)

3.7 Ancillary Service Charges

3.7.1 Automated Payment Fees (where available) – Credit Card payment, debit card payment, and bill processing fees, including fees for payments made by interactive voice response (IVR), web, or kiosk (where available).

Automated payment fees \$3.00

3.7.2 Live Agent Fee – A fee associated with the optional use of a live operator to complete Inmate Calling Services transactions.

Live Agent Fee \$5.95

3.7.3 Paper Bill/Statement Fees – Fees associated with providing customers of Inmate Calling Services an optional paper billing statement.

Paper Bill/Statement Fees \$2.00



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



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
2/11/2020

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 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 BKS Partners 4010 W Boy Scout Blvd Ste 200 Tampa FL 33607		CONTACT NAME: PHONE (A/C No. Ext): 813-470-5023 FAX (A/C No): 813-221-1857 E-MAIL ADDRESS:	
INSURED Smart Communications Holdings, Inc. Attn: Jim Logan 10491 72nd St. North Largo FL 33777		SMART-3 INSURER A: Travelers Prop & Cas of Amer NAIC # 25674 INSURER B: Travelers Indemnity Co. 25658 INSURER C: INSURER D: INSURER E: INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 1999601626 **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.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		ZPP-15T74332-20	2/9/2020	2/9/2021	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS		BA-3L343793-20	2/9/2020	2/9/2021	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		CUP-8M341133-20	2/9/2020	2/9/2021	EACH OCCURRENCE \$ 5,000,000 AGGREGATE \$ 5,000,000 \$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A			<input type="checkbox"/> PER STATUTE <input type="checkbox"/> OTI-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability		ZPL-51M75655-20	2/9/2020	2/9/2021	Each Occurrence 3,000,000 Aggregate 3,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER For Informational Proposes Only	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
--	--

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SMART COMMUNICATIONS HOLDING, INC.

CyberFirst

CYBERFIRST COVERAGE:

Aggregate Limit	\$3,000,000
Sales	\$20,000,000

Third Party Liability Insuring Agreements	Included/ Not Covered	Retro Date	Limit	Retention
Errors and Omissions Liability Each Wrongful Act	Included	2/9/2015	\$3,000,000	\$25,000
Network and Information Security Liability Each Wrongful Act	Included	2/9/2015		
Communications and Media Liability Each Wrongful Act	Included	2/9/2015		
Employed Legal Professional Liability Each Wrongful Act	Not Covered		\$	
Employed Legal Professional Liability Limit			\$	

Consult Policy for Actual Terms and Conditions



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Date of Proposal:







Print Date: 01/24/20



SMART COMMUNICATIONS HOLDING, INC.

First Party Insuring Agreements	Limit of Insurance	Retention/Waiting Period
Security Breach Notification and Remediation Expenses	\$1,000,000	\$25,000
Crisis Management Service Expenses	\$1,000,000	\$25,000
Business Interruption and Additional Expenses	\$1,000,000	72 Hours
IT Provider – Contingent Business Interruption and Additional Expenses	\$ 250,000	72Hours
Outsource Provider – Contingent Business Interruption and Additional Expenses	Not Covered	Hours
Extortion Expenses	\$1,000,000	\$25,000
Computer Program and Electronic Data Restoration Expenses	\$ 100,000	\$10,000
Computer Fraud	\$ 100,000	\$10,000
Funds Transfer Fraud	\$ 100,000	\$10,000
Telecommunications Theft	\$ 100,000	\$10,000
Social Engineering Fraud Expenses	Not Covered	\$
Reputational Harm Expenses Coverage	Not Covered	\$

With Travelers' CyberFirst* coverage, your business will have access to the Travelers eRisk Hub*, powered by NetDiligence – an information portal that includes pre- and post-event benefits, including:

-  **Tools** to build privacy controls, and information and IT security programs.
-  **Calculators** to estimate potential costs of an event.
-  Listing of **professionals** who help customers build/improve cyber programs.
-  Statutory, regulatory and case law **update** on privacy liability and notification obligations.
-  **Breach Coach*** service – 30-minute consultation.
-  Sample **incident roadmap** for dealing with a privacy breach.

Liability coverage applies on a claims-made basis. Payments of defense expenses will reduce, and may exhaust, the limits of insurance.

Consult Policy for Actual Terms and Conditions



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Date of Proposal:

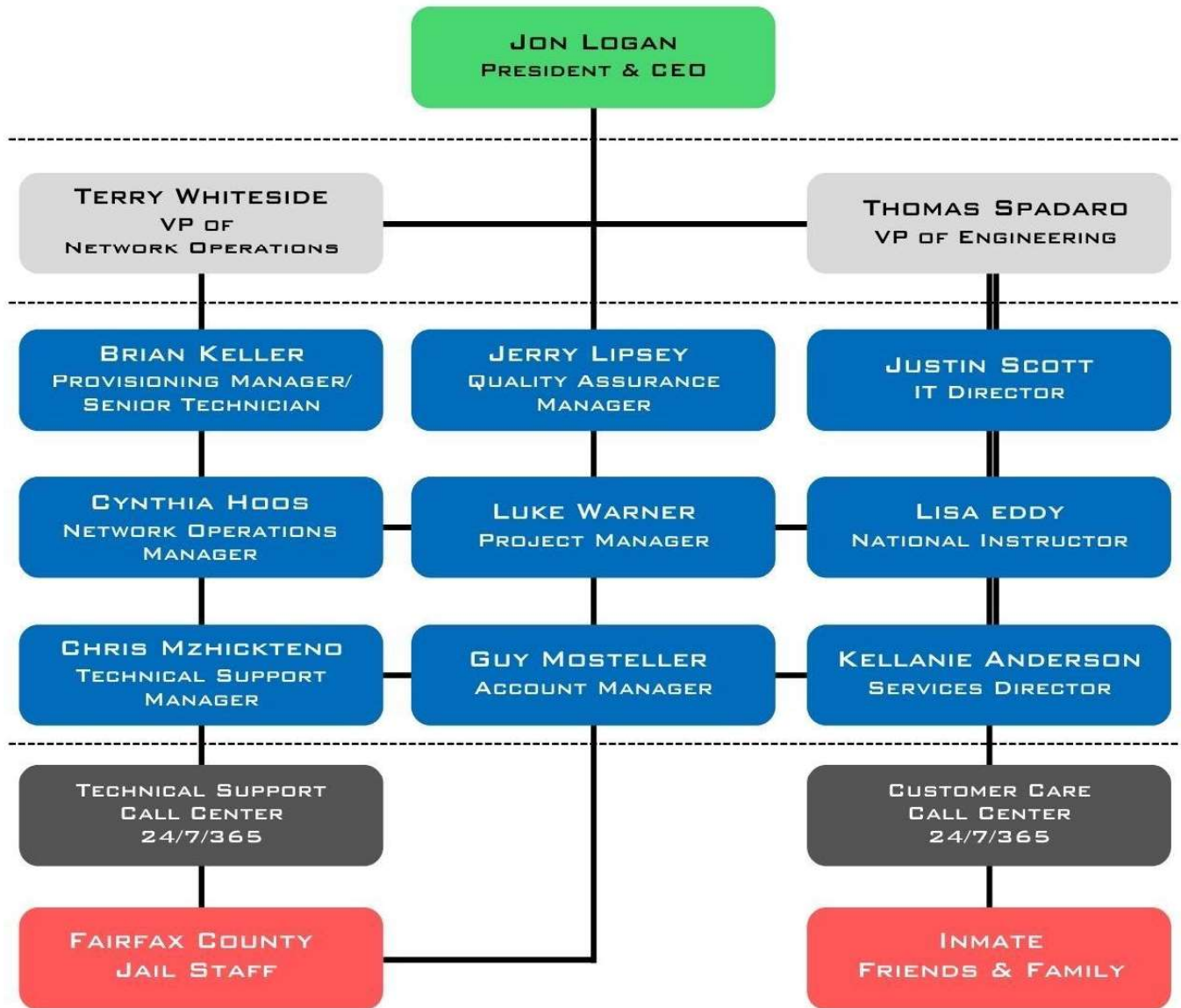
Print Date: 01/24/20

Exhibit 3 | Resumes

Smart Communications is headquartered in Seminole, FL and employs over 100 individuals. Our office has various satellite offices located throughout the country that are staffed by experienced account and technical service representatives.



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



NOTE: Levels of authority represented by segmented lines.

Account Manager – Guy Mosteller

Guy is a talented, goal-driven individual with strong interpersonal communication skills. Guy possesses a depth of knowledge of correctional industry client management based on his 33-year career in law enforcement with Jones County Sheriff’s Office (GA) with a bulk of those years serving as Jail Administration Captain. Guy assists with project management and the implementation of correctional facility accounts for the sale of inmate telephone services, mail scanning/processing, electronic messaging and video visitation. Guy will serve as your



lead point of contact for all matters relating to your account and service. Guy holds a degree in Criminal Justice and Police Science from Georgia College.

Project Manager – Luke Warner

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

Provisioning Manager/Senior Technician – Brian Keller

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

Quality Assurance Manager – Jerry Lipsey

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

National Instructor – Lisa Eddy

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

Technical Support Manager – Chris Mzhickteno

Chris Mzhickteno oversees our 24/7/365 Technical Support Call Center and is responsible for all service issues. Chris has more than 16 years' experience in the Information Technology field. Prior to joining Smart Communications, Chris was the Director of Information Technology at Prairie Band Potawatomi Nations, where he oversaw their IT network. Chris holds an MBA in Management Information Systems, a BA in Business Administration and CompTIA A+ Certification.

Network Operations Manager – Cynthia Hoos

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

IT Director – Justin Scott

Justin Scott was Smart Communications first employee over 11 years ago and is our IT Director to this day. Justin has been writing custom web applications most of his life, including the world's first inmate messaging system. Justin brings over 21 years of development experience with over half of his experience working and writing software exclusively for correctional agencies. Justin primarily uses ColdFusion and MS SQL Server. Justin also has a wealth of experience in working with a number of other web-based technologies including PHP, ASP .Net



(C#), as well as building native Windows applications in JavaScript using Electron. In conjunction with his web programming, Justin has been involved with network and systems administration performing a DevOps role since before the term existed. Justin wears many hats as the IT Director and is responsible for networks deployed at multiple locations and overseeing other staff members in technical support, field services, programming and online operations.

