

BOARD OF COMMISSIONERS
SARPY COUNTY, NEBRASKA
RESOLUTION AWARDING BID FOR INMATE PAY PHONE SYSTEM FOR
THE SARPY COUNTY LAW ENFORCEMENT CENTER

WHEREAS, pursuant to Neb. Rev. Stat. §23-104(6)(Reissue 2007), the County has the power to do all acts in relation to the concerns of the County necessary to the exercise of its corporate powers; and,

WHEREAS, pursuant to Neb. Rev. Stat. §23-103 (Reissue 2007), the powers of the County as a body are exercised by the County Board; and,

WHEREAS, bids for this matter have been solicited, made, opened and reviewed pursuant to applicable Nebraska State Statutes; and,

WHEREAS, based on those proceedings, and after a public hearing, this Board has duly deliberated and considered the bids received; and,

WHEREAS, this Board desires to proceed forthwith in order to expedite and facilitate service to the citizens of Sarpy County.

NOW, THEREFORE, BE IT RESOLVED BY THIS BOARD OF COUNTY COMMISSIONERS THAT:

- (1) The most responsive bid from Synergy Telecom Service Company, Inc. for the Inmate Pay Phone System for 57.1% commission with a Guaranteed Monthly Minimum of \$7,000.00 which includes the visitation phone system is accepted, ratified, and confirmed.
- (2) This Board's Chairman, Clerk, and Attorney are hereby authorized and directed to execute such ancillary documents as may be required to evidence the contract and take any and all steps necessary or required in order to carry out the terms of such contract after said documents have been reviewed by the Attorney, Fiscal Administrator, and County Administrator.

Dated this 24th day of May, 2011.

Moved by Jim Thompson, and seconded by Rusty Hite, that the above Resolution be adopted.
Carried.

YEAS: <u>[Signature]</u>	NAYS: <u>none</u>	ABSENT: <u>none</u>
<u>[Signature]</u>	_____	_____
<u>[Signature]</u>	_____	ABSTAIN: <u>none</u>
<u>[Signature]</u>	_____	_____

Attest:
[Signature]
Sarpy County Clerk



SEAL

Inmate Phone System
for the
Sarpy County Law Enforcement Center

2:00 p.m., Thursday
April 21, 2011

	Synergy	Inmate Calling Solutions	Crown Correctional Telephone	Telewest	Encartele	Legacy	Telmate	Securus
Commision Percent	57.1%	43%-53%	62%	52%	60%	62%	55%	56%
Guaranteed Monthly Minimum	\$7,000.00	\$3,010-\$6,360	\$25 per inmate	\$6,200.00	\$6,000.00	\$5,416.67	\$3,500.00	\$3,800.00

COMPANY NAME: SYNERGY TELECOM SERVICE COMPANY, INC.

**Sarpy County, Nebraska
Inmate Phone System
Bid Form**

	Description	
1.	Single, firm, fixed rate offered to pay Sarpy County under the requirements, conditions, specifications and other provisions of this RFP	
	Commission %, based on gross revenue, for Sarpy County	57.1%
2.	Guaranteed monthly minimum commission which the proposer agrees to pay Sarpy County under the requirements, conditions, specifications, and other provisions of this RFP.	\$7,000 per month

***Prices are to be F.O.B. - 1208 Golden Gate Drive, Papillion, NE 68046**

Company Information:

Years in business: 16 years (since 1995)

of employees 14

Total sales last 3 years \$10 million in 2008
\$12 million in 2009
\$16.8 million in 2010

References:

Company Name: Victoria County Jail
 Address: 101 N. Bridge, Victoria, Texas 77901
 Contact Name: Capt. Darla Canfield Phone Number: (361) 574-8079
 Fax Number: (361) 574-8019 Date of Purchase: December 10, 2008
 Email: dcanfield@vctx.org

Letter attached

Scope of Work: Turnkey inmate telephone services (241 inmate phones + 48 visitation phones) utilizing the same inmate telephone platform as proposed for Sarpy County. Services include voicemail from the public to inmates. We have 2 payment kiosks at this facility that are in constant use.

Please see the letter of recommendation by Sheriff T. Michael O'Connor in Attachment 2.

Company Name: Aransas County Jail
Address: 301 N. Live Oak, Rockport, Texas 78383
Contact Name: Lt. David Klanica Phone Number: (361) 790-0108
Fax Number: _____ Date of Purchase: January 2, 2009
Email: dklanica@aransascounty.org

Please see the letter of recommendation by Lt. Klanica, Jail Administrator of Aransas County, within Attachment 2.

Company Name: Medina County Jail
Address: 801 Avenue Y, Hondo, Texas 78861
Contact Name: Jail Admin. Jan Quintana Phone Number: (830) 741-6158
Fax Number: (830) 741-6156 Date of Purchase: April 2008
Email: jailadmin@medinacountytexas.org

Please see the letter of recommendation by Jan Quintana, the Jail Administrator of Medina County, in Attachment 2.

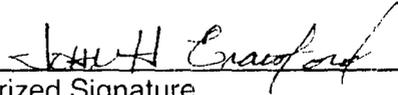
I certify that this bid is submitted in accordance with the specifications issued by Sarpy County.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 JHC
Addendum #2 JHC

Synergy Telecom Service Company, Inc.
Company Name

John H. Crawford, President
Company Representative (Please print)


Authorized Signature

800-582-6182
Telephone Number

12126 El Sendero St.
Address

210-599-7913
Fax Number

San Antonio, TX 78233
City, State & Zip

john@synergyinmatephones.com
E-Mail Address

***NOTE: Sarpy County is tax exempt and will provide the proper form upon request.**

AGREEMENT

This Agreement is entered into by and between the County of Sarpy, in the State of Nebraska, a body politic and corporate, and hereinafter "County", and Synergy Telecom Service Company, Inc., hereinafter "Vendor".

WHEREAS, County is desirous of contracting for Inmate Phone System for the Sarpy County Law Enforcement Center; and,

WHEREAS, the Vendor has been awarded this Agreement as a result of the bid made by Vendor in response to the Specifications and Request for Proposals prepared by County;

NOW, THEREFORE, for and in consideration of the declarations and mutual promises and covenants contained herein, the County and Vendor agree as follows:

I. DUTIES OF VENDOR:

- A. Services to be rendered by Vendor under this Agreement shall be all those services necessary and proper for the installation and materials for Inmate Phone System in conformity with each and every term, condition, specification, and requirement of the Bid Specifications and the Bid submitted by the Vendor.
- B. All provisions of each document and item referred to in Paragraph A above shall be strictly complied with the same as if rewritten herein, and in the event of conflict among the provisions of said documents, the provisions most favorable to the County shall govern.
- C. Prior to the commencement of any work, Vendor will place on file with the Sarpy County Clerk, the required certificates of insurance, if applicable.
- D. The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

1. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.
 2. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
 3. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.
- E. Vendor will submit payments to County for work completed based on the amounts specified in Vendor's bid. Such payments shall be submitted to:

Sarpy County Treasurer's Office
Attn: Brian Hanson
1210 Golden Gate Drive
Papillion, NE 68046

- F. The County and Vendor hereto specifically acknowledge, stipulate and agree that each and every term of the Bid Specifications and the Vendor's bid constitutes an essential term of this Agreement, and that, therefore, any violation of any term, condition, provision, or requirement constitutes a material breach hereunder, for which County shall have every right under the law to terminate this Agreement, and obtain any and all relief necessary.

II. DUTIES OF COUNTY:

In return for full, faithful and diligent rendering of services set forth above, County agrees to pay to Vendor the amount specified in Vendor's bid upon submission of the required invoice and satisfactory completion of all required work.

III. BREACH:

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice, the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

SAVINGS CLAUSE:

This Agreement shall be interpreted, construed and enforced under the laws of the State of Nebraska. It is understood and agreed by the County and Vendor hereto that if any part, term, condition, or provision of this Agreement is held to be illegal or in conflict with any law of the State of Nebraska or of the United States, the validity of the remaining parts, terms, conditions, or provisions shall not be affected, and the rights and obligations of the County and Vendor shall be construed and enforced as if the Agreement did not contain the particular part, term, condition, or provision held to be invalid.

SCOPE OF AGREEMENT

This Agreement, along with the Bid Specifications, and Bid by Vendor contains the entire Agreement between the County and Vendor, and there are no other written or oral promises, contracts or warrants which may affect it. This Agreement cannot be amended except by written agreement of both the County and Vendor. Notice to the County and Vendor shall be given in writing to the agents for each party named below:

County: Ms. Debra Houghtaling
Clerk of Sarpy County
1210 Golden Gate Drive
Papillion, NE 68046

Vendor: Mr. John H. Crawford
Synergy Telecom Service Company, Inc.
12126 El Sendero St.
San Antonio, TX 78233

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this 24th day of MAY, 2011.

(Seal)

COUNTY OF SARPY, NEBRASKA,
A body Politic and Corporate

ATTEST:



[Signature]
Sarpy County Clerk

Tom Richard 5/24/2011
Chairperson
Sarpy County Board of Commissioners

Vendor: Synergy Telecom Service Co. Inc.

By: [Signature]

Title: President

Attest:

[Signature]
Witness

[Signature]

Sarpy County Purchasing Department

SARPY COUNTY COURTHOUSE
1210 GOLDEN GATE DRIVE
PAPILLION, NE 68046



Brian Hanson, Purchasing Agent
(402) 593-2349
Debby Peoples, Asst. Purchasing Agent
(402) 593-4164
Beth Cunard, Senior Buyer/Contract Administrator
(402) 593-4476
Lois Spethman, Supply Clerk/Purchaser
(402) 593-2102

Memo

To: Sarpy County Board of Commissioners

From: Beth Cunard

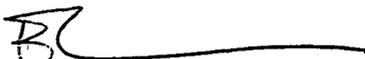
Re: Inmate Phone System

On April 21, 2011 the Purchasing Department opened eight (8) bids for the Inmate Phone System for the Law Enforcement Center. The bids were reviewed by the Sheriff's Office and Purchasing. Initial evaluations were focused on the call rates/fees that would be passed on to the inmates along with the total commission and the system design/ease of use and understanding.

After reviewing the top proposals it was determined that the best bid for both the County and inmates would be Synergy Telecom Service Company, Inc. I have contacted six (6) references for Synergy and all had glowing remarks of their customer service, ease of use of the system for both inmates and staff, and a proactive approach to development of technology. Therefore, it is recommended the bid be awarded to Synergy for a commission of 57.1% with a guaranteed monthly minimum payment of \$7,000.00.

If you have any questions, please feel free to contact me at the number listed above or bcunard@sarpy.com.

May 12, 2011


Beth Cunard

Cc: Deb Houghtaling
Mark Wayne
Scott Bovick
Brian Hanson
Capt. Greg London

Deb Houghtaling

Fred Uhe
Chief Deputy

Sarpy County Clerk

Renee Lansman
Assistant Chief Deputy

1210 Golden Gate Drive • Papillion, Nebraska 68046-2895
Phone: 402-593-2105 • Fax: 402-593-4471 • Website www.Sarpy.com • Email: Clerk@sarpy.com

May 26, 2011

Synergy Telecom Service Company, Inc.
Mr. John H. Crawford
12126 El Sendero St.
San Antonio TX 78233

RE: Inmate Phone System

Action by the Sarpy County Board on May 24, 2011 is as follows:

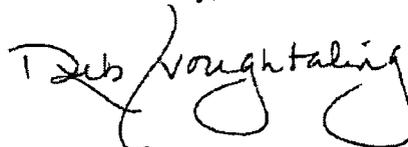
Public Hearing and Resolution 2011-154: Award bid for inmate phone system for the Law Enforcement Center. Beth Cunard, Purchaser

MOTION: After a public hearing, Thompson resolved, seconded by Hike, to approve the resolution to accept the most responsive bid for the inmate phone system from Synergy Telecom Service Company, Inc. for 57.1% commission with a guaranteed monthly minimum payment of \$7,000 which includes the visitation phone system. Ayes: Hike, Thompson, Richards, Nekuda & Warren. Nays: None.

Please find enclosed two (2) originals of the subject agreement which have been approved and signed by the Chairman of the Board. Upon completion, please provide **one original** for Sarpy County records.

Mail to: Sarpy County Clerk
Attn: Kendra Koehler
1210 Golden Gate Dr.
Papillion NE 68046-2895

Sincerely,



Deb Houghtaling
Sarpy County Clerk

Enclosures (2)
DH/kk

PROPOSAL

For

Inmate Phone System
Sarpy County Law Enforcement Center
Nebraska

ORIGINAL



Uncompromising Quality, Fanatical Service

Synergy Telecom Service Company, Inc.

San Antonio, Texas

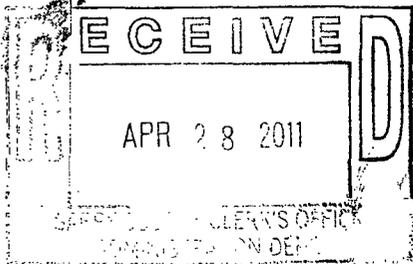
800-582-6182

From:

Synergy Telecom Service Company
12126 El Sendero
San Antonio, Texas 78233
(800) 582-6182

To:

1pm CU
Deb Houghtaling
Sarpy County Board Business Office
1210 Golden Gate Drive
Papillion, NE 68046
(402) 593-2105



SEALED BID

Inmate Phone System

Sarpy County Law Enforcement Center

Bid Opening

Thursday, April 28, 2011
2:00 p.m. Central Time

SYNERGY

Inmate Phone Solutions, Inc.

April 26, 2011

Deb Houghtaling
Sarpy County Board Business Office
1210 Golden Gate Drive
Papillion, NE 68046

Dear Ms. Houghtaling:

Synergy Telecom Service Company, Inc. (Synergy) is pleased to present this Proposal for Inmate Phone Service to Sarpy County.

Synergy's proposal is to furnish, install, maintain, and operate an inmate telephone system at the Sarpy County Law Enforcement Center. Our offer includes recording of the visitation phones. This inmate telephone system and services will be provided at no cost to the County. Please see our Executive Summary for a concise explanation of our proposal.

The following individuals are authorized to enter into a binding agreement with the County:

Charles A. Slaughter III
Co-Owner and Vice President
12126 El Sendero
San Antonio, Texas 78233
Telephone: 210-599-7743
Toll free: 800-582-6182
Email: charles@synergyinmatephones.com

John H. Crawford
Co-Owner and President
12126 El Sendero
San Antonio, Texas 78233
Telephone: 210-599-7743
Toll free: 800-582-6182
Email: john@synergyinmatephones.com

We look forward to discussing our proposal with the County. For further information or any questions, please contact me by telephone at 800-582-6182 or by email at john@synergyinmatephones.com.

Sincerely,



John Crawford
President
Synergy Telecom Service Company, Inc.

UNCOMPROMISING QUALITY FANATICAL SERVICE
12126 El Sendero, San Antonio, Texas 78233 800.582.6182
Advanced Inmate Platform PrePaid/Debit Powerful Investigative Tools

EXECUTIVE SUMMARY

Synergy Telecom Service Company, Inc. (Synergy) is pleased to present this Proposal for an Inmate Phone System and Services for the Sarpy County Law Enforcement Center. Synergy will furnish, install, maintain, and operate the inmate telephone system **at no cost to the County**.

Our proposal includes the following key elements:

- Personal service and full accountability to the County
- An up-to-date, Web-based Inmate Telephone System with a complete range of investigative and security features
- Features and services that relieve staff time
- Maximize revenue to the Jail
- Minimize equipment problems



Personal Service and Full Accountability

Synergy is a privately-held corporation owned by Charles A. Slaughter, III and John H. Crawford and based in San Antonio, Texas.

Synergy has been in the telephone business in correctional facilities for over fifteen years. We operate phones at numerous private jail facilities, county jails, and juvenile detention centers. We provide both inmate telephone services and payphones for use of the general public at the facility.

Accountability

Call our references and ask what kind of service we have provided to them, and whether we have delivered on all of our promises.

Synergy takes the position that the product we provide to our customers is **service** and that the technology—the inmate calling platform and associated systems—exists to support that core mission. Our goal is to provide smoothly operating systems that support the investigators and facility staff, rather than adding to their workload.

One of the advantages that the Jail will receive by contracting with a flexible, privately-owned company is that each account will receive personal attention from us without the bureaucracy of a large company. The company owners are directly involved in all stages of installation, training, managing each account and ensuring that our clients are well served. Most calls to our office or Hot Line are fielded on the first ring. We answer our phones personally, without any automated voice prompts to go through. Service calls are usually resolved within a few hours—

often within minutes! The owners are almost always available in the office or by cell phone 24/7 to deal with any issues that require extra attention.

Up-To-Date, Centralized Inmate Telephone System

Our Inmate Telephone System is a facility-friendly, Web-based system that will provide the Jail with full control of inmate calling through a comprehensive range of administrative and investigative features. No other system on the market today provides county facilities with the same range of features that large state DOCs require.

A Full Range of Features

Our system is designed to provide comprehensive investigative, administrative, and security features to facilities of any size.

Our inmate calling platform is Web-based so that investigators can access information from **any computer connected to the Internet**. They do not need to travel to the jail to listen to calls or run reports.

Our system **automatically records all calls, including calls from visitation phones**. Calls in progress can be monitored live. All recorded calls are available for retrieval and playback at any time.

Our **alarm** feature allows investigators to set alarms on “hot” inmates or destination numbers and listen to these calls live on their office or cell phones. The inmate will never know that there is an alarm set on him/her.

Investigative Alarms

The Alarm feature allows investigators to set triggers on calls by inmate or called number. When an alarm is triggered, notification is sent to the investigator, who may then listen to the call in progress over the telephone.

Our reports provide additional investigative tools designed to assist investigators in locating calls of interest to them. For example, our **shared numbers report** will identify numbers called by more than one inmate. **Top called numbers** identifies numbers most frequently called. Jail staff can also access **call data directly from the system**.

