

May 20, 2020

Sara Hoglund, CPPB
Senior Buyer
Collin County Purchasing Department
2300 Bloomdale, Suite 3160
McKinney, TX 75071

RE: Proposal to Provide *Inmate Video Visitation Services*

Dear Ms. Hoglund:

Thank you for the opportunity to submit this Proposal to provide Video Visitation Services (VVS) for the Collin County Detention Center. ICSolutions, a *Keefe Group Company* and your Inmate Telephone Services (ITS) provider since 2018, would be proud to manage the County's video visitation needs.

ICSolutions proposes a contract amendment that extends the initial ITS contract term by three (3) years, with unlimited annual renewals thereafter. ICSolutions will provide The Visitor™ Video Visitation System, a module of our centralized ENFORCER® platform – the platform that already processes and stores your inmate calls and all associated data today.

The Visitor™ includes all of the following new equipment / services:

The Visitor™ Video Visitation System:

- 37 multi-functional inmate vPhones, enabled with:
 - Remote video visitation, with required bandwidth provided by ICSolutions
 - Resident Portal inmate visitation viewing & management
- 2 Officer 32" monitoring workstations
- 1 Visitor registration terminal
- Consolidated user management of phone and video services via a single GUI (*single login*)
- Universal public Web portal to support Prepaid Account funding and visitation scheduling
- Long-term recording storage of visitation sessions

The Visitor™ Visitation Management Module:

- ✓ Scheduling & management of all types of visits, including onsite & remote visitation
- ✓ Web-based visitor registration

To finance the video visitation system, ICSolutions proposes two options from which you may choose:

- A. ICSolutions provides the Video Visitation & Visitation Management System at no cost in exchange for a three (3)-year extension of the contract's current term from December 17, 2020 to December 17, 2023; or
- B. \$249,650.00 Purchase Price.

Both options include installation, support, software upgrades, and full replacement warranty for three (3) years of maintenance at no additional cost.

ICSolutions offers remote visitation (conducted from a location outside your correctional facility, such as a home or office). To use this service, friends and family will pay our standard rate of **\$0.25 per minute**, charged in 30-minute increments. The County will receive **25% of each paid visit** as additional commission income. Visitors can pay for remote visits using their existing prepaid phone accounts, so no additional funding fees will apply.

More detailed information about the proposed Visitor™ Video Visitation System follows this letter in our [VIDEO VISITATION OVERVIEW](#).

Contract Negotiation & Further Inquiries

ICSolutions certifies that the following is authorized to participate in contract negotiations on behalf of ICSolutions, and has signature authority to commit ICSolutions to a legally binding contract:

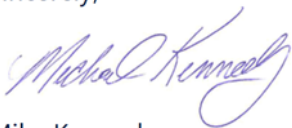
Mr. Mike Kennedy, Vice President of Sales & Marketing
Office: 866-228-4040 Email: mkenedy@icsolutions.com

Additionally, please feel free to contact your ICSolutions Regional Account Manager with any questions about this Proposal:

Mr. Joe Garbe, Regional Account Manager
Office: 866-228-4040 Email: jgarbe@icsolutions.com

The ICSolutions team looks forward to the opportunity to serve the Collin County Detention Center's video visitation needs.

Sincerely,



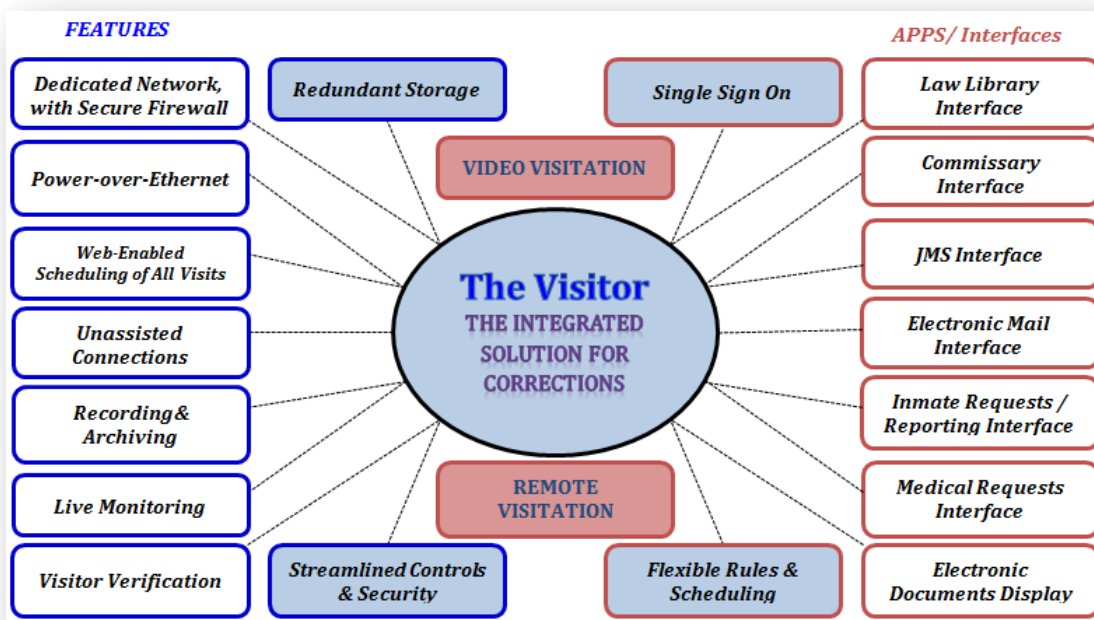
Mike Kennedy
Vice President of Sales & Marketing

