ICSolutions PRESENTS THIS PROPOSAL TO:

Collin County, Texas

PROPOSAL TO PROVIDE INMATE COMMUNICATION SERVICES

DECEMBER 13, 2021

JOE GARBE

REGIONAL ACCOUNT MANAGER

RFP@ICSOLUTIONS.COM

ICSolutions

Advanced Technology

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December 13, 2021

Chief Johnny Jaquess
Collin County Detention Facility
4300 Community Ave
McKinney, TX 75071
jjaquess@collincountytx.gov

RE: Inmate Communication Services

Dear Chief Jaquess:

Thank you for the opportunity to submit this proposal to expand our inmate communication services at the Collin County Detention Facility. ICSolutions has served Collin County's inmate communications needs since 2018, and we would be honored to continue serving the County during the coming years.

Throughout our three-year relationship with Collin County, we have been proud to support the County's objectives by installing our ENFORCER calling platform and its integrated investigative tools. ICSolutions looks forward to further supporting the County's needs through this proposal to deploy inmate tablets, offsite mail scanning, and law library service.

ICSolutions proposes a contract amendment that includes the following components:

THE BRIDGE 8 Video Visitation-Enabled Inmate Tablets: Immediately upon execution of the contract amendment, and at no cost to the County, ICSolutions will deploy THE BRIDGE 8 inmate tablet solution. THE BRIDGE 8 solution includes the following components:

- ✓ Tablets with 8" screens – **1 tablet for every 2 inmates**
- ✓ **Visit Now on-demand remote video visitation**
- ✓ Inmate Calling app – enables secure inmate calling through ICSolutions' ENFORCER platform; standard usage rates and security controls apply
- ✓ Inmate email messaging
- ✓ Educational content, including FREE and UNLIMITED access to the Edovo Core premium educational platform
- ✓ Religious materials
- ✓ Job search
- ✓ Legal research using the provided Fastcase Law Library service
- ✓ Entertainment content
- ✓ Grievance reporting + appointment request
- ✓ Commissary ordering + balance checking
- ✓ Turnkey installation including all hardware, software, & charging carts

Using the tablets, inmates will be able to access a variety of self-service features at no cost, such as commissary ordering, grievance reporting, and education.

Inmates can use tablets to send and receive email/text messages from their loved ones, and to receive photos (if allowed by the County). The cost to send an email message is **$0.25** per email/photo.

Inmates can also use tablets to conduct on-demand (not scheduled) remote video visitation, at a cost of **$0.25 per minute.** In addition, inmates can use tablets to access streaming entertainment content like music, games, and movies at a cost of **$0.05 per minute**.

The County will receive **25% of all Visit Now and minute-based streaming tablet revenue** as commission income. ICSolutions will retain all email/photo sharing revenue to cover the cost of offsite mail scanning for as long as that service is in use.

Mail Scanning: As a 6-month trial, ICSolutions will implement a mail scanning service, whereby non-legal postal mail is scanned and delivered to inmates electronically via THE BRIDGE tablets. This service will be performed offsite with no involvement from Detention Facility staff, and at no cost to the County.

At the end of the 6-month trial, the County may continue using the mail scanning service, and nothing about our services will change. Alternatively, the County will have the option to cancel the service at the end of the 6-month trial. Upon cancellation of the service, the County will begin receiving 25% of all email/photo sharing revenue as commission income.

Law Library: ICSolutions will provide a subscription to Fastcase Law Library at no cost to the County. Inmates will have touchscreen access to the law library via our BRIDGE tablets.

International Calling Rates: In accordance with the most recent FCC rate caps, ICSolutions will reduce the rate for international calling to $0.21 plus ICSolutions' underlying carrier cost (calculated quarterly).

Inmate Phone Commissions: The commission rate for inmate calling will be adjusted to 80% of Total Gross Revenue generated by all calls of every kind.

FREE Refresh of All Equipment: ICSolutions will refresh / replace all phones and other onsite equipment, as needed, and provide continued use of THE ENFORCER system that is currently in place:

- THE ENFORCER platform – with call processing and data storage housed our Atlanta data center and backed up at the ICSolutions headquarters in San Antonio, enabling:
    - Continued & uninterrupted access to all historical and future call data & recordings
    - Continued & uninterrupted access to all historical and future investigative information & case notes
- Inspect all onsite equipment and refresh as necessary
- Continue to provide unlimited ENFORCER user licenses
- Provide optional retraining of all County users to ensure all ENFORCER features are fully understood and utilized

All other aspects of our current contract will remain in effect and unchanged – including domestic calling rates, fees, and guaranteed commission earnings. As always, Collin County will also continue to enjoy 24 x 7 x 365 live, U.S.-based customer service for Facility staff and customers, and online storage of all call recordings and data for the life of the contract.

For your review, we have attached a **TECHNICAL OVERVIEW** of the newly proposed technology, immediately following this letter.

Contract Negotiations & Further Inquiries

ICSolutions certifies that the following company officer is authorized to participate in contract negotiations on behalf of ICSolutions, and has signature authority to commit ICSolutions to a legally binding contract:
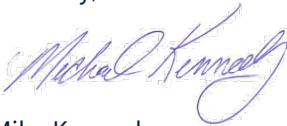
> Mr. Mike Kennedy, Vice President of Sales & Marketing
> Office: 866-228-4040 | Email: mkennedy@icsolutions.com

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

Thank you for taking the time to review this proposal. ICSolutions looks forward to working with Collin County for many more years to come!

Sincerely,

Mike Kennedy
Vice President of Sales & Marketing

ENCL: TECHNICAL OVERVIEW

Technical Overview

THE BRIDGE 8

Video Visitation-Enabled Inmate Tablet System

THE BRIDGE 8 wireless tablets were created exclusively for the corrections environment. Using cutting-edge technology, inmates use hardened handheld tablets through our secure wireless network as multimedia communications devices. Our proposed solution allows mobile communication and features for inmates on THE BRIDGE tablet while still providing the safety and security protocols required in a corrections environment. The **TABLET** allows ICSolutions to provide inmate access to secure phone calling, inmate services, music and media content, facility and informational documents, and educational content, as well as other communication products such as email. Our proposed solution provides monitoring, reporting, and security protocols and more.

Inmate Tablets

THE BRIDGE Hardware

THE BRIDGE wireless tablet has rugged external housing and was drop-tested to meet military-grade 810G (**MIL-STD-810G**) standards. Inmates will find it difficult to break the tablet or access interior components, like the motherboard. THE BRIDGE tablets feature a black, bezel bumper to protect against impact and purposeful discoloration. The clear back cover discourages inmates from trying to hide contraband inside the device. Additionally, the device is protected from inmate access to the inside of the case via specialty security screws, which require a custom tool to remove.

THE BRIDGE wireless tablets are built from the ground up, blending a custom-built OS with durable hardware to ensure that only ICSolutions software functions on the hardware and vice versa. The secure operating system delivers *superior security over products based on off-the-shelf components*.

THE BRIDGE features an 8" multi-touch screen with LED backlight, 2GB memory, 32GB Flash Memory and a front-facing 5MP camera.

Hardware Specifications:

- CPU: RK3368 Octa-Core 1.5 GHz
- Display: 1280 x 800 pixels 8" IPS touch-screen
- RAM: 2GB DDR3
- Flash Memory: 32GB Flash
- Battery: 3.7V 8000 mAh rechargeable Li-Polymer
- Camera: 5.0 MP front-facing camera
- OS: Proprietary OS built on Android v7.1
- Wi-Fi: 802.11 a/b/g/n/ac Dual Band 2.4/5GHz
- Audio: Headphone Jack, External Mic, Dual Speakers
- I/O Interface: Micro USB 2.0 port; On/off button; Volume +/- button; NFC; DC In
- Charging: AC: 100-240V, 50/60Hz; DC: 5V/2A; Wireless Charging: 5V/1.2A
- Integrated Functions: FM radio; RFID
- Testing: Drop tested to MIL-STD-810G
- Headphones: High visibility yellow 42" HD earbud/mic combo

Key Hardware Features:

ICSolutions is dedicated to providing the highest quality, custom-built hardened tablet in the market. Key hardware features of THE BRIDGE tablet include:

- 8" 1280 X 800 pixels IPS touch-screen display — High-resolution display and screen size enhances services like games, photo sharing, e-books, and messaging
- Extended life battery — 7+ hours of screen time from a single charge reduces time spent managing charging cycles
- Enhanced chipset — Faster processing speeds, increased memory, and enhanced wireless capabilities combine to ensure fast, smooth delivery of services
- Integrated RFID — Tracks devices to within 5m, even when the tablet is powered off

THE BRIDGE Wireless Tablet Charging

Providing charging solutions is vital to the success of our wireless tablet deployments. ICSolutions offers two wireless charging options which are custom designed for the corrections market. Providing a secure and convenient way to keep the devices powered maximizes the time an inmate spends using services and eases the burden of managing devices for facility staff.

Charging Stations

THE BRIDGE tablet hardware will include dual charging stations which will provide capacitive charging for the tablets. The tablet is battery powered via inductive, wall-mounted charging shelves to avoid introducing live electrical current in inmate accessible areas. Tablet charging stations are secured to walls, and inmates cannot remove them. Each charging station holds two tablets.

Charging Cabinet Enclosure – 9 & 15 Port

As an optional feature, we can provide lockable charging cabinet enclosures, which will provide both wireless charging and storage of THE BRIDGE tablets. Tablet charging cabinets are secured to walls and inmates cannot remove them. The charging cabinet has two optional capacities, nine and fifteen tablets. The enclosures are custom designed for the corrections market – reducing hard edges, eliminating exposed hinges, and increasing strength of the steel. The compact design minimizes the space required to keep devices charged and running.

THE BRIDGE Tablet Monitoring & Tracking

THE BRIDGE solution includes the definitive inmate tablet monitoring, reporting, and tracking system. Designed to deliver a unified solution for remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration, management, and investigative tools. From the interface, you can observe device status and real-time usage, detect non-compliance, enable or disable them and more. Authorized facility **staff can access the** application on any standard web browser, including Internet Explorer, Firefox, and Chrome. You have complete tablet control and oversight. No special equipment or software necessary.


THE BRIDGE Tablet Audit Screen showing inmate and tablet activity

Each tablet collects data ranging from non-privileged communication to usage history for real-time or future investigations. This includes pre-approved content like music, books, and education material. Authorized staff can easily review and search data for audits, analysis, and criminal investigation.

System Controls and Restrictions

Facility staff permissions are controlled by user roles, allowing a variety of permission sets. Authorized users can establish tablet usage policies such as days/times when tablets function. Inmate Tablet privileges can be suspended with an automated end date for individual inmates, groups, or entire housing units in just a few clicks. Authorized users can lock/unlock an individual tablet or ALL tablets. Should facility staff need to suspend a friend or family member's privileges, they can do so easily via any web browser. Additionally, authorized users can terminate tablet phone calls from the live monitoring screen.
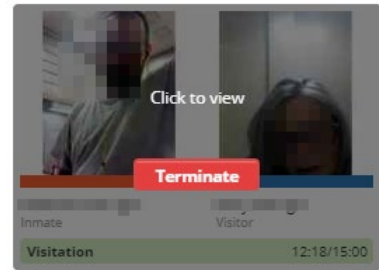
Inmate Suspension

Inmate Tablet privileges can be suspended with an automated end date for individual inmates, groups, or entire housing units. Authorized users can lock or unlock an individual tablet or all tablets. Likewise, a friend's or family member's privileges can also be suspended.

