

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

QUALITY ASSURANCE AND ACCEPTANCE PHASE (1.4)

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

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

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

IMPLEMENTATION TIMELINE |

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

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

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

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Exhibit B: SmartEcosystem™ Dashboard Overview and Sample Reports

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



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

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

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

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

Call Search and Customized Reports:

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

CDR searches can also be filtered by:

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

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Call Summary Report Samples |

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

Call Summary Report

Date Range

Start Date:

End Date:

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

PIN Debit Call

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

Prepaid

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

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

View Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

[Hide Search Form](#)

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

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

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

Search for Phone Calls

Call Search

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

Call To:

Inmate ID: Inmate Name:

Alternate ID:

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

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

Recording: Recorded Calls

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

Date Range From: To:

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

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

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

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

Search for Phone Calls

[Show Search Criteria](#)
Case Management
[Clear Selected Calls \(1\)](#)

Call Details

0:00 / 0:00

Playback Speed:

Inmate: _____ Duration: _____ Termination Code: _____
 Call To: _____ Charge: _____ Call Type: _____
 Address: _____

Showing 69 of 69 Record(s)

<input type="checkbox"/>	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
<input type="checkbox"/>	10/05/2021	10:30:13	[REDACTED]	(662) 469-1022 [C200 L]	01:31	Prepaid	[193855] [REDACTED] Mark	50.48	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	10:16:50	[REDACTED]	(662) 469-1023 [C200 R]	01:45	Prepaid	[193855] [REDACTED] Mark	50.48	Normal Call
<input type="checkbox"/>	10/05/2021	10:11:26	[REDACTED]	(662) 469-1014 [Intake AO 30]	01:02	Direct		50.00	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	09:33:09	[REDACTED]	(662) 469-1013	01:23	Direct		50.00	Called Party

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Frequently Called Number Report Sample |

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

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

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

Frequently Called Numbers

Search

Start Date: 10/01/2021
End Date: 10/05/2021
Threshold: 25

Search [Hide Search Form](#)

Export

Displaying 175 of 175 records

Number	Attempts	Connected	Accepted	Denied	Minutes	CDR Data	Fins
0001	3923	0	0	0	3132	calls	mins
2574	287	216	60	0	764	calls	mins
1795	229	215	4	0	329	calls	mins
1787	212	201	2	0	299	calls	mins
4823	200	154	73	0	602	calls	mins
3626	193	155	58	0	458	calls	mins
	182	0	0	0	182	calls	mins
	167	0	0	0	167	calls	mins
6320	165	120	15	0	258	calls	mins
6488	162	132	75	0	363	calls	mins
4523	159	123	74	0	614	calls	mins
8448	132	88	22	0	244	calls	mins
7650	121	70	24	0	191	calls	mins

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Calls Terminated by Called Party Report Sample

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

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

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

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

View Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One: ▼

Attribute Two: ▼

Attribute Three: ▼

(Click on a row to expand)

Termination	Called Number	Call Count	Total Duration	Avg. Duration
Called Party Hung Up		1,469	109h 14m 28s	04:27
	(205)807-	1	0h 11m 50s	11:50
	(205)953-	4	0h 14m 34s	03:38
	(210)580-	1	0h 0m 32s	00:32
	(216)470-	3	0h 10m 52s	03:37
	(217)855-	1	0h 14m 43s	14:43
	(225)280-	1	0h 0m 25s	00:25
	(228)346-	1	0h 0m 12s	00:12
	(228)357-	1	0h 1m 56s	01:58
	(256)735-	1	0h 13m 40s	13:40

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3-Way Call Attempt Report Sample |

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

Search for Phone Calls

Call Search

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

Call To:

Inmate ID: Inmate Name:

Alternate ID:

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

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

Recording: Recorded Calls

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

Date Range From: To:

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

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

Calls to a Specific Number Report Sample |

View Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

[Search](#) [Hide Search Form](#)

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

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Calls by a Specific Inmate Report Sample |

View Call Analysis

Search

Called Number:

Inmate Number:

Start Date:

End Date:

Attribute One:

Attribute Two:

Attribute Three:

[Hide Search Form](#)

(Click on a row to expand)

Date	Inmate Name	Call Count	Total Duration	Avg. Duration
09-01/2021		1,456	126h 34m 05s	05:12
		415	10h 35m 43s	01:31
	TIMOTHY	3	0h 6m 02s	02:00
	Devante	7	1h 26m 24s	12:20
	Dennis	1	0h 13m 34s	13:34
	CHRISTOPHER	1	0h 5m 00s	05:00
	SONYA	1	0h 3m 00s	03:00
	,DAMEON	2	0h 15m 18s	07:39
	DOUGLAS	6	0h 14m 51s	02:28
	ANTHONY	6	1h 0m 14s	10:02

