



5.1.3 Scope of Services

Respondent's detailed response to [Section 4.0 Scope of Services](#).

4.0 SCOPE OF SERVICES

4.1 Project Scope:

4.4.1 Jackson County requires a turn-key inmate calling solution which shall include, without limitation, collect, pre-paid collect, debit, and free calls. Respondent shall install and operate all inmate telephones, and related equipment as an integrated inmate telephone system (ITS). Respondent shall, without cost to Jackson County, 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 Facility to complete, without limitation, local, long distance and/or international collect, pre-paid collect, debit and free calls, and visitation sessions from the Facility.

RESPONSE: Acknowledged and agreed.

4.4.2 Jackson County requires a turn-key video visitation solution (VVS) which shall include, without limitation, automated scheduling software, completion of onsite and remote video visitation sessions. Respondent shall install and operate all video visitation stations and related equipment. Respondent shall, without cost to Jackson County, 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 Facility.

RESPONSE: Acknowledged and agreed.

4.4.3 Jackson County is seeking a correctional-grade mobile device/tablet solution ("Tablets") at no cost to Jackson County. The 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. Jackson County reserves the right to add an ITS and/or VVS application to the Tablets.

RESPONSE: Acknowledged and agreed.

4.4.4 Jackson County requires Respondents to provide the following technologies: automated information technology system (AITS), voicemail (inbound), voice biometrics/data analytics, and a digital mail solution (offsite). Respondent shall, without cost to Jackson County, provide inbound voicemail, voice biometrics, and data analytics solutions. Any costs associated with the Respondents' offsite digital mail solution shall be outlined in Attachment 3 (Rates, Fees, and Revenue Share).

RESPONSE: Acknowledged and agreed.

4.4.5 Should Jackson County construct new Correctional Facilities or construct additional inmate housing for the existing Facility during the initial agreement period or subsequent renewal periods, Respondent shall provide the same ITS, VVS and Tablet technologies as specified in this RFP and required for the existing Facility.

RESPONSE: Acknowledged and agreed.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.2 Designated Agent:

4.2.1 Jackson County may engage third party consultants both in the process of this procurement and in the management of the day-to-day operations of the inmate telephone Respondent. If a consultant or agent ("Designated Agent") is engaged, Successful Respondent will cooperate with the Designated Agent as directed by Jackson County including following instructions found in this RFP, and if awarded, the operation of the ITS, VVS and Tablets.

RESPONSE: Acknowledged and agreed.

4.2.2 Throughout this RFP, Jackson County shall be deemed to include both Jackson County and Jackson County's Designated Agent or consultant, if any.

RESPONSE: Acknowledged.

4.3 Description of Facility:

4.3.1 The Jackson County Department of Corrections (JCDC) in Kansas City, Missouri supervises state charged County inmates and municipally charged city inmates at the Jackson County Detention Center. The Detention Facility is made up of the Tower Facility that is eight (8) stories tall, and it is connected to the Annex Building which is two and one half (2.5) stores tall.

RESPONSE: Acknowledged.

4.3.2 Additional Facility details and specifications can be found in Attachment 2 (Facility Information and Equipment Requirements).

RESPONSE: Acknowledged.

4.4 Core Technologies – Inmate Communication Services:

4.4.1 Equipment and Installation Requirements:

4.4.1.1 Mandatory Equipment and Installation requirements applicable to all systems are outlined in Questionnaire, Question Set 4: Section D (General Installation Requirements).

RESPONSE: Acknowledged.

4.4.1.2 Respondent shall submit a preliminary implementation plan which shall include a proposed installation schedule for the Facility for ITS, VVS and Tablets.

RESPONSE: Confirmed. Please refer to *"Exhibit A: Preliminary Implementation Plan Narrative and Timeline"* for details.

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

RESPONSE: Smart Communications' inmate communications services are centralized systems requiring minimal network hardware installation at the facility. Network hardware components include a Firewall, Analog VOIP Gateway, Media Server, Ethernet Switch, PoE Switch and an Uninterruptible Power Supply (UPS) designed to be installed in a half-height standard 19.0" equipment rack. The proposed hardware is temperature tolerant and operates flawlessly in environments ranging from 35–110° Fahrenheit and in a humidity range from 10%–90%

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



(non-condensing). The UPS maintains enough battery capacity to allow the support of inmate communications services for a minimum of two hours during an emergency.

FIREWALL HARDWARE	
Description:	Firewall is a 19.0" Rack Mountable 1U Device
Manufacturer, Part #:	Cisco ASA 5516-X
Dimensions (l x w x h):	13.0" (l) X 17.2" (w) 1.7" (h)
Weight:	6.6 lbs.
Power:	AC Power at 100-240 volts and 50-60 Hz, 110 Watts max.
Operating Temperature:	32° to 104° F
Humidity Range:	10-90% (non-condensing)



ANALOG VOIP GATEWAY HARDWARE	
Description:	Analog VoIP Gateway is a 19.0" Rack Mountable 1U Device
Manufacturer, Part #:	Adtran 900 Series
Dimensions (l x w x h):	10.0" (l) X 17.0" (w) X 1.75" (h)
Weight:	7.0 lbs.
Power:	AC Power at 100-240 volts and 50-60 Hz, 110 Watts max.
Operating Temperature:	32° to 122° F
Humidity Range:	Maximum relative humidity 95% (non-condensing)



MEDIA SERVER HARDWARE	
Form factor:	1U rack
Manufacturer, Part #:	Dell PowerEdge R620
Processors:	Intel® Xeon® processor E5-2600 product family
Processor sockets:	2
Internal interconnect:	2 x Intel QuickPath Interconnect (QPI) links: 6.4 GT/s, 7.2 GT/s, 8.0 GT/s
Cache:	2.5MB per core; core options: 2, 4, 6, 8
Chipset:	Intel C600
Memory¹:	Up to 768GB (24 DIMM slots): 2GB/4GB/8GB/16GB/32GB DDR3 up to 1600MT/s
I/O slots:	3 PCIe slots: (10-drive-bay configuration is available only with the 3 PCIe slot option) Two x16 slots with x16 bandwidth, half-height, half-length; One x16 slot with x8 bandwidth, half-height, half-length or 2 PCIe slots: One x16 slot with x16 bandwidth, full-height, 3/4 length; One x16 slot with x16 bandwidth (or x8 with one processor only), half-height, half-length
RAID controller:	Internal controllers: PERC S110 (SW RAID), PERC H310, PERC H710, PERC H710P External HBAs (RAID): PERC H810; External HBAs (non-RAID): 6Gbps SAS HBA

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Drive bays:	Up to ten 2.5" hot-plug SAS, SATA, or SSD or up to four hot-plug 2.5" SAS, SATA, or SSD + two PCIe SSD
Max internal storage¹:	Up to 10TB
Hard drives:	Hot-plug hard drive options: 2.5" PCIe SSD, SAS SSD, SATA SSD, SAS (15K, 10K), nearline SAS (7.2K), SATA (7.2K); Self-encrypting drives available
Embedded NIC:	Broadcom® 5720 Quad Port 1GbE BASE-T (no TOE or iSCSI offload); Intel I350 Quad Port 1GbE BASE-T (no TOE or iSCSI offload); Intel X540 Dual Port 10GbE BASE-T with 2 x 1GbE (FCoE capability enabled on the 10GbE ports); Broadcom 57800S Dual Port 10GbE Base-T with 2 x 1GbE (TOE and iSCSI offload available on 10GbE ports); Broadcom 57800S Dual Port 10GbE SFP+ with 2 x 1GbE (TOE and iSCSI offload available on 10GbE ports)
Power supply:	Titanium efficiency, hot-plug redundant 750W power supply; Platinum efficiency, hot-plug redundant 495W or 1100W power supplies; 1100W DC power supply; Auto-ranging power supplies
Availability:	High-efficiency, hot-plug, redundant power supplies; hot-plug hard drives; TPM; dual internal SD support; hot-plug, redundant fans; optional bezel; information tag; ECC memory; interactive LCD screen; extended thermal support; ENERGY STAR® compliant; switch independent partitioning
Remote management:	iDRAC7 with Lifecycle Controller, iDRAC7 Express (default), iDRAC7 Enterprise (upgrade option), 8GB vFlash media (upgrade option), 16GB vFlash media (upgrade option)

¹ 1 GB = 1 billion bytes and 1 TB = 1 trillion bytes; actual capacity varies with preloaded material/operating environment and will be less.



ETHERNET SWITCH HARDWARE	
Description:	Ethernet Switch is a 19.0" Rack Mountable 1U Device
Manufacturer, Part #:	NetGear S350 Smart Switches (GS324T)
Dimensions (l x w x h):	6.70" (l) X 12.90" (w) X 1.70" (h)
Weight:	3.57 lbs.
Power:	AC Power at 100-240 volts and 50-60 Hz, 13.5 Watts max.
Operating Temperature:	32° to 104° F
Humidity Range:	Maximum relative humidity 95% (non-condensing)



PoE ETHERNET SWITCH HARDWARE	
Description:	PoE Ethernet Switch is a 19.0" Rack Mountable 1U Device
Manufacturer, Part #:	NetGear Smart Switch Series (GS510TLP)
Dimensions (l x w x h):	6.65" (l) X 12.91" (w) X 1.70" (h)
Weight:	3.07 lbs.
Power:	AC Power at 100-240 volts and 50-60 Hz, 147 Watts max.
Operating Temperature:	32° to 122° F

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Humidity Range:	Maximum relative humidity 90% (non-condensing)
------------------------	--



UNINTERRUPTIBLE POWER SUPPLY (UPS) HARDWARE

Description:	UPS is a 19.0" Rack Mountable 2U Device
Manufacturer, Part #:	Tripp-Lite SMART1500CRMXL
Dimensions (l x w x h):	19.0" (l) X 17.50" (w) X 3.50" (h)
Weight:	44.1 lbs.
Power:	AC Power at 100-240 volts and 50-60 Hz, 1440 Watts max.
Operating Temperature:	32° to 104° F
Humidity Range:	Maximum relative humidity 95% (non-condensing)



Smart Communications' SmartTablet devices connect to the rack mounted network hardware Wireless Access Points (WAPs). Wi-Fi networks deployed by Smart Communications support WPA2 security standard with a special SSID and paired key that can be periodically rotated for added security. The wireless network deployed feeds to a central router and firewall which provides for network services (DHCP, DNS, NTP, etc.) as well as a deny-by-default ruleset which denies all outgoing traffic by default. Network access is only open on specific ports and remote IP addresses as needed to support our services; all other network access is denied.

WIRELESS ACCESS POINT HARDWARE

Manufacturer, Part #:	TP-Link AC1750
Standards:	IEEE 802.11ac/n/g/b/a
Wireless Data Rates:	5 GHz: Up to 1300Mbps; 2.4 GHz: Up to 450Mbps
Security:	Captive Portal Authentication Access Control; Wireless Mac Address Filtering; Wireless Isolation Between Clients SSID to VLAN Mapping; Rogue AP Detection 802.1X Support; 64/128/152-bit WEP/WPA/WPA2-Enterprise WPA-PSK/WPA2-PSK
Frequency Band:	2.4 GHz/5 GHz
Antenna:	Internal Omni-Directional; 2.4 GHz: 3 x 4 dBi 5 GHz: 3 x 4 dBi
Transmitted Power:	CE: <20 dBm (2.4 GHz), <23 dBm (5 GHz); FCC: <27 dBm (2.4 GHz & 5 GHz)
Interface:	1 x Gigabit Ethernet (RJ-45) Port
Buttons:	Reset
Power Adapter:	Power Supply: PoE or External 12V DC/1.5A Power Supply Power Consumption: 12.7 W
Dimensions:	1.90" x 7.10" x 7.10" (4.82 x 18.03 x 18.03cm)
Temperature:	Operating Temperature: 0 to 40° C (32 to 104°F) Storage Temperature: -40 to 70° C (-40 to 158° F)

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

RESPONSE: Confirmed. The SmartEvo™ ITS and SmartKiosk™ hardware is delivered with an Uninterruptible Power Supply (UPS). The battery capacity of the UPS provided will allow for this hardware to be operated for a minimum of two hours during an emergency. SmartTablet™ devices feature an internal, rechargeable battery that provides an 8+ hour run-time.

4.4.1.5 Respondent shall indicate whether Respondent proposes any changes to Jackson County's communications room at the Facility.

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

4.4.1.6 ITS:

4.4.1.6.1 Specific mandatory ITS Equipment and Installation requirements are outlined in Questionnaire, Question Set 5: Section E (ITS System Requirements).

RESPONSE: Acknowledged.

4.4.1.6.2 Respondent shall supply details of Respondent's proposed, ITS which shall include, but not be limited to system version (if Respondent uses multiple ITS versions and/or releases), system design (centralized vs. premise based), technical specifications, software applications, hardware architecture and networking capabilities.

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

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

The SmartEvo™ ITS is deployed in redundant carrier grade data centers to ensure maximum uptime as well as access to carrier data and voice facilities. The data centers equipped with redundant power and generator

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



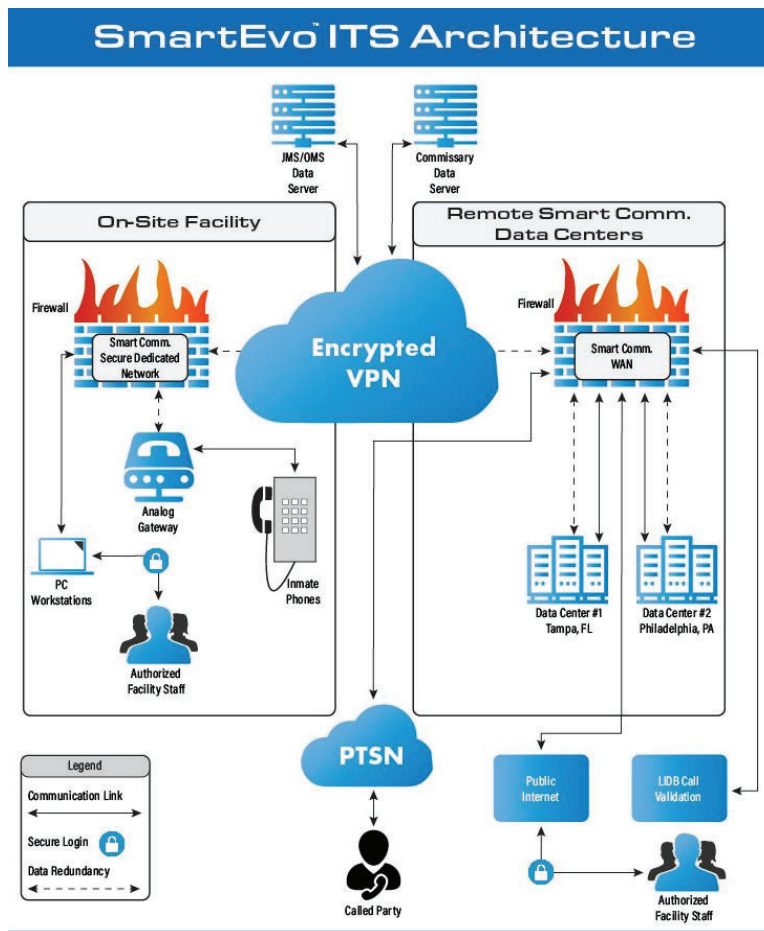
backup provide a secure, conditioned environment that is monitored 24/7. Calls from the facility are backhauled over a Virtual Private Network (VPN) using VoIP to the data center using redundant high-speed connections provided by Tier 1 broadband backbone providers. Calls are routed through the SmartEvo™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

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

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

The SmartEvo™ ITS is currently running on version 5.1, update 5.

4.4.1.6.3 Respondent shall include a diagram demonstrating the proposed ITS solution.



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

RESPONSE: The proposed SmartEvo™ ITS

4.4.1.6.5 Respondent shall include a description, as well as images, of the inmate and visitation telephone sets, Telephone Devices for the Deaf (TDD) and/or video relay service units, and cart/portable sets proposed for installation at the Facility.

RESPONSE: Confirmed. Smart Communications will provide inmate telephone stations specifically designed to meet the unique security, safety and durability needs of correctional facilities.

INMATE TELEPHONE SETS

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

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

Inmate telephone stations are wall and pedestal/floor mountable. Floor mounted stations are secured with bolts that are welded for added security.

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

FEATURES:

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



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



INMATE VISITATION TELEPHONES

Smart Communications will provide the Wintel Visitation Telephone Kit 7429VST to support inmate visitation communications. This kit is designed for correctional facility use and is fully compatible with the call monitoring, recording and detail record functions of the SmartEvo™ ITS.

FEATURES:

- Strong, durable and long lasting (designed to protect against inmate abuse)
- 14-gauge stainless steel faceplate with pin and head security screws
- Magnetic hook-switch (no mechanical contacts to fail)
- Ultra-rugged, hearing aid compatible Rhino® telephone handset
- Armored handset cable available in 18.0", 32.0", 54.0" and custom lengths
- Double-gang mounting box included



TTD/TTY TELEPHONE DEVICE

Smart Communications is proposing the provision of the Ultratech SuperPrint 4425, a TTD/TTY telephone device that complies with ADA requirements and is compatible with the SmartEvo™ ITS. This device has been used extensively in correctional facilities.

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



FEATURES:

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

VIDEO RELAY SERVICE (VRS)/VIDEO REMOTE INTERPRETING (VRI) SERVICES

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



Our SmartKiosk™ and SmartTablet™ devices can function as a VRS/VRI device. All VRS/VRI sessions can be monitored and recorded, and customized restrictions, rules and verification requirements can be applied.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4-WHEEL PHONE CART

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

SPECIFICATIONS:

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

*Varies depending on phone model installed.



4.4.1.7 VVS:

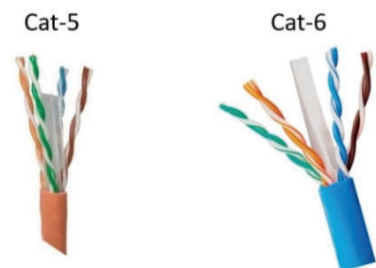
4.4.1.7.1 Specific mandatory VVS Equipment and Installation requirements are outlined in Questionnaire, Question Set 6: Section F (VVS System Requirements).

RESPONSE: Acknowledged.

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

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

Smart Communications' SmartKiosk™ devices support Category 5 (Cat5) and above Ethernet cabling standards. All new Ethernet cabling should be Category 6 (Cat6) which will support speeds up to 10Gbps. All existing Ethernet cabling is tested to ensure cabling is within proper specifications. Each SmartKiosk™ device connects via Cat5e or Cat6 Ethernet cable to a dedicated port on an Ethernet switch that is connected to a dedicated Local Area Network (LAN). This connection allows for SmartKiosk™ devices to connect to other allowable devices on the LAN or over the Wide Area Network (WAN). All SmartKiosk™ devices feedback to a central router and firewall located within the facility. A secure connection from the facility to the SmartVisit™ application located in Smart Communications' data center is provided to allow for SmartKiosk™ devices to be managed and controlled. SmartKiosk™ devices are capable of being powered by 110VAC or PoE via the connected network Ethernet cable.