VP of Network Operations – Terry Whiteside

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

VP of Engineering – Thomas Spadaro

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

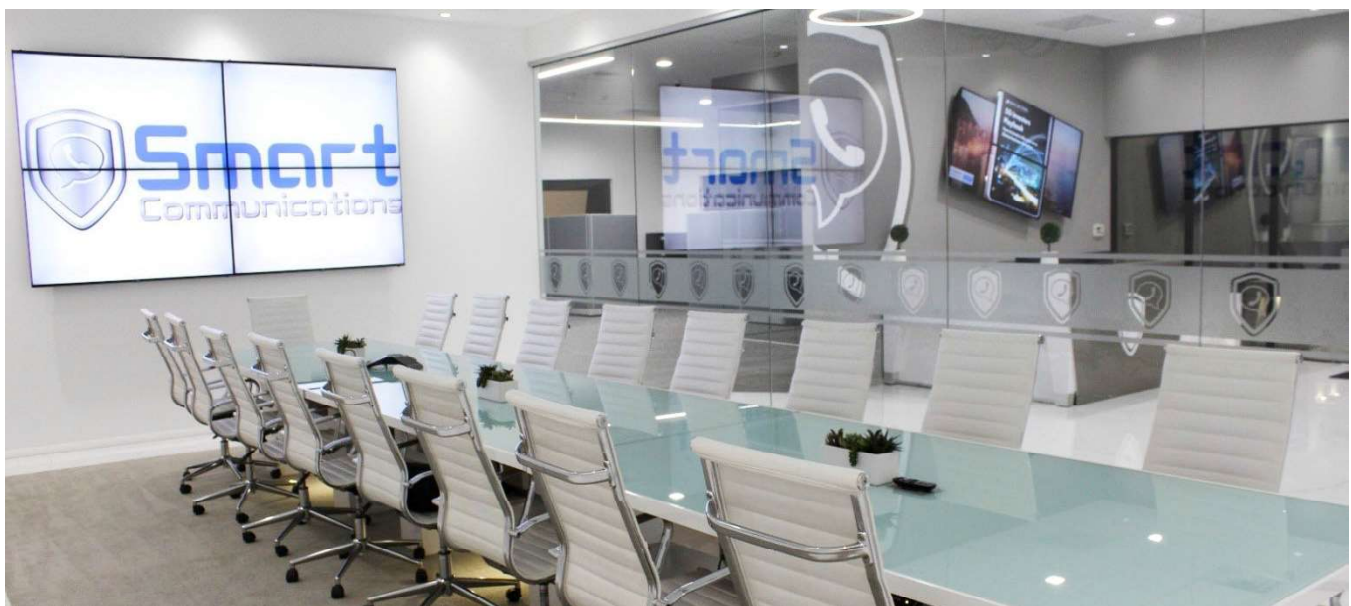




Exhibit 4 | IMPLEMENTATION PLAN NARRATIVE AND TIMELINE |

IMPLEMENTATION PLAN NARRATIVE |

Smart Communications will provide the Fairfax County Sheriff’s Office a fully operational, secure and reliable, state of the art inmate communications solution at no cost to the County. Smart Communications will provide all labor, materials, and services requested in this RFP and will be responsible for furnishing, installing, and maintaining the proposed Smart-EVO™ Inmate Telephone System (ITS), SmartVisit™ Video Visitation System (VVS), SmartTablet™ based solution and Deposit and Payment Kiosks solution. Smart Communications has the operating, quality control and assurance procedures in place to ensure a high level of quality services to the Fairfax Count’s inmate population.

The transition period will begin as soon as the contract is signed and will be completed within 115 days. Smart Communications’ Project Manager will present a preliminary project plan within 7 days after the contract is executed with the Fairfax County Sheriff’s Office.

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

1. Initiation Phase
2. Planning Phase
3. Execution Phase
4. Quality Assurance and Testing Phase

INITIATION PHASE (1.1.1)|

- **Initial Meeting/Site Survey (1.1.1.1 – 1.1.1.3):** Upon contract award, a Smart Communications Project Manager will organize an introductory/scheduling call to the individual at the Fairfax County Sheriff’s Office that will be overseeing the project. The call results in scheduling a date for Smart Communications to conduct an initial on-site planning meeting and facility site survey. The scheduled on-site planning meeting/site survey between Smart Communications’ Project Manager/Implementation Support Team and the Fairfax County Sheriff’s Office project overseer and other key staff will be conducted.

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

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

PLANNING PHASE (1.1.2)|

- **Provisioning Design Document (1.1.2.1):** Based on information gathered during the Initiation Phase, a Smart Communications Provisioning Manager will create a Provisioning Design Document detailing network design/infrastructure/architecture, hardware details/specifications, voice and data facility



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

The information contained in the Provisioning Design Document will include:

Site Information Details:

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

Communication Device and Network Infrastructure Details:

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

Telephone Equipment Room Details:

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

IT Details:

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

During this phase, Implementation Team Support staff work with incumbent providers to obtain relevant ITS table and database information including: global telephone number table (i.e., restricted or allowed global numbers), attorney telephone numbers (to denote non-recordable calls), free telephone number list, live/active Inmate Personal Identification Numbers (PINs), Personal Allowed Numbers (PANs) lists, etc. (1.1.2.2).

The completed Provisioning Design Document is received by the Smart Communications Project Manager. Based on this information, the Project Manager finalizes the Project Plan and submits to the



Fairfax County Sheriff's Office for review and approval (1.1.2.3). Smart Communications will initiate the Execution Phase (1.1.3) shortly after the Project Plan has been reviewed and approved by your facility.

EXECUTION PHASE (1.1.3)

- After the Project Plan has been approved by the Fairfax County Sheriff's Office, the broadband circuits and necessary hardware materials (telephone hardware, VVS Kiosks, VVS server, Inmate tablets, charging stations, access points, networking equipment, voice gateways, equipment rack, Uninterruptible Power Supply (UPS), router, switches, cabling, conduit, wiring blocks, etc.) will be ordered and/or built (1.1.3.1).

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

- Hardware Materials Receipt, Build, Configuration, Testing and Delivery (1.1.3.2)
- Jail Management System (JMS) Commissary Interface (1.1.3.3)
- Systems Configurations (1.1.3.4)
- Data Conversion and Loading (1.1.3.5)
- Site Installation (1.1.3.6)
- **On-Site Training (1.1.3.7)** - Comprehensive on-site training provided to Fairfax County Sheriff's Office staff relating to the administration, operation and reporting of the system. Training sessions are designed to focus on the needs of staff based on System user/permission level: (1) Staff, (2) Staff Administrator, (3) Investigator and (4) System Administrator. Training session topics include: System Overview, System Administration, Inmate PIN Management, Inmate Phone Management, Investigative Features, Reports, Call Processing and Technical Support Services. Documentation and training guides are provided at the time of training. Training is provided to the satisfaction of the facility and additional on-site training may be requested any time during the contract at no cost.
- **Cut-Over/Turn-Up (1.1.3.8)** - After Data Conversion and Loading (1.1.3.5) and Site Installation (1.1.3.6) is complete, the inmate telephones are cut-over. The cut-over will take place during off-hours to minimize service outage risk. Each inmate telephone station is cut-over by a team consisting of two technicians. One technician moves the single wire pair from the incumbent's punch-down block to the Smart-EVO™ ITS punch-down block while the other team member tests the phone to ensure proper functionality.

NOTE: Smart Communications attempts to minimize the involvement of facility staff during Site Installation (1.1.3.6) and On-Site Training (1.1.3.7). However, we will need to establish a primary contact at your facility who will work with the Project Manager to supervise the processes to reduce installation and cut-over time.

Other responsibilities of the primary point of contact would include:

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

QUALITY ASSURANCE AND ACCEPTANCE PHASE (1.1.4)

- After the Cut-Over/Turn-Up (1.1.3.8) tasks are complete, the 7-day Customer Acceptance Period will commence. During the acceptance period, the Fairfax County Sheriff's Office systems are closely monitored remotely by our Network Operations Center (NOC) to ensure functionality and optimal performance. An on-site Smart Communications technician will also be available during the acceptance period to address any system issues that may arise as well as provide additional support to your facility staff.

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

- Each Smart-EVO™ ITS station and SmartKiosk™ is providing excellent call, audio and/or video quality

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

- Calls and video visitations sessions are not being lost
- Calls and video visitations time lengths are correct
- Call and video prompts function/display properly in both English and Spanish languages
- Call and video visitation rates are correct and calls and are being rated properly
- Prepaid payments are credited to accounts properly
- Smart-EVO™ ITS and SmartVisit™ VVS scheduling features are functioning properly
- Privileged and restricted numbers are loaded and configured properly
- All recording and monitoring features are functioning properly
- SmartTablet™ devices are connecting to a wireless network properly
- All SmartTablet™ applications are work properly
- All lobby and booking kiosks are work properly



IMPLEMENTATION TIMELINE |

FAIRFAX COUNTY SHERIFF'S OFFICE HIGH LEVEL IMPLEMENTATION PLAN		
Task	Description	Duration
1.1	INSTALLATION AND CUT-OVER/TURN-UP	115 days
1.1.1	INITIATION PHASE	1 day
1.1.1.1	Place introductory call - schedule onsite planning meeting and site survey	0.5 hrs
1.1.1.2	Conduct onsite planning meeting - review project scope, objectives and requirements, Implementation Timeline, existing inmate communications systems/processes, IT requirements, installation action plan, security concerns	3.5 hrs
1.1.1.3	Conduct site survey - identify electrical and cabling requirements, network design and installation points for hardware; review JMS/Commissary systems to determine integration requirements	4 hrs
NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approx. 3 - 6 weeks. To expedite installation and cut-over time, Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase.		
1.1.2	PLANNING PHASE	7 days
1.1.2.1	Provisioning Design Document	3 days
1.1.2.1.1	Create Provisioning Design Document - details network design/infrastructure/architecture, hardware specifications, voice and data facility specifications, necessary resources, revised timelines and subcontractor information	24 hrs
1.1.2.2	Implementation Team Support Staff Tasks	2 day
1.1.2.2.1	Contact current service providers to formulate transition plan (data transfer, equipment removal).	4 hrs
1.1.2.2.2	Obtain relevant ITS table and database information from incumbent providers: global telephone number table, attorney telephone numbers, free telephone number list, live/active PINs, PANs lists, etc.	4 hrs
1.1.2.2.3	Create facility specific automated operator announcement and voice prompts	8 hrs
1.1.2.3	Project Manager receives Provisioning Design Document; finalizes Project Plan and submits to County for review/approval	2 day
1.1.2.3.1	Project Plan: Installation Schedules and Timelines	14 hrs
1.1.2.3.2	Project Manager submits Project Plan to County for approval	2 hrs
1.1.3	EXECUTION PHASE	102 days
1.1.3.1	Hardware Materials Procurement	4 days
1.1.3.1.1	Order/build broadband circuits and hardware materials (ITS hardware, VVS Kiosks, VVS Server, networking equipment, voice gateways, equipment rack, UPS, router, switches, cabling, conduit, wiring blocks, etc.); NOTE: Task duration only reflects time required to order materials (delivery/build lead times are not included)	32 hrs
1.1.3.2	Hardware Materials Receipt, Build, Configuration, Testing and Delivery	15 days
1.1.3.2.1	Assemble, pre-configure and test hardware materials ordered and/or built (1.1.3.1)	104 hrs
1.1.3.2.2	Assembled/configured/tested hardware materials are packaged and shipped to installation site	16 hrs
1.1.3.3	JMS and Commissary Interface	2 days
1.1.3.3.1	Review specifications for integration and address security concerns	2 hrs
1.1.3.3.2	Design and develop integration interfaces	8 hrs
1.1.3.3.3	Integration interface Quality Assurance (QA) testing	6 hrs
1.1.3.4	Systems Configurations	12 days

