

Webb Co. Sheriff's Office

RFP #2022-003

Inmate Phone System Proposal

The logo for Smart Communications features the word "Smart" in a large, bold, blue sans-serif font. Below it, the word "Communications" is written in a smaller, grey, outlined sans-serif font. The background of the logo area includes a faint, stylized graphic of a globe with a network of blue dots and lines, and a large, light blue speech bubble containing a white telephone handset icon.

Smart
Communications

Different Culture.
Different Approach.
Different Outcome.

Communication, Automation, Intelligence

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



PROPOSER INFORMATION



Proposer Information

Name of Company: Smart Communications Holding, Inc.
Address: 10491 72nd St.
City and State Seminole, FL 33777
Phone: 888-253-5178
Email Address: jon.logan@smartcommunications.us

Signature of Person Authorized to Sign:



Signature
Jon Logan

Print Name
CEO

Title

Indicate status as to "Partnership", "Corporation", "Land Owner", etc.

Corporation

April 14, 2022
(Date)

Note:

All submissions relative to these RFP shall become the property of Webb County and are nonreturnable.

If any further information is required, please call the Webb County Contract Administrator, Juan Guerrero, at (956)523-4125.

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A. EXECUTIVE SUMMARY

**DIFFERENT CULTURE.
DIFFERENT APPROACH.
DIFFERENT OUTCOME.**

Qualifications and Experience |

Smart Communications is here to make a difference by changing the culture and status quo in the corrections industry. We are a true technology company, formed with a single mission – to introduce solutions to the corrections community that streamline operations, improve safety for all and maximize efficiencies.

We embarked on our mission in 2009 by launching SmartInmate™, the world's first two-way electronic messaging system exclusively designed for correctional use. Inmates appreciated the faster, more affordable new option to stay connected with family, and correctional agencies loved the automation and efficiencies gained. In addition to those benefits, the system provided an entirely new intelligence resource to help investigators prevent and solve crimes. One year later, we launched SmartRequest™, the corrections industry's first digital request/grievance/medical platform, as well as the first facility-wide digital law library. The benefits for each of these features include fewer staff hours to administer, easy tracking, searchable records, and faster, easier access for inmates.



Smart Communications is and remains committed to being the most innovative, responsive and economic inmate communications technology and service provider in the corrections industry. In fact, many of the services sought in this RFP were invented and brought to the industry by our team members.

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Our proposal offers a complete inmate communications package composed of the following turnkey technologies and services that meet and exceed the RFP specifications, and will enhance facility safety, security and efficiency – all at **no cost**:

- SmartEvo™ Inmate Telephone System (ITS) with Voice Biometrics, Transcription and Automated Voicemail Messaging
- SmartVisit™ Video Visitation System (VVS) with Free Attorney Visitation
- Patented MailGuard® and MailGuardLegal® Postal Mail Elimination System Services
- SmartRequest™ Digital Request/ Grievance/ Medical/PREA Platform
- SmartLaw™ Digital Law Library
- Automated Information Service (AIS)
- 24/7/365 U.S.-based Technical Support and Customer Service
- SmartInmate™ Electronic Messaging System with unlimited free attorney messaging and legal documents services, and free weekly family and friend messages
- SmartTablet™ and/or SmartKiosk™ devices
- SmartEd™ and SmartReentry™ Offender Education Programming**
- SmartEntertainment™ Streaming Media Platform**
- Secure, independent network infrastructure and hardware with broadband Internet service and uninterruptible power supplies
- Unlimited on-site and remote SmartEcosystem™ Dashboard Access for Authorized Staff

**Service application requires deployment of SmartTablet™ devices.

Our proposed systems are unique as all reporting and investigative tools are made available to authorized staff with a single login to our secure, user-friendly SmartEcosystem™ Dashboard. The SmartEcosystem™ is loaded with intelligence gathering and data analysis tools to turbo charge investigations to help solve and prevent crimes, keeping your staff, inmates and the community you serve safer. This will drastically reduce/eliminate staff burden associated with having to be trained on and become familiar with the administration of multiple systems simultaneously.

Furthermore, all proposed technologies and services are provided directly by Smart Communications, so we can respond to your needs quickly without relying on third-party vendors. Our team includes full-time, in-house engineering professionals who are responsible for the research, development, implementation and support of these technologies and services. This allows us to provide our clients with the highest level of service and develop customized solutions that meet the unique, client-specific needs.

The experience gained by deploying these new technologies and working directly with our client partners gave us insight into the many other challenges the corrections industry faced and how we could utilize our technical expertise and passion for innovation to develop solutions to help overcome them. These factors led to our next innovation, which put an end to one of corrections' longest running problems and security loopholes - contraband and secret communication in inmate postal mail.

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Completely Eliminate 100% of Drugs and Other Contraband From Entering Your Facility Through Inmate Postal Mail at NO COST

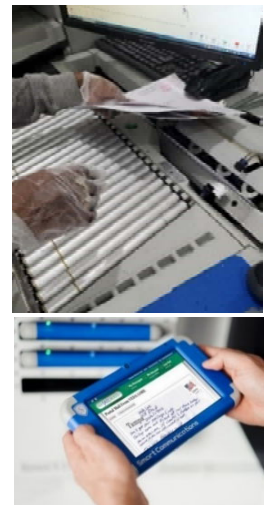
Patented MailGuard® and MailGuardLegal® Systems

In 2015, Smart Communications launched MailGuard®, the corrections industry's first and now patented mail processing and electronic delivery system that *eliminates 100% of drugs and other contraband from entering a correctional facility* via inmate postal mail at *zero cost* to our client facilities, inmates, or family and friends.



With MailGuard®, all non-privileged inmate postal mail is sent directly to our 15,000 sq. ft. processing center in Seminole, FL. To maintain the integrity, safety and security of our staff and the mail they process, the MailGuard® processing center is under 24/7 video surveillance and is equipped with a state-of-the-art alarm and fire detection system.

At the processing center, our highly trained staff utilize cutting-edge, customized equipment to open, scan and convert inmate mail into a high-definition, full-color, digital .PDF file. Inmate mail is opened and scanned in one of three separate clean rooms. Each room maintains independent air systems to limit contamination risk should a piece of mail contain a dangerous chemical or biological agent. These digital files are then uploaded to Smart Communications' intelligent MailGuard® platform where they are filtered in accordance with security settings defined by the client. After security filtering, the digitized mail can be automatically delivered to an inmate's account allowing for immediate access on a SmartTablet™ and/or SmartKiosk™ device, or selectively or globally held for facility review/approval prior to delivery.



We guarantee inmate mail is processed and delivered within 24 hours of receipt, five days a week. We have been delivering on this promise without fail since the inception of MailGuard® over six years ago.

In addition to maximizing operational efficiencies and safety, MailGuard® also serves as an invaluable investigative tool to help prevent and solve crimes. All digital mail files are saved in a searchable database that is accessible to authorized staff via Smart Communications' secure, web-based SmartEcosystem™ Dashboard.

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"This process allows more time for Mail Room staff to complete other tasks and creates a safer living and working environment by reducing the clutter of excess correspondence in the inmate living areas and eliminating the entrance of foreign substances into the facility on inmate mail."

**Warden Carl Humphrey
Spalding County Correctional Institution
(Griffin, GA)**



MARION COUNTY REGIONAL CORRECTIONAL FACILITY

BERKLEY HALL, SHERIFF DEREK MINGO, WARDEN
503 SOUTH MAIN STREET • COLUMBIA, MS • 39429
PHONE: 601.736.3621 FAX: 601.736.4473

January 20, 2021

To Whom It May Concern:

Marion County Mississippi has been using Smart Communications since April of 2017. Starting with the SmartKiosk system then later adding the MailGuard system and just recently added the tablets. I have worked in investigations since 2014 and would say that the systems we use from Smart Communications are a huge asset to gathering information, intel and helping push cases along to the District Attorney and followed by prosecution.

We have been able to use these systems to identify phone numbers tied to large narcotic cases and even find out locations and develop location patterns based on the information the system provides. These systems have assisted in all types of cases including murder, kidnapping, sexual assaults, narcotics, extortion just to name a few. The ability to monitor inmate correspondence by implementing key words and have those messages sent directly to an assigned e-mail is a huge time saver and allows investigators to use their time wisely and not have to sit and read messages word for word every day.

Marion County's system has been used to assist in cases worked by the Federal Bureau of Investigations, the Drug Enforcement Administration, Mississippi Bureau of Investigations, Mississippi Bureau of Narcotics, Mississippi Department of Corrections, the Attorney Generals office and numerous County and municipalities locally.

This system is extremely user friendly and even the most novice officer can use it. It offers a way to monitor inmate population all while making revenue for the agency while also providing intel that would normally take countless man hours or would never be gathered. I would recommend this system to any agency that houses inmates of any kind or custody.

Major Zack Guidroz
Marion County Sheriffs Office
Marion County Mississippi

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Smart Communications' MailGuard® System includes the public-facing website, MailGuardTracker.com. Public users can sign up for a free account and are assigned a unique MailGuard® Sender ID, enabling them to check the delivery status of the mail they send to inmates. Once logged in, users can check to see if their mail has been received, approved or rejected. Users are also provided with the option to sign up for email or text message notifications to receive status updates.

Electronic copies of inmate mail are also made available to inmates for up to 12 months after their release. Released inmates can access and download electronic copies of their processed mail for free by using their inmate ID and password to log in to our secure, public website at www.SmartInmate.com.



CORRECTIONAL POSTAL MAIL CONTRABAND
ELIMINATION SYSTEM

PATENT#: US 10,291,617 B2

DATE OF PATENT: MAY 14TH, 2019
INVENTOR: JONATHAN D. LOGAN
(CEO, SMART COMMUNICATIONS)

We are proud to say that our patented MailGuard® system is increasing officer and inmate safety by preventing dangerous, illegal drugs and biohazards from entering over 150 correctional facilities nationwide. Our MailGuard® clients include the Federal Bureau of Prisons and all 24 Pennsylvania Department of Corrections locations, which house a combined total of over 50,000 inmates.

MailGuard® laid the groundwork for innovative technology invented by Smart Communications to further enhance facility efficiency and safety – our patented MailGuardLegal® Privileged Mail System.

As legal mail is protected by client/attorney privilege, it is unlawful for this type of mail to be inspected by correctional staff. Criminals are aware of this fact and try to use legal mail as means to get contraband and narcotics into a facility. Smart Communications' invention, MailGuardLegal®, allows inmate legal mail to be delivered in such a way that it is **100% contraband free** without jeopardizing inmates privilege or confidentiality rights.

MailGuardLegal® allows inmates to open, scan and process privileged legal mail in the presence of staff. Once scanned, the inmate can use the MailGuardLegal® Cart to print a hard copy of the scanned file or mark the file for secure electronic delivery. A file marked for electronic delivery can immediately be accessed by the inmate on a SmartTablet™ and/or SmartKiosk™ by entering a separate password. To preserve confidentiality, facility staff have no access to any scanned privileged mail files. Depending on the facility's existing policy, the original copy of the privileged mail is bagged and placed into inmate property or destroyed via the MailGuardLegal® Cart's built-in paper shredder.





The First, Most Field-Proven and Innovative Inmate Telephone System Available

SmartEvo™ Inmate Telephone System (ITS)

We are proud to say that many of the technologies being considered in this RFP were invented and brought to the industry by our own team members. For example, our engineering team introduced the first purpose-built Inmate Phone Control System (IPCS) in 1986 and the first Voice over Internet Protocol (VoIP) IPCS in 2000, holding the earliest patent of this application. Critical elements of our SmartEvo™ ITS have over 30 years of proven field experience and deployments in correctional institutions of all sizes, both domestically and abroad, with installations at 450 facilities used by more than 158,000 inmates in the United States, Canada, United Kingdom, Japan and Singapore.



Administration and Control -

- Robust call scheduling and control feature set provides both automated and manual, granular control over all aspects of telephone availability and access privileges
- Multiple call analysis tools with standard and customizable reports
- Secure, web-based design provides full on-site and remote access to all administrative controls and tools based on user permission level

NO COST - Recording Storage and Retrieval -

- CDRs, call recordings and systems data are stored on encrypted and redundant storage area networks (SAN) at 2 separate geographic locations
- CDR and call recording data remains securely stored and accessible to staff for one year or longer after agreement expiration
- Download a single or select a set of call recordings to play back, burn/copy to disk or email in .MP3 file format

NO COST - Installation, Service and Support -

- Rugged, tamper-resistant hardware meets both correctional security needs and all ADA requirements
- 24/7/365 U.S.-based customer and technical support
- Routine preventative maintenance

Security -

- Voice biometrics
- 3-way calling and hook-switch dialing detection and prevention
- Positive DTMF call acceptance

NO COST - Call Monitoring and Investigative Tools -

- Unlimited and undetectable live call monitoring
- Hot number/call watch list with text, phone and email alert notifications
- Voice biometrics, bi-lingual (English and Spanish) call transcription and translation with keyword search capability
- Reverse Lookup
- Advanced case management tools to help investigators better track and manage assets for specific incidents or individuals that can be securely shared with external LE agencies

NO COST - Optional Value-Added Features -

- JMS and Commissary interfacing for phone-based commissary ordering, PIN generation and Automated Information Service (AIS)
- Interoperable with SmartTablet™ and SmartKiosk™ devices to provide tablet/kiosk-based calling
- Inbound voicemail allows family and friends to leave messages directly for inmates with 100% commissions. **NOTE:** Feature also allows administrative staff to communicate important messages to a single inmate, group of inmates or all inmates simultaneously for no charge.



True "Self-Service" Video Visitation With Zero Staff Involvement

SmartVisit™ Video Visitation System (VVS)

In 2011, Smart Communications introduced a true IP based video visitation platform eliminating the complex cabling requirements of legacy video camera systems. This development set the foundation for our SmartVisit™ Video Visitation System (VVS), the most intelligent video visitation platform in corrections.

SmartVisit™ utilizes industry exclusive content filtering software and a robust web-based scheduling application that streamlines and automates the visitation process to provide a true "self-service" video visitation experience with zero staff involvement. Our advanced content filtering software eliminates the need for staff to "baby-sit" a visitation session by only displaying the user's face blocking out all other content such as backgrounds, gang signs/hand gestures, nudity and other "virtual contraband".



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



Our facial detection software further prevents the transmission of "visual contraband," by only transmitting a visitor's or inmate's live video feed when they are directly facing their device's camera. If at any point during a session a party is no longer directly facing their device's camera, their video feed will go "blank" on the other party's device and a "user not facing the camera" notification message is displayed on both devices. As soon as the party returns to directly facing their device's camera, their live video feed will automatically resume transmission and the notification message will turn off. Notification messages are included in the video call recording and are also visible to authorized users monitoring the session live.

Additionally, SmartVisit™ VVS helps keeps inmates connected with their family and friends by supporting Video on Demand (VOD) which allows inmates to initiate their own remote video visitation sessions on both SmartTablet™ and SmartKiosk™ devices with **no minimum usage requirements**.

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Time Tested, Correctional Grade Hardware Provided at NO COST

SmartTablet™ and SmartKiosk™ Devices

Smart Communications has over a decade of experience in the research, development and delivery of custom, correctional-grade kiosks and tablets. Our SmartKiosk™ and SmartTablet™ devices are engineered to withstand inmate abuse and meet the unique safety and security requirements of correctional facilities.



Smart Communications' offer will include the provision of SmartTablet™ and/or SmartKiosk™ devices at no cost to the County or inmates. 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 competitors' tablets that are nothing more than off-the-shelf, consumer grade tablets housed inside a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications' custom, proprietary operating system that will only allow the device to

connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (e.g., Samsung) tablets run on non-proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain access to the Internet. The SmartTablet™ device's 7.0" touch screen LCD display is constructed of 3X thick Gorilla Glass and pass durability/drop, chemical stain and other quality control tests at our production facility.

SmartTablet™ devices are delivered with our custom, FCC compliant wireless charging stations. To charge a SmartTablet™, the user inserts the device into any of the station's 10 charging banks. When properly inserted, the charging bank's bi-colored LED will turn on to indicate the current charge status of the device. The LED will be red when the SmartTablet™ battery is charging, and turns green when the battery is fully charged. With no exposed charging ports, cables or clunky charging carts to manage, Smart Communications' self-service solution allows offenders to check-out, check-in and charge devices with zero staff involvement. Alternative options are available for self-service personal charging cords that utilize magnetic contact points to charge the tablets if a charging station is not preferred.



To help ensure inmates are provided with equal access to these devices, usage is monitored remotely by our Network Operations Center (NOC). If high device/network usage is detected, we will provide additional SmartTablet™ devices at **no cost** to the County or inmates. Furthermore, there are **no rental fees** associated with general use of the device. Inmates are only charged fees for the revenue-generating services they use.

Smart Communications will also provide the facility with a pool of spare SmartTablet™ devices to allow damaged or inoperable devices to be immediately replaced. We also provide pre-printed shipping labels and boxes to return damaged/inoperable SmartTablet™. Upon receipt, we will send the facility a replacement to replenish their device pool. There will be **no cost** to the County for any damage incurred to the devices.

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Each SmartKiosk™ is 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 using commercial cleaner.

Fair and Equal Tablet Access for All Inmates -

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 tablet-to-inmate ratio at **no cost**. Inmate tablet usage is carefully monitored remotely by our Network Operations Center (NOC). If high device/network usage is detected, additional devices are provided at **no cost** to the Agency or inmates. This ensures inmates are provided with fair and equal access to all SmartTablet™ device applications, including:

- **Phone Calls:** inmates can speak to friends and family members using our SmartEvo™ ITS platform.
- **Video Visitation:** inmates can participate in on-site and remote video sessions via our SmartVisit™ VVS.
- **Messaging:** inmates can send and receive text messages from friends, family members and facility staff. Inmates may also receive photographs and video messages.
- **Entertainment:** inmates can stream media, TV shows, movies and games via our SmartEntertainment™ platform with complimentary access to select Ebooks and Internet radio stations included.
- **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 as an invaluable investigative intelligence gathering tool. Digital mail is database searchable to allow your facility to gain intelligence and eliminate secret communication.
- **Education and Reentry:** provides complimentary access to a virtually unlimited amount of educational, reentry, vocational, life skills, self-improvement and recovery resources.
- **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

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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, which provides resources to help inmates find employers who hire ex-offenders and learn how to talk about their conviction for an interview.
- **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 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. Interfacing 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.).
- **PDF Viewer/Documents:** allows inmates to view inmate handbook, PREA information and other PDF documents uploaded by authorized facility staff.
- **Calendar:** provides inmates with access tied to a system wide calendar/appointment manager. Authorized facility staff can add appointments and other dates to specific inmates' calendars or to the global calendar for all inmates. **NOTE:** *Our calendar can also be interfaced with the County's JMS to provide inmates with access to court/release date information. This function is facility/vendor specific. Some vendors may charge for access to the information.*
- **Trust Account/Debit Purchase Lookups:** allows inmates to review trust account balances and debit purchases. **NOTE:** *Requires incumbent banking/trust commissary provider to provide the data feed.*
- **Calculator:** equipped with basic math and trigonometric functions
- **Dictionary:** available in both English and Spanish (additional languages available upon request).

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



Inmate Education and Rehabilitative Programming Provided at NO COST

SmartEd™ and SmartReentry™

Seeing another opportunity for our tablet technology to enhance inmate welfare and increase more successful outcomes upon reentry, Smart Communications launched SmartEd™ and SmartReentry™ our inmate education platforms in 2016.

These platforms transform our SmartTablet™ devices into powerful educational tools, providing inmates with access to 20,000 instructional videos and 7,000 practices exercises relating to core educational subjects such as language arts (reading and English), math, social studies, science and consumer education - all at **zero cost**.



Smart Communications' SmartEd™ and SmartReentry™ platforms are entirely expandable and customizable to be configured with access to additional premium reentry, vocational, life skills, self-improvement and recovery resources such as:

- Interactive reentry videos to help change the way incarcerated individuals view their path to rehabilitation.
- Vocational training through multiple workforce development courses including: Agriculture, Anatomy/Physiology, Automotive, CAD/Drafting, Child Care/Human Development, Construction, Diesel and Heavy Equipment, Electronics, Engineering, Hospitality, HVAC-R, Information Technology, Metalworks, Medical Terminology and Nursing, Video Game Design, Welding and more.
- Courses with certificates of completion for court mandated anger management, behavior modification, domestic violence, drug and alcohol awareness, parent education/family stabilization and other programs.
- Cognitive life skills courses and programs developed to help overcome self-defeating thoughts and behaviors.
- An online community for facility stakeholders to recommend and exchange critical information and referrals on interventions, programs, and treatment progress designed to support successful reentry.
- Evidence-based online healthcare interventions for inmates, intended to reduce the massive costs, health harms and disruption associated with substance misuse and smoking in prisons.

Prior to contract award, Smart Communications will work with the facility's Programs Administrative personnel and other stakeholders to learn more about the programs currently in place and discuss ways in which any of these additional resources may be incorporated into the SmartEd™ and SmartReentry™ platforms to best suit the facility needs and objectives.

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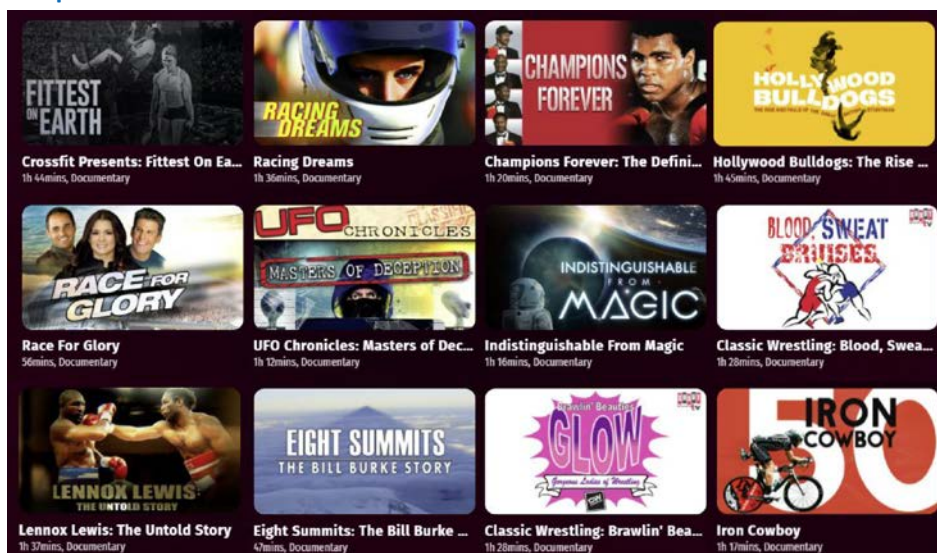
Free eBooks and Low Cost Streaming Movies, TV Series, Games and More

SmartEntertainment™ Streaming Media Platform

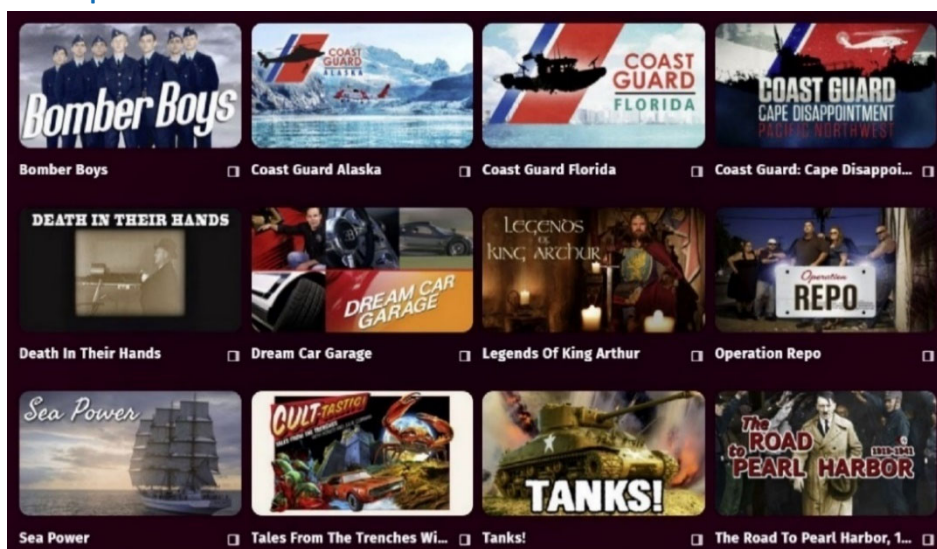
Smart Communications' SmartTablet™ devices include our SmartEntertainment™ Streaming Media platform. This platform helps keep inmates occupied and provides client partners with the ability to earn additional commissions. SmartEntertainment™ offers a wide variety of streaming media choices, including movies and multiple TV series, select Internet radio stations, audio books and video games.



