

Attachment 1 - Mandatory Requirements

SECTION A - GENERAL CONDITIONS

SUBSECTION 1 - PROJECT SCOPE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
1.001	ITS Project Scope	Customer requires a turn-key inmate calling solution which shall include, without limitation, pre-paid collect, pre-paid card, direct bill, debit and free calls and standard visitation sessions. Vendor shall install and operate all inmate and visitation telephones, and related equipment. Vendor shall, without cost to Customer, provide all wiring for the inmate and visitation telephones, install the inmate and visitation telephones and the related hardware and software specifically identified herein, to enable inmates at the Facilities to complete, without limitation, local, long distance and/or international pre-paid collect, pre-paid card, direct bill, debit and free calls and standard visitation sessions from the Facilities.	
1.002	ITS Project Scope	Standard visitation is only required at the Southern Branch Jail.	
1.003	VVS Project Scope	Customer requires a turn-key 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 at the Facilities. All onsite video visitation sessions shall be free and Vendor's VVS shall be capable of configuring the first hour of an inmate's remote video visitation sessions (per week) to be free.	
1.004	VVS Project Scope	VVS is currently only required at the NBJ. Customer, at its sole discretion, may expand VVS to SBJ at any point during the Agreement term.	
1.005	Tablet Project Scope	Customer may implement Vendor's correctional-grade mobile device/tablet solution ("Tablets") at no cost the Customer at any time during the Agreement. Tablets shall, at a minimum, have the capability to access 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.	

SUBSECTION 2 - ITS REVENUE SHARE, PAYMENT AND REPORTING

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REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
2.001	Reporting and Payments	Vendor shall pay Customer a revenue share of 72% of Gross Revenue by and through the ITS. Gross Revenue 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, 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 Vendor.	
2.002	Reporting and Payments	Vendor shall pay Customer a Minimum Annual Guarantee (MAG) in the amount of \$500,000.00 for each year of the Agreement. Vendor shall provide a monthly report detailing the cumulative sum associated with the Gross Revenue generated by the ITS and the monthly revenue share calculated at the revenue share rate specified in Attachment 1 - Section J (Rate, Fees and Revenue Share). If the total revenue share paid to Customer for 12 consecutive months, beginning the first month the first call was placed via the ITS, is less than the MAG, the difference shall be due Customer or its Designated Agent on or before the 20th day of the month following the 12th month of the applicable Agreement year. Any amounts due Customer shall be calculated by adding the monthly revenue share paid to Customer for the traffic months of the current Agreement year and subtracting from the MAG. The upfront supplemental payment specified in the Agreement shall not be included in the MAG.	
2.003	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.	
2.004	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.	

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2.005	Reporting and Payments	Customer shall notify Vendor of any unapproved additional fees and/or charges associated with ITS of which Customer becomes aware are. The unapproved fees and/or charges are subject to liquidated damages as specified in the Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .
2.006	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.
2.007	Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items (also refer to 2.011):
2.008	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.
2.009	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 revenue-share 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 revenue-share to Customer. Unauthorized free calls are subject to liquidated damages as specified in Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .
2.010	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.

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2.011	Reporting and Payments	<p>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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages)</p>	
2.012	Reporting and Payments	<p>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 Customer and are subject to liquidated damages as specified in Inmate Communications Agreement Terms, Section 21 (Liquidated Damages).</p>	
2.013	Reporting and Payments	<p>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.</p>	
2.014	Reporting and Payments	<p>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.</p>	
2.015	Reporting and Payments	<p>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.</p>	

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2.015	Reporting and Payments	Revenue share for debit calls shall be based upon total Gross Revenues (as defined above) generated from debit usage and is payable as described in this Attachment 1, Section A (General Conditions) .	
2.016	Reporting and Payments	On the 5th day of the month following the month of traffic, Vendor shall submit a monthly invoice and corresponding debit purchase report to Customer for the full amount of the debit purchased (less any issued refunds) for the prior traffic month.	
2.017	Reporting and Payments	Payments and reports for ITS are due to Customer on or before the 20th day of the month following the traffic month.	
2.018	Reporting and Payments	Vendor shall provide monthly revenue share/cost recoupment payments and traffic detail reports to Customer via these methods:	
2.019	Reporting and Payments	Customer requests that all payments be sent via wire transfer; and	
2.020	Reporting and Payments	Customer requires that the traffic detail reports be sent electronically in Comma Separated Values (CSV) format.	
2.021	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:	
2.022	Reporting and Payments	Facility Name;	
2.023	Reporting and Payments	Facility Identification Number;	
2.024	Reporting and Payments	Facility Address (Street, City, State and Zip);	
2.025	Reporting and Payments	Automatic Number Identifier;	
2.026	Reporting and Payments	Inmate Telephone Station Port/Identifier;	
2.027	Reporting and Payments	Inmate Telephone Location Name;	
2.028	Reporting and Payments	Local Calls, Minutes, Gross Revenue (Per Inmate Telephone);	
2.029	Reporting and Payments	Intralata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	
2.030	Reporting and Payments	Interlata/Intrastate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	
2.031	Reporting and Payments	Intralata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	

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2.032	Reporting and Payments	Interlata/Interstate Calls, Minutes, Gross Revenue (Per Inmate Telephone);	
2.033	Reporting and Payments	International Calls, Minutes Gross Revenue (Per Inmate Telephone);	
2.034	Reporting and Payments	Number of Voicemails and Voicemail Gross Revenue (Per Inmate Telephone);	
2.035	Reporting and Payments	Revenue Share Rate (%);	
2.036	Reporting and Payments	Total Calls, Minutes, Gross Revenue and Revenue Share Amount (Per Inmate Telephone); and	
2.037	Reporting and Payments	Traffic Period and Dates.	
2.038	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.	
2.039	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 (if collect calls are in place) to Customer no later than the 20th day of the month following the month of traffic.	
2.040	Reporting and Payments	If collect calls are provided by Vendor, 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 Vendor'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:	
2.041	Reporting and Payments	Record Identifier;	
2.042	Reporting and Payments	Facility Name;	
2.043	Reporting and Payments	Facility Identification Number;	
2.044	Reporting and Payments	From ANI;	
2.045	Reporting and Payments	To ANI;	
2.046	Reporting and Payments	Seconds;	

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2.047	Reporting and Payments	Date (yymmdd);	
2.048	Reporting and Payments	Connect Time (hhmmss);	
2.049	Reporting and Payments	Billable Time (hhmmss);	
2.050	Reporting and Payments	Personal Identification Number Digits;	
2.051	Reporting and Payments	Originating City;	
2.052	Reporting and Payments	Originating State;	
2.053	Reporting and Payments	Bill City;	
2.054	Reporting and Payments	Bill State;	
2.055	Reporting and Payments	Bill Number;	
2.056	Reporting and Payments	Settlement Code;	
2.057	Reporting and Payments	Charge Amount;	
2.058	Reporting and Payments	Additional Fees and Line Surcharges;	
2.059	Reporting and Payments	Rate Period; and	
2.060	Reporting and Payments	Rate Class.	
2.061	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:	
2.062	Reporting and Payments	Facility Name;	
2.063	Reporting and Payments	Facility Identification Number;	