Our **crime tip line** allows inmates to report PREA offenses or other crimes anonymously. We also have reverse lookup of called numbers, three-way call detection, call duration controls, and more.

Integration

Our system can easily be integrated with the facility’s commissary for card-free debit, as well as the jail management system for automated inmate accounts. Jail staff will not need to enter information twice.

For additional security on the phones, we utilized a **voice-verification** biometric in conjunction with PINs (Personal Identification Numbers). This authenticates the inmate making the call and prevents PIN-stealing and other fraudulent practices by inmates.

Furthermore, our offer includes one **T-Phone** at the facility initially, with the goal of phasing in additional T-

Phones depending on the County’s needs. The T-Phone is a durable video screen phone, mounted on the wall of the housing unit, that represents the **next generation of inmate communication technology**. Its capabilities include video visitation with families, medical staff, or attorneys; video arraignment; movies; TV; and other video functions.

Enhance Security

- PINs and voice verification to identify inmate callers
- Alarms for “hot” calls
- Comprehensive blocking ability
- 3-way-call detection and blocking

As an additional benefit, we also offer the County **10 electronic monitoring devices** (ankle bracelets) for one year. The monitoring of these devices is included in our offer. We believe that these devices will be of benefit to the County in their pre-trial release program.

Features that Reduce Staff Time

Our system has many features that will ease the burden of time and effort required by facility staff on a day-to-day basis. We list only a few of these features here:

Voicemail Communications

We offer voicemail for inmates to Customer Service, the staff to inmates, the public to inmates, and more, in order to facilitate communications within the jail. Staff will no longer need to pass messages between inmates and the public or inmates and the phone provider. All voicemails are recorded and reviewable by authorized facility personnel.

SCAAP Report

Our system includes an automated SCAAP report. This feature complies in minutes the information required to receive SCAAP money (the County received \$36,766 in 2010). This report can take days to compile the information manually.

Customer Support for Inmates

In most facilities, staff have to take valuable time away from their normal duties to attend to complaints about the phones from called parties or inmates, but not when you contract with Synergy. We will do this for you. Our Customer Service will directly handle all inmate complaints. Our Customer Service will also actively monitor three-way calls and other fraudulent use of the system.

211#

If an inmate has a complaint or questions about the phones, **he/she does not complain to facility staff.** He simply picks up the nearest phone, dials 211# and leaves a message for our Customer Service.

Synergy's system includes an inmate voicemail feature that allows inmates to make complaints about the phone system directly to us and we respond to the inmate. This reduces the work of the facility staff, who no longer have to handle inmate complaints either directly or through the handling of complaint forms.

Customer Support for Called Parties

Synergy maintains a toll free number for families and friends of inmates to call for support or to report complaints. Customer Service handles billing enquiries, payments to prepaid accounts, refund requests, blocking requests, and any customer complaints. Our Customer Service is answered live 24/7 and representatives speak English and Spanish.

Maximize Revenue to the Jail

Guaranteed Monthly Payment

Synergy offers the County a generous monthly guarantee of **\$7,000**. With our guaranteed monthly commission payment, the County will know exactly the minimum amount of money they will get each month from the inmate phones. The amount will not depend upon the volume of inmate calling or the inmate population of the jail. Synergy assumes all the risk of any decrease in revenues.

Commission Percentage

Furthermore, with our generous commission offer of **57.1%**, the County has the opportunity of sharing any benefits from our programs to increase revenues from the phones. We believe that we will be able to maximize the revenue received from the inmate telephones by increasing the revenue streams available through our multiple calling options and payment options for the inmates and their families and friends.

More Commissions
Even though our commission offer may appear lower than some other vendors', in fact, **by increasing the revenue streams available** we often will **pay more commissions** (in total dollar amount) because the gross revenues are higher.

Our generous commission and guaranteed monthly minimum offers are combined with exceptional low rates. In the inmate phone business, we are dealing with a segment of our society that can ill-afford high phone rates. There is only so much money that the inmates and their families can pay for telephone calls. Higher rates mean that the inmates make fewer calls—the overall revenue generated from the inmate telephones does *not* increase. Thus, Synergy prefers to charge the **lowest call rates possible** that are consistent with supporting our costs of providing services and the commission promised to the County.

Alternative Calling Options

Calling Options
Our multiple calling options and payment options are handled entirely by us and **require no work from facility staff.**

Alternative calling methods are an integral part of the inmate telephone system. These include Automated Bank Card Collect, Prepaid Collect (destination number prepaid), and Debit (inmate-based prepaid).

Alternative calling methods allow inmates to call numbers that may be blocked to traditional collect calling. This provides **additional revenue to the Jail**, as inmates are able to call numbers that previously they were not able to connect.

Multiple Payment Options

We offer multiple payment options to make adding funds to prepaid accounts easy.

We pro-actively notify the friends and families of inmates to make them aware of the multiple payment channels available to them, as well as the prepaid calling options for the inmates. We offer a **free one-minute call** to phone numbers that don't accept collect calls, such as cell phones and cable company phones (Skype or Vonage) so the inmates can always connect to their families. As a result, we expect to see greater funding of inmate calling, which in turn will **maximize revenue to the Jail.**

Additional Revenue
Many households now only have cell phones or cable phones, which cannot receive collect calls. More than **25% of our revenue** comes from prepaid calls to those who cannot receive collect calls.

Our payment options include Toll-Free Customer Service, Telephone IVR (automated telephone), Web page (<https://pay.intelmate.com>), and Kiosk located in the jail lobby.

Our payment kiosk in the jail lobby accepts cash and credit card payments into inmate phone accounts. This kiosk will also accept payments into inmate Trust accounts, relieving staff of the need to take cash for inmates.

Minimize Equipment Problems

Synergy maintains a **toll-free service Hot Line** that the facility may call for repairs or administrative assistance. Once a problem is reported, service will be within 4 hours for major outages and within 24 hours for routine outages, such as a single phone not working.

Our employee, Chad Strong, will act as the primary technician for Sarpy County. Mr. Strong is located in Omaha, only 10 minutes from the jail. Mr. Strong has worked in the inmate phone business for more than 5 years. We have other technicians in the Omaha area

Fast, Local Service

We have an employee, Chad Strong, located only 10 minutes from the Jail.

to act as backup to Mr. Strong. All technicians are on call 24/7 in order to ensure a prompt response to any trouble with the phone system. We are confident that the County will be pleased with the quality of on-site service that we will provide.

To minimize any on-site problems and disruption to the facility, the inmate telephone system can be **remotely diagnosed and corrected** seamlessly over the Internet. The only time a technician needs to come to the facility is to replace hardware, such as a telephone handset. Repairs can be made without taking the system offline.

Our **remote diagnostics** function constantly monitors call traffic over the system, and sends emails to technical staff with the traffic data. Since we are in constant contact with the equipment both on-site and off-site, we will know immediately if the system goes down or a problem develops and we can address it before it becomes a problem for you. As a result, **system uptime exceeds 99%**.



Our goal is to provide you with the maximum revenue possible combined with the best in service and a system that is up-to-date with the latest investigative tools.

We welcome the opportunity to answer any questions or further discuss our proposal at your convenience. Please contact John Crawford or Charles Slaughter at 800-582-6182. We are on the Web at www.synergyinmatephones.com.

Uncompromising Quality, Fanatical Service

Inmate Phone System

Sarpy County Law Enforcement Center
Nebraska

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Executive Summary

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ATTACHMENTS:

1. Company Overview
2. References Offered to Sarpy County
3. E-Verify Memorandum of Understanding
4. Service and Maintenance Plan
5. Preliminary Installation Plan and Schedule
6. Sample Commission Summary Report and Sample Call Traffic Report
7. Sample System Reports
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9. Summary of System Features
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INMATE PHONE SYSTEM PROPOSAL

GENERAL INFORMATION

Notice to Vendors

Sarpy County is seeking proposals for an Inmate Phone System for the Law Enforcement Center. The successful Vendor will enter into a Contract (see attached Exhibit "A") for a period of three (3) years commencing on June 20, 2011 until June 19, 2014, with two (2), two (2) year option periods.

Sealed bids will be received Monday through Friday 8:00 a.m. to 4:45 p.m. except holidays, until 2:00 p.m., Thursday, April 21, 2011. Bids shall be in a sealed envelope, clearly marked "Sealed Bid - Inmate Phone System" and shall have the name of the Vendor, and the time and date of the bid opening. Do not fax bids, only sealed bids will be accepted.

❖ Agree.

Submit one (1) original, three (3) hard copies and one CD (or electronic) copy of the entire Bid Form including attachments.

❖ Agree.

There will be a pre-bid walkthrough at 10:00 a.m. on April 14, 2011 in the Sarpy County Administration Conference Room located at 1210 Golden Gate Drive, Papillion, NE 68046. This will be the only time for perspective Vendors to view the Sarpy County Law Enforcement Center. Exceptions will not be made for those who cannot attend.

❖ Agree.

Synergy's representative, Chad Strong, attended the pre-bid walkthrough.

Requests for information and clarification questions must be received by April 15, 2011 at 12:00 P.M. in order for Sarpy County to have time to issue an addendum.

❖ Agree.

Bidding criteria must be received from Beth Cunard, Purchaser, 1210 Golden Gate Drive, Papillion, NE 68046, (402) 593-4476, bcunard@sarpy.com or via the internet at www.sarpy.com.

❖ Agree.

Vendors that obtain specifications from the internet sites are responsible for obtaining any addenda that may be added at a later time.

❖ Agree.

We have received and acknowledge Addendum #1 and Addendum #2.

Bids must be sent to:

Deb Houghtaling
Sarpy County Board Business Office
1210 Golden Gate Drive
Papillion, NE 68046

Bids not addressed and delivered to the above person will not be considered. Bids received after the above stated time and date will not be considered.

❖ Agree.

Bid opening will be a public opening to be held in the Sarpy County Administrative Conference Room at 1210 Golden Gate Drive, Papillion, NE. The bid opening will be at 2:00 p.m., Thursday, April 21, 2011.

❖ Agree.

Per Addendum #1, the bid opening has been extended one week to Thursday, April 28, 2011.

All bids submitted shall be valid for a period of sixty (60) days following the final date for submission of bids.

❖ Agree.

Synergy agrees that our bid is valid for 60 days following the final submission date for bids.

Sarpy County will not be liable for costs incurred by Vendors for proposal preparation, printing, demonstration, or any other costs associated with or incurred in reliance on proposal creation. All such costs shall be the responsibility of the Vendor.

❖ Agree.

The bids shall include all charges and applicable taxes, F.O.B. 1208 Golden Gate Drive, Papillion, Nebraska. The Vendor need not include sales tax in the bid. Sarpy County will, upon request, furnish the successful Vendor with a completed State of Nebraska Tax Exempt Form 13 upon acceptance of the successful Vendor's proposal.

❖ Agree.

The Sarpy County Board of Commissioners reserves the right to reject any or all bids and to waive minor informalities.

❖ Agree.

In the event of conflict between unit price and extended price, unit price shall prevail.

❖ Agree.

Procedures for Evaluation and Awarding of Bid

1. Evaluation will be done by Beth Cunard, Sarpy County Purchaser along with personnel from the Sheriff's Office. After evaluation the Purchaser will make a recommendation to the County Board of Commissioners for award. This recommendation and pending award will be made at a public meeting of the Board of Commissioners. Agendas are available each Friday afternoon on our internet site www.sarpy.com. The Commissioners award the bid by majority vote.

❖ Agree.

2. The following factors will be used to consider the award of the bid, where applicable:

- a. Compliance with all requirements.
- b. Price.
- c. The ability, capability, and skills of the Vendor to perform.
- d. The character, integrity, reputation, judgment, experience, and efficiency of the Vendor.
- e. The quality of previous performance.
- f. Whether the Vendor can perform within the time specified.
- g. The previous and existing compliance of the supplier with laws.
- h. The life-cost of the personal property or services in relation to the purchase price and specified use.
- i. The performance of the personal property or service taking into consideration any commonly accepted tests and standards of product, service, usability and user requirements.
- j. The energy efficiency ratio as stated by the supplier.
- k. The life-cycle costs between alternatives for all classes of equipment, the evidence of expected life, the repair and maintenance costs, and the energy consumption on a per year basis.
- l. Such other information as may be secured having a bearing on the decision.

❖ Agree.

Terms and Conditions:

1. Information, Discussion, and Disclosures:

- a. Any information provided by Sarpy County to any Vendor prior to the release of this Request for Proposal ("RFP"), verbally or in writing, is considered preliminary and is not binding on Sarpy County.

❖ Agree.

- b. The Vendor must not make available nor discuss any cost information contained in the sealed copy of the proposal to or with any employee of Sarpy County from the date of issuance of this RFP until the contract award has been announced, unless allowed by the Sarpy County Purchasing Department in writing for the purpose of clarification or evaluation.

❖ Agree.

- c. No interpretation of the meaning of the specifications, or other bidding documents, nor correction of any ambiguity, inconsistency, or error therein will be made orally to any Vendor.

❖ Agree.

- d. Every request for such interpretation or correction should be in writing, addressed to the Sarpy County Purchaser, Beth Cunard, 1210 Golden Gate Drive, Papillion, NE 68046 or bcunard@sarpy.com. **Requests must be received by 12:00 p.m., April 15, 2011 in order for Sarpy County to have time to issue an addendum. Requests received after deadline may not be considered.** In case Sarpy County finds it expedient to supplement, modify, or interpret any portion of the bidding documents prior to the proposed bid date, such procedure will be accomplished by the issuance of written addenda to the RFP which will be mailed or delivered to all prospective Vendors at the respective addresses furnished for such purpose.

❖ Agree.

2. Addenda:

- a. All addenda will become part of this RFP and must be responded to by each Vendor.
- b. All addenda must be acknowledged in writing in the bid submitted by the Vendor.
- c. This RFP, any subsequent addenda, and any written responses to questions take precedence over any information previously provided.

❖ Agree.

Synergy acknowledges receipt of Addendum #1 and Addendum #2. We have included Addendum #1 in Tab E of our Proposal with the response in Tab F. We have included Addendum #2 in Tab G with our response in Tab H.

3. Confidentiality of Documents:

Sarpy County considers all information, documentation and other materials requested to be submitted in response to this proposal to be of a non-confidential and/or non-proprietary nature and therefore shall be subject to public disclosure under Neb. Rev. Stat. § 84-712.05(3).

Vendors are hereby notified that Sarpy County strictly adheres to all statutes, court decisions, and opinions of the Nebraska Attorney General with respect to disclosure of RFP information.

Any "proprietary, trade secret, or confidential commercial or financial" information must be clearly identified, in a separate sealed envelope, at the time of bid/proposal submission. The Vendor will be required to fully defend, in all forums, Sarpy County's refusal to produce such information; otherwise, Sarpy County will make such information public.

❖ Agree.

Synergy has not included any confidential information in our Proposal.

4. Non-Discrimination Clause:

Pursuant to Neb. Rev. Stat. §73-102 (Reissue 1996), Vendor declares, promises, and warrants it has and will continue to comply fully with Title VI of the Civil Rights Act of 1964, as amended (42 U.S.C.A. §1985, et seq.), and the Nebraska Fair Employment Practice Act, Neb. Rev. Stat. §48-1101, et seq. (Reissue 2004), in that there shall be no discrimination against any employee who is employed in the performance of this Contract, or against any applicant for such employment, because of age, color, national origin, race, religion, creed, disability or sex.

❖ Agree.

5. Conflict of Interest Clause:

Pursuant to Neb Rev. Stat. §23-3113 (Reissue 1997), the parties hereto declare and affirm that no officer, member, or employee of the County, and no member of its governing body, and no other public official of the County who exercises any functions or responsibilities in the review or approval of the undertaking described in this Contract, or the performing of services pursuant to this Contract, shall participate in any decision relating to this Contract which affects his or her personal interest, or any corporation, partnership, or association in which he or she is directly or indirectly interested; nor shall any employee of the County, nor any member of its governing body, have any interest, direct or indirect, in this Contract or the proceeds thereof.

❖ Agree.

6. Supplemental Terms and Conditions/Modifications:

Any supplemental terms, conditions, modifications, or waiver of these terms and conditions must be in writing and signed by the Sarpy County Board Chairman and the Vendor.

❖ Agree.

7. Term:

The Contract will be for a three (3) year period commencing on June 20, 2011 until June 19, 2014, with two (2), two (2) year option periods. The cost for the option years will be provided in writing to the County sixty (60) days prior to the expiration date of the current contract year. Any cost changes for the option years is the responsibility of the Vendor. If Sarpy County does not receive any notification of price changes, the prices are to remain the same.

❖ Agree.

8. Renewal:

The Contract shall automatically renew for each option year unless the County notifies Vendor in writing thirty (30) days prior to expiration of current contract period of the intent not to renew.

❖ Agree.

9. Termination:

Either party may terminate the Contract with ninety (90) days' written notice to the other.

❖ Agree.

10. Residency Verification:

The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and Immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

1. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.

2. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
 3. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.
- ❖ Agree.

Synergy Telecom Service Company, Inc. is an S Corporation. We participate in the E-Verify program. Please see Attachment 3 for our E-Verify Memorandum of Understanding.

11. Breach:

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

❖ Agree.

12. Insurance Requirements:

The Vendor shall not begin work under this Agreement until all insurance certificates have been filed with the Sarpy County Clerk.

Vendor shall not commence work on this Contract until he/she has obtained all insurance required under this Section and such insurance has been approved by Sarpy County, nor shall Vendor allow any subcontractors to commence work on his/her subcontract until similar insurance required of the subcontractor has been so obtained and approved.

The following insurance coverages shall be kept in force during the life of the Contract and shall be primary with respect to any insurance or self-insurance programs covering the County, its commissioners/supervisors, officials, agents, representatives and employees.

Workers' Compensation and Employers Liability Insurance

The minimal acceptable limits shall be the statutory limits as required by the State of Nebraska for Coverage A, Workers' Compensation and \$500,000 each accident for Coverage B, Employers Liability.