User Access

Authorized user roles can be controlled by the Site Administrator. Privileges can be set to denied, read-only, or read and write access to any function of the application. Each user is assigned a login name and password to access their unique privileges. Multiple users can log in simultaneously log without affecting the system. ICSolutions will work with the Facility to configure pre-defined roles with specific access levels. Pre-defined roles can be used to simplify the process. A typical installation may include roles for administrators, booking agents, supervisors, and detectives. There is no limit to the number of roles that can be created.
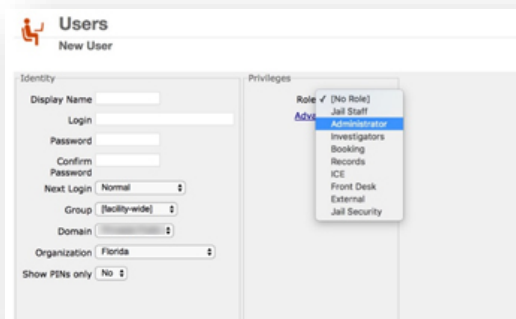
Monitoring Activity

Designed to give you remote monitoring and control capabilities, this powerful web-based application delivers password protected access to a comprehensive suite of configuration and management tools. Inmates do not own the tablets when using the ICSolutions shared usage model. If the facility needs to restrict an inmate's access for disciplinary reasons, the staff member can do so with a few mouse clicks. There is no need to rescind property.

Should facility staff need to suspend a friend's or family's privileges, they can do so from any web browser.

From the GUI, you can observe device status and real-time usage, detect non-compliance, enable or disable tablets, and more. Using any internet-enabled device, authorized facility staff can access the application using a standard web browser, including Internet Explorer, Firefox, and Chrome. The Agency has complete control and oversight. No special equipment or software is necessary.

Reporting

THE BRIDGE Tablet GUI features highly configurable reporting options for facility staff that provide detailed information about inmate usage. All inmate activity on the tablet creates an audit trail for tracking and monitoring purposes, investigative analysis, and revenue reporting. Reports can be generated and viewed on-line, printed, and/or exported. Authorized users can export reports in CSV and PDF formats.

Information can be queried using many combinations of parameters to allow for almost any report you can think of. Available parameters include, but are not limited to, the following

- Tablet ID
- Tablet location
- Inmate ID
- Time/Date
- Grievance Filing
- PREA Notifications
- Inmate messaging activity by recipient and inmate
- Inmate Requests, such as medical requests
- Applications accessed, (e.g., internet, games, messaging)
- Time spent on each application
- Duration of access on tablet
- Inmate photographs upon login
- Revenue detail and summary information
- Inmate account usage on free profile
- Inmate education usage on learning profile
- And more!

Examples of some reports are provided below.

Inmate Activities

Tablet Revenue Summary

Grievance/Inmate Request Query Results

Grievance - Requests

#	TYPE	STATUS	UPDATED	LAST VIEWEI	SUBMITTED	FAC. DEADLINE	LEVEL		CATEGORY
42396663	Request	Open	03/20/19 19:08 Tenn Inmate	3/20/2019 19:07	3/20/2019 19:07	4/3/2019 23:59			Medical

CURRENT LOCATION/ROOM	DISPOSITION	REJECT REA	TAG	DESCRIPTION	RESPONSES	INTERNAL NOTES
update 2/Ludmilla				Test PROD-39!	03/20/19 19:08/ A Teria/ Okay, test it	

#	TYPE	STATUS	UPDATED	LAST VIEWEI	SUBMITTED	FAC. DEADLINE	LEVEL	CATEGORY
40902133	Request	Open	03/06/19 16:37 John Doe	3/7/2019 14:22	3/6/2019 16:37	3/20/2019 23:59		Inmate Request
39832643	Request	New	02/25/19 11:22 John Doe		2/25/2019 11:22	3/11/2019 23:59		Inmate Request

CURRENT LOCATION/ROOM	DISPOSITION	REJECT REA	TAG	DESCRIPTION	RESPONSES	INTERNAL NOTES
San Francisco/Ludmilla				Use this form for all requests		
San Francisco/Ludmilla				Use this form for all requests		

STATUS	UPDATED	LAST VIEWE	SUBMITTED	FAC. DEADLIN	LEVEL	CATEGORY	FORM	INMATE
Open	09:39 Chris Dittto	3/7/2019 10:09	2/25/2019 9:39	3/15/2019 23:59		1 Medical Grievance	000GrievForm	John Doe

REJECT REASON	TAG	DESCRIPTIO	RESPONSE S	INTERNAL NOTES
		tummy hurts		

Q3	Q3 Answe	#	TYPE	STATUS	UPDATED	LAST VIEWED	SUBMITTED	FAC. DEADLINE
What is the remedy you seek	Ok	39814253	Grievance	Open	02/25/19 09:19 John Doe	2/25/2019 9:18	2/25/2019 9:18	3/2/2019 23:59

BOOKING (SID) ID	TED FROM LOCATION/ROOM	CURRENT LC	DISPOSITION	REJECT REAS	TAG	DESCRIPTION	RESPONSES	INTERNAL NOTES
1B01571	San Francisco /Ludmilla	San Francisco	Undecided			Another test	02/25/19 09:18/ D Martinez/ closing test	

STATUS	UPDATED	LAST VIEWE	SUBMITTED	FAC. DEADLIN	LEVEL	CATEGORY	FORM	INMATE
Closed	02/25/19 09:17 John Doe	2/25/2019 9:17	2/25/2019 9:16	3/11/2019 23:59		Inmate Request	Tablet Feedbac	John Doe

REJECT REASON	TAG	DESCRIPTIO	RESPONSE S	INTERNAL NOTES
		This is a test	02/25/19 09:17/ D Martinez/ closing.	

Grievance/Inmate Request Export

Type	Form Name	Tag	Month/Year	New Submissions
Request	Commissary		Jul-20	20
Request	Commissary		Aug-20	209
Request	State Inmate		Jul-20	13
Request	State Inmate		Aug-20	152
Request	Other		Jul-20	11
Request	Other		Aug-20	75
Request	Diet / Meal		Jul-20	9
Request	Diet / Meal		Aug-20	64
Request	Captain		Jul-20	5
Request	Captain		Aug-20	62
Request	Classification / Housing		Jul-20	2
Request	Classification / Housing		Aug-20	38
Request	Court / Bond		Jul-20	4
Request	Court / Bond		Aug-20	32
Request	GED/NCRC		Jul-20	2
Request	GED/NCRC		Aug-20	30
Request	RISE Program (Classified State Inm		Jul-20	2
Request	RISE Program (Classified State Inm		Aug-20	18
Request	Religious		Aug-20	20
Request	Crime Tips		Jul-20	1
Request	Crime Tips		Aug-20	18
Request	Mail		Jul-20	4
Request	Mail		Aug-20	12
Request	County Inmate Jailer's Good Time		Jul-20	2
Request	County Inmate Jailer's Good Time		Aug-20	11
Request	Visitation		Jul-20	2
Request	Visitation		Aug-20	7
Request	Bible / AA Book		Jul-20	1
Request	Bible / AA Book		Aug-20	5

Inmate Request by Category

THE BRIDGE Tablet Security

THE BRIDGE is a fully secure system. Both hardware and software components of the tablets have been put through rigorous third-party penetration tests to ensure they are impenetrable by inmates and external sources. Additionally, most of our physical equipment is located off-site in secure Data Centers, which have multiple layers of security to protect your information.

Info@Risk, an independent information security assessment firm, performed a set of rigorous, comprehensive penetration tests on THE BRIDGE corrections-grade wireless inmate tablet. Vulnerabilities found by Info@Risk were remediated, and subsequent re-testing confirmed that all significant vulnerabilities were successfully eliminated. As of September 2018, Info@Risk certified that THE BRIDGE, as tested, has applicable information security controls in place to resist attacks from all typical attack vectors.
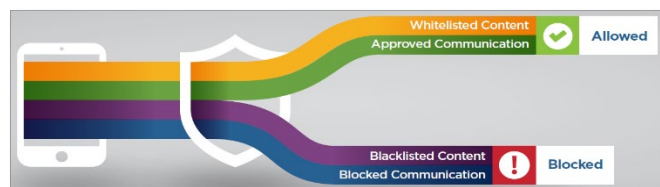
Network Security

ICSolutions' secure, independent wireless tablet network will be completely isolated from the Agency. All tablet communications route over an encrypted VPN running on a highly secure, invisible wireless WPA2 network. Additionally, our network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a designated list of facility-controlled devices and controlled-destination URLs) and a proxy server (to ensure no direct connection to the internet).

Sample Jail Facility
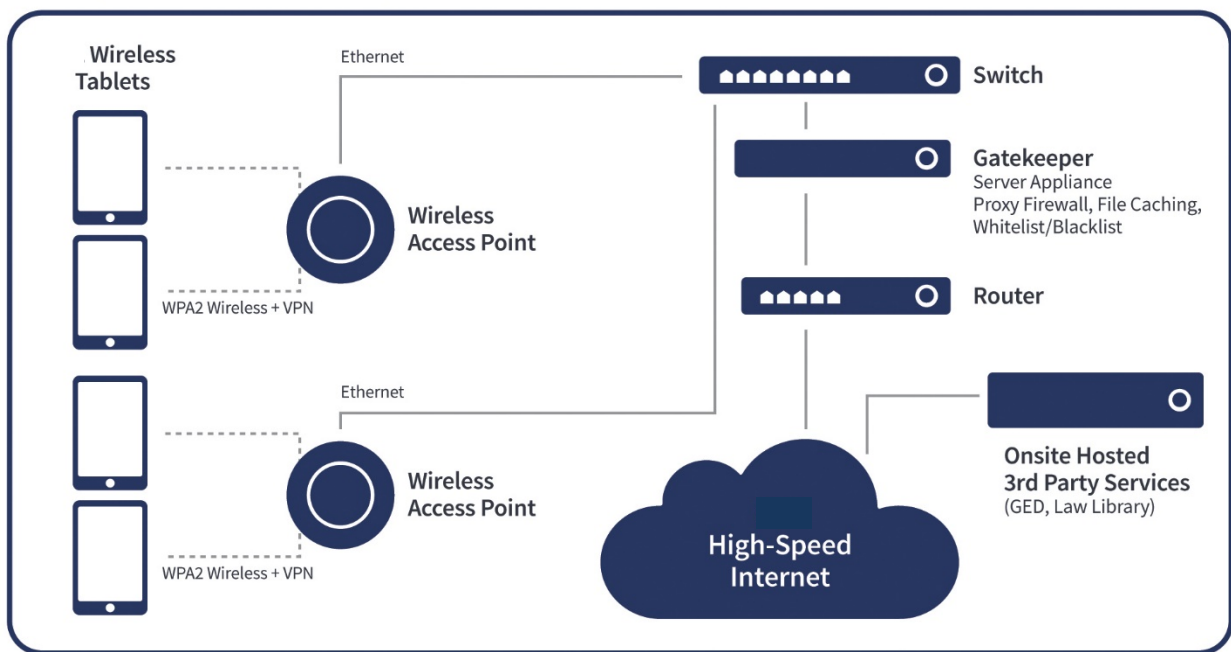
Inmate-to-inmate communication on our wireless tablets is blocked by the network gateway, which acts as a firewall to strictly prohibit internal communication. The wireless network design ensures that in the event of any component failure, there will be no escalation of privileges and inmates cannot gain open access to the Internet. We have designed these features to execute the highest data access security within your facilities.

Operating System Security

Each of our tablets runs a custom version of Android, which only connects to approved, secure access points on the independent ICSolutions network. Inmates cannot reset the tablet devices to a default Android ROM, as there is no default ROM on the device. Inmates have no access to device settings (other than user preferences like volume, rotation, and brightness control) and they cannot see or access alternative networks. The wireless tablet has no cellular capabilities and has no media slots, further limiting access possibilities.

The operating system on our corrections grade tablets is designed to use the camera for security only. By design the inmate is not able to access the camera for picture taking or recording. Photos are taken at login and for audit purposes only and can only be reviewed by facility staff with specific permissions.