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2.064	Reporting and Payments	From ANI;	
2.065	Reporting and Payments	To ANI;	
2.066	Reporting and Payments	Batch Number / ID;	
2.067	Reporting and Payments	From City;	
2.068	Reporting and Payments	From State;	
2.069	Reporting and Payments	To City;	
2.070	Reporting and Payments	To State;	
2.071	Reporting and Payments	Station Port/Identifier;	
2.072	Reporting and Payments	Phone Name or Location;	
2.073	Reporting and Payments	Inmate Name;	
2.074	Reporting and Payments	Inmate Identification Number;	
2.075	Reporting and Payments	Personal Identification Number;	
2.076	Reporting and Payments	Pre-Paid Card Identification Number;	
2.077	Reporting and Payments	Revenue Period;	
2.078	Reporting and Payments	Call Start (yymmdd; mmss);	
2.079	Reporting and Payments	Call End (yymmdd; mmss);	
2.080	Reporting and Payments	Seconds;	
2.081	Reporting and Payments	Call Type (e.g. local, etc.);	
2.082	Reporting and Payments	Bill Type (e.g. free, collect, etc.);	
2.083	Reporting and Payments	Call Cost;	

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2.084	Reporting and Payments	Tax;	
2.085	Reporting and Payments	Validation Result;	
2.086	Reporting and Payments	Termination Reason;	
2.087	Reporting and Payments	LIDB Status/Code; and	
2.088	Reporting and Payments	Completion/Accept Indicator.	
2.089	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 facility(s) 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:	
2.090	Reporting and Payments	Facility Identification Number;	
2.091	Reporting and Payments	Date;	
2.092	Reporting and Payments	Customer Identification Number;	
2.093	Reporting and Payments	To ANI;	
2.094	Reporting and Payments	Billed Account;	
2.095	Reporting and Payments	Transaction Type;	
2.096	Reporting and Payments	Bill Type	
2.097	Reporting and Payments	Fee Type;	
2.098	Reporting and Payments	Instance Type; and	
2.099	Reporting and Payments	Fee Amount.	

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2.100	Reporting and Payments	Revenue share 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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .	
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SUBSECTION 3 - VVS REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
3.001	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 this Agreement. Gross Revenue includes, by way of example and not limitation, the following: all amounts charges, and fees charged to visitors or inmates for the completion/scheduling of all remote video visitation sessions, or any other compensation received by Vendor for the completion of all remote video visitation sessions.	
3.002	VVS Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	
3.003	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.	
3.004	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.	

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3.005	VVS Reporting and Payments	If Vendor receives revenue or compensation, notwithstanding the source, from any third party related to a completed video visitation session between an inmate and a visitor, such revenue shall be included in Gross Revenue and revenue share shall be payable to Customer.	
3.006	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.	
3.007	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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .	
3.008	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.	
3.009	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.	
3.010	VVS Reporting and Payments	Payments and reports for video visitation sessions are due to Customer on or before the 20th day of the month following the activity/session month.	
3.011	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:	
3.012	VVS Reporting and Payments	Facility Name;	
3.013	VVS Reporting and Payments	Facility Identification Number/Site Identification Number;	
3.014	VVS Reporting and Payments	VVS Station Identifier;	
3.015	VVS Reporting and Payments	VVS Station Location Name;	
3.016	VVS Reporting and Payments	Onsite Video Visitation Sessions, Minutes (Per VVS Station);	
3.017	VVS Reporting and Payments	Free Video Visitation Sessions, Minutes (Per VVS Station);	

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3.018	VVS Reporting and Payments	Remote Video Visitation Sessions, Minutes and Gross Revenue (Per VVS Station);	
3.019	VVS Reporting and Payments	Revenue Share (Per VVS Station);	
3.020	VVS Reporting and Payments	Total Video Visitation Sessions, Minutes Gross Revenue; and	
3.021	VVS Reporting and Payments	Traffic Period and Dates.	
3.022	VVS Reporting and Payments	Revenue share 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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .	

SUBSECTION 4 - TABLET REVENUE SHARE, PAYMENT AND REPORTING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
4.000	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.	
4.001	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.	
4.002	Tablet Reporting and Payments	Notwithstanding the foregoing, Gross Revenue does not include the following items:	

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4.003	Tablet Reporting and Payments	A "Free" transaction or application defined as a transaction or application not generating any revenue or compensation for Vendor. Approved Tablet transactions or applications shall not generate any revenue or compensation for Vendor and shall not be eligible for revenue share to Customer. Only those transactions or applications 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 or applications, such amounts shall be included in Gross Revenue and eligible for revenue share to Customer.	
4.004	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.	
4.005	Tablet Reporting and Payments	If Vendor receives revenue or compensation, notwithstanding the source, from any third party related to Tablets, such revenue shall be included in Gross Revenue and Vendor shall pay a revenue share to Customer.	
4.006	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 Customer prior to implementation. Customer and Vendor shall mutually agree on the method for revenue share due Customer associated with the additional charges/fees.	
4.007	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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .	
4.008	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.	
4.009	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.	
4.010	Tablet Reporting and Payments	Payments and reports for Tablets are due to Customer on or before the 20th day of the month following the month of activity.	

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4.011	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:	
4.012	Tablet Reporting and Payments	Facility Name;	
4.013	Tablet Reporting and Payments	Facility Identification Number/Site Identification Number;	
4.014	Tablet Reporting and Payments	Facility Address, Street, City, State, and Zip;	
4.015	Tablet Reporting and Payments	Tablet Identifier (where applicable);	
4.016	Tablet Reporting and Payments	Number of Transactions for Each Transaction Type (Per Tablet);	
4.017	Tablet Reporting and Payments	Minutes of Usage for Each Application Type (Per Tablet);	
4.018	Tablet Reporting and Payments	Gross Revenue for Each Transaction / Application (Per Tablet);	
4.019	Tablet Reporting and Payments	Revenue Share Rate;	
4.020	Tablet Reporting and Payments	Total Revenue Share (Per Tablet);	
4.021	Tablet Reporting and Payments	Total Transactions/Applications, Minutes of Usage, Gross Revenue and Revenue Share; and	
4.022	Tablet Reporting and Payments	Traffic Period and Dates.	

