

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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.

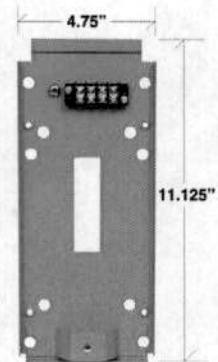
Inmate telephone station dial pads are constructed of heavy-duty metal, sealed to prevent moisture and allow for use in inclement weather conditions, and feature DTMF dialing. In addition to these security and durability features, all SmartEvo™ ITS hardware used by inmates are line powered and have no 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

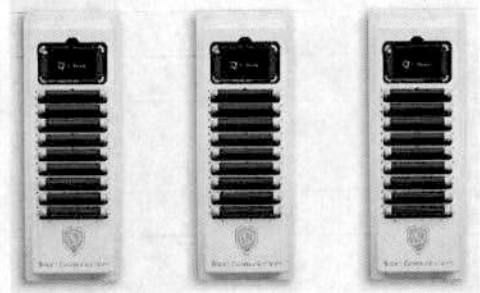
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access to the Internet. The SmartTablet™ device's 7.0" touch screen LCD display is constructed of 3X thick Gorilla Glass and pass durability/drop, chemical stain and other quality control tests at our production facility.

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



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

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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.

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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>.

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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

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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.

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Title: CEO Date: April 14, 2022

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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.

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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
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*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
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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

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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@desotocountymms.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

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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
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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@brazoscountytx.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="text-align: center;">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;">N/A</p> <p style="text-align: center;">_____ 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 <small>Signature of vendor doing business with the governmental entity</small> </div> <div style="text-align: center;"> April 14, 2022 <small>Date</small> </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)
			<input type="checkbox"/> Controlling <input type="checkbox"/> 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;"> <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.webbcountytx.gov/PurchasingAgent/PurchasingEthicsPolicy.pdf>

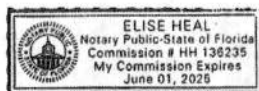
I personally, and/or in my respective authority/capacity on behalf of my company/entity do hereby further acknowledge, agree and understand that as a participating vendor with Webb County, Texas on any active solicitation/proposal/qualification that I and/or my company/entity failure to comply with the 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@webbcountytx.gov.

Executed and dated this [14] day of [April], 20[22]

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.

IONWAVE [Home](#) [Bid Events](#) [Auction Events](#) [Admin](#) aarond

Edit Bid Response for RFP 2022-003 Webb County Sheriff's Office Addendum 2 (Inmate Phone System)

[Return](#) [No Bid](#) [Documents](#) [Response History](#) [Bid History](#) [Error Check Response](#)

Information has been changed as part of an addendum. See 'Bid History' for details.

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.**

[Event Details](#) [Questions](#) [Activities](#) [Attachments](#) [Response Attachments](#) [Response Submission](#)

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 black 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 black ink, appearing to read "Aaron Dexter".

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.**

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

Acknowledged by: Aaron Dexter, Smart Communications

Acknowledgement Date: April 19, 2022



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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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



WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



» 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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



» 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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



» 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	
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%

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



» 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|

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



» 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 tik 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

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.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
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» SmartInmate™ Electronic Messaging Service Rate Offer |

SMART INMATE™ ELECTRONIC MESSAGING RATES	
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.

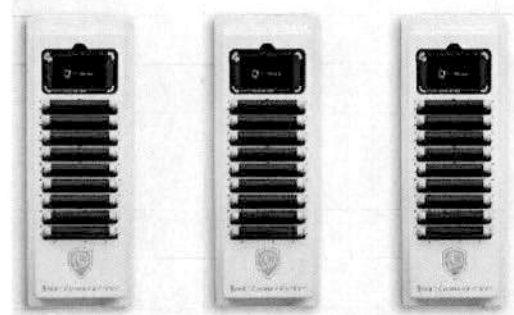


WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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](http://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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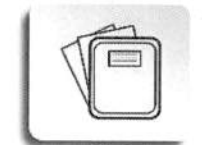
Patented MailGuardLegal[®] Privileged Mail System | ZERO COST

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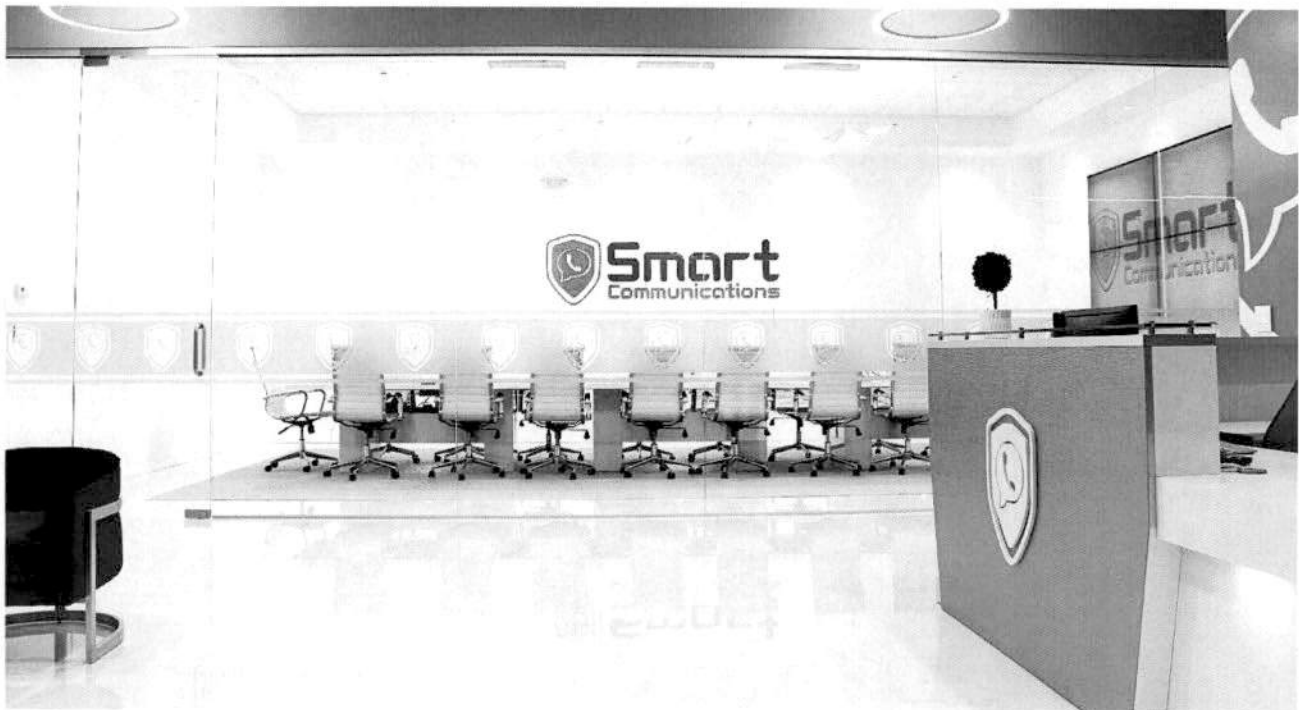
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Full Network/Hardware Installation & Support | **ZERO COST**

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