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1.1.3.4.1	Setup and configure Fairfax County Sheriff's Office in the Management Console	6 hrs
1.1.3.4.2	Setup administrative and user accounts for County	6 hrs
1.1.3.4.3	Assign assets (Smart-EVO™, SmartTablet™, SmartKiosk™, network equipment, etc.) to the Management Console	16 hrs
1.1.3.4.4	Configure Smart-EVO™ ITS	16 hrs
1.1.3.4.5	Configure SmartVisit™ VVS application (Schedules, restrictions, etc.)	8 hrs
1.1.3.4.6	Configure SmartTablet™ application (Schedules, housing unit assignment, restrictions, PREA, etc.)	8 hrs
1.1.3.4.7	Configure SmartInmate™ Electronic Messaging	4 hrs
1.1.3.4.8	Configure request, grievances and medical based on County requirements	6 hrs
1.1.3.4.9	Configure Law Library	4 hrs
1.1.3.4.10	Configure approved digital educational, vocational and life skills programing	4 hrs
1.1.3.4.11	Configure Entertainment applications, movies, books, games, radio, etc.	4 hrs
1.1.3.4.12	Configure Lobby and Booking Kiosks	4 hrs
1.1.3.4.13	Configure Customer Care Center for friends and family support/payment options and InTouch™ hotline	2 hrs
1.1.3.4.14	Collect calling set-up with BSG	2 hrs
1.1.3.4.15	Configure Technical Support Center Ticketing System	2 hrs
1.1.3.4.16	Configure interfaces with JMS and commissary providers	2 hrs
1.1.3.4.17	Configure system network monitoring and reporting faculties	2 hrs
1.1.3.5	Data Conversion and Loading	2 days
1.1.3.5.1	Request Inmate PINs, PANs and Account Balances data from current vendors	1 hr
1.1.3.5.2	Scrub received Inmate PIN, PAN and Account Balance data and load into Smart-EVO™ ITS platform	14 hrs
1.1.3.5.3	Load facility specific automated operator announcement and voice prompts into Smart-EVO™ ITS	1 hr
1.1.3.6	Site Installation	59 days
1.1.3.6.1	Adult Detention Center	45 days
1.1.3.6.1.1	Install cabling, fiber and conduit for SmartKiosk™ and wireless network access points	96 hrs
1.1.3.6.1.2	Run electrical, install and test tablet charging stations	64 hrs
1.1.3.6.1.3	Test and accept installed broadband data circuit	2 hrs
1.1.3.6.1.4	Install and test networking equipment hardware in main telephone room and intermediate distribution points (equipment rack, firewall, switch, media server, UPS, VoIP Gateways, Terminal Blocks, etc.)	32 hrs
1.1.3.6.1.5	Turn up, test and accept Local Area Network end-to-end	4 hrs
1.1.3.6.1.6	Install, configure and test Access Points	16 hrs
1.1.3.6.1.7	Turn up, test and accept wireless network end-to-end	4 hrs
1.1.3.6.1.8	Install and test inmate telephone hardware	32 hrs
1.1.3.6.1.9	Install and test visitation telephone hardware	16 hrs
1.1.3.6.1.10	Install and test public payphones	8 hrs
1.1.3.6.1.11	Install and test inmate TDD and VRS hardware	8 hrs
1.1.3.6.1.12	Install and Test SmartKiosk™, both inmate and public	40 hrs
1.1.3.6.2.13	Test and accept SmartVisit™ VVS	8 hrs
1.1.3.6.1.13	Install and test VVS/ITS workstation and VVS monitoring stations	8 hrs
1.1.3.6.1.14	Install and test Lobby and Booking Kiosks	8 hrs
1.1.3.6.1.15	Final system configuration and initial system performance acceptance testing	14 hrs

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1.1.3.6.2	Adult Incarceration Branch	12 days
1.1.3.6.2.1	Install cabling, fiber and conduit for SmartKiosk™ and wireless network access points	24 hrs
1.1.3.6.2.2	Run electrical, install and test tablet charging stations	8 hrs
1.1.3.6.2.3	Test and accept installed broadband data circuit	2 hrs
1.1.3.6.2.4	Install and test networking equipment hardware in main telephone room equipment rack, firewall, switch, media server, UPS, VoIP Gateways, Terminal Blocks, etc.)	4 hrs
1.1.3.6.2.5	Turn up, test and accept Local Area Network end-to-end	2 hrs
1.1.3.6.2.6	Install, configure and test Access Points	4 hrs
1.1.3.6.2.7	Turn up, test and accept wireless network end-to-end	2 hrs
1.1.3.6.2.8	Install and test inmate telephone hardware	8 hrs
1.1.3.6.2.9	Install and test public payphone	2 hrs
1.1.3.6.2.10	Install and test inmate VRS hardware	4 hrs
1.1.3.6.2.11	Install and Test SmartKiosk™	16 hrs
1.1.3.6.2.12	Test and accept SmartVisit™ VVS	4 hrs
1.1.3.6.2.13	Install and test VVS/ITS workstation and VVS monitoring stations	4 hrs
1.1.3.6.2.14	Install and test Lobby and Booking Kiosks	6 hrs
1.1.3.6.2.15	Final system configuration and initial system performance acceptance testing	6 hrs
1.1.3.6.3	Mt. Vernon District Police Station	2 days
1.1.3.6.3.1	Test and accept installed broadband data circuit	2 hrs
1.1.3.6.3.2	Install and test networking equipment hardware in main telephone room equipment rack, firewall, switch, media server, UPS, VoIP Gateways, Terminal Blocks, etc.)	4 hrs
1.1.3.6.3.3	Install and test inmate telephone hardware	4 hrs
1.1.3.6.3.4	Install and test ITS workstations	4 hrs
1.1.3.6.3.5	Final system configuration and initial system performance acceptance testing	2 hrs
1.1.3.7	On-Site Training	3 days
1.1.3.7.1	On-site training provided to County staff relating to administration, operation and reporting. Training sessions are based on System user/permission level.	24 hrs
1.1.3.8	Cut-Over/Turn-Up	5 days
1.1.3.8.1	After the Data Conversion and Loading (1.1.3.5) and Site Installation (1.1.3.6) tasks are complete, the Smart-EVO™ ITS. Cut-over will take place during of-hours to minimize service outage risk. Each inmate telephone station is cut-over by a team consisting of two technicians. One technician moves the single wire pair from the incumbent's punch-down block to the Smart-EVO™ ITS punch-down block while the other team member tests the phone to ensure proper functionality.	8 hrs
1.1.3.8.2	After the systems is fully configured (1.1.3.4) and Site Installation (1.1.3.6) tasks are complete, the SmartVisit™ VVS will turned up and tested to ensure proper functionality	16 hrs
1.1.3.8.3	After the systems is fully configured (1.1.3.4) and Site Installation (1.1.3.6) tasks are complete, the tablets will be distributed and SmartTablet™ based solution will be turned up and tested to ensure proper functionality and tablets are connecting properly to the wireless network	16 hrs
1.1.4	QUALITY ASSURANCE AND ACCEPTANCE PHASE	5 days
1.1.4.1	County systems are monitored remotely by our NOC to ensure functionality and optimal performance. An on-site Smart Communications technician will be available to address system issues and provide additional support to your facility staff.	40 hrs



Exhibit 5 | Disaster Recovery Plan

Smart Communications' Smart-EVO™ ITS is designed to provide dependable high-quality services to customers and to reduce downtime with maximum availability. The proposed Smart-EVO™ ITS is designed as a fully redundant system allowing multiple instances of core services to be online and actively monitoring each other for operational readiness.

Data is dynamically replicated across SQL databases and is available immediately. Smart Communications operates two data centers with the ability to switch traffic automatically using fallback VoIP routing at the facility. Our call centers are housed in mission-critical facilities providing redundant power grid service from two geographic sources as well as multiple generator units and a multi-week fuel supply. Telecom and data services are also redundant at each facility minimizing the risk of a total service outage.

In the event of a disaster that causes a loss of services to the Inmate Telephone System, Smart Communications' Network Operation Center (NOC) will have complete ownership and control to carry out its emergency response and recovery procedures.

Smart Communications' disaster recovery plan addresses a local event affecting only the Vendor's facilities, infrastructure, and personnel; localized affecting only the Customer's facilities, infrastructure, and personnel; and a broad geographic event affecting both the Vendor and the Customer.



Exhibit 6 | Service Escalation Matrix

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

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

Technical Support Call Center |

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

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

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

SERVICE REQUEST TICKET PRIORITY LEVELS AND ESCALATION PATHS					
Priority Level	% of Service Affected	Target Resolution	Client Communications	Client Updates	Escalation Path
P1	≥30%	12 hours	The Technical Support Specialist will notify client when issue is resolved and close service ticket. If a Field Service Technician must be dispatched, the Technical Support Specialist will notify client when technician will arrive on site.	Every 3 hours	Immediately escalated up to Service Level 3 - VP of Network Operations.

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P2	≥5%>30%	24 hours	The Technical Support Specialist will notify client when issue is resolved and close service ticket. If a Field Service Technician must be dispatched, the Technical Support Specialist will notify client when technician will arrive on site.	Every 6 hours	P2 issues not resolved within 24 hours are automatically escalated to Service Level 2 – Network Operations Manager.
P3	<5%	72 hours	The Technical Support Specialist will notify client when issue is resolved and close service ticket. If a Field Service Technician must be dispatched, the Technical Support Specialist will notify client when technician will arrive on site.	Every 24 hours	P3 issues not resolved within 72 hours are automatically escalated to Service Level 1 - Technical Support Manager.

Title	First and Last Name	Authority Level	Phone	Email Address
Account Manager	Guy Mosteller	0	478-952-5194	guy.mosteller@smartcommunications.us
Services Director/Customer Care Call Center	Kellanie Anderson	0	888-253-5178	kellanie.anderson@smartcommunications.us
Technical Support Center Manager	Chris Mzhickteno	1	844-346-0988	chris.mzhickteno@smartcommunications.us
Senior Technician/Provisioning Manager	Brian Keller	2	856-910-1160	brian.keller@smartcommunications.us
Network Operations Manager	Cynthia Hoos	2	856-910-1160 ext. 2578	cynthia.hoos@smartcommunications.us
VP of Network Operations	Thomas Spadaro	3	856-910-1160	thomas.spadaro@smartcommunications.us



Exhibit 7 | Maintenance Policies/Procedures

Smart Communications' ongoing Maintenance and Quality Assurance program is designed to ensure the inmate telephones installed are always in good working order. The keys to our successful Maintenance and Quality Assurance are to diligently monitor the ITS and VVS and use qualified field service technicians.