SUBSECTION 5 - PUBLIC PAY TELEPHONE SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
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5.001	Public Pay Telephones	<p>Vendor shall furnish, install and maintain 5 public pay telephone(s) for use by the general public. The public telephone(s) shall be furnished, installed and maintained by Vendor at no cost to Customer. All reporting due to Customer for the public telephone(s) installed by Vendor shall follow the requirements specified in Attachment 1, Section A (General Conditions). The calling rates for the public pay telephone(s) are specified in Attachment 1, Section J (Rates, Fees and Revenue Share). Gross Revenue shall include all local, Intralata/Intrastate, Intralata/Interstate, Inter/Intrastate, and Interlata/Interstate credit card and coin revenue.</p>	
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SUBSECTION 6 - RATE REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
6.001	Rate Requirements	<p>Vendor agrees to provide the required ITS (including Voicemail), VVS and Tablet rates and all related fees specified in found in Attachment 1, Section J (Rates, Fees and Revenue Share).</p>	
6.002	Rate Requirements	<p>Customer and Vendor shall evaluate the Tablet per-minute rate model included in Attachment 1, Section J (Rates, Fees and Revenue Share) for 180 days. At the conclusion of the 180 day period, in the event Customer prefers to transition from a per-minute rate model to a subscription rate model for the Tablets, Vendor shall make the subscription model available to Customer at no cost or penalty and the parties shall execute an Amendment to the Agreement to document the transition in the Tablet rate model.</p>	
6.003	Rate Requirements	<p>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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages).</p>	
6.004	Rate Requirements	<p>In the event Vendor increases the usage rates for any of the inmate communication services required in this Agreement without the prior written approval 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 of revenue-share or cost recoupment for unapproved rate increases.</p>	

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6.005	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.	
6.006	Rate Requirements	Vendor shall be capable of accommodating multiple rate structures to accommodate the types of inmates housed at the Facilities.	
6.007	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 interlata/interstate. Calls to all other countries shall be rated as international.	
6.008	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.	
6.009	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.	

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SECTION B - USER BILLING AND PAYMENTS

SUBSECTION 1 - PRE-PAID & DEBIT APPLICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	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.	
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 Inmate Communication Services Agreement, Section 21 (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. Refunds shall be configured at the direction of Customer.	

Attachment 1 - Mandatory Requirements

SECTION B - USER BILLING AND PAYMENTS

1.011	Pre-Paid / Debit Application	Direct bill option shall be provided by Vendor to, social workers, child welfare protective services, bail bonds companies, and attorneys, without limitation. Customer may provide a list of entities to be added for direct billing and Vendor will accommodate at no cost to Customer.	
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.	

SUBSECTION 2 - PAYMENTS FOR VIDEO VISITATION SYSTEM SESSIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
2.001	Payments for VVS Sessions	Vendor shall refund all visitation fees 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. Such receipt will be provided to the user through the VVS interface.	
2.003	Payments for VVS Sessions	Vendor shall be responsible for all fraudulent charges associated with VVS.	

SUBSECTION 3 - TABLET CHARGES

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
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 not collected previously from inmates.	

SUBSECTION 4 - VENDOR RETENTION OF END-USER ACCOUNT INFORMATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
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Attachment 1 - Mandatory Requirements

SECTION B - USER BILLING AND PAYMENTS

4.001	Vendor Retention of End-User Account Information	For the purpose of aiding in investigations the 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	The Customer shall have access to such account information upon request, to the extent permissible by law.	

SUBSECTION 5 - VALIDATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
5.001	Validation	Collect calls shall be processed in real-time through LIDB validation then through ITS blocks and restrictions.	
5.002	Validation	Collect calls that pass validation shall be allowed to complete, calls that fail validation shall be restricted.	
5.003	Validation	Vendor shall provide 1, 1-minute complimentary call per unique unbillable telephone number every 30 days as part of its pre-paid collect program. Vendor shall identify each complimentary call in the CDRs and provide Customer with the code or identifier used to flag complimentary calls.	

Attachment 1 - Mandatory Requirements

SECTION C - CUSTOMER SERVICE

SUBSECTION 1 - MAINTENANCE

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
1.001	Maintenance	Vendor shall conduct a weekly preventative maintenance walk-through on a date specified by Customer. In addition, 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	In addition to the weekly maintenance visit, 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 and shall adhere to the escalation plan found in Attachment 1, Section K (Service Escalation Matrix) . Vendor technicians shall be located within 15-30 minutes from the Facilities.	
1.004	Maintenance	Customer shall be notified of progress and/or delays in progress until the problems are resolved.	
1.005	Maintenance	Vendor shall have the capability to allow Customer to create, view and track service tickets associated with all inmate communication services at the Facilities, including ITS, VVS and Tablets.	
1.006	Maintenance	Vendor shall notify Customer any time a technician will be dispatched to the Facilities and prior to the technician's arrival, including the coordination of weekly preventative maintenance walk-throughs.	
1.007	Maintenance	Additionally, the Customer may cancel the Agreement with Vendor if Vendor has not resolved a service problem within 10 days of Vendor receiving notice of the problem from the Customer.	
1.008	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.	
1.009	Maintenance	All operation, maintenance and repair issues regarding the ITS, VVS or Tablet services shall be reported by Vendor to Customer promptly.	
1.010	Maintenance	Vendor shall provide Customer with ITS, VVS and Tablet 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	COMMENT
1.001	Standards	Inmate communication services are to be provided and shall comply with all applicable Federal Communication 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	COMMENT
2.001	Implementation	Initial implementations for the ITS and VVS at Northern Branch Jail must begin in September 2018 and must be completed by January 1, 2019. Implementation plan(s) will become a part of the Agreement and must be followed.	
2.002	Implementation	Initial implementations for the ITS (including visitation phones) at Southern Branch Jail must be completed by February 1, 2019. Implementation plan(s) will become a part of the Agreement and must be followed.	
2.003	Implementation	Implementations for VVS at the Southern Branch Jail and Tablets at both Facilities shall be completed within 60 days upon receipt of written direction from Customer, following execution of the Agreement.	

SUBSECTION 3 - TRANSITION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
3.001	Transition Requirements	For the initial installation, Vendor will work with Customer and the incumbent inmate telephone service provider to ensure an orderly transition of services, responsibilities and continuity of the services required by Customer. Vendor shall coordinate installation of NBJ equipment with the General Contractor; the Construction Manager, and County General Services-Capital Projects Project Manager, beginning September 1, 2018 and participate in performance testing related to the operation of the VVS, ITS and Tablets (if implemented) in coordination with NBJ systems prior to, and during the opening of the facility sometime after January 1, 2019.	

Attachment 1 - Mandatory Requirements

SECTION D- GENERAL INSTALLATION REQUIREMENTS

3.002	Transition Requirements	Upon expiration, termination, or cancellation of the Agreement, Vendor shall accept the direction of the 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 the Customer, Vendor shall supply 2 VVS workstation(s) including monitoring televisions which shall become the property of the Customer after expiration, cancellation or termination of the Agreement to allow the Customer access to all recordings, documentation, reports, and data contained in the visitation applications/systems, including ITS and Tablets.	
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 payments 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/cabling associated with all inmate communication services.	

SUBSECTION 4 - GENERAL INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
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, 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.	

Attachment 1 - Mandatory Requirements

SECTION D- GENERAL INSTALLATION REQUIREMENTS

4.002	General Installation Requirements	Vendor shall install the quantity of inmate telephones, standard visitation telephones, video visitation stations, and Tablets and associated pedestals, carrels and mounting equipment as detailed in Attachment 1 - Section I (Facility Specifications) . Vendor shall also provide movable (preferably stackable chairs) for the visitation lobby at NBJ.	
4.003	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 the Customer's network.	
4.004	General Installation Requirements	Vendor shall install/mount all inmate communication services equipment in accordance with the Customer's requirements, including all pedestals and associated mounting equipment.	
4.005	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 the Customer's property upon termination and/or expiration of the Agreement.	
4.006	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.	
4.007	General Installation Requirements	Vendor shall be responsible for installing all new wiring, cabling and network circuits at no cost to the Customer to support the provision of the outlined inmate communication services at no cost to the Customer.	
4.008	General Installation Requirements	For the initial installation at NBJ, Customer's third party contractor shall provide conduit, CAT 3 wiring, backboard and termination blocks for the ITS and conduit, fiber, CAT 6 wiring patch panels, racks and termination to VVS ports and patch panels. Vendor shall reimburse Customer for the cabling work completed by Customer's third party contractor within 30 days of receiving the invoice from Customer. Upon Agreement award Customer will invoice Vendor and negotiate the final amount due from Vendor.	
4.009	General Installation Requirements	Vendor agrees to obtain the 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.	