Commercial General Liability Insurance

Coverage should include broad form coverage written on a commercial general liability form and written on an occurrence basis. The coverage must protect against claims for damages

resulting from bodily injury, including death, personal injury and property damage.

The minimum acceptable limits of liability shall be \$1,000,000 each occurrence. If the coverage contains a general aggregate, such limit shall not be less than \$2,000,000. The products/completed operations limit shall not be less than \$2,000,000.

Automobile Liability Insurance

Coverage shall be against claims for damages resulting from bodily injury, including death and property damage, which may arise from the operations of any owned, hired or non-owned automobile. The minimum acceptable limit of liability shall be \$1,000,000 Combined Single Limit for each accident.

Certificate of Insurance

The Vendor shall furnish the County with a certificate(s) of insurance evidencing the coverages required in this section. Such certificate(s) shall specifically state that the insurance company or companies underwriting these insurance coverages shall give the County at least thirty (30) days' written notice in the event of cancellation of, or material change in, any of the coverages. If the certificate(s) is shown to expire prior to completion of all the terms of this Contract, the Vendor shall furnish a certificate(s) of insurance evidencing renewal of its coverage to the County.

The Vendor shall require each and every Subcontractor performing work under this Contract to maintain the same coverages required of the Vendor in this Section, and upon the request of the County, shall furnish the County with a certificate(s) of insurance evidencing the Subcontractor's insurance coverages required in this section.

Insurance Company

All insurance coverages herein required of the Vendor shall be written by an insurance company or companies transacting business as an admitted insurer in the State of Nebraska or under the Nebraska Surplus Lines Insurance Act. All insurance companies must possess a minimum A.M. Best Insurance Company rating of A-. Upon request by the County, the Vendor shall furnish evidence that the insurance company or companies being used by the Vendor meet the minimum requirements listed in this section.

Upon request by the County, the Vendor shall furnish the County with complete and accurate copies of the insurance policies required within this section. If at any time during the life of this Contract, the Vendor's insurance coverages and limits do not meet or exceed the minimum insurance requirements presented in this section, the Vendor is required to notify the County within thirty (30) days of any deviations from the minimum requirements presented in this section.

❖ Agree.

Prior to beginning work on this contract, Synergy will provide an insurance certificate as required.

13. Assignment:

The Vendor may not assign this Contract without the prior written consent of the County.

❖ Agree.

14. Subcontracting:

Vendor may not subcontract the work to be performed, without prior written consent of the County. If such consent is granted, Vendor will retain responsibility for all work associated with the Contract. The Vendor must identify any subcontractors it intends to use in the execution of this Contract. The Vendor must identify subcontractors in writing within the proposal.

❖ Agree.

At the present time, Synergy does not plan to use subcontractors for this contract.

15. Independent Contractor:

The Vendor shall in the performance of the Contract at all times be an independent contractor and not an employee or agent of the County. The Vendor, its officers, employees and agents shall at no time represent the Vendor to be other than an independent contractor or represent themselves to be other than employees of the Vendor.

❖ Agree.

16. Indemnity:

The Vendor shall indemnify and save harmless Sarpy County, its officers, employees and agents from all loss, claims, suits or actions of every kind and character made upon or brought against Sarpy County, its officers, employees, or agents, for or sustained by any party or parties as a result of any act, error, omission or negligence of said Vendor or its servants, agents, and subcontractors; and also from all claims of damage in fulfilling this Contract.

❖ Agree.

Specifications

Sarpy County is seeking proposals from experienced and qualified vendors to provide the Law Enforcement Center a turn key solution for a fully operational, flexible, secure, and reliable inmate telephone system and telephone services. The system shall include providing telephones and telephone service, installation and maintenance of repairs to the system.

❖ Agree.

Synergy's proposal is for a turnkey inmate telephone system. Our proposal includes equipment, installation, maintenance, and operation of the proposed inmate telephone service.

Background Information

The Sarpy County Jail (Law Enforcement Center) is located at 1208 Golden Gate Drive, Papillion, NE 68046. The Sarpy County Jail has 148 beds with an average daily population of 146 inmates in 2010.

There are currently 27 inmate telephones including no portable TDD devices throughout the facility. The County is seeking the same number of phones and devices. Payphones are not supported or included within this proposal request.

❖ Agree.

Synergy's proposal includes 27 inmate telephones and 10 visitation booths (20 visitation phones).

Sarpy Compensation

Vendors shall include the Bid Form when preparing their proposal to define monthly commission percentage and minimum monthly payment both based on gross revenues. All payments shall be received by the County on the 15th of each month for the service of the prior month. Payments received after the 15th of each month will be charged a \$25 per day late fee.

❖ Agree.

Synergy has included the Bid Form in Tab C of our Proposal. Our offer to the County is:

	Description	
1.	Single, firm, fixed rate offered to pay Sarpy County under the requirements, conditions, specifications and other provisions of this RFP	
	Commission %, based on gross revenue, for Sarpy County	57.1%
2.	Guaranteed monthly minimum commission which the proposer agrees to pay Sarpy County under the requirements, conditions, specifications, and other provisions of this RFP.	\$7,000 per month

Synergy will send payment to the County by the 15th day of each month following the month of service.). If the County prefers, payment can be made by direct deposit into the County's bank account (by ACH) so that the County receives the payment without any mailing delays.

Vendor shall be responsible for all operational and capital costs to create a turn key solution for the County. This shall include, but not be limited to telephones, telephone service, software, reports, and maintenance and repairs to system.

❖ Agree.

Synergy agrees to pay all costs for equipment, software, and maintenance of the proposed inmate telephone system.

Monthly payment checks should be sent to:

Sarpy County Fiscal Administration
Attn: Brian Hanson
1210 Golden Gate Drive
Papillion, NE 68046

Monthly payment checks should be made out to:

Sarpy County Treasurer
1210 Golden Gate Drive
Papillion, NE 68046

❖ Agree.

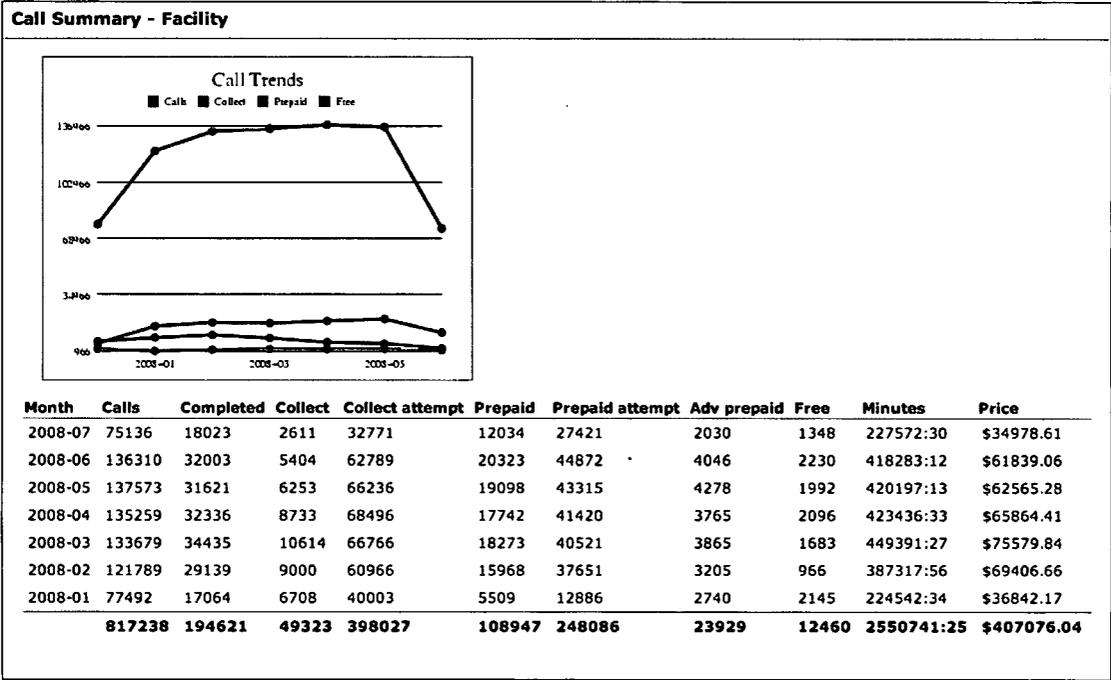
Synergy will mail monthly payments to the above address as specified above. If the County prefers, payment can be made by direct deposit into the County's bank account (by ACH) so that the County receives the payment without any mailing delays.

All remittances must incorporate a detailed monthly statement including a detailed listing of all calls made the prior month. Failure of the Vendor to pay the required monthly commission in full shall be cause for immediate termination of the contract by the County.

❖ Agree.

A Commission Summary Report will be sent to the County with each monthly commission payment. Please refer to Attachment 6 for a sample Commission Summary Report. This is a sample report only—the County's report will be tailored to meet your requirements. A detailed monthly statement including all calls made that month can also be provided.

Furthermore, authorized users from the County can access revenue data from the system at any time, including a detailed report of each call. The following report shows a summary, by month, of all calls made at the facility, including total call revenue. The graph provides a quick view of calling trends.



Call Summary Report By Month

The above report was generated from the system in less than 1 minute. This report is also available for call summary by day, by week, or by year. Summary reports can also be run for a single inmate telephone station or a single inmate.

For more information on the system reporting function, including additional sample reports, please refer to Attachment 7.

General Conditions

All current telephones, brackets, workstations and associated hardware and software are the property of the current provider and all new hardware and software will remain the property of the awarded Vendor. All wiring and jacks are the property of the County. Sarpy County shall not incur any charges for the installation or ongoing maintenance of the inmate telephone system. In-house wiring is the responsibility of the Vendor but will become the property of Sarpy County. Current cabling from the phone room to all phones, including cabling to Master Control Panel shut off switches is Category 5E plenum cable.

❖ Agree.

Synergy will install and maintain the proposed inmate telephone system at no cost to the County. Synergy will maintain in-house wiring related to the inmate telephones throughout the duration of the contract. Synergy understands that such wiring and cabling is the property of Sarpy County.

The Vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls. The Vendor shall be responsible for any and all billing disputes, claims or liabilities that may arise in regards to this contract.

❖ Agree.

Synergy agrees that we will be responsible for collection of charges for fraudulent or uncollectible calls, and billing disputes, claims, and liabilities as a result of this contract.

The County must be able to generate reports to include, but not limited to the number of calls placed, the duration of each call, the number called, the City/State to which the call was placed to, the date and time of each call and the associated cost and revenue, calls made by inmate card and listings of all 3-way calls.

❖ Agree.

Synergy's system provides all of the above-requested information and more, readily available to authorized users with a few clicks of the mouse. In fact, most of this information is available directly from the system in seconds, without the need to run a report.

For example, the following sample screen shows the Call History page for a facility. This shows all completed calls and call attempts. Authorized users can use the calendars at the top of the page to limit the data by date. Filters provide further limits, such as by alerted calls, by 3-way call attempts, by invalid PIN, and so on.

Call History | [Active Calls](#) | [PREA](#) | [Crime Tips](#) Set dates

Inmate / Destination

Name or PIN

Destination #

Time Range

Starting

Ending

Station

Group

Station

[Run Report >](#)

Call Playback

Waiting to play... 0:00 Fast

Filters

Call

Any Area Any Any Any Any

Call Time	Duration	Inmate	Group	Station	Destination	Reason	Alarm	Audio
07/06/2010 13:02	00:08	[REDACTED] ew	AR General	D-6 right		incomplete	-	<input type="button" value="▶"/>
07/06/2010 13:02	00:00	[REDACTED]	AR General	D-6 right		incomplete	-	<input type="button" value="▶"/>
07/06/2010 13:01	00:15	[REDACTED]	AR General	C-3 left		incomplete	-	<input type="button" value="▶"/>
07/06/2010 13:00	02:32	[REDACTED] 32	AR General	D-6	011-52-14442057 [REDACTED] ver		-	<input type="button" value="▶"/>
07/06/2010 13:00	00:01	[REDACTED]	AR General	D-6		incomplete	-	<input type="button" value="▶"/>

Call History Page for the Facility

Similarly, from the Destination Numbers page, authorized users can quickly see blocked numbers, recording status, and inmates who have called that numbers. From the Inmate page, users will be able to see a list of all inmates at the facility, inmates who have been released or transferred to another facility, suspended inmates, and more.

Furthermore, Synergy's system includes a comprehensive, easy-to-use reporting function that is an integral part of the system, not a separate program. Call detail reports are available in real time from any computer connected to the Internet.

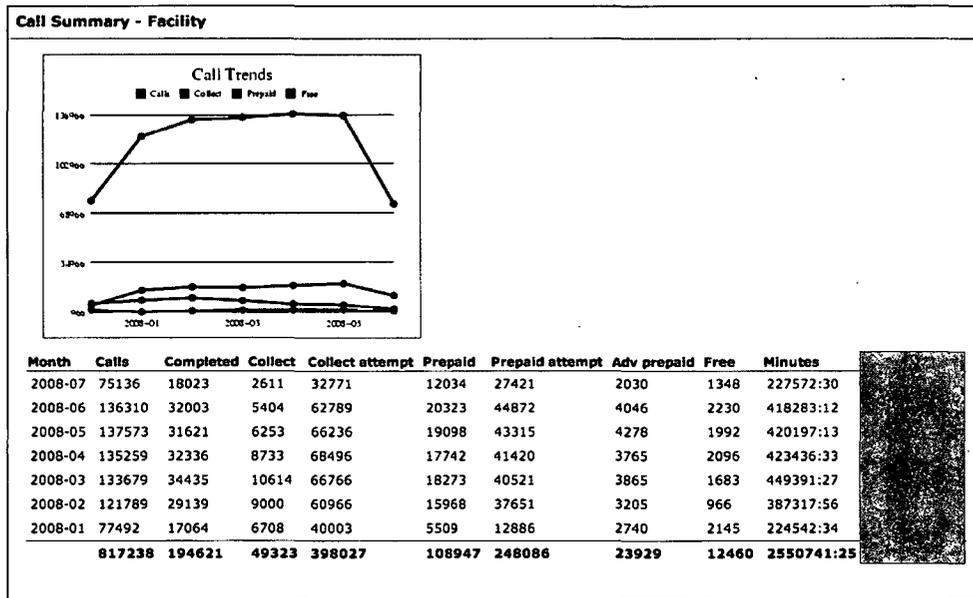
Running reports is fast and easy, and available from every screen. The system is flexible, and provides both standard reports and ad hoc reports that **search any aspect of the Call Detail Records**, including time of day, station originating call, number dialed, duration of call, and more.

For example, to run a report on all the calls made from a facility, go to the Call History tab. The user will be able to restrict the report by inmate, destination number, telephone station, or a range of dates by using the drop-down calendar. The following sample screen shows a range of dates selected for the report.

Call Time	Duration	Inmate	Group	Station
07/28/2008 06:53	00:01	[Redacted]	JWC In Custody	DR East Middle
07/28/2008 06:52	00:12	S [Redacted] aron	JWC In Custody	DR East Middle
07/28/2008 06:52	00:07	[Redacted]	JWC In Custody	DR East Middle
07/28/2008 06:47	01:21	I [Redacted] nonymous	Juvenile	Juv Pod D
07/28/2008 06:45	01:33	B [Redacted] icholas	JWC In Custody	Dorm 2 Right
07/28/2008 06:41	15:00	H [Redacted]	JWC In Custody	Dorm 2 Left

Call History – Report Parameters

Once the report parameters are selected, clicking on “Run Report” will take the user to the Reporting screen. From the Reporting screen, the desired report is selected. The following report shows a summary, by month, of all calls made at the facility, including total call revenue.



Call Summary Report By Month

Reports can be sorted on any column, printed, saved, and exported to a standard CSV (Excel) or PDF file.

For more information on the system reporting function, including additional sample reports, please refer to Attachment 7.

Technical Requirements

1. Calling Methods:

- a. Inmates shall purchase calling cards through the County. These cards could either be physical or virtual cards. If there is a physical card, there shall be no charge for the physical card. In addition, there shall not be a charge for the issuance of the cards. Vendor to describe calling card methods within their proposal.

❖ Agree.

Synergy's system includes card-free debit (inmate-based prepaid) calling—that is, virtual calling cards. This is one of several calling options that are an integral part of the system.

Synergy offers multiple calling options for inmates so that every call can be connected. These options are:

- Traditional Collect
- Debit Calling (inmate-based prepaid)
- Prepaid Accounts (destination-number prepaid)

- Automated Bank Card Collect

Alternative calling methods allow inmates to call numbers that may be blocked to traditional collect calling. International calls can be connected using Debit, Prepaid Accounts, or Automated Bank Card Collect.

Alternative calling and payment options are an integral part of the proposed system. We provide multiple payment methods to facilitate payment into prepaid accounts. These methods include credit cards, money order (mail-in only), or cash (kiosks only). Payment can also be made with prepaid VISA cards sold by many chain stores, such as Wal-Mart or Albertson's. Payment venues include kiosks, our website, telephone IVR, or by calling our live Customer Service number. We provide Customer Service to support these calling options and handle any questions and complaints about the inmate telephone system from called parties.

Traditional Collect Calls

Traditional Collect calls are the standard for the inmate telephone industry. The inmate places a call to a number, and the call is accepted by and paid for by the called party. The bill for the call appears on the called party's monthly telephone bill.

In today's world, however, many numbers are unable to receive collect calls. Sometimes this is due to the number being "unbillable," such as cell phones, cable phones, or some rural areas where the local telephone company does not have billing agreements with other companies. The modern household increasingly has only a cable phone or a cell phone and not a landline that can receive collect calls. Additionally, nursing homes, hospitals, and businesses will not accept collect calls. Sometimes a number cannot receive collect calls because the telephone bill has not been paid, or the amount owing for collect calls on the monthly bill exceeds a threshold set to prevent fraudulent non-payment. In these cases, the call can be completed using one of the alternative methods described below.