Sample Movie Titles |



Sample TV Series Titles |

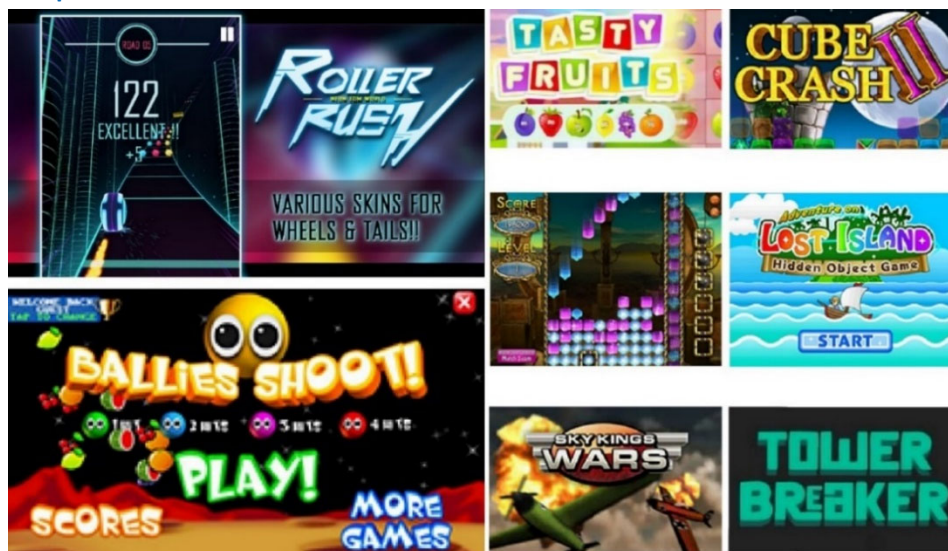


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Sample Game Titles |



Book Titles |

The SmartEntertainment™ Streaming Media platform also provides **free access** to over 1,000 popular classical eBook titles from the Project Gutenberg Library. The Project Gutenberg Library provides access to the world's greatest literature, including such titles as "*Pride and Prejudice*," "*The Adventures of Sherlock Holmes*," "*War and Peace*," "*The Call of the Wild*," and more.



Easy Access, Complete Control |

All content accessible on the SmartEntertainment™ platform is "correctional friendly" with a rating of G or PG-13. The SmartEcosystem™ Dashboard gives authorized facility staff complete control over what content is available to inmates on each SmartTablet™ device.

SmartEntertainment™ content is available on-demand and immediately streamed to an inmate's device. SmartTablet™ devices only connect to our secure, wireless network – no centralized kiosk is needed to transfer content.

Premium SmartEntertainment™ content is available at an affordable flat per minute rate; inmates don't have to pay a hefty daily, weekly or monthly subscription fee to access content.



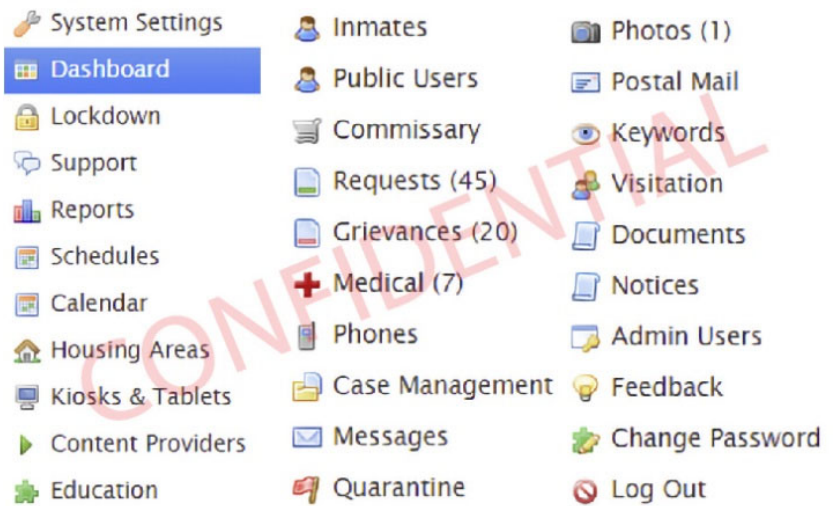
Administer All Technologies and Services From Anywhere with a Single Log In

SmartEcosystem™ Dashboard

The SmartEcosystem™ Dashboard is a unified platform which alleviates staff burden by allowing them to administer inmate services, control inmate access and behaviors, and utilize investigative tools for all technologies and services provided by Smart Communications – all with a single log in.

In addition to the SmartEvo™ ITS, services administered via the SmartEcosystem™ Dashboard include:

- SmartInmate™ Electronic Messaging System
- SmartVisit™ VVS
- MailGuard® Postal Mail Elimination System
- MailGuardLegal® Privileged Mail System
- SmartRequest™ Digital Request and Grievance System
- SmartLaw™ Digital Law Library
- SmartEd™ and SmartRentry™ Inmate Education Platforms
- SmartEntertainment™ Streaming Media Platform



The SmartEcosystem™ Dashboard also provides authorized users with access to SmartLink™ Investigator software. This software provides various manual and automated tools to aid investigation or discovery of criminal activity. By using SmartLink™, investigators can easily check for links between inmates and public individuals or other inmates using multi-path and multi-relation analysis.

As a secure, web-based application, authorized facility staff can access/utilize the SmartEcosystem™ Dashboard from any PC with an active Internet connection from anywhere, at any time – no software installation is required.

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Lower Rates, More Commission Revenue and Multiple Value-Added Technologies, Services and Benefits Provided at NO COST

Our goal is to provide inmates, and their family and friends with the lowest service rates, while providing our client partners with the most commission revenue and value-added services possible.

To accomplish this objective, Smart Communications is presenting five different financial offers to Webb County, each of which includes the following value-added technologies, services and benefits at **no cost**:

- SmartTablet™ and/or SmartKiosk™ Devices
- Patented MailGuard® Postal Mail Elimination System service
- Patented MailGuardLegal® Privileged Mail System
- Free Weekly Inmate Electronic Messages and Unlimited Free Attorney Messages and Legal Documents
- SmartRequest™ Digital Request and Grievance System
- SmartEd™ Inmate Education and SmartReentry™ Programming**
- SmartEntertainment Streaming Media Platform**
- SmartLaw™ Digital Law Library
- Jail Management System (JMS), Commissary and Related Systems Interfacing with Automated Information Service (AIS)
- SmartSummit™ Annual Technology Training Cruise
- Secure Network Infrastructure with Broadband Internet Service
- Hardware Installation, Software Upgrades and Routine Preventative Maintenance Visits
- Unlimited SmartEcosystem™ Dashboard and SmartLink™ Investigator Access
- On-Site Training and Refresher Training Throughout Contract Term
- 24/7/365 live, U.S.-based Customer and Technical Support

**Service application requires deployment of SmartTablet™ devices.

Smart Communications understands that many facilities rely on commission revenue from inmate communication system service use to sustain and enhance operations. We are always open to discussing financial offer modifications and alternatives, such as Minimum Annual Guarantees (MAGs) and Technology Grants. For details relating to Smart Communications' offers, please refer to "**C. Commission Offer**" and "**Cost Proposal/Financial Overview**" sections of this proposal.

"The no-cost, total inmate technology solution the Desoto County Sheriff's Office (DCSO) is receiving from Smart Communications has resulted in multiple benefits to inmates and staff.

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 the 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."

Captain Jeff Jackson
Desoto County Sheriff's Office
(Hernando, MS)

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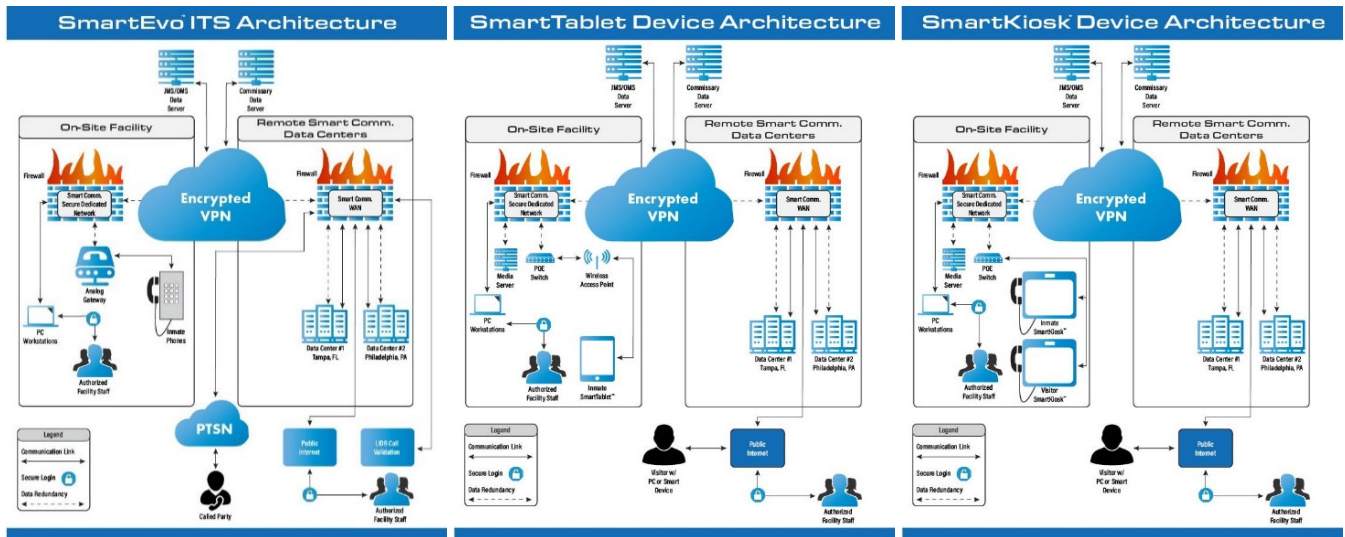


Immediate Data Access with Unbreached Network Security and Infrastructure

All call detail records, recordings and systems data are stored and encrypted at our secure data centers in Tampa, FL and Philadelphia, PA. These data centers host our technology infrastructure, including web servers, databases, media storage and software. Access to this facility is limited to IT staff with a specific need to enter.

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

Our systems scale dynamically and do not impose a limit on the amount of data that can be stored. All call detail records and recordings will remain online and immediately available for the full duration of the contract or a minimum of one year, plus any retention period thereafter, as required by the facility.



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Smart Communications employs a multi-pronged approach to ensure proper security protocol is observed to protect data integrity:

- **Data encryption** – systems data is encrypted and backed-up on redundant Storage Area Networks (SAN) located in our data centers in Philadelphia, PA and Tampa, FL. Access to the system is further protected with a firewall and firewall rules to block unauthorized access attempts.
- **Deny-by-Default policy on all traffic** – nothing can traverse the network unless specifically allowed and enabled.
- **Tiered-role privileges** – our secure, web-based SmartEcosystem™ Dashboard allows the addition/removal of users and the assignment of different user security levels. Each function in the system can be assigned to a specific permission level or specific user for different levels of security clearance.
- **Audit logs** – all user activity, such as page views and database modifications, are logged in detail.
- **Vendor access** – Smart Communications limits access to the system and servers, providing access only to staff who require access to provide the proposed services.
- **End user security** – to utilize a device, an inmate must log in by entering their PIN. Public users must also log in to their SmartInmate.com account to utilize the communication services.



As a responsible correctional technology provider, Smart Communications routinely employs independent third-party technology firms to conduct extensive security/vulnerability assessments of our networks. These assessments are necessary to keep our partner's facility staff and inmate information safe and out of the hands of nefarious hackers. ***Smart Communications' networks have never been breached, a fact we are proud of and something many other correctional vendors can't honestly claim.***

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The Most Innovative and Experienced Company in the Industry Looks Forward to Partnering With You

Smart Communications is a company of innovators personally invested in the technology behind the company. We are currently the fastest growing communications company in corrections with an 86% annual growth rate. This explosive growth is driven by earning client partner trust, listening to their needs, investing heavily in research/development and customer support, and developing innovative first-to-market devices and features. We are a true technology company consistently creating the new technologies that become industry standards that other vendors try to replicate.



We truly appreciate the opportunity to establish a partnership with Webb County by providing the integrated management and investigative tools, along with cutting-edge, low-cost communication systems, providing the automation efficiencies that result in a safer, contraband-free facility and a rejuvenated, better-connected inmate environment.

Thank you for your consideration and we look forward to being of service.

Respectfully,



A blue ink handwritten signature that appears to read "Jon Logan".

Jon Logan
CEO - Smart Communications



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INMATE PHONE SYSTEM



B. RFP RESPONSE

6. INSTALLATION REQUIREMENTS

Turnkey Installation - Proposer shall be responsible for all costs associated with the inmate telephone system, including purchase of equipment, installation, service, maintenance, voice network and transmission, data network, and day- to-day operation. Webb County shall have no responsibility for any costs associated with the system.

RESPONSE: Acknowledged and agreed.

Proposer is responsible for determining all wiring and software requirements; costs associated with the conversion of service from current inmate telephone system providers to the successful new service provider. Successful proposer shall coordinate all details of switching out services with the current vendor.

RESPONSE: Acknowledged and agreed.

Successful proposer will also be responsible for providing Webb County with a time line of the conversion process.

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

7. SERVICE AND SUPPORT REQUIREMENTS

Successful Contractor shall be responsible for maintenance support on a twenty-four (24) hour, seven (7) day per week basis.

Describe, in detail, your company’s service and maintenance program. Include remote programming, diagnostics, downloading and trouble-shooting. Describe how the phones are polled, how often, and what information is gathered during remote diagnostics.

RESPONSE: Smart Communications provides dependable service from initial system design planning and implementation, through ongoing maintenance and support. All maintenance, support, training, and repair of our technologies and services will be provided to the County at *no cost*.

Technical and maintenance support services will be provided to the County by in-house Smart Communications departmental staff:

- **Account Manager**
- **Network Operations Center (24/7/365)**
- **Technical Support Center (24/7/365)**
- **Field Service Technicians**



Account Manager

Smart Communications will assign an Account Manager to serve as the lead point of contact for questions relating to the contract, customer support and the solutions provided. The Account Manager will also oversee the implementation process to help ensure a timely and successful delivery of solutions with minimal disruption of service.

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Network Operation Center (NOC)

Smart Communications' Network Operations Center (NOC) team utilizes an advanced monitoring application which continuously monitors/polls the health, security, integrity and conformance of our hardware and software deployed at each of our client partner facilities, including:

- Network devices
- Applications
- Cloud services, containers, virtual machines
- Log files
- Databases
- HTTP/HTTPS and Data from external API endpoints

This application issues an immediate alert to our network engineers whenever any type of deviation, non-conformance or anomaly is detected. Upon receipt of an alert, our network engineering teams immediately investigate the deviation and work towards correcting it. Most of the time, an issue relating to network health, security or integrity is identified and corrected remotely before it causes a problem that negatively impacts facility service. This 24/7/365 monitoring allows us to ensure our client partner facilities 99.9% network uptime.

If it is determined that additional technical support is needed, the NOC will contact the Technical Support Center (TSC). The NOC and TSC work together to further evaluate and work towards resolving the issue. If the issue cannot be resolved remotely, the TSC will contact the facility and Account Manager to coordinate the dispatch of a Field Services Technician (FST).

Technical Support Center (TSC)

Smart Communications' Technical Support Center (TSC) is located in Seminole, FL. Our highly trained, professional TSC staff is available 24/7/365 to assist the Agency should a service issue arise. Agency facility staff can reach our TSC via:

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

Our TSC manages all service requests via a ticketing system. When a service request is received, a TSC representative obtains the specifics of the service request and opens a ticket. Each service request ticket is 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

The TSC representative takes full ownership of the service request and will make every effort to resolve the service issue remotely within the designated timeframe(s). If additional support is necessary, the TSC

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representative will engage our NOC 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.

Field Service Technicians (FST)

To meet our client's service response time requirements, Smart Communications employs numerous Field Service Technicians (FSTs) throughout the country. Our FSTs have an extensive technical background and are certified by Smart Communications to work on all the technologies and services we provide. Each FST is equipped with tools and an inventory of system components and replacement parts to help minimize repair/service times.

To further ensure reliability and optimum performance, Smart Communications provides our client partners with routine Preventive Maintenance service at **no cost**. Preventive Maintenance is performed by our skilled FSTs, and includes inspection and physical functionality testing of all hardware provided (phones, kiosks, tablets, charging stations, workstations, etc.). After contract award, Smart Communications will work with the appropriate County personnel to create a customized Preventive Maintenance schedule.

Additionally, our FSTs perform preventive maintenance whenever they are dispatched to the site for any reason. Upon resolving the primary issue, the FST performs a system check to detect any unreported issues. If any problems are identified, the FST addresses them during the same visit unless additional parts are required.

Immediate SmartTablet™ Replacement

Smart Communications will also provide the facility with a pool of spare SmartTablet™ devices to allow for a damaged or inoperable device to be immediately replaced. We also provide pre-printed shipping labels and boxes to return damaged/inoperable devices. Upon receipt, Smart Communications will send a replacement to replenish the spare device pool. Smart Communications provides all additional/replacement tablets to the facility at **no cost**, and we do not hold the facility liable for any SmartTablet™ device that sustains damage.

System Updates

Smart Communications is committed to delivering new technology and system improvements to our clients as they become available. Smart Communications plans for quarterly releases of major application upgrades, including a major version update, once a year. Hot issues or emergency feature requests are incorporated using the same strict development process and are released as system patches. In between scheduled updates, minor system patches are applied as needed to incorporate urgent client feature requests. System patches are also incorporated into the next quarterly release cycle. System patches and upgrades are provided at **no cost**.

All software enhancements and patches for all Smart Communications' components are developed and tested by our in-house software engineering and quality assurance teams. Dedicated and authorized service personnel are permitted remote access to the servers through firewall permissions which only permit access from our corporate network. Software updates are applied and tested. Each update has processes in place to back out and restore a previous version, if necessary. All software is version-controlled and devices report currently running versions back to a central management system.

Wherever "Maintenance" is specified in this section, it shall mean "Software and/or Hardware and/or other telephone equipment Maintenance, Support and repair and/or replacement requirements".

RESPONSE: Acknowledged and agreed.

All costs for maintenance, support, repair of all software and equipment will be borne by the successful proposer, and will not be deducted from any commissions.

RESPONSE: Acknowledged and agreed.

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During the term of any contract awarded as a result of the RFP, successful proposer agrees to provide maintenance to diagnose problems, determine proper solutions and provide:

I. The implementation of any required solutions, changes, modifications, updates or other services which are necessary to allow the Software, Hardware and any other telephone equipment to perform in accordance with the specifications as set forth in the RFP.

II. Upgrade the Software and/or hardware to its required performance standards as required in the RFP.

III. Telephone support shall be available to accept calls regarding maintenance twenty-four (24) hours a day, seven (7) days a week. Describe the location of your technical services call center(s), and indicate whether, and under what circumstances, a maintenance call from the facility will ever be answered by a service representative located outside of the United States.

IV. Successful proposer shall respond to a telephone request for maintenance within four (4) hours after the initial notification.

RESPONSE: Confirmed. Smart Communications' proposed system is a turnkey package. We will provide all labor, hardware, software and network infrastructure to deliver and maintain a fully functional system in accordance with the specifications at *no cost* to the County for the life of the contract.

Our highly trained Technical Support Specialists are available 24/7/365 toll-free at 844-346-0988 or support@smartcommunications.us. Our Technical Support Center is headquartered in Seminole, FL. All calls are answered by a live, U.S.-based representative; none of our support services are ever outsourced. Smart Communications will respond to maintenance requests within the timeframe required.

Live operator telephone support shall be available to accept calls from inmate call recipients (friends/family) regarding customer service, billing, and prepaid account setup and funding twenty-four (24) hours a day, seven (7) days a week. Describe the location of your customer service call center(s), and indicate whether, and under what circumstances, a customer service call from an inmate call recipient will ever be answered by a service representative located outside of the United States.

RESPONSE: Confirmed. Friends and family of inmates 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. Our Customer Care Center is headquartered in Seminole, FL. All calls are answered by a live, U.S.-based representative. None of our support services are ever outsourced.

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8. CALL RATING AND COMMISSION ACCOUNTABILITY

A copy of current rates shall be on file with the County. County must be notified, in writing, of any proposed increases or decreases in the rates charged. County MUST approve increases/decreases in rate(s) prior to any change.

RESPONSE: Acknowledged and agreed.

Any change in Tariff (Increase or Decrease) which is not approved by Webb County in writing in advance of the change shall be grounds for termination of the contract.

RESPONSE: Acknowledged and agreed.

The commission offered to the County shall be based on total gross revenues, with no deductions for fraud, bad debt, uncollectible, unbillable calls. No deduction shall be made for any cost of providing the service described.

RESPONSE: Acknowledged and agreed.

Commissions shall be paid on all call types and tariff types: Collect, Direct Billed, Pre-Paid Collect, Debit and Debit Card, local, intrastate, interstate and international.

RESPONSE: Acknowledged and agreed.

Commissions shall be paid MONTHLY and shall be accompanied by an inmate telephone commission and summary report which shall include, at a minimum, the following information:

Date of Report

Time Period Covered

Total Number Calls by Call Type (collect, prepaid, debit, etc.)

Total Number Calls by Tariff Type (local, intrastate, etc.)

Total Number Minutes

Total Gross Revenue (as defined above)

RESPONSE: Confirmed. Commissions will be paid monthly and be accompanied by a Monthly Commission Report (example provided below). The SmartEcosystem™ Dashboard Reports utility offers detailed reports for the County to audit commission payments. These reports reflect real time data from every call attempted through our service and will include the required information outlined above. Any additional reports can be customized and made accessible via the SmartEcosystem™ Dashboard.

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Monthly Commission Report June 2021 <i>Date Generated: 06/01/22</i>						
Site ID: S001022088 Webb County Jail 1000 San Agustin Ave. Laredo, TX 78040						
Tariff Type	Call Type	Calls	Minutes	Gross Revenue	Commission Rate	Commission Earned
Local	Collect	TBD	TBD	TBD	TBD	TBD
	PrePaid	TBD	TBD	TBD	TBD	TBD
	Debit	TBD	TBD	TBD	TBD	TBD
Total Local	-	TBD	TBD	TBD	-	TBD
IntraLata	Collect	TBD	TBD	TBD	TBD	TBD
	PrePaid	TBD	TBD	TBD	TBD	TBD
	Debit	TBD	TBD	TBD	TBD	TBD
Total IntraLata		TBD	TBD	TBD	-	TBD
Interlata	Collect	TBD	TBD	TBD	TBD	TBD
	PrePaid	TBD	TBD	TBD	TBD	TBD
	Debit	TBD	TBD	TBD	TBD	TBD
Total Interlata	-	TBD	TBD	TBD	-	TBD
Interstate	Collect	TBD	TBD	TBD	TBD	TBD
	PrePaid	TBD	TBD	TBD	TBD	TBD
	Debit	TBD	TBD	TBD	TBD	TBD
Total Interstate	-	TBD	TBD	TBD	-	TBD
International	PrePaid	TBD	TBD	TBD	TBD	TBD
	Debit	TBD	TBD	TBD	TBD	TBD
Total International	-	TBD	TBD	TBD	-	TBD
Total	Collect	TBD	TBD	TBD	-	TBD
	PrePaid	TBD	TBD	TBD	-	TBD
	Debit	TBD	TBD	TBD	-	TBD
Total	-	TBD	TBD	TBD	-	TBD

	Call Type	Messages		Gross Revenue	Commission Rate	Extended Cost
	PrePaid	TBD		TBD	100.0%	TBD
Total Voicemail		TBD		TBD		TBD

Phone Voice Mail	TBD TBD Total Commissions Due <u><u>TBD</u></u>
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Such payment shall arrive no later than 15 days following the calendar month for which commissions are being paid. All payments, along with the commission report should be mailed to the Webb County Sheriff's Office, 902 Victoria Street, Laredo, Texas, 78040 (Attention: Ms. Ana Luisa Quesada, Finance Director).

RESPONSE: Acknowledged and agreed.

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Failure to pay accurate commissions on a regular, monthly basis shall be grounds for cancellation, without penalty, of any agreement executed as a result of the RFP.

RESPONSE: Acknowledged and agreed.

System proposed MUST permit the first call attempt to complete and must provide the called party with immediate access to live customer service representatives for account setup. Such access must be accomplished by pressing a single key on the called party's telephone keypad. Although the called party may be provided a toll-free number to call for information or account set-up, this MUST NOT be the only alternative. Called party account set up must include various payment options such as: credit card, electronic check, Western Union, etc.

RESPONSE: Confirmed. The SmartEvo™ ITS provides proactive account set-up for called parties who are not able to accept collect calls. By default, when an inmate places the initial call to a phone number that is unable to accept collect calls, the SmartEvo™ ITS plays the following pre-recorded message to the called party:

"We are sorry, but your telephone number cannot receive collect calls from this facility [the inmate and facility name were announced when the called party originally answered] without prior arrangements with the telephone service provider. Please contact our Customer Care Center at 888-843-1972 or visit our website at www.SmartInmate.com at your earliest convenience. To repeat this information, press "0"."

If the "operator cut through" feature is enabled, the following message is also played to the called party:
"If you would like to speak to a Customer Care Center representative now, press "8"."

If the called party presses "8" on his/her telephone keypad, they will be connected to a live, Customer Care Center service representative to assist with account set-up.

If the "complimentary call" feature is enabled, the inmate can stay on the line and partake in a complimentary call with the called party. When the time allotted for the complimentary call has elapsed, the inmate is disconnected from the call and the SmartEvo™ ITS plays the following pre-recorded message to the called party:
"Your time for this complimentary call is over. Please remember that your telephone number cannot receive collect calls from this facility without prior arrangements with the telephone service provider. Please contact our Customer Care Center at 888-843-1972 or visit our website at www.SmartInmate.com at your earliest convenience. To repeat this information, press "0"."

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

Commissions shall be presented in the proposal using the enclosed Commission offer form. Failure to complete this form will be grounds for disqualification of your proposal.

RESPONSE: Confirmed. Please refer to section "**C. Commission Offer**" and "**Cost Proposal/Financial Offer Overview**" for details.

Facility must have immediate access to rated call records on a real-time or near real-time basis. Once a call has ended, the rated call detail record should be available for reporting using the web-based inmate phone

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system. Remote report generation by the Contractor is not an acceptable alternative; intervention by the Contractor must not be necessary for authorized facility personnel to access rated call detail records.