ENCL.: Video Visitation Overview

The Visitor™ Video Visitation System

ICSolutions is pleased to offer The Visitor™, a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. The proposed solution is **completely turn-key**, and as such, ICSolutions will provide all necessary labor, equipment, materials, software, installation, configuration, upgrades, documentation, testing and training associated with The Visitor™ video visitation system (VVS).

The Visitor™ system is a multi-functional tool that supports not only video visitation, but can also serve as a **comprehensive visitation management tool to streamline all visitations**, including all your traditional visitation needs, such as contact, face-to-face or across-the-glass visits that continue after the implementation of video visitation. In addition, The Visitor™ can interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, inmate email, media content delivery systems, etc., ensuring that it will meet or exceed the facility's needs.



The Visitor™ is a **completely web-based system**, with all administrative functions, data, and recordings accessible online by authorized users using their single sign-on to The ENFORCER® from any internet-connected device.

Our All-In-One Communication System

ICSolutions would like to point out that we will provide you with a completely integrated solution that hosts **all inmate voice and video services in one system**, The ENFORCER®! Benefits of this all-in-one solution include:

- Authorized Facility personnel access video visitation and inmate calling data using a single ENFORCER® platform and enter trouble tickets associated with all devices through a single Mantis ticketing system
- Facility staff use **one set of login credentials** to access all inmate calling and video visitation information
- Investigative tools – such as The Analyzer link analysis – apply to all inmate calling and video visitation sessions
- Inmates use a **single inmate ID/PIN** to access inmate calling and video visitation services, as well as any kiosk self-service functions such as checking the visitation schedule
- Public users fund a **single prepaid account** to pay for any combination of inmate calling and remote video visitation – *minimizing funding fees and providing the simplest possible user experience*
- There is only **one number to call** to reach our Technical Services Center – a single point of contact for all of your service needs!
- Mr. Joe Garbe is the Facility's Regional Account Manager and main point of contact for all services under this contract

Remote Visitor Visitation

With The Visitor's remote visitation capability, the visitor is not geographically limited. The visitor may choose to visit from a home or office computer, from any location.

The visitor can be anywhere as long as they have a computer with an active high speed internet connection (DSL circuit or better), a built-in or USB camera, a microphone, or a smart phone or tablet with **The Visitor™ iOS or Android app** installed, and have advanced purchased their visitation time when scheduling the visit via an internet browser. ICSolutions will provide a free downloadable application to facilitate the connection between the visitor's computer and the jail.

System Architecture

The Visitor™ Video Visitation System is a state-of-the-art TCP/IP-based video visitation system that is built right into The ENFORCER®. This architecture offers a streamlined video and inmate telecommunication system where all video visitation rules, administrative tools, data, and recordings are accessible online using a single sign-on to The ENFORCER® for ultimate convenience.

Video processing and recording is handled on Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the database servers are configured with enterprise grade SAS drives capable of handling high-volume deployments and redundant gigabit network ports to deliver **99.999% system uptime**. Video recordings are stored in the onsite servers comprising of two replication servers, with each server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard for maximum redundancy.

The video visitation equipment will include the following:

- Multi-Functional Video Processing & Recording Servers
- Firewall
- Video Visitation Stations
- Visitor Registration & Scheduling Terminal
- Workstations

Multi-Functional Video Processing & Recording Servers

The Visitor™ combines state-of-the-art hardware, a Linux-based operating system and a PostgreSQL enterprise-class database capable of handling high-volume deployments. Video processing and recording will be handled on the Enterprise-grade servers configured with Intel Six Core Xeon processors, coupled with the Red Hat Enterprise Linux operating system. The PostgreSQL database also runs on SuperMicro and/or Dell hardware, and the video processor and recording storage servers are configured with Enterprise-grade SAS drives and redundant gigabit network ports to deliver 99.999% system uptime.

The components for managing automated video processing, video monitoring, digital video recording, intelligent data collection, and investigative processing are deployed on the fault-tolerant Enterprise-grade servers. These same servers that process the video visitation sessions will also store the video recordings. Once the inmate and the visitor log in, the visitation processing server will verify a connection is proper by checking whether the visit is consistent with the video visitation rules, such as it was properly scheduled and the visitor and the inmate have no restrictions that would bar the visit. Once the server confirms the visit complies with all the rules, the server will connect the visit at the scheduled start time.

For the on-site video processing and recording storage, ICSolutions installs a rack-mountable, multi-functional server configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings will be stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.