Debit Calling (Inmate-Based Prepaid)

Synergy provides **card-free** debit. Debit calling is inmate-based prepaid calling that allows the inmate to call any number using funds attached to his/her telephone account. When the inmate wishes to make a debit call, he simply enters his PIN and selects the "debit" calling option. Funds for the call are then deducted from his account.

Debit calling can be purchased by the inmates through the commissary, or by friends and families directly through Synergy. If debit time is purchased through the commissary, an interface automatically transfers the appropriate funds to the inmate's telephone account on a predetermined schedule.

When debit time is purchased through the commissary, we have an option available to the State where inmates can order prepaid telephone time by simply picking up any inmate telephone and dialing 411#. Through an automated interface, inmates can transfer funds from their trust fund or commissary account to their telephone

account. There is no need for the inmates to fill out an order form—thus **no work for facility staff**.

Synergy also has a program that allows families to fund debit accounts directly, **without depositing funds into the commissary and having the commissary transfer the funds to the inmates' telephone account**. Families who wish to add funds to debit accounts may do this by calling our toll-free customer service number, by going to our website, by telephone IVR, or by using the kiosk located in the lobby of the facility. Funds can be added with credit cards, money order (mail-in only) or cash (kiosks only).

Prepaid Accounts (Destination-Number Prepaid)

Our prepaid accounts are funds tied to a specific destination number. The called party funds the account for an inmate to call his/her number only.

Families who wish to add funds to prepaid accounts may do this by calling our toll-free customer service number, by going to our website, by telephone IVR, or by using the kiosk located in the lobby of the facility. Funds can be added with credit cards, money order (mail-in only) or cash (kiosks only).

Automated Bank Card Collect

In addition to traditional collect that is billed on the called party's monthly phone bill, Synergy offers the called party the option to pay for the call with a credit card or a debit card at the time of the call. This allows called parties to receive calls on their cell phone or other phone without the need to set up a prepaid account. This offers considerable advantages to inmates who will be incarcerated for only a few days and will make a limited number of calls.

- b. There shall be free local calls to numbers designated by Sarpy County. These would include calls to the Public Defender's Office, local courts and support agency and certain other free of charge numbers.

- ❖ Agree.

Synergy's system allows for free local calls to numbers designated by Sarpy County, such as calls to the Public Defender's Office. These calls can be made from any inmate telephone.

To set a destination number as "free," simply go to the Destination Number tab for that number, click on the Call Rules subtab, and set the number for free calls as shown in the following sample screen. From the same screen, authorized users can also set the number to not record to preserve attorney-client privilege. A direct dial option is also available for lawyer's offices that answer with an automated menu that the inmate must go through to reach his/her attorney.

Call Rules | Inmates | Alarms | Call Records | Prepaid

Operational Hours

+ Add Hours - Remove Selected Hours

Begin Hour	End Hour
------------	----------

Format as hhMM, hh is hours (00-24),
MM is minutes (00-59). Example: 0900
to 1830.

Call Limits

Minute Limit per Call 0

Collect Dollars/Month 0.0

Max # of Calls per Week 0

Minutes Between Calls 0

Allow "Preview" Calls Default

Preview Call Limit 3 minutes

2nd Auth Mode Default

Call Charges

All Calls Free of Charge Default

3-way Call Detection

Use Detection Default

Sensitivity Default

On Detection Default

Call Audio

Record Inmate Calls Default

No

Default

Yes

Save Call Rules (Set Call Rules to Default)

Destination Number/Call Rules Tab

2. Equipment:

- a. Phones must be wall mounted and conform to: FCC regulations, ADA regulations and be of detention grade security. Phones must be equipped with a "calling instruction plate" which will inform the inmate that Sheriff personnel may monitor, record, time and restrict services from the telephones. The plate must be written in both English and Spanish and should be maintained in legible condition during the term of the contract.

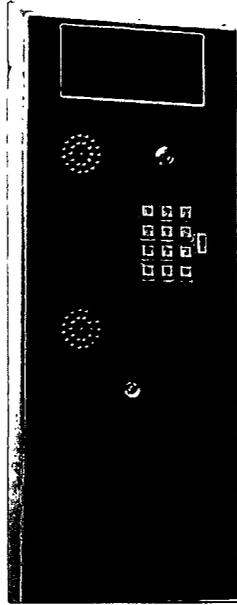
❖ Agree.

Synergy will install telephones designed for the jail environment that conform to FCC and ADA regulations. Phones will include a calling instruction plate which will include a warning in English and Spanish that calls may be monitored and recorded at any time.

- b. Telephones will be cordless hand/headsets and mouthpieces contained in the wall unit.

❖ Agree.

Synergy will install hands-free inmate phones designed for the jail environment by TMG.



Hands-Free Inmate Phone

- c. Phones shall be surface mounted compatible with the standard telephone company mountings.

❖ Agree.

The proposed phones are surface mounted and compatible with standard telephone company mountings.

- d. Any additional equipment needed throughout this contract will be provided to the County at no additional costs.

❖ Agree.

Synergy will provide any additional equipment needed without cost to the County.

- d. Equipment samples to be provided to the County.

1. Vendor shall submit with the proposal a new sample of the identical inmate wall phone unit and mounting bracket that will be installed.

❖ Agree.

Per Addendum #1, Response to Question #18, vendors are not required to send a sample phone with the Bid Form. Synergy will be pleased to provide a sample phone upon request during the evaluation process.

2. A key to the phone cabinet is to be supplied to permit examination of the inside of the phone casing.

❖ Agree.

Per Addendum #1, Response to Question #18, vendors are not required to send a sample phone with the Bid Form. Synergy will be pleased to provide a sample phone upon request during the evaluation process.

3. Vendors shall be responsible for arranging for shipment and payment of all costs associated with shipment of samples to the County and return of samples to the Vendor.

❖ Agree.

Per Addendum #1, Response to Question #18, vendors are not required to send a sample phone with the Bid Form. Synergy will be pleased to provide a sample phone upon request during the evaluation process.

3. General Requirements:

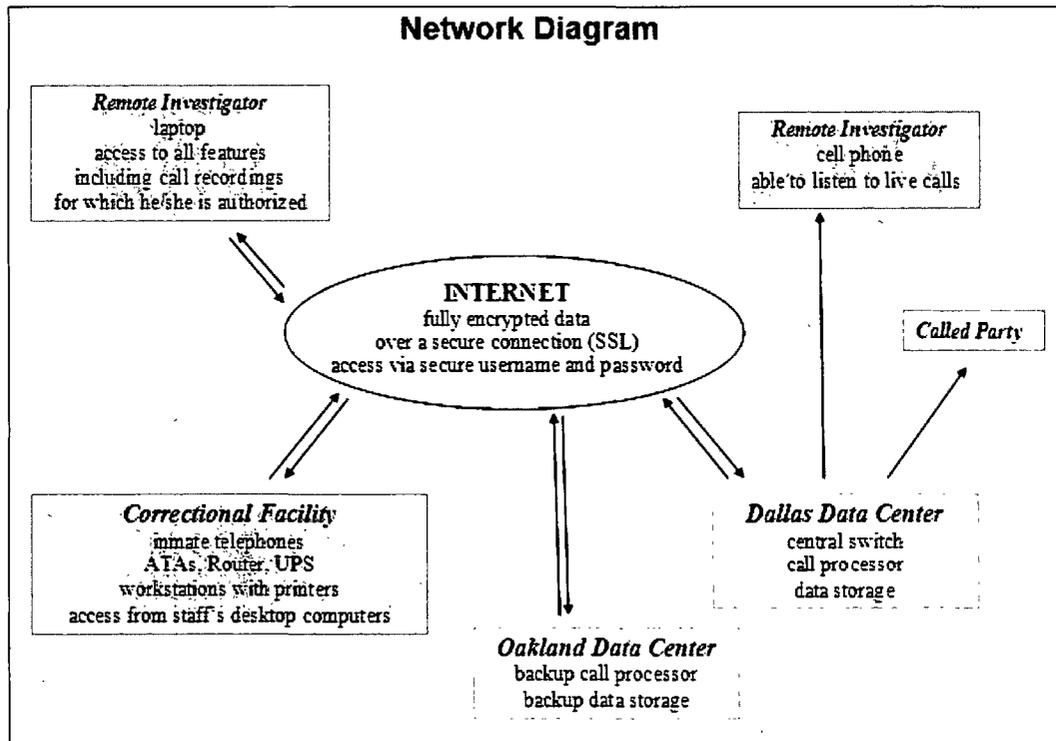
- a. The system shall be a web-based easy to use application.

❖ Agree.

Synergy's system is Web-Browser based so that authorized users can access it from **any computer connected to the Internet**. Users will have full access to all system features for which they are authorized, call recordings and live monitoring of calls in real time. No special software is required.

Our application is also **easy to use**. We have includes several sample screens and descriptions of functions within this proposal.

Synergy's system design is a **fully centralized system**. All system functions are implemented at the centralized call processor in Dallas. Please refer to the following high-level diagram of the system architecture.



The main server and backup server are kept in a secure colocation in Dallas, Texas. This colocation area is designed to provide the highest level of security and optimal operating conditions for equipment. The controlled environment ensures that no data is ever lost. The colocation provides protection against power cuts and power spikes, fire, flood, and earthquakes. Backup power is provided by a diesel-powered generator. The fire protection includes a multi-zoned, dry pipe, water-based fire suppression system with sensory mechanisms (sniffers) to sample air and provide alarms prior to water pressurization. Water sprinklers activate under a carefully regulated alarm system and are sprinkler-head specific, which will limit the potential for damage caused by over-spray.

Call recordings and call detail records (CDRs) are collected and stored in real-time at the secure, central colocation where the call processing equipment is also housed, in Dallas, Texas. The CDRs are stored on a RAID (Redundant Array of Independent Devices) array, which provides redundant striping of data across several drives so that if one drive fails, the data can be recovered from other drives. This RAID array is duplicated in a second array that provides additional redundancy to ensure that no data will ever be lost.

The entire database is backed up in real time to a second secure site in Oakland, California. As a result, **at least three copies of the data are maintained**, with additional redundancies.

- b. System should be programmable to allow Sarpy County to determine the duration of calls. An inmate is to be signaled the call duration time is about to expire and provide a one minute notice.

❖ Agree.

The inmate telephone system has adjustable call duration times.

The following sample screen shows the call duration for the facility. To change the call duration, the user simply types in the desired duration minutes and clicks on "Save Call Rules."

Call Rules | Prepaid | Prepaid Rates | Prepaid Search | Local Call Area

Operational Hours

+ Add Hours - Remove Selected Hours

Begin Hour | End Hour

Format as hhMM. hh is hours (00-24).
MM is minutes (00-59). Example: 0900 to 1830.

Save Call Rules

Call Limits

Minute Limit per Call 15

Max # of Calls per Week 750

Minutes Between Calls 0

Allow "Preview" Calls Default

Preview Call Limit 3 minutes

2nd Auth Mode Default

Call Charges

All Calls Free of Charge No

3-way Call Detection

Use Detection Yes

Sensitivity Medium

On Detection Flag

Call Audio

Record Inmate Calls Yes

Tagline/Announcement Audio

Tagline Interval Default

Tagline Wav

Call Duration in the Call Rules Tab

A separate call duration can also be set on a per inmate or per destination number basis. For example, a legal call (special destination number) can have a 30-minute time limit, while other calls from the facility are limited to 15 minutes.

A warning message is played one minute before the call duration is up to warn users that the allowed time is about to expire. Calls will be automatically disconnected at the end of the allowed call duration.

- c. System should be capable of processing calls on a bilingual basis with a minimum of English and Spanish.

❖ Agree.

Synergy's system provides both English and Spanish automated operators. When making a call, the inmate lifts the receiver and chooses English or Spanish. Once a language is selected, all further prompts will be in that language. Our user-friendly voice prompts guide the inmate through the call process.

- d. System shall not accept incoming calls. All incoming calls should be blocked before reaching the inmate telephone.

❖ Agree.

The proposed system provides outgoing calls only. No incoming calls are ever allowed. Incoming calls are prevented in the following ways:

1. The inmate telephones have no means of signaling an incoming call.
2. All calls must pass through the call processor and the call processor will only process calls as outgoing.
3. Caller ID provided to the called parties gives our Customer Service number, not the inmate telephone number, so that they will not know the telephone number to call to reach the inmate telephone.
4. The inmate telephones will not be directly connected to trunks so that no incoming call will be able to reach them.

e. Vendor must ensure there is no access to a live operator.

❖ Agree.

Contact with a live operator is never allowed—all calls are processed through an automated operator.

f. All methods of making calls will be subject to the same restrictions and features.

❖ Agree.

All inmate calls, whether prepaid or collect, are subject to the call restrictions set by the facility, such as blocking, velocity, call duration, etc.

g. Numbers which include, but are not limited to; operator and directory service numbers, 0, 411, 91, specific NPA's such as 700, 976, 900, and equal access numbers such as 10XXX and 800 will be automatically blocked. Sarpy County shall have the ability to manually block numbers from an Inmate calling card or from the system in general.

❖ Agree.

The inmate telephone system is equipped with a comprehensive blocking feature that allows individual numbers to be blocked. It also allows groups of numbers to be blocked, such as 800 numbers, 900 numbers, 10-10-XXX numbers, and the like. 411 and 911 calls are routinely blocked.

Block Number for All Inmates

To block a number for all inmates, authorized users simply go to the Destination Number screen for that number, change the Blocked setting to "yes" using the pulldown menu, and click on "Save." Please see the following sample screen.

Calls	Inmates	Groups	Stations	Destination Numbers	Alarms	Users/Contacts	Kiosks	Commissary	Facility	CSR
-------	---------	--------	----------	---------------------	--------	----------------	--------	------------	----------	-----

Destination Number	Destination Rules	3-way Call Status
Notes	Destination Number 3609095586	Status None
	Reason Blocked No	Risk none
Calling Area: Local (Distance: 0m)	Attorney No	
	Accepts Collect Calls No (revalidate)	
Intelius Look-up Number >	Last Validation 07-17-08, 13:45	
Google Look-up Number >	Last "Preview" Call 07-17-08, 13:48 (reset)	
	Fraud Flag No	
Save Back to destination numbers		

Blocking Destination Number (Facility-Wide)

Block Number for One Inmate

Numbers may also be blocked for an individual inmate only, and not for the entire facility. The following sample screen shows numbers that are blocked for one inmate only. To add a number to the inmate's blocked list, authorized users simply click on "Add Number."

Blocked Numbers: (Add Number)					
Destination Number	Reason	Attorney	Free Calls	Call Recording	
360-7234	Atty Jeff Barrar		Yes		Details
360-4730		No			Details
360-1417		No			Details
360-8494		No			Details
360-8952		No			Details
360-6281		No			Details
360-0475		No			Details
503-6067		No			Details

Numbers Blocked For an Individual Inmate

Called Party Block

Called parties have the ability to block their own number from receiving calls from an inmate. When they receive a call, they will have the option to press "3" on their keypad to block all future calls from that inmate.

- h. Regular software upgrades are to be implemented throughout the contract term, with new and enhanced features being offered to the County at no additional charge.

❖ Agree.

All future software upgrades of the inmate telephone system that are standard features of the system will be provided to the County free of charge.

All system functions are implemented at the centralized call processor in Dallas. Furthermore, all system features and functions are remotely programmable. Software updating will be done at the Dallas location where the call processor is housed. There will be no need for someone to be at the facility when software is updated.

4. Call Acceptance:

- a. System must require active acceptance by the called party. Automated answers will not connect the call.

❖ Agree.

Synergy's system requires active call acceptance (positive acceptance) in all cases. To accept a call, the called party presses "1" or "*" on the keypad.

- b. The inmate is unable to communicate with the called party until the call has been accepted.

❖ Agree.

The system is designed to prevent communication between the inmate and the called party until active acceptance is received. This is done through "call splitting," which splits the voice paths of the inmate and the called party. Call splitting is provided for all calls to ensure that inmates cannot speak to the called party until the call is connected. The inmate cannot hear the called party, and the called party cannot hear the inmate until positive acceptance is received. Upon active acceptance, the voice paths are connected so that the parties can converse with each other.

- c. Billing does not begin until the call is accepted.

❖ Agree.

The billing for an inmate call begins when the called party accepts the calls (active acceptance) and the inmate and called party are connected.

- d. All calls must be branded to identify that the call is originating from the Sarpy County Law Enforcement Center.

❖ Agree.

Synergy's system brands each call with an announcement stating the name of the facility and the inmate placing the call. A typical announcement is: "You have received a call from <inmate name>, an inmate at the Sarpy County Law Enforcement Center."

The inmate's name is recorded the first time the inmate makes a call, and this recording is used for subsequent calls. Using a recorded name reduces the use of

inappropriate language and also eliminates attempts to pass messages during the name slot.

Facility staff can listen to the recorded inmate name at any time, and they can also require the inmate to re-record his/her name. Please refer to the following sample screen.

The screenshot shows a web-based interface for managing inmate information. At the top, there is a navigation menu with tabs for Calls, Inmates, Groups, Stations, Destination Numbers, Alarms, Users/Contacts, Kiosks, Commissary, Facility, and CSR. The main content area is divided into three sections: Inmate Pin, Inmate Name, and Inmate Statistics. The Inmate Pin section includes fields for PIN (174795), 2nd PIN (7000), Inmate Status (Active), Suspend Pin Until, Anonymous (No), and Booking Key (174795). The Inmate Name section includes fields for First Name (L), Middle Name (M), Last Name (Person), and a circled button labeled 'Audio File Listen to name'. The Inmate Statistics section includes fields for Booking # (174795), Sex (Male), SSN, Date of Birth (11/14/1982), and Age. At the bottom, there are 'Save' and 'Back to inmates' buttons.

The Inmate's Pre-Recorded Name

e. Any recorded instructions must be in both English and Spanish.

❖ Agree.