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

SmartKiosk™ Technical Specifications	
Enclosure Material Construction	12-gauge, humidity and corrosion-resistant, stainless steel
Dimensions (hxwxd)	22.0" (h) X 18.0" (w) X 5.0" (d)
Power Options	IEEE802.3at (PoE Plus) or 110VAC <i>NOTE: AC power supply meets electrical standard: CSA: 22.2</i>
Network Connectivity	Ethernet RJ-45 (CAT5/6)
Mounting Options	Wall, table, pedestal or cart
Temperatures/Environmental	<ul style="list-style-type: none"> » Operating: 32°F to 104°F » Storage: -4°F to 122°F » Relative Humidity: Up to 95% non-condensing <i>NOTE: Built-in heat sink mount for heat dissipation</i>
Monitor*	<ul style="list-style-type: none"> » Display: LCD Touchscreen (SAW) » Impact Resistance Conformance: UL-0950 » Native Resolution: 1280 X 1024 at 60 Hz » Brightness: 220 nits with 16.7 million colors » Power Consumption: 16 kWh/1000h
PC	<ul style="list-style-type: none"> » Operating System: Linux » Motherboard: Mini-ITX » Processor: Intel® Baytrail SoC Processor » Memory: DDR3; RAM 4,096 MB (4 GB) » Hard Drive: Solid State (SSD)
Camera	<ul style="list-style-type: none"> » Resolution: Full 1080p HD » Encoding: UVC H.264 » Field of View: 78° HD camera with autofocus
Maintenance/Diagnostics	<ul style="list-style-type: none"> » Remote: Via VPN over Wide Area Network (WAN) » On-site: Via Keyboard, Video Display, Mouse (KVM)
*Monitor approved by the following regulatory agencies: UL, FCC, RCM, cUL, IC, IEC, NEMA, CCC, CE, TUV, VCCI, KCC, CoC, BSMI, CB, RoHS, China RoHS, and WEEE.	
<i>NOTE: All electrical components are FCC Part 15 class A compliant as well as comply with UL, CE and/or CSA.</i>	

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Applications, features and functionalities available on the SmartKiosk™ devices include:

- **Video Visitation** – inmates can participate in on-site and remote video sessions via our SmartVisit™ VVS.
- **Phone Calls** – inmates can speak to friends and family members using our SmartEvo™ ITS.
- **Messaging** – inmates can send and receive text messages from friends, family members and facility staff. Inmates may also receive photographs and video messages.
- **MailGuard®** – Patented Mail Scanning provides inmates with free access to personal mail that is processed off-site daily at our state-of-the-art MailGuard® processing center. Our patented MailGuard® keeps facility staff and inmates safe by eliminating the risk of contraband entering the facility via postal mail and provides a streamlined, labor-free, automated means to process inmate postal mail. MailGuard® also serves an invaluable investigative tool; digital mail is database-searchable to allow your facility to gain intelligence and eliminate secret communication.
- **Job Search** – helps inmates return to the job market and move past their criminal record by providing access to the U.S. Department of Labor's CareerOneStop website. CareerOneStop provides resources to help inmates find employers and learn how to talk about their conviction.
- **Requests/Grievances** – inmates can electronically create and submit general requests, medical requests and grievances via our SmartRequest™ platform. SmartRequest™ is the easiest to use, most customizable and detailed electronic form submission platform available. Electronic forms are centrally tracked and managed, putting an end to shuffling paper forms around the facility.
- **Law Library** – provides inmates with complimentary full, self-service access to Federal and State statutes and case law, a legal dictionary, and other aides to assist with research pertinent to their case. This app reduces staff burden by eliminating the need to escort inmates through the facility to access legal resources.
- **Commissary** – allows inmates to place orders for commissary items. Integration with the facility's commissary provider is performed by Smart Communications and is provided at no cost.
- **Inmate Videos** – allows inmates to access MP4 video files uploaded by authorized facility staff (i.e., video version of inmate handbook, facility orientation video, etc.).
- **Documents** – allows inmates to view the inmate handbook, PREA information and other .PDF documents uploaded by authorized facility staff.

SmartTablet™ devices support all SmartKiosk™ applications, features and functionalities as well as:

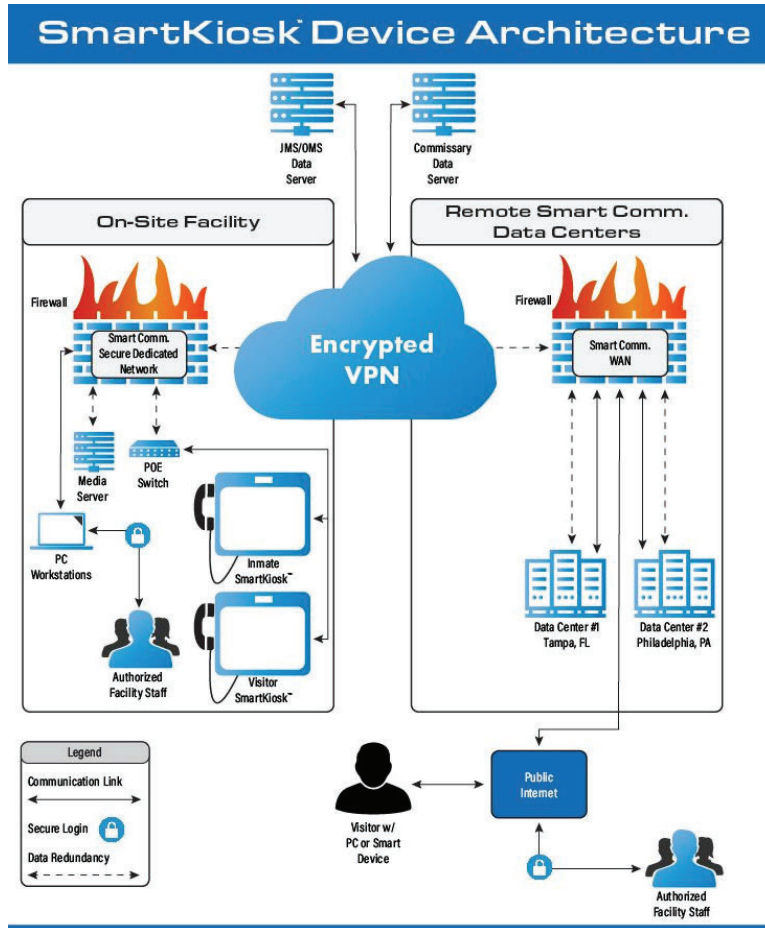
- **Entertainment** – inmates can stream various media, TV shows, movies and games via our SmartEntertainment™ platform. Inmates are provided with complimentary access to select Ebooks and Internet radio stations.
- **Education** – provides inmates with complimentary access to a virtually unlimited amount of educational, reentry, vocational, life skills, self-improvement and recovery resources.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.1.7.3 Respondent shall include a diagram demonstrating the proposed VVS solution.



4.4.1.7.4 Respondent shall indicate whether its proposed VVS is premise-based or centralized.

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

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

RESPONSE: All aspects of our SmartKiosk™ devices are engineered to withstand severe inmate abuse as well as meet the unique safety and security network requirements of a correctional facility. The housing fully encloses the device's internal components and does not have any openings or external hinges which prevents tampering and exposure to liquids. The housing also features smooth rounded edges to prevent injury and a rounded top design which prevents beverages from being placed on the device.

SMARTKIOSK™ SPECIFICATIONS	
Display:	17.0" LCD touchscreen
Camera:	High-definition IP camera

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Housing:	22.0 X 18.0 X 5.0" (HxWxD), 12-gauge steel
Handset:	Heavy-duty polycarbonate molded plastic
Handset Cable:	Armored sheathing, pull strength exceeds 1,000 ft-pounds; attached via a bayonet lock method
Operating System:	Linux operating system Ubuntu version 18

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

RESPONSE: Smart Communications' will provide our SmartKiosk™ (Part #SC-SKTD-17) devices equipped with an ultra-rugged, shatter-resistant 17.0" touchscreen LCD display, a full 1080p high-definition IP camera and various network hardware components that are fully enclosed in a high-strength steel housing. To prevent tampering and exposure to liquids, the housing does not have any openings/ventilation holes or external hinges. The housing also features smooth rounded edges to prevent injury and a rounded top design to prevent beverages being placed on the device.



To provide superior sound quality and privacy during on-site and remote video visitation sessions, each SmartKiosk™ is equipped with a corded Rhino® telephone handset (dual handset models are available for public facing terminals) that does not contain any removable parts. The handset cord offers an impressive pull strength of 1,000 ft.-pounds and is customizable to meet facility-specific requirements. For added protection and security, the cord is encased in a flexible, cut-resistant armored sheathing.

SmartKiosk™ devices are abrasion and chemical resistant, and can be cleaned/sanitized with using commercial-off-the-shelf (COTS) cleaning agents.

SmartKiosk™ Technical Specifications	
Enclosure Material Construction	12-gauge, humidity and corrosion-resistant, stainless steel
Dimensions (hwxwd)	22.0" (h) X 18.0" (w) X 5.0" (d)
Mounting Options	Wall, table, pedestal or cart
Monitor*	<ul style="list-style-type: none"> » Display: LCD Touchscreen (SAW) » Impact Resistance Conformance: UL-0950 » Native Resolution: 1280 X 1024 at 60 Hz » Brightness: 220 nits with 16.7 million colors » Power Consumption: 16 kWh/1000h
Camera	<ul style="list-style-type: none"> » Resolution: Full 1080p HD » Encoding: UVC H.264 » Field of View: 78° HD camera with autofocus
Maintenance/Diagnostics	<ul style="list-style-type: none"> » Remote: Via VPN over Wide Area Network (WAN) » On-site: Via Keyboard, Video Display, Mouse (KVM)
*Monitor approved by the following regulatory agencies: UL, FCC, RCM, cUL, IC, IEC, NEMA, CCC, CE, TUV, VCCI, KCC, CoC, BSMI, CB, RoHS, China RoHS, and WEEE.	
NOTE: All electrical components are FCC Part 15 class A compliant as well as comply with UL, CE and/or CSA.	

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.1.8 Tablets:

4.4.1.8.1 Mandatory Tablet Equipment and System requirements are outlined in Questionnaire, Question Set 7: Section G (Tablet Requirements).

RESPONSE: Acknowledged.

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

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



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

SMARTTABLET™ SPECIFICATIONS	
Display Size:	7.0" LCD Touchscreen w/ 3x thicker Gorilla Glass
Resolution:	1024 x 600
Operating System:	Android 10 (Customized and Secured)
Processor:	ARM Cortex A7, 4 cores, 1.2GHz
Memory:	1 GB DDR3 Ram/8GB Storage
Battery Life:	8+ Hours (rechargeable/non-removable)

Smart Communications' SmartTablet™ devices are delivered with customized, FCC compliant charging stations featuring contact charge technology. This technology is far superior to magnetic induction charging systems offered by other vendors, which can be used by inmates to charge contraband cell phones. As there are no exposed charging ports, cables or clunky charging carts to manage, our charging stations offer a self-service system, allowing inmates to check-out, check-in and charge SmartTablet™ devices with zero staff involvement. Each station charges up to ten SmartTablet™ devices simultaneously.

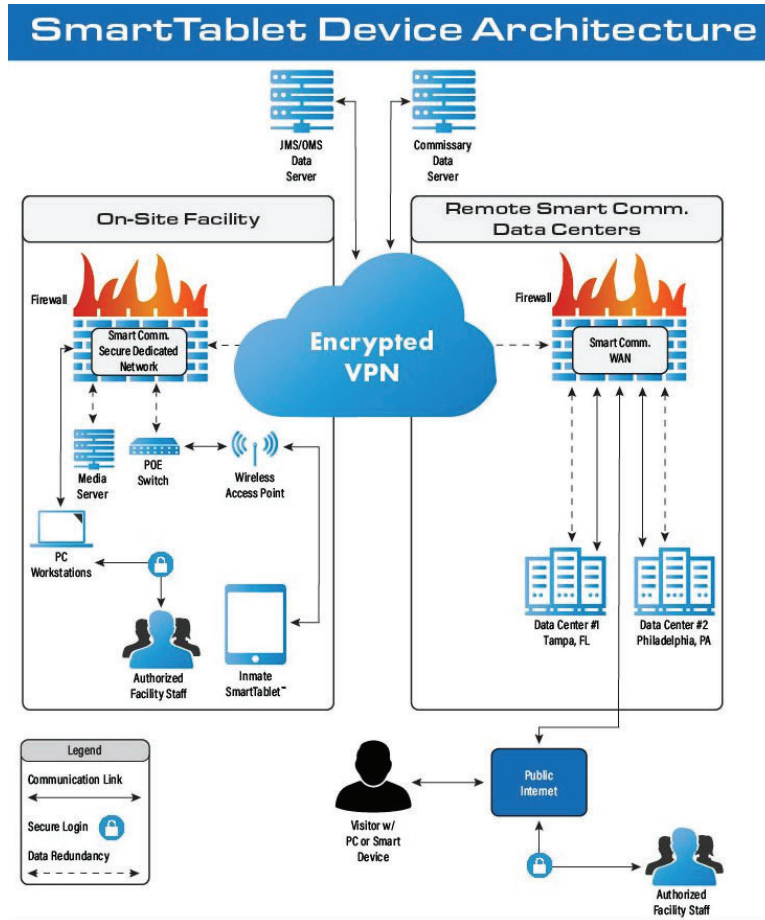


JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.1.8.3 Respondent shall include a diagram demonstrating the Tablet solution.



4.4.1.8.4 Respondent shall specify if the speakers on the Tablets can be disabled/enabled at Jackson County's discretion.

RESPONSE: Confirmed.

4.4.1.8.5 Respondent shall specify if clear, see-through earbuds are provided with the Tablets.

RESPONSE: Confirmed. Smart Communications will work with the County's commissary provider to ensure clear earbuds are available for purchase by inmates via the commissary. The cost of earbuds will be determined by the commissary provider.

4.4.1.8.6 Respondent shall indicate how Tablets work for hearing impaired inmates.

RESPONSE: SmartTablet™ devices come preconfigured with standard accessibility features designed to facilitate comparable access and usability of the applications for inmates with physical or sensory disabilities. To accommodate the unique needs of inmates with severe disabilities, Smart Communications can provision tablets and hardware that provide more advanced accessibility configurations, features and tools to include:

- Screen Readers: provides feedback for on-screen content and user interactions
- Switch and Voice Access: alternative to touchscreen for users with limited mobility and/or have trouble with touchscreens
- Braille Support: supports refreshable braille displays via Bluetooth®

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.2 Technology Features and User Applications:

4.4.2.1 ITS:

4.4.2.1.1 Mandatory ITS and User Application Specifications are outlined in Questionnaire, Question 5: Section E (ITS System Requirements).

RESPONSE: Acknowledged.

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

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

4.4.2.1.3 Respondent shall provide a script of the call acceptance information provided to the called party.

RESPONSE: After the called party answers the phone, the script of the call acceptance information provided to the called party via the SmartEvo™ ITS for a collect call is as follows:

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

This message can be modified to meet County-specific needs.

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

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

4.4.2.1.5 The ITS shall process calls on a selective bilingual basis in English and Spanish. Respondent shall indicate whether the called party (in addition to the inmate) will be able to select the preferred language for call prompts.

RESPONSE: Confirmed. To assist inmates and the called party through the calling process, the SmartEvo™ ITS provides multiple, customizable and easy to understand prompts, messages and instructions in English and Spanish (or other languages, as requested by the County). These prompts and messages can be configured to play randomly or at predetermined timed intervals throughout the call. Any messages interjected into calls are excluded from billing calculations.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

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

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

All voice message recordings are completely programmable and can be customized to meet the County's- needs.

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

RESPONSE: The number of free calls can be assigned globally or on an individual inmate basis with the proposed SmartEvo™ ITS.

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

RESPONSE: The SmartEvo™ is a purpose-built digital switching platform designed to provide secured inmate calling services and features. All inmate calls are processed by an automated operator and the system does not allow access to a live operator at any time.

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

4.4.2.1.9 Respondent must specify how international collect calls are processed and completed through the proposed ITS.

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



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

RESPONSE: All infrastructure supporting the communications systems we provide at your facility is reliably maintained by our U.S.-based Network Operations Center (NOC). The NOC remotely monitors the health,

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



security and capacity of our system hardware, software applications and associated networks 24/7/365 to help ensure 99.9% uptime. This continuous monitoring allows our NOC to proactively detect, diagnose and eliminate potential threats before they disrupt service.

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

4.4.2.1.11.1 Respondent must indicate how the TDDs work with the proposed ITS.

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

4.4.2.1.11.3 Respondent shall provide detail relative to its capability to provide a Video Relay System (VRS) to Facility at no cost to Jackson County.

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

4.4.2.1.11.5 Respondent shall provide information on Video Interpretation Services via the VRS units.

RESPONSE: Confirmed. Smart Communications provides the equipment necessary to ensure your facility's telephone service and hardware is compliant with all requirements set forth in the Americans with Disabilities Act (ADA). This includes providing telephones that are accessible to persons in wheelchairs and systems that are compatible with Telephone Devices for the Deaf (TDD).



TTY/TDD device

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

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

Video Relay System

Smart Communications will provide a Video Relay System (VRS) through Purple Communications at no cost to the County. This system is fully interfaced with the SmartEvo™ ITS to ensure all VRS calls are subject to the same security and controls as traditional calls.

Smart Communications will provide devices featuring Purple Communications P3 Video Relay Service (VRS). P3 delivers the reliability and security for video relay service (VRS) and point-to-point (P2P) calls with an easy-to-use interface featuring a wide array of additional features and benefits. Purple offers a cost-effective, FCC-certified service to deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Disabilities Act (ADA). P3 is easy to deploy, interoperable with other VRS devices and providers that support SIP or H.323 standards, and offers the greatest amount of flexibility.

Smart Communications' SmartTablet™ can function as a VRS/VRI device. All VRS/VRI sessions can be monitored and recorded, and customized restrictions, rules, and verification requirements can be applied.

4.4.2.2 VVS:

4.4.2.2.1 Mandatory VVS features, functionalities, and user applications are found in Questionnaire, Question 6: Section F (VVS System Requirements).

RESPONSE: Acknowledged.

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

4.4.2.2.2.1 If Respondent does not have the capability for the inmate to initiate video visitations sessions, provide information on Respondent's research and development progress.

RESPONSE: Confirmed. Smart Communications' SmartVisit™ VVS allows inmates to initiate video visitation sessions on demand from a SmartKiosk™ or SmartTablet™ device.

4.4.2.2.3 Respondent shall indicate whether it proposes an alternative number of video visitation stations to the quantity specified in Attachment 2 (Facility Information and Equipment Requirements).

RESPONSE: Not applicable. Smart Communications will provide the same quantity of video visitation stations as specified in Attachment 2.

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

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

4.4.2.2.5 Respondent shall specify whether the VVS provides a countdown clock timer on the video visitation station.

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

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

RESPONSE: Confirmed. Authorized users can view all scheduled SmartVisit™ VVS sessions through the web-based SmartEcosystem™ Dashboard. Authorized users can also run SmartVisit™ daily scheduling reports for specific housing units or the entire facility, and can distribute these reports to other staff members.

4.4.2.2.7 Respondent shall provide a list of all available reports in the VVS user application.

RESPONSE: The SmartEcosystem™ Dashboard provides a broad range of detailed reports. Information from completed video visitation sessions are archived in a database file that can easily be exported to a Microsoft

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Excel file and shared. Authorized users can view and filter SmartVisit™ VVS log in history to select a single, multiple or all video visitation sessions to be exported for archival, investigative or administrative purposes.

The most commonly-used SmartVisit™ VVS reports include:

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

Smart Communications' in-house programming team is also available to develop customized reports to meet County-specific needs at any time and at **no charge**.

4.4.2.3 Tablets:

4.4.2.3.1 Mandatory Tablet features, functionalities, and user applications are found in Questionnaire, Question Set 7: Section G (Tablet Requirements).

RESPONSE: Acknowledged.