THE BRIDGE is the most secure corrections-grade inmate tablet solution in the industry. We engaged a third-party penetration-testing company to perform a technical security assessment on the wireless Android tablet device. The assessment included attempting both hardware and software-based attacks from an inmate or external collaborator. As part of testing, "ethical hackers" configured THE BRIDGE wireless tablet in conjunction with manufacturers to simulate an actual deployment, including the secure networking components.

Firmware Security

ICSolutions has full control over the firmware and source codes that appear on our tablets. Tablets are connected online through our secure network infrastructure. If security vulnerabilities were detected, updates would occur immediately, eliminating the need for offline synchronization; a common business practice among our competitors. In addition, we can push ROM updates over the air. These updates typically occur monthly, but the frequency can be tailored to meet the needs of the Agency.

Hardware Security

A rugged, shatter-proof design prevents inmates from accessing the interior components like the motherboard. Additionally, our device is protected from inmate access to the inside of the case via our specialty security screws, which require a custom tool to remove. The tablet's durable, clear body adds another layer security to help prevent contraband from being hidden in the device. THE BRIDGE tablets include additional features to ensure facility safety and security.

Wireless Security

ICSolutions uses best-in-class security measures to ensure wireless device and the wireless networks are properly protected from malicious behavior. This ensures only ICSolutions devices can access the network while unauthorized devices do not. If a device is attempting to connect to access an unauthorized Wi-Fi signal the device is detected and its wireless connectivity disabled, rendering it unusable.

Application Security

THE BRIDGE management software controls all tablet software applications. This wireless system application security allows for easy and quick deployment of applications and firmware changed over the air (OTA), without any end user interaction required.

The administrative interface allows facilities to manage whitelisted (allowed) and blacklisted (restricted) sites at the global level and the facility level. This allows a greater amount of flexibility for the preferences of the allowed content. Changes to the whitelisted and blacklisted sites can be made in real time and are quickly adopted by the Secure Network.

Our application security is designed to:

- Eliminate external linkages
- Deny unapproved content
- Remove back-door access to tablet settings

THE BRIDGE Tablet Applications

As a part of THE BRIDGE wireless tablet solution, ICSolutions can provide several applications to be used by inmates from the tablet touchscreen. Our solution allows mobile communication and features for inmates on THE BRIDGE tablet while still providing robust safety and security protocols. The tablet allows ICSolutions to provide inmates access to on-demand video visitation, phone calling, inmate services, music and media content, facility and informational documents, educational content as well as other communication products such as messaging.

Tablet Application Usage & Profiles

THE BRIDGE tablet solution operates using a "shared tablet" model. The applications which reside on the individual tablet are accessed by the inmates when they login to the tablet using their unique facility designated PIN. Once the inmate has signed into the tablet system the application profile content menu is shown. These are the content solutions available to the inmates through the facility's wireless network. ICSolutions will work with facility staff to create each of the profiles and the applications that will reside in the profile.
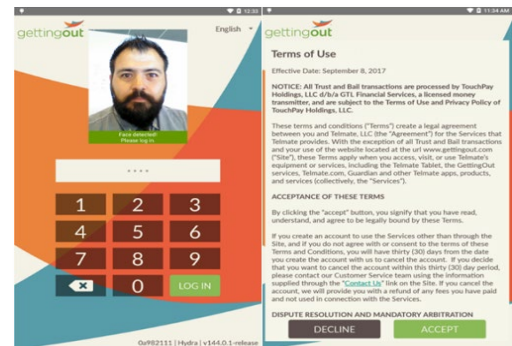
By tapping on a content profile, the inmate can view the available applications for that profile. The listing of individual applications within the profile are shown and is scrollable. The pricing for each application is shown under the profile heading. The inmate can begin the use of the applications in the profile by tapping on the START at the top of the menu screen. All applications within the profile may be used by the inmate.
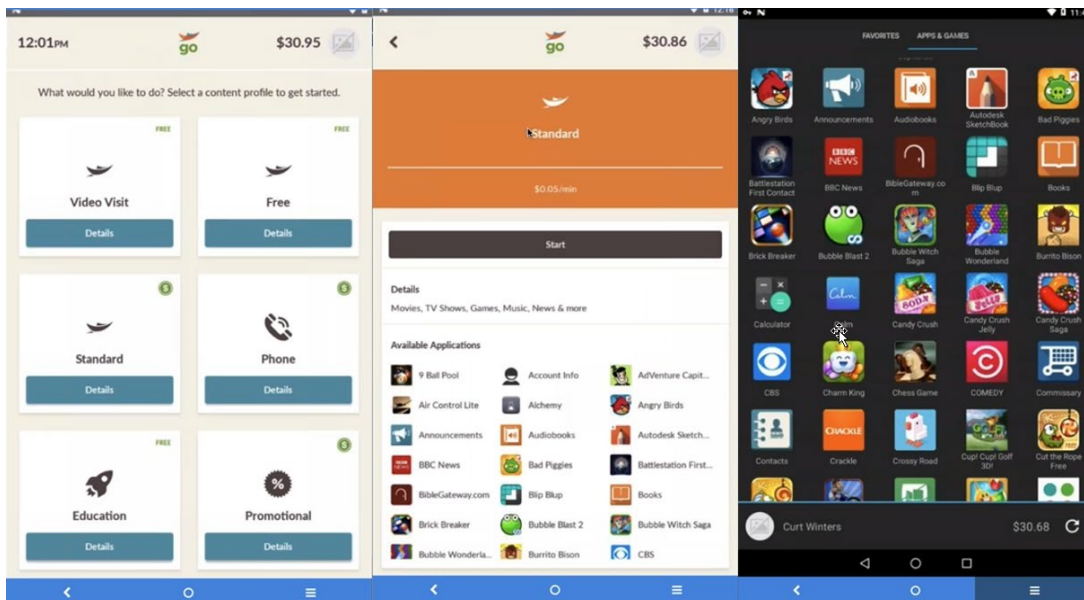
By providing these applications, the tablets can introduce powerful incentives for promoting positive behavior within the inmate population.

Available Tablet Applications

THE BRIDGE tablet solution can deliver the following applications:

- **Visit Now** (On-demand video visitation available when table is secured in a wall mount)
- **Inmate Calling** (Using the inmate telephone platform)
- **Messaging** (Secure inmate electronic messaging)
- **Photo Gallery App** (Allows inmates store photographs)
- **Documents & Facility Info** (Inmate & facility information documents, incl. PDF, w/ photo acknowledgement feature)
- **Inmate Grievance App** (Inmate complaints & concerns)
- **Inmate Request App** (Inmate information and program requests)
- **Commissary App** (Commissary ordering)
- **Law Library Access** (Inmate access to requested state/federal law information)
- **Account Info** (Inmate trust account balance & recent activity access)
- **Contacts** (Inmate's contacts who have accepted an invitation for communication)
- **Edovo Core** (FREE and UNLIMITED access to premium educational content)
- **Basic Education App** (Basic educational programs such as Khan Academy & CareerOneStop)
- **Learning Management System** (Comprehensive educational content management)
- **E-Books Service** (Access to authorized digital books including religious and self-help)
- **Audiobooks** (A library of approved audiobooks)
- **Podcasts** (A library of approved episodic audio files)
- **Movies/Video On-Demand** (Allows inmates to watch movies and video features)
- **Music Videos** (A collection of music videos curated for the corrections environment)
- **Streaming Music** (Provides inmate access to a world of music and radio)

- **Games Center** (Access to authorized games)
- **News & Sports Content** (Secure access to a selection of entertainment RSS feeds)
- **Help** (A collection of Help and FAQ materials)
- **Dictionary** (Merriam-Webster or Oxford Spanish-English translator)
- **Calculator** (Basic function calculator)

Additional information about select applications can be found on the following pages.

Visit Now—Visitation Made Easy

ICSolutions can offer Visit Now, which allows friends, family, and professionals to see if an inmate is available, initiate an immediate video visit, or schedule one for later. Facility staff are not required for initiating a visit. Visitation restrictions and allowed day/time schedules are still configured by Agency staff.

In order to utilize the Visit Now feature, visitors simply download the Friends and Family Visit Now app. The visitor will only be able to have Visit Now for accepted/verified inmate contacts, and only if there are units available for video visitation. The Visit Now button will ring all available video visitation units in the housing unit of that specific inmate. The inmate can utilize any available visitation unit and the visit will start immediately once the inmate enters his PIN.
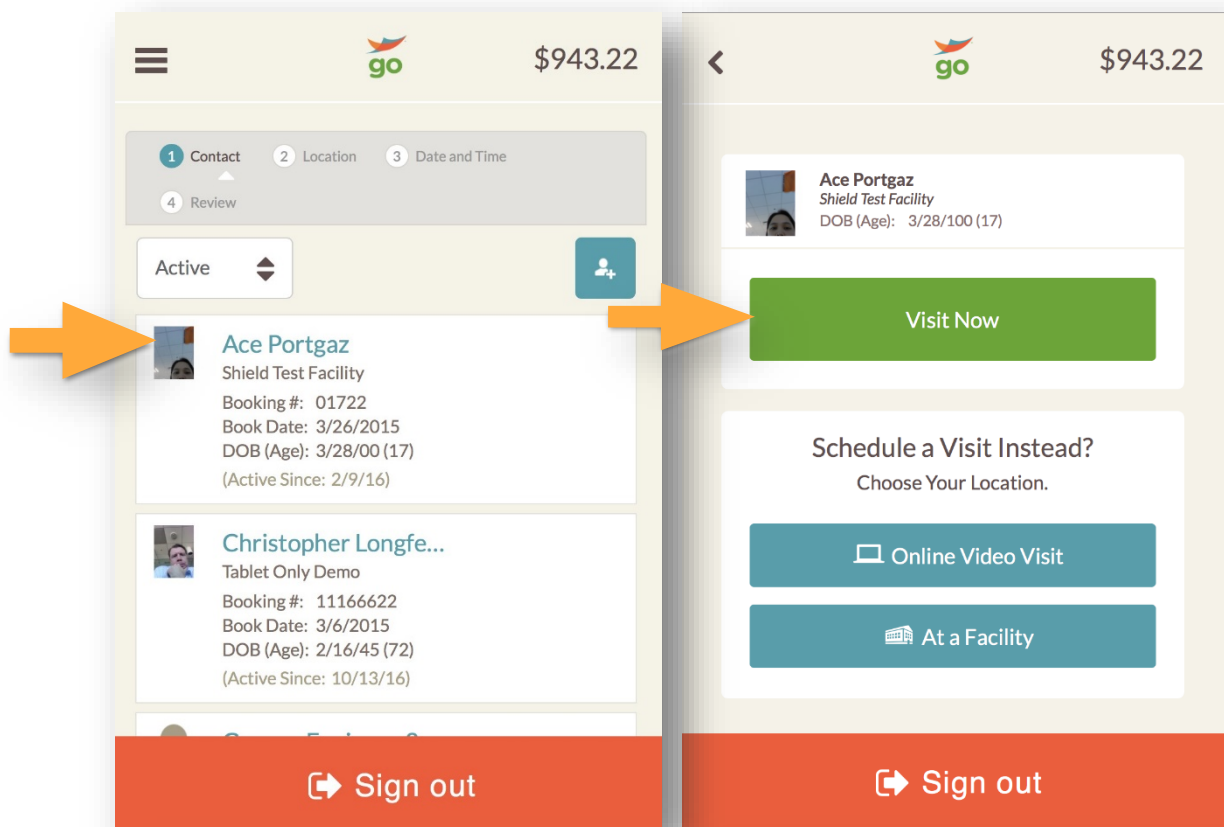
 Using the Visit Now feature, inmates are also able to see which of their pre-approved visitors are available for a visit, and initiate a video call to those individuals in real time.