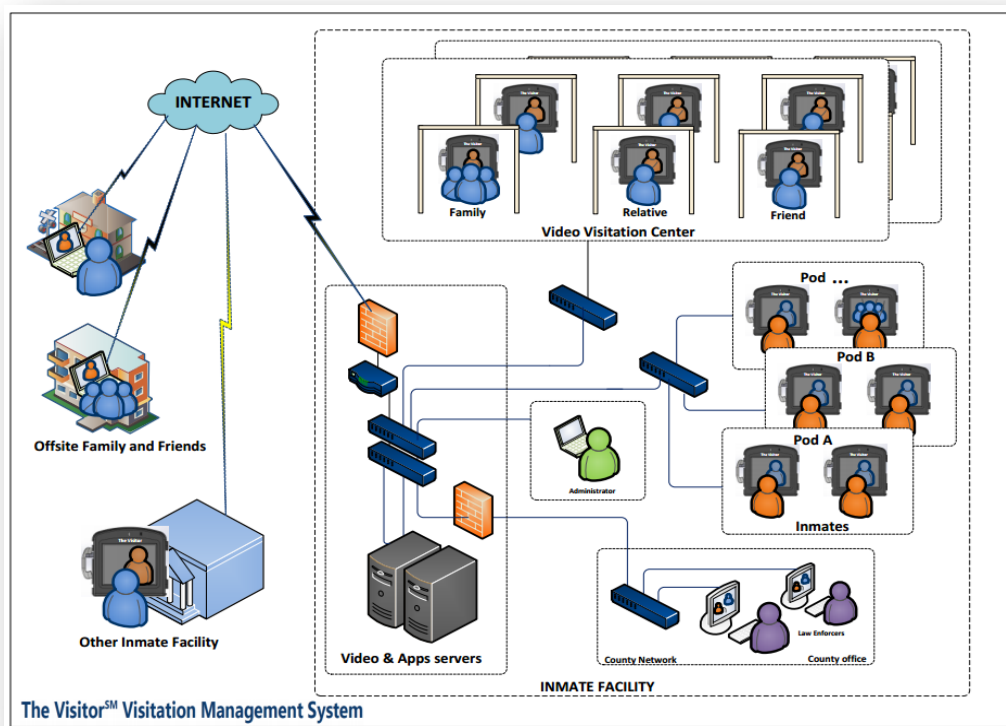
The servers proposed by ICSolutions comprise the same storage solution that already provides storage to large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.

Firewall

ICSolutions will provide the Juniper Networks NetScreen-5GT firewall on-site for ultimate security. The NetScreen-5GT appliance is a feature-rich, enterprise-class, network security solution that integrates multiple security functions, such as Stateful and Deep Inspection firewall, IPSec VPN, denial of service protection, antivirus, and Web filtering. For application-level protection, the NetScreen-5GT appliance supports embedded virus scanning to help eliminate virus threats from the network.

Network Architecture

The Visitor™ is a completely TCP/IP based system, with all video visitation rules, administrative tools, data, and recordings accessible online by authorized users using a single sign-on to The ENFORCER® for ultimate convenience. ICSolutions will deploy a private, dedicated network that is totally isolated from and will never traverse the Facility's network. Because The Visitor™ is a module embedded in The ENFORCER®, less hardware is necessary to support video visitation. The typical network design (including hardware) supporting The Visitor™ Video Visitation System is pictured below.



State-of-the-Art IP-Based Video Visitation Stations

ICSolutions will provide multi-functional vPhones to serve as the video visitation system stations for inmates. The vPhones offer high-quality stereo audio and broadcast-quality video that meets industry standards. The default video resolution stream is 640 by 480 (actual full screen resolution on stations is 1600 by 1200), with a maximum video resolution of 2592 by 1944. The video transmission speed is 512 Kbps at 640 by 480 pixels.

The vPhone: A Multi-Functional Touchscreen Video Visitation Station

The proposed vPhone comes in either a 10" screen (V10) or a 17" screen (V17). The vPhone runs The Visitor™ video visitation and visitation management module. Because this solution is built right in to The ENFORCER®, all video controls, administrative tools, investigative features, rules, data, and recordings will be administered through the same system, with a **single sign-on** for ultimate convenience.

The vPhone supports not only video visitation, but can also interface with any third party system to allow streamlined processes for inmate information, sick request, commissary ordering, etc., if desired. In addition, the device's multi-tasking feature enables inmates to access touchscreen services like law library research, account balance inquiry, information lookup, and commissary ordering even while they are talking on the phone.



V10 – 10" Color Monitor

- Full-featured video visitation system
- Inmate calling capabilities
- Document storage system
- Attorney consultation
- IP addressable
- Commissary ordering
- Inmate Communications Portal
- Power-over-Ethernet
- Color monitor
- Touchscreen Volume Control
- Secure-touch surface wave technology
- Hi-resolution camera w/ VGA capability
- 512Kbps streaming speeds
- Sealed housing protecting station from water, flame, and shock

The vPhone is a corrections grade, IP-based station equipped with a hardened touch screen monitor, high definition camera, and Linux-based operating system. Unless required otherwise, the inmate station is deployed with a 24" cord and the visitor station with a 36" cord. Made of high-impact armored housing materials, a steel lanyard and security-grade handset, the video phone is manufactured to withstand abuse and designed to provide a safe and secure device for inmate pods and cellblocks.