The Smart-EVO™ ITS and SmartVisit™ VVS allows technicians in our Network Operations Center (NOC) to place remote test calls to determine the source of a reported problem. Maintenance reports are available that help to isolate marginal inmate phones and network circuits. These reports allow Smart Communications' Technical Support department to proactively anticipate or identify potential sources or service degradation or interruption and initiate a service call before problems occur.

Our technicians visit the facility on a regularly scheduled basis and contact facility personnel to address any new concerns. Each regular visit includes:

- Physical test of inmate phones for functionality including voice prompts, keypad operation and handset operation; test outbound network circuits for dial tone; complete required repairs.
- Physical test of kiosk devices for functionality of all services provided (i.e. SmartVisit™ VVS, MailGuard®, SmartInmate™ Messaging, SmartRequest™, Commissary Ordering, etc...) and inspection of conduit/cabling.
- Operational test of call processing equipment; performance of routine maintenance and cleaning
- Ensure any new facility personnel who work with the ITS and VVS are familiar with the proper operation of the system and provide training as necessary
- Ensure the appropriate facility personnel have repair and technical service escalation materials

Inmates can also access Smart Communications' InTouch™ Inmate Hotline; Inmates can dial *511 from any inmate phone and reach a live customer service representative at our customer care call center for assistance with issues regarding placing a call or a phone in need of repair. The hotline will provide significant value as it will completely remove the burden from staff in dealing with issues related to call connection or equipment.



Exhibit 8 | System Report and File Samples SMART-EVO™ ITS FACILITY MANAGER AND REPORT SAMPLES

Smart Communications' Smart-EVO™ ITS is managed via the Facility Manager, a secure, web-based application. Authorized staff can use any PC equipped with a modern browser and active Internet connection to access and utilize the Facility Manager.

The Facility Manager is equipped with extensive Call Detail Record (CDR) and Analysis search tools that can be used to generate a variety of standard and customized reports in real-time. These tools also allow for data search results to be exported locally.

When generating a report, report data may be sorted by the user based on the available column heading parameters. Once a report has been generated, it may be printed and/or downloaded as an Excel, PDF, CSV, HTML or RTF file.

FACILITY MANAGER HOME PAGE

Standard Reports:

The Facility Manager includes the following built-in standard reports and features:

- **Call Summary:** Reports the number of calls based on call type. **NOTE:** Data can be filtered by Date Range and sorted by Date.
- **Call Summary by Phone:** Reports the number of calls based on call type per phone.



- **Kiosk Transactions:** Reports a list of all transactions made at a SmartKiosk™. **NOTE:** Data may be filtered and/or sorted by Product, Payment Type, Inmate PIN or Phone number.
- **Inmate PIN Balance Snapshot:** Reports inmate’s PIN balance at the time report was generated. **NOTE:** Data can be sorted by Inmate PIN or Name.
- **Inmate PIN Balance:** Reports inmates’ PIN balances for a specified date range. **NOTE:** Report displays inmates’ Starting Balance and Ending Balance for date range specified.
- **Inmate PINs of Special Interest:** Reports PINs of inmates assigned to the facility’s watch list.
- **Phone Usage Statistics:** Reports the number of minutes a phone was used during a specified date range. **NOTE:** Report includes number of Call Attempts, Connections, Acceptance and Denials.
- **Inmate PIN Debit Transactions:** Reports all Inmate PIN debit transactions for an inmate during a specified date range. **NOTE:** Report can include Credits/Debits, Call Detail Records and Message Fees. Report may be sorted by Date or Transaction Type.
- **Inmate PIN Debit History:** Reports any Inmate PIN Debit transactions during the specified date range.
- **Prepaid Collect (PPC):** Reports all transactions for Prepaid Collect (PPC) numbers during a specified date range. **NOTE:** Report can include Call Charges and Fees.
- **Inmate PIN Debit Sub Ledger:** Reports Inmate PIN debit transactions by Payment type for a specified date range. **NOTE:** Report can include Inmate Debit and Credit transaction types.
- **Subsidized Calls:** Reports all subsidized (alternate billing) numbers; including: Total Calls, Total Charges, Time of Last Call and Owner Phone Number information (if configured).
- **Frequently Dialed Numbers:** Reports a list of phone numbers called during a specified date range based on a threshold. **NOTE:** Report displays Phone Number, Total Minutes, Number of Attempts and Call Result (connected, accepted or denied). This report also contains a link to allow users to access Call Detail Records (CDRs) and Inmate PINs used to place the calls.
- **Multiple Inmate PIN Search:** Reports a list of phone numbers that multiple Inmate PINs have called over a specified date range based on a threshold. **NOTE:** This report also contains a link to allow users to access the Call Detail Records (CDRs) and Inmate PINS used to place the calls.
- **Hot Number Call Detail Records:** Reports Call Detail Records (CDRs) for all phone numbers called that are on facility defined Hot Number/Special Interest watch list.
- **Traffic Detail**
- **Phone Number Search:** Allows user to determine if a phone number is in the Global List and/or any inmate’s Personal Allowable Number (PAN) list

Call Search and Customized Reports:

The Call Search page features an extensive set of search parameters to allow users to locate Call Detail Records (CDRs) data of interest and generate customized reports. Users may save their Call Search page criteria/parameters to allow them to more quickly locate the data of interest and/or generate an updated customized report in the future.

CDR searches can also be filtered by:

- Facility (for multi-facility domains)
- One or More Originating Inmate Phones
- Called Number/Multiple Called Numbers



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- Inmate PIN, Name or DOC Number
- Completed Calls Only
- Specific Call Terminations or Blocking Codes
- Call Type: Collect, Prepaid Collect (PPC), Inmate PIN Debit, Visitation Phone, Free, etc.
- Recorded Calls Only
- Calls with Three-Way Call Attempts Detected
- Calls with Extra DTMF Dialing Detected
- Date Range
- Time Range
- Call Duration

SMART-EVO™ ITS FACILITY MANAGER CALL SEARCH SCREEN

Call Search
Special Reports

Facility: Jones GA
Saved Search Criteria

Call From: Any

- A Block L (478)986-1003
- A Block R (478)986-1002
- B Block L (478)986-1005

ctrl + click for multiple selections

Called Number:

Inmate Number: Name:

Card ID: Doc Id:

Completed Call: (Check this to select terminate types that are valid completed calls.)

Terminate Type: PIN2 Configured

- PIN2 Not Configured
- PPC Acct Required
- PPC Normal
- PSTN Network Congestion
- PSTN Network Intercept
- Remote Block
- RFID Failed
- Terminated by Administrator
- Time Up for Timed Call

ctrl + click for multiple selections

Blocking: Any

- Admin Block
- Call Treatment Not Allowed
- Call Type Blocked
- Called Number Blocked
- Called Number Disabled
- Called Number In Use
- Called Number Max Pgs
- Called Number Not Found
- Called Number Time Restricted

ctrl + click for multiple selections

Call Type: Collect Alt. Billing 8

- Collect Alt. Billing 9
- Commissary
- Debit
- Direct
- Family Connect
- Incoming
- Operator Assist
- Person to Person
- PIN Debit Call

ctrl + click for multiple selections

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From: (mm/dd/yyyy) To: (mm/dd/yyyy)

Start Time Range From: (hh:mm:ss) To: (hh:mm:ss)

Call Duration Range From: min To: min

Save Criteria
Clear
Reset
Search

WWW.SMARTCOMMUNICATIONS.US

888-253-5178

10491 72ND ST. SEMINOLE, FL 33777

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ATTACHMENT 2 - VENDOR PROPOSAL

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

SMART-EVO™ ITS CALL DETAIL RECORD REPORT SAMPLE

Calls - LAB Domain										
Clear Session Selections Launch Batch Downloader Help Analysis Special Reports Calls Search Print										
Create Download Set Lock/Unlock Selected Recordings Assign Selected Calls To Case										
00:00:00 / 00:00:00										
wGV										
Displaying 1-100 of 25000 records Page 1 2 3 4 5 6 7 8 9 10										
	Date	Time	Number	Called From	Duration	Call Type	Inmate	SS	Terminate	Facility
	01/23/2019	09:28:05	(732)996-0896	[Manual Test] (305)385-0001	00:14	Zero to One	969632 HOUSE.CANDY	\$6.18	Circuit Out-of-Service	SQL SITE 2
	01/22/2019	11:45:04	(732)996-8899	[Manual Test] (305)385-0001	09:10	Zero to One	969632 HOUSE.CANDY	\$14.19	Called Party Hung Up	SQL SITE 2
	01/22/2019	11:41:49	(732)996-8888	[Manual Test] (305)385-0001	00:53	Prepaid	969632 HOUSE.CANDY	\$6.18	Called Party Hung Up	SQL SITE 2
	01/15/2019	15:24:27	(316)202-3278	[Rec No: 4] (856)424-0004	00:27	Zero to One	NO INMATE	\$6.18	Called Party Hung Up	SQL SITE 2
	01/15/2019	15:24:07	(205)220-2234	[Rec No: 2] (856)424-0005	00:48	Zero to One	NO INMATE	\$6.18	Called Party Hung Up	SQL SITE 2
	01/15/2019	15:23:49	(786)203-1444	[Rec No: 4] (856)424-0002	01:07	Zero to One	NO INMATE	\$2.35	Normal Call	SQL SITE 2
	01/15/2019	15:23:25	(316)202-3278	[Rec No: 4] (856)424-0004	00:34	Zero to One	NO INMATE	\$6.18	Normal Call	SQL SITE 2
	01/15/2019	15:22:46	(786)203-1444	[Rec No: 2] (856)424-0002	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:22:02	(850)450-1444	[Rec No: 3] (856)424-0003	02:53	Province Paid	NO INMATE	\$0.40	Normal Call	SQL SITE 2
	01/15/2019	15:21:44	(786)203-1444	[Rec No: 2] (856)424-0002	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:21:43	(786)203-5555	[Rec No: 1] (856)424-0001	03:11	Zero to One	NO INMATE	\$2.95	Normal Call	SQL SITE 2
	01/15/2019	15:20:41	(786)203-1444	[Rec No: 2] (856)424-0002	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:20:40	(786)203-5555	[Rec No: 1] (856)424-0001	00:34	Zero to One	NO INMATE	\$2.05	Normal Call	SQL SITE 2
	01/15/2019	15:17:33	(205)220-2234	[Rec No: 5] (856)424-0005	06:05	Zero to One	NO INMATE	\$11.52	Normal Call	SQL SITE 2
	01/15/2019	15:16:50	(316)202-3278	[Rec No: 4] (856)424-0004	06:06	Zero to One	NO INMATE	\$11.52	Normal Call	SQL SITE 2
	01/15/2019	15:15:28	(850)450-1444	[Rec No: 3] (856)424-0003	06:06	Province Paid	NO INMATE	\$0.40	Normal Call	SQL SITE 2
	01/15/2019	15:15:10	(786)203-1444	[Rec No: 2] (856)424-0002	05:00	Zero to One	NO INMATE	\$3.25	Time Up for Timed Call	SQL SITE 2
	01/15/2019	15:15:09	(786)203-5555	[Rec No: 1] (856)424-0001	05:00	Zero to One	NO INMATE	\$3.25	Time Up for Timed Call	SQL SITE 2
	01/15/2019	15:11:00	(205)220-2234	[Rec No: 5] (856)424-0005	06:05	Zero to One	NO INMATE	\$11.52	Normal Call	SQL SITE 2
	01/15/2019	15:09:58	(205)220-2234	[Rec No: 5] (856)424-0005	00:34	Zero to One	NO INMATE	\$6.18	Normal Call	SQL SITE 2
	01/15/2019	15:09:55	(205)220-2234	[Rec No: 5] (856)424-0005	00:34	Zero to One	NO INMATE	\$6.18	Normal Call	SQL SITE 2