Inmate Calling

Through THE BRIDGE tablet we provide our ICSolutions INMATE CALLING APP. With ICSolutions Inmate Calling, inmates can place calls to friends and family using the touch screen inputs. **The calling app will connect directly to the Agency's existing ICSolutions ENFORCER ITS via the secure wireless network**. ICSolutions is the only tablet provider who will be able to offer inmate calling via the proposed tablets since we are your current ITS provider! For Agency inmates, the transition to the wireless tablet calling platform will be seamless, as your inmates are already accustomed to using ICSolutions' traditional inmate phones.

**Inmate Calling via
THE BRIDGE Tablets**

Additional investigative opportunities are created—with more calls available to analyze—with inmates speaking to associates from their living quarters. All security features of your ENFORCER inmate telephone system are available as part of our proposed tablet solution. Tablets are simply a gateway for inmates to access ICSolutions' inmate phone platform.

The tablets are securely connected to THE ENFORCER ITS and utilize the same call parameters and functions, including live monitoring. All investigative and analytical tools will be the same for calls placed on tablets or standard inmate phones.

Calls made using the app on the wireless tablet create the same CDR within the ITS. Reporting can be done on all the same criteria as calls placed from a standard inmate phone. The Location ID of the calling phone will be the ID of the tablet used.
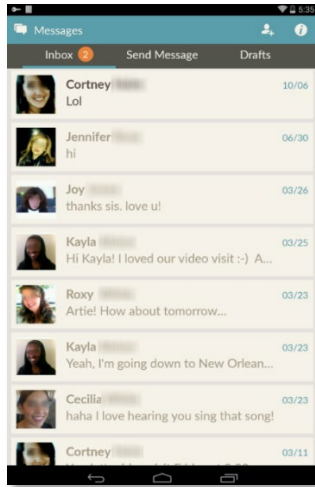
Messaging App

THE BRIDGE's MESSAGING APP is more than just a secure e-messaging application. Messages to and from approved contacts allow inmates a simple, affordable communication method—and your investigators a whole new channel of evidence. A wide range of facility review and approval options are included.

THE BRIDGE Inmate Messaging solution is an excellent tool for maintaining a safe and secure facility. A wide range of facility review, approval, and control options are included to allow

- Extensive monitoring capabilities through customizable queries and reporting
- Customized configuration according to facility message review policies
- Message classification such as delivered, redacted, flagged for follow-up, or blocked
- Notifications to both the sender and recipient informing them of the undelivered (blocked) or edited (redacted) message
- Message retention to assist with investigative analysis
- Sender/recipient alarms and alerts based on keywords

Alarms and Alerts are available based on keywords or per inmate/contact.

THE BRIDGE's Messaging App enables friends and family to:

- Send text-only messages to inmates
- Attach photos to messages
- Attach videos of varying length (according to facility guidelines) to messages

Friends and family can message their inmates from any standard personal computer or handheld device with web access.

Staff-to-inmate communication – THE BRIDGE tablets allow direct communication to individual inmates or groups by facility staff using the FACILITY MESSAGING APP.

Photo Sharing

With the PHOTO GALLERY APP, friends and family can easily share photos with inmates from any standard PC or mobile device with web access. All photos can be monitored for inappropriate/offensive content before posting.

**Share Photos
Quickly and Easily!**

Inmate Grievance Automation

The INMATE GRIEVANCE APP offers a fully integrated and comprehensive paperless electronic grievance system which automates and simplifies this task for facility staff. The wireless tablets have a built-in tracking and monitoring capability which allows for better management. The electronic request and response system creates a digital record of every transaction with timestamps and an audit trail that is designed for judicial review. This system archives all the exchanges. They can be searched and reports can be created based on type, time, and status. Staff can read and investigate inmate requests from any web-enabled device.
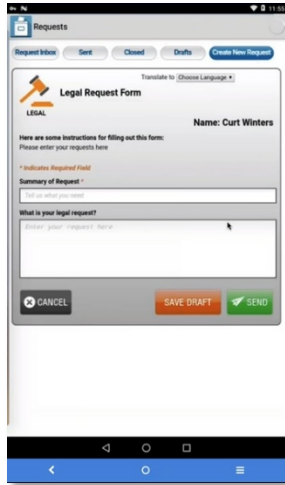

**Fully Integrated
Grievance System**
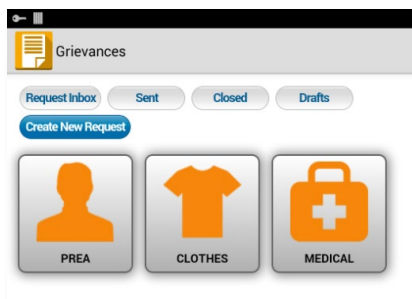
THE BRIDGE wireless tablet replaces pen and paper forms with secure digital forms such as:

- Inmate-facility correspondence
- Grievances
- Sick call slips
- Crime tip & PREA reporting

Grievances can also be sorted by severity level, and access by facility staff to the different severity levels are determined by role permissions. The Grievance tool allows administration to track and audit the response times, as well as reporting on closures and resolutions.

Inmate Request Automation

Our INMATE REQUEST APP offers a fully integrated and automated electronic system which simplifies inmate requests for facility staff.

The Request App provides a new level of operational efficiency by digitizing clerical processes – allowing staff to remain focused on safety and security.

This is a customizable solution where staff can create custom forms and other content designed specifically for the Agency. We can review your existing forms, convert them to paperless digital forms, and ensure they are routed to the correct facility staff. The Request tool can also be used for Commissary Ordering or Medical.

The Bridge Wireless Tablet approach is ideal for facilities looking to migrate their grievance/inmate request/sick call and other administrative processes to a new platform because we provide universal access to all inmates. Regardless of their financial standing, indigent inmates will always be able to access free services and administrative resources on our tablets. If only a partial population of inmates has access to the tablets, a comprehensive administrative solution may not be possible; which is why we developed our universal access model.

Commissary Ordering
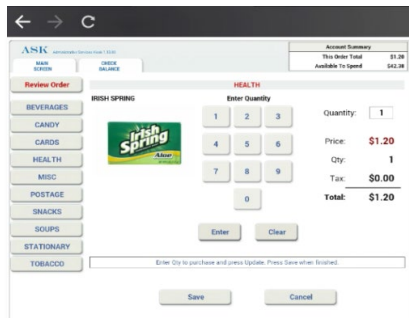
ICSolutions provides an interface for inmates to select and order items to be filled directly by the commissary vendor through a secure browser-based portal.

Rules for inmate access to the commissary application can be applied individually by inmate and by inmate group.

Inmate Account Information

ICSolutions supports an interface between the wireless tablet and your inmate account management system that will allow inmates to check banking information.

With our ACCOUNT INFO APP inmates have access to their trust account information regarding fund balances.

- Inmates can check their account usage on the tablet
- Inmates (and facility staff) can view deposits into accounts
- If Trust Accounting Integration is active, inmates can transfer funds from trust account to their inmate account.
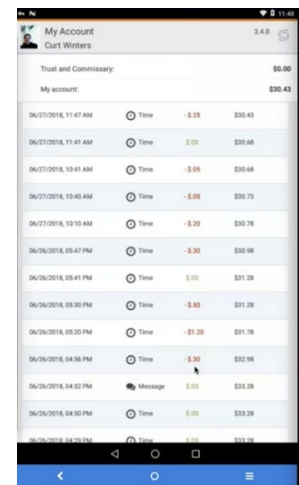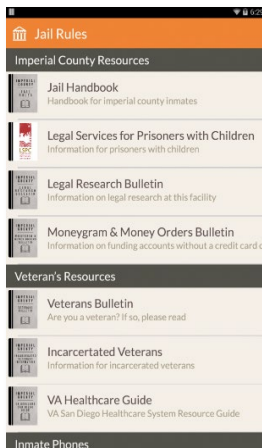
Contacts App
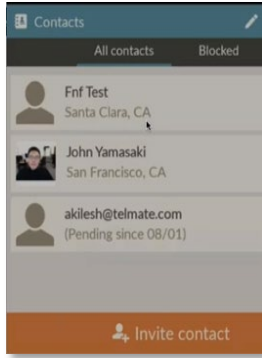
Inmates can use the CONTACTS APP to see the list of approved contacts who have accepted an invitation to communicate via message or phone. An inmate can choose to block a contact from communicating with them. Friends and Family can also choose to block communications from a specific inmate.

Documents and Facility Info

The DOCUMENT APP provides the Agency a way to organize and digitally distribute facility documents to inmates. Authorized facility staff can easily upload an unlimited number of PDF files to the Document App.

Facilities often share rules and regulations, handbooks, PREA material, general instructions, or notifications as well as educational information (such as PDF books) through our easy-to-use interface.

Files can be organized using naming conventions and a choice of numerous icons to help guide the inmate in finding what they need.

Education & Training

ICSolutions can deliver a wide range of resources to help inmates learn, grow, and succeed upon release. ICSolutions is pleased to offer our No Cost Basic Education Package which includes robust educational content from Edovo and Khan Academy's resources, along with our exclusive Job Search and Readiness offering – featuring inmate access to the USDOL's CareerOneStop content.

Edovo Educational Content

With THE BRIDGE tablets, inmates will have **free and unlimited access to the Edovo educational platform**. Edovo curates and includes the broadest range of content in the corrections environment, with thousands of hours of material covering everything from literacy to college course work. Edovo understands that the educational needs of the corrections environment are unique, with varying backgrounds and comprehension levels. Many users require financial literacy, reading comprehension, health information, and cognitive behavior control skills – all of which are provided in the Edovo suite.

Edovo has a full library, GED courses, vocational training, cognitive behavioral therapy, and more. This educational platform transforms the environment of a corrections facility by enabling inmates to quietly focus on exploring an educational or self-improvement topic of interest at their own pace. The content library is constantly updated as new content becomes available.
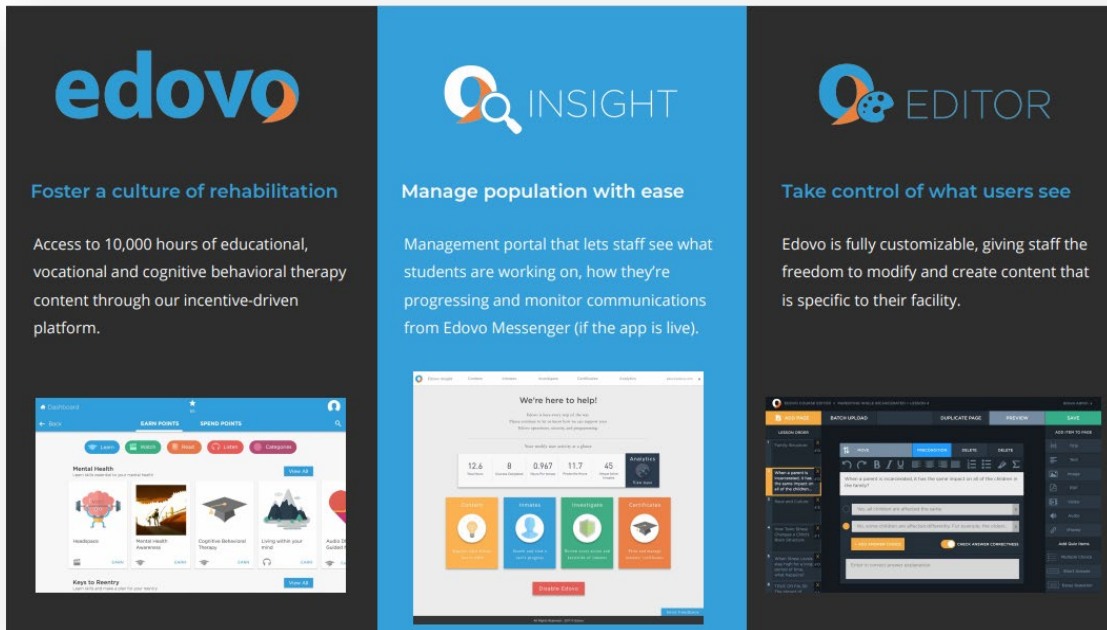
Edovo's educational platform features various levels of comprehension that are tailored to beginner, intermediate, and advanced engagements, depending upon the offender's educational background. Offenders are asked questions throughout the courses they complete to help them stay involved and ensure that they remember the concepts they learn.