Synergy's system provides both English and Spanish automated operators. When making a call, the inmate lifts the receiver and chooses English or Spanish. Once a language is selected, all further prompts will be in that language, including prompts to the called party. Our user-friendly voice prompts guide the inmate through the call process.

5. Fraud Management:

a. System shall be able to detect and prevent three (3) way and conference calls.

❖ Agree.

Synergy's system is able to detect 3-way calling (conference calls) and can flag or terminate immediately the call in progress.

Synergy recognizes that 3-way calling is a significant and ongoing security concern for correctional facilities. Yet, at the same time, false detections and disconnects can be harassing to the inmate making a legitimate call. We place special emphasis on deterring 3-way calling through the **accurate** identification of fraudulent calls and the blocking of any future calls to these numbers.

Our 3-way calling detection feature monitors and flags several signs of a possible 3-way call. Our policy is to set the 3-way calling detection sensitivity quite high in order to capture **all** possible 3-way call events, yet we do not actually disconnect the call.

Our customer service representatives monitor each flagged call on a need to know basis, and determine if the call was indeed a 3-way call or not. While the machine can detect certain possible signs of a 3-way call, only a human can determine if an actual 3-way call took place. That is why we always use a human to verify the machine findings.

If a 3-way call occurred, those numbers (both the originally dialed number and the 3-way number, if detected) are permanently blocked from inmate calling. We have found that this policy effectively deters 3-way calling by inmates.

Please note that we take responsibility to monitor and verify the 3-way calling at our client facilities, and do not ask the facility staff to do this task.

The following sample screen shows the 3-way detection flag, including the second number dialed. This call was confirmed as a 3-way call.

Call Time	Duration	Inmate	Group	Station	Destination	S	Reason	Alarm	Audio	
01/03/2009 21:37	12:00	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]	1			[Speaker]	[X]
01/03/2009 21:36	01:01	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]				[Speaker]	[X]
12/31/2008 21:59	01:21	[REDACTED]	Vic Main	cell 2132 #2	[REDACTED]				[Speaker]	[X]
12/29/2008 22:25	00:19	[REDACTED]	Vic Main	cell 2132 #2	[REDACTED]				[Speaker]	[X]
12/23/2008 21:12	12:00	[REDACTED]	Vic Main	cell 2132 #2	[REDACTED]				[Speaker]	[X]
12/21/2008 21:53	00:18	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]				[Speaker]	[X]
12/14/2008 20:46	01:00	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]				[Speaker]	[X]
12/14/2008 20:45	01:00	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]				[Speaker]	[X]

Status Confirmed
 Rating very high
 Risk none
 Digits [29] [319]
 Silence starting at 349s
 Ringing starting at 344s
 Save 3-way Close

3-Way Call Detection Information

The next sample screen shows the note provided by the customer service representative who confirmed the 3-way call. The customer service representative also initialed and dated the note.

Call Time	Duration	Inmate	Group	Station	Destination	S	Reason	Alarm	Audio	
01/03/2009 21:37	12:00	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]	1			[Speaker]	[X]
01/03/2009 21:36	01:01	[REDACTED]	Vic Main	ce	[REDACTED]				[Speaker]	[X]
12/31/2008 21:59	01:21	[REDACTED]	Vic Main	ce	[REDACTED]				[Speaker]	[X]
12/29/2008 22:25	00:19	[REDACTED]	Vic Main	ce	[REDACTED]				[Speaker]	[X]
12/23/2008 21:12	12:00	[REDACTED]	Vic Main	ce	[REDACTED]				[Speaker]	[X]
12/21/2008 21:53	00:18	[REDACTED]	Vic Main	cell 2132 #1	[REDACTED]				[Speaker]	[X]

Note for [REDACTED]
 confirm 3 way call - at 319s - try to call to 6769513 - at 344s hear phone ringing - nok - 1/4/09
 Save Note Close
 Last updated by: nok

Note Confirming 3-Way Call

The following sample screen shows the note left by the customer service representative who cleared a call that was flagged as a possible 3-way event.

**Inmate Phone System
Sarpy County Law Enforcement Center**

Call Time	Duration	Inmate	Group	Station	Destination	Reason	Alarm	Any Flagged
09/02/2009 20:49	19:26		Vic Main	cell 2201 #1		R		3 Cleared
09/02/2009 13:24	20:00		Vic Main	CELL # LEFT	Note for no 3 way call - nok - 9/3/09			3 Suspect 3 Confirm Noted
09/01/2009 20:36	02:17		Vic Main	cell 21				
09/01/2009 20:17	20:00		Vic Single Cell	Cell #	1010,20,30			
08/30/2009 18:50	20:00		Vic Main	cell 20				

Last updated by: nok

Save Note Close

Note Clearing Suspected 3-Way Call

If the County prefers a different procedure for handling 3-way calling events, we will be happy to comply.

- b. System shall block all calls to pay phones.

- ❖ Agree.

Called to pay phones will be routinely blocked as part of the LIDB call screening process because pay phones are unable to accept collect calls. Furthermore, most payphones do not have the capability to receive incoming calls or a ringer to signal that a call is coming in.

- c. System shall prevent the inmate from receiving a second dial tone, or "chain dialing".

- ❖ Agree.

The proposed system is designed to prevent inmates from receiving a second dial tone, or from sequential dialing ("chain dialing") so that inmates are unable to make unauthorized calls. Upon call completion, the inmate must hang up the receiver and begin the entire call sequence again in order to place a new call. The inmate will not be able to simply stay on the line after the called party hangs up in order to make a new call.

- d. System shall allow the called party to block all future calls from the Law Enforcement Center.

- ❖ Agree.

Called parties have the ability to block their own number from receiving calls from an inmate. When they receive a call, they will have the option to press "3" on their keypad to block all future calls from that inmate.

Called parties may also call toll-free Customer service to request that their number be blocked from inmate calling.

6. System Security:

- a. County personnel must be able to manually shut down the system in case of an emergency in real-time through the software system.

- ❖ Agree.

Authorized users can shut down the phones facility-wide or shut down an individual phone while the other phones remain in service. The shutdown process is fast, requiring only a few clicks of the mouse.

To shut down the phones for the entire facility, simply click on the Facility tab and, using the drop-down menu, change the Station Status from “active” to “disabled.” To activate this change, click on “Save.” All inmate telephones at the facility will be shut down instantly. Please refer to the following sample screen.

The screenshot shows the 'Facility' configuration page. The 'Station Status' dropdown menu is highlighted with a red circle and is currently set to 'Active'. Other fields include Facility Name (Clark County - Customer Service), Time Zone (Disabled), Information (8665160116), Email Address (service@intelmate.com), Label (Clark County, WA), Support PREA (No), Support Crime Tips (No), PIN settings (Language voice prompt: English/Spanish, Max Allowed Destination Numbers per-inmate: 150, Require PIN: Yes, Min. PIN code length: 5, 2nd Auth.: 2nd Pin), and Other settings (Minimum prepaid: 15 minutes, Minimum collect: 3 minutes, Base rate: 0.13334). A 'Save' button is at the bottom left.

Shut Down All Phones

To shut down an individual inmate telephone, select the phone station to be shut down and, using the drop-down menu, disable that phone. The other inmate phones will not be affected and will continue to operate normally.

The screenshot shows the 'Station' configuration page. The 'Status' dropdown menu is highlighted with a red circle and is currently set to 'Active'. Other fields include Location (A1 Left), Group (Disabled), Require PIN (Default), and Notes (ixs56210). A 'Save' button and a 'Back to stations' link are at the bottom.

Shut Down a Single Phone

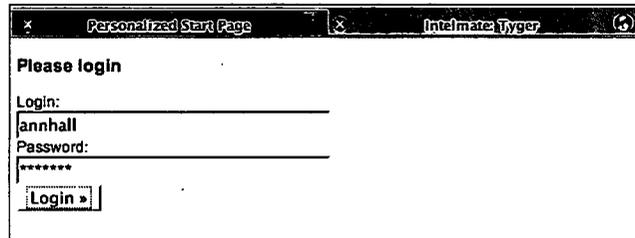
b. The system shall be password protected for access.

❖ Agree.

Access to the system is password protected. Synergy’s system is Web-based so that authorized users can access it from any computer connected to the Internet—their desktop computer at the office, or even a laptop from home or on the road.

Users have **full access to all system features**, including reports and call recordings. No special software or computer specifications are required.

To log in to the system from any location, users go to the secure Internet site and type in their username and password. Please refer to the following Login screen.



Login Screen

7. Recording/Monitoring:

- a. System must have the ability to record calls 24/7/365 continuously.

- ❖ Agree.

Synergy's inmate telephone system simultaneously and **automatically records all calls**, except for calls to destination numbers that are set specifically as "do not record." All recorded calls are available for review by authorized users.

- b. The recording system must store at a minimum of two (2) years of inmate telephone calls online for immediate retrieval without charge for retrieval or storage.

- ❖ Agree.

Synergy will program the system to store at a minimum two (2) years of inmate telephone calls online for immediate retrieval by authorized users. Call storage and retrieval is an integral function of the proposed system and will be without charge to the County.

- c. Monitoring and recording of phone calls shall be available in real time with the capability of the County selecting any or all inmate phones for listening, in real time, during the recording.

- ❖ Agree.

Monitoring and ongoing recording of phone calls is done in real time. Monitoring of live calls does not interfere with the ongoing recording of these calls.

Authorized users of the inmate telephone system are able to view calls in progress and monitor any call as it is taking place, except for calls to destination numbers that are set specifically as "do not record." Monitoring and Playback of calls can be done from any computer equipped with a soundcard and speakers and connected to the Internet.

All calls are recorded and available for review by authorized users except for calls to destination numbers that are set specifically as "do not record."

Please refer to the following sample screen.

Active Calls | Call History

Call Playback

Search

Waiting to play ..

Cycle through all active calls every 5 secs.

Any

Call Time	Duration	Inmate	Group	Station	Destination	Reason		
Alarmed Calls:								
14:46	02:52	H...	Adult Rooms	CPod1 Mid	360-...	00	-	Listen o Terminate
14:46	02:25	W...	Adult Rooms	DPod4 Left	360-...	00	-	Listen o Terminate
Active Calls:								
14:36	12:57	H...	Adult Rooms	GPod4 Left	971-...	95	-	Listen o Terminate
14:37	11:45	B...	Adult Rooms	FPod5 Mid	864-...	09	-	Listen o Terminate
14:37	11:32	C...	Adult Rooms	EPod4 Left	360-...	18	-	Listen o Terminate
14:39	09:30	L...	Adult Rooms	EPod2 Left	360-...	14	-	Listen o Terminate
14:42	07:12	Z...	Adult Rooms	FPod3 Mid	360-...	22	-	Listen o Terminate
14:42	06:53	W...	Adult Rooms	EPod3 Mid	360-...	32	-	Listen o Terminate
14:42	06:33	S...	Adult Rooms	GPod2 Left	360-...	45	-	Listen o Terminate
14:42	06:28	I...	Juvenile	Juv Pod C	360-...	17	-	Listen o Terminate
14:44	05:09	B...	Adult Rooms	EPod5 Left	360-...	63	-	Listen o Terminate
14:44	04:53	E...	JWC In Custody	DR East Left	360-...	73	-	Listen o Terminate
14:45	03:46	P...	JWC In Custody	Dorm 2 Left	360-...	72	-	Listen o Terminate
14:47	01:52	C...	Adult Rooms	CPod2 Right	360-...	97	-	Listen o Terminate
14:48	01:19	W...	Adult Rooms	HPod3 Left	360-...	02	-	Listen o Terminate
14:48	00:24	M...	Adult Rooms	DPod3 Mid			-	Listen o Terminate
14:49	00:13		Adult Rooms	FPod5 Right			-	Listen o Terminate
14:49	00:10		Adult Rooms	DPod4 Mid			-	Listen o Terminate
Recent Calls:								
14:48	00:39	J...	Adult Rooms	APod3			-	incomplete no answer Listen o
14:47	02:04	C...	Adult Rooms	HPod3 Right	360-...	36	-	Listen o

Calls in Progress

Calls that have alarms are listed first. Then all other active calls are listed in order from time off-hook. To listen to the call, the user clicks on "Listen." (Those calls for which the Listen button is not available have not yet been connected.) To cut off the call instantly, the user clicks on "Terminate."

- d. Recorded calls should have the ability to be retrievable and playable on the vendor provided PC via a network connection with a simple search criteria.

❖ Agree.

Authorized users and investigators can search for calls and listen to the recordings of these calls from any computer with a soundcard and speakers that is connected to the Internet—including their own desktop computer. Call recordings can be searched by a variety of criteria, including calls placed from a specific inmate telephone, calls placed to a specific destination number, and so on.

For example, to search for calls made from a specific inmate telephone, users simply go to the Station tab and select the inmate telephone. The following sample screen shows the main Station tab with the Call Records below. This shows all the calls

made from this inmate telephone in chronological order, with the most recent call listed first.

The screenshot displays the 'Calls' tab in the system's navigation menu. The main interface is divided into several sections:

- Location & Notes:** Location is set to 'CPod3 Mid'. Notes and Group are empty.
- Routing Configuration:** Gateway is '314', Line # is '6', Inactivity Threshold is '24', Type is 'Non-Call Phone', and Extension/SIP # is '31405'.
- Station Type Configuration:** Require PIN is 'Default', Status is 'Active', and Support TTY is 'No'.

Below the configuration is a search section for 'Inmate / Destination' with fields for 'Name or PIN' and 'Destination #', and a 'Time Range' section for 'Starting' and 'Ending' times. A 'Search' button and links for 'Run Report' and 'Reset Search' are present.

The 'Call Playback' section shows 'Waiting to play...'. Below this is a table of call logs:

Call Time	Duration	Inmate	Group	Destination	Reason	Alarm	CD
08/12/2008 18:51	02:48	[Redacted]	Adult Rooms	215-555-5555	A no answer	-	Listen
08/12/2008 18:48	01:59	[Redacted]	Adult Rooms	215-555-5555	I no answer	-	Listen
08/12/2008 18:41	00:57	[Redacted]	Adult Rooms	555-555-5555	A failed	-	Listen

Calls Made From CPod3 Mid

To see the calls made from this telephone in order by destination number, sort by destination number by clicking on the column header. To view only completed calls, use the drop-down menu above the "Reason" column to select "[normal]." The results for the inmate telephone CPod3 Mid are shown in the following sample screen.

Call Time	Duration	Inmate	Group	Destination	Reason	Alarm	Listen	CD
07/12/2008 14:49	14:10	[REDACTED]	Adult Rooms	360-933-03	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/13/2008 17:32	15:00	[REDACTED]	Adult Rooms	360-933-03	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/14/2008 15:44	15:00	[REDACTED]	Adult Rooms	360-933-03	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/16/2008 14:51	15:00	[REDACTED]	Adult Rooms	360-933-03	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/18/2008 13:10	15:00	[REDACTED]	Adult Rooms	360-933-03	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/08/2008 19:13	14:42	[REDACTED]	Adult Rooms	360-933-89	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/11/2008 11:53	14:46	[REDACTED]	Adult Rooms	360-933-89	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/21/2008 19:51	05:09	[REDACTED] Christopher	Adult Rooms	360-933-65	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/08/2008 10:49	15:00	[REDACTED]	Adult Rooms	360-933-40	I		<input checked="" type="checkbox"/> Listen	<input type="checkbox"/>
07/21/2008 13:07	02:55	[REDACTED]	Adult Rooms	360-933-34	F		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/21/2008 13:10	04:05	[REDACTED]	Adult Rooms	360-933-34	F		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/21/2008 15:39	03:26	[REDACTED]	Adult Rooms	360-933-34	F		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/21/2008 15:43	02:03	[REDACTED]	Adult Rooms	360-933-34	F		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/08/2008 18:10	15:00	[REDACTED] tha	Adult Rooms	360-933-56	D		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/08/2008 18:29	05:46	[REDACTED]	Adult Rooms	360-933-56	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/10/2008 09:49	12:00	[REDACTED] tha	Adult Rooms	360-933-56	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/09/2008 21:38	15:00	[REDACTED] n	Adult Rooms	360-933-79	I		<input type="checkbox"/> Listen	<input type="checkbox"/>
07/16/2008 18:50	14:55	[REDACTED] n	Adult Rooms	360-933-88	I		<input checked="" type="checkbox"/> Listen	<input type="checkbox"/>

Completed Calls Sorted by Destination Number for CPod3 Mid

To listen to any call, authorized users simply click on "Listen" to the right of the call they wish to hear.

- e. The recording system shall provide continuous online self test diagnosis. Any recording drive failure must immediately notify the County with both visual and audible alarms.

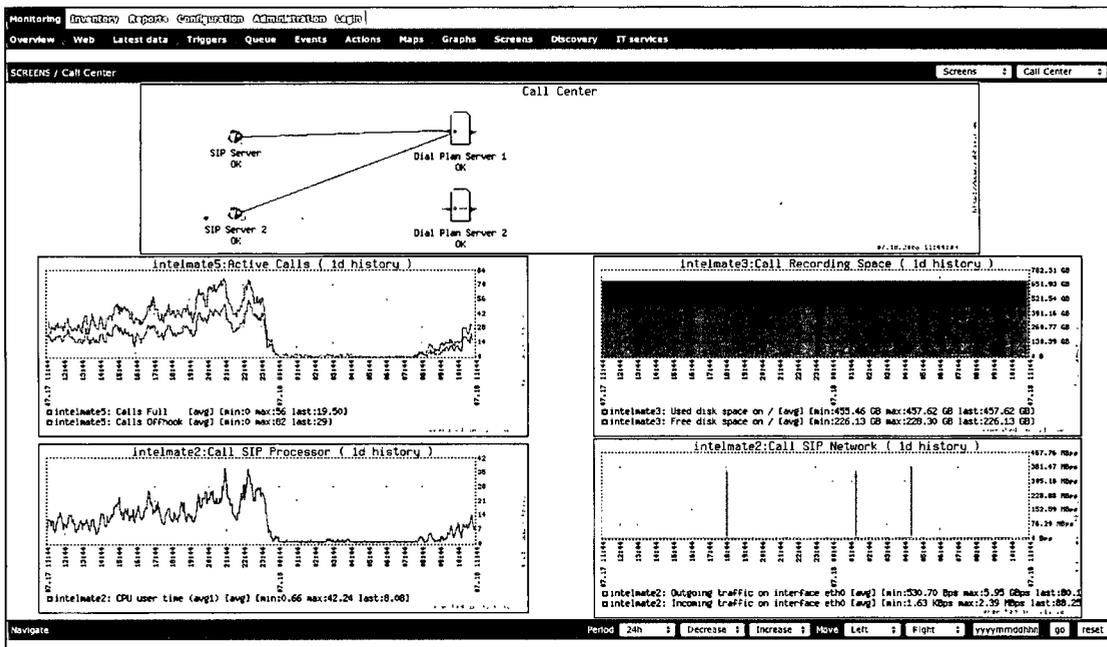
❖ Agree.