RESPONSE: Commission reports accessible in the SmartEcosystem™ Dashboard reflect real-time data for inmate calls that have all been rated instantaneously. When an inmate lifts the receiver to make a call, an immediate connection is made to our carrier-grade network utilizing a direct connection from the facilities to our network. Upon termination of the call by either end, the call record is completed and rated in real time. This information is then immediately viewable by authorized County staff from the SmartEcosystem™ Dashboard Reports utility, making it impossible for Smart Communications or any other party to tamper with that data at any point. The SmartEcosystem™ Dashboard offers detailed reports for the County to audit commission payments. These reports reflect recordings from every single call attempted through our service – whether billed or unbilled. Any additional reports can be customized and made accessible via the SmartEcosystem™ Dashboard.

9. TECHNICAL REQUIREMENTS AND SPECIFICATIONS

The following identifies the minimum requirements of the desired inmate telephone system:

1. "State of the Art" technology and web-based equipment with multilevel password security access. The architecture shall be expandable to allow future growth.

RESPONSE: Confirmed. Our state-of-the-art SmartEcosystem™ Dashboard incorporates managed password control. Smart Communications will provide administrator access to our secure, web-based SmartEcosystem™ Dashboard which allows for the addition/removal of users and the assignment of different user security levels. The system will allow unlimited flexibility, allowing each function in the system to be assigned to a specific username and password for different levels of security clearance.

The SmartEcosystem™ Dashboard does not impose a limit on simultaneous users or access to system utilities. The expandable architecture can scale dynamically to meet performance and storage requirements, allowing future growth.

2. The Inmate Phone System shall process all Inmate Calls on an outgoing, station-to- station basis.

RESPONSE: Confirmed. The proposed SmartEvo™ ITS will provide collect station to station calling. The SmartEvo™ ITS can also provide Prepaid Collect and Prepaid Debit calling. All calls originating at the facility are outgoing and processed by an automated operator with no need for assistance from a third-party.

3. All phones shall limit one call per connection.

RESPONSE: Confirmed. The SmartEvo™ ITS prevents "hook-switch dialing" by limiting the inmate to one call per connection. There is no direct access to Public Switched Telephone Network (PSTN) dial tone and attempts to gain a second dial tone are not allowed. Once the hook switch is depressed, the SmartEvo™ ITS terminates the call. When the hook switch is released, a new call in the SmartEvo™ ITS begins with all SmartEvo™ ITS security and billing procedures in place to manage the new call.

4. No incoming calls shall be permitted.

RESPONSE: Confirmed. The SmartEvo™ ITS only allows outgoing calls. It is impossible to receive an incoming call through the SmartEvo™ ITS because IPVPN circuits are used to connect the facility to the data center so there is no interface/connection to a Plain Old Telephone System (POTS). Furthermore, the inmate telephones do not feature a call ringer or other way to indicate an incoming call.

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5. All Inmate calls shall be processed by an automated operator and shall not allow access to a live operator at any time.

RESPONSE: Confirmed. 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.

6. After the dialing sequence, the inmate shall be put ""ON HOLD". The inmate shall NOT be permitted to monitor call progress and shall NOT be allowed to communicate with the called party, until the call is positively accepted.

RESPONSE: Confirmed. By default, the inmate is placed on hold after their PIN is validated. The SmartEvo™ ITS will not allow communication with the called party until the call has been actively/positively accepted. Called parties must physically press "1" on their telephone keypad to confirm active/positive acceptance of a call before any communication with an inmate can take place.

7. The System shall be capable of informing the called party the amount that will be billed for the call prior to acceptance of the call.

RESPONSE: Confirmed. Before a call is positively accepted, called parties are provided the option of obtaining call type and rate details from the SmartEvo™ ITS automated operator.

During the call's initial greeting message, the automated operator will announce the following:

"To obtain call type and rate information for this call, dial "3" now."

When this option is selected, the automated operator will announce the following:

"The cost for this [call type] call will be [x] dollars and [xx] cents for the first [y] minute(s) and [x] dollars and [xx] cents for each additional {y} minute."

The automated operator also provides called parties with options to accept or reject the call:

"To accept this call, dial "1" now. To reject this call, dial "2" now."

Charges are only incurred once a call has been accepted by the called party.

8. The system shall brand all inmate calls with a pre-recorded message announcing the collect call, name of the facility, and pre-recorded name of the inmate initiating the call. The system shall have, at a minimum, multi-lingual capabilities for English and Spanish.

RESPONSE: Confirmed. 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 {pre-recorded 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."

The SmartEvo™ ITS offers clear and concise voice prompts in English and Spanish. Inmates can select the desired language via prompts. Voice prompts are given in short sentences with meaningful operating instructions. Languages in addition to English and Spanish may be added at any time at **no cost** to the County.

9. The system must transfer the called party to the Proposer call center for account setup.

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RESPONSE: Confirmed. The SmartEvo™ ITS provides proactive account set-up for called parties who are not able to accept collect calls. By default, when an inmate places the initial call to a phone number that is unable to accept collect calls, the SmartEvo™ ITS plays the following pre-recorded message to the called party:
"We are sorry, but your telephone number cannot receive collect calls from this facility [the inmate and facility name were announced when the called party originally answered] without prior arrangements with the telephone service provider. Please contact our Customer Care Center at 888-843-1972 or visit our website at www.SmartInmate.com at your earliest convenience. To repeat this information, press "0"."

If the "operator cut through" feature is enabled, the following message is also played to the called party:
"If you would like to speak to a Customer Care Center representative now, press "8"."

If the called party presses "8" on his/her telephone keypad, they will be connected to a live, Customer Care Center service representative to assist with account set-up.

10. The system shall provide as a minimum the following security, control and investigative features.

A. Deny access to 800, 888, 877, 411, 555-1212, 900, 911, 950+1, 976 or 10-10xxx numbers. Allow the blocking of specific telephone number such as victims, witnesses, judges, and county staff.

RESPONSE: Confirmed. The proposed SmartEvo™ ITS provides complete control over all calls placed through the system and disallows 800/900/information/operator call options. In the early stages of placing a call, the ITS validates dialing patterns and specifically restricts certain prefixes such as 900, 800, 888, 700, 976, 411, 911, and common patterns such as "N11", "10XXX", "0" and "00". Additionally, the ITS allows for very specific blocking based on wild card patterns such as any "NPA" or "NPA-NXX" combinations. There are no limits to the number of wild card patterns that can be added to the system.

RESPONSE: The SmartEvo™ ITS provides full control of blocked number lists whether the number is blocked by inmate PIN, specific phones or system wide. Numbers can be blocked by the called party, a Smart Communications Customer Care Center representative or by authorized County staff. Before the called party accepts a call, they have an option to block further calls from the facility by dialing "7." Authorized staff can manage blocked numbers via the SmartEcosystem™ Dashboard "Restrict/Allow" page.

B. The system shall be capable of allowing free local calls to certain numbers such as Public Defender, Crime Stoppers, etc.

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

C. Ability to control call duration on the basis of time limits and time of day restrictions.

RESPONSE: Confirmed. The SmartEvo™ ITS provides the County with complete control over inmate call limits and configurations. Inmate calls can be limited by configurable minute increments, call duration, location, inmate account/PIN, telephone station, time of day and more. These configurations are established during installation and can be adjusted at any time by authorized staff via the web-based SmartEcosystem™ Dashboard.

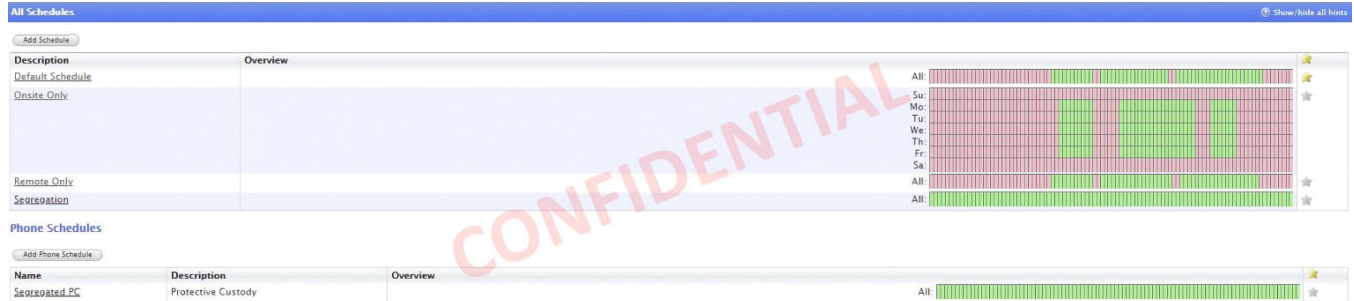
D. The ability to set time limits and calling hours for destination numbers.

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RESPONSE: Confirmed. Inmate calls can be limited to scheduled calling periods and can be configured facility-wide and by housing units, inmate phones, destination numbers and inmate PINs. These settings can be adjusted at any time by authorized County staff via the web-based SmartEcosystem™ Dashboard.



E. Provide the capability to assign and use "PIN" management with the inmate telephone system.

RESPONSE: Confirmed. The use of Personal Identification Numbers (PINs) is an integral part of the proposed SmartEvo™ ITS. A unique PIN is assigned to each inmate, linking the inmate to a telephone account allowing them to make telephone calls. The PIN is created at the time of booking and is disabled at the time of discharge.

The inmate's PIN must be keyed in by the inmate at the beginning of each telephone call. The PIN identifies the inmate making the call, allowing investigators to track calls made by the inmate. All PINs are logged for the purpose of tracking, regardless of whether a call was monitored or recorded.

The County can choose one of the following three primary modes of PIN operation to a single phone or group of phones in a facility:

1. **Open PIN:** An "Open PIN" has no inmate-specific calling restrictions. Calls made by an inmate with an "Open PIN" are regulated only by global restrictions that apply to all inmate calls (e.g., blocked numbers, maximum call duration, etc.). For example, an "Open PIN" allows the inmate to call any number other than those globally blocked for all inmates. In this case, the PIN serves to identify the inmate caller for investigative and other purposes.
2. **Restricted PIN:** A "Restricted PIN" has inmate-specific restrictions assigned. Personal restrictions that can be assigned include personal allowed numbers (PANs) and personal blocked numbers. At the County's discretion, an inmate's personal restrictions can over-ride certain global restrictions.
3. **Closed PIN:** A "Closed PIN" is one that is suspended or deactivated for disciplinary or other reasons. The "PIN Lock-Out" feature of the SmartEvo™ ITS is used to block the inmate from making calls for a specified period of time, after which the system automatically reactivates the PIN. During the lock-out period, the system will not process a call attempt initiated with the suspended PIN. A deactivated PIN will remain deactivated until the specified reactivation date or manually reactivated by authorized staff.

The SmartEvo™ ITS provides a flexible suite to facilitate interfacing with third party systems such as JMS, OMS and inmate trust applications to allow automatic updates of the following:

- Automatic PIN Phone account creation during the booking process
- PIN Enable and Disable for release to court or other temporary inmate transfers
- Automatic housing relocation tracking
- Instant PIN Phone account deposits and credits

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F. The system must offer the option of voice biometric technology. This feature must be an integrated part of the call processing system and must offer related analysis tools and capabilities. Products which continue to analyze the voice throughout the length of the call are required.

RESPONSE: Confirmed. 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 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 each voice on every call. This process continuously compares the biometric samples of any inmates present on the call; it simultaneously determines the likelihood of the individual being the party indicated by the PIN used and any potential voice matches of other inmates 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.

G. The system shall provide an integrated capability to monitor, record, store, and retrieve inmate phone conversations on a real time basis and retrieve conversations. Recordings must be stored online for the entire contract period plus any extensions, with the option to archive to DVD.

RESPONSE: Confirmed. All non-privileged SmartEvo™ ITS calls can be monitored in real-time by authorized staff or investigators via the secure, web-based SmartEcosystem™ Dashboard. From there, they can view all calls in progress and select the call they wish to monitor. The user can elect to listen to the call live, rewind or pause the call audio.

The SmartEvo™ ITS can also record all inmate calls or be configured to selectively record calls based on inmate PIN, called numbers or inmate telephone station. The SmartEvo™ ITS can also be configured to disable call monitoring and recording on attorney phone numbers to preserve attorney/client privilege. If an attorney has accepted calls before informing the County that their number should be marked as privileged, the system will automatically delete any previous recordings as soon their phone number is marked as privileged. Call recordings are immediately accessible online via the SmartEcosystem™ Dashboard where authorized users can playback and/or download the call recordings; no additional hardware or software is necessary.

Recordings are downloadable in a compressed .mp3 format. Groups of call recordings can be assembled into a download set to help track calling. Download sets can be quickly shared with other staff members or investigators, eliminating the need to download the call recordings separately, transfer them to a media storage device (CD, DVD, USB Flash Drive, etc.) and send the media storage device from the facility. If call recordings must be downloaded and transferred to a media storage device, the SmartEcosystem™ Dashboard provides a simple point-and-click interface. The interface allows users to download one or a group of recordings and retain all pertinent call detail information with the recordings for ease of use at alternate locations.

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All call detail records and recordings are stored and backed-up on redundant Storage Area Networks (SAN) located in our data centers in Philadelphia, PA and Tampa, FL. These storage systems can scale dynamically with no limitation on total capacity. Our software systems do not impose a limit on the number of inmate records or call detail records that can be stored. All call detail records and recordings will remain online and immediately available for the full duration of the contract and beyond the contract if required. Backups can be fully automated and scheduled daily during off-peak hours.

H. Provide correct and accurate call detail and management reports for all calls placed from the inmate phones. Reports shall include as a minimum, origination number, destination number, type of call (local, intra-lata, inter-lata/intrastate, or interstate), number of minutes of call reason for disconnect and total call charges. Reports must be available onsite to authorized County personnel, with no intervention from the Vendor necessary.

RESPONSE: Confirmed. The SmartEcosystem™ Dashboard is equipped with extensive Call Detail Record (CDR) and Analysis search tools that allows authorized County staff to generate a variety of standard and customized reports in real-time. Our in-house programming team is also available to develop customized reports to meet County-specific needs at any time and at **no charge**.

For more details, please see ***“Exhibit B: SmartEcosystem™ Dashboard Overview and Sample Reports.”***

I. Provide accurate summary revenue reports on site from any system workstation. Reports must include all call types (collect, prepaid collect and debit/debit card) and must reflect the total revenue for each call type, subtotaled by tariff type (local, Intra-LATA, Inter--LATA, Interstate, and International).

RESPONSE: Confirmed. Smart Communications provides a secure, web-based SmartEcosystem™ Dashboard for all administrative and reporting functions of the proposed system. The SmartEcosystem™ Dashboard is accessible to authorized users through any computer with an internet connection.

Our extensive Call Detail Record (CDR) and Analysis search tools can be used to generate a variety of standard and customized reports in real time. Data can be sorted by the available column headings. Once a report has been generated, it can be printed or downloaded as an Excel, PDF, CSV, HTML or RTF file.

The SmartEcosystem™ Dashboard includes the following built-in standard reports and features:

- **Call Summary:** number of calls based on call type; can be filtered by date range and sorted by date
- **Call Summary by Phone:** number of calls based on call type per phone
- **Phone Usage Statistics:** number of minutes a phone was used during a specified date range; includes number of call attempts, connections, acceptance and denials
- **Frequently Dialed Numbers:** phone numbers called during a specified date range based on a threshold; displays phone number, total minutes, number of attempts and call result (connected, accepted or denied); also links to CDRs and Inmate PINs used to place the calls
- **Multiple Inmate PIN Search:** phone numbers called by multiple Inmate PINs over a specified date range based on a threshold; links to CDRs and Inmate PINS used to place the calls
- **Inmate PINs of Special Interest:** PINs of inmates assigned to the County’s watch list
- **Hot Number Call Detail Records:** CDRs for all phone numbers called on County-defined Hot Number/Special Interest watch list
- **Traffic Detail**

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- **Phone Number Search:** allows user to determine if a phone number is in the Global List or any inmate's Personal Allowable Number (PAN) list
- **Inmate PIN Balance Snapshot:** inmate's PIN balance at the time report generated; can be sorted by Inmate PIN or Name
- **Inmate PIN Balance:** inmates' PIN balances for a specified date range; displays Starting Balance and Ending Balance for date range specified
- **Inmate PIN Debit Transactions:** all Inmate PIN debit transactions for an inmate during a specified date range; can include Credits/Debits, CDRs and Message Fees; can be sorted by Date or Transaction Type
- **Inmate PIN Debit History:** PIN Debit transactions during the specified date range
- **Prepaid Collect (PPC):** transactions for Prepaid Collect (PPC) numbers during a specified date range; can include Call Charges and Fees
- **Inmate PIN Debit Sub Ledger:** PIN debit transactions by Payment type for a specified date range; can include Inmate Debit and Credit transaction types

The Call Search page features an extensive set of search parameters to allow users to locate CDR data of interest and generate customized reports. Users can save their Call Search page parameters to allow them to more quickly locate the data of interest or generate an updated customized report in the future.

CDR searches can also be filtered by:

- Facility (for multi-facility domains)
- One or more originating inmate phones
- Called number/multiple called numbers
- Inmate PIN, name or DOC number
- Completed calls only
- Specific call terminations or blocking codes
- Call type: Collect, Prepaid Collect (PPC), Inmate PIN Debit, Visitation Phone, Free, etc.
- Recorded calls only
- Calls with 3-Way call attempts detected
- Calls with extra DTMF dialing detected
- Date/time range
- Call duration

Please see "*Exhibit B: SmartEcosystem™ Dashboard Overview and Sample Reports.*"

J. The System shall be capable of producing detailed and summary reports which reveal inmate telephone activity, such as telephone numbers called by more than one inmate.

RESPONSE: Confirmed.

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K. Call Detail Records - Call records and recordings shall be stored online throughout the life of the contract. Alternate proposals of archive storage are not acceptable. Bidder must specify in their proposal where the call records and recordings will be stored, and where backups of either will reside.

RESPONSE: Confirmed. Smart Communications knows that call recordings are essential to an investigation and we take pride in the fact that no call recordings have ever been lost on our SmartEvo™ ITS. All SmartEvo™ ITS call detail records and recordings are stored and backed-up on redundant Storage Area Networks (SAN) located in our data centers in Philadelphia, PA and Tampa, FL. These storage systems can scale dynamically with no limitation on total capacity. Our software systems do not impose a limit on the number of inmate records or call records that can be stored. All call detail records and recordings will remain online and immediately available for the full duration of the contract and beyond the contract if required. Backups can be fully automated and scheduled daily during off-peak hours.

L. Inmate Messaging System - the facility may be interested in a system which allows inmates to send and/or receive short-duration messages (voice mail) to and from called parties. All messages are to be recorded and stored for investigative purposes within the call processing system. The called party or inmate may be charged a reasonable fee for each message.

RESPONSE: The SmartEvo™ ITS Voicemail Exchange (VMX™) feature 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 solution is capable of recording and storing all VMX™ messages.

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.

The VMX™ is fully integrated into the SmartEvo™ ITS and preserves all the 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

M. The System shall offer unlimited secure, remote access capability from any PC or laptop with high speed internet connectivity. This remote access shall (at a minimum) enable authorized users to view call records, generate reports, monitor live conversations, and search/retrieve/play recorded calls. Remote access activity shall not impair system functionality or performance in any way."

RESPONSE: Confirmed. Smart Communications' SmartEcosystem™ Dashboard is web-based, allowing authorized staff to use any PC with a common web browser and active Internet connection to access and manage the SmartEvo™ ITS. Remote access provides the same features and functionalities, permitted by the user's level of access, that are available on the control workstations.

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10. EQUIPMENT

1. All telephone equipment provided shall be new and completely operational at cutover, including from existing vendor.

RESPONSE: Confirmed.

2. All equipment shall comply with Part 68 FCC Rules and meet or exceed all applicable codes and standards for installation and service.

RESPONSE: Confirmed.

3. All systems proposed shall meet ADA standards. For each facility, the vendor must provide one telephone with TDD capability at no charge. Each TDD call must be recorded by the inmate phone system, converted to text, and attached to the call recording.

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).



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



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.

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4. All inmate telephones shall be indestructible type telephones suitable for use in a correctional institution, tamperproof: with steel encased housings and shockproof keypads. All handsets shall be of heavy-duty construction with no removable parts and shall be hearing aid compatible. The hand set cord shall be armored with a stainless-steel lanyard. All phone instruments shall be waterproof: fireproof and feature DTMF dialing.

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

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

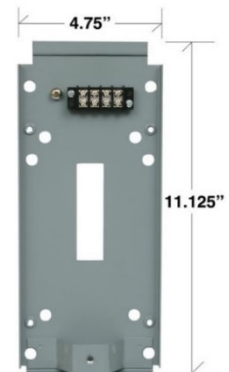
Inmate telephone station dial pads are constructed of heavy-duty metal, sealed to prevent moisture and allow for use in inclement weather conditions, and feature DTMF dialing. In addition to these security and durability features, all SmartEvo™ ITS hardware used by inmates are line powered and have no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

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



FEATURES:

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



5. All telephone instruments shall be line powered and have UPS back-up power. No separate power supply shall be required. The UPS back-up as other equipment, whether or not specifically mentioned, to complete a total inmate telephone system will be the responsibility of the successful proposer and any and all costs will be borne by the successful proposer and will not be deducted from Commissions.

RESPONSE: Confirmed. The ITS hardware is line powered by the analog VOIP gateways and delivered with a UPS. The battery capacity of the UPS provided will allow for the ITS to be operated for a minimum of two hours during an emergency. All equipment will be furnished, installed, maintained and supported by Smart Communications at **no cost** to the County for the life of the contract.

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11. OPTIONS

We are interested in the optional features and technology that each vendor has to offer. These value-added options can be additional features of the system, integrated solutions or external technologies that complement the inmate calling system and enhance our ability to perform investigations.

The Webb County Sheriff's Office is also interested in making available a tablet or kiosk system for inmate communication services including but not limited to video and data services (e.g., electronic video visitation, electronic messaging and email, texting, photo delivery, and electronic entertainment) and inmate software applications (e.g., electronic delivery of routine postal mail, electronic medical or general requests, electronic grievances, electronic law library, and electronic education). In addition, a commissary hosting and integration system would allow for more accurate ordering requests and create an inventory system to generate reports and improve the commissary services.

RESPONSE: Smart Communications has over a decade of experience in the research, development and delivery of custom, correctional-grade kiosks and tablets. Our SmartKiosk™ and SmartTablet™ devices are engineered to withstand inmate abuse and meet the unique safety and security requirements of correctional facilities.

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



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



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 consumer grade tablets housed in a rugged case. Furthermore, SmartTablet™ devices run on Smart Communications' custom, proprietary operating system that will only allow the device to connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (i.e., Samsung) tablets run on non-proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain

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access to the Internet. The SmartTablet™ device's 7.0" touch screen LCD display is constructed of 3X thick Gorilla Glass and pass durability/drop, chemical stain and other quality control tests at our production facility.

Our 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 by allowing inmates to check-out, check-in and charge SmartTablet™ devices with zero staff involvement. Each station charges up to ten SmartTablet™ devices simultaneously.



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.

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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.

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

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C. COMMISSION OFFER

Offer #1

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including posturized rates which offer the same pricing for all call destinations.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.21	\$0.21	N/A
Intra LATA	\$0.00	\$0.21	\$0.21	N/A
Inter LATA	\$0.00	\$0.21	\$0.21	N/A
InterState	\$0.00	\$0.21	\$0.21	N/A

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.21	\$0.21	N/A
Intra LATA	\$0.00	\$0.21	\$0.21	N/A
Inter LATA	\$0.00	\$0.21	\$0.21	N/A
InterState	\$0.00	\$0.21	\$0.21	N/A

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.21	\$0.21	N/A
Intra LATA	\$0.00	\$0.21	\$0.21	N/A
Inter LATA	\$0.00	\$0.21	\$0.21	N/A
InterState	\$0.00	\$0.21	\$0.21	N/A
International	\$0.00	\$0.21	\$0.21	N/A

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

*Current ITS rates were not stated within the RFP, RFP addendum or available online County's website. A rate of \$0.21/minute was assumed based upon information available at: <https://www.jailexchange.com/city-and-county-jails/texas/webb-county/webb-county-jail-sheriff/inmate-phone-contact>.