Once deployed, The Visitor™ immediately begins to provide value and security to the facility – inmate movement is limited, human resource costs decreased and security improves for facility personnel and the public. For locations that require mobility, the video stations can be attached to a cart for ultimate controlled portability.



V17 – 17" Color Monitor

Visitor Registration & Scheduling Terminals

The Visitor™ video visitation solution comes with a Visitor Registration & Scheduling Terminal for the Lobby. This terminal enables visitors to register and schedule visits on-site. In addition, customers wanting to register or schedule visits can do so off site from **any web-enabled device**, such as a home computer, tablet, smart phone, etc.

Workstations

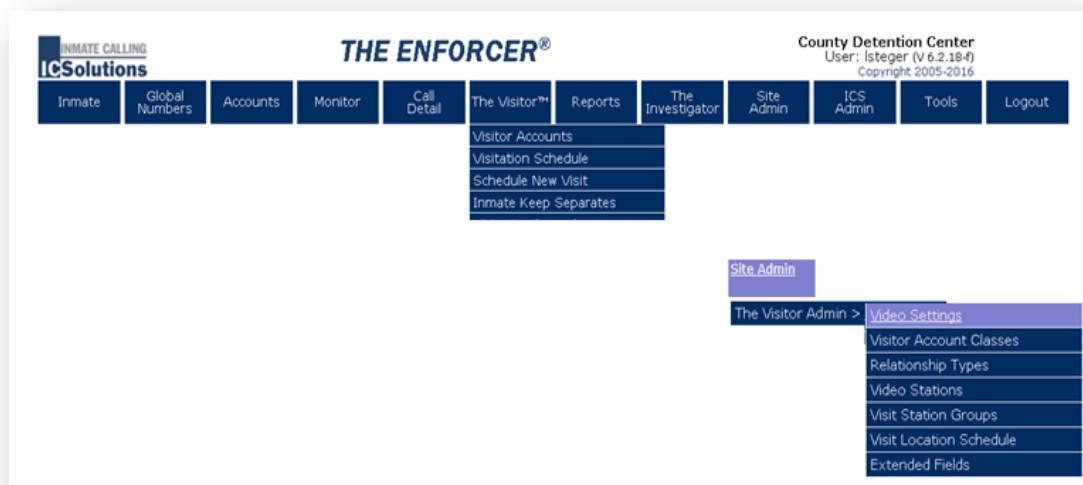
Monitoring Workstation

Authorized users can monitor visits live on a 32" panel of the Monitoring Workstation. In addition, authorized users can disconnect a visit with 1 click, instantly disconnecting visits that are violating jail policy. Up to twenty visits are viewable simultaneously. The officer can also select a particular visit for larger viewing area or to send Officer Messages to inmates and visitors.

Administrative Functions: Control Workstation or Remote Access

For ultimate convenience, The Visitor™ is accessible to authorized users from any web-connected computer. Authorized staff users can choose to use the Control Workstations provided for The ENFORCER® their administration functions on a daily basis. Alternatively, as a module of the entirely web-based The ENFORCER®, authorized users may access The Visitor™ remotely at any time to view recordings, run reports, review historical recorded visits, and more! Any approved remote users can access the platform from any internet-capable computer by launching a secure session (https) to the applicable system URL. From either the Control Workstation or a remote, web-connected computer, authorized users can perform a multitude of video visitation tasks, including but not limited to:

- Access inmate as well as visitor records
- Access visitation history records
- Schedule new visits
- Create pre-populated messages for visitations
- Cancel scheduled visits
- Generate reports, including scheduling automatic report generation
- Access the visitation schedule
- Download recordings for replay



Interface with the Jail Management System

The Visitor™ video visitation system will interface with the Jail Management System (JMS) via The ENFORCER®, at no cost to the Facility! The ENFORCER® is interfaced with the current Jail Management System (JMS) provider in order for the its database to have the most up to date list of all inmates, their location within the facility, their current visitation privilege status. Leveraging this interface, we will also retrieve any restrictions the inmate may have and any visitors which are not allowed to visit with that inmate.

Because The Visitor™ is a module of The ENFORCER®, this integration will also update the data and restrictions necessary for The Visitor™. Depending on the information stored within the JMS, The Visitor™ will be able to automate many controls that are currently performed manually, including but not limited to automatically:

- Utilizing the same inmate identification number assigned by the JMS
- **Updating the system for inmate information, such as ID, name, race, gender, date of birth, housing location, and moves**
- Importing inmate and visitor information maintained in the JMS, such as:
 - Approved visitors
 - Inmate or visitor restrictions, such as "Keep Separates" or warrant check results
 - Events that may affect inmate availability, such as medical appointments or court dates
 - Visitation rules or policies maintained, such as visitation times by housing unit
- Canceling a visit if the inmate's visitation privilege status changes or if they are released
- **Rescheduling visits for moved inmates, so long as there is an available video station at the time scheduled**
- Notifying visitors that a visitation has been cancelled or requires rescheduling, with a link to the web-based scheduling system provided in the email

Should a scheduled session be cancelled for any reason, The Visitor™ will **automatically email** the visitor notifying him or her of the cancellation with the reason for the cancellation and prompt the visitor to reschedule their session.