Once logged in, learners are presented with the Edovo Core Dashboard:
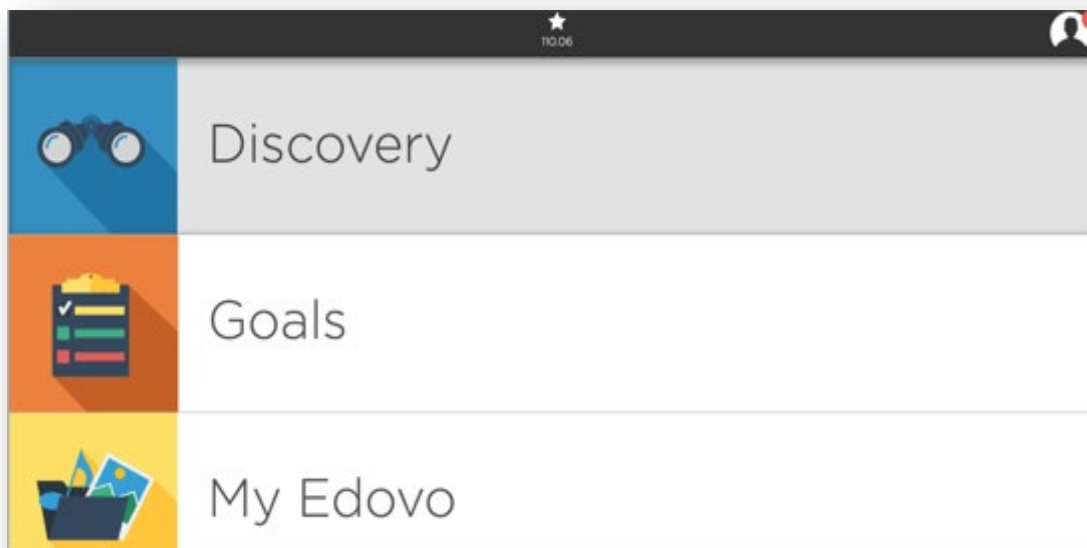

Edovo Core Dashboard

Key Functionalities

- **Discovery** – helps learners explore our breadth of content and uncover how to navigate and where to find something interesting to the learner
- **Information** – stores all content specific to your facility
- **Goals** – organizes commonly explored topics for ease of use
- **My Edovo** – includes transcripts & certificates and general personal tracking so learners don't lose their place
- **Edovo Go** – enables learners to continue education once released

In the Discovery tab, users can search for topics of interest and select a Course Card to access the lessons encompassed within that course.
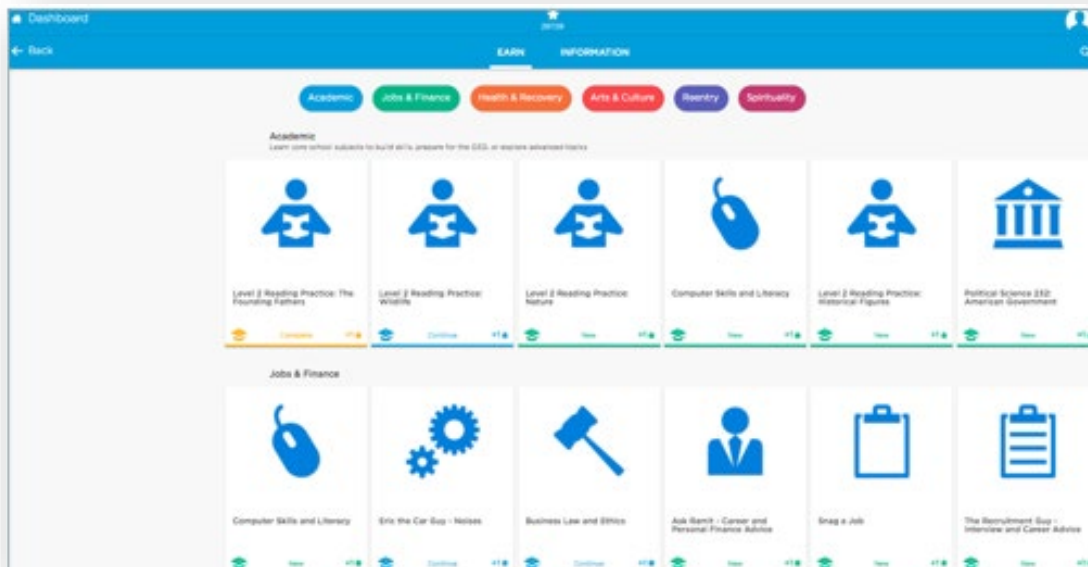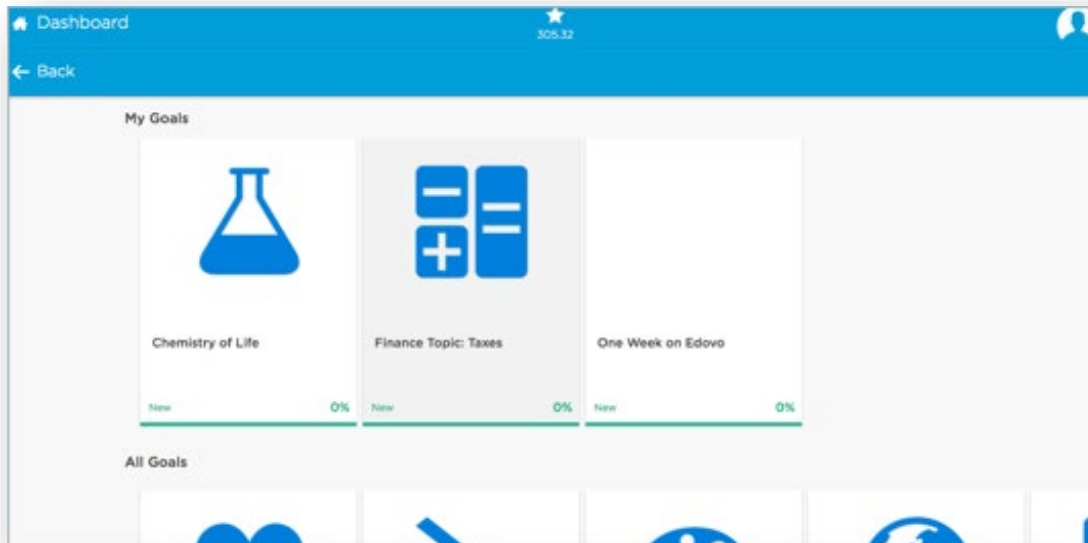

Discovery Tab

The information tab is where all content that is specific to your Facility will be kept.
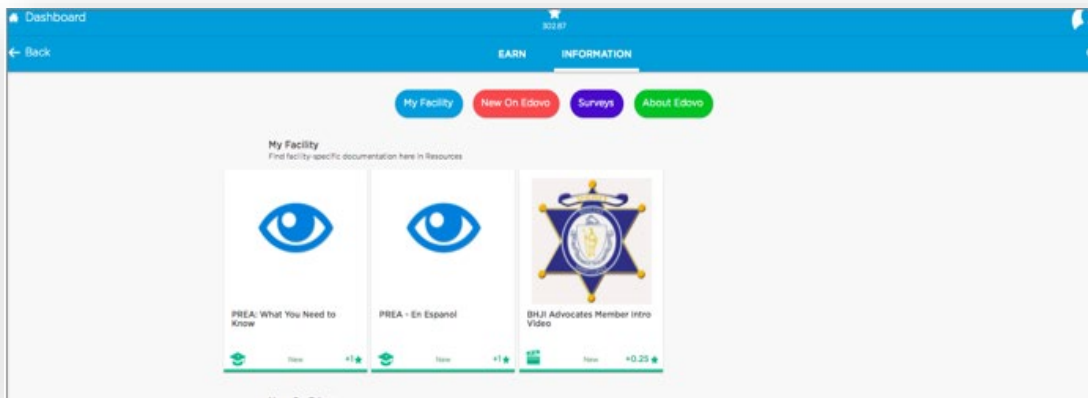

Information Tab

The Goals tab allows the user to compile courses and lessons focused around a specific subject of interest to the learner.
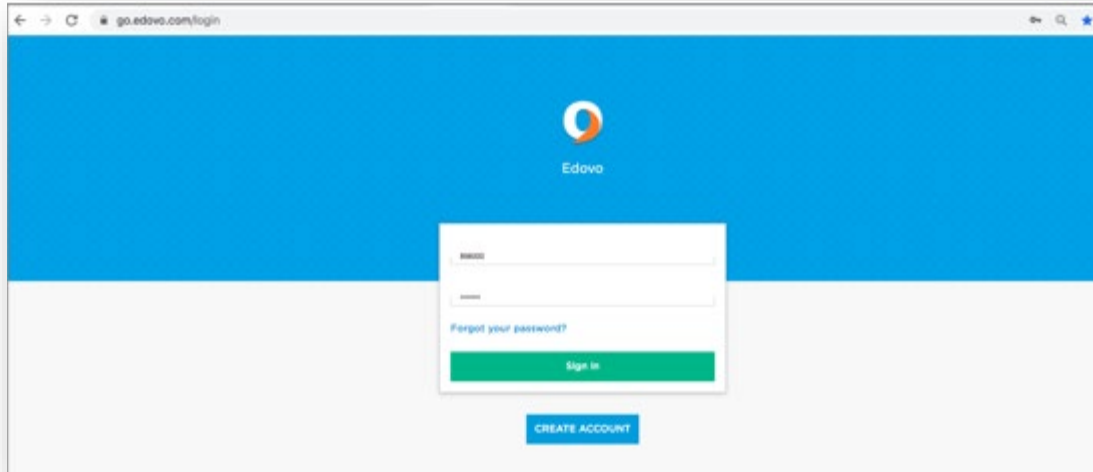

Goals Tab

The My Edovo tab allows the learner to view his or her individual statistics since creating an account with Edovo. They can review all certificates received from completed courses, and a full transcript of all education completed in the system.
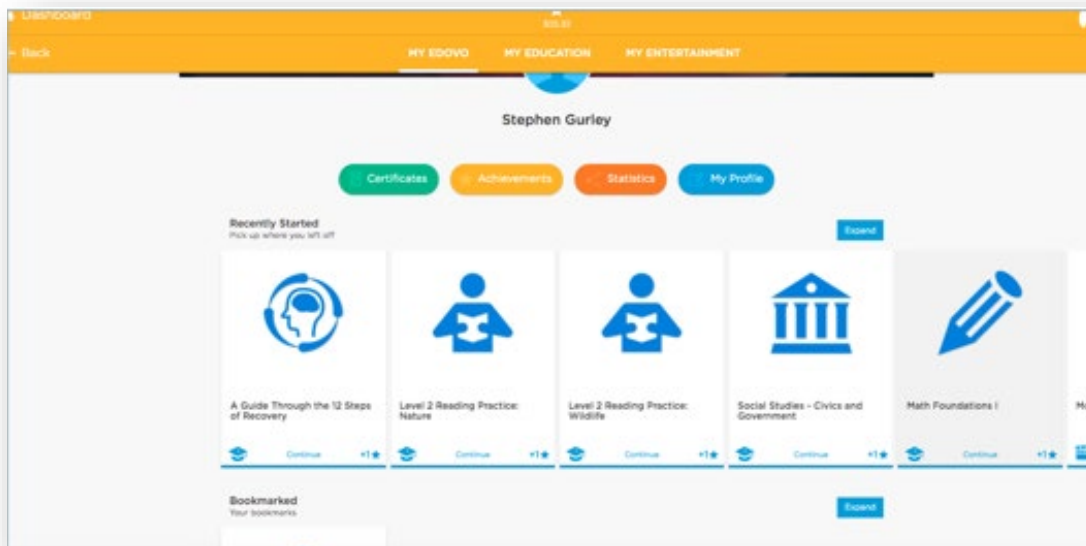
My Edovo Tab

Edovo Go allows learners to continue their education once released – at no cost to them!