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

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



Smart Communications is committed to ensuring all inmates, including those with less fortunate economic situations, are provided with fair and equal access to tablet devices. To remain true to this commitment, our SmartTablet™ devices will be provided at **no cost** to inmates or the County. The quantity of tablets provided to a facility is determined by the distribution model utilized. Smart Communications offers both Personal 1:1 and Shared 1:Many tablet distribution models.

Our clients typically prefer our Personal 1:1 tablet distribution model. With this model, Smart Communications provides an ample quantity of tablet devices to allow the County to issue each inmate their own personal device, which equates to a 1:1 tablet to inmate ratio. This provides inmates with immediate access to tablet services and applications during authorized access times. Additionally, the Personal 1:1 distribution model helps reduce the risk of the spread of viruses, as the devices are not shared among inmates. Each inmate is also held accountable for the responsible use and care of the device they are issued. If an inmate's personal tablet

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



becomes inoperable due to intentional damage, the inmate is required to pay for the damaged tablet before they would be eligible to receive a replacement.

With our Shared 1:Many distribution model, tablets are provided at a predetermined tablet to inmate ratio (i.e., 1:2). With this model, device availability/usage is continuously monitored remotely by our Network Operations Center (NOC). Our goal is for the shared tablets to be available on average at least 60% of the time. If average inmate tablet usage in any housing unit exceeds 40%, Smart Communications will provide additional tablets sufficient to bring tablet availability back to the 60% target level at **no cost** to the County or inmates. The provision of these additional tablets would in turn increase the tablet to inmate ratio.

Smart Communications will honor our proposed compensation/commission offers regardless of the tablet distribution model the County chooses to select.

4.4.2.3.3 Respondent shall indicate whether it proposes an alternative number of Tablets to the quantity specified in Attachment 2 (Facility Information and Equipment Requirements).

RESPONSE: Not applicable. Smart Communications will provide the same quantity of tablets as specified in Attachment 2.

4.4.2.3.4 Respondent shall describe how data associated with usage on the Tablets is stored.

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

4.4.2.3.5 Respondent shall indicate if its Tablet user application has the capability of live monitoring.

RESPONSE: Confirmed. Our secure, web-based SmartEcosystem™ Dashboard provides authorized users with administration and monitoring capabilities for the SmartTablet™ and SmartKiosk™ devices.

4.4.2.3.6 Respondent shall provide a list of all available reports in the Tablets user application.

RESPONSE: Through the SmartEcosystem™ Dashboard, authorized users have access to detailed reports of inmate activity on the SmartTablet™ devices such as:

- Law Library Usage Report
- Unique Message View Count by Staff Member
- Quarantined Messages Approved/Rejected by Staff Member
- Photos Approved/Rejected by Staff Member
- Requests, Medical Forms and Grievances Open/Closed
- North American Learning Institute Report and Tools (if NALI is available)
- Beyond Prison, Probation and Parole Report (if BPPP is available)
- Visitation Report (if visitation is available)

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.3 Security Features:

4.4.3.1 ITS:

4.4.3.1.1 Mandatory ITS Security Features requirements are outlined in Questionnaire, Question 5: Section E (ITS Requirements).

RESPONSE: Acknowledged.

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

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

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

RESPONSE: During the call setup process, the SmartEvo™ ITS plays a pre-recorded announcement to the inmate and called party that can be customized to suit the specific needs of the County. An example pre-recorded announcement informing the called party of a collect call is as follows:

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

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

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

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

Highly Accurate 3-Way Call Detection:

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

A common problem with all 3-Way Call Detection Systems, especially simple silence detection system, is falsely identifying legitimate calls as 3-way attempts due to common occurrences, such as placing a phone down on the

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



table or covering the mouthpiece. Smart Communications' 3-Way Detection algorithm is specifically designed to avoid these problems by dynamically adapting at the start of each call, and during the ongoing call, by analyzing the characteristics of the telephone circuit in use. By adapting on the fly, our system can learn the difference between a true "on-hold" event versus a simple quiet conversation period. Our system can further adapt its performance based on geographic destinations or even specific called numbers and exchanges.

Operation:

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

Fully Digital Signal Processing (DSP):

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

Dynamic Calibration, Remote Configuration and Adjustment:

At the start of each call, the system adapts the 3-way call process parameters based on the actual line and call conditions. Internally, the system has over 18 soft parameters that provide a fine level of precision to the call detection system. Most installations can use the factory settings, which are the result of extensive field trials and analysis. If necessary, these the parameters can be remotely adjusted to obtain optimum system performance.

Multiple Detection Options:

Upon detection of a 3-way call attempt, the system performs the action as programmed by the administrator:

- Disconnect the call
- Play a single prompt or begin playing a prompt at random intervals during the call
- Take no external action

Enable or Disable Detection:

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

Record and Store Detection Details for Each Call:

The SmartEvo™ ITS creates a Call Detail Record (CDR) for each call. This record includes a field that indicates detection of a 3-way call attempt. Authorized users can retrieve information about 3-way call attempts through the call detail reporting feature.

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

RESPONSE: Confirmed.

4.4.3.2 VVS:

4.4.3.2.1 Mandatory VVS Registration Security Features requirements are outlined in Questionnaire, Question Set 6: Section F (VVS Requirements).

RESPONSE: Acknowledged.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.3.2.2 Respondent shall describe its registration and scheduling processes including:

4.4.3.2.2.1 Capability to capture the visitor's photo or identification without manual input from the visitor,

4.4.3.2.2.2 Capability to verify the visitor's identity,

4.4.3.2.2.3 Capability to run a warrant search on the visitor,

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

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

RESPONSE: Visitors can register and manage their account, schedule a visit or conduct a SmartVisit™ VVS session on-site via a SmartKiosk™ or remotely from a smartphone or a PC at www.SmartInmate.com.

Registration: During the account creation process at SmartInmate.com, the user is prompted to provide basic contact information, and create a unique username and password. This information is stored in the system and used for account verification, activation, log in and identification purposes. After an account is created, the system automatically sends an activation code via email or text that is used to verify and activate the account.

SmartVisit™ VVS also supports optional, more stringent registration procedures which require an individual to provide/upload identifying materials such as a driver's license, official photo ID, photo or other documentation before they can schedule a video visitation with an inmate. The SmartVisit™ VVS registration process is capable of automatically capturing the visitor's photo or identification without manual input from the visitor and will use this to verify the visitor's identity.

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

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

Scheduling: SmartVisit™ VVS sessions are scheduled via Smart Communications' robust web-based Visitation Scheduler application. The Visitation Scheduler's intelligent software eliminates the need for staff to be involved in the visitation scheduling process and greatly reduces lobby foot traffic and wait times by employing conflict-checking algorithms to ensure video visitation stations are available at the session times requested.

Once their account has been created and activated, the user can log in to their SmartInmate.com account, use the inmate locator search tool to find the inmate they want to connect with and send the inmate a "connection request." After the inmate approves a "connection request," the user will be allowed to schedule video visitation sessions with the inmate. SmartVisit™ VVS supports the creation of automated/custom restrictions for an inmate and/or visitor, including restricting a specific inmate or visitor from conducting a video visitation session at the same time as another specific inmate or visitor.

Individuals can schedule on-site or remote video visitation sessions with an inmate they are "connected" with by logging in to their SmartInmate.com account and following the procedures below:

1. Select "Visits" from the services menu.



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



2. Select the "Schedule a Video Visit" button.

3. Select the inmate to be visited.

4. Select the Visit type - "Local Visit" or "Remote Visit." (Local shown below).

NOTE: There are no charges associated with local visits. Remote visits are billed per minute in the form of prepaid "credits." Users must have credits available in their account to schedule a remote visitation. Account credits can be purchased online or by calling our Customer Care Call Center.

5. Select visitation session time duration. **NOTE:** Visitation durations vary by facility and are typically offered as a 15-minute or a 30-minute session.

6. Select the visitation date. **NOTE:** Visits can be scheduled up to seven days in advance.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



7. Select the visitation start time.

Step 4 - Select Visit Time

What time would you like to begin your 15 minute video visit?

NOTICE - ALL VISITATION SCHEDULING IS DONE IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY. The Sales Demo Facility operates on the US Eastern time zone.

Times available on Friday, February 12, 2021 (Change Date)

Morning	Afternoon	Evening
<input type="radio"/> 6:30 AM - Available	<input checked="" type="radio"/> 12:30 PM - Available	<input type="radio"/> 6:30 PM - Available
<input type="radio"/> 6:45 AM - Available	<input type="radio"/> 12:45 PM - Available	<input type="radio"/> 6:45 PM - Available
<input type="radio"/> 7:00 AM - Available	<input type="radio"/> 1:00 PM - Available	<input type="radio"/> 7:00 PM - Available
<input type="radio"/> 7:15 AM - Available	<input type="radio"/> 1:15 PM - Available	<input type="radio"/> 7:15 PM - Available
<input type="radio"/> 7:30 AM - Available	<input type="radio"/> 1:30 PM - Available	<input type="radio"/> 7:30 PM - Available
<input type="radio"/> 7:45 AM - Available	<input type="radio"/> 1:45 PM - Available	<input type="radio"/> 7:45 PM - Available
<input type="radio"/> 8:00 AM - Available	<input type="radio"/> 2:00 PM - Available	<input type="radio"/> 8:00 PM - Available
<input type="radio"/> 8:15 AM - Available	<input type="radio"/> 2:15 PM - Available	<input type="radio"/> 8:15 PM - Available
<input type="radio"/> 8:30 AM - Available	<input type="radio"/> 2:30 PM - Available	<input type="radio"/> 8:30 PM - Available
<input type="radio"/> 8:45 AM - Available	<input type="radio"/> 2:45 PM - Available	<input type="radio"/> 8:45 PM - Available
<input type="radio"/> 9:00 AM - Available	<input type="radio"/> 3:00 PM - Available	<input type="radio"/> 9:00 PM - Available
<input type="radio"/> 9:15 AM - Available	<input type="radio"/> 3:15 PM - Available	<input type="radio"/> 9:15 PM - Available
<input type="radio"/> 9:30 AM - Available	<input type="radio"/> 3:30 PM - Available	<input type="radio"/> 9:30 PM - Available
<input type="radio"/> 9:45 AM - Available	<input type="radio"/> 3:45 PM - Available	<input type="radio"/> 9:45 PM - Available
<input type="radio"/> 10:00 AM - Available	<input type="radio"/> 4:00 PM - Available	<input type="radio"/> 10:00 PM - Available

CONFIDENTIAL

8. Review visitation details for accuracy and then select the "Confirm and Schedule Visit" button.

Step 5 - Confirm Video Visit Details

NOTICE - ALL VISITATION SCHEDULING IS DONE IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY. The facility you are connected with operates on the US Eastern time zone.

NOTICE - ALL VISITATION IS SUBJECT TO MONITORING AND RECORDING. THERE IS NO EXPECTATION OF PRIVACY.

Please confirm your video visit below:

Type of Visit: Local - Go to Facility Location
Inmate: Justin Longenberger (00046)
Duration: 15 minutes
Start Date: Friday, February 12, 2021
Start Time: 12:30 PM US Eastern
Cost: Free - Local's bill

CONFIDENTIAL

After the "Confirm and Schedule Visit" button has been selected, the scheduled visit will be displayed in the "List of Scheduled Visits" section.

Visit Confirmed

Your video visit has been scheduled.

CONFIDENTIAL

Please remember that all video visitation is subject to monitoring and recording. There is no expectation of privacy. Please arrive for your visit at least five minutes prior to your scheduled time to ensure your visit may begin on time. When conducting a remote visit, we recommend testing your camera, microphone and speakers prior to your scheduled visit to ensure everything is in working order.

My Visitation

The video visitation system allows you to schedule visits with your loved ones right from the comfort of your own home using your computer with an attached camera and microphone.

NOTICE - ALL VISITS ARE SCHEDULED IN THE TIME ZONE OF THE JAIL/DETENTION FACILITY.

Test Camera/Microphone

Upcoming Visits	Start Date/Time	Duration	Inmate / Detainee	Location	Status	QuickCode
	Friday Feb 12 at 12:30 PM US Eastern	15 minutes	Justin Longenberger	Local/Onsite at Facility	SCHEDULED READY (DEV)	470716

Fast Visit History	Scheduled Date/Time	Started Date/Time	Duration	Inmate / Detainee	Type	Status
	02/06/2021 at 12:00 PM	N/A	15 minutes	Justin Longenberger	Local/Onsite at Facility	CANCELLED

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

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

4.4.3.2.4.1 If Respondent does not have the capability to allow scheduling through a mobile application, provide information on Respondent's research and development progress.

RESPONSE: Visitors can manage their account, schedule a visit or conduct a SmartVisit™ VVS session on-site via a SmartKiosk™ device or remotely from a PC via www.SmartInmate.com.

4.4.3.2.5 Method for avoiding scheduling conflicts.

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

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

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

4.4.3.2.7 Respondent shall indicate whether the VVS can accommodate a manually facilitated video visit created by Jackson County.

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

4.4.3.2.8 Respondent shall indicate whether the VVS has the capability to allow Jackson County to reassign the video visitation station manually changing that, which was initially assigned by the VVS.

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

4.4.3.2.9 Respondent shall describe the process for shutting down the VVS.

RESPONSE: Authorized personnel can shut down the SmartVisit™ VVS from the SmartEcosystem™ Dashboard. In the SmartEcosystem™ Dashboard, authorized users can access the Visitation Module and under settings, visitations can be disabled or enabled.

4.4.3.3 Tablets:

4.4.3.3.1 Mandatory Tablet Security Features requirements are outlined in Questionnaire, Question Set 7: Section G (Tablet Requirements).

RESPONSE: Acknowledged.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.3.3.2 Respondent shall specify the modifications to the physical device as well as the operating system that ensures correctional-grade security.

RESPONSE: Smart Communications' custom, wireless and ruggedized SmartTablet™ devices are designed to withstand inmate abuse and meet the unique safety and security network requirements of correctional facilities.

SmartTablet™ devices run on our proprietary, customized version of Android OS version 6. All operating system configurations, customizations and modifications are performed in-house by our engineering team. The operating system has been modified to enhance control, access and security. Inmates have no access to any settings on the device and can only use pre-approved applications. Authorized staff have complete control over which applications are accessible to inmates on the SmartTablet™ devices.



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

Smart Communications' SmartTablet™ devices feature extremely rugged touchscreen LCD video displays. The 7.0" display is constructed of 3X thick Gorilla Glass and passes durability/drop, chemical stain and other quality control tests at our production facility. During development testing, it was demonstrated that a 7" screen has 40% more rigidity than an 8" screen. The SmartTablet™ device's internal components and LCD are housed in an ultra-rugged, chemical and stain resistant enclosure. 20 security screws are strategically positioned on the rear of the enclosure to prevent access and tampering by inmates. SmartTablet™ devices do not have any exposed USB or other communication ports.

4.4.3.3.3 Respondent shall specify how mobile device management is handled.

RESPONSE: The SmartTablet™ devices are administered via our secure, web-based SmartEcosystem™ Dashboard. Authorized users can enable or disable SmartTablet™ device login and application accessibility per inmate, per housing unit or facility-wide. A scheduling system can also automatically deny device access during pre-defined times, such as meals, counts, lockdown times, etc. SmartTablet™ devices can also be disabled on-demand through self-service management tools when needed by administration for emergencies, unscheduled transports, etc. The SmartEcosystem™ Dashboard can also be configured to require inmates to acknowledge receipt of facility documents at timed intervals or upon log in.

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

RESPONSE: All Smart Communications' operating system and application software is custom designed and purpose-built for exclusive use within a corrections environment. Our SmartTablet™ devices are equipped with our proprietary operating system that will only allow the devices to connect to our secure network within the facility and run pre-approved applications.

Wi-Fi networks deployed by Smart Communications support WPA2 security standard with a special SSID and paired key that can be periodically rotated for added security. The wireless network deployed feeds to a central

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



router and firewall which provides for network services (DHCP, DNS, NTP, etc.) as well as a deny-by-default ruleset which denies all outgoing traffic by default. Network access is only open on specific ports and remote IP addresses as needed to support our services; all other network access is denied.

4.4.4 Monitoring, Recording and Data Requirements:

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

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

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

4.4.4.2 ITS:

4.4.4.2.1 Mandatory Monitoring, Recording and Data Requirements are outlined in Questionnaire, Question Set 5: Section E (ITS Requirements).

RESPONSE: Acknowledged.

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

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

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

RESPONSE: Call recordings are immediately accessible to authorized users online via the SmartEcosystem™ Dashboard. The SmartEcosystem™ Dashboard provides simple point and click access to download recordings and copy to alternative media for portable storage such as CD/DVD/USB storage device, etc. System users may download one or a group of recordings and retain all pertinent call detail information, including data/time stamps, with the recordings for ease of use at alternate locations. By using the Investigate platform, County staff

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



no longer need to download and burn call recordings or other information, such as images of tattoos to CD-Rs. Once published to a case in the SmartEcosystem™ Dashboard, this information can easily be shared with external users. The Investigate platform allows the County to choose what types of assets each user can access and download.

Recordings are downloadable in a compressed .mp3 format or SmartEvo™ ITS proprietary file format. If recording integrity must be proven, the recording can be saved in the proprietary file format. This file format can be played using a SmartEvo™ ITS file player. A digital signature in the file ensures that the file data has not been altered after it has been retrieved from the system.

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

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

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

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

4.4.4.3 VVS:

4.4.4.3.1 Mandatory Monitoring, Recording and Data Requirements are outlined in Questionnaire, Question Set 6: Section F (VVS Requirements).

RESPONSE: Acknowledged.

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

RESPONSE: Confirmed. SmartVisit™ VVS can be configured to send an email or text notification when triggered by a specific event. For example, SmartVisit™ can issue a notification when a visitation has been scheduled or cancelled. Custom notification triggers are available upon request and will be provided at no charge.

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

RESPONSE: Confirmed. The SmartVisit™ VVS allows authorized users to stop, pause and restart a live video visitation session via the SmartEcosystem™ Dashboard.

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

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

RESPONSE: Confirmed. SmartVisit™ VVS allows authorized users to customize the view for playback of video visitations and add comments to the recordings.

Visitation Notes

Add Note:

Notes: 2:20 – Reaction to content filtering at 2:30
Entered by Jon Logan on 1/13/2021 1:18 PM – [Delete](#)

CONFIDENTIAL

4.4.5 Other Required Technology:

4.4.5.1 Inbound Voicemail:

4.4.5.1.1 This feature must be an integrated part of the ITS and must include analytical tools and reporting. Respondent shall include a detailed description of this technology including the following:

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

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

4.4.5.1.1.3 Detail any fees or charges associated with this technology.

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

Our VMX™ is fully integrated in the ITS. Our VMX™ was designed by the same group of engineers that designed the SmartEvo™ ITS and preserves all the call controls configured in the ITS. Security features of the VMX™ include:

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

The public user is assessed a \$1.00 fee per voicemail. Smart Communications will provide the County with **100% commissions** on all voicemail revenue. There are no fees associated with administrative use of the voicemail system.

4.4.5.2 Automated Information Technology Systems (AITS):

4.4.5.2.1 Respondent shall include a detailed description of this technology including the following:

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

4.4.5.1.1.3 Detail any fees or charges associated with this technology.

RESPONSE: Smart Communications' SmartEvo™ ITS will be configured to provide the County with complete Automated Information Technology System (AITS) composed of our Voicemail Exchange (VMX™) and Automated Information System (AIS).

Our AIS will provide both inmates and the public with access to a variety of general facility and other information over the phone, 24/7/365 in both English and Spanish.