Standard Features of The Visitor®

The Visitor™ video visitation comes with the below standard features:

Standard System Features	
Single Sign-On	<p>The ENFORCER® inmate call processing system and The Visitor™ Video Visitation System are embedded within the same comprehensive inmate communications system. Authorized users log in to The ENFORCER®, where they can access all aspects of The Visitor™ video visitation system.</p> <p>The ENFORCER® allows for easy access to all ITS and VVS through a single sign on for users, while also ensuring the Facility's rules and parameters, such as inmate restrictions, are consistent for both inmate telephone services and video visitation services. All of The Visitor™ data, such as policies, approved visitors or visitor bans, and any other safety and security settings updated from the integration with the JMS, is available through The Visitor™ tab within The ENFORCER®.</p> <p>The incorporation of the VVS into the ITS, coupled with the integration with the JMS, allows for easy and secure access while providing a streamlined controls process, eliminating the need for staff to enter in inmate or visitor statuses multiple times.</p> <p>Consumers benefit from the single, comprehensive system, as well. Funding both ITS and VVS services is handled through a single Prepaid account for all communications needs, thereby eliminating the need for consumers to fund separate accounts for various aspects of inmate communications services.</p> <p>In addition, approved visitors from the public, attorneys, and authorized staff will be able to schedule and complete standard onsite and remote video visitations using our system.</p>
Web-Enabled Registration and Scheduling	<p>Visitors will enjoy the convenience of registering and scheduling any visits anywhere using any internet-connected device, reducing the need for visitors to have to stay in lobby while waiting to visit and allowing the staff to better plan the visitation traffic for all visitation types.</p>
Comprehensive Visitation Management for all Types of Visits	<p>The Visitor™ system provides the Facility with a comprehensive visitation management tool, offering the ability to automate controls that are often time-consuming manual controls, as well as to streamline those controls across all types of visitations, such as contact, non-contact, and video visits. Public and professional visitors can use any standard browser to register and schedule visits from any internet-connected device, including desktops, laptops, and Android or Apple mobile devices. Unlike traditional video visitation systems, The Visitor's features and controls extend beyond video visitations, so the Facility can have consistent administration over video visits, as well as traditional contact visits, face-to-face, and across-the-glass visits alike, all at no cost to the Facility!</p>

<p>User-Friendly, Multi-Lingual Website</p>	<p>ICSolutions’ easy-to-use public website allows visitors to fund their prepaid account, agree to terms and conditions, register and schedule for visitations, and view the Facility’s policies and procedures for visitation.</p>
<p>Easy 3-Step Registration and Scheduling</p>	<p>Persons wanting to visit inmates may register and schedule visits remotely at www.icsolutions.com or the Visitor Registration & Scheduling Terminal provided by ICSolutions for the lobby of the facility. Registrants may simply locate the inmate’s facility at www.icsolutions.com, which will contain step-by-step instructions on how to register for visits.</p> <p>Registration and scheduling consist of choosing the desired action under “What would you like to do?” after logging in to the customer account; reading and accepting the Facility’s visitation rules; filling in all the required fields, such as the visitor’s personal information, inmate identity, location, date, time, and any other information required by the facility.</p> <p>At the Facility’s option, registrants can also be required to wait for facility staff approval before being able to schedule visits. Privileged visitors must be have their credentials (such as bar number) verified and approved prior to being allowed to have privileged, unrecorded visits.</p>
<p>Automatic Email Notifications</p>	<p>Upon the scheduling or cancelation of a visit, The Visitor will automatically email the scheduled visitation details to the visitor. In addition, The Visitation Schedule will list all scheduled visits with inmate name, visitor name, additional attendees, and the date and time of the visit. This scheduling report is available to authorized users from control workstation or remotely via a browser from any internet-connected device so long as the user has a valid username and password for The ENFORCER®.</p>
<p>Staff Scheduling</p>	<p>The system allows authorized users to schedule new visits from the Schedule New Visit screen. To schedule a visit, the user must supply:</p> <ul style="list-style-type: none"> • Inmate • Visitor – populated automatically with the visitors registered with that inmate • Group – type of visit, such as on-site (designated by site when there are multiple sites), remote, face-to-face, across-the-glass, etc. – populated with only types of visits available for that visitor and inmate • Day of visit – populated with only dates available in compliance with Facility’s policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule • Time of visit – populated with only times available in compliance with Facility’s policies, however, admin users are able to override the standard visitation schedule and force a visit by choosing any day or time outside the default schedule
<p>QuickConnect Feature</p>	<p>The QuickConnect function enables the manual connection of video visitation sessions between visitors and inmates. QuickConnect enables visitation sessions to take place without any prior scheduling, participant registration, defined relationships, pre-session validation by participants, or identification of inmates and/or visitors. The QuickConnect function accommodates any of the following circumstances:</p> <ul style="list-style-type: none"> • The facility has opted to not utilize the full registration process for visitors in The Visitor™ module. • The facility wants to accommodate unscheduled visitors who request an offsite visitation on short notice. • The facility does not require the identity of participants in a visitation session to be included in the detailed visitation records.