Edovo Go Tab

Examples of Available Coursework	
Cognitive Behavioral Therapy & Mental Health	• Cognitive Behavioral Therapy: Addressing Criminogenic Factors • Houses of Healing: A Prisoner's Guide to Inner Power & Healing • Parenting While Incarcerated (150+ hours of coursework) • Mindfulness-Based Substance Abuse Treatment (50+ courses) • Anger Management (25+ courses) • Peace Education Program (10 courses)
GED, HiSET & TASC	• English Language Arts Foundations I, II, III and Phonics (200+ courses) • Core Curriculum GED Material (150+ courses) • GED Test Prep (150+ courses) • Dropping Back In • GED Checklist • Channel of Science and Engineering (130+ courses) • Khan Academy Lite (4,000+ lessons)
Job Skills & Personal Finance	• Introduction to Credit Reports and Credit Score • Introduction to Personal Finance (50+ courses from 4+ providers) • Cisco Networking Certification • Commercial Driver's License Certification • Digital Literacy • Introduction to Customer Service • Introduction to Customer Service Management • ServSafe Certification

	• SquareUp • Career Exploration • Trade-Specific Courses • Vocational Skill-Building
Religion and Spirituality	• Bible Correspondence Course • Topics in Islam • Topics in Judaism (Dozens of providers, 100+ courses) • Topics in Christianity (50+ providers, 500+ courses) • Topics in Mormonism (Dozens of providers, 250+ courses) • The Aleph Institute • Video Sermon Library • Religious Holy Texts • The Bible Project
Health	• Florida Literacy Coalition: Staying Healthy • Health Insurance Basics • How to Apply for Health Insurance • Properly Utilizing Health Services • Topics in Health: LGBTQ • Topics in Health: Veterans • Topics in Health: Women • Fitness & Nutrition (250+ courses) • Personal Hygiene • Reproductive Health • Seeking Substance Abuse Treatment (750+ courses) • Meditation (50+ courses) • Workout Videos (750+ workout videos and courses)
Reading and Literacy	• Edovo "Build to Read" Foundational Literacy • Edovo Literacy Library • Edovo Reading Comprehension • Phonics Video Tutorials • Reading Plus
Legal Topics	• Basic Legal Information • In-House Legal Sessions: Topics in the Criminal Justice Systems • Introduction to Constitutional Rights • Introduction to the Courtroom • Introduction to Criminal Process
Personal Development	• Beyond Prison, Probation, and Parole (50+ hours of engagement/coursework) • Michael G. Santos Foundation (100s of hours of engagement/coursework) • Pacific Garden Mission

| Exploration Content	• Educational & Instructional Videos • Library of E-Books (250+ e-books) • Library of Inspirational Videos: Life after Incarceration • Manuals & Resources for Vocational Training • Podcasts (6+ podcasts) • Poetry (64 spoken word series, 1,000+ poems) • NASA Launch Pad (86 courses) • Leadership Conferences (4+ nationally recognized leadership conferences and seminars)
Language Learning	• ESL for Spanish Speakers
Creative Content	• Edovo Beats • Re-Entry Communication Skills (100s of hours of engagement/coursework) • Letter Writing Series • Peer Tutoring Series
College	• Beginning Algebra • Business Law & Ethics • Continuing Your Education: An Introduction to College Courses • Economics 101: Principles of Microeconomics • Intro to Business Communications • Intro to Legal Studies • Political Science • Psychology 101 • Real World Math 101 • Pilgrim Theological Seminary

Edovo Staff Management Portal

With the Edovo Insight portal, staff can manage course content and learner profiles, run analytics, and investigate individual learners' activity. Just like to the inmate functionality, Edovo Insight features a dashboard page:
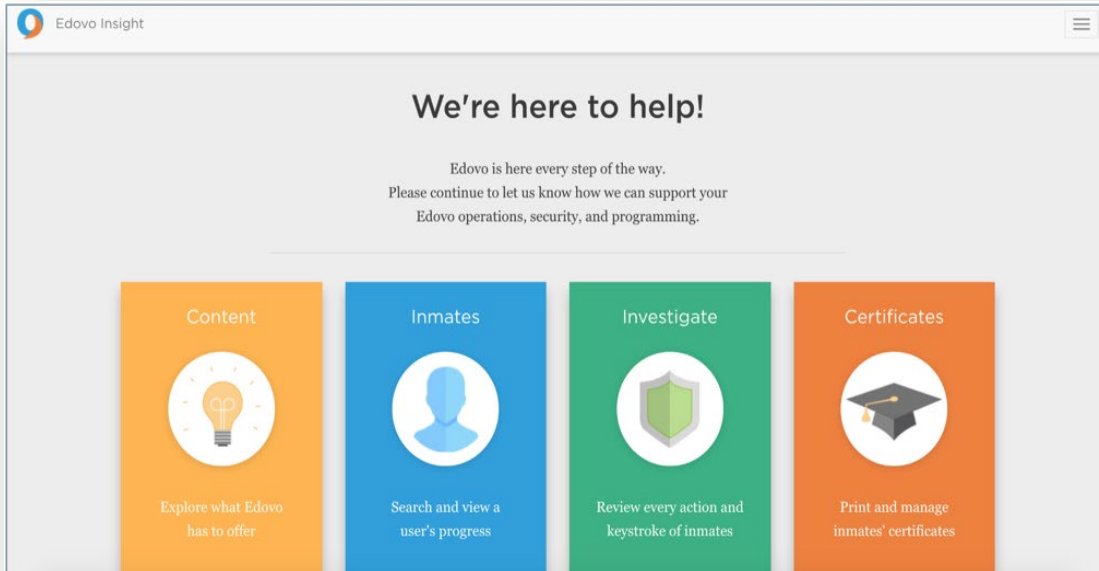
Edovo Insight Staff Management Portal Dashboard

In the Content section, staff can view a full list of courses available within the Facility, see the progress made on the course work taken by learners, and request removal of content if necessary.
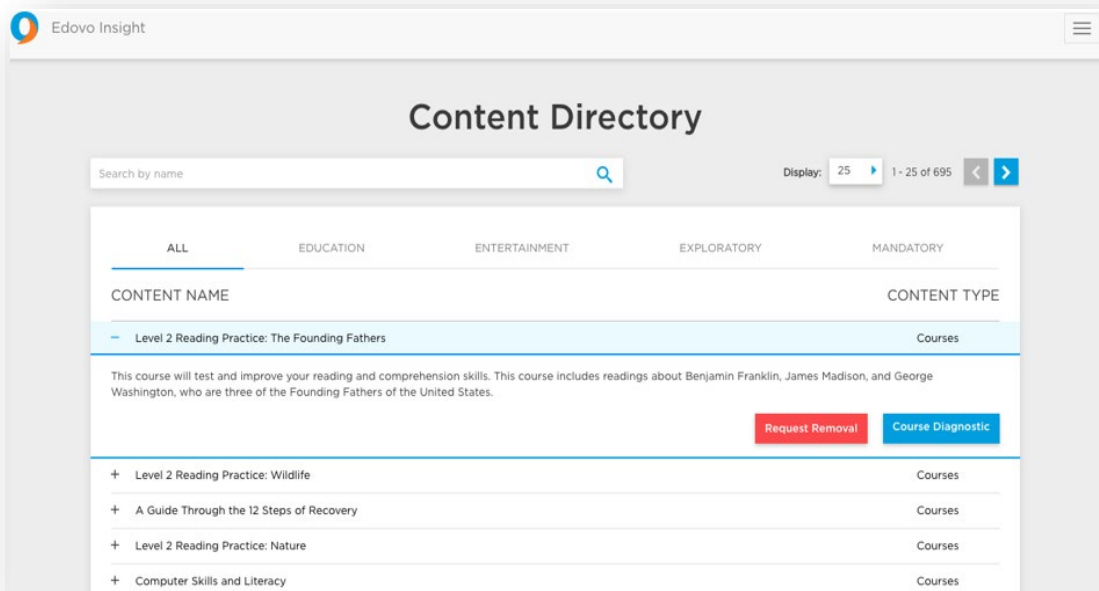
Content Directory

The Inmates section allows staff to look further into each Edovo learner at your Facility. Additionally, you can send messages to learners, edit their profiles, view what content they have engaged with or require them to change their password. You can also generate a full transcript for an individual learner.

Inmate List

Learner Profile

In the Investigate section, staff can view all short answer questions that have been entered into the system. These answers are not visible by the inmate post submission. You can also run a search for "hot words" – words or phrase of interest that appear in any inmate-entered text.
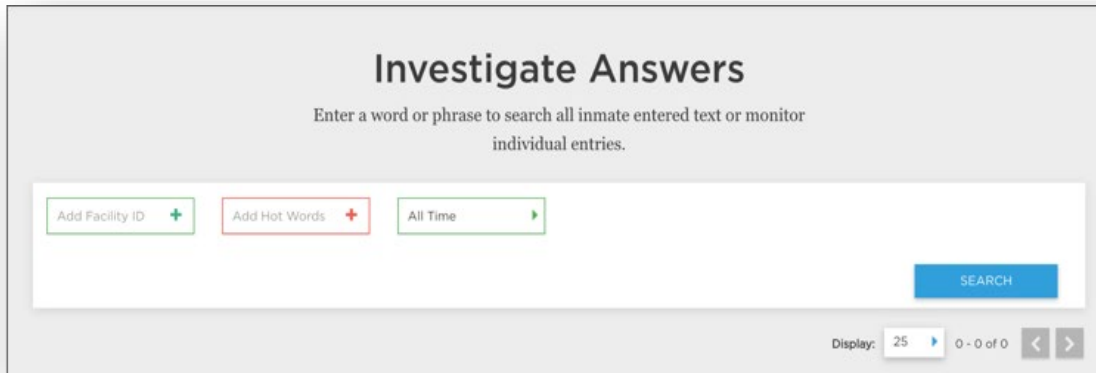
Investigation

The Certificates section allows staff to generate and save or print certificates of completion by inmate or in bulk.
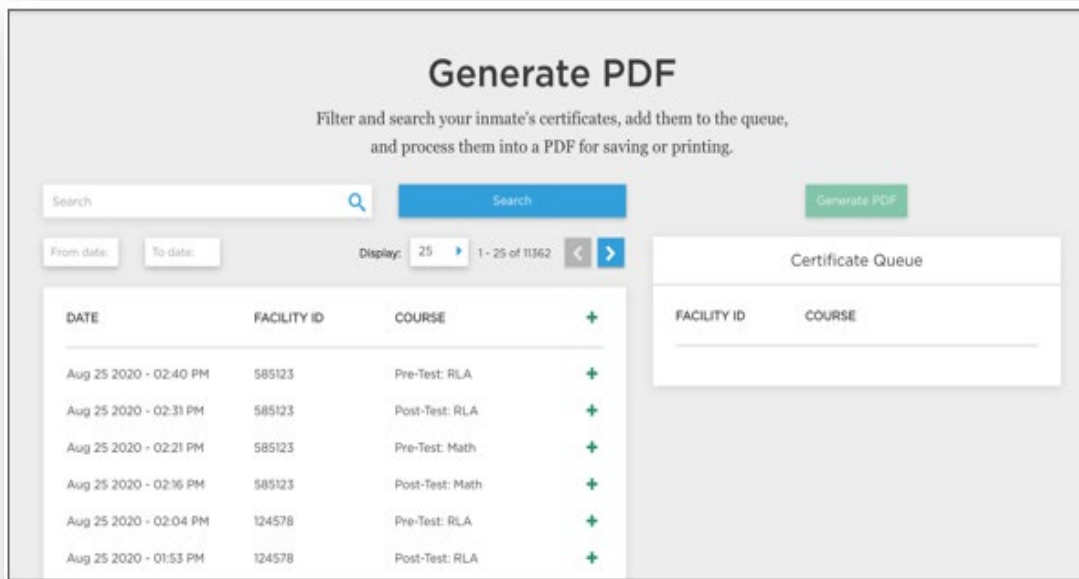
Certificates