Our remote diagnostics monitors the system 24/7/365, and will send alerts to our back-office technicians if any problem is detected. Often we will detect and correct a problem before the facility is even aware of it.

As our recording function is an integral part of the system, this is included in the remote diagnostics. Furthermore, the call recordings and call detail records are stored on a RAID (Redundant Array of Independent Devices) array, which provides redundant striping of data across several drives so that if one drive fails, the data can be recovered from other drives. This RAID array is duplicated in a second array that provides additional redundancy to ensure that no data will ever be lost. These RAID drives are located with the system servers in a secure colocation in Dallas, Texas that is designed to protect electronic data. Furthermore, The entire database is backed up in real time to a second secure site in Oakland, California. As a result, **at least three copies of the data are maintained**, with additional redundancies.

Our remote diagnostics function is constantly watching for indicators of problems with the system. Elements monitored include the UPS (uninterruptible power source) at the facility, call traffic, short or incomplete calls, upload/download volumes, and

amount of call traffic vs. capability. The following graphs illustrate some of the remote diagnostic capabilities.



Monitoring of the Call Processor

Additionally, our remote diagnostics emails our technical staff with critical data at frequent scheduled intervals throughout the day. These emails alert our technical staff to any developing problems with the equipment.

Since we are in constant contact with the on-site and off-site equipment, we will know immediately if the system goes down or if a problem develops. Most problems can be fixed remotely without the need to send someone to the facility. Even if the problem is with on-site equipment, it can often be fixed remotely over the Internet connection. If the Internet connection goes down, we can contact the UPS unit over a telephone line, check the ports, and reboot either a single port or the entire on-site system using the telephone connection. Through our remote connection, we can trace the route to see where the path of connectivity has failed. We can also remotely change the configuration of the ATA or Router installed at the facility.

f. Multi-level password security for system access.

❖ Agree.

Access to the system is protected by multi-level password, based on security level of the user. Users will have full access to all system features for which they are authorized, including reports and call recordings. **No special software is required.**

To log in to the system from any location, users go to the secure Internet site and type in their username and password. Please refer to the following Login screen.

Login Screen

Each user will be assigned privileges that will allow him/her to perform some functions but not others. For example, investigators may be authorized to listen to call recordings and burn the recordings to CD, but not change any settings for the phones or inmate information. Administrators may be assigned broader privileges, to not only access information but also to change settings. For additional security, users may be given an expiration date if desired, so that they can only access the system for a limited period of time. This feature is useful if the County grants temporary access to an outside agency.

Set Up User Privileges

To assure security on the system, the system includes a User Log that records every user who accessed the system, the time and the date of access, and the action performed. If there is ever a question about who modified a control, listened to a call, or downloaded a call recording to CD, our programmers can review the User Log and provide details of every change.

8. Installation, Maintenance & Service:

- a. The selected Vendor shall have a system implemented to begin use on June 21, 2011.
 - ❖ Agree.

Synergy is fully prepared to have the system implemented to begin use on June 21, 2011. From the approval of the installation plan and schedule by the County to completion of installation can take less than 30 days. We often illustrate a very conservative installation schedule in our proposal, but in reality, once we have the T-

1, DSL or cable line installed, we can complete the installation in a matter of days. The actual cutover will take less than one day.

Synergy's inmate calling platform requires very little on-site installation prior to actual cutover. Most of the work for the transition will take place off-site. Consequently, the on-site installation can be accomplished very rapidly and with minimal disruption to the facility.

Please refer to Attachment 5 for a preliminary Installation Plan and Schedule that illustrates an implementation start date of May 27, 2011 and a **Go Live (cutover) date of June 20, 2011.**

- b. The Vendor shall provide all necessary labor, parts, materials and transportation to maintain all inmate telephones in good working order throughout the life of the contract.

❖ Agree.

Synergy's proposal is for a turnkey inmate telephone system, including all labor, parts, materials, and transportation to maintain the system in good working order for the life of the contract.

- c. The Vendor shall provide on-site service within four (4) hours of reporting an incident for major outages/issues during normal business hours and on-site service within two (2) business days for non-critical issues. Remote monitoring and diagnostic services should be available to the County 24/7/365.

❖ Agree.

Synergy will provide on-site service within 4 hours of reporting an incident for major outages and 24 hours for non-critical issues. Synergy has an employee located in Omaha, within a 10-minute drive from the jail. Mr. Chad Strong will be able to respond promptly to any service calls to the jail.

Our remote monitoring and diagnostics operates 24/7/365 and alerts our technical staff if a problem is detected. Often we can fix the problem before the County is even aware of it and it becomes an issue for you.

Should a problem be reported by the County or our remote diagnostics, our first task will be to determine if it can be fixed remotely or if we have to send a technician to the facility. In many cases, we can fix the problem remotely, which is easier for the facility.

Please refer to Attachment 4 for our Service and Maintenance Plan.

- d. An inventory of spare equipment should be kept onsite to ensure prompt repairs.

❖ Agree.

Synergy will keep an inventory of spare equipment at the Jail in a location designated by the County.

- e. Vendor shall provide a toll free number for County personnel to reach Customer Service 24/7/365. This must be a staffed line with a live person answering the phone.

❖ Agree.

Synergy maintains a **toll-free Hot Line** that the facility may call for repairs or administrative assistance 24 hours a day, 7 days a week, 365 days a year. **This number is always live-answered.** The number provided to the County is designated specifically for facility staff use, and moves the caller immediately to the front of the queue. Our Customer Service representatives usually answers this number within one or two rings. Please call our Customer Service hot line to verify the response time and that our Customer Service representatives are polite, respectful, and well-trained.

Facility Staff number 800-205-5510

- f. Vendor must provide on site training to the County regarding the software and various features and functionality **prior** to the Go-Live date.

❖ Agree.

Synergy will ensure that all County personnel who will use the system are fully trained upon system turnup. Training will be conducted on site, and according to a schedule that is agreed with the County. In our preliminary Installation Plan and Schedule (Attachment 5), we have planned for training of facility staff prior to the Go-Live date.

Additionally, Synergy will provide on-going system training as needed to ensure that new personnel receive adequate training and to provide other personnel with refresher training.

- g. Any personnel who enters the Law Enforcement Center (including subcontractor personnel) must have security clearance by the Sheriff's Office. Clearance will take approximately three (3) days to complete. Sarpy County reserves the right to restrict access to any employee.

❖ Agree.

Synergy will provide the Sheriff's Office with the necessary information to obtain a security clearance for our employees and any subcontractors prior to them entering the Law Enforcement Center. As a company in the inmate telephone business, Synergy and our employees are accustomed to the security requirements of correctional facilities and we are prepared to cooperate so as to keep the facility secure.

- h. Vendor is responsible for clean up and removal of all debris and packaging material resulting from work. Upon completion of installation, the premises shall be left in order and ready for immediate use.

❖ Agree.

Synergy will clean up and remove all debris and packaging material resulting from our work. Upon completion of installation, the premises will be in order and ready for use.

- i. Vendor shall restore to original condition, at their own expense, any damage to County property caused by maintenance or installation.
 - ❖ Agree.

Synergy will restore to original condition, at our expense, any damage to County property caused by maintenance or installation of the proposed system. Synergy does not anticipate any damage.

9. Contract Coordination:

- a. Vendor shall coordinate with the current system Vendor prior to the effective date of the contract to assure no interruption of the telephone service.
 - ❖ Agree.

Synergy will coordinate the transition of service with the current Vendor to assure no interruption of telephone service.

- b. The successful Vendor will be bound to release all pertinent information to a new provider should the next proposal request process select a new provider.
 - ❖ Agree.

Upon expiration of the contract, if a new provider is selected, Synergy will cooperate in the transition to the new system, including releasing of any pertinent information. Normally such information would include inmate accounts, attorney lists, and block lists.

- c. Vendor shall retain and make available to the County all phone call recordings and records for two (2) years after the end of the contract.
 - ❖ Agree.

Synergy agrees to retain and make available to the County all phone call recordings and records for two years after the end of the contract.

10. Proposal Format:

a. Company Information

Vendor will provide the following company information on the bid form:

1. Years in business;
2. Number of employees; and,
3. Total sales for last three (3) years.

❖ Agree.

Synergy has provided the above information as requested on the bid form. Please refer to Attachment 1 for a Company Overview.

Synergy has been in business for 16 years, since 1995.

Synergy currently has 14 full time employees.

Synergy's total sales (gross revenues) for the last 3 years are as follows:

\$10 million in 2008
\$12 million in 2009
\$16.8 million in 2010

b. References

Each Vendor must include with its proposal a list of no less than three (3) current references that have purchased the same specified product or service within the last two (2) years. The list must include the name of the company, and the name, phone number and email of a contact person for each company.

❖ Agree.

Synergy has provided 3 references of agencies that are currently utilizing the same inmate telephone system that we have proposed for Sarpy County. Please refer to Attachment 2 for these three references as well as additional references, a brief description of each project, and letters of recommendation.

c. Equipment Samples

As specified within section 2d of this document.

❖ Agree.

Per Addendum #1, Response to Question #18, vendors are not required to send a sample phone with the Bid Form. Synergy will be pleased to provide a sample phone upon request during the evaluation process.

d. Transition/Implementation Plan

To include, but not be limited to, delivery of equipment to site, site preparation, site inspection, cabling installation, equipment installation, software installation, system testing, training, cut over, acceptance testings, and go-live date.

❖ Agree.

Please refer to Attachment 5 for a preliminary Installation Plan and Schedule. We have based this installation schedule on a **contract signing date of May 27, 2011 and a Go Live (cutover) date of June 20, 2011.** We have planned two phases—first, the installation and cutover of the inmate telephones; second, the installation and cutover of the visitation phones. The exact dates of cutover will be determined by mutual agreement of the County and Synergy.

e. Communication

Sample documents such as customer service work orders along with sample reports and billing statements.

❖ Agree.

Please refer to Attachment 7 for sample system reports and Attachment 6 for sample commission summary statements.

Service tickets can be viewed by authorized personnel directly on the system. Please refer to the following sample screen.

Call Rules	Prepaid	Prepaid Rates	Prepaid Search	Local Call Area	Audit	Service Tickets	Public Tickets			
Search Tickets Add Callback Add Dispatch Ticket Ticket Reports										
Created	Aging	Req ID	Status	Due	Technician	Caller Name	Facility	Issue	Closed Date	Closed By
2010-07-10 10:00	30:36	5430525	active	2010-07-12 12:00	Montez Emilio		Victoria County	Collect		
2010-07-03 10:00	80:59	5350255	closed	2010-07-06 17:00	Montez Emilio		Victoria County	Collect	2010-07-06 18:59	bailie@intelmat
2010-06-28 10:00	73:26	5297095	closed	2010-07-01 15:00	Montez Emilio		Victoria County	Collect	2010-07-01 11:26	ana@intelmate
2010-06-21 10:00	102:59	5218775	closed	2010-06-25 15:00	Montez Emilio		Victoria County	Collect	2010-06-25 16:59	norma@intelma
2010-06-15 10:00	81:07	5153275	closed	2010-06-18 17:00	Montez Emilio		Victoria County	Collect	2010-06-18 19:07	bailie@intelmat
2010-06-09 10:00	53:08	5084065	closed	2010-06-11 17:00	Montez Emilio		Victoria County	Collect	2010-06-11 15:08	cindy@intelmat
2010-06-06 14:26	4:46	5049585	closed	2010-06-06 17:00	Montez Emilio		Victoria County	Not taking bills	2010-06-06 19:12	norma@intelma

Service Tickets for a Facility

f. Training

Sample training schedule

❖ Agree.

Synergy will ensure that all County personnel who will use the system are fully trained upon system turnup. Training will be conducted on site, and according to a schedule that is agreed with the County.

The training will cover all principal functions of the inmate telephone system as well as any special features that the County is interested in. A sample course may be as follows:

Training Course	
Introduction	Introduction to the system features Security features Calling methods and payment options
Login	Logging on and off the system Setting up users with roles and privileges
Administrative Tasks	Turning system on and off Blocking and unblocking numbers Setting numbers as "do not record" or "free" Setting calling limits and other call controls Setting controls on destination numbers
Inmate Accounts	Creating an inmate account Recording and checking the inmate's recorded name Setting controls on an inmate's calling Suspending an inmate Auditing an inmate's prepaid account transactions Inmate voicemail
Call Recordings	Monitoring live calls Searching for and monitoring completed calls Download call recordings to CD or DVD
Investigative Tasks	Setting alarms Reverse lookup Identifying three-way call attempts
Reporting	Searches on the Call Detail Record Reports Sort, print, or export reports
Kiosk	Overview of kiosk functions Adding money to inmate telephone accounts Adding money to inmate trust or commissary accounts Other kiosk functions

Training Course	
Getting Help	Options to get help with reports or using the system Reporting problems with the system Requesting adds, moves, and changes

Our system is designed to be user friendly and you will be pleased with how easily you are able to find what you want after a short introduction. The website is navigated by tabs, and most functions are accessed by a click of the mouse or through a drop-down menu. If you have questions, you may call us at any time using our toll-free number.

System training takes approximately 3 hours.

g. Brochures

Describing phone system and equipment features

❖ Agree.

Please refer to Attachment 9 for a summary of the features of our proposed inmate telephone system. We have also described additional features that we believe will be of interest to the County.

Please refer to Attachment 10 for brochures describing the proposed inmate telephone system.

EXCEPTIONS/CLARIFICATIONS/COMMENTS

- ❖ Synergy takes *no exceptions* to the terms and conditions and provisions of the Request For Proposals. We are fully prepared to provide inmate telephone services in full compliance with the requirements herein.

COMPANY NAME: SYNERGY TELECOM SERVICE COMPANY, INC.

**Sarpy County, Nebraska
Inmate Phone System
Bid Form**

	Description	
1.	Single, firm, fixed rate offered to pay Sarpy County under the requirements, conditions, specifications and other provisions of this RFP	
	Commission %, based on gross revenue, for Sarpy County	57.1%
2.	Guaranteed monthly minimum commission which the proposer agrees to pay Sarpy County under the requirements, conditions, specifications, and other provisions of this RFP.	\$7,000 per month

***Prices are to be F.O.B. - 1208 Golden Gate Drive, Papillion, NE 68046**

Company Information:

Years in business: 16 years (since 1995)

of employees 14

Total sales last 3 years \$10 million in 2008
\$12 million in 2009
\$16.8 million in 2010

References:

Company Name: Victoria County Jail
Address: 101 N. Bridge, Victoria, Texas 77901
Contact Name: Capt. Darla Canfield Phone Number: (361) 574-8079
Fax Number: (361) 574-8019 Date of Purchase: December 10, 2008
Email: dcanfield@vctx.org

Scope of Work: Turnkey inmate telephone services (241 inmate phones + 48 visitation phones) utilizing the same inmate telephone platform as proposed for Sarpy County. Services include voicemail from the public to inmates. We have 2 payment kiosks at this facility that are in constant use.

Please see the letter of recommendation by Sheriff T. Michael O'Connor in Attachment 2.

Inmate Phone System
Sarpy County Law Enforcement Center

Company Name: Aransas County Jail
Address: 301 N. Live Oak, Rockport, Texas 78383
Contact Name: Lt. David Klanica Phone Number: (361) 790-0108
Fax Number: _____ Date of Purchase: January 2, 2009
Email: dklanica@aransascounty.org

Please see the letter of recommendation by Lt. Klanica, Jail Administrator of Aransas County, within Attachment 2.

Company Name: Medina County Jail
Address: 801 Avenue Y, Hondo, Texas 78861
Contact Name: Jail Admin. Jan Quintana Phone Number: (830) 741-6158
Fax Number: (830) 741-6156 Date of Purchase: April 2008
Email: jailadmin@medinacountytexas.org

Please see the letter of recommendation by Jan Quintana, the Jail Administrator of Medina County, in Attachment 2.

I certify that this bid is submitted in accordance with the specifications issued by Sarpy County.

I acknowledge receipt of the following addenda (if applicable):

Addendum #1 
Addendum #2 

Synergy Telecom Service Company, Inc.
Company Name

John H. Crawford, President
Company Representative (Please print)


Authorized Signature

800-582-6182
Telephone Number

12126 El Sendero St.
Address

210-599-7913
Fax Number

San Antonio, TX 78233
City, State & Zip

john@synergymatephones.com
E-Mail Address

***NOTE: Sarpy County is tax exempt and will provide the proper form upon request.**

**EXHIBIT "A"
AGREEMENT**

This Agreement is entered into by and between the County of Sarpy, in the State of Nebraska, a body politic and corporate, and hereinafter "County", and Synergy Telecom Service Company, Inc., hereinafter "Vendor".