Attachment 1 - Mandatory Requirements

SECTION D- GENERAL INSTALLATION REQUIREMENTS

4.010	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.	
4.011	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 for at least 1 hour.	
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 Customer for the inmate communication services.	
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 Customer. Vendor shall coordinate installation of NBJ equipment with the General Contractor; the Construction Manager, and County General Services-Capital Projects Project Manager, beginning September 1, 2018 and participate in performance testing related to the operation of the VVS, ITS and Tablets (if implemented) in coordination with NBJ systems prior to, and during the opening of the facility sometime after January 1, 2019.	
4.014	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 the Vendor.	
4.015	General Installation Requirements	Vendor shall clean-up and remove all trash and packaging materials resulting from work performed. Unless otherwise specified by the Customer, no equipment, inventory or spare parts shall be stored by Vendor at the Facilities.	
4.016	General Installation Requirements	Vendor shall correct any damage to the Customer's property caused by maintenance or installation associated with the inmate communication services, including repairs to walls, floors, and ceilings.	
4.017	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	COMMENT
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Attachment 1 - Mandatory Requirements

SECTION D- GENERAL INSTALLATION REQUIREMENTS

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 which includes PREA Training.	
5.003	Security	Entry to the Facilities is subject to the approval of Customer.	
5.004	Security	Vendor must complete Local Labor Compliance documentation and participate in Endangered Species training prior to access to the NBJ site.	

SUBSECTION 6 - TRAINING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
6.001	Training	Vendor shall provide onsite training for each inmate communication service to the Customer's staff. Additional training (onsite or via the web) shall be provided to new staff at no cost to the Customer. Training manuals shall be provided to the Customer's staff at all training meetings and will become the property of the Customer. At Customer's request, Vendor shall provide a downloadable version of all user manuals and training materials.	
6.002	Training	When requested by the 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	COMMENT
7.001	Upgrades and Performance Process	Vendor shall provide to the Customer any new inmate communications service software upgrades or additional features to be added to the ITS, VVS or Tablets, within 30 days of the introduction of the new software or features into the industry via written notice, including detailed information about those services.	
7.002	Upgrades and Performance Process	Vendor shall provide the Customer with inmate communication services software upgrades as they become available at no additional cost.	

Attachment 1 - Mandatory Requirements

SECTION D- GENERAL INSTALLATION REQUIREMENTS

7.003	Upgrades and Performance Process	Vendor shall adhere to the following performance process when upgrading the ITS, VVS and Tablet software, equipment, or performing any changes to either system at the Facilities. Any deviation from this process may result in liquidated damages incurred by Vendor as described in Inmate Communication Services Agreement, Section 21 (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 the 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, operating system compatibility, 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	Tablets: access to all transactions, applications and applicable purchase processes; and	
7.010	Upgrades and Performance Process	Access to all inmate communication service user applications.	
7.011	Upgrades and Performance Process	Vendor shall provide the Customer with written details regarding any change to voice prompts, dialing or video visitation procedures or processes impacting inmates and end-users/visitors and any integrations or processes to be impacted by the upgrade.	
7.012	Upgrades and Performance Process	Vendor shall receive written permission from the 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.	
7.013	Upgrades and Performance Process	Customer, at its option, shall have a minimum of 30 days to notify inmates at the Facilities of any inmate communication services changes that affect the inmates or end-users/visitors.	
7.014	Upgrades and Performance Process	Vendor shall work with the Customer 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 the Customer to implement the changes or upgrades to avoid an interruption in service.	

Attachment 1 - Mandatory Requirements

SECTION D- GENERAL INSTALLATION REQUIREMENTS

7.015	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.	
7.016	Upgrades and Performance Process	All said changes shall be made by Vendor at no cost to the Customer.	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

SUBSECTION 1 - ITS SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
1.001	ITS Installation Requirements	All telephone equipment provided, including pedestals, 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. At NBJ, all telephone equipment shall be configured over fiber; copper will not be available.	
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, Spanish and Braille on each telephone. Placards shall be replaced each time an inmate telephone set is replaced.	
1.008	ITS Installation Requirements	At no cost to the 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 Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .	

SUBSECTION 2 - ITS AND USER APPLICATION SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	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 visitation sessions.	
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.	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.003	ITS and User Application Specifications	Vendor shall provide a sufficient number 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	The ITS shall offer language selection for the inmate when the call is being processed; the end-user shall be able to select a specific language when setting up their pre-paid account. Customer requires that the ITS support English and Spanish, at a minimum.	
2.010	ITS and User Application Specifications	In the event Customer requires additional languages for the ITS, Vendor shall add the languages at no cost to the Customer.	
2.011	ITS and User Application Specifications	With each call, the ITS must provide an automated message to advise the called party that:	
2.012	ITS and User Application Specifications	That the call is coming from a correctional facility.	
2.013	ITS and User Application Specifications	The call is coming from a specific inmate.	
2.014	ITS and User Application Specifications	The call may be monitored and recorded.	
2.015	ITS and User Application Specifications	With each call, the ITS shall clearly identify the type of call being placed to the called party: pre-paid, free. This recording must be free of any charges.	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.016	ITS and User Application Specifications	The ITS shall be able to accommodate the following configuration for recording and playback of an inmate’s name to the called party:	
2.017	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	
2.018	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.	
2.019	ITS and User Application Specifications	Customer requires that the ITS be configured to allow all calls from the booking/intake telephones within the confines of Santa Barbara County (local and intralata) to be rated as local calls. The ITS shall allow a total of 5 free calls per inmate from the booking/intake telephones only at the Facilities. The maximum duration of the allowed free calls from booking/intake shall be 5 minutes. All other calls outside of the confines of Santa Barbara County shall be rated according to the call type.	
2.020	ITS and User Application Specifications	Customer requires Vendor provide special event telephones during seasonal occasions and at Customer's discretion. Customer requires all calls to be configured in same manner as Customer's booking/intake telephones and in the location of Customer's choosing. Customer reserves the right to request Vendor install, make active, make inactive and remove the special event telephones during a timeline best suited for Customer's needs. Vendor will also provide a technician within 1 hour travel availability should a malfunction occur or repair be requested to ensure continual operation of special event telephones.	
2.021	ITS and User Application Specifications	Following the dialing sequence, Vendor shall configure the ITS to:	
2.022	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	
2.023	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. Vendor shall indicate any of the search criteria which are not currently available:	
2.024	ITS and User Application Specifications	Inmate Name (First, Last);	
2.025	ITS and User Application Specifications	Inmate Identification Number;	
2.026	ITS and User Application Specifications	Record Identifier;	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.027	ITS and User Application Specifications	Date Range (Start Date/Time and End Date/Tim);	
2.028	ITS and User Application Specifications	Facility;	
2.029	ITS and User Application Specifications	Called Number;	
2.030	ITS and User Application Specifications	Originating Number;	
2.031	ITS and User Application Specifications	Station Name;	
2.032	ITS and User Application Specifications	Call Type;	
2.033	ITS and User Application Specifications	Bill Type;	
2.034	ITS and User Application Specifications	Duration;	
2.035	ITS and User Application Specifications	Call Amount;	
2.036	ITS and User Application Specifications	Flagged Calls;	
2.037	ITS and User Application Specifications	Monitored Calls;	
2.038	ITS and User Application Specifications	Recording Type;	
2.039	ITS and User Application Specifications	Completion Type;	
2.040	ITS and User Application Specifications	Termination Type;	
2.041	ITS and User Application Specifications	Validation Result;	
2.042	ITS and User Application Specifications	Pre-Paid Card Number;	
2.043	ITS and User Application Specifications	Phone Group(s);	
2.044	ITS and User Application Specifications	Visitation Phone(s); and	
2.045	ITS and User Application Specifications	Custom Search.	
2.046	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 2010 or greater).	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