- Inmates access the AIS by entering a speed dial number on any designated inmate phone. Once connected, inmates can access information regarding charges, court dates, visitation eligibility, bond amount, etc.
- Public users access the AIS by dialing the facility's main telephone number. Once connected, public users can access information such as facility address and directions, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, inmate bond amount, etc. The AIS also provides public users with the option to set up and fund a personal prepaid account or deposit funds into an inmate's PIN debit account.

The SmartEvo™ ITS will also be configured to allow access to specified speed dials for services such as PREA, Crime Tips (covert communications), requests (general, medical and grievances), Public Defenders, etc. Calls can be routed to the internal, secure VMX™ or to approved, designated external numbers. We will configure such numbers/voicemails during installation at **no cost** to the County.

The VMX™ is fully integrated into the SmartEvo™ ITS and preserves all pre-configured call controls. Security features include:

- All voicemail recordings are retained for administrative review/investigation purposes even after an inmate deletes a message
- Voicemail boxes can be locked by administrators
- Inmates are required to enter their PIN code to access their voicemail

The public user is assessed a \$1.00 fee per voicemail. Smart Communications will provide the County with **100% commissions** on all voicemail revenue. There are no fees associated with administrative use of the voicemail system.

4.4.5.3 ITS Voice Biometrics and Data Analysis Technology:

4.4.5.3.1 Respondent shall include a detailed description of this technology including the following:

4.4.5.3.1.1 Provide a detailed description of the enrollment process.

4.4.5.3.1.2 Indicate whether the technology performs an initial verification and/or continuous verification of the inmate's voice.

RESPONSE: The SmartEvo™ ITS supports our proprietary voice biometrics system, specifically engineered for the corrections market. Our voice biometrics system is fully autonomous and does not require County staff to operate. When an inmate makes their first call through the SmartEvo™ ITS, they are automatically enrolled in the voice biometrics system. Clear voice prompts are used to guide inmates through the enrollment process. During the enrollment process, the SmartEvo™ ITS analyzes the inmate's speech pattern and vocal pitch and unlike other technologies, can detect an inmate's attempt to defeat the voice biometrics engine by blowing into the microphone on the telephone handset. To ensure optimal vocal recording clarity, active noise cancellation (ANC) is automatically activated to reduce/filter out background noise. The voice biometric data captured during the

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



enrollment process is stored in the SmartEvo™ ITS and is used to verify an inmate's identity whenever they place a call.

Our Voice Biometric technology also utilizes an internal, real-time system to monitor and continuously analyze the voices of each party on every call. This process continuously compares the biometric samples of the inmates present on the call, and simultaneously determines the likelihood of the individual being the alleged party and the closest possible matches of other inmates' voices that may be on the call. Details of the analysis are retained for review and reporting after call completion, and the analysis can be rerun from the call recording to verify the results. Real-time alerts can be configured to signal the detection of non-valid parties on a call that meet a preset confidence threshold.

4.4.5.4 Digital Mail Solution:

4.4.5.4.1 Respondent shall include a detailed description of this technology including the following:

4.4.5.4.1.1 Provide a detailed description of the digital mail solution option(s) and the device(s) used to make written correspondence available to the inmates.

4.4.5.4.1.2 Describe how offsite mail solutions work, including where the offsite digital mail solution is located.

RESPONSE: Smart Communications' offers include our patented MailGuard® Postal Mail Elimination System service to enhance safety and efficiency at the County's facility at **no charge**. MailGuard® has proven to provide a complete solution to one of corrections' longest running problems and security loopholes –contraband and secret communications entering facilities in inmate postal mail. MailGuard® keeps correctional staff and the inmate population safer with our remote, virtual mailroom that processes and electronically delivers inmate postal mail with zero agency staff labor or exposure risk.



Inmate postal mail arrives at our MailGuard® processing center in Seminole, FL where our highly trained staff utilize cutting-edge, customized equipment to convert the inmate postal mail into a high-definition, color, digital file format. These digital files are then uploaded to Smart Communications' intelligent MailGuard® platform and filtered in accordance with the County's security settings. After being processed through the security filters, the digital files are automatically delivered electronically to the inmates via SmartKiosk™ and/or SmartTablet™ devices. During incarceration, inmates are provided with unlimited free access to all their personal mail

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



processed via MailGuard®, including photographs and legal documents. After release, inmates can download their mail for up to 12 months by using their inmate ID and password to log in to our secure, public website at www.smartinmate.com free of charge.

In addition to eliminating the risk of contraband entering your facility via mail and providing a streamlined, labor-free, automated means to process inmate postal mail, MailGuard® also serves as an invaluable investigative/intelligence gathering tool. Digital mail is database searchable and allows your facility to gain intelligence and eliminate secret communication.

Another value-added feature of our MailGuard® System is our MailGuardTracker.com website. This public website allows mail senders to sign up for a free account and check the delivery status of their mail. When an account is created, users are assigned a unique MailGuard® Sender ID, enabling them to log in and see if their mail has been received, approved or rejected. Public users can request optional email or text message notifications to receive status updates, and can have rejected mail returned to them electronically.



Our patented MailGuardLegal® Privileged Mail is also included at **no charge**. This field-proven system eliminates the delivery of illicit substances through privileged legal mail while preserving offender confidentiality and privacy rights. The system includes a portable MailGuardLegal® Cart equipped with customized hardware that allows inmates to open, scan and print or electronically deliver their legal mail under the direct supervision of an officer.

WARNING!

Inmate mail processing systems in which inmates' physical mail is scanned, electronically approved or rejected, then automatically viewable on a tablet or kiosk, were invented by Smart Communications and are protected under multiple valid and pending patents.

We are the only vendor that can legally provide these types of services to correctional institutions. Our patents for these technologies are being actively defended and enforced in multiple current patent infringement suits and we anticipate filing additional suits in the very near future to protect our rights.

We strongly encourage all facilities considering the implementation of a technology or service in which any type of inmate postal mail is physically scanned/processed, electronically approved/rejected, and/or is delivered via a tablet or kiosk to review all claims and descriptions relating to U.S. Patent #10,291,617 B2, #10,862,891, #10,659,630 and #11,201,974. This information is readily available online at the United States Patent and Trademark Office (USPTO) website: www.uspto.gov.

The SmartEcosystem™ Dashboard allows authorized staff to monitor and review all processed inmate mail and approve or reject all or part of any inmate mail, review and track public user activity and locations, generate reports and more. All actions taken on inmate mail are tracked, including reasons for rejection.

4.4.5.4.1.3 Explain what the mail is screened for and indicate if touch-based drugs can be identified during screening.

RESPONSE: After the MailGuard® system opens the postal mail, suspicious items such as foil packs and sugar packets will be flagged in the system and reported according to the policies specific to the facility.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.4.5.4.1.4 Provide details on the screening cycle for a piece of mail. Describe how long it takes to screen, upload, and make a two (2) page letter available to the inmate.

RESPONSE: All mail received at the MailGuard® processing center will be processed and delivered electronically to the County via the SmartEcosystem™ Dashboard the same day it is received.

4.4.5.4.1.5 Describe what is done with the hard copies of the mail that were successfully scanned and sent to the inmate.

RESPONSE: Original copies of processed inmate mail are stored in a dry, climate-controlled environment in our secure MailGuard® processing facility for a standard 30-day storage period. When the storage period expires, original copies of processed inmate mail are destroyed via an on-site paper shredding process. At any time during the 30-day storage period, the County may submit a written request to Smart Communications to retain original copies of processed mail for a specific inmate, group of inmates or all inmates for a longer time period.

4.4.5.4.1.6 Describe the steps taken to handle contraband or illicit materials through the offsite digital mail solution and how the County is notified of instances of contraband.

RESPONSE: Our 15,000 sq. foot state-of-the-art biometrically secured facility is under 24/7 video surveillance and equipped with state-of-the-art alarm and fire detection systems. Any inmate mail suspected of containing illicit or contraband material will be handled as specified by the County. Our center is very well prepared to handle all contingencies and we maintain rigorous protocols to ensure everyone's safety and limit any potential contamination. A separate independent air filtration system is in place for each of the three clean rooms utilized for mail sorting and scanning operations.

Thresholds regarding suspicious or illicit materials and resulting communication with the County are defined to the preference of the County.



4.4.5.4.1.7 Provide an overview of onsite digital mail solutions. Detail if onsite digital mail solutions are staffed by Proposer's employees or Facility staff.

RESPONSE: Smart Communications strongly recommends utilizing our tried-and-true offsite MailGuard® solution. However, if the County prefers mail enter the correctional facility to be processed onsite, this can be accommodated and accomplished utilizing either Smart Communications or County staff.

A customized MailGuard® scanning station will be provisioned onsite where postal mail will be received, sorted, scanned and uploaded to the MailGuard® system application within the SmartEcosystem™ Dashboard. Once mail has been scanned in to the MailGuard® system, the scanned file is then subject to two separate quality checks performed by Smart Communications' highly trained mail technicians before it is permanently associated with the specific inmate's account. At that point, the mail will appear in the SmartEcosystem™ Dashboard, where it can be approved or rejected by County staff and/or investigators. Once approved, the scanned copy will automatically be delivered to the inmate's secure, password-protected account and accessible on the SmartTablet™ or SmartKiosk™ devices.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



After a piece of mail has been scanned, the hard copy can either be shredded onsite or stored offsite in a secure storage environment. If the County requires scanned mail to be stored, mail contents is stapled with its envelope, rubber-banded, and grouped in 15-minute bundles. Each bundle is marked with a date and time stamp to allow for quick retrieval of original scanned mail copies. An alternative option would be to store processed/scanned mail in the inmates' property where they can retrieve it upon release. Electronic copies of all processed mail are stored in our secure cloud platform for up to 12 months after inmate release and available for download at **no cost**.

This entire process can be performed by Smart Communications staff at **no additional cost**, or by County staff. All County staff will be fully trained on all MailGuard® system functionality.

4.4.5.4.1.8 Describe the process for handling legal mail that is received at the processing center.

RESPONSE: Before any piece of inmate mail received at our MailGuard processing center is opened and scanned, the envelope is carefully inspected by a trained technician for the presence of a legal mail identifier. If a legal mail identifier is present on the envelope, the technician stamps the envelope with **"RETURN TO SENDER: STAMPS, ENVELOPES, PAPER MONEY ORDERS, CHECKS OR LEGAL"** and it is returned to the sender unopened.

Mail received that does not feature a legal identifier on its envelope is placed in a queue to be opened and scanned at a scanning station. Mail placed in the scanning station feed is automatically opened. Once opened, a technician prepares the envelope and its contents to be scanned. If any known contraband (i.e., stamps, envelopes, paper money orders, checks, etc.), suspicious materials (i.e., tinfoil, sugar packets, etc.) or original legal documents/certificates (i.e., birth certificates, ID cards, property deeds, etc.) are discovered, they are processed in accordance with the security policy specified by the facility.

4.4.5.4.1.9 Detail any costs associated with onsite and offsite digital mail solutions.

RESPONSE: Confirmed. When bundled with our SmartInmate™ Electronic Messaging System service, Smart Communications can provide MailGuard® and MailGuardLegal® system services at **no cost**, as the revenues generated by inmate/family/friend use of this service helps to offset mail processing costs.

4.4.6 Additional Technology:

4.4.6.1 Jackson County is interested in additional technology products that can be provided as part of Respondent's proposal offering for this RFP. Jackson County may, at its sole option, elect to implement any proposed Additional Technologies throughout the life of the Agreement.

RESPONSE: Acknowledged and agreed.

4.4.6.2 If Respondent is interested in providing information for additional technology products and services, it should supply information on the following items along with two (2) references of facilities where this technology has been implemented for at least six (6) months. References should include facility name and address, contact name, contact number, and contact email. Provide the reference information with the information and description of each technology:

4.4.6.2.1 Commissary ordering via the ITS or Tablets (no cost to Jackson County or Inmates): Respondent must provide an overview of this technology which shall include details on the process for selecting and ordering

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



commissary items. Refer to Attachment 2 (Facility Information and Equipment Requirements) for information on the commissary services provider. Respondent shall describe each ordering process (ITS, Tablets) in full.

RESPONSE: To help automate the commissary ordering process, Smart Communications will interface with the commissary system at *no cost* to the County.

- **By Phone:** To order commissary from the SmartEvo™ ITS, the inmate must dial the speed dial number associated with commissary. The inmate will be connected to the commissary provider's interactive IVR system and will be asked to verify their identity with their PIN. Once the inmate's identity has been verified, the inmate can check their account balance, order commissary and transfer money to their phone account.
- **By Tablet:** To order commissary from the SmartTablet™ devices, Smart Communications will interface with the commissary applications to provide inmates with access to the vendor's web-based portal through our devices and networks. Access to the commissary portal can be disabled per inmate, housing location or facility as needed.

The system can be configured to apply dollar limitations at a global or inmate level and allow inmates to access the commissary services during the days and hours specified by the County.

4.4.6.2.2 Voice-to-text technology: Respondent must provide an overview of the technology specifying how the technology is capable of converting recordings to text, including how recordings are selected for conversion and the timeframes associated with each conversion.

4.4.6.2.2.1 Detail any fees or charges associated with this technology in Attachment 3 (Rates, Fees, and Revenue Share).

RESPONSE: Smart Communications' SmartEcosystem™ Dashboard is equipped with a powerful transcription tool that allows investigators to quickly and easily transcribe conversations spoken in English or Spanish contained within SmartEvo™ ITS call or SmartVisit™ VVS session recording into readable and sharable text.

After an investigator selects the SmartEvo™ ITS or SmartVisit™ VVS session recording to be transcribed, the file recording is transferred to our transcription server. From there, state-of-the-art contextual neural network processors transcribe the audio data at nearly twice the speed of real-time. At this rate, a 10-minute recording would take approximately 6 minutes to transcribe.

SmartEvo™ ITS CDR Transcription Request

Call Details

<p>0:02 / 2:15</p> <p>Playback Speed: Normal</p> <p>Download Phone Call</p>	<p>Inmate:[036013]</p> <p>Call To: 7246502884</p> <p>Address: Unknown</p>	<p>Duration: 02:03</p> <p>Charge: 0.71</p>	<p>Termination Code: Normal Call</p> <p>Call Type: PIN Debit Call</p>
--	---	--	---

CDR Transcription Request Button

Transcription

Email me when the transcription is complete. [Request Transcription](#) Language: English *Selecting the language will improve the accuracy. Spanish must be selected for Spanish speaking users

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



SmartVisit™ VVS Transcription Request

Recorded Video

NOTE: This recording is housed in cloud storage and is available indefinitely.



Playback Speed: **Normal** ▾

*SmartVisit™ VVS Recording
Transcription Request Button*

Visit Transcription

Email me when the transcription is complete. Language: **English** ▾ *Selecting t




JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



SmartEvo™ ITS CDR Transcription Status Bar

Call Details

<p>▶ 0:07 / 2:15   </p> <p>Playback Speed: <input type="button" value="Normal"/> ▾</p> <p>Download Phone Call</p>	<p>Inmate:[036013] AKINSCADEE</p> <p>Call To: 7246502884</p> <p>Address: Unknown</p>
--	--

CDR Transcription Request Status Bar

Transcription

This call is currently being transcribed which may take several minutes for larger files.

Immediately after the transcription is completed, an email notification is automatically generated and sent to the investigator who initiated the request. The email includes an embedded hyperlink that navigates to the original record in the SmartEcosystem™ Dashboard where the transcription results are now available.

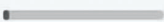



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



SmartEvo™ ITS CDR Transcription View

Call Details

<p>▶ 0:00 / 10:27   </p> <p>Playback Speed: <input type="button" value="Normal"/> </p> <p>Download Phone Call</p>	<p>Inmate:[40120] LINTON QUAMAR</p> <p>Call To: 4122456945</p> <p>Address: Unknown</p>
---	--

CONFIDENTIAL

Transcription

[00:00:02.960000] Inmate : wow hi wow, good morning.
[00:00:04.130000] Visitor : hello.
[00:00:08.280000] Visitor : well, what do i look weird to you?
[00:00:10.520000] Inmate : no, you're beautiful.
[00:00:16.810000] Visitor : i'm on my ipad and it has me off in the corner and squished, but i look normal.
[00:00:22.400000] Inmate : because.
[00:00:23.610000] Inmate : because you're yeah, yeah, to me you look normal, you're just in the portrait.
[00:00:28.890000] Visitor : yeah, but when i do it like that.
[00:00:31.430000] Visitor : like then i don't know where to look for the camera.
[00:00:34.070000] Inmate : ok.

The transcription results are saved with the original record to provide other authorized staff with quick access. Transcription results are also automatically processed through the SmartEcosystem™ Dashboard keyword filtering engine. When a keyword/phrase (i.e., drugs, escape, kill myself, etc.) is detected, it is flagged with a colored highlight, allowing investigators to quickly locate any occurrences of the keyword/phrase in the transcription results. Transcriptions can easily be exported as a Microsoft Word document.

4.4.6.2.3 Intake/Booking kiosks (no cost to Jackson County or inmate):

4.4.6.2.3.1 Respondent shall describe the intake/booking kiosk services including:

4.4.6.2.3.1.1 How the inmate funds are deposited,

4.4.6.2.3.1.2 Duplicate receipts or reprint receipt capability,

4.4.6.2.3.1.3 Ability of the booking kiosks to record and store inmate photographs,

4.4.6.2.3.1.4 Cash/coin collection limitations,

4.4.6.2.3.1.5 Maintenance and collections policy,

4.4.6.2.3.1.6 Reporting and reconciling deposits, and,

4.4.6.2.3.1.7 Physical dimensions and images of the proposed unit.

RESPONSE: Smart Communications will install and maintain public/lobby and intake booking kiosks for the County.

Smart Communications' intake booking kiosks are designed to securely collect money from new inmates with minimal officer involvement. The booking kiosks provided will accept credit card, debit card and cash deposits

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



(including coins). The booking kiosks will be interfaced with the inmate Trust Fund accounting system to allow deposited funds to be available immediately for inmate commissary purchases. After a deposit has been made, the booking kiosk documents the transaction by taking a picture of the inmate and issues two printed receipt copies (one for the inmate and the other for the facility).

Each kiosk is equipped with a 19.0" LCD touchscreen display, a webcam, two bill acceptors, each with a 1,000-bill capacity, a credit card reader and a thermal receipt printer. The booking kiosks provided will also feature a coin acceptor. All kiosks will be fully supported and maintained (including cash collections/custodial services and software updates) by Smart Communications throughout the life of the contract at **no cost** to the County.

PUBLIC/LOBBY AND INTAKE BOOKING KIOSK SPECIFICATIONS	
Enclosure:	<ul style="list-style-type: none"> • Free standing • Ruggedized steel construction • Powder coated finish • Front access door with key lock • Baseplate or to floor through baseplate mountable • ADA capable
Dimensions (l x w x h):	20.0 x 22.0 x 62.0" (50.80 x 55.88 X 157.48 cm)
Weight:	250 lbs. (113.4 kg)
Power:	15A (maximum draw)
Components:	<ul style="list-style-type: none"> • 19.0" LCD with PCASP touchscreen display • PC with Windows OS and Ethernet LAN connection • Thermal Printer • Credit card reader • Webcam • 2 Bill Acceptors with 1,000-bill capacity • Coin Acceptor (intake booking kiosk only)



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

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

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

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

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



- Inmate PIN
- Deposit fee

4.4.6.2.4 Touch-screen payment kiosk (no cost to Jackson County):

4.4.6.2.4.1 Respondent shall describe the kiosk services including, but not be limited to, deposits into an inmate trust, commissary, prepaid collect, or debit account.