WHEREAS, County is desirous of contracting for Inmate Phone System for the Sarpy County Law Enforcement Center; and,

WHEREAS, the Vendor has been awarded this Agreement as a result of the bid made by Vendor in response to the Specifications and Request for Proposals prepared by County;

NOW, THEREFORE, for and in consideration of the declarations and mutual promises and covenants contained herein, the County and Vendor agree as follows:

I DUTIES OF VENDOR:

- A. Services to be rendered by Vendor under this Agreement shall be all those services necessary and proper for the installation and materials for Inmate Phone System in conformity with each and every term, condition, specification, and requirement of the Bid Specifications and the Bid submitted by the Vendor.
- B. All provisions of each document and item referred to in Paragraph A above shall be strictly complied with the same as if rewritten herein, and in the event of conflict among the provisions of said documents, the provisions most favorable to the County shall govern.
- C. Prior to the commencement of any work, Vendor will place on file with the Sarpy County Clerk, the required certificates of insurance, if applicable.
- D. The Vendor agrees to comply with the residency verification requirements of Neb. Rev. Stat. §4-108 through §4-114. The Vendor is required and hereby agrees to use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska. A federal immigration verification system means the electronic verification of the work authorization program authorized by the Illegal Immigration Reform and immigrant Responsibility Act of 1996, 8 U.S.C. 1324a, known as the E-Verify Program, or an equivalent federal program designated by the United States Department of Homeland Security or other federal agency authorized to verify the work eligibility status of a newly hired employee.

If the Vendor is an individual or sole proprietorship, the following applies:

- 1. The Vendor must complete the United States Citizenship Attestation Form, available on the Department of Administrative Services website at www.das.state.ne.us.

2. If the Vendor indicates on such attestation form that he or she is a qualified alien, the Vendor agrees to provide the U.S. Citizenship and Immigration Services documentation required to verify the Vendor's lawful presence in the United States using the Systematic Alien Verification for Entitlements (SAVE) Program.
 3. The Vendor understands and agrees that lawful presence in the United States is required and the Vendor may be disqualified or the contract terminated if such lawful presence cannot be verified as required by Neb. Rev. Stat. Sect. 4-108.
- E. Vendor will submit payments to County for work completed based on the amounts specified in Vendor's bid. Such payments shall be submitted to:

Sarpy County Treasurer's Office
Attn: Brian Hanson
1210 Golden Gate Drive
Papillion, NE 68046

- F. The County and Vendor hereto specifically acknowledge, stipulate and agree that each and every term of the Bid Specifications and the Vendor's bid constitutes an essential term of this Agreement, and that, therefore, any violation of any term, condition, provision, or requirement constitutes a material breach hereunder, for which County shall have every right under the law to terminate this Agreement, and obtain any and all relief necessary.

II. DUTIES OF COUNTY:

In return for full, faithful and diligent rendering of services set forth above, County agrees to pay to Vendor the amount specified in Vendor's bid upon submission of the required invoice and satisfactory completion of all required work.

III. BREACH:

Should Vendor breach, violate, or abrogate any term, condition, clause or provision of this agreement, the County shall notify Vendor in writing that such an action has occurred. If satisfactory provision does not occur within ten (10) days from such written notice, the County may, at its option, terminate this agreement and obtain an alternate provider to provide all required materials. This provision shall not preclude the pursuit of other remedies for breach of contract as allowed by law.

SAVINGS CLAUSE:

This Agreement shall be interpreted, construed and enforced under the laws of the State of Nebraska. It is understood and agreed by the County and Vendor hereto that if any part, term, condition, or provision of this Agreement is held to be illegal or in conflict with any law of the State of Nebraska or of the United States, the validity of the remaining parts, terms, conditions, or provisions shall not be affected, and the rights and obligations of the County and Vendor shall be construed and enforced as if the

Agreement did not contain the particular part, term, condition, or provision held to be invalid.

SCOPE OF AGREEMENT

This Agreement, along with the Bid Specifications, and Bid by Vendor contains the entire Agreement between the County and Vendor, and there are no other written or oral promises, contracts or warrants which may affect it. This Agreement cannot be amended except by written agreement of both the County and Vendor. Notice to the County and Vendor shall be given in writing to the agents for each party named below:

County:	Ms. Debra Houghtaling Clerk of Sarpy County 1210 Golden Gate Drive Papillion, NE 68046
Vendor:	Mr. John H. Crawford Synergy Telecom Service Company, Inc. 12126 El Sendero St. San Antonio, TX 78233

IN WITNESS WHEREOF, we the contracting parties, by our respective and duly authorized agents, hereto affix our signatures and seals in duplicate this _____ day of _____, 2011.

(Seal)

COUNTY OF SARPY, NEBRASKA,
A body Politic and Corporate

ATTEST:

Sarpy County Clerk

Chairperson
Sarpy County Board of Commissioners

Approved as to form and content:

Deputy County Attorney

Vendor: _____

By: John H. Crawford

Title: President

Attest:

Witness

Addendum #1
Inmate Phone System
for the
Sarpy County Law Enforcement Center

- Clarification #1: Vendors must use the Bid Form to submit their proposal. If the Bid Form is not used, proposals will be deemed unresponsive.
- Clarification #2: Along with the Bid Form and proposal for the Inmate Phone System, Vendors are requested to submit a proposal for providing visitation phones that are tied into the Inmate Phone System. These phones are to be recorded and records maintained under the same requirements as the Inmate Phone System. Sarpy County currently has ten (10) visitation phones. These phones can be handset/cord phones.
- Clarification #3: Bids will be due at **2:00 p.m., Thursday, April 28, 2011.**
- Question #1: Please provide a report of completed and revenue producing calls including collect, prepaid, debit, and free for the last 12 months. They need to be broken out to include the number of calls and total call duration in minutes for each of the following: local, intralata, interlata in state, interstate, international.
- Response: *Attached chart provides information for our current contract.*
- Question #2: What is your current commission rate for collect, prepaid collect, and phone card for local, intralata, interlata, interstate, and international.
- Response: *Refer to attached chart.*
- Question #3: Who is your current provider?
- Response: *Securus Technologies, Inc.*
- Question #4: Can the guaranteed commission be based on the average daily population of the jail for the specific month of the guarantee?
- Response: *No.*
- Question #5: What are your current call rates for collect, prepaid collect, and prepaid phone card and/or debit call?
- Response: *Refer to attached chart.*

Question #6: Is your current system web based?

Response: *Yes.*

Question #7: Do you have visitation phones?

Response: *Yes. Currently the visitation phones are a standalone system and not tied to the inmate phone system. Please refer to Clarification #2 for further guidance.*

Question #8: If you have visitation phones, would you like them to be monitored and recorded with PIN's required for a visitation to be initiated?

Response: *If the alternative bid is accepted for visitation phones, the County would desire the phones be monitored through a PIN system.*

Question #9: Are you using video visitation?

Response: *No.*

Question #10: What were your total commissions received by the County in the last 12 months?

Response: *See attached chart.*

Question #11: For total call volume in 2010, define the total number of completed minutes for collect, debit and prepaid.

Response: *See attached chart.*

Question #12: What was the average monthly commission amount for 2010?

Response: *See attached chart.*

Question #13: Does the County have all hands free phones?

Response: *Yes, with the exception of the visitation room.*

Question #14: Will you accept standard inmate phones with a handset instead of what is required under technical specs 2b which are the cordless with mouthpiece contained in the wall unit?

Response: *No.*

Question #15: Item 10 Proposal Format Letter c, you remind the bidders of item 2d under technical specs. The phones we wish to propose are wall mounted flush with security screws and not a "key". Is it safe to assume that we would ship a phone and a security screw driver for your sample?

Response: *Please refer to Question 18.*

Question #16: Is there any early release program that may affect the ADP?

Response: *The County does have a pre-trial release program; however it does not affect the ADP since we are typically over capacity.*

Question #17: Are there any booking phones that are set for free calling?

Response: *Yes, we have one independent land-line phone. Inmates are allowed to use this phone immediately after they are booked so they can arrange for their bond to be posted. We also allow the trustees to use this phone.*

Question #18: Are you requiring that we send an actual phone in with the response even if we give the specs?

Response: *Vendors **do not** need to send a phone with the Bid Form. After an initial evaluation, Sarpy County may request certain Vendors to send a sample phone. This phone will be sent and returned to the Vendor without cost to the County.*

Question #19: Are you using PIN?

Response: *No, but a PIN feature is desired by the County.*

Question #20: Who is the current commissary provider?

Response: *DVAL Enterprises, Inc.*

Question #21: Do we need to interface with commissary?

Response: *No.*

Question #22: Who is the current JMS provider?

Response: *Intellitech Corp.*

Question #23: Do we need to interface with the JMS provider?

Response: *No.*

Question #24: What is the average daily population?

Response: *146 – 154. Last year was low with 146.*

Question #25: What year was the jail built?

Response: *Occupancy in July, 1989.*

Question #26: Does the County want physical card or virtual?

Response: *Virtual.*

Question #27: Please provide contacts for commissary and JMS.

Response: *N/A*

Question #28: Does Sarpy County anticipate any change in provider over the next twelve months?

Response: *The current contract for Inmate Phone Systems expires on June 19, 2011.*

Question #29: How are monies on accounts to inmates dispensed when inmates are released?

Response: *Typically by check.*

Question #30: In what unit are vendors to provide their total sales for the last three (3) years?

Response: *Gross sales for company.*

**All other terms and conditions remain unchanged.
Addendum must be acknowledged within the Bid Form.**

**9/2010-2/2011 Averages
Inmate Phone System**

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$22.10	112	14	\$11.56
Intralata	\$0.00	0	0	\$0.00
International	\$0.00	0	0	\$0.00
Interstate	\$0.00	0	0	\$0.00
Intralata	\$1.60	1	1	\$0.69
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$20.50	111	13	\$10.87
LEC Billed Collect	\$3,276.48	16,670	1,607	\$1,736.53
Intralata	\$273.41	456	48	\$144.91
International	\$0.00	0	0	\$0.00
Interstate	\$710.42	539	58	\$376.52
Intralata	\$40.26	27	6	\$21.34
Intralata/Interstate	\$13.89	23	3	\$7.36
Local	\$2,238.50	15,625	1,492	\$1,186.40
Prepaid Collect	\$2,649.17	17,858	1,422	\$1,404.05
Intralata	\$70.52	110	13	\$37.37
International	\$0.00	0	0	\$0.00
Interstate	\$516.92	406	40	\$273.97
Intralata	\$0.00	0	0	\$0.00
Intralata/Interstate	\$13.48	23	3	\$7.14
Local	\$2,048.25	17,319	1,366	\$1,085.57
Total	\$5,947.75	34,640	3,043	\$3,152.14
*Guaranteed Annual Commission: \$65,000				

**Inmate Phone System
2009 Month Averages**

Call Type	Revenue	Minutes	Calls	Commission
Direct Billed Collect	\$64.81	531	42	\$34.40
Intralata	\$2.85	3	1	\$1.57
International	\$0.00	0	0	\$0.00
Interstate	\$0.96	0	0	\$0.50
Intralata	\$0.00	0	0	\$0.00
Intralata/Interstate	\$0.00	0	0	\$0.00
Local	\$61.00	528	41	\$32.33
LEC Billed Collect	\$5,427.15	25,735	2,583	\$2,862.04
Intralata	\$182.46	223	34	\$82.37
International	\$0.00	0	0	\$0.00
Interstate	\$1,524.86	1,126	132	\$808.17
Intralata	\$63.87	107	11	\$33.85
Intralata/Interstate	\$64.58	114	12	\$34.23
Local	\$3,591.38	24,165	2,394	\$1,903.42
Prepaid Collect	\$3,376.53	19,962	1,648	\$1,814.60
Intralata	\$102.95	228	16	\$66.47
International	\$0.00	0	0	\$0.00
Interstate	\$911.67	882	70	\$497.97
Intralata	\$21.00	28	4	\$9.47
Intralata/Interstate	\$5.14	11	1	\$2.73
Local	\$2,335.77	18,813	1,557	\$1,237.96
Total	\$8,868.49	46,228	4,273	\$4,711.04
*Guaranteed Annual Commission: \$65,000				

VISITATION PHONES PROPOSAL

Synergy's offer included tying the visitation phones into the inmate phone system in order to provide full recording and monitoring of visitation phones as well as identification of inmates in visitation by PINs. This offer includes the existing 10 visitation booths (20 phones).

When the visitation phones are tied into the inmate phone system, the visitation phone is treated just like another inmate telephone station. Visitation recordings may be searched the same way as any other inmate phone by clicking on the Station tab and requesting the list of calls made from that phone. Visitation calls can be monitored live and other call controls are available.

In order to allow for PIN identification of the inmate on the visitation call, Synergy will replace the existing visitation phones with visitation phones with a keypad on the inmate side so that the inmate will need to punch in his/her PIN prior to connecting with the visitor.

Please refer to Attachment 5 for the time to transition the visitation phones on our preliminary installation plan and schedule.

Addendum #2

**Inmate Phone System
for the
Sarpy County Law Enforcement Center**

Question #1: The Prepaid Phone Card or Debit Card revenue and call quantities and minute information was not included in the monthly averages.

Response: *The monthly average information included in Addendum #1 states all information provided to Sarpy from the current Vendor.*

Question #2: What are the current call rates for all types of calls?

Response: *Vendors are to identify their call rates within their proposals. The rate charged shall not exceed the current rate tariffed by the FCC or State of Nebraska for a fully automated or inmate tariffed call.*

Question #3: Can you verify that the averages listed in Addendum #1 are accurate?

Response: *The information provided in Addendum #1 is accurate.*

**All other terms and conditions remain unchanged.
Addendum must be acknowledged within the Bid Form.**

PROPOSED CALL RATES

Synergy proposes the following rates for calls from the inmate telephones at the Sarpy County Law Enforcement Center.

Prepaid Calls		
	Connect Fee	Per Minute
Local	\$1.35	--
Long Distance	\$1.00	\$0.30

Collect Calls		
	Connect Fee	Per Minute
Local	\$1.85	--
Long Distance	\$1.50	\$0.30

Notes:

The above rates do not include government-mandated taxes and fees.

Local calls are a flat rate single charge for a 15-minute call.

Billing for the call begins when the parties are connected (not before). Per minute charges are rounded up to the next full minute.

COMPANY OVERVIEW

Synergy Telecom Service Company, Inc. is a privately-held S Corporation, owned by Charles A. Slaughter, III and John H. Crawford, and based in San Antonio, Texas.



Synergy has been providing telephone services to correctional facilities for **over 15 years**, since 1995. Synergy Telecom Service Company, Inc. was organized and chartered as a Subchapter S Texas corporation, effective December 13, 2001. A previous company, Call On Us Telecom, Inc. operated primarily as a payphone company with some inmate business from March of 1995 until formation of the new entity, Synergy, in order to concentrate on governmental and private inmate solutions.

Synergy takes the position that the product we provide to our customers is **service** and that the technology—the inmate calling platform and associated systems—exists to support that core mission. Our goal is to provide a smooth-running inmate telephone system that supports the investigators and facility staff, rather than adding to their workload. (Please call our references and ask them what level of service we have provided to them.)

Synergy can provide a level of service to agencies with unique requirements that a larger company cannot, simply because we do not have the bureaucracy of a large company. We also do not have thousands of clients. Each account is important to us and will receive personal attention. This is one of the advantages that the County will receive by contracting with a flexible, privately-owned company.

The company owners are directly involved in all stages of installation, training, managing each account and ensuring that our clients are well served. Most calls to our office or Hot Line are fielded on the first ring. We answer our phones personally, without any automated voice prompts to go through. Service calls are usually resolved within a few hours—often within minutes! The owners are almost always available in the office or by cell phone 24/7 to deal with any issues that require extra attention.

Synergy operates phones at county jails, private jail facilities, and correctional and detention centers of various sizes. Clients include the City of San Antonio, and several Texas counties. Synergy recently installed inmate telephone services in the Alberta Correctional and Remand Centres for the Alberta Solicitor General and Public Security (8 networked facilities) and inmate telephone services for the department of Corrections, Public Safety and Policing for the Province of Saskatchewan (4 networked facilities). Both of these projects had unique circumstances. Prior to Synergy, Alberta had only a rudimentary inmate telephone system with no recording. Saskatchewan had no inmate telephone system at all. As a result, not only was there considerable hardware and wiring required at the Saskatchewan facilities, but the Province needed to establish new policies and procedures to address the new abilities of the inmate phone system.

Synergy also installs, manages, and services smart payphones in numerous locations throughout the country. Synergy provides public payphones in addition to inmate telephones to the City of San Antonio, the State of Delaware and GEO Group, among others.

REFERENCES

Victoria County Jail

Address: 101 N. Bridge, Victoria, Texas 77901

Contact Person: Capt. Darla Canfield
Telephone: (361) 574-8079
Fax: (361) 574-8019
Email: dcanfield@vctx.org

Contact Person: Sheriff T. Michael O'Connor
Telephone: (361) 575-0651
Fax: (361) 574-8019

Dates of Service: Installed December 10, 2008

Scope of Work: Turnkey inmate telephone services (241 inmate phones + 48 visitation phones) utilizing the same inmate telephone platform as proposed for Sarpy County. Services include voicemail from the public to inmates. We have 2 payment kiosks at this facility that are in constant use.

Please see the letter of recommendation by Sheriff T. Michael O'Connor within this section.

Aransas County Jail

Address: 301 N. Live Oak, Rockport, Texas 78383

Contact Person: Lt. David Klanica
Cell Phone: (361) 790-6934
Telephone: (361) 790-0108
Email: dklanica@aransascounty.org

Dates of Service: Installed January 2, 2009

Scope of Work: Turnkey inmate telephone services (48 inmate telephones + 16 visitation phones) with visitation phones and utilizing the same inmate telephone platform as proposed for Sarpy County.

Please see the letter of recommendation by Lt. Klanica, Jail Administrator of Aransas County, within this section.