FINANCIAL OFFER #1

\$300,000.00 Upfront Annual Guaranteed Fixed Commission Payment

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees:

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee	\$0.00	N/A
Prepaid Account Funding Fee via Internet	\$3.00	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Funding Fee via Telephone (Live Operator)	\$5.95	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Close-Out Fee	\$0.00	N/A
Refund Fee	\$0.00	N/A
Account Maintenance Fee	\$0.00	N/A
Inactive Account Fee	\$0.00	N/A
Regulatory Cost Recovery Fee	\$0.00	N/A
Bill Statement Fee	\$0.00	N/A
Single Bill Fee	\$0.00	N/A
SmartInmate™ Account (messaging and remote video visitation) Funding Fee via Internet	\$1.50	Accessed on a per deposit basis.
Other? Describe any other fees that are not covered above.	-	-

Policies:

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?*	\$0.01
Does vendor or subcontractor provide ready access to live agents via telephone?	Yes. Smart Communications' Customer Care Center is available to assist inmate family and friends 24/7/365 by toll-free phone or email.
After what period of inactivity does a prepaid account balance expire?	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.
How long does it take after a credit card deposit is received before calling is restored? (#)	Near real-time

*Minimum SmartInmate™ Account Funding Fee is \$5.00.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #1

Sample Commission Calculation

The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.7 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000.00
Gross Prepaid Collect Revenue	\$15,000.00
Gross Debit Revenue	\$5,000.00
Total Revenue	\$45,000.00
Cost of Phone Lines & Transport	\$1,900.00
Cost of System and Maintenance Cost	\$2,000.00
Cost of Unbillable Calls	\$900.00
Cost of Bad Debt	\$3,950.00
Cost of Billing & Collection	\$1,250.00
Commission Amount Due for Sample Month of Proposed Commission Percentage (Exact Check Amount)	\$25,000.00

By submitting this proposal [Smart Communications Holding, Inc.](#) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party or inmate, regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. [Smart Communications Holding, Inc.](#) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed:  _____

Title: CEO Date: April 14, 2022

IMPORTANT NOTE

Please refer to the "[Cost Proposal/Financial Offer Overview](#)" section for service and commission rates for non-ITS services and other important offer details.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #2

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including posturized rates which offer the same pricing for all call destinations.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.21	\$0.21	90%
Intra LATA	\$0.00	\$0.21	\$0.21	90%
Inter LATA	\$0.00	\$0.21	\$0.21	90%
InterState	\$0.00	\$0.21	\$0.21	90%

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.21	\$0.21	90%
Intra LATA	\$0.00	\$0.21	\$0.21	90%
Inter LATA	\$0.00	\$0.21	\$0.21	90%
InterState	\$0.00	\$0.21	\$0.21	90%

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.21	\$0.21	90%
Intra LATA	\$0.00	\$0.21	\$0.21	90%
Inter LATA	\$0.00	\$0.21	\$0.21	90%
InterState	\$0.00	\$0.21	\$0.21	90%
International	\$0.00	\$0.21	\$0.21	90%

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

**Current ITS rates were not stated within the RFP, RFP addendum or available online County's website. A rate of \$0.21/minute was assumed based upon information available at: <https://www.jailexchange.com/city-and-county-jails/texas/webb-county/webb-county-jail-sheriff/inmate-phone-contact>.*

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees:

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee	\$0.00	N/A
Prepaid Account Funding Fee via Internet	\$3.00	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Funding Fee via Telephone (Live Operator)	\$5.95	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Close-Out Fee	\$0.00	N/A
Refund Fee	\$0.00	N/A
Account Maintenance Fee	\$0.00	N/A
Inactive Account Fee	\$0.00	N/A
Regulatory Cost Recovery Fee	\$0.00	N/A
Bill Statement Fee	\$0.00	N/A
Single Bill Fee	\$0.00	N/A
SmartInmate™ Account (messaging and remote video visitation) Funding Fee via Internet	\$1.50	Accessed on a per deposit basis.
Other? Describe any other fees that are not covered above.	-	-

Policies:

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?*	\$0.01
Does vendor or subcontractor provide ready access to live agents via telephone?	Yes. Smart Communications' Customer Care Center is available to assist inmate family and friends 24/7/365 by toll-free phone or email.
After what period of inactivity does a prepaid account balance expire?	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.
How long does it take after a credit card deposit is received before calling is restored? (#)	Near real-time

*Minimum SmartInmate™ Account Funding Fee is \$5.00.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #2

Sample Commission Calculation

The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.7 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000.00
Gross Prepaid Collect Revenue	\$15,000.00
Gross Debit Revenue	\$5,000.00
Total Revenue	\$45,000.00
Cost of Phone Lines & Transport	\$1,900.00
Cost of System and Maintenance Cost	\$2,000.00
Cost of Unbillable Calls	\$900.00
Cost of Bad Debt	\$3,950.00
Cost of Billing & Collection	\$1,250.00
Commission Amount Due for Sample Month of Proposed Commission Percentage (Exact Check Amount)	\$40,500.00

By submitting this proposal [Smart Communications Holding, Inc.](#) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party or inmate, regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. [Smart Communications Holding, Inc.](#) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed:  _____

Title: CEO Date: April 14, 2022

IMPORTANT NOTE

Please refer to the "[Cost Proposal/Financial Offer Overview](#)" section for service and commission rates for non-ITS services and other important offer details.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #3

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including posturized rates which offer the same pricing for all call destinations.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.18	\$0.18	80%
Intra LATA	\$0.00	\$0.18	\$0.18	80%
Inter LATA	\$0.00	\$0.18	\$0.18	80%
InterState	\$0.00	\$0.18	\$0.18	80%

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.18	\$0.18	80%
Intra LATA	\$0.00	\$0.18	\$0.18	80%
Inter LATA	\$0.00	\$0.18	\$0.18	80%
InterState	\$0.00	\$0.18	\$0.18	80%

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.18	\$0.18	80%
Intra LATA	\$0.00	\$0.18	\$0.18	80%
Inter LATA	\$0.00	\$0.18	\$0.18	80%
InterState	\$0.00	\$0.18	\$0.18	80%
International	\$0.00	\$0.18	\$0.18	80%

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

**Current ITS rates were not stated within the RFP, RFP addendum or available online County's website. A rate of \$0.21/minute was assumed based upon information available at: <https://www.jailexchange.com/city-and-county-jails/texas/webb-county/webb-county-jail-sheriff/inmate-phone-contact>.*

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees:

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee	\$0.00	N/A
Prepaid Account Funding Fee via Internet	\$3.00	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Funding Fee via Telephone (Live Operator)	\$5.95	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Close-Out Fee	\$0.00	N/A
Refund Fee	\$0.00	N/A
Account Maintenance Fee	\$0.00	N/A
Inactive Account Fee	\$0.00	N/A
Regulatory Cost Recovery Fee	\$0.00	N/A
Bill Statement Fee	\$0.00	N/A
Single Bill Fee	\$0.00	N/A
SmartInmate™ Account (messaging and remote video visitation) Funding Fee via Internet	\$1.50	Accessed on a per deposit basis.
Other? Describe any other fees that are not covered above.	-	-

Policies:

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?*	\$0.01
Does vendor or subcontractor provide ready access to live agents via telephone?	Yes. Smart Communications' Customer Care Center is available to assist inmate family and friends 24/7/365 by toll-free phone or email.
After what period of inactivity does a prepaid account balance expire?	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.
How long does it take after a credit card deposit is received before calling is restored? (#)	Near real-time

*Minimum SmartInmate™ Account Funding Fee is \$5.00.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #3

Sample Commission Calculation

The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.7 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000.00
Gross Prepaid Collect Revenue	\$15,000.00
Gross Debit Revenue	\$5,000.00
Total Revenue	\$45,000.00
Cost of Phone Lines & Transport	\$1,900.00
Cost of System and Maintenance Cost	\$2,000.00
Cost of Unbillable Calls	\$900.00
Cost of Bad Debt	\$3,950.00
Cost of Billing & Collection	\$1,250.00
Commission Amount Due for Sample Month of Proposed Commission Percentage (Exact Check Amount)	\$36,000.00

By submitting this proposal [Smart Communications Holding, Inc.](#) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party or inmate, regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. [Smart Communications Holding, Inc.](#) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed:  _____

Title: CEO Date: April 14, 2022

IMPORTANT NOTE

Please refer to the "[Cost Proposal/Financial Offer Overview](#)" section for service and commission rates for non-ITS services and other important offer details.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #4

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including posturized rates which offer the same pricing for all call destinations.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.12	\$0.12	70%
Intra LATA	\$0.00	\$0.12	\$0.12	70%
Inter LATA	\$0.00	\$0.12	\$0.12	70%
InterState	\$0.00	\$0.12	\$0.12	70%

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.12	\$0.12	70%
Intra LATA	\$0.00	\$0.12	\$0.12	70%
Inter LATA	\$0.00	\$0.12	\$0.12	70%
InterState	\$0.00	\$0.12	\$0.12	70%

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.12	\$0.12	70%
Intra LATA	\$0.00	\$0.12	\$0.12	70%
Inter LATA	\$0.00	\$0.12	\$0.12	70%
InterState	\$0.00	\$0.12	\$0.12	70%
International	\$0.00	\$0.12	\$0.12	70%

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

**Current ITS rates were not stated within the RFP, RFP addendum or available online County's website. A rate of \$0.21/minute was assumed based upon information available at: <https://www.jailexchange.com/city-and-county-jails/texas/webb-county/webb-county-jail-sheriff/inmate-phone-contact>.*

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees:

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee	\$0.00	N/A
Prepaid Account Funding Fee via Internet	\$3.00	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Funding Fee via Telephone (Live Operator)	\$5.95	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Close-Out Fee	\$0.00	N/A
Refund Fee	\$0.00	N/A
Account Maintenance Fee	\$0.00	N/A
Inactive Account Fee	\$0.00	N/A
Regulatory Cost Recovery Fee	\$0.00	N/A
Bill Statement Fee	\$0.00	N/A
Single Bill Fee	\$0.00	N/A
SmartInmate™ Account (messaging and remote video visitation) Funding Fee via Internet	\$1.50	Accessed on a per deposit basis.
Other? Describe any other fees that are not covered above.	-	-

Policies:

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?*	\$0.01
Does vendor or subcontractor provide ready access to live agents via telephone?	Yes. Smart Communications' Customer Care Center is available to assist inmate family and friends 24/7/365 by toll-free phone or email.
After what period of inactivity does a prepaid account balance expire?	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.
How long does it take after a credit card deposit is received before calling is restored? (#)	Near real-time

*Minimum SmartInmate™ Account Funding Fee is \$5.00.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #4

Sample Commission Calculation

The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.7 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000.00
Gross Prepaid Collect Revenue	\$15,000.00
Gross Debit Revenue	\$5,000.00
Total Revenue	\$45,000.00
Cost of Phone Lines & Transport	\$1,900.00
Cost of System and Maintenance Cost	\$2,000.00
Cost of Unbillable Calls	\$900.00
Cost of Bad Debt	\$3,950.00
Cost of Billing & Collection	\$1,250.00
Commission Amount Due for Sample Month of Proposed Commission Percentage (Exact Check Amount)	\$31,500.00

By submitting this proposal [Smart Communications Holding, Inc.](#) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party or inmate, regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. [Smart Communications Holding, Inc.](#) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed:  _____

Title: CEO Date: April 14, 2022

IMPORTANT NOTE

Please refer to the "[Cost Proposal/Financial Offer Overview](#)" section for service and commission rates for non-ITS services and other important offer details.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #5

Describe the call rates and commissions proposed for each call type. Vendors are required to submit one Commission offer form for each rate option proposed. Each vendor must submit an offer based upon the current rates as stated in the RFP. Additional rate options are also encouraged, including posturized rates which offer the same pricing for all call destinations.

COLLECT CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.08	\$0.08	50%
Intra LATA	\$0.00	\$0.08	\$0.08	50%
Inter LATA	\$0.00	\$0.08	\$0.08	50%
InterState	\$0.00	\$0.08	\$0.08	50%

PREPAID COLLECT, DIRECT BILLED COLLECT or ADVANCE PAY CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.08	\$0.08	50%
Intra LATA	\$0.00	\$0.08	\$0.08	50%
Inter LATA	\$0.00	\$0.08	\$0.08	50%
InterState	\$0.00	\$0.08	\$0.08	50%

PREPAID DEBIT or DEBIT CARD CALLS

Call Category	Surcharge or Connect Fee	First Minute Rate	Each Add'l Minute Rate	Commission % Offered
Local	\$0.00	\$0.08	\$0.08	50%
Intra LATA	\$0.00	\$0.08	\$0.08	50%
Inter LATA	\$0.00	\$0.08	\$0.08	50%
InterState	\$0.00	\$0.08	\$0.08	50%
International	\$0.00	\$0.08	\$0.08	50%

NOTE: Rates shown above are exclusive of Federal, State and Local Taxes and Regulatory Fees such as the Universal Service Fund. It is understood that these will be charged as a pass-through from the taxing/regulating agency to the called party and that no commission will be paid on these items.

**Current ITS rates were not stated within the RFP, RFP addendum or available online County's website. A rate of \$0.21/minute was assumed based upon information available at: <https://www.jailexchange.com/city-and-county-jails/texas/webb-county/webb-county-jail-sheriff/inmate-phone-contact>.*

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Other Fees:

Vendors are required to disclose any/all fees charged to the inmate or called party in excess of the above stated call rates. Disclose fees whether charged directly or by a subcontractor, billing agent, or other third party who accepts payments on your behalf. Failure to accurately disclose fees will be cause for disqualification. The only fees that need not be listed are taxes and pass-through fees imposed by regulatory agencies.

Fees:

Description	Fee Amount	Applicable to Collect, Prepaid Collect, Direct Billed and/or Debit?
Prepaid Account Set up Fee	\$0.00	N/A
Prepaid Account Funding Fee via Internet	\$3.00	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Funding Fee via Telephone (Live Operator)	\$5.95	Fee is independent of Call Payment Method and is accessed on a per deposit transaction basis
Prepaid Account Close-Out Fee	\$0.00	N/A
Refund Fee	\$0.00	N/A
Account Maintenance Fee	\$0.00	N/A
Inactive Account Fee	\$0.00	N/A
Regulatory Cost Recovery Fee	\$0.00	N/A
Bill Statement Fee	\$0.00	N/A
Single Bill Fee	\$0.00	N/A
SmartInmate™ Account (messaging and remote video visitation) Funding Fee via Internet	\$1.50	Accessed on a per deposit basis.
Other? Describe any other fees that are not covered above.	-	-

Policies:

Question	Vendor Policy
What is the Prepaid Account Deposit Minimum?*	\$0.01
Does vendor or subcontractor provide ready access to live agents via telephone?	Yes. Smart Communications' Customer Care Center is available to assist inmate family and friends 24/7/365 by toll-free phone or email.
After what period of inactivity does a prepaid account balance expire?	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.
How long does it take after a credit card deposit is received before calling is restored? (#)	Near real-time

*Minimum SmartInmate™ Account Funding Fee is \$5.00.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Offer #5

Sample Commission Calculation

The data provided in this table is NOT representative of historical call volume. This table is provided to allow vendors to demonstrate commission calculation methods using sample data.

NOTE: The expected commission calculation method is clearly described in Section 2.7 Item 3. Nothing in this table is designed to change that mandatory requirement. This table is designed to verify that the vendor understands what is meant by gross commission calculation. Assume that the Gross Revenue figures shown below include every completed, accepted phone call initiated by an inmate, regardless of payment method.

The successful vendor will be expected to use the same methods to calculate commissions.

Description	Amount
Gross Collect Call Revenue	\$25,000.00
Gross Prepaid Collect Revenue	\$15,000.00
Gross Debit Revenue	\$5,000.00
Total Revenue	\$45,000.00
Cost of Phone Lines & Transport	\$1,900.00
Cost of System and Maintenance Cost	\$2,000.00
Cost of Unbillable Calls	\$900.00
Cost of Bad Debt	\$3,950.00
Cost of Billing & Collection	\$1,250.00
Commission Amount Due for Sample Month of Proposed Commission Percentage (Exact Check Amount)	\$22,500.00

By submitting this proposal [Smart Communications Holding, Inc.](#) commits to pay commissions on every answered and accepted collect, prepaid collect (aka advance paid, direct billed), prepaid debit card and debit card call. If a call results in a charge to the called party or inmate, regardless of type, it will earn commission. No deductions will be made for any cost associated with providing the proposed system. No deductions will be made for unbillable calls, uncollectible calls or bad debt. [Smart Communications Holding, Inc.](#) understands that any violation of the above will equate to contract default and grounds for contract termination. This form, in its entirety, must become part of any contract resulting from this bid process.

Signed:  _____

Title: CEO Date: April 14, 2022

IMPORTANT NOTE

Please refer to the "[Cost Proposal/Financial Offer Overview](#)" section for service and commission rates for non-ITS services and other important offer details.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



D. REFERENCES

12. REFERENCES & EXPERIENCE AS A PRIME CONTRACTOR

Provide a list of at least 5 references who have been customers for at least 12 months, where the bidder provides inmate phone services in the role of PRIME CONTRACTOR. Accounts where the bidder is involved as a subcontractor do not adequately demonstrate the bidder's ability to provide all products, services, and account management required of this contract as the fully accountable, single point of contact, and therefore these types of references are NOT ACCEPTABLE. For each reference, provide contact information and relevant project information (site size, number of inmate telephones, ADP, contract start date, products/services, etc.).

RESPONSE: Smart Communications is pleased to provide the following five client partner references who have been ITS customers for at least 12 months. Please note that Smart Communications serves as the prime contractor for the clients/projects listed below.

REFERENCE #1	
Client Partner Facility	Southwestern Virginia Regional Jail Authority: Abingdon, Duffield, Haysi, Tazewell
Address/Location	15205 Joe Derting Dr., Abingdon, VA 24210
ADP and Jail Capacity	ADP: 1,837 (ADP) Capacity: 2,322 (Beds)
System Architecture and Configuration	Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services. Implementation included the installation of network infrastructure and 241 ITS phone stations and 784 inmate tablets/kiosks.
System Capability and Service Options Provided	SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS, SmartRequest™, SmartEd™, SmartEntertainment™, SmartLaw™, SmartTablet™ Devices
Client Contact	Superintendent Stephen Clear
Contact Phone and Email	276-739-3520 sclear@swvrja.com
Date Accepted Status	11/18/20 Fully Operational

REFERENCE #2	
Client Partner Facility	Fairfax County Sheriff's Office: Fairfax County Adult Detention Center
Address/Location	10520 A Judicial Dr., Fairfax, VA 22030
ADP and Jail Capacity	ADP: 576 (ADP) Capacity: 1,260 (Beds)
System Architecture and Configuration	Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services. Implementation included the installation of network infrastructure and 43 ITS phone stations and 135 inmate tablets/kiosks.
System Capability and Service Options Provided	SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS, SmartRequest™, SmartLaw™, SmartTablet™ and SmartKiosk™ Devices
Client Contact	Captain Charles Oakley
Contact Phone and Email	703 246-4429 charles.oakley@fairfaxcounty.gov
Date Accepted Status	04/14/21 Fully Operational

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



REFERENCE #3	
Client Partner Facility	Desoto County Sheriff's Office: Desoto County Jail, Desoto County Juvenile Facility
Address/Location	311 W. South St., Hernando, MS 38632
ADP and Jail Capacity	ADP: 438 Capacity: 430 (Beds)
System Architecture and Configuration	Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications technologies and services. Implementation included the installation of network infrastructure and 50 ITS phone stations and 141 inmate tablets/kiosks.
System Capability and Service Options Provided	SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS, SmartRequest™, SmartEd™, SmartEntertainment™, SmartLaw™, Commissary Interface, AIS, SmartKiosk™ and SmartTablet™ Devices
Client Contact	Director Chad Wicker
Contact Phone and Email	662-469-8551 cwicker@desotocountymys.gov
Date Accepted Status	07/01/20 (ITS) and 10/24/13 (All other services) Fully Operational
Contract Value	\$4,500,000.00

REFERENCE #4	
Client Partner Facility	Clinton County Sheriff's Office: Clinton County Jail
Address/Location	58 Pine Mountain Rd., McElhattan, PA 17748
ADP and Jail Capacity	ADP: 257 (ADP) Capacity: 300 (Beds)
System Architecture and Configuration	Implementation of a secure, independent broadband network to support centralized/web-based inmate communications technologies and services. Included installation of network infrastructure and 67 ITS phone stations and 429 inmate tablets/kiosks.
System Capability and Service Options Provided	SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS, SmartRequest™, SmartEd™, SmartEntertainment™, SmartLaw™, SmartTablet™ Devices
Client Contact	Warden Angela Hoover
Contact Phone and Email	570-769-7680 ahoover@clintoncounty.pa.com
Date Accepted Status	06/15/20 Fully Operational

REFERENCE #5	
Client Partner Facility	Gibson County Sheriff' Office: Gibson County Correctional Complex
Address/Location	401 N. College St., Trenton, TN 38382
ADP and Jail Capacity	ADP: 300 (ADP) Capacity: 329 (Beds)
System Architecture and Configuration	Implementation of a secure, independent broadband network to support centralized/web-based inmate communications technologies and services. Included installation of network infrastructure and 37 ITS phone stations and 88 inmate tablets/kiosks.
System Capability and Service Options Provided	SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS, JMS/Commissary Interface, SmartRequest, SmartTablet™ and SmartKiosk™ Devices
Client Contact	Sheriff Paul Thomas
Contact Phone and Email	731-855-1121 sheriffthomas@gibsonsheriff.com
Date Accepted Status	07/21/20 Fully Operational

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Provide a list of all instances over the past 2 years when a customer notified you that their commissions were underpaid or inaccurately paid. Explain the details of the error and how the matter was resolved. Include name of facility and contact person.

RESPONSE: Not applicable. Smart Communications has not had any instances of commission underpayment.

Provide a list of all instances over the past 2 years when a customer cancelled your contract in advance of the planned contract end. Include name of facility, contract end date and contract termination date.

RESPONSE: Not applicable. Smart Communications has not had a customer cancel a contract in advance of the planned contract end in the past 2 years.

Provide a list of all instances over the past 2 years when a customer has provided you with notice that you were in breach of contract. Describe the nature of the breach and whether or not the breach was cured to the customer's satisfaction. Include name of facility and contact person.

RESPONSE: Not applicable. Smart Communications has not experienced an instance in which a customer provided us with notice that we were in contract breach in the past 2 years.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



REFERENCES FORM

Please list three (3) references of current or recent customers who can verify the quality of service your firm provides. The County prefers customers of similar size and scope from other government agencies from the State of Texas.

RESPONSE: Smart Communications' technologies and services are currently in use at over 150 correctional facilities in 25 states. Our client partners in the state of Texas include:

- Bell County Jail (Belton)
- Brazos County Adult and Juvenile Detention Centers (Bryan)
- Ector County Jail (Odessa)
- Kerr County Jail (Kerrville)
- Williamson County Jail (Georgetown)
- Bowie County Jail (Texarkana)
- Denton County Jail and Juvenile Detention Center (Denton)
- Jefferson County Correctional Facility (Beaumont)
- Lubbock County Detention Center (Lubbock)

The following Texas client partner references are being provided as they are currently using the same technologies and services we are proposing to the County.

REFERENCES FORM

Please list three (3) references of current or recent customers who can verify the quality of service your firm provides. The County prefers customers of similar size and scope from other government agencies from the State of Texas.

Reference No. 1

Government / Company Name:

Denton County Jail and Juvenile Detention Center | ADP: 1,240 | Capacity: 1,788

Address:

127 N. Woodrow Ln. | Denton, TX 76513

Contact Person / Title:

Captain Tim Rich

Phone Number: 940-349-1700 Email Address: tim.rich@dentoncounty.com

Contract Period: 01/19/22 - Current

Scope of consulting services provided:

Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications

technologies and services including: SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®,

SmartVisit™ VVS, SmartRequest™, SmartLaw™, Commissary Interface and SmartTablet™ Devices

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Reference No. 2

Government / Company Name:
Brazos County Adult and Juvenile Detention Center | ADP: 605 | Capacity: 1,046

Address:
1835 Sandy Point Rd. | Bryan, TX 77807

Contact Person / Title:
Jail Administrator Kevin Stuart

Phone Number: 979-361-4800 Email Address: kstuart@brazoscountytexas.gov

Contract Period: 11/04/21 - Current

Scope of consulting services provided:

Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications

technologies and services including: SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS,

SmartLaw™, Commissary Interface, SmartTablet™ and SmartKiosk™ Devices

Reference No. 3

Government / Company Name:
Bell County Jail | ADP: 1,171 | Capacity: 1,367

Address:
2405 S. Loop 121 | Belton, TX 76513

Contact Person / Title:
Jail Administrator Shane Sowell

Phone Number: 254-933-5468 Email Address: shane.sowell@bellcounty.texas.gov

Contract Period: 11/18/21 - Current

Scope of consulting services provided:

Implementation of a secure, independent broadband network to support various centralized/web-based inmate communications

technologies and services including: SmartEvo™ ITS, SmartInmate™ Electronic Messaging, MailGuard®, SmartVisit™ VVS,

SmartRequest™, SmartEd™, SmartEntertainment™, SmartLaw™, Commissary Interface, SmartTablet™ and SmartKiosk™ Devices

****Proposers may submit additional references for consideration.***

For additional client partner facility reference information, please refer to ***“Exhibit C: Confidential Client Partner List.”***

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



E. SYSTEM INFORMATION ATTACHMENTS, EXHIBITS

13. CONFLICT OF INTEREST

The contract or contracts in this solicitation are subject to Texas Govt. Code Sec. 2261.252(b), which prohibits the Webb County from entering into contracts with certain private vendors in which certain Webb County officers and employees have a financial interest. Each respondent shall include in its proposal a statement that it is not prohibited from entering into a contract with Webb County as a result of a financial interest as defined under Texas Govt. Code Sec. 2261.252 (A conflict of interest may involve conflicting incentives with regard to the firm as a whole, or any employee. The conflict may arise between the provider's work under a contract entered as a result of this solicitation and a relationship involving Webb County, a construction contractor, another engineering firm, a material testing firm, a third party affected by the project, a sub provider for any other consultant or contractor, or any other entity with an interest in a project on which work is performed under a contract entered as a result of this solicitation.