4.4.6.2.4.2 How visitors to the Facility use the payment kiosks.

4.4.6.2.4.3 Ability of payment kiosk to record and store user photographs.

4.4.6.2.4.4 Detail all fees or surcharges applicable to end users utilizing such kiosks in Attachment 3 (Rates, Fees, and Revenue Share).

4.4.6.2.4.5 Maintenance and collections policy.

4.4.6.2.4.6 Reporting and reconciling deposits.

4.4.6.2.4.7 Physical dimensions and images of the proposed unit; and

4.4.6.2.4.8 Indicate method of revenue-share with Jackson County.

RESPONSE: The lobby kiosks provided will accept credit card, debit card and cash deposits. This allows family and friends who are visiting a facility to deposit funds in their personal Prepaid Collect accounts and deposit funds directly in an inmate's PIN Debit or Commissary Trust Fund account. After a deposit has been made, the lobby kiosk documents the transaction by taking a picture of the individual that made the deposit and issues a printed receipt. The receipt displays the transaction number, deposit and fee amounts, and a toll-free customer service telephone number. Deposited funds are available for immediate use.

Each kiosk is equipped with a 19.0" LCD touchscreen display, a webcam, two bill acceptors, each with a 1,000-bill capacity, a credit card reader and a thermal receipt printer. All kiosks will be fully supported and maintained (including cash collections/custodial services and software updates) by Smart Communications throughout the life of the contract at **no cost** to the County.

PUBLIC/LOBBY AND INTAKE BOOKING KIOSK SPECIFICATIONS	
Enclosure:	<ul style="list-style-type: none"> • Free standing • Ruggedized steel construction • Powder coated finish • Front access door with key lock • Baseplate or to floor through baseplate mountable • ADA capable
Dimensions (l x w x h):	20.0 x 22.0 x 62.0" (50.80 x 55.88 X 157.48 cm)
Weight:	250 lbs. (113.4 kg)
Power:	15A (maximum draw)
Components:	<ul style="list-style-type: none"> • 19.0" LCD with PCASP touchscreen display • PC with Windows OS and Ethernet LAN connection • Thermal Printer • Credit card reader • Webcam • 2 Bill Acceptors with 1,000-bill capacity • Coin Acceptor (intake booking kiosk only)



Please note Smart Communications does not offer revenue sharing/commissions on lobby deposit kiosk transactions.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

4.4.6.2.5.1 Detail all costs applicable to all additional Respondent technology or optional features in Attachment 3 (Rates, Fees, and Revenue Share).

RESPONSE: All technologies and services detailed in RFP section “4.4.6 Additional Technology,” will be provided to the County at no charge.

Smart Communications offers other technologies and services unrelated to inmate communications which the County may be interested in. These technologies and services include:

- Full body X-ray screening systems
- Portable metal/cell phone detectors
- Illegal cell phone location, interdiction and forensics
- Inmate management, monitoring and tracking systems

We look forward to discussing all these technologies and services in more detail with the County to add value to our partnership during the negotiation stage of the RFP.

Full Body X-Ray Security Scanning Systems |

Walk-through metal detectors cannot counter all the latest security threats so Smart Communications now offers the most innovative and effective threat and contraband imaging systems available for objects located on or in the human body from Adani and other top manufacturers. Adani’s state-of-the-art, patented and unique full body X-ray imaging technology for security screening, the CONPASS full body scanner, detects concealed weapons, explosives or other contraband for checkpoint inspection at airports, prisons, border crossings and government buildings, or wherever high security is required.

One advantage of the CONPASS full body scanner is the detection of all types of dangerous substances, including liquid explosives, even if they are concealed – not only under clothes but also in body cavities and prosthetic devices (biological object in the biological substance). These detection capabilities are obviously far beyond the ordinary metal detectors offered by competitive systems.



With the Full Body X-Ray Security Screening Systems offered by Smart Communications, your facility can quickly reveal the presence of:



**NARCOTICS IN
BODY CAVITIES**



ELECTRONICS



**CERAMIC &
PLASTIC BLADES**



WEAPONS



**EXPLOSIVES &
LIQUIDS**

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES

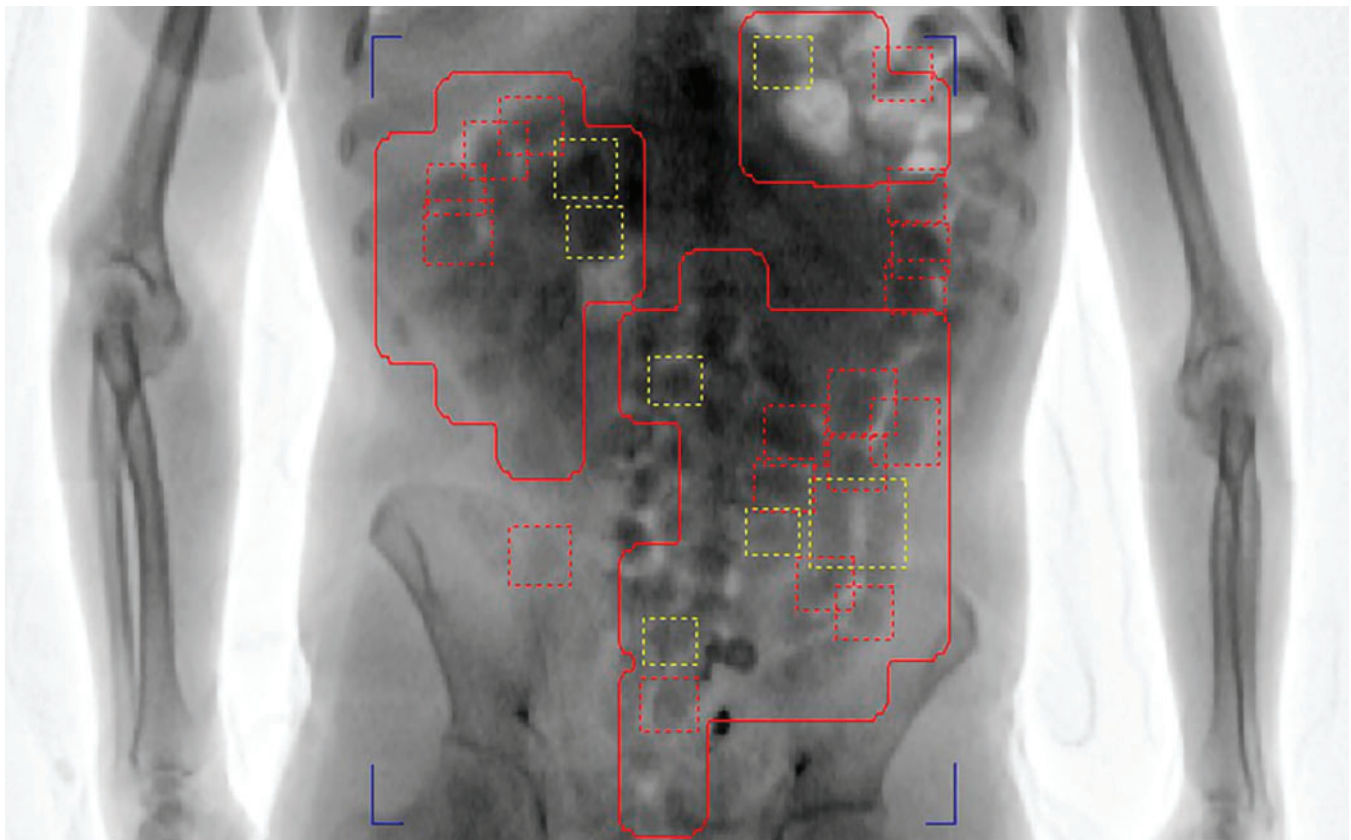


COMPASS SMART KEY FEATURES

Smart Threat Detection: Automatic detection and indication of threats hidden on and inside the human body.



Smart "Druguard": Intelligent software analyzes the X-Ray images received by the body scanner and highlights the torso area where narcotics and other contraband, such as cell phones, are commonly hidden in the body.

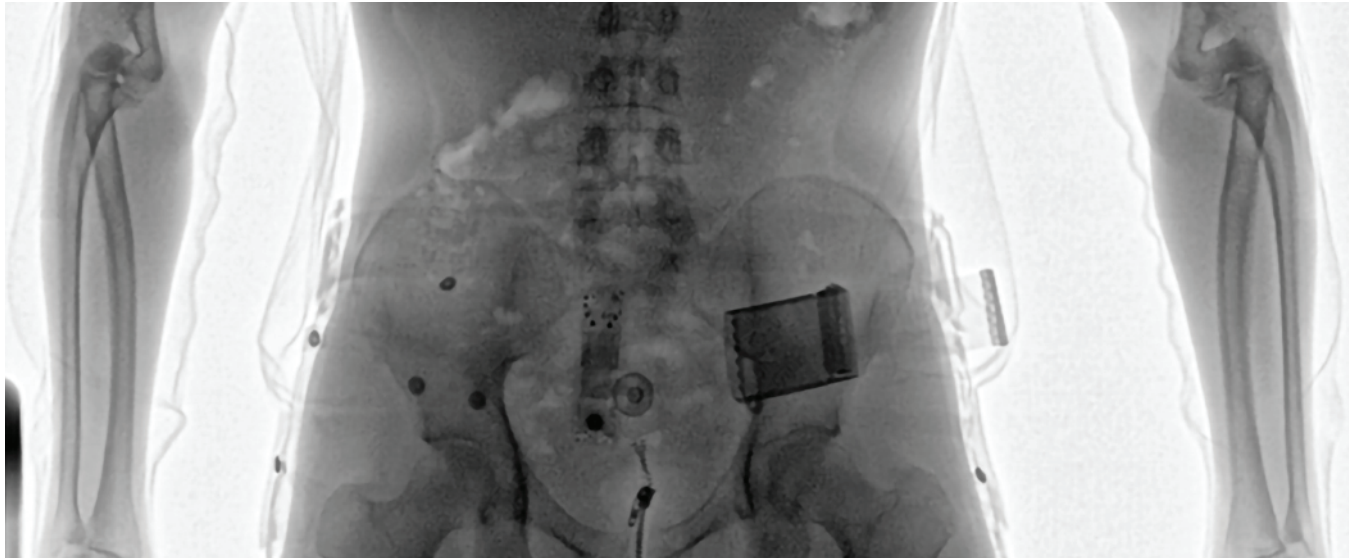


JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Smart "HD" Images: High-definition X-ray images in just 5 seconds with traditionally low dose (up to 0.25 μ Sv)



Smart Modular Design: 4-joint ultralight construction for fast installation, alignment and relocation.



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Portable Metal/Cell Phone Detectors |

Smart Communications offers Cellsense[®], manufactured by Metrasens. Cellsense[®] is the original cellphone and contraband detection system, recognized for revolutionizing correctional facility interdiction efforts across the globe by using highly effective ferromagnetic detection (FMD) technology. Cellsense[®] is designed to ensure detection of all contraband items, no matter how large or small. Cellsense[®] features and benefits include:

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



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



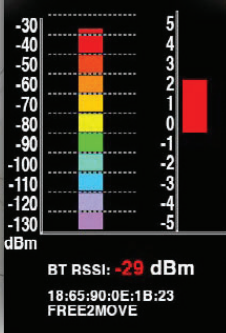
Yorkie-Pro Wireless Intrusion Detection (WID)|

YORKIE-PRO™

WIRELESS INTRUSION DETECTOR

- COMPREHENSIVE CW + DEMODULATED WIRELESS DEVICE OVERVIEW
- EMBEDDED TOUCHSCREEN FOR QUICK NAVIGATION + INTUITIVE ALERTS
- SENSITIVE DIRECTION FINDING OF ALL NEARBY CELLULAR, Wi-Fi, BT + BLE ACTIVITY
- THRESHOLDS, FREQ ANALYSIS & WHITELISTING FOR ADVANCED TSCM FIELD STUDIES

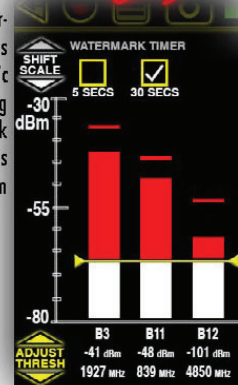
DIRECTION FINDING



Dedicated direction finding hardware and software to locate rogue & hidden devices

CELLULAR SURVEYS

Scan all unauthorized wireless PEDs (Personal Electronic Devices) including cellular devices, lock onto strongest signals and then view from strongest to weakest



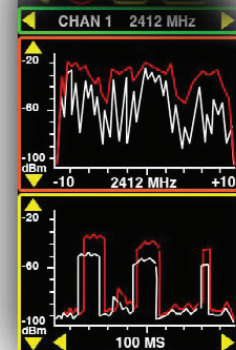
Wi-Fi, BT + BLE SURVEYS

MAC / DEVICE ID	Signal Strength (dBm)
18:65:90:0E:1B:23 FREE2MOVE	-43
C0:CE:CD:E6:00:26 APPLE WATCH	-69
18:00:DB:0D:A1:17 FITBIT FLEX	-78
00:16:AD:8E:71:15 BT SPEAKER	-79
18:65:90:0E:1B:23 FREE2MOVE	-84
C0:CE:CD:E6:00:26 HUAWEI PHONE	-86
18:00:DB:0D:A1:17 FITBIT FLEX	-92
00:16:AD:8E:71:15	-103

WHITE LIST, REMOVE LIST, PAGE 10

Bluetooth / BLE + 2.4 / 5 GHz
Wi-Fi AP discovery, measurement and direction finding

FREQUENCY ANALYZER



Measure frequency response over time to identify rogue wireless energy sources



+1 732-548-3737
www.bvsystems.com
sales@bvsystems.com

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



YORKIE™-PRO

WIRELESS INTRUSION DETECTOR

FREQUENCY RANGE	650 MHz to 3 GHz and 4.9 GHz to 5.9 GHz
CW DETECTION	All U.S. and International Cellular Bands
	Wi-Fi 2401-2495 MHz and 5180-5825 MHz
	Bluetooth & BLE 2402-2480 MHz
DEMODULATION (DUAL-BAND)	2.4 GHz Wi-Fi Channels: 1,2,3,4,5,6,7,8,9,10,11
	5 GHz Wi-Fi Channels: 36,40,44,48,52,56,60,64,100,104,108,112,116,120,124,128,132,136,140,149,153,157,161,165
	Bluetooth Channels: 1-79
	Bluetooth Low Energy Channels: 1-40
ADDITIONAL DETECTION	BSSID, SSID, Device ID, WPA, WPA2, MAC, Channel/Band #
DYNAMIC RANGE	70 dB
SENSITIVITY	-90 dBm
BANDWIDTH RESOLUTION	4 MHz, 20 MHz
SELECTIVITY REJECTION	Better than 40 dB
RECEIVING MODES	High-speed active scanning
ANTENNAS SUPPORTED	(3) Removable omni-directional antennae (2) Removable DF direction finding antennae (one for cellular and one for Wi-Fi and BT)
POWER REQUIREMENTS	Internal built-in 5.0 Ah Li-Ion battery / external 12 VDC nominal
CHARGING	5 hours (from empty)
BATTERY RUNTIME	6 hours (typical use)
DISPLAY & CONTROL	272 x 480 backlit color TFT with a resistive touch screen
UNIT DIMENSIONS	7" x 4.5" x 2"
DOCK DIMENSIONS	6" x 4" x 3"
PORTS	Mini-USB
ALERTS	Vibration (toggleable) and visible (blue LED on top of unit)
SOUND	Audible feedback from touchscreen taps
INCLUDED ACCESSORIES	(3) Omni-directional SMA antenna, 12 VDC power adapter, charging dock, carrying case



+1 732-548-3737
www.bvsystems.com
sales@bvsystems.com



Yorkie-Pro includes everything you need to detect and hunt down rogue wireless sources and security threats.



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES















Forensic Software Platforms and Training

The ability to quickly access and analyze contraband cell phone data is an important tool for investigators to help prevent and solve crimes taking place behind bars. To provide our partner clients with these services, Smart Communications offers forensic software and training from the industry's leading providers, such as Oxygen Forensics®.

Oxygen Forensic® Detective is the most reliable all-in-one forensic software platform built to extract, decode and analyze data from multiple digital sources including cell phones, drones, SIM and Media cards. Our software platform can also find and extract a vast range of artifacts, system files, as well as credentials from Windows, macOS, and Linux machines.

The cutting edge and innovative technologies deployed in Oxygen Forensic® Detective software include bypassing screen locks, locating passwords to encrypted backups, extracting and parsing data from secure applications, uncovering deleted data and more.












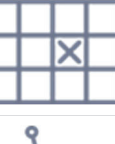
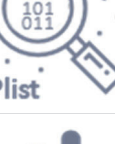



Additionally, multiple extractions can be investigated in a single interface to gain a complete picture of the data. By using the integrated industry-leading analytical tools to find social connections, build timelines and categorize images, law enforcement, investigators and other authorized personnel can help make the world a safer place.

 <p>ACCOUNTS AND PASSWORDS Decrypt passwords and authentication tokens to user accounts in social networks, messenger and email apps. Reveal the passwords used to connect to Wi-Fi networks.</p>	 <p>ADVANCED PHYSICAL METHODS Physical collection while bypassing device security.</p>
 <p>APPLICATIONS Extract, decrypt and examine user data from today's most popular apps.</p>	 <p>BACKUP AND IMAGE IMPORT Import and parse various backups and images made from today's devices like iOS, Android, and more as well as import from other forensic tools like Cellebrite and MSAB.</p>
 <p>CALLS View dialed, answered and failed calls including deleted ones. Apply filters to show calls only for a specific period of time.</p>	 <p>CDR ANALYSIS Process and analyze Call Data Records obtained from wireless providers. Visualize geo coordinates on the map and identify links between callers.</p>
 <p>CLOUD DATA Gain access to cloud services like: Whatsapp, Telegram, iCloud, Google, Samsung, Microsoft, Facebook, Instagram, Twitter and many other social media cloud services.</p>	 <p>CONTACTS Uncover and reveal names, usernames, emails, and more in different sources on the device.</p>
 <p>DATA REPORTS Customize and generate data reports in many formats including pdf, xls, rtf, xml and html.</p>	 <p>DATA SEARCH Powerful global search over a single device, multiple devices or entire case.</p>
 <p>DEVICE INFORMATION View the detailed information about the device and its owner.</p>	 <p>DRONE DATA Extract and analyze drone data from physical dumps, drone logs and mobile applications.</p>

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



 <p>ENCRYPTED BACKUPS & IMAGES IMPORT Find passwords to encrypted backups/ images using various attacks and optimize the attacks to deliver unrivaled results in record speed.</p>	 <p>FACIAL RECOGNITION Categorize human faces using the built-in facial recognition technology.</p>
 <p>FILES Access photos, audio and video files, databases and other acquired evidence at the file-system level. View files in a raw, hex mode, native view.</p>	 <p>GEO DATA Extract and view geo coordinates from various sources: applications data, photo and video EXIF headers, history of Wi-Fi connections, etc.</p>
 <p>IMAGE CATEGORIZATION Detect significant images including pornography, extremism, drugs, guns, etc. with the built-in image categorization engine.</p>	 <p>KEY EVIDENCE Mark important entries as key evidence in any program section and view them later in a single list.</p>
 <p>KEYWORD SEARCH Create and use keyword lists to quickly find the relevant data during or after data extraction.</p>	 <p>LIVE DATA EXTRACTION Extract data from mobile devices based on iOS, Android, Windows Phone, Windows Mobile, Blackberry, or feature phones. Also, acquire device media and SIM cards.</p>
 <p>LOCATIONS VISUALIZATION Open geo coordinates on the built-in maps, visualize user's movements, determine frequently visited places and discover if several people were at the same time at the same place.</p>	 <p>MESSAGES Gain access to SMS, MMS, email and iMessage communications and read them either in table or chats view.</p>
 <p>OPTICAL CHARACTER RECOGNITION Automatically convert text on photos into machine-encoded text.</p>	 <p>ORGANIZER Extract and recover user's calendar, notes and tasks. Decode iOS encrypted notes.</p>
 <p>PLIST VIEWER Open and examine .PLIST files found in iOS device extractions. Use converter panel to convert values into a readable format.</p>	 <p>SOCIAL GRAPH Explore social connections between the device owner and their contacts or between several devices by analyzing calls, messages and app communication activities.</p>
 <p>STATISTICS Navigating vast amounts of data efficiently has always been our development objective. The statistics section offers an overview of the entire extraction and allows the investigator to quickly identify sections of interest.</p>	 <p>SQLITE VIEWER Examine SQLite databases, recover deleted data, convert values, build SQL queries, perform search and export selected entries to reports.</p>

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Guardian RFID

Smart Communications offers a wide range of proven inmate management, monitoring, and tracking systems for jails, prisons, and juvenile detention facilities of all sizes from Guardian RFID and other industry leaders.