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

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.067	ITS and User Application Specifications	Voice Verification.	
2.068	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 2010 or greater).	
2.069	ITS and User Application Specifications	Vendor shall provide the 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.	
2.070	ITS and User Application Specifications	The ITS shall have the capability to customize reports in a form mutually agreed upon by Customer and Vendor.	
2.071	ITS and User Application Specifications	Vendor's ITS user application shall at a minimum allow:	
2.072	ITS and User Application Specifications	Report generation to include the reports listed above;	
2.073	ITS and User Application Specifications	The creation, modification and deactivation of user accounts;	
2.074	ITS and User Application Specifications	The creation, modification and deactivation of inmate accounts;	
2.075	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;	
2.076	ITS and User Application Specifications	Locating and accessing a specific recording by utilizing a unique recording/call identifier;	
2.077	ITS and User Application Specifications	Block/unblock telephone numbers without the assistance of Vendor;	
2.078	ITS and User Application Specifications	Configure an alert (including forwarding the live recording) 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.	
2.079	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	
2.080	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 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.	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

2.081	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 (every 6 seconds) to the ITS, each phone and router to determine if a problem exists with the telephone, station port, channel, line.	
2.082	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) and meet these requirements:	
2.083	ITS and User Application Specifications	Vendor shall provide the number of TDD telephones specified in Attachment 1, Section I (Facility Specifications) . Vendor shall provide VRS on its Tablets at no cost to Customer;	
2.084	ITS and User Application Specifications	TDD telephones shall be able to work with the ITS at the Facilities;	
2.085	ITS and User Application Specifications	TDD calls shall be routed through the ITS with transfer/copy/export capabilities.	
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.	
2.087	ITS and User Application Specifications	The ITS shall be able to accommodate free calls to consulates for all countries. This option, when requested by Customer, shall be provided at no cost to Customer. Vendor shall accept Customer's direction for how free calling services are configured via the ITS.	
2.088	ITS and User Application Specifications	Vendor shall be able to establish an informant line at no cost to Customer. Calls to the informant line shall be free and shall be routed via the ITS to a destination designated by Customer. Vendor shall accept Customer's direction for how the informant line is configured through the ITS.	
2.089	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. At a minimum, Vendor shall:	
2.090	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 the Customer informant line.	
2.091	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.	
2.092	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 the Customer.	

SUBSECTION 3 - ITS SECURITY FEATURES

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
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 computer 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 Local Exchange Carrier (LEC) to ensure such control.	
3.013	ITS Security Features	The ITS, upon detection of a three-way call, forwarded call, conference call shall be able to flag the call immediately. These calls shall be flagged in the CDRs as such.	
3.014	ITS Security Features	Vendor's bilingual customer service staff shall review 3-way call occurrences once instances are flagged in the ITS to confirm the presence of a 3-way call.	
3.015	ITS Security Features	The ITS shall allow the called party to block their telephone number during the call acceptance process.	
3.016	ITS Security Features	Vendor shall display its customer service telephone number on the caller ID of the called party.	
3.016	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.	
3.017	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

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	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:	
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	(Preferred) 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 the 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, store and query the information.	
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.	
4.011	Personal Identification Number Application	The ITS shall be capable of accepting a manually entered PIN.	
4.012	Personal Identification Number Application	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).	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

4.013	Personal Identification Number Application	Customer currently utilizes an 11-digit PIN comprised of a 7-digit inmate ID and a unique 4-digit identifier created by the inmate via the ITS during the booking process.	
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 and group of inmate telephones located at the Facility based on the locations specified by the JMS.	
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	COMMENT
5.001	PANs	The ITS shall have the capability to store a list of Personal Allowed Numbers (PAN) associated with each PIN. PANs are not currently in place at the Facilities, with the exception of calls to conflict of interest attorneys.	
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 number, called party name, address and relationship to inmate.	
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	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.	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

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.	
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.	
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.	
6.005	Monitoring and Recording Requirements	The ITS shall provide simultaneous playback and continuous recording of calls and visitation sessions.	
6.006	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, the Customer requests that the ITS display the fields below.	
6.007	Monitoring and Recording Requirements	Call Start Time;	
6.008	Monitoring and Recording Requirements	Facility;	
6.009	Monitoring and Recording Requirements	Phone Location Name;	
6.010	Monitoring and Recording Requirements	Inmate Name;	
6.011	Monitoring and Recording Requirements	Inmate PIN;	
6.012	Monitoring and Recording Requirements	Called Number;	
6.013	Monitoring and Recording Requirements	Private/Attorney Call;	
6.014	Monitoring and Recording Requirements	Called City, State;	
6.015	Monitoring and Recording Requirements	Call Type;	
6.016	Monitoring and Recording Requirements	Bill Type;	
6.017	Monitoring and Recording Requirements	Cost;	
6.018	Monitoring and Recording Requirements	Call Status;	

Attachment 1 - Mandatory Requirements

SECTION E - ITS REQUIREMENTS

6.019	Monitoring and Recording Requirements	Alert; and	
6.020	Monitoring and Recording Requirements	Duration.	
6.021	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 offline by the Vendor for a minimum period of 2 years following the expiration of the Agreement.	
6.022	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 offline by the Vendor for a period of 2 years following the expiration or termination of the Agreement and any renewal terms.	
6.023	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.	
6.024	Monitoring and Recording Requirements	Vendor shall provide web based remote access to the ITS at no cost to Customer.	
6.025	Monitoring and Recording Requirements	The provision of web based remote access shall not limit the features and functionalities available to Customer, permitted by the user's level of access, compared to those that would otherwise be made available on a dedicated workstation.	
6.026	Monitoring and Recording Requirements	For the term of the Agreement, Customer shall have access to all CDRs from all remote access computers, based on the user's access level.	
6.027	Monitoring and Recording Requirements	Investigators have the option to terminate calls, monitor silently, or have a call placed on hold until they can be patched through.	
6.028	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.	
6.029	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.	
6.030	Monitoring and Recording Requirements	Authorized users shall be able to download and play calls immediately or share calls via email through an expirable download link. All links expire within 7 days and can only be downloaded once.	
6.031	Monitoring and Recording Requirements	The copying/burning application shall be internal to the ITS .	
6.032	Monitoring and Recording Requirements	Customer reserves the right to require Vendor to provide onsite storage of all call recording as no cost.	

