

November 2, 2016

Sheriff Doug Maue and
Chief Deputy Michael S. Dall
Clinton County Sheriff's Office
810 Franklin St.
Carlyle, IL 62231

RE: Proposal to Provide *Inmate Telephone Services*

Dear Sheriff Maue & Chief Deputy Dall:

Thank you for the opportunity to submit this Proposal to provide **Inmate Telephone Services** for Clinton County, Illinois. **ICSolutions**, a *Keefe Group Company*, would be proud to manage the County's inmate telecommunications needs, and we have attached a sample contract for your review.

ICSolutions' offer is based upon a five (5)-year contract term with annual renewals thereafter, and Facility information provided by the County for the purpose of obtaining a Proposal.

As your new Inmate Telephone Services provider, ICSolutions will provide all of the following at no cost to the County:

- ✓ Our centralized **ENFORCER® inmate calling platform** – housed in our San Antonio data center and backed up at the Keefe data center in St. Louis
- ✓ 12 stainless steel inmate telephones
- ✓ 1 enrollment phone in Booking
- ✓ 1 inmate phone in Booking offering free calling
- ✓ 1 phone in the Jail lobby offering free local calling
- ✓ 5 visitation phone sets, connected to The ENFORCER® for monitoring & recording
- ✓ 1 TDD/TTY unit
- ✓ 1 workstation with printer
- ✓ Unlimited ENFORCER® user licenses
- ✓ Interface to the County's JMS to provide for automated inmate ID / PIN updates
- ✓ Integration with the County's Stellar Commissary and Banking systems for:
 - Automated, PIN-based inmate Debit calling
 - Over-the-phone commissary ordering
- ✓ **The ENFORCER® Investigative Suite:**
 - The Verifier voice **biometric inmate identity verification**
 - Data Detective **data mining & link analysis** tools
- ✓ **The ENFORCER® IVR Suite:**
 - The InformerSM **PREA module**

- The CommunicatorSM **paperless inmate communications portal**
- The AttendantSM **automated information line** for inmate & public information requests
- ✓ Inbound inmate voicemail – generates additional revenue for the County
- ✓ **Online storage of all call recordings** and call data for the **entire contract duration**
- ✓ **24 x 7 x 365 live, U.S.-based service** for called parties and Facility staff
- ✓ Training on the new phone system for all Facility users

ICSolutions' *Financial Offer* for Clinton County – including our proposed rates and Facility revenue – is described in detail in the following section. More detailed information about the proposed technology and services follows this letter in our **Technical Proposal**.

Financial Offer

- ✓ Commission Paid on All Call Types at the Rate of 55.1% of Total Gross Revenue
- ✓ \$25,000.00 Minimum Annual Guarantee (MAG) in Yearly Commission Earnings
- ✓ FCC-Approved Calling Rates & Fees
- ✓ Additional Commission Generated by Inmate Voicemail (Optional)

Inmate Telephone Commissions

ICSolutions will provide Inmate Phone Service, including all related equipment, maintenance, and unlimited ENFORCER® licenses, at no cost to the County. Our offer includes the payment of commissions at the rate of **55.1% of Total Gross Revenue** paid on **all completed inmate calls of every kind**. No deductions are made for bad debt, unbillables, uncollectable revenue, or any other similar cost of providing inmate phone services.

REGULATORY NOTE: Per the recently effective FCC Orders recommending nationwide caps on calling rates and setting caps on fees, **commissions are allowed for all call types**, including Interstate calls. Furthermore, **the FCC has not regulated or imposed any per-minute or percentage rate caps on site commissions**. Therefore, ICSolutions' commission offer is in full compliance with all current and pending FCC regulations.

\$25,000.00 Minimum Annual Guarantee (MAG)

ICSolutions' offer includes a **\$25,000.00 Minimum Annual Guarantee (MAG)** in total commissions for each year during the contract term, plus all renewal periods. In addition, commission earnings will be calculated at the proposed commission rate using actual calling revenue, and **the County will receive any additional commission earned each year above the proposed MAG**.

Unique ICSolutions MAG Feature:

With ICSolutions – unlike with other inmate phone vendors – our **MAG is applicable to every single contract year and all exercised extension periods!** This guaranteed revenue will ensure the County can meet its budgetary demands not just in the first contract year, but every year in which you are an ICSolutions customer.

FCC-Approved Calling Rates & Fees

(no connect fees | no surcharges)

ICSolutions' proposed calling rates comply with rate structure that was adopted by the FCC on August 4, 2016, and published to the Federal Register on September 13, 2016.

**Collect, Debit,
& Prepaid Collect Calling:**

Anywhere in the United States:
31¢ per minute

*21¢ PREPAID
25¢ DEBIT*

NOTE: Call Rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

International debit calling is also available at the rate of **95¢ per minute**, with no surcharges.