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Call Summary by Phone or Cell Block Report Samples |

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

Search for Phone Calls

Call Search

Call From:

- C100 L
- C100 M
- C100 R
- C200 L
- C200 R
- C300 L

[Collapse](#)
 ctrl + click for multiple selections

Call To:

Inmate ID: Inmate Name:

Alternate ID:

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

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

Recording: Recorded Calls

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

Date Range From: To:

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

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

Showing 100 of 145 Record(s)

Export:

	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
<input type="checkbox"/>	10/05/2021	10:29:46	(662) [REDACTED]	(662) [REDACTED] [C100 L]	03:57	Prepaid	[1932861] Jeffery	\$0.96	Normal Call
<input type="checkbox"/>	10/05/2021	10:08:03	(662) [REDACTED]	(662) [REDACTED] [C100 L]	12:36	Prepaid	[1932861] Jeffery	\$3.12	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	08:28:29	(901) [REDACTED]	(662) [REDACTED] [C100 L]	10:53	PIN Debit Call	[1938691] KEONDRE	\$3.19	Called Party Hung Up
<input type="checkbox"/>	10/05/2021	08:24:02	(662) [REDACTED]	(662) [REDACTED] [C100 L]	01:19	Operator Assist	[1938691] KEONDRE	\$0.00	Called Party Hung Up
<input type="checkbox"/>	10/04/2021	21:49:21	(662) [REDACTED]	(662) [REDACTED] [C100 L]	09:41	Prepaid	[1932861] Jeffery	\$2.40	Normal Call
<input type="checkbox"/>	10/04/2021	21:33:02	(662) [REDACTED]	(662) [REDACTED] [C100 L]	15:00	Prepaid	[1932861] Jeffery	\$3.60	Time Up for Timed Call
<input type="checkbox"/>	10/04/2021	20:54:40	(901) [REDACTED]	(662) [REDACTED] [C100 L]	11:07	PIN Debit Call	[1938691] KEONDRE	\$3.48	Normal Call
<input type="checkbox"/>	10/04/2021	20:37:05	(662) [REDACTED]	(662) [REDACTED] [C100 L]	00:51	Prepaid	[1655601] DEMARIUS	\$0.24	Normal Call
<input type="checkbox"/>	10/04/2021	20:27:18	(901) [REDACTED]	(662) [REDACTED] [C100 L]	07:34	Prepaid	[1655601] DEMARIUS	\$2.32	Normal Call
<input type="checkbox"/>	10/04/2021	20:15:33	(901) [REDACTED]	(662) [REDACTED] [C100 L]	02:57	PIN Debit Call	[1541891] DARIEN	\$0.87	Normal Call
<input type="checkbox"/>	10/04/2021	20:11:28	(901) [REDACTED]	(662) [REDACTED] [C100 L]	02:04	Prepaid	[1541891] DARIEN	\$0.87	Called Party Hung Up
<input type="checkbox"/>	10/04/2021	19:56:07	(662) [REDACTED]	(662) [REDACTED] [C100 L]	11:55	Prepaid	[1932861] Jeffery	\$2.86	Normal Call
<input type="checkbox"/>	10/04/2021	19:52:30	(901) [REDACTED]	(662) [REDACTED] [C100 L]	02:59	Prepaid	[1655601] DEMARIUS	\$0.87	Normal Call
<input type="checkbox"/>	10/04/2021	19:43:33	(662) [REDACTED]	(662) [REDACTED] [C100 L]	02:22	Prepaid	[1932861] Jeffery	\$0.72	Called Party Hung Up

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Calls Refused by Called Party Report Sample

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

Search for Phone Calls

Call Search

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

Call To:

Inmate ID:

Inmate Name:

Alternate ID:

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

Terminate Type:

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

ctrl - click for multiple selections

Blocking:

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

ctrl - click for multiple selections

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

Recording: Recorded Calls

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

Date Range From: To:

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

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

Showing 100 of 1072 Record(s)

[Export](#)