Attachment 1 - Mandatory Requirements

SECTION F - VVS REQUIREMENTS			
SUBSECTION 1 - VIDEO VISITATION SERVICE			
REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
1.001	Video Visitation Service	The VVS shall consist of hardware, firmware and software designed to enable the 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 the Customer's JMS/ITS to allow for inmate and visitor information to be automatically transferred between the JMS and 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. Certain remote video visitation sessions may be free.	
1.005	Video Visitation Service	Vendor shall provide internet test capability to remote video visitors.	
1.006	Video Visitation Service	The remote visitor must have a smartphone, tablet, laptop, or computer with an internet browser or Vendor's application, webcam, internet access, speakers/headsets, and a microphone.	
1.007	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.	
1.008	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.	
1.009	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 the 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	COMMENT

Attachment 1 - Mandatory Requirements

SECTION F - VVS REQUIREMENTS

2.001	VVS Installation Requirements	Vendor shall provide the Customer the number of VVS 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, built in speakers, mouse, keyboard, data/audio burning software, laser printer and a licensed copy of Microsoft Office (or equivalent). Vendor shall also provide Customer the number of monitoring TVs (46" or greater) specified in Attachment 1 - Section I (Facility Specifications) .	
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 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	VVS stations shall include picture-in-picture viewing.	
2.006	VVS Installation Requirements	VVS screens shall be 7", 10" or 15" in size based on Customer's direction.	
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	Vendor shall place placards containing video visitation use instructions in English and Spanish on or near each station. Placards shall be replaced each time a VVS station is replaced.	
2.011	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.	

Attachment 1 - Mandatory Requirements

SECTION F - VVS REQUIREMENTS

2.012	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 30 days of request. This includes newly constructed or expanded Facilities. If Vendor fails to provide and install the additional visitation units within 30 days the Vendor shall be liable for liquidated damages as described in Inmate Communication Services Agreement, Section 21 (Liquidated Damages) .	
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SUBSECTION 3 - VVS REGISTRATION AND SCHEDULING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
3.001	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 standard and video visitation sessions using an internet browser and internet connection.	
3.002	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. Customer reserves the right to modify the approval process to meet necessary security and operational needs at any time during the Agreement term and at no cost to Customer.	
3.003	VVS Registration and Scheduling	The VVS shall have the capability to allow visitors to schedule video visitation sessions from smart phones.	
3.004	VVS Registration and Scheduling	At the request of the Customer and with written authorization, Vendor shall provide remote video visitations allowing an inmate or visitor to initiate a remote video visitation session directly from the VVS station and/or Vendor's application without requiring scheduling in advance. Vendor will configure this feature at the direction of Customer at no cost to Customer.	
3.005	VVS Registration and Scheduling	The VVS shall allow visitors to log in using a unique visitor ID or an email address and password.	
3.006	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.	
3.007	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:	
3.008	VVS Registration and Scheduling	First Name;	
3.009	VVS Registration and Scheduling	Last Name;	

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SECTION F - VVS REQUIREMENTS

3.010	VVS Registration and Scheduling	Email;	
3.011	VVS Registration and Scheduling	Telephone Number / Cell Phone;	
3.012	VVS Registration and Scheduling	Username; and	
3.013	VVS Registration and Scheduling	Password.	
3.014	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:	
3.015	VVS Registration and Scheduling	First Name;	
3.016	VVS Registration and Scheduling	Middle Name;	
3.017	VVS Registration and Scheduling	Last Name;	
3.018	VVS Registration and Scheduling	Credit Card;	
3.019	VVS Registration and Scheduling	Email;	
3.020	VVS Registration and Scheduling	Physical Address (Street Address, City, State, Zip);	
3.021	VVS Registration and Scheduling	Telephone Number;	
3.022	VVS Registration and Scheduling	Identification Type;	
3.023	VVS Registration and Scheduling	ID Number;	
3.024	VVS Registration and Scheduling	Username; and	
3.025	VVS Registration and Scheduling	Password.	
3.026	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.	
3.027	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.	
3.028	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).	

Attachment 1 - Mandatory Requirements

SECTION F - VVS REQUIREMENTS

3.029	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.	
3.030	VVS Registration and Scheduling	The VVS shall allow authorized users at the Facility to approve visitors before video visitation sessions can be scheduled; the VVS shall only allow the scheduling of sessions for approved visitors.	

SUBSECTION 4 - VVS USER APPLICATION

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	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:	
4.002	VVS User Application	Inmate Identification 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;	
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;	

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SECTION F - VVS REQUIREMENTS

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 and restart any running visit;	
4.020	VVS User Application	Allow the 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;	
4.023	VVS User Application	Customize the number of visits per the monitoring screen and the page rotation duration;	
4.024	VVS User Application	Designate a visitor as being an attorney (or other professional) type of visitor;	
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);	
4.026	VVS User Application	Allow authorized users the ability to mandate specific visits, visitors and/or inmates to be recorded;	
4.027	VVS User Application	Allow VVS snapshots for recorded VVS sessions for rapid review by the user;	
4.028	VVS User Application	Allow authorized users to download, share and/or view recordings; and	
4.029	VVS User Application	Include an audit trail function and the capability to track users who have viewed and/or downloaded the recording files(s).	
4.030	VVS User Application	Inmates shall be automatically photographed by the VVS using a front-facing camera once the inmate has entered a PIN to begin a visit.	
4.031	VVS User Application	The VVS shall accommodate visitor warrant checks, visitation quota management, global and housing unit policy management, restrictions, approved visitor lists, current and upcoming visits display, special event management, and video arraignment.	

Attachment 1 - Mandatory Requirements

SECTION F - VVS REQUIREMENTS

4.032	VVS User Application	VVS reports shall be generated in CSV and PDF format by default. Customer shall have the ability to create and run customizable VVS reports.	
4.033	VVS User Application	Vendor's VVS shall be configured with manual cut-off switches provided by Vendor to control access to all VVS units as needed, individually, by VVS station group or per Facility.	

SUBSECTION 5 - VVS MONITORING AND RECORDING REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
5.001	VVS Monitoring and Recording Requirements	VVS shall 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	The VVS shall automatically start each video visitation session at the designated start time.	
5.003	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.	
5.004	VVS Monitoring and Recording Requirements	The VVS shall automatically attempt to reconnect a video visitation session if connectivity is lost.	
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.	
5.006	VVS Monitoring and Recording Requirements	The VVS shall have the capability to display an onscreen countdown clock timer on the inmate and the visitor stations.	
5.007	VVS Monitoring and Recording Requirements	The Customer requires the retention of video visitation sessions online for 120 days.	
5.008	VVS Monitoring and Recording Requirements	The VVS shall store the 120 days' worth of video visitation sessions offline for the life of the Agreement plus 2 years after the termination of the Agreement.	