The Analytics section provides key insights into how learners at the Facility are spending their time on Edovo. This section may be available to certain users with adequate permission levels.
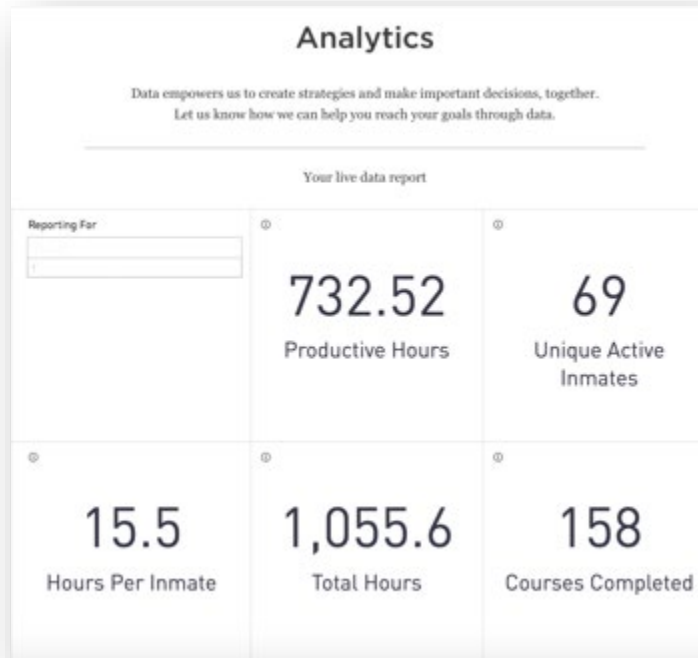
Analytics

The Course Editor tool, available to certain users, allows administrators to view and edit courses for the Facility's profile.
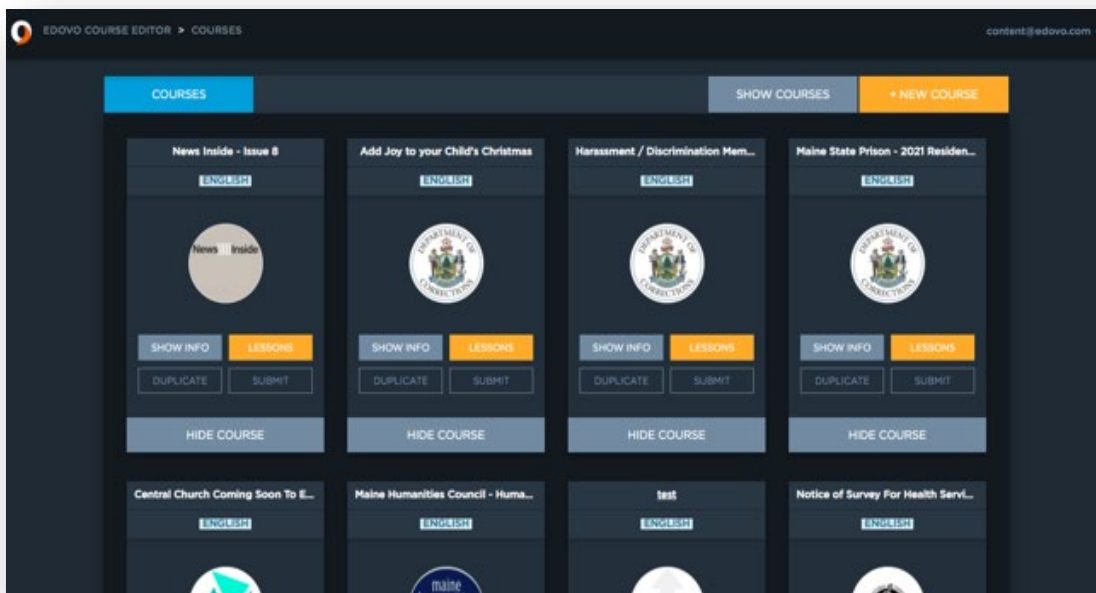
Course Editor – Home Page

To create a course, the user must fill in a few specifics – subject, title, description, etc. Once the course is created, the administrator can begin building the lessons.

Course Creation

Building Lessons

Khan Academy

We are pleased to offer Khan Academy's free resources including quizzes, videos, and articles. Khan Academy, through the ICSolutions Bridge tablet, offers practice exercises, instructional videos, and a personalized learning dashboard to empower learners to study at their own pace. Khan Academy has thousands of courses, in a variety of compelling formats. Their programs offer a wide range of ac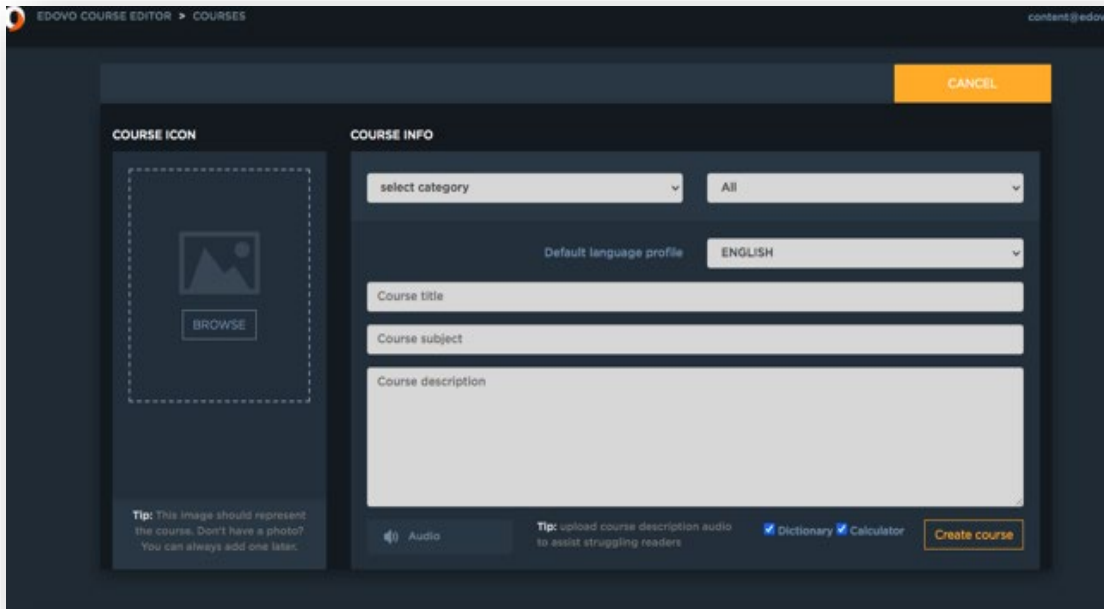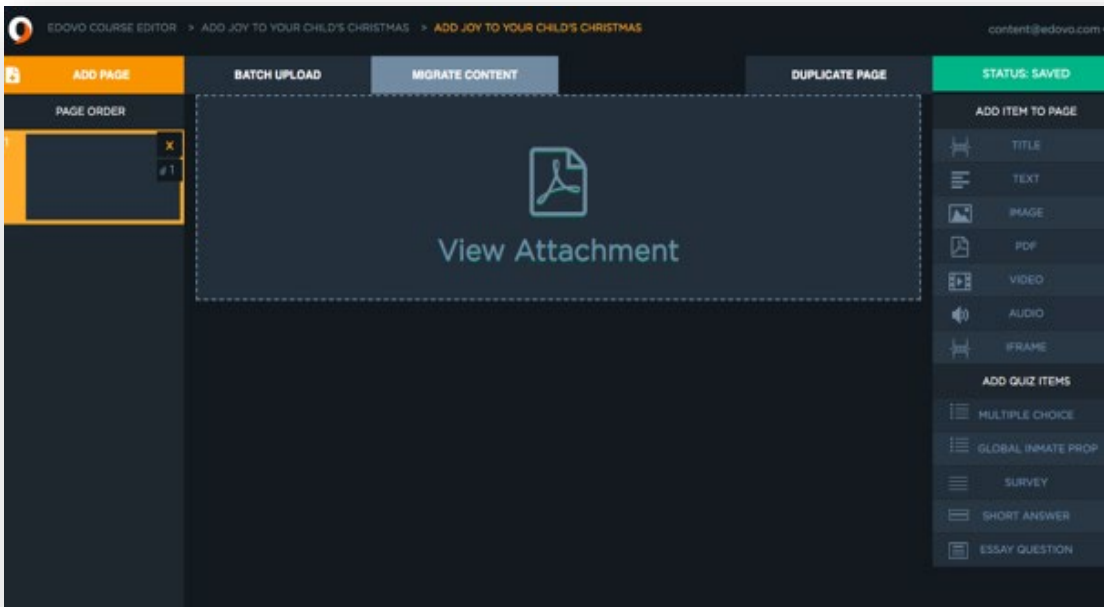ademic subjects, including math, science, computer programming, history, economics, and more. Their math missions guide learners from addition/subtraction to calculus using state-of-the-art, adaptive technology that identifies strengths and learning gaps.

More than 18 million people learn on Khan Academy each month in 36 languages. Khan Academy can offer free personalized SAT practice in partnership with the College Board and free personalized LSAT prep in collaboration with the Law School Admission Council. Khan Academy offers specialized content through partners such as NASA, MIT, and the Museum of Modern Art.

## USDOL Job Search and Readiness

CareerOneStop content, sponsored by the U.S. Department of Labor, is included with our No Cost Basic Education Package. CareerOneStop offers an online, secure version of all CareerOneStop website content and tools, with all external links and maps disabled, via a secure website at ReEntry.CareerOneStop.org. CareerOneStop provides a full range of career, training, and job search resources.

Our goal is to bring educational and employment opportunities to inmates, build their hard and soft job skill sets, and reduce recidivism. Aside from training opportunities, the ETA performs career assessments and matches, offers resume writing assistance, informs inmates of a position's average salary, and lets them know about job matches in their area, and more. Additional resources can be easily printed for those who work with incarcerated individuals and are available in PDF formats.

E-Books

The proposed *E-Books Service* is a library-like service that provides inmates access to our growing catalog of fiction and non-fiction eBooks. Inmates can search categories such as science fiction, drama, mystery, action, adventure, and much more! With the proposed usage model, inmates are not owed any eBooks upon their release.