<input type="checkbox"/>	Date	Time	Call To	Call From	Duration	Call Type	Inmate	Charge	Termination Code
<input type="checkbox"/>	10/05/2021	11:36:12	(870)	(662)	00:59	Zero to One	1188257 JEREMY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:34:30	(731)	(662)	00:52	Zero to One	1191931 Thomas	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:34:16	(901)	(662)	02:31	Zero to One	1166177 LATERIO	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:21:19	(662)	(662)	01:53	Zero to One	1190220 JIMMY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:20:46	(901)	(662)	01:36	Zero to One	1189998 KATHERINE	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:19:38	(662)	(662)	01:03	Zero to One	1193621 Terry	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:14:37	(901)	(662)	01:27	Zero to One	1167637 EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:11:51	(901)	(662)	00:41	Zero to One	1188534 Tia	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:08:09	(662)	(662)	00:43	Zero to One	1009561 MITCHELL	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:02:18	(901)	(662)	02:06	Zero to One	1167116 SHLEY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:01:37	(901)	(662)	00:44	Zero to One	1167637 EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	11:01:23	(901)	(662)	01:27	Zero to One	1167637 EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:58:23	(901)	(662)	01:27	Zero to One	1167637 EVAN	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:48:20	(901)	(662)	01:44	Zero to One	1167116 ASHLEY	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:40:32	(662)	(662)	01:05	Zero to One	1190569 TYLER	\$0.00	Collect Charges Refused
<input type="checkbox"/>	10/05/2021	10:38:02	(662)	(662)	01:02	Zero to One	1190569 TYLER	\$0.00	Collect Charges Refused

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Calls Terminated for Voice Verification Failure Report Sample

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

Search for Phone Calls

Call Search

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

Call To:

Inmate ID: Inmate Name:

Alternate ID:

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

Terminate Type:
Verify Invalid Data
Verify No Voice
Verify OK
Verify Onhook
Verify Recheck Failed
Verify Timeout
ctrl - click for multiple selections

Blocking:
Admin Block
Auto Phone List Full
Call Treatment Not Allowed
Call Type Blocked
Called Number Blocked
Called Number Disabled
ctrl - click for multiple selections

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

Recording: Recorded Calls

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

Date Range From: To:

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

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit C: Confidential Client Partner List

Confidential Client Partner List

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

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

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

WEBB COUNTY SHERIFF'S OFFICE
RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit D: Smart Communications Confidential 2020 Consolidated Financial Statements

Smart Communications Holding, Inc.

Consolidated Financial Statements

December 31, 2020

CONFIDENTIAL

Prepared by:

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



M L S

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7781 N. Easy Street
Whitehall, Michigan 49461
231.894.5559 (phone)
231.893.2097 (fax)
www.mlshrevecpa.com
mlshrevecpa@frontier.com (email)

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

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

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

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

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

M. L. Shreve CPA, P.C.

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

ASSETS	
Current Assets	
Cash and Cash Equivalents	\$ 2,590,727
Accounts Receivable - Trade	798,777
Accounts Receivable - Employees	8,256
Technology Grant Advances	154,975
Accounts Receivable - HLFIP	99,506
Prepaid Expenses	681,640
Inventory	1,401,970
Total Current Assets	\$ 5,735,851
Fixed Assets	
Land	195,000
Buildings	4,073,768
Kiosk Computer System	4,474,161
Computer Software	2,987,876
Leasehold Improvements	203,715
Vehicles	2,007,987
Display System & Demo Build	55,089
Equipment	585,871
Furniture	163,106
	14,746,553
Less: Accumulated Depreciation	(7,034,069)
Property & Equipment, Net	7,712,484
Other Assets	
Shareholder Loans	963,673
Total Other Assets	963,673
TOTAL ASSETS	\$ 14,412,008
LIABILITIES AND EQUITY	
LIABILITIES	
Current Liabilities	
Bank Overdrafts	\$ 15,949
Accounts Payable	442,084
Accrued Credit Cards	116,809
Accrued Expenses	170,138
Florida Income Taxes Payable	261,002
Federal Income Tax Payable	1,118,604
Current Portion - Long Term Debt	1,500,000
Total Current Liabilities	\$ 3,624,566
Long Term Liabilities	
Mortgage Payable	1,296,578
Note Payable - ACG Global	498,613
Lattice Technology License	1,757,500
Notes Payable - Vehicles	82,959
Less Current Portion	(1,500,000)
Total Long Term Debt	2,135,650
Total Liabilities	5,760,216
EQUITY	
Common Stock	364,667
Paid In Capital	414,911
Retained Earnings	7,872,214
Total Equity	8,651,792
TOTAL LIABILITIES AND EQUITY	\$ 14,412,008

See Accountant's Compilation Report.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