RESPONSE: Smart Communications is not prohibited from entering into a contract with Webb County as a result of a financial interest as defined under Texas Govt. Code Sec. 2261.252.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



CONFLICT OF INTEREST QUESTIONNAIRE		FORM CIQ
For vendor doing business with local governmental entity		
<p>This questionnaire reflects changes made to the law by H.B. 23, 84th Leg., Regular Session.</p> <p>This questionnaire is being filed in accordance with Chapter 176, Local Government Code, by a vendor who has a business relationship as defined by Section 176.001(1-a) with a local governmental entity and the vendor meets requirements under Section 176.006(a).</p> <p>By law this questionnaire must be filed with the records administrator of the local governmental entity not later than the 7th business day after the date the vendor becomes aware of facts that require the statement to be filed. See Section 176.006(a-1), Local Government Code.</p> <p>A vendor commits an offense if the vendor knowingly violates Section 176.006, Local Government Code. An offense under this section is a misdemeanor.</p>	OFFICE USE ONLY Date Received	
<p>1 Name of vendor who has a business relationship with local governmental entity.</p> <p style="margin-left: 40px;">Smart Communications Holding, Inc.</p>		
<p>2 <input type="checkbox"/> Check this box if you are filing an update to a previously filed questionnaire. (The law requires that you file an updated completed questionnaire with the appropriate filing authority not later than the 7th business day after the date on which you became aware that the originally filed questionnaire was incomplete or inaccurate.)</p>		
<p>3 Name of local government officer about whom the information is being disclosed.</p> <p style="text-align: center; margin-left: 100px;">N/A</p> <p style="text-align: center; margin-left: 100px;">_____ Name of Officer</p>		
<p>4 Describe each employment or other business relationship with the local government officer, or a family member of the officer, as described by Section 176.003(a)(2)(A). Also describe any family relationship with the local government officer. Complete subparts A and B for each employment or business relationship described. Attach additional pages to this Form CIQ as necessary.</p> <p style="margin-left: 40px;">A. Is the local government officer or a family member of the officer receiving or likely to receive taxable income, other than investment income, from the vendor?</p> <p style="margin-left: 80px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p> <p style="margin-left: 40px;">B. Is the vendor receiving or likely to receive taxable income, other than investment income, from or at the direction of the local government officer or a family member of the officer AND the taxable income is not received from the local governmental entity?</p> <p style="margin-left: 80px;"> <input type="checkbox"/> Yes <input type="checkbox"/> No </p>		
<p>5 Describe each employment or business relationship that the vendor named in Section 1 maintains with a corporation or other business entity with respect to which the local government officer serves as an officer or director, or holds an ownership interest of one percent or more.</p>		
<p>6 <input type="checkbox"/> Check this box if the vendor has given the local government officer or a family member of the officer one or more gifts as described in Section 176.003(a)(2)(B), excluding gifts described in Section 176.003(a-1).</p>		
<p>7</p> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div style="text-align: center;"> Jon Logan, CEO _____ Signature of vendor doing business with the governmental entity </div> <div style="text-align: center;"> April 14, 2022 _____ Date </div> </div>		

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



CERTIFICATE OF INTERESTED PARTIES		FORM 1295																								
		1 of 1																								
Complete Nos. 1 - 4 and 6 if there are interested parties. Complete Nos. 1, 2, 3, 5, and 6 if there are no interested parties.		OFFICE USE ONLY																								
1 Name of business entity filing form, and the city, state and country of the business entity's place of business. Smart Communications Holding, Inc. Seminole, FL United States		CERTIFICATION OF FILING Certificate Number: 2022-873503 Date Filed: 04/14/2022 Date Acknowledged:																								
2 Name of governmental entity or state agency that is a party to the contract for which the form is being filed. Webb County Sheriff's Office																										
3 Provide the identification number used by the governmental entity or state agency to track or identify the contract, and provide a description of the services, goods, or other property to be provided under the contract. RFP #2022-03 Inmate communications technologies and services																										
4 Name of Interested Party	City, State, Country (place of business)	Nature of interest (check applicable)																								
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 50%; padding: 2px;">Controlling</th> <th style="width: 50%; padding: 2px;">Intermediary</th> </tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </table>	Controlling	Intermediary																						
Controlling	Intermediary																									
5 Check only if there is NO Interested Party. <input checked="" type="checkbox"/>																										
6 UNSWORN DECLARATION My name is <u>Aaron Dexter</u> , and my date of birth is <u>07/22/1980</u> . My address is <u>10491 72nd St.</u> , <u>Seminole</u> , <u>FL</u> , <u>33777</u> , <u>USA</u> . <small>(street) (city) (state) (zip code) (country)</small> I declare under penalty of perjury that the foregoing is true and correct. Executed in <u>Pinellas</u> County, State of <u>Florida</u> , on the <u>14</u> day of <u>April</u> , 20 <u>22</u> . <small>(month) (year)</small> <div style="text-align: center; margin-top: 20px;"> <hr style="width: 80%; margin: 0 auto;"/> Signature of authorized agent of contracting business entity <small>(Declarant)</small> </div>																										

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



15. CODE OF ETHICS POLICY AFFIDAVIT

The County of Webb will ensure that it will promote and enforce proper ethical conduct by all Vendors, Procurement Officials, Elected Officials and County employees directly or indirectly involved in the procurement process. All vendors wishing to participate in any solicitation must sign and notarize the affidavit form included as part of this solicitation package and upload with your electronic submission. Failure to submit form will disqualify your bid or proposal package from being considered. The Ethics Policy can be viewed at the Webb County Purchasing Agents website for vendors to read prior to signing and submitting the affidavit form.

The Webb County Purchasing Board approved the Code of Ethics policy on April 19, 2018 and adopted by the Webb County Commissioners Court on May 14, 2018.

RESPONSE: Confirmed. Smart Communications has read, understands and agrees to abide by the Code of Ethics Policy stipulated by the County of Webb.

WEBB COUNTY PURCHASING DEPT. QUALIFIED PARTICIPATING VENDOR CODE OF ETHICS AFFIDAVIT FORM

STATE OF FLORIDA
~~STATE OF TEXAS~~ *
COUNTY OF PINELLAS
~~COUNTY OF WEBB~~ *

KNOW ALL MEN BY THESE PRESENTS:

BEFORE ME the undersigned Notary Public, appeared Jon Logan
the herein-named "Affiant", who is a resident of Pinellas County, State
of Florida and upon his/her respective oath, either individually and/or behalf of their
respective company/entity, do hereby state that I have personal knowledge of the following facts,
statements, matters, and/or other matters set forth herein are true and correct to the best of my
knowledge.

*I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby
confirm that I have reviewed and agree to fully comply with all the terms, duties, ethical policy
obligations and/or conditions as required to be a qualified participating vendor with Webb
County, Texas as set forth in the Webb County Purchasing Code of Ethics Policy posted at the
following address: <http://www.webbcountytexas.gov/PurchasingAgent/PurchasingEthicsPolicy.pdf>*

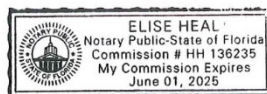
*I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby
further acknowledge, agree and understand that as a participating vendor with Webb County,
Texas on any active solicitation/proposal/qualification that I and/or my company/entity failure to
comply with the Code of Ethics policy may result in my and/or my company/entity disqualification,
debarment or make void my contract awarded to me, my company/entity by Webb County. I agree
to communicate with the Purchasing Agent or his designees should I have questions or concerns
regarding this policy to ensure full compliance by contacting the Webb County Purchasing Dept.
via telephone at (956) 523-4125 or e-mail to the Webb County Purchasing Agent to
joel@webbcountytexas.gov.*

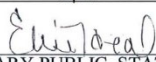
Executed and dated this 14 day of April, 2022


Signature of Affiant

Jon Logan
Printed Name of Affiant/Company/Entity

SWORN to and subscribed before me, this 14 day April, 2022




NOTARY PUBLIC, STATE OF TEXAS
STATE OF FLORIDA

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



17. FINANCIAL STABILITY

(a.) Provide most recent annual financial statement and stipulate if your company has filed for bankruptcy in the past 10 years.

RESPONSE: Smart Communications Holding, Inc. is a successful firm with the experience, staff and financial resources necessary to implement, support and maintain our proposed technologies and services. For additional information concerning Smart Communications' financial resources, please refer to "**Exhibit D: Confidential Financial Statements.**" Smart Communications has never filed for bankruptcy.

RECEIPT OF ADDENDA

Vendors shall acknowledge receipt of all addenda in their proposals.

RESPONSE: Confirmed. Smart Communications has received, read and understands all addenda and other materials available online via the IonWave platform relating to Webb County RFP #2022-03.

The screenshot shows the IonWave platform interface. At the top, there is a navigation bar with links for Home, Bid Events, Auction Events, and Admin. The user 'aarond' is logged in. The main heading is 'Edit Bid Response for RFP 2022-003 Webb County Sheriff's Office Addendum 2 (Inmate Phone System)'. Below this, there are navigation tabs: Return, No Bid, Documents, Response History, Bid History, and Error Check Response. A message states: 'Information has been changed as part of an addendum. See 'Bid History' for details.' The bid details table shows:

Bid Number	RFP 2022-003 Webb County Sheriff's Office Addendum 2 (Inmate Phone System)
Close Date & Time	4/19/2022 11:00:00 AM (ET)
Time Left	5 days 1 hours 26 minutes 13 seconds
Response Status	NOT SUBMITTED - To complete your response, you must click 'Submit Response' in the Response Submission tab.

Below the table are tabs for Event Details, Questions, Activities, Attachments, Response Attachments, and Response Submission. The 'Attachments' tab is active, showing a list of bid attachments:

#	Download All	File Name	Description
1	Download	Additional Forms.pdf (2.24 MB)	Additional Forms
2	Download	General Affidavit Purchasing Ethics.pdf (1.29 MB)	Affidavit
3	Download	RFP 2022-003 Webb County Sheriff's Office Inmate Phone System.pdf (138 KB)	RFP 2022-003
4	Download	Addendum 2.pdf (187 KB)	Addendum 2

Items 1-4 shown of 4

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Addendum #2: Issued 04/06/22

PUBLIC NOTICE ADDENDUM NO. 2

**WEBB COUNTY
PURCHASING DEPARTMENT
1110 Washington, Suite 101
Laredo, Texas 78040
(956) 523-4125
(956) 523-5010**

RFP 2022-003 Webb County Sheriff's Office - Inmate Phone System

To: All Interested Proposers
From: Joe A. Lopez III, CTPM
Webb County Purchasing Agent

Date: April 6, 2022

This Public Notice – Addendum No. 2 is to inform all interested parties and the public in general of the following modification to the Request for Proposals (RFP) 2022-003 posted in the Webb County eBid site on Friday March 25, 2022.

- The deadline to post the answers to questions submitted has been extended to Friday April 8, 2022 at 5 pm.
- The deadline to submit your proposals has been extended from Friday April 15, 2022 at 3 pm to **Tuesday April 19 at 10 am.**

A handwritten signature in blue ink, appearing to read "a Dexter".

Acknowledged by: Aaron Dexter, Smart Communications

Acknowledgement Date: April 7, 2022

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Addendum #3: Issued 04/14/22

PUBLIC NOTICE ADDENDUM NO. 3

**WEBB COUNTY
PURCHASING DEPARTMENT
1110 Washington, Suite 101
Laredo, Texas 78040
(956) 523-4125
(956) 523-5010**

RFP 2022-003 Webb County Sheriff's Office - Inmate Phone System

To: All Interested Proposers
From: Joe A. Lopez III, CTPM
Webb County Purchasing Agent

Date: April 14, 2022

This Public Notice – Addendum No. 3 is to inform all interested parties and the public in general of the following modification to the Request for Proposals (RFP) 2022-003 posted in the Webb County eBid site on Friday March 25, 2022.

- The deadline to post the answers to questions submitted has been extended to Tuesday April 19, 2022 at 5 pm.
- The deadline to submit your proposals has been extended from Tuesday April 19, 2022 at 10 am to **Friday April 22 at 10 am.**

A handwritten signature in blue ink, appearing to read "a. dexter", is positioned above the acknowledgment text.

Acknowledged by: Aaron Dexter, Smart Communications

Acknowledgement Date: April 14, 2022

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Addendum #4: Issued 04/19/22

PUBLIC NOTICE ADDENDUM NO. 4

**WEBB COUNTY
PURCHASING DEPARTMENT
1110 Washington, Suite 101
Laredo, Texas 78040
(956) 523-4125
(956) 523-5010**

RFP 2022-003 Webb County Sheriff's Office - Inmate Phone System

To: All Interested Proposers
From: Joe A. Lopez III, CTPM
Webb County Purchasing Agent

Date: April 19, 2022

This Public Notice – Addendum No. 4 is to inform all interested parties and the public in general of the following modification to the Request for Proposals (RFP) 2022-003 posted in the Webb County eBid site on Friday March 25, 2022.

- Document “Telephone History Jul'21 - Dec'21” has been included under the Attachments tab in reference to question regarding telephone usage.
- The deadline to submit your proposals has been extended from Friday April 22, 2022 at 10 am to **Friday April 29 at 10 am.**


Acknowledged by: Aaron Dexter, Smart Communications

Acknowledgement Date: April 19, 2022

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Cost Proposal/Financial Offer Overview

Smart Communications is pleased to present three separate cost proposal/financial offers (#1, #2 and #3)

FINANCIAL OFFER #1

\$300,000.00 Upfront Annual Guaranteed Fixed Commission Payment

FINANCIAL OFFER #2

90.0% Commissions on Gross ITS Revenue
with Postalized Call Rate of \$0.21/minute

50.0% Commissions on Gross VVS Revenue

50.0% Commissions on Gross SmartEntertainment™ Revenue*

**Requires SmartTablet device deployment.*

FINANCIAL OFFER #3

80.0% Commissions on Gross ITS Revenue
with Postalized Call Rate of \$0.18/minute

50.0% Commissions on Gross VVS Revenue

50.0% Commissions on Gross SmartEntertainment™ Revenue*

**Requires SmartTablet device deployment.*

FINANCIAL OFFER #4

70.0% Commissions on Gross ITS Revenue
with Postalized Call Rate of \$0.12/minute

50.0% Commissions on Gross VVS Revenue

50.0% Commissions on Gross SmartEntertainment™ Revenue*

**Requires SmartTablet device deployment.*

FINANCIAL OFFER #5

50.0% Commissions on Gross ITS Revenue
with Postalized Call Rate of \$0.08/minute

50.0% Commissions on Gross VVS Revenue

50.0% Commissions on Gross SmartEntertainment™ Revenue*

**Requires SmartTablet device deployment.*

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



All offers include our turnkey SmartEvo™ ITS, SmartVisit™ VVS, SmartInmate™ Electronic Messaging System, as well as the following value-added technologies, services and benefits at **no cost**:

<ul style="list-style-type: none"> • Patented MailGuard® Postal Mail Elimination System Service (\$55,200.00 annual value)* • Patented MailGuardLegal® Privileged Mail System (\$27,600.00 annual value)* • SmartRequest™ Digital Request/Grievance/Medical Form System • SmartLaw™ Law Library (\$10,000.00 value) • SmartEd™ and SmartReentry™ Inmate Educational Programming** • Jail Management System (JMS), Commissary and Related Systems Interfacing with Automated Information Service (AIS) • Initial On-Site Training and Refresher Training Throughout Contract Term 	<ul style="list-style-type: none"> • SmartTablet™ and/or SmartKiosk™ Devices • Free Weekly Inmate Electronic Messaging (\$23,920.00 annual value)* • Free Attorney Messaging/Legal Document Delivery and Remote Video Visitation • SmartEntertainment™ Platform (optional)** • SmartSummit™ Annual Technology Training Cruise (\$21,000.00+ annual value) • Secure Network Infrastructure with Broadband Internet Service • Hardware Installation, Software Upgrades and Routine Quality Assurance/Maintenance Visits • 24/7/365 live, U.S.-based Customer and Technical Support
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*Values based on inmate average daily population (ADP) of 460. | **Service application only available on SmartTablet™ devices.

VALUE-ADDED TECHNOLOGIES, SERVICES AND BENEFITS
TOTAL ANNUAL VALUE

\$147,720.00+

All offers feature a postalized/fixed call rate on all ITS call types. Both Offer #1 and #2 feature a postalized/flat call rate of \$0.21/minute. Offer #3 features a postalized/flat call rate of \$0.18/minute. Offer #4 features a postalized/flat call rate of \$0.12/minute. Offer #5 features a postalized/flat call rate of \$.08/minute.

Offer #1: Smart Communications will pay the County an annual guaranteed fixed commission payment of \$300,000.00. This payment would serve as compensation for all applicable revenue-generating services provided. The \$300,000.00 payment will be issued upfront as a lump sum payable within three days of the project's go-live date and each year thereafter through the contract and all exercised renewal periods.

Offer #2: Smart Communications will provide the County with monthly commission payments based on total gross ITS, VVS and SmartEntertainment™ (if tablet devices are deployed) revenue. ITS will be commissioned at 90.0% of total gross revenue on *all call types* at the postalized/flat rate \$0.21/minute. VVS will be commissioned at 50% of total gross revenue a flat service rate of \$0.15/minute. SmartEntertainment™ will be commissioned at 50% of total gross revenue at a flat service rate of \$0.01/minute.

Offer #3: Smart Communications will provide the County with monthly commission payments based on total gross ITS, VVS and SmartEntertainment™ (if tablet devices are deployed) revenue. ITS will be commissioned at 80.0% of total gross revenue on *all call types* at the postalized/flat rate \$0.18/minute. VVS will be commissioned at 50% of total gross revenue at a flat service rate of \$0.15/minute. SmartEntertainment™ will be commissioned at 50% of total gross revenue at a flat service rate of \$0.01/minute.

Offer #4: Smart Communications will provide the County with monthly commission payments based on total gross ITS, VVS and SmartEntertainment™ (if tablet devices are deployed) revenue. ITS will be commissioned at 70.0% of total gross revenue on *all call types* at the postalized/flat rate \$0.12/minute. VVS will be commissioned

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at 50% of total gross revenue at a flat service rate of \$0.15/minute. SmartEntertainment™ will be commissioned at 50% of total gross revenue at a flat service rate of \$0.01/minute.

Offer #5: Smart Communications will provide the County with monthly commission payments based on total gross ITS, VVS and SmartEntertainment™ (if tablet devices are deployed) revenue. ITS will be commissioned at 50.0% of total gross revenue on *all call types* at the postalized/flat rate \$0.08/minute. VVS will be commissioned at 50% of total gross revenue at a flat service rate of \$0.15/minute. SmartEntertainment™ will be commissioned at 50% of total gross revenue at a flat service rate of \$0.01/minute.

All value-added technologies, services and benefits (\$147,720.00+ annual value) will be provided regardless of which offer is selected by the County.

Additional information about all aspects of our offers, technologies, services and benefits are explained in greater detail in the sections that follow.

Smart Communications is a dynamic firm that is committed to providing our client partners with superior value. Please note that our service rates and commission offers are flexible. We are open to discussing any alternative service or commission rate structures.

If you have any questions or would like to discuss our proposal in more detail, please do not hesitate to contact me directly via email jon.logan@smartcommunications.us or phone 888-253-5178.

Thank you for your consideration and we look forward to being of service.

Respectfully,



Jon Logan
CEO - Smart Communications



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» SmartEvo™ ITS Service Details |

Smart Communications' state-of-the-art SmartEvo™ ITS includes:

Administration and Control |

- Robust call scheduling and control feature set provides automated and manual, granular control over all aspects of telephone availability and access privileges
- Multiple call analysis tools providing standard and customizable reports
- Easy to manage global and personal allowable number lists
- Secure, web-based design provides full on-site and remote access to all administrative controls and tools based on user permission level

Security |

- Voice biometrics
- 3-way calling and hook-switch dialing detection and prevention
- Positive DTMF call acceptance
- 24/7/365 remote network monitoring ensures 99.99999% uptime

Recording Storage and Retrieval |

- CDRs, call recordings and systems data are stored on encrypted and redundant storage area networks (SAN) at two separate geographic locations
- All CDR and call recording data remains securely stored and accessible to staff for one year or longer after agreement expiration
- Download a single file or select a set of call recordings to play back, burn/copy to disk or email in .MP3 file format

Call Monitoring and Investigative Tools |

- Unlimited and undetectable live call monitoring
- Hot number/call watch list offering text, phone or email alert notifications
- Voice biometrics, call transcription with keyword search capability
- Advanced case management tools to help investigators better track and manage assets for specific incidents or individuals that can be shared securely with external law enforcement agencies
- "Best Known Name and Address" feature queries internal client databases to help locate the address associated with telephone numbers
- SmartLink™ tools allow investigators to easily check for any links between inmates and public individuals or other inmates using multi-path and multi-relation analysis

Optional Value-Added Features |

- JMS and Commissary interfacing for phone or tablet-based commissary ordering, PIN generation and Automated Information Service (AIS)
- Interoperable with SmartTablet™ and SmartKiosk™ devices to provide tablet/kiosk-based calling
- Indigent calling feature to configure free call quantity limits to predesignated numbers, including specified call durations and calling windows
- Custom speed dial to agency-defined numbers and/or designated voicemail boxes for inmates to contact PREA, crime tips, public defenders, etc.
- Seamless Video Relay Service (VRS) and Video Remote Interpreting (VRI) interfacing

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» SmartEvo™ ITS Service and Commission Rate Offers |

OFFER #1 SmartEvo™ ITS	Call Rate/Minute Range	Commission Rate
	\$0.21/minute	N/A – Included in \$300,000.00 Upfront, Annual, Guaranteed, Fixed Commission Payment
OFFER #2 SmartEvo™ ITS	Call Rate/Minute Range	Commission Rate
	\$0.21	90.0% (all call types)
OFFER #3 SmartEvo™ ITS	Call Rate/Minute Range	Commission Rate
	\$0.18	80.0% (all call types)
OFFER #4 SmartEvo™ ITS	Call Rate/Minute Range	Commission Rate
	\$0.12	70.0% (all call types)
OFFER #4 SmartEvo™ ITS	Call Rate/Minute Range	Commission Rate
	\$0.08	50.0% (all call types)

NOTE: Call rate selected applies to all call tariff (Local, IntraLATA/Intrastate, InterLATA/Interstate and International) and payment types (Collect, Direct-Billed, Prepaid Collect and Inmate PIN Debit). ITS rates and commissionable revenue do not include local, state or federal taxes, or any amount Smart Communications collects for payments required by statutory or regulatory programs mandated by governmental agencies, such as the Federal Universal Service Fund.

DEPOSIT FEE SCHEDULE	Type	Fee Amount/Transaction
	Secure Website (ITS)	\$3.00
	Secure Website (VVS, Messaging, and Entertainment)	\$1.50
	Live Agent	\$5.95
	Lobby Kiosk (if installed)	\$3.00
	Mail-In Payment/Certified Check/Money Order	\$0.00
	Payments by Western Union	\$0.00

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» SmartVisit™ VVS Service Details |

SmartVisit™ was introduced in 2015 and remains the most intelligent video visitation platform in corrections. SmartVisit™ utilizes industry exclusive content filtering software and a robust web-based scheduling application that streamlines and automates the visitation process to provide a true “self-service” video visitation experience with zero staff involvement. Our advanced content filtering software eliminates the need for staff to “baby-sit” a visitation session. Only the user’s face is shown, blocking out all other content such as backgrounds, gang signs/hand gestures, nudity and other “virtual contraband.”

SmartVisit™ allows up to 12 video visitation sessions simultaneously from one housing unit. The secure, web-based SmartEcosystem™ Dashboard provides authorized staff with access to important VVS details, reports and information including:

Additionally, our SmartVisit™ VVS helps keeps inmates connected with their family and friends by supporting Video on Demand (VOD) which allows inmates to initiate their own remote video visitation sessions on both SmartTablet™ and SmartKiosk™ devices with no minimum usage requirements.

» SmartVisit™ VVS Service and Commission Rate Offers |

	Visitation Type	Rate/Minute	Commission Rate
OFFER #1 SmartVisit™ VVS	Local (On-site)	FREE	N/A – Included in \$300,000.00 Upfront, Annual, Guaranteed, Fixed Commission Payment
	Remote Attorney	FREE	
	Remote (Scheduled)	\$0.15	
	Remote (Video on Demand)	\$0.15	

	Visitation Type	Rate/Minute	Commission Rate
OFFER #2 and #3 SmartVisit™ VVS	Local (On-site)	FREE	N/A
	Remote Attorney	FREE	N/A
	Remote (Scheduled)	\$0.15	50.0%
	Remote (Video on Demand)	\$0.15	50.0%

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» SmartEntertainment™ Streaming Media Service Details |

Our SmartEntertainment™ platform, available on SmartTablet™ devices, helps keep inmates occupied while providing the County with the ability to earn additional commissions. SmartEntertainment™ offers a wide variety of streaming media choices, including movies and many tv series, select radio stations, audio books and video games. The platform also provides free access to eBook titles from the Project Gutenberg Library offering classics such as “Pride and Prejudice,” “The Adventures of Sherlock Holmes,” “War and Peace,” “The Call of the Wild” and many more.

Carrying G or PG-13 ratings only, all content accessible on the SmartEntertainment™ platform is “correctional-friendly.” The SmartEcosystem™ Dashboard gives authorized facility staff complete control over all content available to inmates on a SmartTablet™ device.

SmartTablet™ devices are equipped with wi-fi that connects only to our secure, wireless network. Available SmartEntertainment™ content is immediately streamed on demand to an inmate’s device –no centralized kiosk is needed to transfer content. Premium SmartEntertainment™ content is available at an affordable, flat per minute rate so inmates don’t have to pay a hefty daily, weekly or monthly subscription fee to access content.

» SmartEntertainment™ Streaming Media Service and Commission Rate Offers |

	Service Type	Rate/Minute	Commission Rate
OFFER #1 SmartEntertainment™	Basic Content Streaming	FREE	N/A – Included in \$300,000.00 Upfront, Annual, Guaranteed, Fixed Commission Payment
	Premium Content Streaming	FREE	
	Visitation Type	Rate/Minute	Commission Rate
OFFER #2 and #3 SmartEntertainment™	Basic Content Streaming	FREE	N/A
	Premium Content Streaming	\$0.01	50.0%

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» SmartInmate™ Electronic Messaging Service Details|

This highly intelligent and field-proven system allows inmates to stay in contact with their friends and family via a controlled electronic messaging platform like email; it was invented by Smart Communications and launched in 2009. SmartInmate™ has many built-in investigative features that make the system an invaluable intelligence gathering, crime solving and powerful crime prevention tool. For example, SmartInmate™ can automatically monitor and send instant notifications when messages containing user/investigator defined keywords or names are transmitted, or when inmates being shadowed under investigation send or receive messages, or connect with a new public user. SmartInmate™ messages are fully keyword searchable. Keywords are highlighted in the search results to allow users/investigators to quickly locate content of interest.