Guardian RFID's expansive line of inmate identification, engagement and insight systems protect and improve the efficiency of America's Thin Gray Line by delivering multiple solutions such as:

Mobile Inmate Tracking

- Automate your data collection objectives
- Eliminate manual or paper-based logging, improve communication and gain real-time insight



Activity Logging

- Capture every action, event and observation everywhere you are



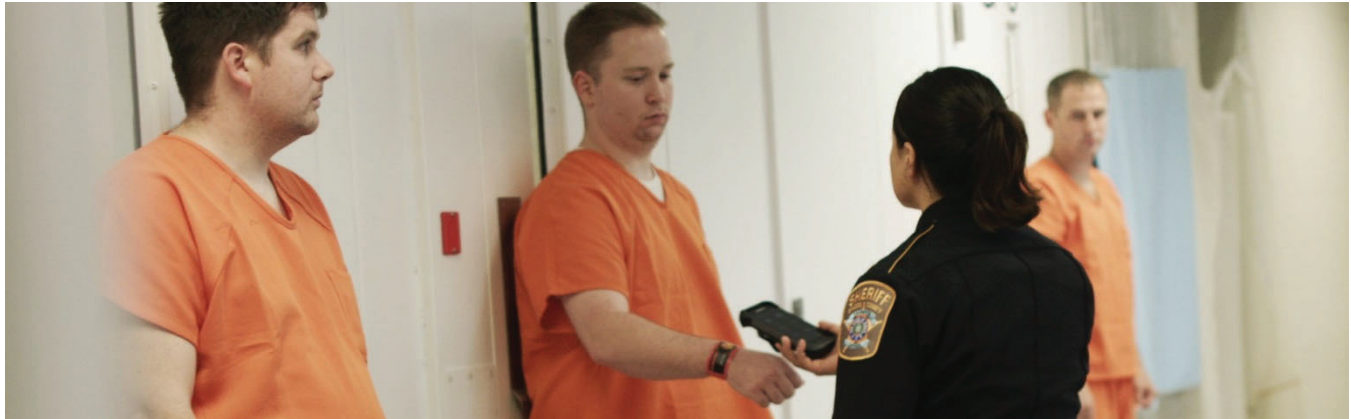
JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Headcount

- Automate formal and informal counts with blazing speed
- Maximize speed, accuracy, and precision with scheduled and unscheduled headcounts - all in real time



Cell Checks and Guard Tour

- Location and inmate-specific observations
- Automate your security checks and cell checks with unrivaled power, speed, and precision - integrating imaging, video and talk-to-text



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Inmate Identification

- RFID identification for every use case and budget
- Electronically and visually identify and manage your inmate population on your budget



Inmate Tracking

- Track inmate movements and transports
- Efficiently capture and record inmate specific movements with real-time and historical reporting



JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



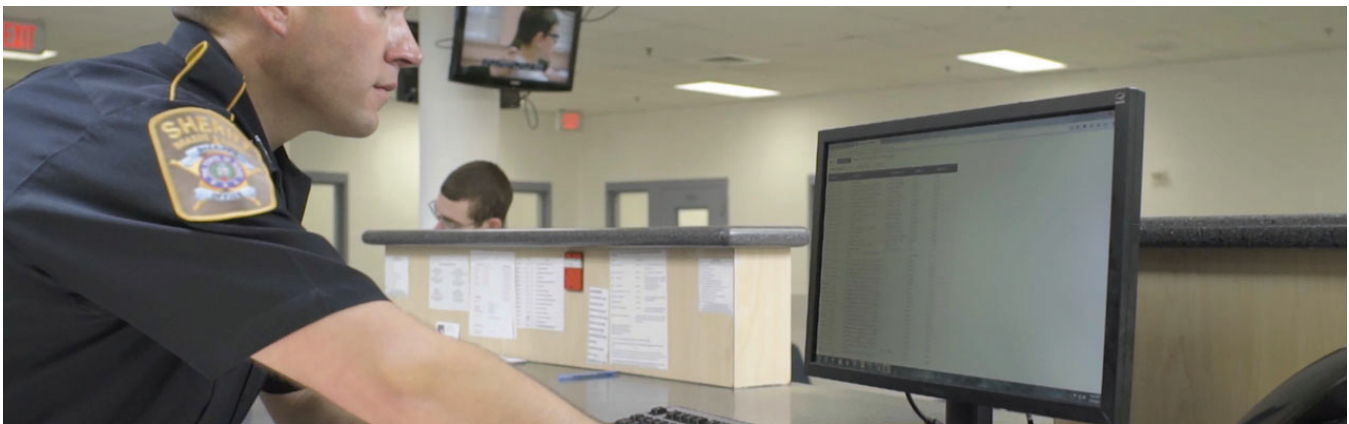
Pill Call

- Defensible eMAR reporting
- No more paper logs and MARs



Compliance Monitoring

- Data that creates defensibility and fuels insight
- Access your staff's performance from anywhere, on any device, all in real time



These systems are driven by Guardian RFID's line of interoperable fixed, portable and automated hardware devices which include the ForceField, ForceField XD (long-range) and the SPARTAN.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



ForceField Fixed Reader

ForceField fixed readers are effective and easy to deploy and identify inmates by RFID Wristband or RFID Card confirming presence and location.

ForceField readers are effective in automating identity, presence, and time and attendance wherever inmates may be present, including:

- Court transports
- Monitoring progression through booking process
- Programs rooms (to manage inmate participation in scheduled programs)
- Recreation yards
- Inmate worker areas (kitchen, laundry, work release, etc.)
- Medical arrival and departure
- Visitation
- Multi-purpose rooms



ForceField

ForceField XD Long-Range Automated Reader

Corrections' most powerful long-range RFID reader for zone-based inmate and staff tracking. The ForceField XD delivers industry-leading, long-range reader performance with advanced antenna arrays to continuously monitor customized thresholds and large areas.



ForceFieldXD

Key capabilities include:

- Entry and exit event detection to monitor tags and determine bi-directional movement
- Easy to use and deploy – can be mounted overhead or on walls
- Automatically optimizes settings for its environment
- Single power over Ethernet (PoE) connection
- Interface with Jail and Offender Management Systems and Mobile Command from GUARDIAN RFID

SPARTAN

As the most powerful tool in a facility's data collection and evidence gathering arsenal, the highly adaptable SPARTAN features:

- Ultra-durable, scratch-resistant, responsive display – 5" high-definition, multi-touch display protected by Corning® Gorilla® Glass 3 with additional scratch resistance.
- 13MP Autofocus Camera for high-resolution imaging during cell checks, cell searches, incident reports, and more with SPARTAN. Images are tagged with RFID location data, WordBlocks, and user information.
- Two high capacity, hot-swappable 6,400mAh lithium batteries support uninterrupted service throughout a 12-hour shift.
- Ultra-durable charging points and docking cradle
- Compact, lightweight design with an IP67 rating demonstrating its resistance to water and dust



SPARTAN

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.5 Financial Transparency:

4.5.1 Validation:

4.5.1.1 VVS:

4.5.1.1.1 Specify Respondent's process for restricting visitors for any fraudulent activity or credit card chargebacks.

RESPONSE: Smart Communications recognizes the critical role communication plays in day-to-day operations. We are committed to delivering a solution that supports visitations and allows inmates to maintain meaningful connections with their circle of family and close friends. As part of our visitation approach, we do not impose any types of restrictions on the visiting parties. Instead, these parameters are managed through our clients. In terms of the reporting of fraudulent activity or excessive credit card chargebacks, when we notice any patterns that warrant concern, Smart Communications reports this information to the County. From there, our team works with the County to address the occurrence, document the processes for future uses and infuse protocols that reduce the likelihood of a repeated offense.

4.5.1.2 Tablets:

4.5.1.2.1 Specify Respondent's process for capturing any orders for the device, media or communication.

RESPONSE: Smart Communications knows many vendors offer distribution models in which inmates are required to purchase, lease or rent their tablets. These models drive up vendor profits at the expense of inmates, and their friends and families. Inmates with less fortunate economic situations are also blocked from the many rehabilitative services and benefits tablets can provide.

Smart Communications' solution is the exclusive utilization of a shared tablet distribution model. With this model, our partner facilities are provided with SmartTablet™ devices at a predetermined quantity at **no cost** to the facility or inmates. This ensures inmates are provided with fair and equal access to all SmartTablet™ device applications. All inmate SmartTablet™ device/application usage is captured in our secure, web-based SmartEcosystem™ Dashboard.

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

RESPONSE: SmartTablet™ devices provide inmates with immediate access to the available media and communication services. Unlike other inmate entertainment platforms that require inmates to pay a hefty fee to order and retain ownership of a media title, SmartEntertainment™ platform uses a streaming model. This streaming model provides inmates with instant access to the premium content they want at an affordable, flat rate of only \$0.01/minute. SmartTablet™ devices also provide inmates with real-time access to all SmartInmate™ Electronic Message correspondence or digital photos they have received at **no cost**.

4.5.1.2.3 Detail Respondent's process for validating the inmate's available balance at the time of purchase request.

RESPONSE: SmartTablet™ devices provide inmates with access to their available account balances in real-time. Inmates can utilize these devices to send or receive messages, stream premium media content, participate in video visitation sessions or make phone calls, as long they have a sufficient account balance to pay for the service(s) to be utilized. SmartInmate™ Electronic Messages are charged on a per use basis and are deducted from an inmate's account balance immediately after a message is sent or received. All other SmartTablet™ device services are charged on per minute basis and are deducted from the inmate's account balance each minute the service is used.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.5.2 Available Options:

4.5.2.1 ITS – Calling Options:

4.5.2.1.1 Respondent shall allow family and friends to set up and fund accounts for prepaid collect calling. Inmates shall be able to use their Identification Number (PIN) debit to place calls.

RESPONSE: Confirmed.

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

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

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

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

If the Prepaid Account payment was made by phone or online, the refund payment will be credited to the credit or debit card account used to fund the original transaction. The refund typically takes between 24 to 48 hours to post to the customer's account. If the Prepaid Account payment was made with a check, money order or cash, the refund payment will be issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

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

4.5.2.1.4 Specify the minimum amount required on a prepaid collect account to complete a call.

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

4.5.2.1.5 Describe in detail what happens when an inmate attempts a call to a prepaid collect account that has insufficient funds.

RESPONSE: When a call is placed to an existing prepaid collect account with insufficient funds, the SmartEvo™ ITS informs the called party that they have insufficient funds to accept the call and provides instructions to add additional funds. After this call attempt, the SmartEvo™ ITS prevents future attempts to call the number and informs the inmate that the called party does not have enough funds to accept the call. After a preset amount of time, the SmartEvo™ ITS permits an additional call to remind the called party of insufficient funds. The SmartEvo™ ITS repeats this notification process and eventually blocks call attempts to prevent harassment of the called party.

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

RESPONSE: When an inmate is released, their debit account funds are refunded in real-time to their Trust Account. This funds transfer is transacted via the same interface that supports the inmate's Trust Account.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

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

4.5.2.2 VVS – Available Applications:

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

RESPONSE: Confirmed. In addition to on-site, remote and Video on Demand (VOD) SmartVisit™ VVS services, SmartKiosk™ devices can support the following additional/external applications, text or information:

- **SmartEvo™ ITS and Voicemail Exchange (VMX™)** – provides inmates with same calling and voicemail access features available on inmate telephone stations.
- **MailGuard®** – provides inmates with free access to personal mail that is processed off-site daily at our state-of-the-art MailGuard® processing center. Our patented MailGuard® keeps facility staff and inmates safe by eliminating the risk of contraband entering your facility via mail and by providing a streamlined, labor-free, automated means to process inmate postal mail. MailGuard® also serves an invaluable investigative intelligence gathering tool. Digital mail is database searchable to allow your facility to gain intelligence and eliminate secret communication.
- **SmartInmate™ Electronic Messaging** – this highly intelligent and field proven system allows inmates to stay in contact with their friends and family via a controlled electronic messaging platform like email; it that was invented by Smart Communications and launched in 2009. SmartInmate™ has many built-in investigative features that make the system an invaluable intelligence gathering, crime solving and powerful crime prevention tool. To ensure all inmates can stay connected with their family and friends regardless of their financial situation, Smart Communications will donate 2 FREE SmartInmate™ Messages every each to each inmate - \$29,796.00 annual value.
- **SmartRequest™ Digital Requests/Grievances** – inmates can electronically create and submit general requests, medical requests and grievances via our SmartRequest™ platform. SmartRequest™ is the easiest to use, most customizable and detailed electronic form submission platform available. Electronic forms are centrally tracked and managed, putting an end to shuffling paper forms around the facility.
- **Job Search** – helps inmates return to the job market and move past their criminal record by providing access to the U.S. Department of Labor's CareerOneStop website. CareerOneStop provides resources to help inmates find employers who hire ex-inmates and learn how to talk about their conviction for an interview.
- **SmartLaw™ Digital Law Library** – provides inmates with complimentary full, self-service access to Federal and State statutes and case law, a legal dictionary and other aids to assist them with research pertinent to their case. This distributed app reduces staff burden, eliminating the need to escort inmates through the facility to access legal resources.
- **Commissary Ordering** – allows inmates to place orders for commissary items. Integration with the facility's commissary provider is performed by Smart Communications and is provided at no cost.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



- **Inmate Videos** – allows inmates to access MP4 video files uploaded by authorized facility staff (i.e., video version of inmate handbook, facility orientation video, etc.).
- **Documents** – allows inmates to view inmate handbook, PREA information and other PDF documents uploaded by authorized facility staff.
- **Calendars** – allows inmates to view important personal dates (court hearing) and facility event details and time.
- **Video Relay Service** – Video Relay Service (VRS) and Video Remote Interpreting (VRI) provided by Purple Communications on Smart Communications' hardware. Purple Communications' VRS and VRI are FCC-certified solutions for deaf and hard-of-hearing individuals that promotes equal communications access, satisfying the requirements of Title IV of the Americans with Disabilities Act (ADA).
- **Calculator, Dictionaries and Clock** – provides inmates with access to a calculator to perform basic math and trigonometric calculations, language dictionaries (English/Spanish) and a clock with local time.
- **Trust Account Transactions and Balances** – when interfaced with the facility's commissary and inmate banking software provider systems, inmates may look up commissary purchase and account balances.

4.5.2.3 Tablets – Available Applications:

4.5.2.3.1 Respondent shall provide a list of all available applications, features and functionalities available on Tablets.

RESPONSE: Our SmartTablet™ devices support all SmartKiosk™ device applications as well as:

- **SmartEd™ and SmartReentry™** – provides inmates with complimentary access to a virtually unlimited amount of educational, reentry, vocational, life skills, self-improvement and recovery resources.
- **SmartEntertainment™** – helps keep inmates occupied while providing the County with an additional commission source. Inmates can stream various media, TV shows, movies and games on-demand, with complimentary access to select Ebooks and Internet radio stations.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



SmartTablet™ Application Home Screen Sample



Welcome Lisa Eddy (20030)



Contacts



Messages



Postal Mail



Photos



Requests



Grievances



Medical



Commissary



Calendar



Law Library



Visitation



On-Demand Video
Chat



Notices



Information



My Account



Language



Log Out

4.5.2.4 End-User Payment Options:

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

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

Traditional Collect

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

Prepaid Collect and PIN Debit

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

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

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

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

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

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

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

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

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

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.5.3 Respondent Information:

Respondent shall supply the following in its proposal:

4.5.3.1 Documentation that Respondent is registered to do business in the State of Missouri.

RESPONSE:





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

RESPONSE: Smart Communications meets all necessary requirements of the Public Service Commission and the Federal Communications Commission (FCC) for the provision of ITS services.

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of the Application of Smart)
Communications Holding, Inc. for Certificate)
of Service Authority to Provide Intrastate) **File No. XA-2021-0009**
Interexchange Telecommunications)
Services in the State of Missouri)

**FIRST AMENDED
ORDER GRANTING CERTIFICATE
OF SERVICE AUTHORITY**

Issue Date: July 14, 2020

Effective Date: July 25, 2020

On July 10, 2020, Smart Communications Holding, Inc. (the Company) filed an Application for a Certificate of Service Authority to offer and provide intrastate interexchange telecommunications services in all exchanges in Missouri as permitted by Sections 392.611.4 and 392.550, RSMo. On July 14, 2020, the Commission, having found the Application and attached affidavit complied with Section 392.550, RSMo, issued its Order Granting Registration of Service Authority. Section 392.440, et seq., RSMo, requires a company to acquire a certificate of service authority and to do so through the Section 392.550, certification process. The Commission finds its order should expressly state both that the Company's application complied with Section 392.550, RSMo, and that a certificate of service authority is granted. The Commission so finds and will issue its order granting certificate of service authority. As Section 392.550.3, RSMo, requires approval of the application within 30 days of filing, the Commission will make this order effective in ten days.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



THE COMMISSION ORDERS THAT:

1. Smart Communications Holding, Inc. is granted certificate of service authority allowing it to offer and provide Intrastate Interexchange telecommunications services in all exchanges in Missouri.
2. This Order shall be effective on July 25, 2020.
3. This file shall close on July 26, 2020.



BY THE COMMISSION

A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

Paul T. Graham, Regulatory Law Judge,
by delegation of authority pursuant
to Section 386.240, RSMO 2016.

Dated at Jefferson City, Missouri
on this 15th day of July, 2020.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



STATE OF MISSOURI

OFFICE OF THE PUBLIC SERVICE COMMISSION

I have compared the preceding copy with the original on file in this office and I do hereby certify the same to be a true copy therefrom and the whole thereof.

WITNESS my hand and seal of the Public Service Commission, at Jefferson City, Missouri, this 15th day of July 2020.



A handwritten signature in black ink that reads "Morris L. Woodruff".

Morris L. Woodruff
Secretary

MOPSC Digitally signed
by MOPSC
Date: 2020.07.15
10:00:15 -05'00'

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



MISSOURI PUBLIC SERVICE COMMISSION

July 15, 2020

File/Case No. XA-2021-0009

Missouri Public Service Commission
Staff Counsel Department
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
staffcounsel@psc.mo.gov


Office of the Public Counsel
Marc Poston
200 Madison Street, Suite 650
P.O. Box 2230
Jefferson City, MO 65102
opcservice@opc.mo.gov

Missouri Public Service Commission
Whitney Payne
200 Madison Street, Suite 800
P.O. Box 360
Jefferson City, MO 65102
whitney.payne@psc.mo.gov

Smart Communications Holding, Inc.
William D Steinmeier
2031 Tower Drive
Jefferson City, MO 65109
wds@wdspsc.com

Enclosed find a certified copy of an Order or Notice issued in the above-referenced matter(s).