Attachment 1 - Mandatory Requirements

SECTION G - TABLET REQUIREMENTS

SUBSECTION 1 - TABLET SPECIFICATIONS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
1.001	Tablet Specifications	Tablets shall interface with the Customer's JMS, commissary, ITS, and/or VVS, at no cost to the Customer allowing inmates to access Tablet services; Customer prefers the same inmate identifier is used for Tablets as the inmate identifier for ITS and VVS. The Customer will not be responsible for paying any amount(s) associated with the required interface(s).	
1.002	Tablet Specifications	Tablets shall be configured to only allow inmates access to the services and applications approved by the Customer. Additional applications shall be mutually agreed upon by the Customer and Vendor in writing. 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 supply at minimum a 7" touch-screen Tablet with shatter-resistant glass, tamper-proof housing, an internal rechargeable battery, no media slots or cellular capabilities, and customized version of Android. All tablet access for inmates is PIN-based for tracking and monitoring usage.	
1.005	Tablet Specifications	Vendor shall provide the Customer with a user application and remote access to Tablets at no cost to the 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:	
1.006	Tablet Specifications	Transactions by inmate;	
1.007	Tablet Specifications	Application usage by inmate;	
1.008	Tablet Specifications	Totals by inmate;	
1.009	Tablet Specifications	Totals by Tablet;	
1.010	Tablet Specifications	Daily, weekly and monthly statistics.	
1.011	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.	
1.012	Tablet Specifications	Vendor and Customer 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.	

Attachment 1 - Mandatory Requirements

SECTION G - TABLET REQUIREMENTS

1.013	Tablet Specifications	Tablets shall be provided to the Customer pre-loaded with the Customer approved applications offering a variety of games, music and entertainment, as well as free applications / services and educational programs with the ability to expand.	
1.014	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:	
1.015	Tablet Specifications	Clock;	
1.016	Tablet Specifications	Calendar;	
1.017	Tablet Specifications	Dictionary;	
1.018	Tablet Specifications	Calculator;	
1.019	Tablet Specifications	PDF documents approved by Customer;	
1.020	Tablet Specifications	PDF viewer;	
1.021	Tablet Specifications	Electronic submission of inmate requests and/or grievances;	
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	Inmate notices/bulletins;	
1.027	Tablet Specifications	Court date/release information; and	
1.027	Tablet Specifications	ITS wireless calling.	
1.027	Tablet Specifications	Vendor shall be able to provide educational content using the existing provider at no cost to County.	
1.027	Tablet Specifications	Upon request by Customer, Vendor shall provide its alternative education solution, Khan Academy program which shall be an evidence based learning model that assigns courses depending on the aptitude of the inmate. Vendor's basic education focus shall include GED prep, vocational training and life skills.	

Attachment 1 - Mandatory Requirements

SECTION G - TABLET REQUIREMENTS

1.027	Tablet Specifications	Vendor's IDS education program shall be available to Customer which shall be negotiated and documented in an amendment to this Agreement, executed by both parties.	
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SUBSECTION 2 - TABLET SPECIFIC INSTALLATION REQUIREMENTS

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	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.	
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.	
2.003	Tablet Installation Requirements	Tablets shall be capable of restricting inmate usage to the specific housing units to which the inmate is assigned.	
2.004	Tablet Installation Requirements	Vendor 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 Customer.	
2.005	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.	
2.006	Tablet Installation Requirements	Customer prefers a shared Tablet model allowing multiple inmates to use the same Tablet. Vendor shall provide Customer with the number of mobile charging stations as outlined in Attachment 1, Section I (Facility Specifications) .	

Attachment 1 - Mandatory Requirements

SECTION H- ADDITIONAL TECHNOLOGY REQUIREMENTS

SUBSECTION 1 - AUTOMATED INFORMATION TECHNOLOGY SYSTEM (AITS)

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
1.001	AITS	Vendor's AITS shall be provided at no cost to Customer. Vendor shall follow Customer's direction in determining what information shall be transferred to the AITS from the JMS.	
1.002	AITS	Vendor shall be responsible for creating the interface between the Customer's JMS and Vendor's AITS to allow the transfer of a data from the JMS to Vendor's FTP Server. Customer shall not be responsible for any costs associated with the interface.	
1.003	AITS	Data transfers to Vendor's FTP shall be performed every 15 minutes or other frequency determined by Customer. Vendor shall ensure that its AITS is updated immediately upon delivery and acceptance of the data.	
1.004	AITS	Inmates shall have access to AITS via the ITS.	
1.005	AITS	Vendor shall establish a line which the general public shall use to access the AITS. General public users shall be able to dial the AITS line, select language choice and follow the prompts to access information determined by Customer.	
1.006	AITS	The AITS shall be configured with interactive voice recognition at the Customer's request and at no cost to the Customer.	

SUBSECTION 2 - COMMISSARY ORDERING

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
2.001	Commissary Ordering	Vendor shall provide commissary ordering via the ITS at no cost to Customer, including all interfaces with Customer's commissary services provider. Commissary ordering shall be configured in accordance with Customer's policies and procedures and as directed by Customer.	
2.002	Commissary Ordering	Vendor's VVS and Tablets shall accommodate commissary ordering applications using a touch-screen interface; such applications shall be provided to Customer at no cost and within 45 days upon written request by Customer.	

SUBSECTION 3 - ITS VOICEMAIL

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
3.001	ITS Voicemail	Vendor shall implement and maintain automated inmate voicemail messaging via the ITS at no cost to Customer, including options for completing broadcast messages from Customer staff to an individual inmate, group of inmates or the Facilities.	

Attachment 1 - Mandatory Requirements

SECTION H- ADDITIONAL TECHNOLOGY REQUIREMENTS

3.002	ITS Voicemail	Voicemail shall be one-way allowing end-users to leave a secure voicemail message for inmates. Each voicemail shall have a 30-second time limit and shall be recorded, stored and accessible via the ITS. At Customer's option, Vendor shall enable two-way voicemail which shall be documented in an amendment to the Agreement, executed by both parties.	
3.003	ITS Voicemail	Customer may cancel voicemail at any time during the term of this Agreement without penalty.	

SUBSECTION 4 - INVESTIGATIVE TECHNOLOGY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
4.001	Investigative Technology	Vendor shall provide the following additional technologies at no cost to Customer. Each technology may be implemented by Customer at any time during the Agreement upon written request to Vendor. Customer may cancel any of the following technologies at any time during the term of this Agreement without penalty.	
4.002	Investigative Technology	Call IQ - keyword search which scans calls for phrases of interest;	
4.003	Investigative Technology	Data IQ - pre-configured search queries used by investigators to analyze raw data stored within the ITS;	
4.004	Investigative Technology	Called Party IQ - to identify inmate-to-inmate calls in near real-time;	
4.005	Investigative Technology	Location IQ - to identify the location of a mobile device called from the Facilities utilizing longitude and latitude coordinates as well as the proximity to the Facilities;	
4.006	Investigative Technology	Mobile IQ for mobile device detection and data extraction; and	
4.007	Investigative Technology	Guardian - smart phone location monitoring application for offenders registered in community corrections as well as a browser-based application for investigative and reporting purposes.	
4.008	Investigative Technology	Voice IQ - initial and continuous voice biometrics validating an inmate and/or end-user's identity for each call placed through the ITS.	

