

BEST & FINAL OFFER

1. We would like to see the commissions on the phones only. No other item should be included.

ICSolutions Response:

For phones only, ICSolutions proposes a commission rate of **90.1% of Total Gross Revenue**. This commission rate will be paid on all call categories, including local, in-state long distance, interstate, and international calls.

In addition, we propose a **\$65,000.00 Minimum Monthly Guarantee (MMG)**, paid monthly throughout the year, for total guaranteed commissions of no less than **\$780,000.00 per year**. Or, alternatively, we can offer a \$60,000.00 MMG paid as a lump sum at the beginning each contract year, for a total upfront payment of \$720,000.00. With either option, the MMG will apply to every contract year, including any exercised extensions, and the Authority will also receive an additional commissions based upon actual call volumes and the 90.1% commission rate.

2. We would like to see the commissions with the addition of the kiosks, tablets, and other services as individual line items added to the commission base from the phone system

ICSolutions Response:

Commission rates and user rates for optional services are as follows:

Optional Service	User Rate	Commission Rate
Inmate Voicemail	\$1.00 per message	50%
Remote Video Visitation	\$7.50 per 30-minute visit	50%
Onsite Video Visitation	FREE	N/A
Inmate self-service (grievance, medical appointment request, CaseMaker law library access, etc.) via video kiosk and/or tablet	FREE	N/A
Tablets – educational content	FREE	N/A
Tablets – entertainment content	1¢ per minute	50%
Electronic inmate messaging	50¢ per email \$1.00 per photo	N/A
Lobby deposit kiosk	\$5.00 per deposit – cash, credit, or debit card (\$300 max deposit)	\$1.00 per deposit

Please note that, if Video Visitation is deployed, ICSolutions will retain the first 10¢ of revenue generated by each phone call, until the Video Visitation investment is recovered (estimated 41 months). The Authority will receive commission on the total revenue generated after the first 10¢ of each call, based on

the proposed 90.1% commission rate. After the Video Visitation investment is recovered, commissions will be based on 90.1% of the entire Total Gross Revenue generated by each call.

3. We would like the full details on tablets that include what they provide, costs associated with them, how they are charged, what costs we would have to absorb, and features

ICSolutions Response:

Through our partnership with Smart Communications ("Smart Comm"), ICSolutions proposes the entire suite of Smart Comm products at no cost to the Authority – including inmate tablets, MailGuard Postal Elimination Service (Virtual Mailroom), and electronic inmate messaging (text and photo). As noted in our response to Question #2, there is no cost to inmates for using the tablets to access educational content or to perform self-service functions, such as grievance reporting, appointment request, and law library research.

To access entertainment content, inmates pay the low rate of 1¢ per minute. The Authority will collect 50% of this revenue as commissions.

The rates for inmate messaging are 50¢ per email (about the same price as a postage stamp) and \$1.00 per photo. While there is no revenue share on these services, this revenue supports implementation of the infrastructure necessary to support all Smart Comm services. This enables us to offer installation of wireless access points, CaseMaker law library, MailGuard Virtual Mailroom, and all associated hardware and software at no cost to the Authority.

Features available on the tablets include:

- Inmate Calling app – enables secure inmate calling through ICSolutions' ENFORCER® calling platform; standard calling rates and security controls / monitoring & recording apply
- MailGuard Virtual Mailroom access
- Inmate Messaging – email & photo
- CaseMaker law library service
- Grievance reporting
- Appointment request
- Commissary ordering (if web services are available from the Commissary provider)
- Education content
- Entertainment content

4. There are 2 lines in the commission proposals that state Intrastate/Intralata. They have different rates on the two lines but no definition of what differentiates them from one another

ICSolutions Response:

ICSolutions interpreted these to mean Intrastate/Intralata and **Interstate**/Intralata, since this is how rates are typically broken down in Inmate Phone proposals. Nonetheless, we proposed the same 21¢ for both categories; therefore, all long-distance calls will be 21¢ per minute, to any phone number in the United States. Our proposed rates are clarified below:

CALL TYPE	COLLECT		PRE-PAID COLLECT		DEBIT AND/OR INMATE BASED PRE-PAID	
	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate	Surcharge	Per Minute Rate
Local	--	\$0.10	--	\$0.10	--	\$0.10
Intralata/Intrastate	--	\$0.21	--	\$0.21	--	\$0.21
Interlata/ Intrastate Interstate	--	\$0.21	--	\$0.21	--	\$0.21
International	N/A	N/A	N/A	N/A	--	\$0.75
Commission Rate	90.1 %		90.1 %		90.1 %	

- Some but not all of the proposals included international rates. We need this information from all submitting.

ICSolutions Response:

ICSolutions proposes the rate of 75¢ per minute for International calls.

- In looking at the proposals, we understand that the more we allow you to charge, the more we make. With that being said, we are unwilling to go above 10.5 cents per minute for a local call. We are currently at around 7 cents with fees and taxes added. Anything over a 3.5 cents increase will not be considered viable and rejected.

ICSolutions Response:

ICSolutions proposes the rate of 10¢ per minute for Local calls. However, please note that we would be happy to negotiate a lower local rate, if desired by the Authority, along with an adjusted commission rate and MMG. To keep your current local rate of 7¢ per minute, our commission rate offer would be adjusted to 85.1% of Total Gross Revenue.

7. Two of the invitees had very impressive software that controls the issuance of pins and other related tasks. We need to know what tasks can be accomplished through our Jail Management System Jail, JailTracker like the issuance of pins. We are aware that some of the functions like remote login to listen to calls will be through your software but we need to know if the basic functions needed to initiate an account and maintain it can be run through JailTracker so that we do not have to train the entire jail in another system that is currently integrated into JailTracker.

ICSolutions Response:

Yes, ICSolutions can integrate with JailTracker so that inmate information can be maintained in JailTracker and shared automatically with our ENFORCER® calling system. Any data JailTracker can provide to us can be imported into The ENFORCER®. Whenever an account is created or updated in JailTracker, the designated information will be imported automatically into The ENFORCER®, ensuring that the calling system has accurate and up-to-date information. Jail staff will not be burdened with redundant data entry.

ICSolutions has already created an interface between The ENFORCER® and JailTracker for other facilities. Therefore, we can guarantee that the interface will be fully operational upon deployment of The ENFORCER® phone system at Western Tidewater Regional Jail, and it will be provided at no cost to the Authority. This interface is completed using a CSV file submitted via FTP transfer, with all files synced between the two systems approximately every 15 minutes.

With a JailTracker interface, we can import PINs and names (and any other inmate information, such as housing assignments) from the JMS to auto-enroll inmates in the phone system. We can also import inmate information such as court dates and fines, which can be made available to inmates via standard inmate phone, video kiosk, or tablet (when in use). Pertinent information can also be made available to public callers via an ICSolutions-provided public information line.