Sincerely,


Morris L. Woodruff
Secretary

Recipients listed above with a valid e-mail address will receive electronic service. Recipients without a valid e-mail address will receive paper service.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



FC Federal Communications Commission
Commission Registration System (CORES)

[Search for FRN](#)

FCC Registration

[FCC](#) > [FCC Registration](#) > FRN Search Result

Search Public Information

[Return to FCC Registration Home](#)

Displaying Records 1 (of 1)

FRN	Registrant	Contact	Address	City	State	Zip	Country	RegDate
0028168466	Smart Communications Holding, Inc.	James P Logan	10491 72nd Street	Seminole	FLORIDA	33777	USA	01/28/2019

[REFINE SEARCH](#)

Customer Service

[Help](#) | [Frequently Asked Questions](#) | [Privacy Statement](#) | [FCC Home Page](#)

For assistance, please submit a help request at <https://www.fcc.gov/wireless/available-support-services> or call 877-480-3201 (Mon.-Fri. 8 a.m.-6 p.m. ET).

[Close Window](#)

Registration Detail	
FRN:	0028168466
Registration Date:	01/28/2019 01:16:00 PM
Last Updated:	
Entity Name:	Smart Communications Holding, Inc.
Entity Type:	Private Sector , Corporation
Contact Organization:	
Contact Position:	President
Contact Name:	Mr James P Logan
Contact Address:	10491 72nd Street Seminole, FL 33777 United States
Contact Email:	
ContactPhone:	(941) 799-1586
ContactFax:	

4.5.3.3 A copy of its telecommunications service tariff, for the ITS, for the State of Missouri.

RESPONSE: Confirmed. A copy of Smart Communications' telecommunications service tariff for the State of Missouri has been provided in response to RFP item 4.5.3.2 above.

4.5.3.4 Respondent's current annual report and its two (2) most recent Dun and Bradstreet or similar reports.

RESPONSE: Smart Communications is privately owned corporation that does not publish an annual report. For additional information relating to Smart Communications' corporate finances, please refer to "**Exhibit B: Confidential Financial Statements.**" Our D&B# is 067052256.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.5.3.5 If Respondent has operated under a different name, or affiliate, in the past three (3) years, provide names, dates, addresses and state where incorporated.

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

4.5.3.6 If Respondent has participated in an acquisition or merger in the last six (6) months, provide information about the acquiring company or the company to be acquired and information regarding the stage of negotiations.

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

4.5.3.7 A synopsis of any and all inmate communications (ITS, VVS, Tablets) RFP or contract related protests in within the last three (3) years. Include location and outcome of the protest.

4.5.3.7.1 A response indicating this information is confidential and/or proprietary will be considered an Exception and may be cause for Rejection of your proposal. See Exhibit F, Bidder's Exceptions, Paragraph four (4) or General Conditions.

RESPONSE: A summary of all inmate communications RFP or contract related protests from the last three years is as follows:

- West Virginia Department of Corrections – protested experience requirements that were raised during Q&A process; resulted in removal of heightened requirements. Protest was accepted and requirements we modified.
- Georgia Department of Corrections – protested notice of award based on awardee's non-responsibility and non-responsive proposal, lacking experience requirements, improper reliance on subcontractor to meet experience requirements, and anomalies in the scoring; protest was denied.
- Texas Department of Criminal Justice – protested notice of award based on agency's refusal to provide any scoring information or basis for the award determination; protest was denied.
- Socorro County Sheriff's Office (NM) – protested notice of sole source award; resulted in withdrawal of sole source award.

4.5.3.8 A synopsis of any and all litigation(s) within the last five (5) years where Respondent or Respondent's ITS, VVS or Tablets was a party. Include venue, style of case and status of litigation.

RESPONSE: A good faith effort to search for and identify any existing or potential material lawsuits, legal, administrative or audit proceedings, governmental investigations, criminal actions or law enforcement activities relating to Smart Communications Holding, Inc. and its affiliates, officers, directors, or employees involving contracts or work in the last five (5) years has been conducted. This information is presented in "**Exhibit C: Confidential Litigation Matters.**"

Please note that none of these matters have had or will have a material effect on Smart Communications' ability to conduct ongoing operations, including performance of the contract, should it be the successful bidder.

4.5.3.9 Respondent information shall be included as Respondent Exhibits as indicated in Section 5.0 (Proposal Format and Submission Criteria), Item 5.1.

RESPONSE: Acknowledged and agreed.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.5.3.10 Respondent Experience: Respondent shall also provide detail on the following:

4.5.3.10.1 Number of years Respondent has been in business

4.5.3.10.2 Location of the Main Office

RESPONSE: Smart Communications has been researching, developing and providing inmate communication solutions since the company was formed in 2009. Our company headquarters is located in Seminole, FL. Additional information highlighting our experience is outlined in section "4.5.5 Respondent Key Personnel."

4.5.3.11 Provide a list of agreements not renewed, lost, or prematurely cancelled in the last five (5) years.

4.5.3.11.1 If applicable, include the reason for non-renewal and/or cancellation(s) of the agreement(s). A response indicating this information is confidential and/or proprietary will be considered an Exception and may be cause for Rejection of your proposal. See Exhibit F, Bidder's Exceptions, Paragraph four (4) or General Conditions.

RESPONSE: Below are a list of agencies that had agreements established with Smart Communications that were not renewed in the last 5 years.

- Pasco County Sheriff's Office (FL)*
- Bradford County Sheriff's Office (FL)
- McIntosh County Sheriff's Office (OK)
- Livingston County Sheriff's Office (IL)**
- Greenville County Sheriff's Office (SC)
- Massachusetts Department of Corrections
- Williamson County Sheriff's Office (TX)***

**Bid disqualified due to fairly to submit prior to deadline*

***Did not renew contract. Received service from alternative supplier. Recently renewed services with Smart Communications.*

****New Sheriff cancelled all inmate communication contracts from previous administration and selected a new provider. The reason for agreement non-renewal was consolidation of services under one contract in each case.*

NOTE: *This information is confidential and should not be disclosed to third parties.*

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

4.5.3.12.1 A response indicating this information is confidential and/or proprietary will be considered an Exception and may be cause for Rejection of your proposal. See Exhibit F, Bidder's Exceptions, Paragraph four (4) or General Conditions.

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

4.5.4 Respondent References:

4.5.4.1 Provide three (3) client references for facilities where Respondent provides the equipment and services comparable to the requirements in this RFP.

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

4.5.4.3 Respondent shall ensure updated references and accurate contact information is provided.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

4.5.4.5 Using the format in Table 1 (Respondent Reference Format), provide the requested information for each reference.

RESPONSE:

REFERENCE #1	
Customer Name:	Southwest Virginia Regional Jail Authority (SWRJA)
Contact Person and Title:	Superintendent Stephen Clear
Telephone Number(s):	276-739-3520
Email Address:	sclear@swvrja.com
Street Address:	15205 Joe Derting Dr.
City, State, Zip Code:	Abingdon, VA 24210
Number of Facilities:	4
ADP:	1,685
Agreement Effective Date:	11/18/20
Total number of Inmate Phones:	241
Total Number of Visitation Phones:	N/A
Total Number of VVS Stations:	105
Total Number of Tablets:	537

REFERENCE #2	
Customer Name:	Denton County Jail and Juvenile Detention Center
Contact Person and Title:	Captain Tim Rich
Telephone Number(s):	940-349-1700
Email Address:	tim.rich@dentoncounty.com
Street Address:	127 N. Woodrow Ln.
City, State, Zip Code:	Denton, TX 76513
Number of Facilities:	2
ADP:	1,240
Agreement Effective Date:	12/01/21
Total number of Inmate Phones:	229
Total Number of Visitation Phones:	N/A
Total Number of VVS Stations:	20
Total Number of Tablets:	349

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



REFERENCE #3	
Customer Name:	Brevard County Jail
Contact Person and Title:	Lt. Linda Moros
Telephone Number(s):	321-690-1502
Email Address:	linda.moros@bcso.us
Street Address:	860 Camp Rd.
City, State, Zip Code:	Cocoa, FL 32927
Number of Facilities:	1
ADP:	1,564
Agreement Effective Date:	05/01/21
Total number of Inmate Phones:	20
Total Number of Visitation Phones:	N/A
Total Number of VVS Stations:	55
Total Number of Tablets:	512

4.5.5 Respondent Key Personnel:

4.5.5.1 Respondent shall provide the names of Respondent’s employees, consultants, and subcontractors that will be involved in providing the requirements in this RFP and the Agreement.

4.5.5.2. Using the format in Table 2 (Respondent Key Personnel), provide the requested information for each reference. Respondent may add additional rows to the table as necessary.

Table 2 - Respondent Personnel

Full Name	Employee/ Contractor/ Consultant	Title/Position	Contact Phone Number	Email Address
Danny Moore	Employee	Account Manager	727-313-1309	danny.moore@smartcommunications.us
Cynthia Hoos	Employee	Network Operations Manager	856-910-1166 x2578	cynthia.hoos@smartcommunications.us
Jerry Lipsey	Employee	Quality Assurance Manager	229-507-0577	jerry.lipsey@smartcommunications.us
Justin Roell	Employee	National Instructor	727-337-4024	justin.roell@smartcommunications.us
James Brokaw	Employee	Technical Support Manager	844-346-0988	james.brokaw@smartcommunications.us
Terry Whiteside	Employee	VP of Network Operations & Project Manager	856-910-1166	terry.whiteside@smartcommunications.us
Brian Keller	Employee	Senior Technician	609-505-6787	brian.keller@smartcommunications.us
TBD	Employee	Full-time, Onsite Certified Technician (OCT)	TBD	TBD

4.5.5.3 Key personnel shall not be replaced on this project without written permission of Jackson County.

RESPONSE: Acknowledged and agreed.

4.5.5.4 Respondent shall supply resumes for all employees, consultants and subcontractors that will be working under the terms of this RFP and Agreement. There are no limits on the number of resumes that

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Respondent may submit. Resumes shall be included in Respondent's proposal as indicated in Section 5.0 (Proposal Format and Submission Criteria), Item 5.1. All resumes shall be no more than 1 page and include the following information:

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

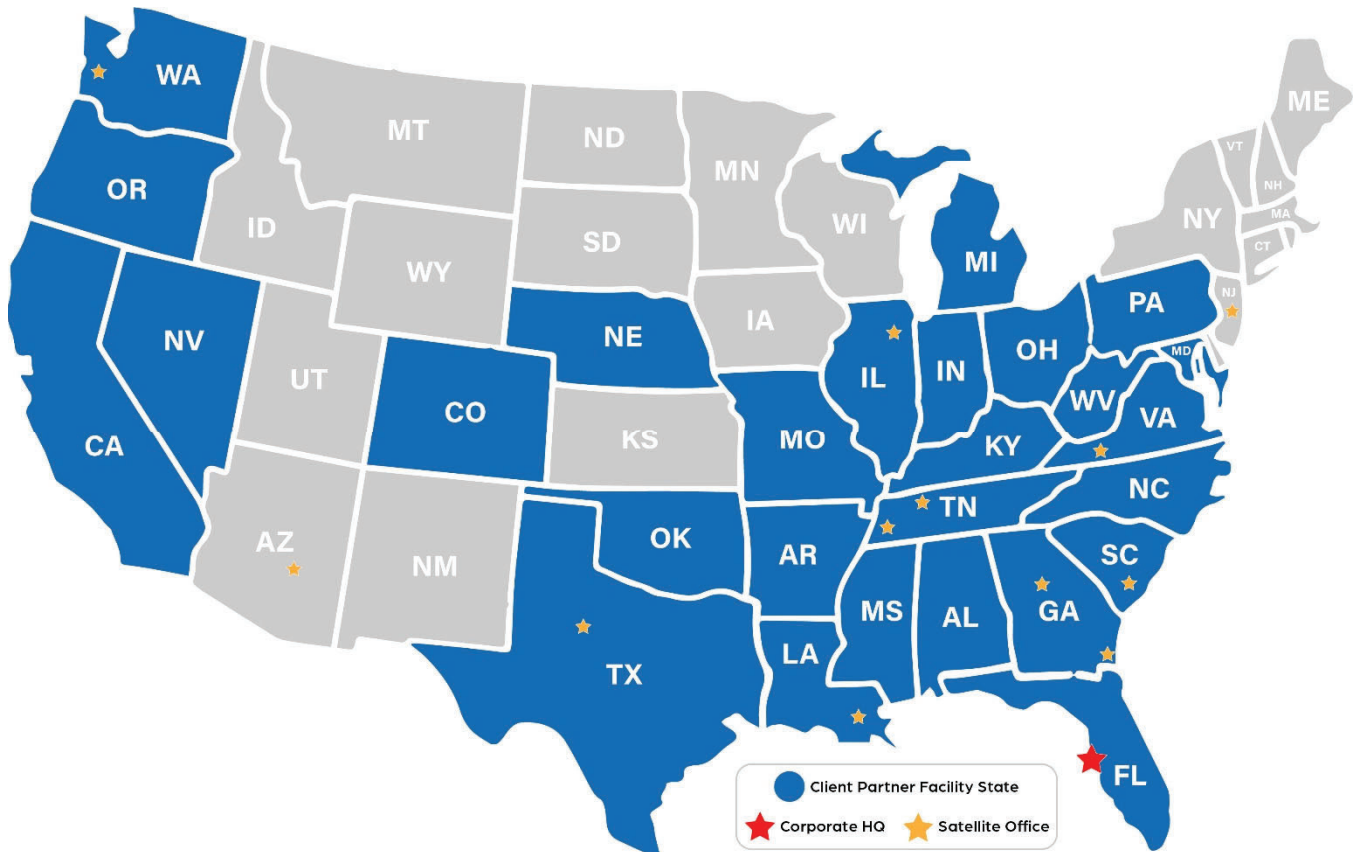
4.5.5.4.2 The amount of time that the individual will devote to work related to the requirements outlined in this RFP. Indicate clearly whether the given response is being expressed in hours per month or a percentage of time per month.

4.5.5.4.3 Two related, past performance references for projects of comparable size and complexity where the team member has performed duties similar to the ones outlined in this RFP.

4.5.5.4.4 Respondent must include a contact name, number, and email address of someone who has knowledge of the team member's work for that project.

4.5.5.4.5 Work experience for no more than the last ten (10) years. List relevant current/recent work experience, employers, dates, and duties in reverse chronological order.

RESPONSE: Smart Communications has been researching, developing and providing inmate communication solutions for over a decade. We provide our technologies and services to over 150 different correctional facilities in 25 states.



This experience has provided us with a thorough understanding of the complexities and security concerns associated with operating in a correctional facility, as well as the know-how to deliver solutions in a timely

JACKSON COUNTY SHERIFF'S OFFICE

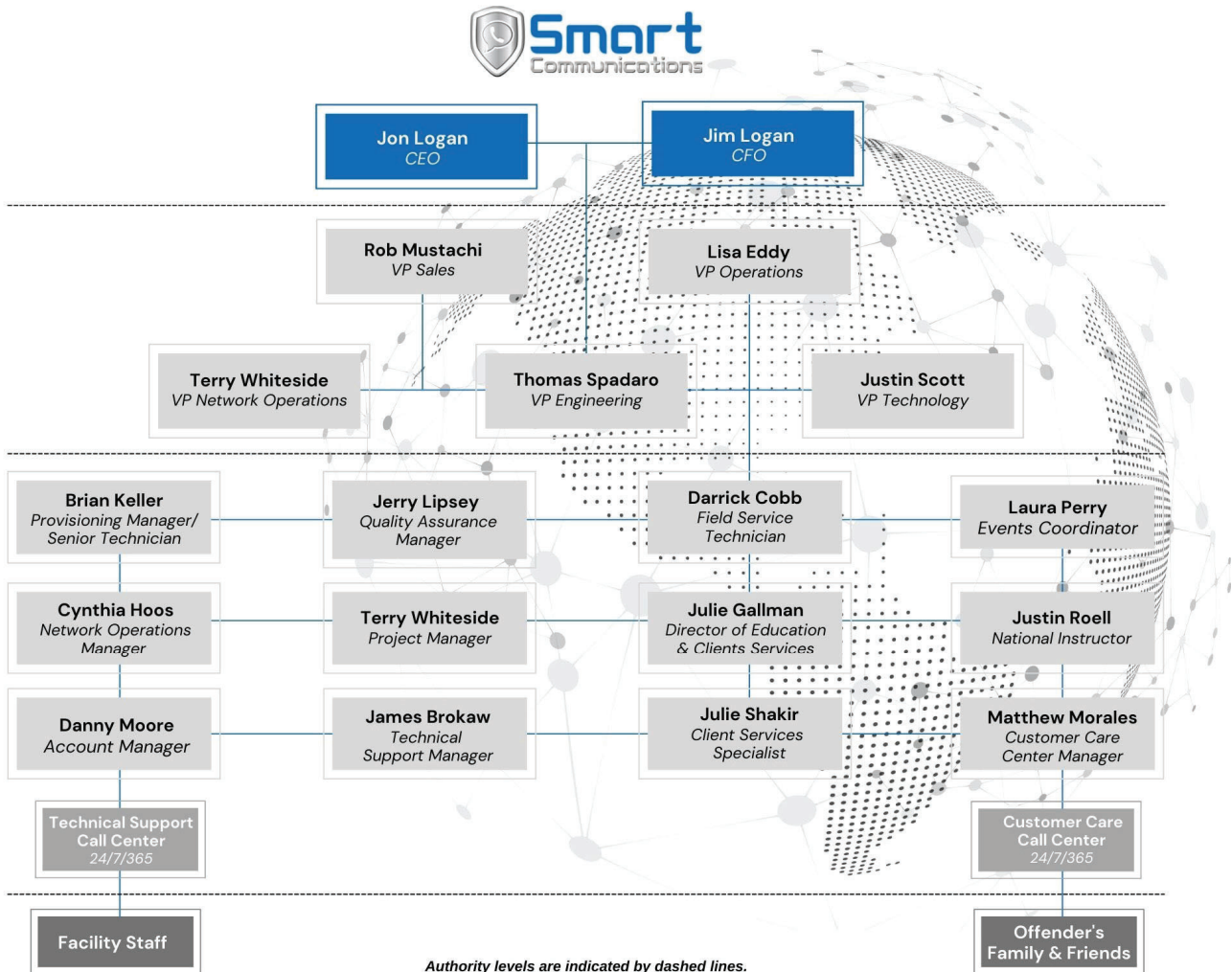
RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



manner and provide ongoing support. We are confident we have the experience, technology and resources necessary to meet and exceed the requirements for this project.

Headquartered in Seminole, FL, with various satellite offices located throughout the country, Smart Communications employs over 100 individuals, including strategically-located and experienced account and technical service representatives.

The following Smart Communications team members will be involved to ensure the successful implementation and ongoing support for this project.



Account Manager – Danny Moore

Danny Moore grew to acquire his knowledge of technology and workflow with honesty, integrity and hope for a better future for his customers. He understands his customers are met with many challenges when it comes to making decisions for their organization. This allows him to help with those technical and workflow roadblocks. A business relationship with Danny is about consistency and integrity. He will listen to your needs and implement solutions, while following through on promises. His commitment is to providing peace of mind by aligning communications in, around and outside of your organization. Danny will serve as your lead point of contact for all matters relating to your account and service.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Provisioning Manager/Senior Technician – Brian Keller

Brian Keller is a detail oriented professional with over 36 years of experience in installations, troubleshooting, wiring and customer support regarding VOIP inmate telephone and video visitation systems in the correctional facility industry. He is a dedicated team player with strong organizational skills and strives to meet or exceed customer expectations. Brian also enjoys building client relationships and has a proven track record of successfully completing any installation task assigned to him. Brian holds an Associate's Degree in Electronics Technology, has a CISCO Network Association (CCNA) certification and has received Dbase III programming training.