SMART-EVO™ ITS BILLING FILE SYSTEM DETAILS

The Smart-EVO™ ITS incorporates a complete AMA Billing File system to manage billing data. The Smart-EVO™ ITS AMA subsystem was designed after the original BellCore AMA TPS specifications. The Smart-EVO™ ITS takes the role of the AMA Transmitter generating daily billing files along with the ability to recreate files in the event of a downstream data loss. The Smart-EVO™ ITS billing data has been audited by major LEC companies and proven accurate to the fraction of a penny.

The Smart-EVO™ ITS incorporates a billing file scripting engine to permit custom output formatting of standard or custom AMA or EMI file formats.

The following Call Detail Data can be included in the EMI file output:

FIELD NAME	DEFINITION
SEQUENCE_NUM	The number grouping call in a specific time period
RECORD_NUM	The record number in a sequence of calls
ANI	The phone number of the telephone where the call originated
STATION	The station string from the ANI table
CALLED_NUM	The phone number that was called
CARRIER_ID	The carrier used to complete the call
START_DATE	The date on which the call began
START_TIME	The time at which the call was initiated
DURATION	The amount of seconds the call lasted
CHARGE	The amount of money charged for the call
LATA	The LATA code
REGION	The region code
COMPLETION	The completion status for the call
INIT_RATE	The initial rate code
MULTI_RATE	The multi rate flag
DISP	The call disposition code
ACCEPT_TIME	The time at which the call was accepted
PIN	The inmate's personal identification number
RECORDER	The recorder used if this call was recorded
DECK	The deck used if this call was recorded
CHANNEL	The channel on the deck used to record this call
BLOCKCODE	The blocking code applied to this call
DIALFLAG1	
DIALFLAG2	
LIDBCODE	Code returned from LIDB validation
LIDBRAO	LIDB Regional Accounting Office
LIDBRESP	Response code from the LIDB server
EXTRADIGS	Extra DTMF digits detected
TERMINATE	Termination code and reason
DTMF	DTMF detected flag

FAIRFAX COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #202001

INMATE COMMUNICATIONS



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

PFE	Three way call detect flag
PAYMENT	Payment type code
CALL_TYPE	Call type code
UNITID	Unit ID string (SS-LLL)
PROCESSED	The sequence number of the billing file
ARCHIVED	Has this record been archived?
CKTID	The circuit ID string
SERIALNUM	The CDR record serial number
AUDRECNUM	Unique Recording ID if call was recorded
CARDID	CARDID used for debit card calls (PIN ID for PIN Debit calls)
TRUNK	Trunk number call originated on
BALANCE	Remaining Balance on prepaid account or card
USERID	User ID associated with record
SITE_ID	Site ID call originated from
PIN_NAME	Name associated with PIN account
DOC_ID	Inmate DOC ID when used
OUT_TRUNK	Shelf and line of outbound trunk used on the call

The following non Call Detail Record information can also be included in the EMI file:

FIELD NAME	DEFINITION
FROM_NUM_LEN	The length of the ANI
TO_NUM_LEN	The length of the called number
BLOCKCODE_STRING	A short description of the blocking code
TERMINATE_STRING	A short description of the termination code
PAYMENT_STRING	A short description of the payment code
CALL_TYPE_STRING	A short description of the call type code
BILL_NUM	The phone number the call will be billed to
SPACE	Used to specify an exact number of spaces
SCIDYN_HEADER	Used to specify that a standard SciDyn record header should be inserted. The header is of the form [D%4SeqNum%8RecCnt].
ZEROS	Used to specify an exact number of zeros
SHELFNUM	The shelf number from which the call was placed



SMART-EVO™ ITS CALL SUMMARY – BY CALL TYPE REPORT SAMPLE

Call Summary by Call Type - Colleton SC

Calls From Dec 1, 2018 To Dec 31, 2018

Colleton SC

S001022077

PIN Debit Call

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local	1,202	9,228	7.68	\$2,214.24	\$1.84
IntraLata IntraState	184	1,330	8.11	\$319.20	\$1.94
InterLata IntraState	404	3,090	7.65	\$741.60	\$1.83
InterLata InterState	226	1,820	8.05	\$509.60	\$2.25
Total for PIN Debit Call	1,996	15,468	7.75	\$3,784.64	\$1.90

Prepaid

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local	309	2,678	8.67	\$589.16	\$1.90
IntraLata IntraState	265	1,990	7.51	\$855.70	\$3.22
InterLata IntraState	183	1,350	7.38	\$580.50	\$3.17
InterLata InterState	92	777	8.45	\$202.02	\$2.19
Total for Prepaid	849	6,795	8.00	\$2,227.38	\$2.62

Text Message

Region	Call Count	Minutes	Average	Total Charges	Average Charge
International	333	0	0.00	\$83.25	\$0.25
Total for Text Message	333	0	0.00	\$83.25	\$0.25

Text Message Chrg

Region	Call Count	Minutes	Average	Total Charges	Average Charge
International	440	0	0.00	\$110.00	\$0.25
Total for Text Message Chrg	440	0	0.00	\$110.00	\$0.25

Voice Mail Msg Chrg

Region	Call Count	Minutes	Average	Total Charges	Average Charge
International	4	0	0.00	\$4.00	\$1.00
Total for Voice Mail Msg Chrg	4	0	0.00	\$4.00	\$1.00

Colleton SC Totals	3,622	22,261	6.15	\$6,209.27	\$1.71
Grand Totals	3,622	22,261	6.15	\$6,209.27	\$1.71



SMART-EVO™ ITS CALL SUMMARY – BY CALL DATE REPORT SAMPLE

Call Summary by Call Type - [REDACTED]

Calls From Dec 1, 2018 To Dec 31, 2018

S001022077

PIN Debit Call

Region	Date	Calls	Minutes	Average	Total Charges	Avg Charge
Local	01-Dec-18	23	123	5.35	\$29.52	\$1.28
	02-Dec-18	26	148	5.69	\$35.52	\$1.36
	03-Dec-18	28	205	7.32	\$49.20	\$1.75
	04-Dec-18	27	327	12.11	\$78.48	\$2.90
	05-Dec-18	36	270	7.50	\$64.80	\$1.80
	06-Dec-18	26	169	6.50	\$40.56	\$1.56
	07-Dec-18	16	121	7.56	\$29.04	\$1.81
	08-Dec-18	34	243	7.15	\$58.32	\$1.71
	09-Dec-18	24	290	12.08	\$69.60	\$2.90
	10-Dec-18	41	263	6.41	\$63.12	\$1.53
	11-Dec-18	50	474	9.48	\$113.76	\$2.27
	12-Dec-18	38	195	5.13	\$46.80	\$1.23
	13-Dec-18	66	506	7.67	\$121.44	\$1.84
	14-Dec-18	51	438	8.59	\$105.12	\$2.06
	15-Dec-18	49	424	8.65	\$101.76	\$2.07
	16-Dec-18	45	344	7.64	\$82.56	\$1.83
	17-Dec-18	54	377	6.98	\$90.48	\$1.67
	18-Dec-18	56	484	8.64	\$116.16	\$2.07
	19-Dec-18	41	227	5.54	\$54.48	\$1.32
	20-Dec-18	42	290	6.90	\$69.60	\$1.65
	21-Dec-18	31	210	6.77	\$50.40	\$1.62
	22-Dec-18	31	163	5.26	\$39.12	\$1.26
	23-Dec-18	41	390	9.51	\$93.60	\$2.28
	24-Dec-18	33	267	8.09	\$64.08	\$1.94
	25-Dec-18	43	422	9.81	\$101.28	\$2.35
	26-Dec-18	38	296	7.79	\$71.04	\$1.86
	27-Dec-18	48	411	8.56	\$98.64	\$2.05
	28-Dec-18	41	293	7.15	\$70.32	\$1.71
	29-Dec-18	26	147	5.65	\$35.28	\$1.35
	30-Dec-18	54	372	6.89	\$89.28	\$1.65
	31-Dec-18	43	337	7.84	\$80.88	\$1.88
Sub Total For Local		1,202	9,226	7.68	\$2,214.24	\$1.84
IntraLata IntraState	01-Dec-18	3	9	3.00	\$2.16	\$0.72
	02-Dec-18	1	9	9.00	\$2.16	\$2.16
	03-Dec-18	6	21	3.50	\$5.04	\$0.84
	04-Dec-18	13	78	6.00	\$18.72	\$1.44
	05-Dec-18	10	59	5.90	\$14.16	\$1.41
	06-Dec-18	8	52	6.50	\$12.48	\$1.56



SMART-EVO™ ITS CALL SUMMARY – BY CALL TYPE AND PHONE REPORT SAMPLE

Call Summary by Call Type and Phone - Colleton SC

Calls From Dec 1, 2018 To Dec 31, 2018

S001022077

PIN Debit Call

Phone	Call Count	Minutes	Average	Total Charges	Average Charge
Female 1 L	131	701	5.35	\$171.80	\$1.31
GP Middle R	228	1,341	5.88	\$334.88	\$1.46
GP Wall 2 M	232	1,570	6.77	\$395.20	\$1.70
GP Middle L	284	1,614	5.68	\$400.76	\$1.41
Max Upstairs	71	455	6.41	\$115.20	\$1.62
Max Down	126	737	5.85	\$177.84	\$1.41
Female 2 R	52	271	5.21	\$65.32	\$1.25
Mobile	872	8,777	10.07	\$2,123.64	\$2.43
Total for PIN Debit Call	1,996	15,466	7.75	\$3,784.64	\$1.90