THE BRIDGE E-READER APP is a designed specifically for the corrections market. The app was designed without any external links or ads for additional security. App development is strictly controlled and there are no backdoor routes to tablet settings or profile setting fields that could be used to pass unsecure messages to other inmates. The app experience will continue to be updated and improved upon based upon inmate and facility feedback.
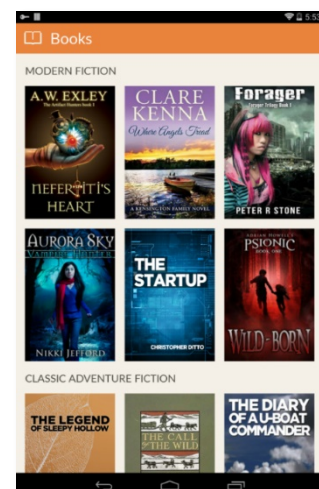
Multi-Media Applications

The MOVIES/VIDEO ON-DEMAND APP is a custom application designed specifically for the corrections market. The app delivers secure inmate access to movies and television shows with over 200 approved titles. The app is designed with security as a top priority. While inmates can watch movies and television shows, the app is locked down—preventing inmates from navigating to unwanted websites. Features include:

- 200+ popular commercial-free titles
- Over 500 movie subtitle tracks are available in English, Spanish, French, Chinese and Korean
- Select titles with Spanish-language audio
- Netflix-like user experience
- No commercials
- R-Rated content is edited to be "Airplane appropriate"
- Content stored locally to eliminate external bandwidth concerns
- Catalog is refreshed regularly (partial library rotation occurs every 90-120 days)
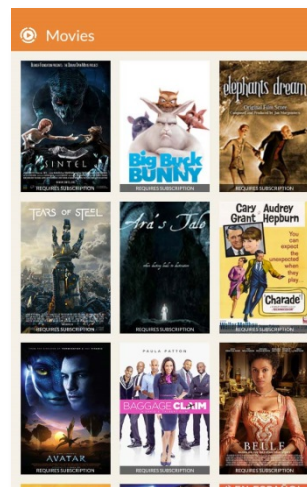
Inmates can purchase access to the Movies App through the shared tablet usage model proposed.

Inmates can access a **Streaming Music Service.** THE BRIDGE tablet is partnered with leading industry music companies to create streaming music services and song catalogues like no other in the industry.

In addition to music, movies, and television, inmates can access **Podcasts**, **Audio Books**, and **Music Videos** using THE BRIDGE wireless tablet

Streaming Music Service

Games

Games are offered specifically to keep inmates entertained and occupied. All games are non-violent and thoroughly tested to ensure that they are not only appropriate for inmates and fun to play, but they adhere to strict security policies regarding app development. Inmates have access to over 40 games such as:

- Angry Birds
- LEGO Star Wars
- Cut the Rope
- Pet Rescue Saga
- Chess

- Candy Crush Saga
- Beach Buggy Blitz
- Puzzle & Dragons
- Mega Jump
- Banana Kong

- Bubble Blast!
- Monster's Rampage
- Bejeweled Blitz
- Blip Blup
- Mahjong Deluxe HD

THE BRIDGE games are specifically chosen for the corrections market. With security in mind, the games are provided without external links.

Secure Access to Approved RSS Feeds

THE BRIDGE tablet provides access for inmates to a variety of informational, self-improvement, and entertainment RSS feeds. However, inmates do not have direct access to these feeds the way the public does; inmates have no direct access to the internet. Our network architecture routes all communication through a Gateway server appliance, which is both a firewall (to limit connections to a designated and controlled devices and destination URLs) and a proxy server (to ensure no direct connection to the internet). This allows us to disable all commenting and search functions. The facility has complete control over which RSS feeds are accessible by inmates.

THE BRIDGE provides access in several categories:

- *News* - News feeds such as ABC News/CNN, Newsweek/Time, BusinessWeek, CNBC and CNN Money.
- *Job Search* - Job searchs such as the Department of Labor's CareerOneStop.org, Jobsearch.About.com, ServiceLocator.org and My Job Scout.
- *Legal & Finance* – Legal and business/financial news such as Findlaw.com, NOLO Law, Bloomberg, Business Week, CNBC and Entepreneur.com.
- *Health & Wellness* – Valuable health information and tools for supporting self-improvement and fostering personal development such as Men's Health, Web MD, alcoholism.about.com and helpguide.org.
- *Religion & Spiritual* – Faith-based options for education, examination, and thought such as BuddaNet, Catholic Online, Christian Science, Episcopal Church, Islam Online and Hinduism Today.
- *Sports* – Real-time news, analysis, and commentary about favorite sports, teams, and leagues such as Bleacher Report, ESPN, FIFA, Fox Sports, Golf Digest, and the league feeds for MLB, NBA, NFL and NHL.
- *Entertainment* – A wide selection of popular and current entertainment content such as BET, Blog Her, E-Online, National Geographic, PBS, People and Rolling Stone.

Utilities

THE BRIDGE offers select apps for free across all profiles. As with the other tablet apps, these are self-contained with no access to anything beyond their stated purpose.

- **Help** – A collection of Help and FAQ materials.
- **Dictionary** – Users will have access to either the Merriam-Webster or Oxford Spanish-English translator applications.
- **Calculator** – A basic function calculator app.

Mail Scanning with THE BRIDGE™ Tablets

ICSolutions offers a mail scanning and digitation solution through a strategic partnership with Earth Class Mail. Since 2004, Earth Class Mail has securely processed over 13 million pieces of mail, carefully scanning and converting mail into searchable digital documents.

ICSolutions will provide an offsite processing center to receive items mailed to facility inmates. The Agency will no longer be responsible for the daily tasks and risks associated with scanning First Class mail. ICSolutions' proposed Mail Scanning solution begins with the offsite scanning facility where mail is first opened and then inspected for contents. The physical mail for Agency inmates can be processed by our Mail Scanner System which converts the mail, including the envelope, to an electronic file for distribution to inmates on the wireless tablet. Each electronically scanned piece of mail can be reviewed by authorized staff and, if approved, sent to the inmate as a message attachment to view on a tablet. For non-approved attachments, the reason can be identified and sent to the inmate. Staff can search and view all attachments via THE BRIDGE Tablet GUI. Authorized staff can review the front and back of each piece of mail as a high-resolution PDF document with searchable text (subject to the legibility of the original document).
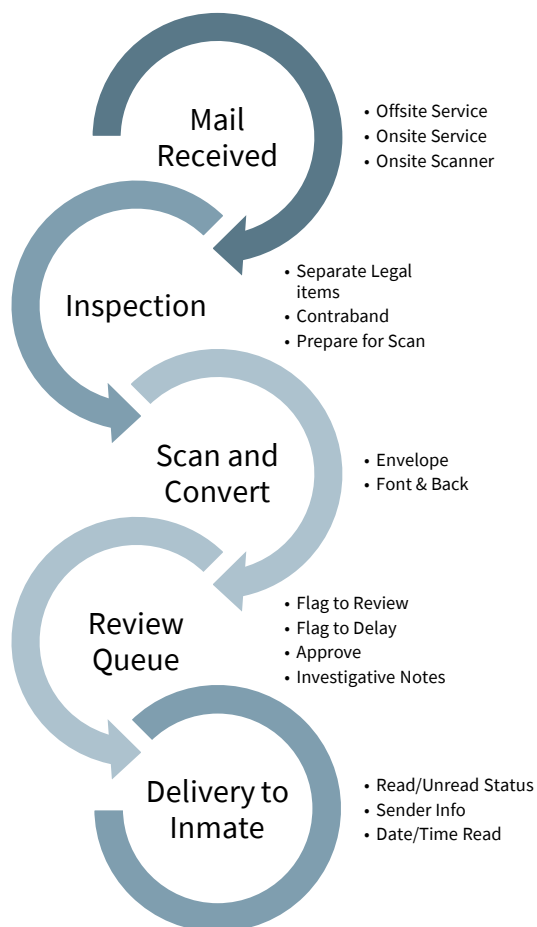
Should the facility wish, mail can also be automatically passed to the inmate without review. ICSolutions will process all documents within one business day of receipt of the physical item.

No legal mail will be scanned by this process. Each unopened piece of mail will first be triaged to ensure that no privileged material is mistakenly routed to the scanning facility. If privileged mail or packages are received, they will be sequestered and immediately sent to the facility using priority delivery.

In the case where contraband material is either suspected or discovered, the material will immediately be flagged and sequestered to a secure area of the scanning facility and establish a chain of custody. Mail scanning staff will immediately notify a designated Agency official to assist in the evaluation and potential retrieval of suspected contraband material.

ICSolutions' Mail Scanning solution ensures secure access for facility personnel. All system users are subject to security level assignment. **All data are accessed on a "need to know" basis.** Therefore, the system can set up controls over which users can access the *viewing* and *approval* of digitized inmate mail.

ICSolutions will assist the Agency in notifying and educating the inmate's family and friends and the general public about this service. We will reach out to family and friends with emails and with e-messages

Mail Received
- Offsite Service
- Onsite Service
- Onsite Scanner

Inspection
- Separate Legal items
- Contraband
- Prepare for Scan

Scan and Convert
- Envelope
- Font & Back

Review Queue
- Flag to Review
- Flag to Delay
- Approve
- Investigative Notes

Delivery to Inmate
- Read/Unread Status
- Sender Info
- Date/Time Read

to inmates to educate them about the process. We also provide posters in day rooms and public areas of the facility, supply take-away cards, and help the Agency update your website.

Retention of physical mail is typically 30-90 days but can be extended as agreed upon with the Agency, after which the mail is destroyed. If inmates must have something upon release, we will work with the Agency on a digital delivery system, if inmates can provide an email address. Legal mail items are **never scanned** and **never destroyed** – the packages are forwarded to the facility.

Other features of our mail scanning and digitation solution include:

- All documents we process are digitally encrypted at rest and in transit.
- HIPAA-certified personnel are required to pass a background screening and sign confidentiality agreements to manage records.
- Documents are destroyed in accordance with HIPAA.
- All of the paper that is securely destroyed with our shredding feature is fully recyclable.

The Agency will also have the option to scan selected pieces of mail onsite, if so desired. Mail that is received at the facility can be scanned by facility staff using either a scanner you already have, or an ICSolutions-provided scanner. Jail staff will upload each scanned mail file into THE BRIDGE software and assign it to the appropriate inmate, so that it will be accessible to the correct inmate using THE BRIDGE's messaging application.

Mail Retrieval Process

ICSolutions offers the our state-of-the-art, secure THE BRIDGE wireless tablets along with our fully integrated applications and mail scanning solution. THE BRIDGE tablets were created exclusively for the corrections environment. Using cutting-edge technology, inmates will use hardened handheld tablets through our secure wireless network as multimedia communications devices. Our solution provides the safety and security protocols required by the Agency.

The Mail Scanning tool will interface directly with our Messaging application on the wireless tablet to deliver an electronic version of converted physical mail to the inmates. Physical mail sent to inmates can be processed by our offsite mail scanning service, which will convert the mail to an electronic file, such as a PDF, JPG or TIFF file, and send it to the inmate along with any attachments using THE BRIDGE's MESSAGING APP electronic messaging (email) application.
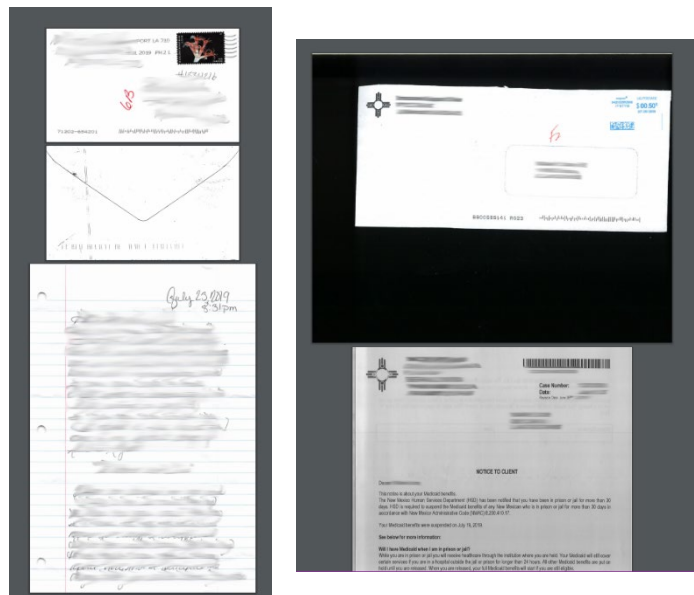
All inmate electronic messages and attachments can be reviewed by facility staff prior to disseminating to the inmate. Our solution provides the monitoring, reporting, and security protocols the Agency requires through our Bridge Tablet interface and secure network.