The FCC-compliant fees are noted below:

Industry Fee	ICSolutions Fee Amount	Applies To
Funding Fee – IVR or Website	\$3.00 per transaction	Prepaid
Funding Fee – Live Agent	\$5.95 per transaction	Prepaid
Direct Bill Statement Fee	\$2.00 per month (applies only during months in which collect calls were accepted)	Collect

These proposed rates are more economical for inmates and their loved ones and easier to understand than the higher rates historically charged in other area correctional facilities – and they are **fully compliant with all current FCC regulations** and State regulations. Postalized calling rates offer several benefits to both the County and your inmates and constituents:

- Simplified rates can stimulate significantly more calling and **more overall revenue** for the County.
- **Better value** for those who pay for calls.
- **More frequent communication**, because eliminating surcharges (connect fees) frees inmates to call loved ones more often, without having to consider call duration before calling.
- **Eliminates refund requests due to dropped calls!** Again, because there is no connect fee, there is no financial penalty for making multiple short-duration calls. If a call is dropped – due to a lost connection on a called party's cell phone, for example – the inmate can simply hang up and retry the call without having to pay any connect fees. For the Jail, this means **fewer complaints** and **less time** spent reviewing refund requests.

- Eliminates the financial incentive for engaging in "dial-around" or "call-forwarding" services such as ConsCallHome.com; results in the collection of **more valuable investigative data** for the County, as destination phone numbers can be accurately identified and located.

Optional Inmate Voicemail

To further increase your commission revenue, ICSolutions can deploy our Inmate Voicemail solution. This service allows inmates to receive inbound voicemail messages from friends and family, who pay a fee of \$1.00 per message. **The County will receive 50¢ of each message fee as additional commission revenue.**

The ENFORCER® Inmate Calling System

ICSolutions' ENFORCER® Inmate Calling System is Web-based and accessible to authorized users from any location – onsite or off. It offers the richest set of features available in the industry today, all at no cost to the County.

✓ **System Features:**

- **Remote access for authorized personnel**
- **Easy-to-use Web interface**
- **Lifetime online storage of all call data & recordings**
- Unlimited expansion capabilities to accommodate new construction and future growth
- Onsite reporting capabilities
- Hardened corrections-suitable equipment
- TDD equipment compatibility with transcription service
- Remote information-sharing with offsite investigators and other law enforcement agencies and jurisdictions – at the County's sole discretion

✓ **Service Features:**

- Lifetime repair or replacement warranty on all equipment
- 24 x 7 x 365 **live** technical service (for facility personnel)
- 24 x 7 x 365 **live** customer service (for call recipients)
- Ongoing staff training & online system documentation
- Inmate & called party instruction
- Free, regular software upgrades for the life of the contract

✓ **Calling Services:**

- Collect, PrePaid Collect, & Debit calling options
 - Inmate PINs
 - Inmate PANs (personal allow numbers lists) with self-learning capability and paper-free change request options
 - Automated operator service in multiple languages
 - Custom call prompts & voice overlays
 - Inmate name recording
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- Inmate voice mail (optional) – fees for voice mail will be split 50/50 with the Facility to provide you with **additional commission revenue**

- ✓ **Administrative Controls:**
 - Multi-site networking & reporting
 - Password-controlled access
 - User permissions – editable per individual user or user group
 - User access log

- ✓ **Fraud Controls:**
 - 3-way call detection
 - Hook switch calling prevention
 - Secondary dial tone prevention
 - Extra dialed digits prevention
 - Chain dialing prevention

- ✓ **Call Controls:**
 - Blocked number tables
 - Set call duration & velocity limits by dialed number, individual inmate, inmate classification, inmate group, pod, facility, or system-wide
 - Set call duration & velocity limits by call type
 - Inmate call suspension and automatic reinstatement
 - Electronic and/or manual phone shutdown – scheduled & emergency

- ✓ **Investigative Tools:**
 - 100% monitoring & recording of all non-confidential inmate phone calls
 - Verifiable security encryption on call recordings – supported by free expert testimony
 - Free inmate grievance / crime tip / PREA lines – **eliminate paper kites**
 - Custom reporting
 - Call alerts (hot numbers, hot PINs)
 - Financial alerts
 - Gang management
 - Remote call forwarding to authorized investigators, with options to “barge in” and/or disconnect
 - Searchable call notes
 - **Reverse directory** with satellite mapping
 - **More** – if the technology exists, we can make it work with our ENFORCER® calling system!

Please turn to the **Technical Proposal** immediately following this letter for more detailed information about The ENFORCER® calling system and other optional services.

Contract Negotiation & Further Inquiries

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

Mr. Brendan Philbin, Vice President of Business Development
Office: 866-228-4040 **Email:** bphilbin@icsolutions.com

Additionally, please feel free to contact your ICSolutions Regional Account Manager with any questions about this Proposal:

Mr. Vince Laurita, Regional Account Manager
Office: 866-228-4040 **Email:** vlaurita@icsolutions.com

For your review, ICSolutions has attached some additional information regarding our technology and services. In addition to this letter and the **Technical Proposal** that follows it, you will find the following attachments:

- A. Sample ICSolutions Contract
- B. ICSolutions® Brochure
- C. Equipment Spec Sheets
- D. ICSolutions' Client List

ICSolutions serves hundreds of facilities across the U.S., and we have provided contact information for every single one of them in the **Client List** in **Attachment D**. Please contact *anyone on our client list* to hear more about our reputation for outstanding service and technology.

And please don't hesitate to contact us if you have questions about this Proposal, or if you require additional information. The ICSolutions team looks forward to the opportunity to serve Clinton County's inmate telecommunications needs.

Sincerely,



Brendan Philbin
Vice President of Business Development