	<ul style="list-style-type: none"> The facility does not require the pre-session participant validation process. The facility is not yet requiring the scheduling of visitation sessions as a prerequisite to conducting them.
Visitor Account Management	The Visitor Accounts screen shows all visitors who are approved, denied, or otherwise suspended from visitations. Authorized users can view all registrants or a subset of the Approved Accounts, the Accounts Awaiting Approval, or the Rejected Accounts. The Visitor™ will indicate if any visitors are Pending Approval. Users can also add and view notes, set suspensions and require visitors to reset their passwords.
Visitor Suspensions	From the individual Visitor Detail, accessible from the Visitor Accounts screen, authorized users can set up indefinite or temporary suspensions. These suspensions can be for all visitation types or only specific visitation types, such as only on-site visitation or only remote visitor video visitations. In addition, the suspension can be for specific inmate(s) or all inmates.
Inmate Suspensions	From the Inmate Profile screen, authorized users can suspend visitations by type and allow only certain types of visitors (such as privileged visitors) or prohibit all visitations for the duration of the suspension.
Visitor Blacklist	<p>The Visitor Blacklist feature helps increase the efficiency and effectiveness of complying with a court's No Contact Orders for certain members of the public with specific inmates. The Visitor Blacklist is used to restrict visitors from either registering or scheduling visits, regardless of whether they have visitor accounts.</p> <p>The Visitor Blacklist feature offers a proactive method to require prior approval of visit scheduling and / or adding allowed inmates (relationships) for a visitor. A user can blacklist a visitor and can optionally add an inmate in a single blacklist entry. The user also can specify whether the restriction applies to scheduling, relationships, or both, and can cancel the blacklist entry later. When a visitor is blacklisted, any currently scheduled visits or relationships are set to a "pending" status, and can then be approved or denied by an authorized user.</p> <p>When creating a new Visitor Blacklist, a user can optionally specify additional information to locate a visitor who has registered already. Alternatively, a user can specify values in one or more of these additional information fields to ensure that the scheduling or relationships restrictions will be applied when a new visitor registers with the exact same values. The information in this list can be added manually or, if the information is stored in the JMS or other jail system, automatically populated through an interface.</p>
Visitor Profile	From the Visitor Profile, authorized users can view a visitor's visitation status, staff notes, recording settings, and a list of recent visits.
Visitor Account Class	Each visitor is assigned a visitor account class, which will determine various critical characteristics of the visit, such as whether the visit is unrecorded, whether the visit can be scheduled even when the inmate has met his or her limit on visits, and whether the visits are free. The visitor account classes are developed by authorized users. The assignment of visitors to visitor class types that have certain features, such as "DNR" or unrecorded visitation, requires approval by authorized staff.
Upcoming Visits Schedule	Inmates – Inmates have three ways to receive notification of upcoming visits:

	<ol style="list-style-type: none"> 1) Upcoming schedule for the entire housing unit on inmate stations not in use. 2) Voicemail Notification - The Visitor™ will send a voicemail to inmates notifying them that visitations have been scheduled or canceled. Inmates can access the voicemail from any phone using their PIN. 3) Logging into the Resident Portal - Inmates will be able to use the Resident Portal to view and manage their visits through the inmate video visitation stations, including canceling visits or allocating free visits to the visitor(s) of their preference. <p>Visitors – Visitors can view the upcoming visits from the home page of their customer account, as well as expand the view to see their visitation history and other visitation account information.</p> <p>Facility Staff – Authorized facility staff can view the visitation schedule at any time and identify an inmate’s upcoming visitors. To help ensure compliance with the Facility policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. In addition, The Visitor™ will automatically cancel visits if the inmate is released or if the inmate is moved to a location where no video stations are available. The Visitor™ automatically notifies the visitor by email when a visit is canceled.</p>
<p>Staff Ability to Modify Visits</p>	<p>Authorized facility staff can modify the visitation schedule at any time through the Visitation Schedule. To help ensure compliance with the Facility’s policies and visitation rules, authorized users can swiftly cancel a visit before it occurs or while it is in progress. Authorized staff can easily cancel pending or in progress visits with the click of a button. Staff will be required to enter a note to explain the cancellation. The Visitor™ will automatically send an email notification of the cancellation to the visitor.</p>
<p>Alerts</p>	<p>The alerts function links to the scheduling module and provides alerts for when: a particular visitor has scheduled a visit; a particular inmate has a scheduled visit; a particular visitor visit has connected; a particular inmate visit has connected. The alerts are provided by email. Since the alerts are tied to the schedule, alerts can be created for non-video visits and video visitations alike.</p>
<p>Adding Notes</p>	<p>Authorized users can add notes to the visit record or scheduled visit via the Visitation Schedule screen, as well as add notes to an Inmate Profile or the Visitor Account.</p>
<p>Flexible and Customized Visitation Rules</p>	<p>The Visitor™ has a highly flexible visitation schedule that accommodates complex visitation rules and policies that vary based on multiple criteria, such as visitor type (e.g., professional or personal), including setting separate or shared quotas (e.g., promotions, free or discounted visits), visitation hours, available time slots based on inmate classification, visitor, or housing restrictions, and other policies and rules. Only the times available according to the system settings, as well as the times with available resources (e.g., video station, inmate availability), are available for visitors to schedule visitations.</p>
<p>Keep Separates</p>	<p>If the Facility has two or more inmates that cannot be in the same room, The Visitor’s “Keep Separate” feature will accommodate such restrictions to ensure that those inmates do not have visitations scheduled in the same visitation area at the same time. Utilizing the same functionality, The Visitor™ is capable of keeping two specific visitors from visiting at the same</p>