Prepaid

Phone	Call Count	Minutes	Average	Total Charges	Average Charge
Female 1 L	101	503	4.98	\$173.06	\$1.71
GP Middle R	107	757	7.07	\$228.83	\$2.13
GP Wall 2 M	101	759	7.51	\$209.87	\$2.07
GP Middle L	121	937	7.74	\$338.65	\$2.78
Max Upstairs	3	34	11.33	\$7.68	\$2.56
Max Down	17	187	11.00	\$60.03	\$3.53
Female 2 R	29	156	5.38	\$47.23	\$1.62
Booking Free	3	13	4.33	\$3.49	\$1.16
Mobile	367	3,449	9.40	\$1,160.54	\$3.16
Total for Prepaid	849	6,795	8.00	\$2,227.38	\$2.62
Colleton SC Totals	2,845	22,261	7.82	\$6,012.02	\$2.11
Grand Totals	2,845	22,261	7.82	\$6,012.02	\$2.11



SMART-EVO™ ITS INMATE PIN BALANCE REPORT SAMPLE

Inmate Number Balance Report - [REDACTED]

Facility: [REDACTED]

Balances From 12/01/2018 To 12/31/2018

[REDACTED]

Pin	Name	Entered	Active	Start Balance	End Balance
37980	[REDACTED] N,LOGAN	6/15/18	Yes	\$1.00	\$1.00
13260	[REDACTED] ANI	4/17/18	Yes	\$1.08	\$3.36
37290	[REDACTED] SHAY	7/11/17	Yes	\$50.34	\$14.47
37089	[REDACTED] ROBERT	2/22/18	Yes	\$0.96	\$0.96
37849	[REDACTED] AY	4/15/18	Yes	\$0.05	\$0.05
27154	[REDACTED] DAVID	7/12/18	Yes	\$2.52	\$0.04
33364	[REDACTED] KELSIE	5/14/18	Yes	\$0.00	\$0.00
31304	[REDACTED] N,JEANETTE	1/31/18	Yes	\$0.32	\$0.32
34537	[REDACTED] ALON	12/26/17	Yes	\$8.96	\$0.30
36944	[REDACTED] RADY	4/24/18	Yes	\$0.04	\$0.04
14699	[REDACTED] ENNETH	12/20/17	No	\$0.06	\$0.06
33111	[REDACTED] STIN	3/11/18	Yes	\$0.17	\$0.17
20516	[REDACTED] NNETH	12/20/17	Yes	\$0.00	\$0.00
37810	[REDACTED] NTHONY	3/22/18	Yes	\$0.28	\$0.28
38078	[REDACTED] TROY	8/21/18	Yes	\$0.12	\$0.12
14254	[REDACTED] ASON	7/17/18	Yes	\$1.56	\$0.04
34592	[REDACTED] OHN	12/20/17	No	\$0.23	\$0.23
14253	[REDACTED] RONALD	4/14/18	No	\$0.34	\$0.34
20849	[REDACTED] GHT,STEPHEN	2/5/18	Yes	\$0.00	\$0.00
37038	[REDACTED] JON	12/29/17	Yes	\$8.24	\$8.24
15261	[REDACTED] ARVIN	2/15/18	Yes	\$1.92	\$1.92
14818	[REDACTED] SON	12/20/17	Yes	\$0.20	\$0.20
12570	[REDACTED] ORGE	7/11/17	Yes	\$0.09	\$0.09
38225	[REDACTED] ITH	11/6/18	Yes	\$0.00	\$0.00
21692	[REDACTED] UGLAS	7/13/18	Yes	\$0.00	\$0.00
31847	[REDACTED] ALPH	9/24/18	Yes	\$10.00	\$10.00
17865	[REDACTED] CHRISTOPHER	7/3/18	Yes	\$0.00	\$0.00
27005	[REDACTED] NTHONY	4/5/18	Yes	\$1.72	\$1.72
33798	[REDACTED] ANTONIO	12/20/17	Yes	\$0.00	\$0.00
32455	[REDACTED] ERRICK	12/26/17	No	\$0.00	\$0.00
28377	[REDACTED] ARQUIS	7/11/17	Yes	\$0.03	\$0.03
18136	[REDACTED] CHAEL	1/22/18	No	\$0.00	\$0.00
28568	[REDACTED] EFON	7/30/18	Yes	\$0.00	\$0.00

30 January 2019



SMART-EVO™ ITS INMATE PIN DEBIT TRANSACTION REPORT SAMPLE

Inmate Number Debit Transaction Report - [REDACTED]

From 12/01/2018 To 12/31/2018

Pin: [REDACTED]
 Exclude Call Records
 Include Message Fees

Inmate Number Debit Transaction Report - [REDACTED]

From 12/01/2018 To 12/31/2018

Inmate Number: [REDACTED] DOC ID: [REDACTED] Name: [REDACTED] Current Balance: \$2.51 Facility: [REDACTED]

Date	Time	Transaction	POA	Payment Type	Amount	Notes
12/05/2018	10:04:05 AM	Credit	KIOSK	CASH	\$62.00	af9b6e9b
12/10/2018	05:30:10 PM	Credit	KIOSK	CASH	\$50.00	972fc701
12/16/2018	09:08:58 PM	Credit	McDanielComm	Transfer	\$9.00	WebService Entry
12/16/2018	09:34:10 PM	Credit	KIOSK	CASH	\$30.00	626801f1
12/18/2018	05:42:10 PM	Credit	KIOSK	CASH	\$52.00	8d713ede
12/20/2018	08:32:40 PM	Credit	KIOSK	CASH	\$67.00	baf95688
12/23/2018	02:31:53 PM	Credit	KIOSK	CASH	\$20.00	fc05dcef
12/23/2018	07:20:19 PM	Credit	McDanielComm	Transfer	\$4.00	WebService Entry
12/24/2018	12:17:27 PM	Credit	KIOSK	CASH	\$60.00	ebfbf4d8
12/24/2018	02:40:32 PM	Credit	KIOSK	CREDIT	\$35.00	a1446194
12/27/2018	11:01:05 AM	Credit	KIOSK	CASH	\$27.00	76a30621
12/27/2018	09:12:32 PM	Credit	CustomerCare	CREDIT	\$30.00	62268
12/28/2018	05:22:22 PM	Credit	KIOSK	CASH	\$50.00	b5abbd8d
12/30/2018	03:28:09 PM	Credit	KIOSK	CASH	\$52.00	2ff15662
Total Credits/Debits For [REDACTED]					\$548.00	

Message Fees for [REDACTED]

	Date	Time	Called_Num	Duration	Charge	Ckt Id	Balance	Termination
<input checked="" type="checkbox"/>	12/25/2018	12:21:56	(843)301-0674	00:00	\$6.25	Mobile	\$72.13	Normal Call
<input checked="" type="checkbox"/>	12/25/2018	12:23:39	(843)301-0674	00:00	\$6.25	Mobile	\$71.88	Normal Call
<input checked="" type="checkbox"/>	12/29/2018	13:37:09	(843)301-0674	00:00	\$6.25	Mobile	\$18.67	Normal Call
Total Charges For [REDACTED]					\$18.75			
Transaction Total From 12/01/2018 To 12/31/2018					\$548.00			

Current balances are from when the report was run, 30-Jan-19 12:15 PM



SMART-EVO™ ITS INMATE PIN DEBIT TRANSACTION WITH CALL RECORDS REPORT SAMPLE

Pin:
 Include Call Records
 Include Message Fees

Inmate Number Debit Transaction Report - Phila Nexus From 12/01/2018 To 12/31/2018

Inmate Number: DOC Id: Name: Current Balance: \$2.51 Facility:

Date	Time	Transaction	POA	Payment Type	Amount	Notes
12/05/2018	10:04:05 AM	Credit	KIOSK	CASH	\$62.00	af9b6e9b
12/10/2018	05:30:10 PM	Credit	KIOSK	CASH	\$50.00	972fc701
12/16/2018	09:06:56 PM	Credit	McDanielComm	Transfer	\$9.00	WebService Entry
12/16/2018	09:34:10 PM	Credit	KIOSK	CASH	\$30.00	626801f1
12/18/2018	05:42:10 PM	Credit	KIOSK	CASH	\$52.00	8d713ede
12/20/2018	08:32:40 PM	Credit	KIOSK	CASH	\$67.00	baf95686
12/23/2018	02:31:53 PM	Credit	KIOSK	CASH	\$20.00	fc05dcef
12/23/2018	07:20:19 PM	Credit	McDanielComm	Transfer	\$4.00	WebService Entry
12/24/2018	12:17:27 PM	Credit	KIOSK	CASH	\$60.00	ebfbf4d6
12/24/2018	02:40:32 PM	Credit	KIOSK	CREDIT	\$35.00	a1446194
12/27/2018	11:01:05 AM	Credit	KIOSK	CASH	\$27.00	76a30621
12/27/2018	09:12:32 PM	Credit	CustomerCare	CREDIT	\$30.00	62268
12/28/2018	05:22:22 PM	Credit	KIOSK	CASH	\$50.00	b5abbd6d
12/30/2018	03:28:09 PM	Credit	KIOSK	CASH	\$52.00	2ff15662
Total Credits/Debits For					\$548.00	

Call Records & Message Fees for

Date	Time	Called_Num	Duration	Charge	Ckt Id	Balance	Termination
12/01/2018	13:46:54	(843)909-	01:15	(\$0.48)	Mobile	\$49.86	Normal Call
12/01/2018	15:27:37	(843)301-	59:09	(\$14.40)	Mobile	\$35.46	Normal Call
12/01/2018	16:29:38	(843)301-	17:36	(\$4.32)	Mobile	\$31.14	Normal Call
12/01/2018	18:18:14	(843)909-	13:21	(\$3.36)	Mobile	\$27.78	Normal Call
12/03/2018	12:52:46	(843)909-	17:22	(\$4.32)	Mobile	\$23.46	Normal Call
12/03/2018	16:35:25	(843)301-	20:42	(\$5.04)	Mobile	\$18.42	Normal Call
12/04/2018	12:19:36	(843)301-	59:25	(\$14.40)	Mobile	\$4.02	Normal Call
12/04/2018	22:24:19	(843)909-	14:25	(\$3.60)	Mobile	\$0.42	Normal Call
12/05/2018	08:21:33	(843)909-	00:26	(\$0.24)	Female 1 L	\$0.18	Normal Call
12/05/2018	11:30:30	(843)909-	10:11	(\$2.64)	Mobile	\$59.54	Normal Call
12/05/2018	13:08:09	(843)301-	05:33	(\$1.44)	Mobile	\$58.10	Called Party Hung Up
12/05/2018	14:18:17	(843)301-	15:39	(\$3.84)	Mobile	\$54.26	Normal Call
12/05/2018	15:27:13	(843)898-	18:22	(\$4.56)	Mobile	\$49.70	Normal Call
12/06/2018	15:16:45	(843)909-	11:02	(\$2.88)	Mobile	\$46.82	Called Party Hung Up
12/06/2018	16:11:36	(843)301-	07:58	(\$1.92)	Mobile	\$44.90	Normal Call
12/06/2018	16:20:43	(843)301-	48:16	(\$11.76)	Mobile	\$33.14	Normal Call
12/06/2018	18:13:58	(843)898-	01:32	(\$0.48)	Mobile	\$32.66	Called Party Hung Up
12/07/2018	17:21:43	(843)909-	15:45	(\$3.84)	Mobile	\$28.82	Normal Call
12/08/2018	07:00:48	(843)909-	02:11	(\$0.72)	Mobile	\$28.10	Normal Call
12/08/2018	16:26:39	(843)909-	00:58	(\$0.24)	Mobile	\$27.86	Normal Call