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

Message Viewer: RE: GOTTA PRAY

Info Activity Log

Reference #:	59,104,955
Subject:	RE: GOTTA PRAY
From:	STEVEN [REDACTED] (275979) *
To:	Mariah [REDACTED] *
Sent:	04/24/2020 4:46 PM
Status:	Pending C.O.D.

Message

I need u to do that for me baby this weeknd sit back with mariah an chill smoke a blunt with her an drink some wine and eat an chill with the babies an u gotta think about it the reason they going so now is that cause this happen b4 i told u the last time when i tlk the lady when i was on the fourth floor she said if they come back they wont go away so easy so just keep doing they lil classes an seeing them every week an pray everything will b ok cause god will make it ok they just trying to make sure this never happen again thats all just keep cool an stick to what im telling they have nothing they just trying to scare u thats all bae

Translate to English

There are other messages associated with this conversation.

View Previous Message

Print

Print Message

FLAGGED

Reason: [1] Found 'blunt' in message.

Review

This message has not been reviewed.

Sent From

Location
Lee County Jail

Housing Area
Core - Pod P

CONFIDENTIAL

SmartInmate™ also includes a specialized Attorney Messaging feature which allows vetted attorneys to send confidential legal documents and exchange messages with inmates electronically at **no cost**.



Additionally, SmartInmate™ allows approved contacts to share digital photos with inmates. Prior to delivery to an inmate, staff can electronically approve or reject the photo. If “virtual” contraband (nudity, offensive gestures/behaviors, etc.) is detected during the review process, the photo is rejected and is not delivered to the inmate. The sender is notified when a digital photo they attempted to share with an inmate is rejected. This notification includes an explanation why the photo was rejected/not delivered.



The photo sharing/delivery function of SmartInmate™ allows only approved contacts to share digital photos with inmates. Inmates are not able to take or share photos. The platform also allows authorized staff to push notifications to individual or groups of inmates.

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» SmartInmate™ Electronic Messaging Service Rate Offer |

Service Type	Service Rate
Internal Facility/Staff Text Messages	FREE
Attorney Messages and Legal Document Attachments	FREE
Text Message (up to 30,000 characters)	\$0.50/message
Photo Attachment (inbound only)	\$1.00/photo

Studies have consistently found that inmates who maintain close contact with their family members while incarcerated have better post-release outcomes and lower recidivism rates.

To ensure all inmates can stay connected with their family regardless of their financial situation, Smart Communications will donate 2 FREE SmartInmate™ Messages every week to each inmate – \$23,920.00 annual value.

Since 2009, Smart Communications has donated over 40 million free messages.

» SmartTablet™ and/or SmartKiosk Devices |

Smart Communications' offer will include the provision of SmartTablet™ and/or SmartKiosk™ devices at no cost to the County or inmates. 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 competitors' tablets that are nothing more than off-the-shelf, consumer grade tablets housed inside a rugged case.

Furthermore, SmartTablet™ devices run on Smart Communications' custom, proprietary operating system that will only allow the device to connect to our secure network making them hack-proof. Off-the-shelf, consumer grade (e.g., Samsung) tablets run on non-proprietary operating systems with hacking code publicly available, allowing inmates to hack and gain access to the Internet. The SmartTablet™ device's 7.0" touch screen LCD display is constructed of 3X thick Gorilla Glass and pass durability/drop, chemical stain and other quality control tests at our production facility.



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SmartTablet™ devices are delivered with our custom, FCC compliant wireless charging stations. To charge a SmartTablet™, the user inserts the device into any of the station's 10 charging banks. When properly inserted, the charging bank's bi-colored LED will turn on to indicate the current charge status of the device. The LED will be red when the SmartTablet™ battery is charging, and turns green when the battery is fully charged. With no exposed charging ports, cables or clunky charging carts to manage, Smart Communications' self-service solution allows inmates to check-out, check-in and charge devices with zero staff involvement. Alternative options are available for self-service personal charging cords that utilize magnetic contact points to charge the tablets if a charging station is not preferred.



To help ensure inmates are provided with equal access to these devices, usage is monitored remotely by our Network Operations Center (NOC). If high device/network usage is detected, we will provide additional SmartTablet™ devices at **no cost** to the County or inmates. Furthermore, there are **no rental fees** associated with an inmate's general use of the device. Inmates are only charged fees for the revenue-generating services they use.

Smart Communications will also provide the facility with a pool of spare SmartTablet™ devices to allow damaged or inoperable device to be immediately replaced. We also provide pre-printed shipping labels and boxes to return damaged/inoperable SmartTablet™. Upon receipt of the damaged/inoperable device, we will send the facility a replacement to replenish their device pool. There will be **no cost** to the County for any damage incurred to the devices.

Each SmartKiosk™ is 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-

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Patented MailGuard® Postal Mail Elimination Service | ZERO COST

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** (\$55,200.00 annual value). MailGuard® provides a complete solution to one of corrections' longest running problems and security loopholes – the contraband and secret communications entering facilities in inmate postal mail. MailGuard® keeps correctional staff and the inmate population safer by providing a 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. At the processing center, 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 then automatically delivered electronically to the inmates via the SmartKiosk™ or SmartTablet™ devices provided.

In addition to eliminating the risk of contraband entering your facility and providing a streamlined, labor-free 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 Smart Communications' MailGuard® System is our [MailGuardTracker.com website](https://www.MailGuardTracker.com). This public website allows mail senders to check the delivery status of their mail by signing up for a free account. 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. Users are also provided with optional email or text message notifications to receive status updates. Users are also able to have their rejected mail returned to them electronically and available for print.

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Patented MailGuardLegal® Privileged Mail System | ZERO COST

Smart Communications' offer includes our patented MailGuardLegal® Privileged Mail System at **no charge** (\$27,600.00 annual value). This field-proven system eliminates delivery of illicit substances through privileged legal mail without violating inmate confidentiality or privacy rights. The system includes a portable MailGuardLegal® Cart equipped with customized hardware, allowing inmates to open, scan and print their legal mail under the direct supervision of an officer.



SmartRequest™ Digital Request & Grievance System | ZERO COST

The SmartTablet™ or SmartKiosk™ devices provided will also include Smart Communications' SmartRequest™, the world's first digital inmate request/grievance/medical form system in corrections. Easy to use and highly customizable, SmartRequest™ automates the inmate form process and helps eliminate paperwork. Electronic forms are centrally tracked and managed, putting an end to shuffling paper forms around the facility. Requests are responded to electronically allowing inmates to get answers quickly; the system can provide automated standard responses and status updates to all involved. The workflow on the SmartRequest™ platform is custom-tailored to department policies and is easy to customize without vendor assistance. Limitations, timers, forwarding, notes, reassignment, escalating, appeals, Jail Management System (JMS) integration, automated reporting (including keyword tracking) and more are all standard features.



SmartEd™ Inmate Education Programming | ZERO COST

Smart Communications' SmartTablet™ Devices will include unlimited access to our SmartEd™ and SmartReentry™ tablet-based inmate education platforms at **no cost** to inmates or the County. SmartEd™ is composed of 20,000 instructional videos and 7,000 practice exercises relating to core educational subjects. SmartReentry™ includes Beyond, Prison, Probation and Parole (BPPP), a 10-part interactive reentry video series that helps change the way incarcerated individuals view their path to rehabilitation. The series features inspiring stories told by successful formerly-incarcerated men and women who have overcome the challenges, obstacles and fears associated with transitioning from prison back to society, family and community. This video series empowers instructors and support groups to help participants make the most out of the powerful, inspiring and motivational messages/strategies in each BPPP video.



SmartEd™ is a highly customizable and expandable platform and be configured to support more advanced educational, reentry, life skills, self-improvement and recovery courses such as: iPathways, North American Learning Institute (NALI), American Community Corrections Institute (ACCI), Vant4age and the Breaking Free Group. **NOTE:** SmartEd™ platform is only accessible on SmartTablet™ devices.

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SmartLaw™ Digital Law Library Services | ZERO COST

Smart Communications' SmartKiosk™ or SmartTablet™ devices provided will be configured to provide inmates with self-service access to a the digital SmartLaw™ Library at **no charge** (\$10,000.00 annual value). This value-added benefit reduces staff burden by eliminating the need to escort inmates through the facility to access legal resources. The Law Library is kept current with real-time updates, meeting the legal needs of inmates. It provides inmates with access to Federal and State statutes and case law, a legal dictionary, a practice manual and other legal aids to assist with research pertinent to their case. The time an inmate spends accessing the Law Library is logged and retained in our system, creating an audit trail to provide proof of access to help reduce and counter legal disputes.



JMS, Commissary and Related System Interfacing | ZERO COST

Smart Communications will interface with the County's JMS and host your commissary vendor's menu at **no charge**. These interfaces will allow inmates to order commissary directly through the SmartEvo™ ITS and, SmartTablet™ or SmartKiosk™ devices.



Smart Communications will also provide the County with 24/7/365 Automated Information Service (AIS) interfaces. The AIS provides both inmates and external users with general facility and inmate information over the phone automatically, alleviating staff burden.

Inmates access the AIS by entering a speed dial number on any designated inmate phone. Once connected, inmates can use the AIS to access charges, court dates, visitation eligibility, bond amount, etc.

External users access the AIS by dialing the facility's main telephone number. Once connected, external users can use the AIS to access facility address and directions, visitation policies, inmate charges, inmate court dates, inmate visitation eligibility, inmate bond amount, etc. The AIS also provides external users with the option to set up and fund a personal prepaid account or deposit funds into an inmate's PIN debit account.

SmartSummit™ Annual Technology Training Cruise

To ensure key staff are provided with the latest training and information relating to technologies designed to help make corrections facilities safer and more efficient, Smart Communications will provide County staff with three complimentary rooms (up to six registration tickets) to attend our annual Technology Training Summit Cruise (\$21,000.00+ annual value). This exclusive, invitation-only event sails out of Tampa Bay to the Caribbean each year and includes accredited workshops and training classes along with tours of our MailGuard® processing center and company headquarters.



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Full Network/Hardware Installation & Support | **ZERO COST**

All network infrastructure and connections, hardware and software required to deliver our proposed solution will be furnished, installed, and maintained by Smart Communications at **no charge**. These items include, but are not limited to:

- Secure, independent network infrastructure and hardware with broadband Internet service and uninterruptible power supplies
- Inmate Telephone Stations, Portable/Rolling Telephone Stations and TTY/TTD devices
- SmartTablet™ with Wireless Charging Stations and/or SmartKiosk™ devices (Quantities TBD)
- Patented MailGuardLegal® Cart
- Initial on-site training. **NOTE:** Additional on-site or remote training will be provided at the County's request throughout contract at no charge.
- Routine quality assurance/maintenance visits by our certified Field Service Technicians (FSTs)
- 24/7/365 U.S.-based technical support for facility staff
- 24/7/365 U.S.-based Customer Care Center support for inmate's friends and family



DIFFERENT CULTURE | DIFFERENT APPROACH | DIFFERENT OUTCOME



Exhibit A: Implementation Plan Timeline and Narrative

IMPLEMENTATION PLAN NARRATIVE |

Smart Communications will provide the Webb County Sheriff's Office with a fully operational, secure and reliable, state-of-the art inmate communications solution, at **no cost** to the County. Smart Communications will provide all labor, materials, and services requested in this RFP and will be responsible for furnishing, installing, and maintaining the proposed SmartEvo™ Inmate Telephone System, SmartVisit™ Video Visitation System, and SmartTablet™-based applications and services. Smart Communications has the operating, quality control and assurance procedures in place to ensure a high level of quality services to the County's inmate population.

The transition period will begin as soon as the contract is signed and will be completed within 44 days of notification to proceed. Smart Communications' Project Manager will present a project plan within 5 days after the site surveys are complete.

The project will be implemented in the following phases and are described in detail below:

- 1.1. Initiation Phase
- 1.2. Planning Phase
- 1.3. Execution Phase
- 1.4. Quality Assurance and Testing Phase

INITIATION PHASE (1.1) |

- **Initial Meeting/Site Survey (1.1.1 – 1.1.2):** Upon contract award, a Smart Communications Project Manager will organize an introductory/scheduling call to the individual at the County who will be overseeing the project. The call results in scheduling a date for Smart Communications to conduct an initial on-site planning meeting and facility site survey. The scheduled on-site planning meeting/site survey between Smart Communications' Project Manager/Implementation Support Team, and the project overseer and other key staff will be conducted.

The discussions during the planning meeting include a re-examination/confirmation of project scope, objectives and requirements, a review of the High-Level Implementation Timeline, a review of the facility's existing inmate communications systems and processes, a review of the facility's IT requirements (Internet access, operating systems, browsers, firewalls/network security), installation action plan/time schedule and security concerns. The site survey will be conducted to identify electrical and cabling requirements, network design and installation points for hardware, and the Jail Management System (JMS)/Commissary systems are reviewed to determine integration requirements.

NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approximately 3 to 6 weeks. These circuits need to be in place before installation may proceed. To help expedite installation and cut-over time, Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase.

PLANNING PHASE (1.2) |

- **Provisioning Design Document (1.2.1):** Based on information gathered during the Initiation Phase, a Smart Communications Provisioning Manager will create a Provisioning Design Document detailing network design/infrastructure/architecture, hardware details/specifications, voice and data facility

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details/specifications, and resources needed to complete tasks and objectives. This document will also detail revised schedules/timelines and subcontractor information (if required).

The information contained in the Provisioning Design Document will include:

Site Information Details:

- Site and shipping addresses
- Site and shipping contact name, phone number(s) and e-mail address
- Site entry advanced notification requirements
- Background checks
- Tool checks and escort requirements

Communication Device and Network Infrastructure Details:

- Condition of existing facility wiring
- Type of existing phones and new back plate requirements
- Telephone handset cord length requirements
- Wireless access point location
- Charging station locations
- Visitation Kiosk location
- Visitation Kiosk handset length

Telephone/Data Equipment Room Details:

- Room number/location and dimensions
- Location of telephone demark
- Distances between telephone demark and communications equipment
- Distances between main telephone/data room and intermediate distribution rooms
- Inside cable/fiber requirements
- Cabinet or rack mount requirements
- Power and surge protection requirements
- Telecom block type and backboard space requirements
- Distances between telecom blocks and communications equipment installation
- HVAC requirements

IT Details:

- IT contact name, phone number(s) and e-mail address
- Facility workstation Internet access, operating system and browser requirements
- Facility firewall and network security requirements

The completed Provisioning Design Document is received by the Smart Communications Project Manager. Based on this information, the Project Manager finalizes the Project Plan and submits to the County for review and approval (1.2.2). Smart Communications will initiate the Execution Phase (1.3) shortly after the Project Plan has been reviewed and approved by the facility.

EXECUTION PHASE (1.3)

- The Execution Phase will start after the Project plan has been approved by the County (1.2.2.2). The Execution Phase includes the following tasks as detailed in the "Implementation Timeline":

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- **Hardware Materials Procurement (1.3.1):** After the Project Plan has been approved by the County, the broadband circuits and necessary hardware materials (Inmate telephone hardware, visitation kiosks, tablets, charging stations, networking equipment, access points, voice gateways, equipment rack, Uninterruptible Power Supply (UPS), wiring blocks, etc.) will be ordered.
- **Hardware Materials Receipt, Configuration, Testing and Delivery (1.3.2):** Hardware will be assembled, pre-configured, tested, packaged and shipped to the County. Materials will be scheduled to arrive at each Detention Facility just prior to the start of installation.
- **JMS and Commissary Interface (1.3.3):** The Inmate management and commissary system integration with the SmartEcosystem™ Dashboard will be implemented and fully tested prior to going live.
- **Systems Configurations (1.3.4):** County information will be populated in the SmartEcosystem™ Dashboard and administration accounts will be set up. All assets will be entered in to the SmartEcosystem™ Dashboard and applications that will be utilized by the County will be configured.
- **Data Conversion and Loading (1.3.5):** Request Inmate PINs, PANs and Account Balances data from current vendors and scrub and load into the system.
- **Site Installations (1.3.6):** Installation of networking equipment, Inmate phones, access points, charging stations Inmate kiosk, Visitor visitation stations, Lobby and booking kiosks, etc.
- **Testing and Acceptance (1.3.7):** Final system and service configuration and system performance acceptance testing. A documented test plan will be conducted and test results confirming the equipment installed meets the outlined technical and functional requirements are submitted to the County for final approval to go live.
- **On-Site Training (1.3.8):** Comprehensive on-site training provided to County staff relating to the administration, operation and reporting of the system. Training sessions are designed to focus on the needs of staff based on System user/permission level: (1) Staff, (2) Staff Administrator, (3) Investigator and (4) System Administrator. Training session topics include: System Overview, System Administration, Inmate PIN Management, Inmate Phone Management, Investigative Features, Reports, Call Processing and Technical Support Services. Documentation and training guides are provided at the time of training. Training is provided to the satisfaction of the facility and additional on-site training may be requested any time during the contract at no cost.
- **Cut-Over/Turn-Up (1.3.9):** After the Data Conversion and Loading (1.3.5) Site Installation (1.3.6) and Testing and Acceptance (1.3.7) tasks are complete, the inmate telephones are cut-over. The cut-over will take place during off-hours to help minimize service outage risk. Each inmate telephone station is cut-over by a team consisting of two technicians. One technician moves the single wire pair from the incumbent's punch-down block to the SmartEvo™ ITS punch-down block while the other team member tests the phone to ensure proper functionality
After the Inmate Telephones have been cut-over, the SmartVisit™ VVS and SmartTablet™-based solution will be put into service. SmartTablet™ devices will be distributed to the Inmate housing area and each application will be verified for proper operation.

NOTE: Smart Communications attempts to minimize the involvement of facility staff during Site Installation (1.3.6) and On-Site Training (1.3.8). However, we will need to establish a primary contact at your facility who will work with your Project Manager to help supervise the processes to reduce installation and cut-over time.

Other responsibilities of the primary point of contact would include:

- Provide our technicians with security clearance and escorts to perform work within the facility

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- Ensure the appropriate facility staff is available to attend systems training sessions that will be conducted by a certified Smart Communications Instructor.

QUALITY ASSURANCE AND ACCEPTANCE PHASE (1.4)|

- After the Cut-Over (1.3.9) tasks are complete, the 7-day Customer Acceptance Period will commence. During the acceptance period, the County systems are closely monitored remotely by our Network Operations Center (NOC) to ensure functionality and optimal performance. An on-site Smart Communications technician will also be available during the acceptance period to address any system issues that may arise as well as provide additional support to your facility staff.

Key system functionality tests that will be verified/confirmed with your facility staff for acceptance:

- Each SmartEvo™ ITS phone is providing excellent call and audio quality
- Calls are not being lost
- Call lengths are correct
- Call prompts function properly in both English and Spanish languages
- Call rates are correct and calls are being rated properly
- Prepaid payments are credited to accounts properly
- SmartEvo™ ITS Phone scheduling features are functioning properly
- Privileged and restricted numbers are loaded and configured properly
- Equipment recording and monitoring features are functioning properly
- SmartTablet™ devices are connecting to wireless network properly
- SmartTablet™ applications are all functioning properly
- SmartVisit™ VVS application is working correctly
- Each SmartKiosk™ device is providing excellent video and audio quality

IMPLEMENTATION TIMELINE|

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Task	Description	Duration
1.0	INSTALLATION AND CUT-OVER	44 days
1.1	INITIATION PHASE	1 day
1.1.1	Place introductory call: schedule onsite planning meeting and site survey	0.5 hrs
1.1.2	Conduct onsite planning meeting: review project scope, objectives and requirements, Implementation Timeline, existing inmate communications systems/processes, IT requirements, installation action plan, security concerns	3.5 hrs
1.1.3	Conduct site survey: identify electrical and cabling requirements, network design and installation points for hardware. Review JMS/Commissary systems to determine integration requirements	4 hrs
NOTE: The delivery lead time for the broadband circuits necessary to support the hardware to be installed is approx. 3 - 6 weeks. To expedite installation and cut-over time, Smart Communications will order the broadband circuits shortly after the completion of the Initiation Phase.		

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1.2	PLANNING PHASE	5 days
1.2.1	Provisioning Design Document	3 days
1.2.1.1	Create Provisioning Design Document: details network design/infrastructure/architecture, hardware specifications, voice and data facility specifications, necessary resources, revised timelines and subcontractor information	24 hrs
1.2.2	Project Manager receives Provisioning Design Document; finalizes Project Plan and submits to the County for review/approval	2 day
1.2.2.1	Project Plan: Installation schedules and timelines, provisioning and infrastructure design document, risk management plan, resource plan, communications plan, stakeholder management plan, change management plan and test plan.	14 hrs
1.2.2.2	Project Manager submits Project Plan to the County for approval	2 hrs
1.3	EXECUTION PHASE	33 days
1.3.1	Hardware Materials Procurement	2 days
1.3.1.1	Order/build broadband circuits and hardware materials (Inmate phones, tablets, charging stations, access points, networking equipment, voice gateways, equipment rack, UPS, wiring blocks, etc.); NOTE: Task duration only reflects time required to order materials (delivery/build lead times are not included)	16 hrs
1.3.2	Hardware Materials Receipt, Build, Configuration, Testing and Delivery	4 days
1.3.2.1	Assemble, pre-configure and test hardware materials ordered and/or built (1.3.1.1)	32 hrs
1.3.2.2	Assembled/configured/tested hardware materials are packaged and shipped to installation site	8 hrs
1.3.3	JMS, Commissary and Trust Interface	2 days
1.3.3.1	Review specifications for integration and address security concerns	2 hrs
1.3.3.2	Design and develop integration interfaces	8 hrs
1.3.3.3	Integration interface Quality Assurance (QA) testing	6 hrs
1.3.4	Systems Configurations	6 days
1.3.4.1	Set up and configure County in the SmartEcosystem™ Dashboard	2 hrs
1.3.4.2	Set up administrative and user accounts for the County	4 hrs
1.3.4.3	Assign assets (VOIP gateways, tablets, access points, network equipment, etc.) to the SmartEcosystem™ Dashboard	6 hrs
1.3.4.4	Configure SmartEvo™ ITS	8 hrs
1.3.4.5	Configure SmartVisit™ VVS application (schedules, restrictions, etc.)	4 hrs
1.3.4.6	Configure SmartTablet™ applications (schedules, housing unit assignment, restrictions, PREA, etc.)	4 hrs
1.3.4.7	Configure SmartInmate™ Electronic Messaging service	1 hrs
1.3.4.8	Configure MailGuard® Postal Mail Elimination service	2 hrs
1.3.4.9	Configure requests, grievances and medical based on County's requirements	6 hrs
1.3.4.10	Configure Law Library	1 hrs
1.3.4.11	Configure entertainment applications (movies, books, games, radio etc.)	2 hrs
1.3.4.12	Configure approved digital educational, vocational and life skills programing	4 hrs
1.3.4.13	Configure Customer Care Center for friends and family support/payment options and InTouch™ hotline	1 hrs
1.3.4.14	Configure Technical Support Center Ticketing System	1 hrs
1.3.4.15	Configure interfaces with JMS and commissary providers	1 hrs
1.3.4.16	Configure system network monitoring and reporting faculties	1 hrs

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1.3.5	Data Conversion and Loading	1 days
1.3.5.1	Request Inmate PINs, PANs and Global Numbers from current vendors	1 hr
1.3.5.2	Scrub received Inmate PIN, PAN and Global Numbers, and load into SmartEvo™ ITS platform	6 hrs
1.3.5.3	Load facility specific automated operator announcement and voice prompts into SmartEvo™ ITS	1 hr
1.3.6	Site Installation	14 days
1.3.6.1	Install necessary cabling, fiber and conduit for wireless network access points and kiosks	35 hrs
1.3.6.2	Run electrical, install and test tablet charging stations	32 hrs
1.3.6.3	Install networking equipment hardware in main telephone and distribution rooms (equipment rack, firewall, switch, media server, UPS, VoIP Gateways, Terminal Blocks, etc.)	8 hrs
1.3.6.4	Test and accept installed broadband data circuit	1 hrs
1.3.6.5	Turn up and test network end-to-end	4 hrs
1.3.6.6	Install and test inmate telephone hardware	8 hrs
1.3.6.8	Install and test Inmate video visitation kiosks	16 hrs
1.3.7	Testing and Acceptance	1 days
1.3.7.1	Final system configuration and initial system performance acceptance testing for SmartEvo™ ITS	4 hrs
1.3.7.2	Final system configuration and initial system performance acceptance testing for SmartVisit™ VVS application	2 hrs
1.3.7.3	Final system configuration and initial system performance acceptance testing for SmartTablet™ applications and services	2 hrs
1.3.8	On-Site Training	2 days
1.3.8.1	On-site training provided to County staff relating to administration, operation and reporting. Training sessions are based on System user/permission level.	16 hrs
1.3.9	Cut-Over/Turn-Up	1 days
1.3.9.1	Cut-over will take place during off-hours to minimize service outage risk.	4 hrs
1.3.9.2	After the Inmate Telephones have been cut-over, the SmartVisit™ VVS and SmartTablet™-based solution will be put into service. SmartTablet™ devices will be distributed to the Inmate housing area. Each application will be verified for proper operation and all SmartKiosk™ and SmartTablet™ devices are properly connecting to the network.	4 hrs
1.4	QUALITY ASSURANCE and ACCEPTANCE PHASE	5 days-
1.4.1	County systems are monitored remotely by our NOC to ensure functionality and optimal performance. An on-site Smart Communications technician will be available to address system issues and provide additional support to your facility staff.	32 hrs-
1.4.2	Project acceptance carried out to verify and confirm with the County that all devices, applications and services meet the technical and functional requirements outlined in the contract.	7 hr
1.4.3	Project Closeout: Project accepted as complete by the County.	1 hr

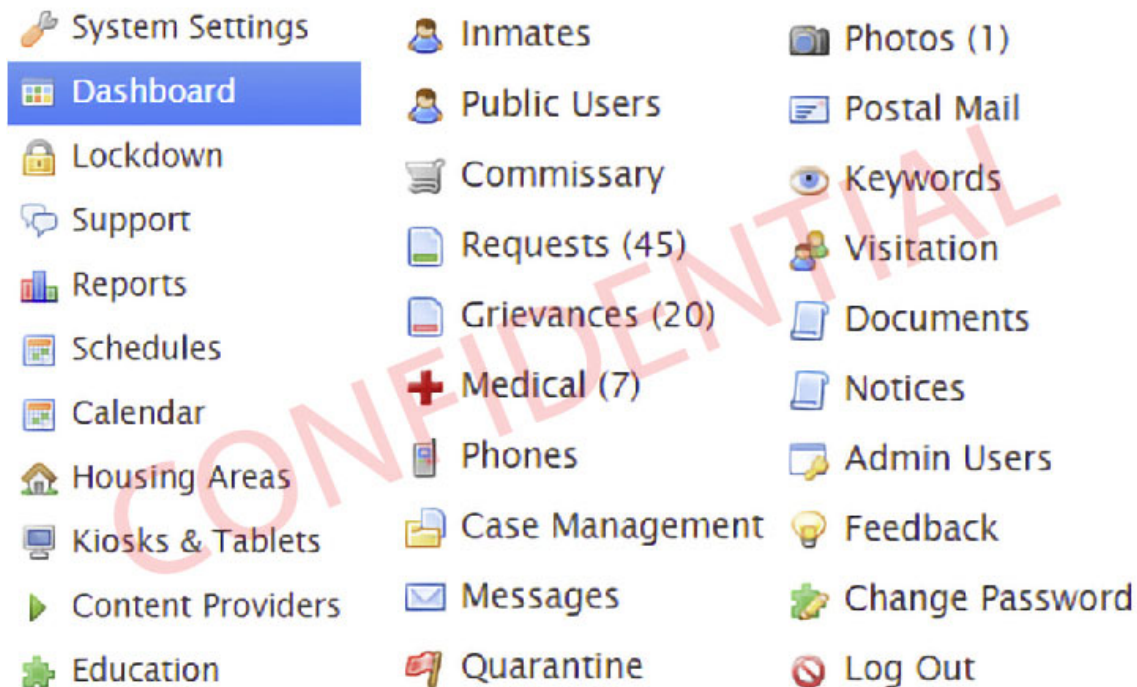
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Exhibit B: SmartEcosystem™ Dashboard Overview and Sample Reports

Smart Communications' technologies and services are administered through our SmartEcosystem™ Dashboard. This SmartEcosystem™ is a secure, web-based, centralized platform that is utilized across the entire agency footprint. Authorized staff can use any PC equipped with a modern browser and active Internet connection to access and utilize the SmartEcosystem™ Dashboard.