Revenue	
Mail Services income	\$ 4,532,800
Lattice Revenue Share	284,372
Messaging Income	15,311,609
Royalty Fees	1,500
Telephone Call Sales	984,407
Miscellaneous income	493,752
Interest Income	1,115
Total Revenue	21,609,555
Total Cost of Sales	(5,121,265)
Gross Profit	16,488,290
Expenses	
Advertising and Promotion	93,844
Operating Supplies	26,765
Research and Development Expense	23,309
Bank Service Fees	1,872
Royalties Expense	133,210
Depreciation Expense	2,690,604
Insurance Expense	423,883
Outside Services	14,854
Dues and Subscriptions	33,915
Real Estate Fees	15,860
Computer Expenses	28,086
Sales Tax Expense	27,604
Payroll Taxes Expense	313,763
Property Taxes	70,047
Legal and Professional Fees	1,171,588
Repairs and Maintenance	109,848
Officer Compensation	170,000
Wages and Salaries	2,671,753
Rent Expense	212,022
P. O. Box Rent	10,219
Telephone Expense	67,090
Licenses and Permits	3,927
Charitable Contributions	8,180
Payroll Service Fees	53,644
Employee Medical Expenses	11,723
Meals and Entertainment	55,155
Miscellaneous Expense	60,152
Employee Welfare	5,950
Contract Labor	61,125
Web Site Design and Maintenance	24,457
Office Security Expense	4,184
Recruitment Expense	12,497
Utilities	48,717
Office Expense	30,886
Total Expenses	8,886,193
Income/Loss from Operations	7,802,097
Other Expenses	
Interest Expense	219,149
Penalties	41
Total Other Expenses	219,190
Income Before Taxes	7,582,907
Provision for Income Taxes	
Florida Income Tax	377,154
Federal Income Tax	1,518,604
Total Provision for Taxes	1,895,758
Net income (Loss) for the Period	\$ 5,687,149

See Accountant's Compilation Report.

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

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

CONFIDENTIAL

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



SMART COMMUNICATIONS HOLDING, INC.

CyberFirst

CYBERFIRST COVERAGE:

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

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

Consult Policy for Actual Terms and Conditions

TRAVELERS

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



SMART COMMUNICATIONS HOLDING, INC.

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

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



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



Calculators to estimate potential costs of an event.



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



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



Breach Coach™ service – 30-minute consultation.



Sample incident roadmap for dealing with a privacy breach.

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

Consult Policy for Actual Terms and Conditions





CERTIFICATE OF LIABILITY INSURANCE

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

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

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

PRODUCER Mary Storti c/o Psychex Insurance Agency, Inc. 150 Sawgrass Drive Rochester, NY 14620	CONTACT NAME:	
	PHONE (A/C, No., Ext.): (877) 266-6850	FAX (A/C, No.):
E-MAIL ADDRESS: pbscerts@psychex.com		
INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A: American Zurich Insurance Company		40142
INSURER B:		
INSURER C:		
INSURER D:		
INSURER E:		
INSURER F:		

INSURED
 Psychex Business Solutions, LLC Alt. Emp: Smart Communications Collier Inc
 911 Panorama Trail South
 Rochester, NY 14625

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

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

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

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

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

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit F: Form H2048

Texas Department of
Agriculture

Form H2048
January 2008

CERTIFICATION

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

PART A.

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

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

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

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

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

Yes

No

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Form H2048
Page 2/01-2008

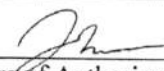
- 5. The potential contractor further agrees by submitting this certification that it will include this certification titled "Certification Regarding Debarment, Suspension, Ineligibility, and Voluntary Exclusion for Covered Contracts" without modification, in all covered subcontracts and in solicitations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

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

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

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

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



Signature of Authorized Representative

3/30/2022

Date

Jon Logan, CEO

Printed/Typed Name and Title of Authorized Representative

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit G: Form H2049

Texas Department of
Agriculture

Form H2049
January 2008

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

PART A. PREAMBLE

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

PART B. CERTIFICATION

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

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

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

WEBB COUNTY SHERIFF'S OFFICE

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Form H2049
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3. The undersigned shall require that the language of this certification be included in the award documents for all covered subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all covered subrecipients will certify and disclose accordingly.

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

- Yes
- No

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

Name of Authorized Representative	Title
Jon Logan	Chief Executive Officer



Signature Authorized Representative

3/30/2022

Date

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



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

Public Utility Commission of Texas

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



Pay Phone Report

SMART COMMUNICATIONS HOLDING INC

PP190001

Type: Pay Phone Provider

Registration Date: 5/1/2019

DBA Names

No DBA Records

Contact Information

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Company / Physical (Mailing Address)

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

Mailing / PO Box

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

PAYPHONE Contact Address

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

Reports

2021

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

End Report

WEBB COUNTY SHERIFF'S OFFICE

RESPONSE TO RFP #2022-003
INMATE PHONE SYSTEM



Exhibit I: Proof of No Delinquent Taxes to Webb County

PROOF OF NO DELINQUENT TAXES OWED TO WEBB COUNTY

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

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

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

Person who can attest to the above information

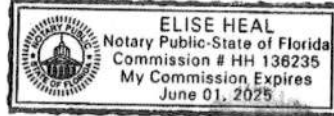
*** SIGNED NOTORIZED DOCUMENT AND PROOF OF NO DELINQUENT TAXES TO WEBB COUNTY.**

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

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

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

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



Elise Heal

My commission expires the 14th day of April 2022.
(Print name of Notary Public here)