	time. When this feature is used, the schedule automatically makes the appropriate times unavailable for scheduling for the affected inmates or visitors to ensure compliance with the Keep Separates rules.
The Visitor™ Mobile Application	Visitors can visit on-site or remotely, using an off-site desktop or mobile device through our free Windows, Android, or iOS app. The Visitor™ app is available for free download from your regular app store and can be used by any registered visitor to conduct offsite video visitation from their personal android device. The public can register as a visitor, schedule visits, recover passwords and conduct remote visits.
Touchscreen Technology	The on-site video stations utilize user-friendly, intuitive touchscreen technology, easily navigable even for those unfamiliar with modern technology.
Visitor Verification	The Visitor™ can be configured to require Visitor Verification of all visitors or just certain types of visitors, such as professional visitors or remote visitors. During Visitor Verification, the Officer will be notified that the visitor has logged in and is ready for Visitor Verification. Upon initiating Visitor Verification, the Officer sees the visitor with options to accept or deny the visitor. All visits that are denied due to Visitor Verification are designated as such in the Visitation Schedule.
Live Monitoring	<p>The Visitor™ is delivered with a Monitoring Workstation for authorized facility staff to monitor and, if necessary, disconnect live visits. Authorized users can view all visits that are not designated as DNR (Do Not Record) video status from the Monitoring screen, with a default of up to twenty visits viewed simultaneously. The monitoring screen is accessible by authorized users through the Monitoring Workstation provided by ICSolutions, as well as any other internet-connected computer with the monitoring supplement downloaded.</p> <p>All active visits are able to be displayed at once on the monitoring flat-panel, which allows visual monitoring. The user can select a particular visit for a larger view or to monitor video and audio of that particular visit.</p> <p>The Monitor module enables real-time monitoring of visitation sessions, allowing users to:</p> <ul style="list-style-type: none"> • Observe all active visitation sessions for the entire facility • Join visitation at session initiation to perform Visitor Verification to visually preapprove or deny a visitor • Monitor video and audio for a specific visitation session • Rotate through visitation sessions sequentially, in order to monitor video and audio via the carousel feature • Transmit customized warning message(s) to display on participant's screens and become part of the recording • Terminate (cut off) a session due to inappropriate conversation or activity
1-Click Instant Disconnect	If a visitation is commencing that is non-compliant with the rules, whether it is on-site or remote, the staff can instantly disconnect the visit to avoid further non-compliance. Authorized users can interrupt and disconnect visits in progress directly from the live monitoring screen. After canceling the visit from the live monitoring screen, the authorized user must provide a reason for the disconnection and, with the appropriate access, the Monitoring Officer can even temporarily or indefinitely ban the visitor. All cancellations and disconnections are provided on the Video Records or the Visitation Schedule screens.