In addition to providing access to recording and call lists, the SmartEcosystem™ Dashboard is equipped with extensive Call Detail Record (CDR) and Analysis search tools that can be used to generate a variety of standard and customized reports in real time. These tools also allow for data search results to be exported locally. When generating a report, data can be sorted by the available column headings. Once a report has been generated, it can be printed or downloaded as an Excel, PDF, CSV, HTML or RTF file.

The SmartEcosystem™ Dashboard includes the following built-in ITS standard reports and features:

- **Call Summary:** Reports the number of calls based on call type. **NOTE:** Data can be filtered by Date Range and sorted by Date.
- **Call Summary by Phone:** Reports the number of calls based on call type per phone.
- **Phone Usage Statistics:** Reports the number of minutes a phone was used during a specified date range. **NOTE:** Report includes number of Call Attempts, Connections, Acceptance and Denials.
- **Kiosk Transactions:** Reports a list of all transactions made at a SmartKiosk™. **NOTE:** Data can be filtered and/or sorted by Product, Payment Type, Inmate PIN or Phone number.
- **Inmate PIN Balance Snapshot:** Reports inmate's PIN balance at the time report was generated. **NOTE:** Data can be sorted by Inmate PIN or Name.
- **Inmate PIN Balance:** Reports inmates' PIN balances for a specified date range. **NOTE:** Report displays inmates' Starting Balance and Ending Balance for date range specified.

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- **Inmate PIN Debit Transactions:** Reports all Inmate PIN debit transactions for an inmate during a specified date range. **NOTE:** Report can include Credits/Debits, CDRs and Message Fees. Report can be sorted by Date or Transaction Type.
- **Inmate PIN Debit History:** Reports any Inmate PIN Debit transactions during the specified date range.
- **Prepaid Collect (PPC):** Reports all transactions for Prepaid Collect (PPC) numbers during a specified date range. **NOTE:** Report can include Call Charges and Fees.
- **Inmate PIN Debit Sub Ledger:** Reports Inmate PIN debit transactions by Payment type for a specified date range. **NOTE:** Report can include Inmate Debit and Credit transaction types.
- **Subsidized Calls:** Reports all subsidized (alternate billing) numbers; including: Total Calls, Total Charges, Time of Last Call and Owner Phone Number information (if configured).
- **Frequently Dialed Numbers:** Reports a list of phone numbers called during a specified date range based on a threshold. **NOTE:** Report displays Phone Number, Total Minutes, Number of Attempts and Call Result (connected, accepted or denied). This report also contains a link to allow users to access CDRs and Inmate PINs used to place the calls.
- **Multiple Inmate PIN Search:** Reports a list of phone numbers that multiple Inmate PINs have called over a specified date range based on a threshold. **NOTE:** This report also contains a link to allow users to access the CDRs and Inmate PINS used to place the calls.
- **Inmate PINs of Special Interest:** Reports PINs of inmates assigned to the County's watch list.
- **Hot Number Call Detail Records:** Reports CDRs for all phone numbers called that are on County-defined Hot Number/Special Interest watch list.
- **Traffic Detail**
- **Phone Number Search:** Allows user to determine if a phone number is in the Global List or any inmate's Personal Allowable Number (PAN) list

Call Search and Customized Reports:

The Call Search page features an extensive set of search parameters to allow users to locate CDR data of interest and generate customized reports. Users can save their Call Search page parameters to allow them to more quickly locate the data of interest or generate an updated customized report in the future.

CDR searches can also be filtered by:

- Facility (for multi-facility domains)
- One or more originating inmate phones
- Called number/multiple called numbers
- Inmate PIN, name or DOC number
- Completed calls only
- Specific call terminations or blocking codes
- Call Type: Collect, Prepaid Collect (PPC), Inmate PIN Debit, Visitation Phone, Free, etc.
- Recorded calls only
- Calls with 3-Way call attempts detected
- Calls with extra DTMF dialing detected
- Date/time range
- Call duration

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Call Summary Report Samples

The Smart Ecosystem™ Dashboard provides authorized users with the ability to generate a “call count” (number of calls) per inmate telephone and the call detail of each call.

Call Summary Report

Date Range

Start Date:

End Date:

Call Summary by Call Type From October 1, 2021 to October 5, 2021

Export:

PIN Debit Call

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local IntraState	51	263	5.16	\$55.23	\$1.24
Intralate IntraState	177	892	5.04	\$188.37	\$1.21
Intralate InterState	1,716	10,624	6.19	\$2,245.44	\$1.80
Interlata IntraState	426	2,695	6.33	\$566.58	\$1.52
Interlata InterState	386	2,705	7.01	\$568.45	\$2.03
Total for PIN Debit Call	2,756	17,179	6.23	\$3,624.07	\$1.31

Prepaid

Region	Call Count	Minutes	Average	Total Charges	Average Charge
Local IntraState	54	250	4.63	\$53.01	\$1.11
Intralate IntraState	112	943	8.42	\$198.45	\$2.02
Intralate InterState	922	7,700	8.35	\$1,626.84	\$2.42
Interlata IntraState	178	1,330	7.47	\$280.41	\$1.79
Interlata InterState	218	1,848	8.48	\$390.48	\$2.46
Total for Prepaid	1,484	12,071	8.13	\$2,549.19	\$1.72

The Smart Ecosystem™ Dashboard also provides authorized users with the ability to generate a “call count” (number of calls) per inmate telephone and the call detail of each call.

View Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

[Hide Search Form](#)

Circuit	Call Count	Total Duration	Avg. Duration
C100 L	145	14h 19m 32s	05:55
C100 M	110	10h 4m 32s	05:29
C100 R	146	11h 29m 51s	04:43
C200 L	171	19h 46m 43s	06:56
C200 R	106	11h 22m 33s	06:26

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To access “call details” for any call within a specific date range, authorized County staff can use the SmartEcosystem™ Dashboard’s “Call Search” tool.

After the “Call Search” tool has been selected, the “Call Search” form will display. Enter the telephone number (i.e., 662-429-XXXX) into the form’s “Call To” data field and enter the appropriate data into the “Date Range” fields (i.e., Date Range From: 06/01/2021 and Date Range To: 07/01/2021).

Search for Phone Calls

Call Search

Call From: [click here to select where the call originated](#)

Call To:

Inmate ID:

Inmate Name:

Alternate ID:

Included Calls: Only include answered calls (not blocked or restricted)

Call Type: [click here to select call types](#)

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: To:

After the telephone number and date field data has been entered, click the form’s “SEARCH” button and all calls meeting the search parameters will be displayed within the search results.

Specific calls of interest can be quickly located by referencing the search results column header which include:

- Date/Time
- Duration
- Charge Details
- Call To/From
- Inmate
- Termination Code

Search for Phone Calls

[Show Search Criteria](#)

Case Management

[Clear Selected Calls \(1\)](#)

Call Details

0:00 / 0:00

Playback Speed:

Inmate:
Call To:
Address:

Duration:
Charge:

Termination Code:
Call Type:

Showing 69 of 69 Record(s)

<input type="checkbox"/>	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
<input type="checkbox"/>	10/05/2021	10:30:13	[REDACTED]	(662) 469-1022 [C200 L]	01:31	Prepaid	[193855] [REDACTED] Mark	\$0.48	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	10:16:50	[REDACTED]	(662) 469-1023 [C200 R]	01:45	Prepaid	[193855] [REDACTED] Mark	\$0.48	Normal Call
<input type="checkbox"/>	10/05/2021	10:11:26	[REDACTED]	(662) 469-1014 [Intake A0 30]	01:02	Direct		\$0.00	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	09:33:09	[REDACTED]	(662) 469-1013	01:22	Direct		\$0.00	Called Party

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Frequently Called Number Report Sample

The Smart Ecosystem™ Dashboard provides authorized users with the ability to generate a most frequently called number report based upon a specific date range and threshold (call count frequency).

To generate a most “frequently called numbers” report, authorized County staff can use the SmartEcosystem™ Dashboard’s “Frequently Called Numbers” reporting tool.

After the “SEARCH” button has been clicked, the most “Frequently Dialed Numbers” all calls meeting the search parameters will be displayed within the search results.

Frequently Called Numbers

Search

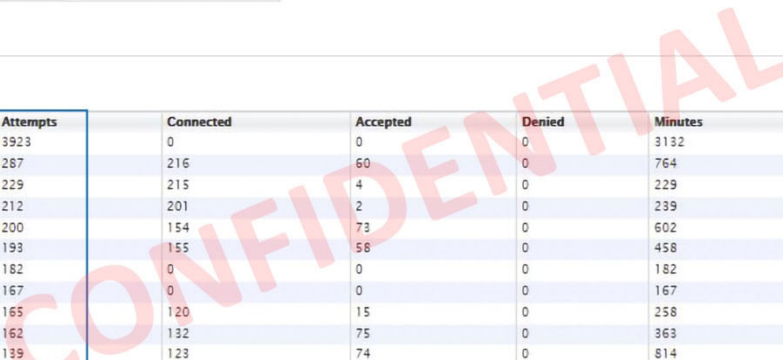
Start Date:

End Date:

Threshold:

Displaying 175 of 175 records

Number	Attempts	Connected	Accepted	Denied	Minutes	CDR Data	Pins
-0001	3923	0	0	0	3132	calls	pins
-2574	287	216	60	0	764	calls	pins
-1795	229	215	4	0	229	calls	pins
-1787	212	201	2	0	239	calls	pins
-4823	200	154	73	0	602	calls	pins
-3626	193	155	58	0	458	calls	pins
	182	0	0	0	182	calls	pins
	167	0	0	0	167	calls	pins
-6320	165	120	15	0	258	calls	pins
-6488	162	132	75	0	363	calls	pins
-4523	139	123	74	0	814	calls	pins
-8448	132	88	22	0	244	calls	pins
-7650	131	70	24	0	191	calls	pins



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Calls Terminated by Called Party Report Sample |

The SmartEcosystem™ Dashboard's "Call Analysis" tool allows CDRs within a user-defined date range to be grouped by call termination type (Called Party Hung Up, Circuit Out-of-Service, Debit Balance Updated Failed, Normal Call, or Time Up for Timed Call).

To generate a list of called numbers with calls terminated by the called party:

1. Select the "Call Analysis" tool for the SmartEcosystem™ Dashboard. **NOTE:** After the "Call Analysis" tool has been selected, the "Call Analysis Search" form will display.
2. Enter search "Start Date" (i.e., 05/31/2021)
3. Enter search "End Date" (i.e., 06/07/2021)
4. Select "Termination" from the drop-down menu associated with "Attribute One" field.
5. Select "Called Number" from the drop-down menu associated with the "Attribute Two" field.
6. Select the "SEARCH" button.

After the "SEARCH" button has been clicked, the most all calls meeting the search parameters will be displayed within the search results.

View Call Analysis

Search

Called Number:	<input type="text"/>
Inmate Number:	<input type="text"/>
Start Date:	<input type="text" value="10/01/2021"/> <input type="checkbox"/>
End Date:	<input type="text" value="10/05/2021"/> <input type="checkbox"/>
Attribute One:	<input type="text" value="Termination"/>
Attribute Two:	<input type="text" value="Called Number"/>
Attribute Three:	<input type="text" value="Optional"/>

[Hide Search Form](#)

(Click on a row to expand)

Termination	Called Number	Call Count	Total Duration	Avg. Duration
Called Party Hung Up		1,469	109h 14m 28s	04:27
	(205)807- <input type="text"/>	1	0h 11m 50s	11:50
	(205)953- <input type="text"/>	4	0h 14m 34s	03:38
	(210)580- <input type="text"/>	1	0h 0m 32s	00:32
	(216)470- <input type="text"/>	3	0h 10m 52s	03:37
	(217)855- <input type="text"/>	1	0h 14m 43s	14:43
	(225)280- <input type="text"/>	1	0h 0m 25s	00:25
	(228)346- <input type="text"/>	1	0h 0m 12s	00:12
	(228)357- <input type="text"/>	1	0h 1m 58s	01:58
	(256)735- <input type="text"/>	1	0h 13m 40s	13:40

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3-Way Call Attempt Report Sample |

The SmartEcosystem™ Dashboard's "Call Analysis" tool allows CDRs within a user-defined date range to be search by "termination code" (i.e., PFE (Three-Way) Disconnect).

Search for Phone Calls

Call Search

Call From: [click here to select where the call originated](#)

Call To:

Inmate ID: Inmate Name:

Alternate ID:

Included Calls: Only include answered calls (not blocked or restricted)

Call Type: [click here to select call types](#)

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: (hh:mm:ss) To: (hh:mm:ss)

Calls to a Specific Number Report Sample |

View Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

Date	Call Count	Total Duration	Avg. Duration
07/05/2021	2	0h 27m 27s	13:43
07/06/2021	3	0h 31m 47s	10:35
07/07/2021	8	1h 55m 02s	14:22
07/08/2021	4	0h 55m 41s	13:55
07/09/2021	4	0h 47m 00s	11:45
07/10/2021	4	0h 51m 51s	12:57
07/11/2021	4	0h 27m 39s	06:54
07/12/2021	4	0h 54m 20s	13:35

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Calls by a Specific Inmate Report Sample |

View Call Analysis

Search

Called Number:	<input type="text"/>
Inmate Number:	<input type="text"/>
Start Date:	09/01/2021 <input type="checkbox"/>
End Date:	09/08/2021 <input type="checkbox"/>
Attribute One:	Date <input type="text"/>
Attribute Two:	Inmate Name <input type="text"/>
Attribute Three:	Optional <input type="text"/>

[Hide Search Form](#)

(Click on a row to expand)

Date	Inmate Name	Call Count	Total Duration	Avg. Duration
09/01/2021		1,456	126h 34m 05s	05:12
		419	10h 35m 43s	01:31
	TIMOTHY	3	0h 6m 02s	02:00
	Devante	7	1h 26m 24s	12:20
	Dennis	1	0h 13m 34s	13:34
	CHRISTOPHER	1	0h 5m 00s	05:00
	SONYA	1	0h 3m 00s	03:00
	,DAMEON	2	0h 15m 18s	07:39
	DOUGLAS	6	0h 14m 51s	02:28
	ANTHONY	6	1h 0m 14s	10:02

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Call Summary by Phone or Cell Block Report Samples |

The SmartEcosystem™ “Call Search” page allows for CDRs to be searched by a specific cell block (i.e., C100 L, C100 M, C100 R, etc.). The cell block filter can be used with any combination of other searchable parameters.

Search for Phone Calls

Call Search

Call From: Any
C100 L
C100 M
C100 R
C200 L
C200 R
C300 L [Collapse](#)
ctrl + click for multiple selections

Call To:

Inmate ID: Inmate Name:

Alternate ID:

Included Calls: Only include answered calls (not blocked or restricted)

Call Type: [click here to select call types](#)

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: (hh:mm:ss) To: (hh:mm:ss)

[Hide Search](#) [New Search](#)

Showing 100 of 145 Record(s)

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
<input type="checkbox"/>	10/05/2021	10:29:46	(662)	(662) [C100 L]	03:57	Prepaid	[193286] Jeffery	\$0.96	Normal Call
<input type="checkbox"/>	10/05/2021	10:08:03	(662)	(662) [C100 L]	12:36	Prepaid	[193286] Jeffery	\$3.12	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	08:28:29	(901)	(662) [C100 L]	10:53	PIN Debit Call	[193869] KEONDRE	\$3.19	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	08:24:02	(888)	(662) [C100 L]	01:19	Operator Assist	[193869] KEONDRE	\$0.00	Called Party Hung Up
<input type="checkbox"/>	10/04/2021	21:49:21	(662)	(662) [C100 L]	09:41	Prepaid	[193286] Jeffery	\$2.40	Normal Call
<input type="checkbox"/>	10/04/2021	21:33:02	(662)	(662) [C100 L]	15:00	Prepaid	[193286] Jeffery	\$3.60	Time Up for Timed Call
<input type="checkbox"/>	10/04/2021	20:54:40	(901)	(662) [C100 L]	11:07	PIN Debit Call	[193869] KEONDRE	\$3.48	Normal Call
<input type="checkbox"/>	10/04/2021	20:37:05	(662)	(662) [C100 L]	00:51	Prepaid	[165560] DEMARIUS	\$0.24	Normal Call
<input type="checkbox"/>	10/04/2021	20:27:18	(901)	(662) [C100 L]	07:34	Prepaid	[165560] DEMARIUS	\$2.32	Normal Call
<input type="checkbox"/>	10/04/2021	20:15:33	(901)	(662) [C100 L]	02:57	PIN Debit Call	[154189] DARIEN	\$0.87	Normal Call
<input type="checkbox"/>	10/04/2021	20:11:28	(901)	(662) [C100 L]	02:04	Prepaid	[154189] DARIEN	\$0.87	Called Party Hung Up
<input type="checkbox"/>	10/04/2021	19:56:07	(662)	(662) [C100 L]	11:55	Prepaid	[193286] Jeffery	\$2.88	Normal Call
<input type="checkbox"/>	10/04/2021	19:52:30	(901)	(662) [C100 L]	02:59	Prepaid	[165560] DEMARIUS	\$0.87	Normal Call
<input type="checkbox"/>	10/04/2021	19:43:33	(662)	(662) [C100 L]	02:22	Prepaid	[193286] Jeffery	\$0.72	Called Party Hung Up

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Calls Refused by Called Party Report Sample

The SmartEcosystem™ Dashboard's "Call Search" page allows for CDRs to be searched by "terminate type" (i.e., Debit Call Refused). The search results will display the telephone number of the called party that had refused calls and related call statistics.

Search for Phone Calls

Call Search

Call From: [click here to select where the call originated](#)

Call To:

Inmate ID:

Alternate ID:

Inmate Name:

Included Calls: Only include answered calls (not blocked or restricted)

Terminate Type:

- Debit Balance Depleted
- Debit Balance Too Low for Reserve
- Debit Balance Update Failed
- Debit Call Rate Not Found
- Debit Call Refused
- Debit Card Collect Digits Fai
- Debit Card Invalid/Exhausted

 ctrl = click for multiple selections

Blocking:

- Admin Block
- Auto Phone List Full
- Call Treatment Not Allowed
- Call Type Blocked
- Called Number Blocked
- Called Number Disabled

 ctrl = click for multiple selections

Call Type: [click here to select call types](#)

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From: To:

Start Time Range From: (hh:mm:ss) To: (hh:mm:ss)

[Hide Search](#) [New Search](#)

Showing 100 of 1072 Record(s)

Export:

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
<input type="checkbox"/>	10/05/2021	11:36:12	(870)	(662) [C600 R]	00:59	Zero to One	[188257] JEREMY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:34:30	(731)	(662) [D100 L]	00:52	Zero to One	[191931] Thomas	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:34:16	(901)	(662) [D700 L]	02:31	Zero to One	[186177] Laterric	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:21:19	(662)	(662) [C600 L]	01:53	Zero to One	[190220] JIMMY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:20:46	(901)	(662) [C900 R]	01:36	Zero to One	[189998] KATHERINE	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:19:38	(662)	(662) [D600 R]	01:03	Zero to One	[193821] Terrv	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:14:37	(901)	(662) [D500 R]	01:27	Zero to One	[167637] EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:11:51	(901)	(662) [C800 L]	00:41	Zero to One	[188534] Tia	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:08:09	(662)	(662) [C200 L]	00:43	Zero to One	[000561] MITCHELL	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:02:18	(901)	(662) [C900 L]	02:06	Zero to One	[167116] SHLEY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:01:37	(901)	(662) [D500 R]	00:44	Zero to One	[167637] EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:58:23	(901)	(662) [D500 R]	01:27	Zero to One	[167637] EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:48:20	(901)	(662) [C900 M]	01:44	Zero to One	[167116] ASHLEY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:40:32	(662)	(662) [D300 R]	01:05	Zero to One	[190569] TYLER	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:38:02	(662)	(662) [D300 R]	01:02	Zero to One	[190569] TYLER	\$0.00	Collect Charges Refused

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Calls Terminated for Voice Verification Failure Report Sample

The "Call Detail Search" tool, allows calls to be searched by one or more "terminate type" (i.e., voice verification failures). This selection can be used with any combination of the other searchable parameters.