SUBSECTION 5 - ADDITIONAL TABLET TECHNOLOGY

REQUIREMENT NUMBER	REQUIREMENT TYPE	DESCRIPTION	COMMENT
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Attachment 1 - Mandatory Requirements

SECTION H- ADDITIONAL TECHNOLOGY REQUIREMENTS

5.000	Additional Tablet Technology	Vendor shall notify Customer once the following technologies are available within 30 days of general industry availability. If selected by Customer, the terms and conditions for each technology shall be negotiated and documented in an amendment to this Agreement, executed by both parties.	
5.001	Additional Tablet Technology	1) Managed Broadcast Messaging - ITS voicemail and broadcast messaging via Tablets;	
5.002	Additional Tablet Technology	2) Printing - allows inmates to request printing via the Tablets for any Customer-approved documents;	
5.003	Additional Tablet Technology	3) Telemedicine - VVS sessions with Customer medical staff via the Tablets.	

Attachment 1 - Mandatory Requirements

SECTION I - FACILITY SPECIFICATIONS

SUBSECTION 1 - FACILITY INFORMATION & EQUIPMENT REQUIREMENTS

Data Category	Northern Branch Jail	Southern Branch Jail	Facility 3
Average Daily Population (ADP):	N/A - New Construction	1,008	This space is left blank intentionally.
Number of Beds:	376	988	
Inmate Type:	County, State	County, State	
Call Time Limit:	15 minutes	15 minutes	
Hours of Availability for Inmate Telephones:	6 AM to 10 PM daily	6 AM to 10 PM daily	
Hours of Availability for Booking Telephones:	24/7	24/7	
Visitation Schedule:	9 AM to 9 PM daily	9 AM to 9 PM daily	
Inmate Telephones Required:	173	144	This space is left blank intentionally.
Pedestals Required (4 Telephones Per Pedestals):	13	N/A	
Required Telephone Cord Length (Inmate Telephones):	18"	18"	
Visitation Telephones Required:	12 (6 booths)	120 (60 booths)	
Required Telephone Cord Length (Visitation Telephones):	N/A	18"	
Portable/Cordless Phones Required:	6	13	
ITS Workstations Required:	N/A	N/A	
TDDs Required:	1	3	
Public Pay Telephones:	2	3	
Inmate Video Visitation Stations Required (Includes Professional):	48	N/A	
Enclosures Required (Inmate Stations):	48	N/A	
Required Cord Length (Inmate Video Visitation Stations):	18"	N/A	
Visitor VVS Stations:	36	N/A	
Carrels Required (4 Visitor VVS Stations/Carrel):	6	N/A	
Required Cord Length (General Public Video Visitation Stations):	18"	N/A	
Control Workstation Required (Inclusive of TV):	1	1	
Preferred Tablets:	188	504	
Preferred Charging Stations:	9	25	

SUBSECTION 2 - INTERFACE CONTACT INFORMATION

Service Provider Type	Company & Contact Name	Contact Telephone Number	Email
JMS	ATIMS/Ankit Vankamamidi	(818) 428-6191 Office	ankitv@atims.com
Commissary	Aramark/Lynne Thomas	(585) 729-3984 Office	thomas-lynn@aramark.com

Attachment 1 - Mandatory Requirements

SECTION J - RATES, FEES AND REVENUE SHARE

Category	ITS RATES Per Minute Rate		Avg Cost/Call: 15 Minutes
Local			
Collect/Direct Bill	\$	0.16	\$ 2.40
Pre-Paid Collect	\$	0.16	\$ 2.40
Pre-Paid Card/Debit	\$	0.16	\$ 2.40
Intralata/Intrastate			
Collect/Direct Bill	\$	0.16	\$ 2.40
Pre-Paid Collect	\$	0.16	\$ 2.40
Pre-Paid Card/Debit	\$	0.16	\$ 2.40
Interlata/Intrastate			
Collect/Direct Bill	\$	0.16	\$ 2.40
Pre-Paid Collect	\$	0.16	\$ 2.40
Pre-Paid Card/Debit	\$	0.16	\$ 2.40
Interlata/Interstate and Domestic Int'l			
Collect/Direct Bill	\$	0.16	\$ 2.40
Pre-Paid Collect	\$	0.16	\$ 2.40
Pre-Paid Card/Debit	\$	0.16	\$ 2.40
International			
Collect/Direct Bill	N/A		N/A
Pre-Paid Collect	N/A		N/A
Debit	\$	0.75	\$ 11.25
Voicemail (Per Message)			
Inbound	\$	1.00	N/A
Outbound	\$	1.00	N/A

ITS FEES			
Fee Type	Amount		Frequency
Collect Billing Fee	\$ -		n/a
Pre-Paid Collect Funding Fee			
IVR/Automated	\$ 3.00		Per Transaction
Live Representative	\$ 5.95		Per Transaction
Third Party (Vendor Specify)			

Revenue Share	
Category	Amount
Revenue Share (%)	72%
Flat Amount per Pay Telephone	\$0.00
Upfront Supplemental Payment	\$100,000.00
Minimum Annual Guarantee (MAG)	\$500,000.00

SECTION 2 - VVS RATES, FEES AND REVENUE SHARE

Category	Per Minute Rate	Total Per Session	Revenue Share
30-Minute Remote Video Visitation Session :	\$ 0.20	\$ 6.00	15%

SECTION 3 - TABLET RATES, FEES AND REVENUE SHARE

Category	Subscription Rate to Inmate	Subscription Rate to End-User	Revenue Share
Electronic Messages	\$0.25 per message	\$0.25 per message	25%
Entertainment Media - Games	\$0.05 per minute	N/A	25%
Entertainment Media - Movies	\$0.03 per minute	N/A	25%

Attachment 1 - Mandatory Requirements

SECTION J - RATES, FEES AND REVENUE SHARE

Entertainment Media - Music	\$0.05 per minute	N/A	25%
Entertainment Media - Books	\$0.03 per minute	N/A	25%

Attachment 1 - Mandatory Requirements

SECTION K - SERVICE ESCALATION MATRIX

Severity Level	Description	Initial Response Time	On-Site Response Time	Resolution Time
Level 1	Repair request: A critical system issue affecting greater than 50% of the inmate devices Resolution: Call from Telmate management	Less than 1 hour	2 hours (post-initial response)	12 hours
Level 2	Repair request: A major issue affecting greater than 25% but less than 50% of inmate devices Resolution: Call from Account Manager	2 hours	4 hours	24 hours
Level 3	Repair request: A controllable system issue affecting greater than 5% but less than 25% of the inmate devices Resolution: Call from Account Manager	2 hours	4 hours	36 hours
Level 4	Repair request: A non-critical system issue affecting 5% or less of the inmate devices Resolution: Final status update	2 hours	4 hours	48 hours
Remote	if the problem can be repaired remotely, then the Facility is informed within 15 minutes of the reported problem. If the nature of the issue and the planned resolution requires more time, the Facility is immediately given a status update.	N/A	N/A	Final Status Update