Quality Assurance Manager – Jerry Lipsey

Jerry Lipsey has 11 years of experience in the telecommunications industry, including sales, account management, project management and installations. Jerry has in-depth knowledge of managing clients in the correctional industry based on his prior 23-year career in law enforcement, with 10 of those years in Jail Administration. Jerry holds a certification in Professional Management from Columbus State University, and certifications from the GA Chiefs of Police Association Academy and ABAC College Regional Police Academy as a Peace Officer.

National Instructor – Justin Roell

Justin Roell has worked as a Training Instructor for the Department of Defense for 14 years. He was responsible for the training of company employees, United States Military members and foreign nationals all over the world. As the dedicated National Instructor for Smart Communications, Justin enjoys building new relationships and fostering positive client experiences. Justin has developed extensive experience within the constantly changing technological environment. His leadership skills are an important part of his successful track record and ability to identify clients' needs, quickly resolving their issues and improving the efficiency of product functionality.

Director of Education and Client Services – Julie Gallman

Julie Gallman is gifted educator with over 28 years of classroom experience. Julie holds a BA in Elementary Education from Limestone College as well as an MA in Education from Converse College. As the Director of Education, Julie is committed to growing Smart Communications' inmate education programs as well as expanding certification training programs to help inmates gain meaningful employment upon release. Julie also serves as the Director of Client Services and she manages the on-site training of Smart Communications technologies and services when they are implemented in a facility.

Technical Support Manager – James Brokaw

James Brokaw is a talented Senior Full-Stack developer with 16 years of web development, programming and database administrator. James' skillset includes Coldfusion, PHP, ASP.net, C#, Microsoft SQL Service, MySQL, Relational DB t-SQL, UDF, Javascript, jQuery, AJAX, CSS, SCSS/SASS, Git Version Control as well as SOAP/XML data transfers. James' knowledge and ability to quickly resolve issues makes him an extremely effective Technical Support Manager.

Network Operations Manager – Cynthia Hoos

Cynthia Hoos has more than 20 years of technical expertise in the correctional industry and is responsible for managing Smart Communications' networks. Prior to joining Smart Communications, Cynthia spent 7 years as a presales technical consultant with Hewlett Packard, where she was a product specialist responsible for data-com, servers and communication products. Prior to HP, Cynthia spent 3 years with Scientific Dynamics as a Systems Integrator, where she was responsible for the inmate product certification.

Vice President of Technology – Justin Scott

Justin Scott was Smart Communications' first employee over 11 years ago and is our Vice President of Technology to this day. Justin has been writing custom web applications most of his life, including the world's first inmate messaging system. Justin brings over 21 years of development experience, with over half of his

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



experience working and writing software exclusively for correctional agencies. While Justin's skillset is grounded in ColdFusion and MS SQL Server, he also has vast experience working with a number of other web-based technologies, including PHP, ASP .Net (C#), as well as building native Windows applications in JavaScript using Electron. In conjunction with his web programming, Justin has been involved with network and systems administration, performing in a DevOps role since before the term existed. Justin wears many hats as the IT Director and is responsible for networks deployed at multiple locations and overseeing other staff members in technical support, field services, programming and online operations.

Vice President of Network Operations and Project Manager – Terry Whiteside

Terry Whiteside joined Smart Communications in January of 2019 and serves as our Vice President of Network Operations. Prior to joining Smart Communications, Terry spent over 27 years in the telecommunications industry, most recently with Lattice Inc., an Inmate Phone Service Provider, where he served as their Chief Operating Officer. At Lattice Inc., Terry was responsible for leading the company on a day-to-day basis, establishing strategic direction, evaluating new services and markets, negotiating/executing contracts and wholesale agreements with the various underlying carriers, promoting the financial health of the company, ensuring the company has policies regarding customer service, and ensuring excellent technical support was provided. Prior to joining Lattice Inc. in 2007, Terry spent more than 15 years in executive and engineering roles in the telecommunications industry. Terry has a Bachelor of Applied Science Degree in Electronic Information Systems Engineering

Vice President of Engineering – Thomas Spadaro

Thomas Spadaro has over 30 years of experience in the design and development of real-time large-scale communications systems for corrections. his position at Smart Communications, Thomas worked on the development of the voice systems used by many of the major telecom carriers, including BellSouth, Verizon, AT&T, Sprint and several international carriers. Thomas is credited as the inventor or co-inventor on several corrections industry patents, including patents for Voice Over IP (VoIP) and Three-Way call detection. Thomas currently leads the software development and quality assurance teams at Smart Communications.

Vice President of Operations – Lisa Eddy

Lisa Eddy has over 25 years of experience exclusively in the inmate telecommunications industry. Lisa has a broad understanding of the corrections industry, including staff training, customer service/retention, sales, marketing, contract management, installations and technical support.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



Smart Communications ensures that all personnel will devote the necessary amount of time to provide the County with the best level of service and support. Smart Communications will allocate and/or hire more personnel to ensure the County's needs and expectations are being met and exceeded.

Past Performance References

Desoto County Sheriff's Office (DCSO)

In October of 2013, Smart Communications received a "sole-source" award for a project to improve efficiency and expand communications at the DCSO by providing inmates with access to various digital services via kiosks at no cost to the County. This project involved the installation of secure, isolated networks and 38 proprietary SmartKiosk™ devices at the jail and juvenile jail facilities. The SmartKiosk™ devices installed were configured to support inmate access to SmartRequest™ Digital Request/Grievance/ Medical Forms, SmartInmate™ Electronic Messaging, Digital Law Library, Commissary Ordering and Facility Handbooks and Announcements. This project including the provision of onsite training to facility staff was completed within 3 weeks and went "live" one week ahead of schedule.



Since then, Smart Communications' partnership with the DCSO has expanded to include additional technologies and services, many of which share similarities with the Tablet Based Program being requested by the County. After receiving bids from multiple vendors, the DCSO elected Smart Communications to provide Inmate Telephone System (ITS) and Video Visitation System (VVS) to their facilities, replacing Securus Technologies, the incumbent provider. In addition to agreeing to maintain all current technologies and services being provided, Smart Communications' winning proposal also included the provision of our proprietary SmartTablet™ devices equipped with our SmartEd™ and SmartEntertainment™ platforms as well as our patented MailGuard® and MailGuardLegal® services, all at **no cost**.

This project officially kicked off on April 20th, 2020 and was scheduled to take four weeks to complete with Smart Communications serving as the prime contractor. Despite the additional precautions and safety measures

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



that needed to be exercised due to the COVID-19 pandemic, Smart Communications' technicians completed this project on May 13th a few days ahead of schedule.

The no-cost, total inmate technology solution the DCSO is receiving from Smart Communications has resulted in multiple benefits to inmates and staff. DCSO inmates now have free access to tablets equipped with various educational, self-help, reentry resources as well as entertainment options. All DCSO inmates are also provided with free messages every week to help them stay connected with family and friends. MailGuard[®] and MailGuardLegal[®] are reducing labor costs and are helping to keep inmates and facility staff safe by eliminating any risk of contraband or bio-hazards from entering DCSO jail facilities via postal mail. Furthermore, as the DCSO's ITS and VVS provider, Smart Communications has dramatically reduced the costs of these services for inmates while guaranteeing the facility \$216,000.00 in annual commission revenue.

Smart Communications has worked with the DCSO for over 9 years. For additional information and details, please contact:

Director Chad Wicker
Desoto County Jail
3425 Industrial Dr. West | Hernando, MS 38632
Phone: 662-469-8551
Email: cwicker@desotocountymms.gov

Southwestern Virginia Regional Jail Authority (SWVRJA)

The following information is provided to demonstrate Smart Communications' operational skills in a project involving the installation of many of the same technologies and services we are proposing to La Plata County.

In October of 2020, Smart Communications was awarded the contract to provide the Southwest Virginia Regional Jail Authority (SWVRJA) inmate telephone, video visitation, electronic messaging, digital mail scanning, requests/grievances, law library and inmate education and entertainment programming. The provision of these services required the implementation of independent broadband network and the installation of network infrastructure and 241 ITS phone stations and a combined total of 784 inmate tablets/kiosks.



The SWVRJA serves the Virginia Counties of Buchanan, Dickenson, Lee, Russell, Scott, Smyth, Tazewell, Washington, Wise and the City of Norton. The Authority operates four facilities located in Abingdon, Duffield, Haysi and Tazewell within Southwest Virginia. The primary function of the facility is to house inmates for the participating jurisdictions, including both male and female inmates. The SWVRJA serves an average daily population of 2,000 inmates.

This contract award was the result of a formal/competitive RFP in which the SWVRJA had solicited and evaluated proposals submitted by multiple vendors based on the following criteria and weighted percentages:

- **Core Technologies (25%):** ITS and VVS Platforms, Equipment and Installation Requirements, Technology Features and User Applications, Security Features, Monitoring, Recording and Data Requirements, Additional Technology
- **Cost Proposal (20%):** Rates, Fees, Revenue Share, Alternative/Additional Proposal
- **Financial Transparency (15%):** Vendor Information, Validation, Available Options, End-User Payment Options, References
- **Service (15%):** Disaster Recovery, Vendor Personnel, Customer Service Maintenance

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



- **Overall Compliance/Exceptions (10%):** RFP and Agreement Terms
- **Best and Final Offer (10%):** Customer reserves the right to request Vendor to clarify, supplement or update its proposal.
- **Technology Presentation (5%):** Customer reserves the right to require Oral Presentations to verify or expand on Vendor's proposal. The top three highest ranking Vendors will be invited with scheduling at the discretion of the Customer.

The SWVRJA was a unique installation as it required the deployment of multiple technologies and services at four facilities at separate geographic locations. The installation was also to take place during the COVID-19 pandemic so special health and safety measures needed to be in place and followed. The installation also coincided with the Thanksgiving Holiday, so proper scheduling was imperative to ensure the installation would be completed on time and within the terms of the contractual agreement.

Highlights of this phase of the installation at each facility were:

- **Haysi and Tazewell:** Phone installation began on November 1st, 2020 at the SWVRJA's smaller facilities.
- **Duffield:** The following week, phones were installed at the Duffield facility.
- **Abingdon:** In the third week, phones were installed at the SWVRJA's largest, most prominent facility.

In addition to installing our telephone hardware, Smart Communications was also responsible for the removal of the previous provider's hardware. The phone hardware removal and installation process only took 12 days, 11 days ahead of schedule.

After the Thanksgiving Holiday, Smart Communications began the process of installing our kiosk, tablet and tablet charging station hardware as well as the removing the previous provider's hardware. Highlights of this phase of the installation at each facility were:

- **Abingdon:** Being the largest SWVRJA facility, the Abingdon facility required the most work. On December 2nd, the Jail Administrator implemented a change to the contractual agreed upon installation locations for the equipment in the facility. Though these changes added additional time and cost to the installation, they were still provided at no charge and were completed within the scheduled timeline.
- **Tazewell:** Installation began on December 4th and was completed on schedule within three days.
- **Duffield:** Installation began on December 7th and was completed on schedule within five days.
- **Haysi:** Installation began on December 14th and was completed within the allotted five-day time frame despite the team being down a member due to COVID-19 and having to stop installation due a COVID-19 outbreak occurring in the SWVRJA on 12/14.

Despite special challenges and last-minute changes, Smart Communications was able to complete the installation three days ahead of schedule. The implementation included developing a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services. Smart Communications installed the network infrastructure and 241 ITS phone stations and 784 inmate tablets/kiosks.

Superintendent Stephen Clear
Southwestern Virginia Regional Jail Authority
15205 Joe Derting Dr., Abingdon, VA 24210
Phone: 276-739-3520
Email: sclear@swvrja.com

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



If you would like to discuss any team member's work for these project, please contact Jon Logan, CEO at 888-253-5178 or jon.logan@smartcommunications.us.

4.5.5.5 Respondent shall provide information regarding maintenance personnel for the ITS using the format provided in Table 3 (Respondent Technicians).

RESPONSE: Confirmed. Please see our response to 4.5.5.7 below.

4.5.5.6 Indicate the number of technicians directly employed by Respondent as well as the number of technicians, which will be subcontracted for service at the Facility.

RESPONSE: At least two full-time Smart Communications employees will be utilized to provide service at the Facility. Smart Communications does not anticipate the use of subcontractors for service at the Facility.

4.5.5.7 Indicate the names, company, primary physical work location, telephone numbers, and proximity to the Facility for the technicians who will be maintaining, servicing, and performing work under the Agreement.

Maintenance Personnel Name	Company	Primary Work Location Address, City, State	Contact Number for Service	Facilities and Distance to Facilities in Miles
TBD	Smart Communications	1300 Cherry St., Kansas City, MO 64106	TBD	0
Brian Keller	Smart Communications	7905 Browning Rd., Bldg. 100, Suite 118, Pennsauken, NJ 08109	609-505-6787	500
Cynthia Hoos	Smart Communications	7905 Browning Rd., Bldg. 100, Suite 118, Pennsauken, NJ 08109	856-910-1166 ext. 2578	500

4.5.5.8 Respondent shall disclose, with percentages clearly shown, the specific work tasks for the Facility that will be subcontracted and the specific work tasks that will be performed by Respondent employees.

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

4.5.5.9 If Respondent plans to subcontract any of the work, equipment or services detailed in Section 4.0 (Scope of Services), Item 4.4.1 (Equipment and Installation Requirements), subcontractor details shall be included with the proposal.

RESPONSE: Acknowledged – not applicable.

4.6 Service:

4.6.1 Disaster Recovery Plan:

4.6.1.1 Respondent shall detail its Disaster Recovery Plan (DRP). This plan should provide Respondent processes, policies, and procedures relating to the recovery of services and data requirements as specified in this RFP preceding and/or following a natural or human-induced disaster.

RESPONSE: Smart Communications' proposed systems are designed to provide dependable, high-quality services to our customers and reduce downtime with maximum reliability. The fully-redundant architecture allows multiple instances of core services to be online and actively monitoring each other for operational readiness.

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



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

In the event of a disaster that causes a loss of services, Smart Communications' Network Operation Center will take complete ownership to carry out the emergency response and recovery procedures. For complete details, please refer to "*Exhibit D: Disaster Recovery Plan.*"

4.6.1.2 The DRP shall address Respondent's recovery processes following a natural or human-induced disaster for these scenarios.

4.6.1.2.1 A localized event affecting only Respondent's Facility, infrastructure, and personnel,

4.6.1.2.2 A localized event affecting only Jackson County's Facility, infrastructure, and personnel, and,

4.6.1.2.3 A broad geographic event affecting both Respondent and Jackson County.

RESPONSE: Confirmed.

4.6.2 Customer Service:

4.6.2.1 Provide the following information regarding Respondent's processes for handling inmate/end-user service matters for any of the inmate communication services specified in this RFP.

4.6.2.1.1 Describe procedure(s) for handling inmate/end-user complaints including the contact options available for end-users to request assistance from Respondent,

RESPONSE: Public users who need assistance with the services we provide can contact our Customer Care Center 24/7/365 by calling our toll-free line at 888-843-1972 or by visiting www.SmartInmate.com.

Inmates can submit a support ticket from a SmartTablet™ or SmartKiosk™ device, or they can dial *511 from any inmate phone to speak to a live Customer Care Center representative for assistance.

4.6.2.1.2 Indicate whether Respondent's customer service center defaults to an Interactive Voice Response (IVR) or a live customer service representative,

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

4.6.2.1.3 The hours during which live customer service representatives are available to speak with end-users via telephone,

RESPONSE: Our live, U.S.-based Customer Care Center representatives are available 24/7/365 by calling our toll-free line at 888-843-1972.

4.6.2.1.4 Indicate the average on-hold time to reach a live representative; and

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

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.6.2.1.5 Describe procedure(s) for handling inmate or end-user refund requests and the timeframe for completing such requests.

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

If the Prepaid Account payment was made by phone or online, the refund payment will be credited to the credit or debit card account used to fund the original transaction. The refund typically takes between 24 to 48 hours to post to the customer's account. If the Prepaid Account payment was made with a check, money order or cash, the refund payment will be issued as a check. Refund checks are sent via USPS standard mail and may take up to 30 days to be delivered.

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

4.6.3 Maintenance:

4.6.3.1 Respondent shall provide Jackson County with the escalation procedures for handling customer support issues including, but not limited to, maintenance, outages, and reporting issues for the ITS and VVS. Procedure description shall include the contact names, contact numbers, email addresses and level of authority for the person(s) responsible for escalated issues.

RESPONSE: Our highly trained, professional Technical Support Center (TSC) staff is available 24/7/365 to assist the County should a service issue arise. County facility staff can reach our TSC via:

- **Toll-free Phone:** 844-346-0988
- **Email:** support@smartcommunications.us
- **Web Portal:** <https://manage.smartjailmail.com>

All service request tickets are assigned a priority level (P1, P2 or P3) based on the percentage of the service being adversely affected. The priority level assigned determines the target resolution time, client communications and updates, as well as the escalation path.

SERVICE REQUEST TICKET PRIORITY LEVELS AND ESCALATION PATHS

Priority Level	% of Service Affected	Response Time	Target Resolution	Client Updates	Escalation Path
P1	≥30%	2 hours	<8 hours	Every 3 hours	Immediately escalated up to Service Level 3 - VP of Network Operations
P2	≥5% <30%	4 hours	<24 hours	Every 6 hours	P2 issues not resolved within 24 hours are automatically escalated to Service Level 2 – Network Operations Manager
P3	<5%	8 hours	<48 hours	Every 24 hours	P3 issues not resolved within 48 hours are automatically escalated to Service Level 1 - Technical Support Manager

If additional support is necessary, the TSC representative will engage our Network Operations Center or engineering teams. If the service request cannot be resolved remotely, the TSC representative will contact the facility to coordinate the dispatch of a Field Services Technician.

For complete information, including point of contact details, please refer to "**Exhibit E: Service Escalation Matrix and Maintenance Policies/Procedures.**"

JACKSON COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #11-22
INMATE COMMUNICATION SERVICES



4.6.3.2 Respondent shall provide the on-site response time, priority levels and escalation schedule for emergency outage/service issues at and/or related to the Facility as an exhibit to its RFP response and as outlined in Main RFP document, Section 5.0 (Proposal Format and Submission Criteria), Item 5.1.

RESPONSE: Confirmed. Please refer to *“Exhibit E: Service Escalation Matrix and Maintenance Policies/Procedures”* for details.

4.6.3.3 Respondent shall describe its detailed approach to routine and emergency maintenance as an exhibit to its RFP response and as outlined in Main RFP document, Section 5.0 (Proposal Format and Submission Criteria), Item 5.1.

RESPONSE: Confirmed. Please refer to *“Exhibit E: Service Escalation Matrix and Maintenance Policies/Procedures”* for details.

4.6.3.4 Respondent shall provide a synopsis of all ITS, VVS and Tablet outages lasting longer than six (6) hours in a single day for the past six (6) months. Include reason and outcome of the outage.

RESPONSE: Not applicable. Smart Communications’ proposed services have not experienced an outage lasting more than six hours in a single day.

4.6.3.5 A response indicating this information is confidential and/or proprietary will be considered an Exception and may be cause for Rejection of your proposal. See Exhibit F, Bidder’s Exceptions, Paragraph four (4) or General Conditions.

RESPONSE: Acknowledged – not applicable.