Search for Phone Calls

Call Search

Call From: [click here to select where the call originated](#)

Call To:

Inmate ID:

Inmate Name:

Alternate ID:

Included Calls: Only include answered calls (not blocked or restricted)

Terminate Type:

- Verify File Error
- Verify Invalid Data
- Verify No Voice
- Verify OK
- Verify Onhook
- Verify Recheck Failed
- Verify Timeout

ctrl - click for multiple selections

Blocking:

- Any
- Admin Block
- Auto Phone List Full
- Call Treatment Not Allowed
- Call Type Blocked
- Called Number Blocked
- Called Number Disabled

ctrl - click for multiple selections

Call Type: [click here to select call types](#)

Recording: Recorded Calls

Fraud Detection: Calls with PFE Detection Calls with Extra Digit Dialing

Date Range From:

To:

Start Time Range From: (hh:mm:ss)

To: (hh:mm:ss)

[Hide Search](#) [New Search](#)

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit C: Confidential Client Partner List

Confidential Client Partner List |

Smart Communications' technologies and services are currently use at the following facilities:

SMART COMMUNICATIONS CONFIDENTIAL CLIENT PARTNER LIST	
Partner Client Name	City and State
Avoyelles Parish Jail	Marksville, LA
Bell County Jail	Belton, TX
Benton County Jail	Bentonville, AR
Berkeley County Detention Center	Moncks Corner, SC
Bowie County Correctional Center	Texarkana, TX
Brazos County Detention Center	Bryan, TX
Brevard County Jail	Cocoa, FL
Butler County Prison	Butler, PA
Calcasieu Parish Jail	Lake Charles, LA
Canadian County Detention Center	El Reno, OK
Carroll County Detention Center	Berryville, AR
Charlotte County Jail	Punta Gorda, FL
Chesapeake City Jail	Chesapeake, VA
Clinton County Correctional Facility	McElhattan, PA
Colleton County Detention Center	Walterboro, SC
Collier County Jail	Naples, FL
Columbia County Jail	Lake City, FL
Conway County Detention Center	Morrilton, AR
Coweta County Prison	Newnan, GA
Craighead County Adult Detention Center	Jonesboro, AR
Craighead County Juvenile Detention Center	Jonesboro, AR
Crawford County Detention Center	Van Buren, AR
Crook County Jail	Prineville, OR
Dawson County Detention Center	Dawsonville, GA
Denton County Jail	Denton, TX
DeSoto County Adult Detention Facility	Hernando, MS
DeSoto County Juvenile Detention Facility	Hernando, MS
Douglas County Department of Corrections & Criminal Justice	Omaha, NE
Dubuque County Jail	Dubuque, IA
Dunklin County Jail	Kennett, MO
Ector County Detention Center	Odessa, TX

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Fairfax County Adult Detention Center	Fairfax, VA
FCI - Beckley	Beaver, WV
Florence County Sheriff's Office	Effingham, SC
Gibson County Correctional Complex	Trenton, TN
Grady County Jail	Chickasha, OK
Grant County Jail	Marion, IN
Hamblen County Jail	Morristown, TN
Hernando County Jail	Brooksville, FL
Indian River Sheriff's Office	Vero Beach, FL
Jefferson Correctional Facility	Beaumont, TX
Jefferson County Correctional Institute	Louisville, GA
Jefferson County Detention Center	Pine Bluff, AR
Jefferson/Franklin Regional Correctional Facility	Fayette, MS
Jones County Sheriff's Department	Gray, GA
Kemper Neshoba Regional Correctional Facility	DeKalb, MS
Kerr County Jail	Kerrville, TX
Kitsap County Jail	Port Orchard, WA
Lake County Adult Detention Facility	Painesville, OH
Lamar County Jail	Purvis, MS
Lancaster County Detention Center	Lancaster, SC
Lawrence County Jail	Walnut Ridge, AR
Lee County Jail	Ft. Myers, FL
Levy County Jail	Bronson, FL
Lewis County Jail	Chehalis, WA
Lexington County Detention Center	Lexington, SC
Licking County Jail	Newark, OH
Lonoke County Detention Center	Lonoke, AR
Lowndes County Jail	Columbus, MS
Lubbock County Detention Center	Lubbock, TX
Madison County Detention Center	Richmond, KY
Marion County Jail	Salem, OR
Marion County Jail Alternative Center	Marion, OH
Marion-Walthall Correctional Facility	Columbia, MS
McIntosh County Jail	Eufaula, OK
Miller County Detention Center	Texarkana, AR
Mississippi County Detention Center	Luxora, AR
Mitchell County Correctional Institute	Camilla, GA
MonDay Community Correctional Institution	Dayton, OH

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Montgomery County Jail	Dayton, OH
Moore County Jail	Lynchburg, TN
Morehouse Parish Jail	Bastrop, LA
Morrow County Jail	Mount Gilead, OH
Multi-County Correctional Center	Marion, OH
Natchitoches Parish Correction	Natchitoches, LA
Newport News City Jail	Newport News, VA
Noxubee County Jail	Macon, MS
Oakland County Jail	Pontiac, MI
Osceola County Department of Corrections	Kissimmee, FL
Ottawa County Jail	West Olive, MI
PA-SCI Albion	Albion, PA
PA-SCI Benner Township	Bellefonte, PA
PA-SCI Cambridge Springs	Cambridge Springs, PA
PA-SCI Camp Hill	Camp Hill, PA
PA-SCI Chester	Chester, PA
PA-SCI Coal Township	Coal Township, PA
PA-SCI Dallas	Dallas, PA
PA-SCI Fayette	LaBelle, PA
PA-SCI Forest	Marienville, PA
PA-SCI Frackville	Frackville, PA
PA-SCI Greene	Waynesburg, PA
PA-SCI Houtzdale	Houtzdale, PA
PA-SCI Huntingdon	Huntingdon, PA
PA-SCI Laurel Highlands	Somerset, PA
PA-SCI Mahanoy	Frackville, PA
PA-SCI Mercer	Mercer, PA
PA-SCI Muncy	Muncy, PA
PA-SCI Phoenix	Collegeville, PA
PA-SCI Pine Grove	Indiana, PA
PA-SCI Retreat	Hunlock Creek, PA
PA-SCI Rockview	Bellefonte, PA
PA-SCI Smithfield	Huntingdon, PA
PA-SCI Somerset	Somerset, PA
PA-SCI Waymart	Waymart, PA
Poinsett County Detention Center	Harrisburg, AR
Polk County Jail	Bartow, FL
Pope County Jail	Russellville, AR

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Prairie County Jail	Des Arc, AR
Putnam County Jail	Palatka, FL
Quehanna Boot Camp (PA DOC)	Karthus, PA
Richland Parish BBC Detention Center	Rayville, LA
Roanoke City Jail	Roanoke, VA
Robeson County Jail	Lumberton, NC
Saint John The Baptist Correctional Center	LaPlace, LA
San Mateo County Jails	Redwood City, CA
Santa Cruz County Jail	Santa Cruz, CA
Sarasota County Jail	Sarasota, FL
Seminole County Jail	Sanford, FL
Simpson County Jail	Mendenhall, MS
Southwest VA Regional Jail Authority - Abingdon	Abingdon, VA
Southwest VA Regional Jail Authority - Duffield	Duffield, VA
Southwest VA Regional Jail Authority - Haysi	Haysi, VA
Southwest VA Regional Jail Authority - Tazewell	Tazewell, VA
Spalding County Correctional Institute	Griffin, GA
Spartanburg County Detention Facility	Spartanburg, SC
St. Mary's County Detention and Rehabilitation Center	Leonardtown, MD
Stephens County Jail	Toccoa, GA
Tangipahoa Parish Jail	Amite, LA
Tate County Jail	Senatobia, MS
Terrebonne Parish Jail	Houma, LA
Tuolumne County Jail	Sonora, CA
USP - Canaan	Waymart, PA
Volusia County Corrections Center	Daytona Beach, FL
Washington County Justice Center	Akron, CO
Washington Parish Jail	Franklin, LA
Wayne County Correctional Facility	Honesdale, PA
Wayne County Jail	Jesup, GA
Western Virginia Regional Jail	Salem, VA
White County Detention Center	Searcy, AR
Williamson County Jail	Georgetown, TX
Woodford County Detention Center	Versailles, KY
Worth County Jail	Sylvester, GA
York County Jail	York, SC

NOTE: For client partner facility point of contact details, please contact us directly at 888-253-5178.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit D: Smart Communications Confidential 2020 Consolidated Financial Statements

Smart Communications Holding, Inc.

Consolidated Financial Statements

December 31, 2020

CONFIDENTIAL

Prepared by:

**M. L. Shreve CPA, P.C.
7781 N. Easy Street
Whitehall, Michigan 49461
231.894.5559**

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



M L S

M. L. Shreve CPA, P.C.
7781 N. Easy Street
Whitehall, Michigan 49461
231.894.5559 (phone)
231.893.2097 (fax)
www.mlshrevecpa.com
mlshrevecpa@frontier.com (email)

To the Management and Officers
Smart Communications Holding, Inc.
10491 72nd Street
Seminole, Florida 33777

Management is responsible for the accompanying consolidated financial statements of Smart Communications Holding, Inc. (a Florida corporation), which comprise the Consolidated Statement of Assets, Liabilities, And Equity – Income Tax Basis as of December 31, 2020, and the related Consolidated Statement of Revenue and Expenses – Income Tax Basis, and the Consolidated Statement of Retained Earnings – Income Tax Basis for the year then ended in accordance with the Income Tax Basis of accounting, and for determining that the tax basis of accounting is an acceptable financial reporting framework. We have performed a compilation engagement in accordance with Statements on Standards for Accounting and Review Services promulgated by the Accounting and Review Services Committee of the AICPA. We did not audit or review the consolidated financial statements nor were we required to perform any procedures to verify the accuracy or completeness of the information provided by management. We do not express an opinion, a conclusion, nor provide any form of assurance on these consolidated financial statements.

The financial statements are prepared in accordance with the income tax basis of accounting, which is a basis of accounting other than accounting principles generally accepted in the United States of America.

Management has elected to omit substantially all of the disclosures ordinarily included in the consolidated financial statements prepared in accordance with the tax basis of accounting. If the omitted disclosures were included in the consolidated financial statements, they might influence the user's conclusions about the Company's assets, liabilities, equity, revenues, and expenses. Accordingly, the consolidated financial statements are not designed for those who are not informed about such matters.

We are not independent with respect to Smart Communications Holding, Inc.

M. L. Shreve CPA, P.C.

M. L. Shreve CPA, P.C.
Whitehall, Michigan
September 10, 2021

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Smart Communications Holding, Inc.
Consolidated Statement of Assets, Liabilities, and Equity - Tax Basis
December 31, 2020

ASSETS	
Current Assets	
Cash and Cash Equivalents	\$ 2,590,727
Accounts Receivable - Trade	798,777
Accounts Receivable - Employees	8,256
Technology Grant Advances	154,975
Accounts Receivable - HLFIP	99,506
Prepaid Expenses	681,640
Inventory	1,401,970
Total Current Assets	\$ 5,735,851
Fixed Assets	
Land	195,000
Buildings	4,073,768
Kiosk Computer System	4,474,161
Computer Software	2,987,876
Leasehold Improvements	203,715
Vehicles	2,007,987
Display System & Demo Build	55,069
Equipment	585,871
Furniture	163,106
	14,746,553
Less: Accumulated Depreciation	(7,034,069)
Property & Equipment, Net	7,712,484
Other Assets	
Shareholder Loans	963,673
Total Other Assets	963,673
TOTAL ASSETS	\$ 14,412,008
LIABILITIES AND EQUITY	
LIABILITIES	
Current Liabilities	
Bank Overdrafts	\$ 15,949
Accounts Payable	442,064
Accrued Credit Cards	116,809
Accrued Expenses	170,138
Florida Income Taxes Payable	261,002
Federal Income Tax Payable	1,118,604
Current Portion - Long Term Debt	1,500,000
Total Current Liabilities	\$ 3,624,566
Long Term Liabilities	
Mortgage Payable	1,296,578
Note Payable - ACG Global	498,613
Lattice Technology License	1,757,500
Notes Payable - Vehicles	82,959
Less Current Portion	(1,500,000)
Total Long Term Debt	2,135,650
Total Liabilities	5,760,216
EQUITY	
Common Stock	364,667
Paid In Capital	414,911
Retained Earnings	7,872,214
Total Equity	8,651,792
TOTAL LIABILITIES AND EQUITY	\$ 14,412,008

See Accountant's Compilation Report.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Smart Communications Holding, Inc.
Consolidated Statement of Revenue and Expenses - Tax Basis
For the year ended December 31, 2020

Revenue	
Mail Services Income	\$ 4,532,800
Lattice Revenue Share	284,372
Messaging Income	15,311,609
Royalty Fees	1,500
Telephone Call Sales	984,407
Miscellaneous Income	493,752
Interest Income	1,115
Total Revenue	21,609,555
Total Cost of Sales	(5,121,265)
Gross Profit	16,488,290
Expenses	
Advertising and Promotion	93,644
Operating Supplies	26,765
Research and Development Expense	23,309
Bank Service Fees	1,872
Royalties Expense	133,210
Depreciation Expense	2,690,604
Insurance Expense	423,583
Outside Services	14,854
Dues and Subscriptions	33,915
Real Estate Fees	15,880
Computer Expenses	26,086
Sales Tax Expense	27,604
Payroll Taxes Expense	313,763
Property Taxes	70,047
Legal and Professional Fees	1,171,588
Repairs and Maintenance	109,848
Officer Compensation	170,000
Wages and Salaries	2,671,753
Rent Expense	212,022
P. O. Box Rent	10,219
Telephone Expense	67,090
Licenses and Permits	3,927
Charitable Contributions	6,160
Payroll Service Fees	53,644
Employee Medical Expenses	11,723
Meals and Entertainment	55,155
Miscellaneous Expense	60,152
Employee Welfare	5,950
Contract Labor	61,125
Web Site Design and Maintenance	24,457
Office Security Expense	4,184
Recruitment Expense	12,497
Utilities	48,717
Office Expense	30,886
Total Expenses	8,686,193
Income/Loss from Operations	7,802,097
Other Expenses	
Interest Expense	219,149
Penalties	41
Total Other Expenses	219,190
Income Before Taxes	7,582,907
Provision for Income Taxes	
Florida Income Tax	377,154
Federal Income Tax	1,518,604
Total Provision for Taxes	1,895,758
Net Income (Loss) for the Period	\$ 5,687,149

CONFIDENTIAL

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Smart Communications Holding, Inc.
Consolidated Statement of Revenue and Expenses - Tax Basis
Cost of Goods Sold
For the year ended December 31, 2020

Cost of Sales		
Beginning Inventory	\$	723,965
Purchases		1,033,195
Tablet Repairs		3,150
Technology Services - Facilities		266,140
Labor - Sales		423,364
Labor - Telephone CC Sales		220,299
Labor - Mail Processing		456,903
Game Revenue Sharing 50/50		38,654
Freight and Shipping		168,277
Internet Services		225,089
Data Storage & Server Hosting		74,457
Postage and Shipping		26,245
Merchant Card Fees		807,368
Facility Commissions		1,049,988
Mobile Mail Carts		1,050
Salesperson Commissions		43,435
Sublicense Royalty Fees Expense		148,539
Vehicle Expenses		182,694
Travel		416,646
Meals		38,226
Kiosk Software Expense		174,309
Per Diem Expense		1,242
		<u>6,523,235</u>
Ending Inventory		(1,401,970)
Total Cost of Sales		\$ <u>5,121,265</u>

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WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Smart Communications Holding, Inc.
Consolidated Statement of Retained Earnings - Tax Basis
For the year ended December 31, 2020

Retained Earnings - Beginning of Period	\$	1,883,200
Current Year Additions to Retained Earnings		301,865
Net Income (Loss) for the Year		<u>5,687,149</u>
Retained Earnings - End of Period	\$	<u>7,872,214</u>

CONFIDENTIAL

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit E: Certificates of Insurance



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/25/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Mary Storti c/o Paychex Insurance Agency, Inc. 150 Sawgrass Drive Rochester, NY 14620	CONTACT NAME: PHONE (A/C, No, Ext): (877) 266-6850 FAX (A/C, No): E-MAIL ADDRESS: pbscerts@paychex.com
	INSURER(S) AFFORDING COVERAGE INSURER A : American Zurich Insurance Company NAIC # 40142 INSURER B : INSURER C : INSURER D : INSURER E : INSURER F :
INSURED Paychex Business Solutions, LLC Alt. Emp: Smart Communications Collier Inc 911 Panorama Trail South Rochester, NY 14625	

COVERAGES **CERTIFICATE NUMBER:** 21FL0951018785 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N N	N/A	WC 12-68-329-01	06/01/2021	06/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
				Location Coverage Period:	06/01/2021	06/01/2022	Client# 20010808-FL

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 Coverage is provided for only those co-employees of, but not subcontractors to:
 Smart Communications Collier Inc
 10491 72nd St
 Seminole, FL 33777

CERTIFICATE HOLDER Smart Communications Collier Inc 10491 72nd St Seminole, FL 33777	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



SMART COMMUNICATIONS HOLDING, INC.

CyberFirst

CYBERFIRST COVERAGE:

Aggregate Limit	\$3,000,000
Sales	\$20,000,000

Third Party Liability Insuring Agreements	Included/ Not Covered	Retro Date	Limit	Retention
Errors and Omissions Liability Each Wrongful Act	Included	2/9/2015	\$3,000,000	\$25,000
Network and Information Security Liability Each Wrongful Act	Included	2/9/2015		
Communications and Media Liability Each Wrongful Act	Included	2/9/2015		
Employed Legal Professional Liability Each Wrongful Act	Not Covered		\$	
Employed Legal Professional Liability Limit			\$	

Consult Policy for Actual Terms and Conditions

TRAVELERS

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



SMART COMMUNICATIONS HOLDING, INC.

First Party Insuring Agreements	Limit of Insurance	Retention/Waiting Period
Security Breach Notification and Remediation Expenses	\$1,000,000	\$25,000
Crisis Management Service Expenses	\$1,000,000	\$25,000
Business Interruption and Additional Expenses	\$1,000,000	72 Hours
IT Provider – Contingent Business Interruption and Additional Expenses	\$ 250,000	72Hours
Outsource Provider – Contingent Business Interruption and Additional Expenses	Not Covered	Hours
Extortion Expenses	\$1,000,000	\$25,000
Computer Program and Electronic Data Restoration Expenses	\$ 100,000	\$10,000
Computer Fraud	\$ 100,000	\$10,000
Funds Transfer Fraud	\$ 100,000	\$10,000
Telecommunications Theft	\$ 100,000	\$10,000
Social Engineering Fraud Expenses	Not Covered	\$
Reputational Harm Expenses Coverage	Not Covered	\$

With Travelers' CyberFirst® coverage, your business will have access to the Travelers **eRisk Hub**®, powered by Net Diligence – an information portal that includes pre- and post-event benefits, including:



Tools to build privacy controls, and information and IT security programs.



Calculators to estimate potential costs of an event.



Listing of **professionals** who help customers build/improve cyber programs.



Statutory, regulatory and case law **update** on privacy liability and notification obligations.



Breach Coach® service – 30-minute consultation.



Sample **incident roadmap** for dealing with a privacy breach.

Liability coverage applies on a claims-made basis. Payments of defense expenses will reduce, and may exhaust, the limits of insurance.

Consult Policy for Actual Terms and Conditions



WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
05/25/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER Mary Storti c/o Paychex Insurance Agency, Inc. 150 Sawgrass Drive Rochester, NY 14620	CONTACT NAME: PHONE (A/C, No, Ext): (877) 266-6850 FAX (A/C, No): E-MAIL ADDRESS: pbscerts@paychex.com	
	INSURER(S) AFFORDING COVERAGE	
INSURED Paychex Business Solutions, LLC Alt. Emp: Smart Communications Collier Inc 911 Panorama Trail South Rochester, NY 14625	INSURER A: American Zurich Insurance Company NAIC # 40142	
	INSURER B:	
	INSURER C:	
	INSURER D:	
	INSURER E:	
	INSURER F:	

COVERAGES **CERTIFICATE NUMBER:** 21FL0951018785 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:					EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS ONLY <input type="checkbox"/> NON-OWNED AUTOS ONLY					COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	UMBRELLA LIAB <input type="checkbox"/> OCCUR EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED <input type="checkbox"/> RETENTION \$					EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? <input type="checkbox"/> Y <input checked="" type="checkbox"/> N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A	WC 12-68-329-01	06/01/2021	06/01/2022	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
			Location Coverage Period:	06/01/2021	06/01/2022	Client# 20010808-FL

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
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CERTIFICATE HOLDER Smart Communications Collier Inc 10491 72nd St Seminole, FL 33777	CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE
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WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit F: Form H2048

Texas Department of
Agriculture

Form H2048
January 2008

CERTIFICATION

REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY
EXCLUSION FOR COVERED CONTRACTS

PART A.

Federal Executive Orders 12549 and 12689 require the Texas Department of Agriculture (TDA) to screen each covered potential contractor to determine whether each has a right to obtain a contract in accordance with federal regulations on debarment, suspension, ineligibility, and voluntary exclusion. Each covered contractor must also screen each of its covered subcontractors.

In this certification "contractor" refers to both contractor and subcontractor; "contract" refers to both contract and subcontract.

By signing and submitting this certification the potential contractor accepts the following terms:

1. The certification herein below is a material representation of fact upon which reliance was placed when this contract was entered into. If it is later determined that the potential contractor knowingly rendered an erroneous certification, in addition to other remedies available to the federal government, the Department of Health and Human Services, United States Department of Agriculture or other federal department or agency, or the TDA may pursue available remedies, including suspension and/or debarment.
2. The potential contractor will provide immediate written notice to the person to which this certification is submitted if at any time the potential contractor learns that the certification was erroneous when submitted or has become erroneous by reason of changed circumstances.
3. The words "covered contract", "debarred", "suspended", "ineligible", "participant", "person", "principal", "proposal", and "voluntarily excluded", as used in this certification have meanings based upon materials in the Definitions and Coverage sections of federal rules implementing Executive Order 12549. Usage is as defined in the attachment.
4. The potential contractor agrees by submitting this certification that, should the proposed covered contract be entered into, it will not knowingly enter into any subcontract with a person who is debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction, unless authorized by the Department of Health and Human Services, United States Department of Agriculture or other federal department or agency, and/or the TDA, as applicable.

Do you have or do you anticipate having subcontractors under this proposed contract?

Yes

No

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Form H2048
Page 2/01-2008

5. The potential contractor further agrees by submitting this certification that it will include this certification titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion for Covered Contracts" without modification, in all covered subcontracts and in solicitations for all covered subcontracts.
6. A contractor may rely upon a certification of a potential subcontractor that it is not debarred, suspended, ineligible, or voluntarily excluded from the covered contract, unless it knows that the certification is erroneous. A contractor must, at a minimum, obtain certifications from its covered subcontractors upon each subcontract's initiation and upon each renewal.
7. Nothing contained in all the foregoing will be construed to require establishment of a system of records in order to render in good faith the certification required by this certification document. The knowledge and information of a contractor is not required to exceed that which is normally possessed by a prudent person in the ordinary course of business dealings.
8. Except for contracts authorized under paragraph 4 of these terms, if a contractor in a covered contract knowingly enters into a covered subcontract with a person who is suspended, debarred, ineligible, or voluntarily excluded from participation in this transaction, in addition to other remedies available to the federal government, Department of Health and Human Services, United States Department of Agriculture, or other federal department or agency, as applicable, and/or the TDA may pursue available remedies, including suspension and/or debarment.

PART B. CERTIFICATION REGARDING DEBARMENT, SUSPENSION, INELIGIBILITY AND VOLUNTARY EXCLUSION FOR COVERED CONTRACTS

Indicate in the appropriate box which statement applies to the covered potential contractor:

- The potential contractor certifies, by submission of this certification, that neither it nor its principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this contract by any federal department or agency or by the State of Texas.
- The potential contractor is unable to certify to one or more of the terms in this certification. In this instance, the potential contractor must attach an explanation for each of the above terms to which he is unable to make certification. Attach the explanation(s) to this certification.

Name of Contractor	Vendor ID No. or Social Security No.	Program No.
Smart Communications Holding, Inc.	47-2886302	2022-03



Signature of Authorized Representative

3/30/2022

Date

Jon Logan, CEO

Printed/Typed Name and Title of Authorized Representative

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit G: Form H2049

Texas Department of
Agriculture

Form H2049
January 2008

CERTIFICATION REGARDING FEDERAL LOBBYING (Certification for Contracts, Grants, Loans, and Cooperative Agreements)

PART A. PREAMBLE

Federal legislation, Section 319 of Public Law 101-121 generally prohibits entities from using federally appropriated funds to lobby the executive or legislative branches of the federal government. Section 319 specifically requires disclosure of certain lobbying activities. A federal government-wide rule, "New Restrictions on Lobbying", published in the Federal Register, February 26, 1990, requires certification and disclosure in specific instances.

PART B. CERTIFICATION

This certification applies only to the instant federal action for which the certification is being obtained and is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$100,000 for each such failure.

The undersigned certifies, to the best of his or her knowledge and belief, that:

1. No federally appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, or the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
2. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with these federally funded contract, subcontract, subgrant, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying", in accordance with its instructions. (If needed, contact the Texas Department of Agriculture to obtain a copy of Standard Form-LLL.)

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Form H2049
Page 2/01-2008

3. The undersigned shall require that the language of this certification be included in the award documents for all covered subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all covered subrecipients will certify and disclose accordingly.

Do you have or do you anticipate having covered subawards under this transaction?

- Yes
- No

Name of Contractor/Potential Contractor	Vendor ID No. or Social Security No.	Program No.
Smart Communications Holding, Inc.	47-2886302	2022-03

Name of Authorized Representative	Title
Jon Logan	Chief Executive Officer



Signature Authorized Representative

3/30/2022

Date

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit H: Smart Communications Public Utility Commission of Texas Pay Phone Report

Public Utility Commission of Texas

puc.texas.gov/industry/communications/directories/pay/report_pp.aspx



Pay Phone Report

SMART COMMUNICATIONS HOLDING INC

PP190001

Type: Pay Phone Provider

Registration Date: 5/1/2019

DBA Names

No DBA Records

Contact Information

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Company / Physical (Mailing Address)

SMART COMMUNICATIONS HOLDING
INC
TERRY WHITESIDE
VP OF OPERATIONS
10491 72ND STREET
SEMINOLE, FL 33777
Email: terry.whiteside@smartjailmail.com
Phone: 941-799-1586
Toll Free: 888-253-5178

Mailing / PO Box

SMART COMMUNICATIONS HOLDING
INC
MARK LAMMERT
ATTORNEY-IN-FACT
C/O COMPLIANCE SOLUTIONS, INC.
242 RANGELINE RD.
LONGWOOD, FL 32750
Email: regulatory@csilongwood.com
Phone: 407-260-1011
Toll Free: 888-253-5178
Fax: 407-260-1033

PAYPHONE Contact Address

SMART COMMUNICATIONS HOLDING
INC
TERRY WHITESIDE
VP OF OPERATIONS
10491 72ND STREET
SEMINOLE, FL 33777
Email: terry.whiteside@smartjailmail.com
Phone: 941-799-1586
Toll Free: 888-253-5178

Reports

2021

PAY PHONE Annual Report
Submitted: 10/27/2021
Approved: 11/1/2021

End Report

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit I: Proof of No Delinquent Taxes to Webb County

PROOF OF NO DELINQUENT TAXES OWED TO WEBB COUNTY

Name Jonathan Logan owes no delinquent property taxes to Webb County.

Smart Communications Holding, Inc. owes no property taxes as a business in Webb County.
(Business Name)

Jonathan Logan owes no property taxes as a resident of Webb County.
(Business Owner)

Person who can attest to the above information

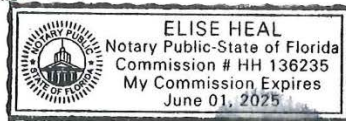
* SIGNED NOTORIZED DOCUMENT AND PROOF OF NO DELINQUENT TAXES TO WEBB COUNTY.

~~The State of Texas~~ The State of Florida
~~County of Webb~~ County of Pinellas

Before me, a Notary Public, on this day personally appeared Jonathan Logan, know to me (or proved to me on the oath of _____) to be the person whose name is subscribed to the forgoing instrument and acknowledged to me that he executed the same for the purpose and consideration therein expressed.

Given under my hand and seal of office this 14 day of April 2022.

~~Notary Public, State of Texas~~
Notary Public, State of Florida



Elise Heal

(Print name of Notary Public here)

My commission expires the 14th day of April 2022.