SMART-EVO™ ITS INMATE PIN SUBLEDGER REPORT SAMPLE

PIN Debit Subledger Report - [Redacted]

Facility: [Redacted]
 Date: 12/01/2018 to 12/31/2018
 Order: date

Transactions From Dec 1, 2018 To Dec 31, 2018

[Redacted]

S001022077

Name	Pin	Payment	Type	Date	Time	Notes	Amount
[Redacted] QUAN	[Redacted]	Transfer	Credit	12/1/18	07:05:48 AM	WebService	\$4.00
[Redacted] KEEM	[Redacted]	Transfer	Credit	12/1/18	08:58:53 AM	WebService	\$9.00
[Redacted] RON	[Redacted]	Transfer	Credit	12/1/18	09:08:15 AM	WebService	\$5.00
[Redacted] BERT	[Redacted]	Transfer	Credit	12/1/18	01:04:08 PM	WebService	\$5.00
[Redacted] EVEN	[Redacted]	Transfer	Credit	12/1/18	01:14:43 PM	WebService	\$14.00
[Redacted] ALON	[Redacted]	Transfer	Credit	12/1/18	01:27:32 PM	WebService	\$9.00
[Redacted] H,ASHLEY	[Redacted]	Transfer	Credit	12/1/18	02:30:18 PM	WebService	\$4.00
[Redacted] NATHAN	[Redacted]	Transfer	Credit	12/1/18	02:55:27 PM	WebService	\$4.00
[Redacted] RON	[Redacted]	Transfer	Credit	12/2/18	07:49:40 AM	WebService	\$7.00
[Redacted] BERT	[Redacted]	Transfer	Credit	12/2/18	09:18:50 AM	WebService	\$3.00
[Redacted] N,VALERIE	[Redacted]	Transfer	Credit	12/2/18	10:03:20 AM	WebService	\$3.00
[Redacted] ,KASIEM	[Redacted]	CASH	Credit	12/2/18	01:18:49 PM	#4003a94	\$25.00
[Redacted] KEEM	[Redacted]	Transfer	Credit	12/2/18	02:18:10 PM	WebService	\$9.00
[Redacted] ASON	[Redacted]	Transfer	Credit	12/2/18	05:20:07 PM	WebService	\$10.00
[Redacted] BERT	[Redacted]	Transfer	Credit	12/3/18	07:19:35 AM	WebService	\$6.00
[Redacted] ANI	[Redacted]	Transfer	Credit	12/3/18	07:23:03 AM	WebService	\$5.00
[Redacted] H,ASHLEY	[Redacted]	Transfer	Credit	12/3/18	08:59:58 AM	WebService	\$4.00
[Redacted] AMARA	[Redacted]	Transfer	Credit	12/3/18	09:47:48 AM	WebService	\$4.00
[Redacted] ,SAQUAN	[Redacted]	Transfer	Credit	12/3/18	01:03:37 PM	WebService	\$9.00
[Redacted] H,ASHLEY	[Redacted]	Transfer	Credit	12/3/18	01:04:34 PM	WebService	\$4.00
[Redacted] QUAN	[Redacted]	Transfer	Credit	12/3/18	01:32:44 PM	WebService	\$9.00
[Redacted] KEEM	[Redacted]	Transfer	Credit	12/3/18	01:58:27 PM	WebService	\$19.00
[Redacted] MAINE	[Redacted]	Transfer	Credit	12/3/18	02:52:11 PM	WebService	\$19.00
[Redacted] LER	[Redacted]	Transfer	Credit	12/3/18	08:04:14 PM	WebService	\$4.00
[Redacted] HELDWIN	[Redacted]	Transfer	Credit	12/4/18	07:23:32 AM	WebService	\$5.00
[Redacted] N,VALERIE	[Redacted]	Transfer	Credit	12/4/18	07:35:20 AM	WebService	\$3.00
[Redacted] HESDAY	[Redacted]	Transfer	Credit	12/4/18	07:59:01 AM	WebService	\$14.00
[Redacted] MAINE	[Redacted]	Transfer	Credit	12/4/18	08:18:08 AM	WebService	\$14.00
[Redacted] ONJAY	[Redacted]	Transfer	Credit	12/4/18	09:25:07 AM	WebService	\$9.00
[Redacted] MICHAEL	[Redacted]	Transfer	Credit	12/4/18	10:12:43 AM	WebService	\$5.00

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SMART-EVO™ ITS FREQUENTLY DIALED NUMBERS SEARCH AND REPORT SAMPLE

Frequently Dialed Numbers

Calls From Dec 1, 2018 To Dec 31, 2018 - Collection 10 Threshold 25

30 January 2019

Facility	Phone Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied
	(843)584-	917:27	1,107	328	264	91	173
	(843)635-	416:02	570	318	180	52	128
	(843)898-	231:29	379	308	285	8	277
	(843)635-	992:33	1,130	235	175	114	61
	(843)209-	721:57	813	223	195	77	118
	(843)554-	527:42	650	222	176	119	57
	(843)563-	259:32	362	187	161	52	109
	(999)333-	80:22	205	182	164	164	0
	(904)497-	135:17	259	166	78	78	0
	(912)346-	193:55	253	159	135	14	121
	(854)333-	394:47	459	155	66	56	10
	(843)621-	211:26	302	155	95	16	79
	(843)298-	731:53	809	152	132	114	18
	(843)542-	213:27	296	152	133	9	124
	(843)542-	1397:44	1,469	135	105	63	42
	(843)922-	518:06	576	133	125	53	72
	1	03:53	105	123	0	0	0
	(843)599-	146:22	206	123	86	13	73
	(843)909-	448:29	507	123	104	76	28
	(843)599-	111:34	181	116	40	29	11
	(843)301-	502:14	556	114	81	19	62
	(843)599-	213:32	284	113	86	35	51
	(843)898-	234:40	286	110	87	28	59
	(843)584-	161:24	226	107	43	3	40
	(843)599-	78:42	127	103	54	3	51
	(843)471-	139:34	185	100	87	15	72

Frequently Dialed Numbers

Printed by Business Dynamics



SMART-EVO™ ITS MULTIPLE INMATE PIN CALLED NUMBERS SEARCH AND REPORT SAMPLE

Distinct Inmates	Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied	CDR Data	PIN List
13	(904)991-3373	13:53	132	203	302	202	0 calls	Pins	
4	(904)991-3373	03:25	9	8	2	2	0 calls	Pins	
4	(904)991-3373	03:37	8	5	3	3	0 calls	Pins	
4	(904)991-3373	06:38	9	5	3	3	0 calls	Pins	
3	(904)991-3373	30:57	38	11	5	5	0 calls	Pins	
3	(904)991-3373	05:12	10	10	6	0	0 calls	Pins	
3	(904)991-3373	31:00	35	7	3	3	0 calls	Pins	
3	(904)991-3373	02:30	7	7	1	1	0 calls	Pins	
3	(904)991-3373	04:22	7	4	1	1	0 calls	Pins	

Multiple Pin Called Numbers

Calls From Dec 1, 2018 To Dec 31, 2018 - Threshold 20

30 January 2019

Distinct Inmates	Phone Number	MM:SS	Minutes	Attempts	Connected	Accepted	Denied
39	(999)333-████	80:22	205	182	164	164	0
38	(843)554-████	527:42	650	222	176	119	57
31	(904)497-████	135:17	259	166	78	78	0
27	(843)563-████	259:32	362	187	161	52	109
24	(843)621-████	211:26	302	155	95	16	79
23	(843)542-████	165:14	207	75	41	31	10
22	(843)635-████	416:02	570	318	180	52	128
21	(843)599-████	111:34	181	116	40	29	11
21	0	10:33	76	84	0	0	0
20	(843)405-████	229:01	277	93	57	25	32
Grand Totals		2146:43	3,089	1,598	992	566	426



SMART-EVO™ ITS PHONE NUMBER SEARCH SAMPLE

Phone Number Report

Phone Number : [(229)759-] x

Print Format **Search** **Reset**

(229)759-6013 In Global Numbers Table

Phone Number	Date entered	Status	Description	Facility
(229)759-	28-Jan-19	restrict	EMERGENCY USE ONLY	

1 occurrence in Global Numbers Table

(229)759-6013 Not Found In Pin Allowed Number List

1 Total Occurrence Found

Exhibit 9: Equipment Specification Sheets

NETWORK HARDWARE AND UNINTERRUPTIBLE POWER SUPPLY (UPS)

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

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



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



ETHERNET SWITCH HARDWARE	
Description:	Ethernet Switch is a 19.0" Rack Mountable 1U Device
Depth:	6.70"
Width:	12.90"

Height:	1.70"
Weight:	3.57 lbs
Power:	AC Power at 100-240 volts and 50-60 Hz, 13.5 Watts max.
Operating Temperature:	32o to 104o F
Humidity Range:	Maximum relative humidity 95% (non-condensing)



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



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



INMATE TELEPHONE STATIONS |

Smart Communications will provide a minimum of 296 inmate telephone stations specifically designed to meet the unique security, safety and durability needs of correctional facilities.