<p>Confidential Visits</p>	<p>Visitors approved to have unrecorded visits can be set to disallow any monitoring, or to allow visual monitoring with no audio. When a visit commences with a visitor who is marked as DNR (Do Not Record), the Monitoring screen shows the DNR visitor in red in the list of visitors to the left, with the inability to view the video for that visit. The Facility also has the option of monitoring the video without audio for confidential visits, as permitted by law. To request legally privileged visits that will go unrecorded and remain confidential, professionals must request privileged visits during the registration process, provide their bar number and wait for approval prior to scheduling privileged visits.</p>
<p>Officer Messaging</p>	<p>The Visitor™ has the ability to display messages to both inmates and visitors during video visitation sessions. Authorized users will be able to push messages visible to both the inmate and the visitor that will cover the screen, which effectively warns the visitor and the inmate of improper, non-compliant behavior without having to take up visitation time for stopping and reconnecting the visit, which can increase the number of complaints. These messages can be displayed in English or Spanish and can provide warnings for behavior in violation of the facility's visitation policies and rules. All messages are recorded in the visitation recording. Authorized users can manage the available messages through the Live Monitor Warning Messages link.</p>
<p>Scheduled Station Shutdown</p>	<p>The Facility has ultimate control over the operation of the video visitation stations with the ability to instantly disconnect non-compliant visits, as well as schedule shutdowns of designated stations to conform to the Facility's visitation policy and authorized schedule. Authorized users can schedule when the video visitation stations operate through The Visitor™. Visits will only be available for scheduling when the stations are scheduled to be on.</p>
<p>Video Visitation Recording</p>	<p>The Visitor™ includes a recording feature, allowing investigators to view visitations after they occur. With the storage server provided by ICSolutions, authorized users can access recorded visits on-site or remotely via secure web connection. The Visitor™ will record all video visitations with visitors who are not marked as "DNR" (Do Not Record). Authorized users can see which visitors are set to have unrecorded visits and which visitors are privileged from the Visitor Accounts screen.</p> <p>The recording setting is automatically applied to the visitor's visitations based on his or her visitor classification (e.g., DNR for attorney visitor and automatically record for visitor classifications that are friends or family). However, an authorized user can always edit the default setting for a particular visitor.</p>
<p>Do Not Record Options</p>	<p>The traditional <i>Do Not Record</i> option to not record audio or video can be selected as the facilities global setting for handling these visitors. When this setting has been selected, the <i>Visitation List</i> will include this visit red, but live monitoring or playback will not be available. If the <i>Audio not recorded</i> option is selected as the facility's global setting for privileged visits, all of these visits will have only the video portion of the session recorded. There will be no audio recording. <i>Audio not recorded</i> visits will be included in the <i>Visitation List</i>, and will be selectable to view the <i>video only</i>. These visits will be marked to identify the audio is not recorded with a red band and "<i>Audio not recorded.</i>"</p>
<p>Search & Download Recordings</p>	<p>Authorized users will be able to search visitation data and download and export recorded files in MP4 format from the Visitation Records screen. Visitation records are searchable by any factor of the visit, such as:</p>

	<ul style="list-style-type: none"> • Inmate ID • Inmate or Visitor Last Name • Visit ID • Visitor's Email • Date ranges • End Status • End Type • DNR settings • Privileged settings • High Profile settings • Duration • Visitation location • Visit Type • Station Group • Station Name • Visitor Location
<p>Exporting Recordings</p>	<p>Video recordings can be saved to the hard drive or to an external device, such as a jump drive or DVD. The workstations provided by ICSolutions will have the ability to burn recordings to DVD.</p>
<p>Recording Storage</p>	<p>Video recordings are stored on fault-tolerant Enterprise-grade Dell servers using RAID 5 configuration. The storage server is a rack-mountable Dell PowerEdge R410, or equivalent server. The storage solution is configured with RAID 5 arrays of three (3) hot-swappable 2TB drives managed by the RAID cards on a single motherboard. Visitation recordings are stored on two separate arrays for redundancy. If the server should ever fail, the arrays can be removed from the server and used in other compatible servers to recover the recordings.</p> <p>The servers proposed by ICSolutions comprise the same storage solution already in use for large statewide Departments of Corrections in the United States. This system is in use, performs flawlessly, is easy to maintain and repair, and is easily scalable and expandable without having to be taken offline.</p> <p>Keeping Recordings – All recorded visitations are stored and accessible online by authorized users in accordance with the storage period in the contract. With the “Keep Video” function, authorized Facility users can also choose to retain some visitor’s visits for a longer period of time, perhaps because the visitor is under investigation. Recordings can be selected for keeping indefinitely by inmate, visitor, or by specific recording. If staff choose to keep recordings for a designated inmate or visitor, all visits by that participant will be stored indefinitely.</p>
<p>Secure Access & Roles</p>	<p>With the single sign-on feature offered with The ENFORCER® inmate communications system, security clearance to gain access to video visitation data, recordings, video monitoring and reporting is managed through one log in ID and password being assigned a series of account privileges in The ENFORCER® system, as well as The Visitor™ module. When the browser-based GUI is launched, the user must login to the system with a valid username and password. Each username is established with a pre-configured set of privileges in the graphical user interface (GUI). These privileges range from being able to create or modify inmate data to being able to display reports, play back recordings, etc.</p> <p>The network is protected by perimeter and secondary firewalls. Access to the WAN network can be accomplished only by IP addresses registered with the system. Any domain/IP address that is not registered will be denied access to the system. Our Juniper firewall automatically logs all denied connection requests. These logs are accessible to the ITS team’s network monitoring staff. Should the Facility wish to review these firewall access logs, personnel may contact our Technical Services Center 24 x 7 x 365 to request copies of these logs.</p>

Remote Access	The Visitor™ is a module of The ENFORCER® system, which is operated through a browser-based GUI (Graphical User Interface). Anyone with a login and password provided by Facility administrators can securely access the system from any computer with internet access and a modern browser as if they were opening a website.
Reporting Capabilities	The Visitor™ provides centralized reporting capabilities. Authorized users are easily able to perform detailed searches and run reports immediately and in real time. While our existing search and reporting features are robust, <u>we will be happy to create any reports the Facility needs.</u> Reports can be run in PDF format, or exported in CSV format, which can be saved as an Excel file.