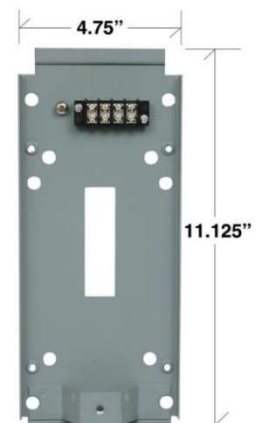
All inmate telephone station ringers are disconnected and will not allow incoming calls. These inmate telephone stations are manufactured of high-strength, tamper-proof heavy gauge steel that is coated in a graffiti/scratch resistant finish. The telephone handsets are constructed of heavy-duty polycarbonate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

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

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

FEATURES:

- Built-in user-controlled "LOUD" button for ADA mandated volume control (user-controlled volume amplification and volume resets to normal with on-hook)
- Confidencer technology filters out background noise at the user's location, allowing better sound to the called party; all-in-one electronic dial features modular incoming line and handset connections for quick maintenance; Carbon (HS) and DuraClear (DURA) Handsets have separate 4-pin connections
- Heavy duty 14-gauge brushed stainless steel provides rugged housing designed for inmate use with mounting backboard
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths; secured with a 14-gauge retainer bracket for maximum vandal resistance
- Handset has sealed transmitter and receiver caps, suitable for heavy use and abuse locations
- Pin-in-head security screws minimize tampering
- Hearing aid compatible and FCC registered US: IDATE0SBITC-254, IC:3267A-ITC254

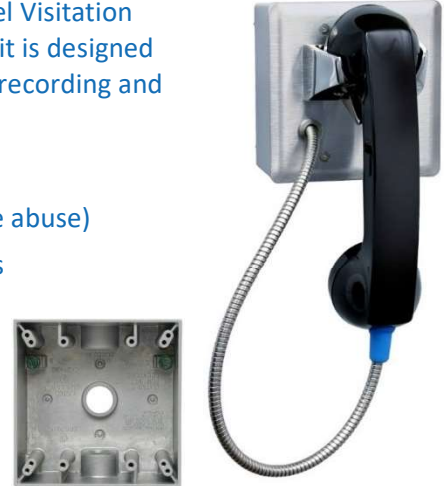


INMATE VISITATION TELEPHONES |

Smart Communications will provide a minimum of 84 (42 pairs) of the Wintel Visitation Telephone Kit 7429VST to support inmate visitation communications. This kit is designed for correctional facility use and is fully compatible with the call monitoring, recording and detail record functions of the Smart-EVO™ ITS.

FEATURES:

- Strong, durable and long lasting (designed to protect against inmate abuse)
- 14-gauge stainless steel faceplate with pin and head security screws
- Magnetic hook-switch (no mechanical contacts to fail)
- Ultra-rugged, hearing aid compatible Rhino® telephone handset
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths
- Double-gang mounting box included



PORTABLE INMATE TELEPHONE STATIONS |

Smart Communications will provide a minimum of 4 portable inmate telephone stations securely mounted on a rolling base constructed of heavy-duty 14-gauge steel and featuring four 4.0" lockable wheels.

SPECIFICATIONS:

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

*Varies depending on phone model installed.



ITS/VVS DUAL-PURPOSE WORKSTATIONS |

Smart Communications' will provide a minimum of 6 ITS/VVS Dual-Purpose Workstations.

The ITS/VVS Dual-Purpose Workstations provided will meet and/or exceed the following specifications:

- Core i-5 3.1 GHz (or equivalent) Processor
- 500 GB hard disk drive
- Integrated 10/100 network interface
- 16x DVD +/- RW with data/audio burning software
- 2 button USB optical mouse with scroll
- USB keyboard
- 6 GB RAM
- Windows 10 Professional 64 bit (licensed)
- 17" flat panel color monitor
- External speakers
- Laser printer with print cartridges



TDD/TTY DEVICES |

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

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

FEATURES:

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



VIDEO RELAY SERVICE (VRS) DEVICES |



Smart Communications will provide a minimum of 3 devices featuring Purple Communications P3 Video Relay Service (VRS). P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified solution to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards and offers the greatest amount of flexibility.



Video Protocols |

- SIP
- H.323 H.263
- H.264
- CIF (352 x 288)

Audio Protocols |

- G.711
- G.72 2.1
- GSM Ilbc
- Echo cancellation
- Automatic Gain Control and Denoise



Video Performance (Bandwidth) |

- Bandwidth adjusts between 384 Kbps and 2048 Kbps Recommended bandwidth of 768 Kbps
- Adaptive low-latency packet-loss recovery
- Automatic bandwidth control, adapts to network conditions

System Requirements |

- For PC: Windows® 7/8/10 with DirectX 9.0c or higher
- For Mac: OS X 10.10 Yosemite or higher
- Recommended CPU for PCs: Intel® Core™ 2 Duo class, 2.33 GHz or faster
- Ideal CPU for PCs: Intel® Core™ 2 Quad class, 2.66 GHz or faster
- Recommended CPU for Macs: Core i5 or Xeon, 2.0 GHz or faster
- Memory and disk: 2 GB RAM and 250 Mb hard disk space

PUBLIC PAY PHONES |

Smart Communications will provide a minimum of 7 Elcotel Series-5 coin-operated telephones. The Elcotel Series-5 is easy to maintain, requiring only periodic maintenance to remove the coin and inspect the coin flow.

FEATURES:

- Line-powered, no electricity required (42 VDC to 56 VDC)
- Voice and printed instructions for all calls
- Takes quarters, dimes and nickels
- Works with credit and calling cards via keypad entry
- Quality handset with reinforced armored cord
- Vandal-proof locks
- Pre-programmed for specific area code and rate/time limit request
- Anti-jam coin acceptor
- Coin box holds approximately \$175.00
- FCC registered and UL listed
- Loop current range: 22 mA to 90 mA. POTS line (B-1 or COCOT), loop start, standard dial tone 600/120 Hz



INMATE AND GENERAL PUBLIC VIDEO VISITATION STATIONS |

Smart Communications will provide a minimum of 120 of our proprietary SmartKiosk™ devices to support inmate and general public video visitation. SmartKiosk™ devices are engineered to withstand inmate abuse and meet the unique safety and security requirements of correctional facilities.

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

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



VVS MONITORING WORKSTATIONS WITH TVs

Smart Communications will provide a minimum of 4 VVS Monitoring Workstations with TVs.

The PC workstations provided will meet and/or exceed the following specifications:

- Core i-5 3.1 GHz (or equivalent) Processor
- 500 GB hard disk drive
- Integrated 10/100 network interface
- 16x DVD +/- RW with data/audio burning software
- 2 button USB optical mouse with scroll
- USB keyboard
- 6 GB RAM
- Windows 10 Professional 64 bit (licensed)
- 34" flat panel color monitor/TV
- External speakers
- Laser printer with print cartridges



INMATE TABLET DEVICES AND CHARGING STATIONS |

Smart Communications will provide a minimum of 316 of our proprietary SmartTablet™ devices and 32 wireless tablet charging stations. Every aspect of our SmartTablet™, including the device’s body, battery, camera and wireless charging stations, were engineered from the ground up in partnership with our private manufacturer in Asia. This makes the SmartTablet™ different from our competitor’s tablets that are nothing more than an off-the-shelf, consumer grade tablet housed inside a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications’ custom, proprietary operating system that will only allow the device to connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (i.e. Samsung) tablets run on non-proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain access to the Internet.



The SmartTablet™ device’s internal components and LCD are housed in an ultra-rugged, chemical and stain resistant opaque enclosure. 20 security screws are strategically positioned throughout the rear of the enclosure which prevents access and tampering by inmates.

The SmartTablet™ device’s 7.0” LCD touchscreen is protected by Gorilla® Glass 3 that is 3 times thicker than the material typically used in general consumer electronic products. The increased thickness provides superior resistance to breakage due to aggressive device handling or drops. Screen protectors that can easily be removed by inmates are not necessary as the native properties of Gorilla® Glass 3 provides exceptional resistance against light and deep scratches.

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

To ensure quality and performance, Smart Communications retains the services of an independent laboratory to inspect SmartTablet™ production lots. As a part of the inspection process, the independent laboratory randomly selects SmartTablet™ devices from the production lot and subjects them to various quality control and durability tests.

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



PUBLIC/LOBBY AND INTAKE BOOKING KIOSKS |

Smart Communications will install and maintain two public/lobby and two intake booking kiosks for the FCSSO.

The public/lobby kiosks provided will accept credit card, debit card as well as cash deposits. This allows family and friends who are visiting a facility to create and deposit funds into their personal Smart-EVO™ ITS Prepaid Collect accounts as well as deposit funds directly into an inmate’s Smart-EVO™ ITS PIN Debit or Commissary Trust Fund account. After a deposit has been made, the public lobby/kiosk documents the transaction by taking a picture of the individual that had made the deposit and issues a printed receipt. The receipt issued displays the transaction number, deposit and fee amounts and a toll-free customer service telephone number. Funds deposited are available for immediate use.

Smart Communications’ intake booking kiosks are designed to securely collect money from new inmates with minimal officer involvement. The booking kiosks provided will accept credit card, debit card and cash deposits (including coins). The booking kiosks will be interfaced with the inmate Trust Fund accounting system to allow deposited funds to be available immediately for inmate commissary purchases. After deposit has been made, the booking kiosk documents the transaction by taking a picture of the inmate and issues two printed receipt copies (one for the inmate and other for the facility).

Each kiosk is equipped with a 19.0” LCD touchscreen display, a webcam, two bill acceptors each with a 1,000 bill capacity, a credit card reader and a thermal receipt printer. The booking kiosks provided will also feature a coin acceptor. All kiosks will be fully supported and maintained (including cash collections/custodial services and software updates) by Smart Communications throughout the life of the contract at **no cost** to the County.



PUBLIC/LOBBY AND INTAKE BOOKING KIOSK SPECIFICATIONS	
Enclosure:	<ul style="list-style-type: none"> • Free standing • Ruggedized steel construction • Powder coated finish • Front access door with key lock • Baseplate or to floor through baseplate mountable • ADA capable
Dimensions (l x w x h):	20.0 x 22.0 x 62.0” (50.80 x 55.88 X 157.48 cm)
Weight:	250 lbs (113.4 kg)
Power:	15A (maximum draw)
Components:	<ul style="list-style-type: none"> • 19.0” LCD with PCASP touchscreen display • PC with Windows OS and Ethernet LAN connection • Thermal Printer • Credit card reader • Webcam • 2 Bill Acceptors with 1,000 bill capacity • Coin Acceptor (intake booking kiosk only)



Exhibit 10| Sample Training Plan and User Documentation

Smart Communications will provide comprehensive onsite training to your staff relating to the administration, operation and reporting of the Smart-EVO™ ITS, SmartVisit™ VVS and all other technologies and services at **no cost**. Training is typically provided in eight hour sessions. Training sessions are designed to focus on the needs of staff based on user access level: Staff, Staff Administrator, Investigator, Administrator. Each class will correspond to the specific level of user access, system capabilities and user responsibilities. Typically, the Administrator training will include Staff and Staff Administrator training, with additional time allocated accordingly.

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

Documentation and training guides will be provided at the time of training. Training will be provided to the satisfaction of your facility. Your facility may also request additional onsite training at any time during your contract with Smart Communications at **no cost**.