City of San Antonio

Address: 100 Military Plaza, 2nd Floor, City Hall, San Antonio, Texas 78205

Contact Person: City Attorney Fred Garcia
Telephone: (210) 207-7711

Contact Person: City Marshall Rumaldo Abonce
Telephone: (210) 207-7553
Fax: (210) 207-4258
Email: rumaldoa@sanantonio.gov

Dates of Service: Installed November 13, 2008 (current customer)

Scope of Work: Turnkey inmate telephone services (50 inmate telephones) utilizing the same inmate telephone platform as proposed for Sarpy County. The City was very pleased with the "one minute conversion" of telephone services that we were able to provide. This jail processes 200 new inmates per day.

Medina County Jail

Address: 801 Avenue Y, Hondo, Texas 78861

Contact Person: Jail Administrator Jan Quintana
Telephone: (830) 741-6158
Fax: (830) 741-6156
Email: jailadmin@medinacountytexas.org

Contact Person: Sheriff Randy Brown
Telephone: (830) 741-6050
Fax: (830) 741-6156
Email: sheriff@medinacountytexas.org

Dates of Service: Customer since April 2008; current system installed August 14, 2008

Scope of Work: Turnkey inmate telephone services (28 inmate telephones + 20 visitation phones) utilizing the same inmate telephone platform as proposed for Sarpy County. This facility has a kiosk in the lobby to take payments into inmate accounts.

Please see the letter of recommendation by Jan Quintana, the Jail Administrator of Medina County, within this section.

Austin County Jail

Address: 417 N. Chesley St., Bellville, Texas 77418

Contact Person: Jail Business Administrator George Burnett
Telephone: (979) 865-5321
Fax: (979) 865-0820
Email: acso162@austincountyso.org

Contact Person: Judge Carolyn Bilski
Telephone: (979) 865-5911, ext. 224
Fax: (979) 865-8786
Email: CBilski@AustinCounty.com

Dates of Service: 2002 to present

Scope of Work: We provide a full turnkey inmate platform, including recording and monitoring and prepaid calling options, to Austin County Jail. We recently changed the calling platform to the one we are proposing for Sarpy County.

Fayette County Jail

Address: 1646 North Jefferson, La Grange, Texas 78945

Contact Person: Edward Sawyer
Telephone: (979) 968-3757
Fax: (979) 968-5080
Email: edward.sawyer@co.fayette.tx.us

Dates of Service: Customer since April 2008 (current customer); current system installed August 13, 2008

Scope of Work: Turnkey inmate telephone services (20 inmate telephones) utilizing the same inmate telephone platform that we have proposed for Sarpy County.

Please see the letter of recommendation by Chief Deputy Mitch Netterville, formerly the Jail Administrator of Fayette County, within this section.

Bandera County Jail

Address: 3360 Hwy. 173 N., Bandera, Texas 78003

Contact Person: Cary Berger, Chief Jailer
Telephone: (830) 796-7759 ext. 265
Email: cbb8511@indian-creek.net

Dates of Service: Installed May 17, 2010

Scope of Work: Turnkey inmate telephone services (39 inmate telephones + 22 visitation phones) with visitation phones and utilizing the same inmate telephone platform as proposed for Sarpy County.

Province of Alberta, Canada (Alberta Solicitor General and Public Security)

Address: 10th Floor, John E. Brownlee Building, 10365 – 97 Street, Edmonton, Alberta, Canada T5J 3W7

Contact Person: Mike Tholenaer, Executive Director, New Edmonton Remand Centre
Telephone: (780) 422-1831
Fax: (780) 427-1903
Email: mike.tholenaer@gov.ab.ca

Contact Person: Bob Camarta, C.P.P., Procurement Manager
Telephone: (780) 644-2163
Fax: (780) 427-2789
Email: bob.camarta@gov.ab.ca

Contact Person: Leroy Visscher
Telephone: (780) 643-1146
Email: Leroy.Visscher@gov.ab.ca

Dates of Service: Installed December 2009

Scope of Work: Turnkey inmate telephone services (343 inmate phones and 172 visitation phones, 8 facilities housing approximately 3300 inmates) utilizing the same inmate telephone platform as proposed for Sarpy County. Services include an interface with the jail management system for the automated generation of inmate accounts and transfer of inmates from facility to facility, voice verification of PINs, and kiosks in the facility lobbies that accept payments into telephone accounts and inmate trust accounts. Installed December 2009 (current customer). Prior to the installation of this system, Alberta did not have recording capabilities on their inmate phones. They will be opening a new 2000-bed facility in April 2013.

Province of Saskatchewan, Canada (Ministry of Corrections, Public Safety, and Policing)

Address: Prince Albert Correctional Center, 1700 7th Ave NE, Prince Albert, SK S6V 6G1

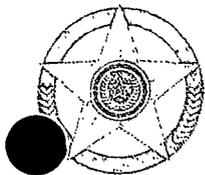
Contact Person: Allen Stubbs
Telephone: (306) 961-1194
Email: Al.Stubbs@gov.sk.ca

Contact Person: Rick Davis
Telephone: (306) 787-3640
Email: rick.davis@gov.sk.ca

Dates of Service: Installed June 2010

Scope of Work: Turnkey inmate telephone services (190 inmate phones, 4 facilities housing approximately 1250 inmates) utilizing the same inmate telephone platform as proposed for Sarpy County. Services include an interface with the jail management system for the automated generation of inmate accounts and transfer of inmates from facility to facility, voice verification of PINs, voicemail from the public to inmates, and kiosks in the facility lobbies that accept payments into telephone accounts.

Prior to the installation of this system, Saskatchewan did not have an inmate telephone system. We installed not only the inmate calling platform but also the cabling and inmate telephones. We also provided multiple training sessions and assisted the Province in establishing policies to correspond to the capabilities of the new inmate telephone system.



C O U N T Y O F V I C T O R I A

SHERIFF T. MICHAEL O'CONNOR

101 NORTH GLASS STREET VICTORIA, TEXAS 77901 PHONE: 361.575.0651 FAX: 361.574.8019

August 4, 2009

To Whom It May Concern:

Synergy Telecom Service Company initialized their inmate phone system equipment on December 11, 2008 at the Victoria County Sheriff's Office. The transition went very smoothly due to their technicians' diligent effort to accomplish this goal.

The majority of inmate phone complaints are handled by Customer Service directly through the phone system. Investigators have complete access to monitor, set-up alarms, and copy phone calls without additional assistance. Detention personnel have capabilities to block phone numbers, terminate or suspend inmate phone usage, and disable inmate phones.

Charles Slaughter and John Crawford have truly been exceptional in their customer service. So far, they have succeeded in accomplishing each request for assistance both with inmate issues and specific functions.

Please feel free to contact my office if you have any questions.

Sincerely,

T. MICHAEL O'CONNOR, SHERIFF
VICTORIA COUNTY, TEXAS



Medina County Sheriff's Office

801 Avenue Y
Hondo, Texas 78861
830-741-6150

Randy Brown
Sheriff

Doug Christian
Chief Deputy

September 17, 2008

To Whom it may concern,

My name is Jan Quintana, I am the Jail Administrator of Medina County Sheriff's Office in Hondo, TX. I have been with the Sheriff's Office for 9 1/2 years and worked with several different Inmate phone systems. Overall the previous systems were okay, but very difficult to figure out. Earlier this year I was introduced to our current phone system and I honestly love it. I am not a computer person but with Synergy Telecom Service and the Intelmate program I actually know what I am doing and if I don't, help is only a phone call away. In the first few days with our new system I had a few questions and each time I called I spoke to an actual human being and got answers and explanations right away. I have never been left hanging and waiting for a return call, or left with unanswered questions. After only a few days I felt very confident in our new system and all it's great features. I especially like "Live Monitoring" which allows you to listen to calls as they are placed. Blocking numbers has been made so easy, where before I had to re-learn each time how to do it. We also have our visitation phones recorded, something we have never had before and it's great. So much information passes through inmate visits and now we have access to all of these conversations as well. If you have Investigators in your Departments, they will be very impressed with the Alarms that can be attached to certain numbers that allow them to be notified if a designated number is called. The investigator can listen to the calls live or receive an email or text.

In closing I would like to say that the experience I have had with this company, Mr. Crawford and Mr. Slaughter has been exceptional and I would recommend them highly to any Department wanting to change or upgrade their current phone system. You definitely won't be disappointed.

Sincerely,

Jan Quintana

Jail Administrator, Medina County

Aransas County Sheriff's Office
William Mills
Sheriff

Rick McLester
Chief Deputy

LT Bryant Olson
LT David Klanica
Jail Administrations

April 9th 2009

To: WHO IT MAY CONCERN
From: LT KLANICA, LT OLSON

Re: Synergy Telecom Inmate Phone System

Aransas county implemented Synergy's inmate phone services in the Aransas County Detention Center in January 2009. From the beginning Aransas County received outstanding service from Synergy including free rolling kiosk for inmate purchasing and free system customization for integration of Phone, JMS and Commissary system. The inmates at the Aransas County Detention Center receive timely responses to their issues thru the voice mailbox system. This feature has alleviated a large amount of manpower from the detention center personnel. Any issues that Aransas County Detention Center encounter are usually resolved within 24 hours, or less, to our complete satisfaction. We recommend Synergy Telecom Inmate Phone services to any other Detention Facility for their great service and innovative technology approach to current jail and detentions needs. Please feel free to contact LT Olson or myself if you would like to discuss this further.

LT David Klanica





FAYETTE COUNTY SHERIFF'S OFFICE

1646 N. JEFFERSON
LA GRANGE, TEXAS 78945-5440
979-968-5856



KEITH KORENEK, SHERIFF

Dear Mr. Crawford:

02/16/2009

I wanted to take a few minutes to comment on the inmate phone system that you installed last August. We are very pleased to have the recording and monitoring on our visitation phones. It was very impressive to see the change out take only a few hours, including the removal of the old phones and the installation of your new visitation phones.

Our prepaid phone card commissary sales are also working very smoothly. Our prepaid revenues have increased more than we ever expected. Actual phone usage is much greater. We particularly like the voicemail system that advises the inmates immediately of calling time purchases and the number of minutes available.

Another very impressive feature is the recording system. We are able to quickly record and monitor all calls. The quality of the recordings is superior to any other systems we have seen before. The system's investigative features are excellent as well. It is very impressive and helpful to "Alarm" a prisoner of interest or specific phone numbers and be able to listen to them as calls are made. The ability to forward a designated call to an investigator's cell phone to listen is very useful.

Once in a while we do run into an issue, but we really appreciate being able to reach you and your staff with one phone call to the office. For after hour's issues, it is a comfort to know that we have several ways to get in touch with you and Customer Service as well. We can certainly recommend Synergy Telecom to any jail, large or small.

Yours truly,

Mitch Netterville
Jail Administrator
Fayette County Sheriff's Dept.

Company ID Number: 70761

THE E-VERIFY PROGRAM FOR EMPLOYMENT VERIFICATION

MEMORANDUM OF UNDERSTANDING

ARTICLE I

PURPOSE AND AUTHORITY

This Memorandum of Understanding (MOU) sets forth the points of agreement between the Social Security Administration (SSA), the Department of Homeland Security (DHS) and **Synergy Telecom Service Co Inc** (Employer) regarding the Employer's participation in the Employment Eligibility Verification Program (E-Verify). E-Verify is a program in which the employment eligibility of all newly hired employees will be confirmed after the Employment Eligibility Verification Form (Form I-9) has been completed.

Authority for the E-Verify program is found in Title IV, Subtitle A, of the Illegal Immigration Reform and Immigrant Responsibility Act of 1996 (IIRIRA), Pub. L. 104-208, 110 Stat. 3009, as amended (8 U.S.C. § 1324a note).

ARTICLE II

FUNCTIONS TO BE PERFORMED

A. RESPONSIBILITIES OF THE SSA

1. Upon completion of the Form I-9 by the employee and the Employer, and provided the Employer complies with the requirements of this MOU, SSA agrees to provide the Employer with available information that allows the Employer to confirm the accuracy of Social Security Numbers provided by all newly hired employees and the employment authorization of U.S. citizens.
2. The SSA agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. The SSA agrees to provide the Employer with names, titles, addresses, and telephone numbers of SSA representatives to be contacted during the E-Verify process.
3. The SSA agrees to safeguard the information provided by the Employer through the E-Verify program procedures, and to limit access to such information, as is appropriate by law, to individuals responsible for the verification of Social Security Numbers and for evaluation of the E-Verify program or such other persons or entities who may be authorized by the SSA as governed by the Privacy Act (5 U.S.C. § 552a), the Social Security Act (42 U.S.C. 1306(a)), and SSA regulations (20 CFR Part 401).
4. SSA agrees to establish a means of automated verification that is designed (in conjunction with DHS's automated system if necessary) to provide confirmation or tentative nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 3 Federal Government work days of the initial inquiry.

Company ID Number: 70761

5. SSA agrees to establish a means of secondary verification (including updating SSA records as may be necessary) for employees who contest SSA tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of U.S. citizens' employment eligibility and accuracy of SSA records for both citizens and aliens within 10 Federal Government work days of the date of referral to SSA, unless SSA determines that more than 10 days may be necessary. In such cases, SSA will provide additional verification instructions.

B. RESPONSIBILITIES OF THE DEPARTMENT OF HOMELAND SECURITY

1. Upon completion of the Form I-9 by the employee and the Employer and after SSA verifies the accuracy of SSA records for aliens through E-Verify, DHS agrees to provide the Employer access to selected data from DHS's database to enable the Employer to conduct:

- Automated verification checks on newly hired alien employees by electronic means, and
- Photo verification checks (when available) on newly hired alien employees.

2. DHS agrees to provide to the Employer appropriate assistance with operational problems that may arise during the Employer's participation in the E-Verify program. DHS agrees to provide the Employer names, titles, addresses, and telephone numbers of DHS representatives to be contacted during the E-Verify process.

3. DHS agrees to provide to the Employer a manual (the E-Verify Manual) containing instructions on E-Verify policies, procedures and requirements for both SSA and DHS, including restrictions on the use of E-Verify.. DHS agrees to provide training materials on E-Verify.

4. DHS agrees to provide to the Employer a notice, which indicates the Employer's participation in the E-Verify program. DHS also agrees to provide to the Employer anti-discrimination notices issued by the Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC), Civil Rights Division, and U.S. Department of Justice.

5. DHS agrees to issue the Employer a user identification number and password that permits the Employer to verify information provided by alien employees with DHS's database.

6. DHS agrees to safeguard the information provided to DHS by the Employer, and to limit access to such information to individuals responsible for the verification of alien employment eligibility and for evaluation of the E-Verify program, or to such other persons or entities as may be authorized by applicable law. Information will be used only to verify the accuracy of Social Security Numbers and employment eligibility, to enforce the Immigration and Nationality Act and federal criminal laws, and to ensure accurate wage reports to the SSA.

7. DHS agrees to establish a means of automated verification that is designed (in conjunction with SSA verification procedures) to provide confirmation or tentative nonconfirmation of employees' employment eligibility within 3 Federal Government work days of the initial inquiry.

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8. DHS agrees to establish a means of secondary verification (including updating DHS records as may be necessary) for employees who contest DHS tentative nonconfirmations and photo non-match tentative nonconfirmations that is designed to provide final confirmation or nonconfirmation of the employees' employment eligibility within 10 Federal Government work days of the date of referral to DHS, unless DHS determines that more than 10 days may be necessary. In such cases, DHS will provide additional verification instructions.

C. RESPONSIBILITIES OF THE EMPLOYER

1. The Employer agrees to display the notices supplied by DHS in a prominent place that is clearly visible to prospective employees.

2. The Employer agrees to provide to the SSA and DHS the names, titles, addresses, and telephone numbers of the Employer representatives to be contacted regarding E-Verify.

3. The Employer agrees to become familiar with and comply with the E-Verify Manual.

4. The Employer agrees that any Employer Representative who will perform employment verification queries will complete the E-Verify Tutorial before that individual initiates any queries.

A. The employer agrees that all employer representatives will take the refresher tutorials initiated by the E-Verify program as a condition of continued use of E-Verify.

B. Failure to complete a refresher tutorial will prevent the employer from continued use of the program.

5. The Employer agrees to comply with established Form I-9 procedures, with two exceptions:

- If an employee presents a "List B" identity document, the Employer agrees to only accept "List B" documents that contain a photo. (List B documents identified in 8 C.F.R. § 274a.2 (b) (1) (B)) can be presented during the Form I-9 process to establish identity).
- If an employee presents a DHS Form I-551 (Permanent Resident Card) or Form I-766 (Employment Authorization Document) to complete the Form I-9, the Employer agrees to make a photocopy of the document and to retain the photocopy with the employee's Form I-9. The employer will use the photocopy to verify the photo and to assist the Department with its review of photo non-matches that are contested by employees. Note that employees retain the right to present any List A, or List B and List C, documentation to complete the Form I-9. DHS may in the future designate other documents that activate the photo screening tool.

6. The Employer understands that participation in E-Verify does not exempt the Employer from the responsibility to complete, retain, and make available for inspection Forms I-9 that relate to its employees, or from other requirements of applicable regulations or laws, except for the following modified requirements applicable by reason of the Employer's participation in E-Verify: (1) identity documents must have photos, as described in paragraph 5 above; (2) a

Company ID Number: 70761

rebuttable presumption is established that the Employer has not violated section 274A(a)(1)(A) of the Immigration and Nationality Act (INA) with respect to the hiring of any individual if it obtains confirmation of the identity and employment eligibility of the individual in compliance with the terms and conditions of E-Verify ; (3) the Employer must notify DHS if it continues to employ any employee after receiving a final nonconfirmation, and is subject to a civil money penalty between \$500 and \$1,000 for each failure to notify DHS of continued employment following a final nonconfirmation; (4) the Employer is subject to a rebuttable presumption that it has knowingly employed an unauthorized alien in violation of section 274A(a)(1)(A) if the Employer continues to employ any employee after receiving a final nonconfirmation; and (5) no person or entity participating in E-Verify is civilly or criminally liable under any law for any action taken in good faith on information provided through the confirmation system. DHS reserves the right to conduct Form I-9 compliance inspections during the course of E-Verify, as well as to conduct any other enforcement activity authorized by law.

7. The Employer agrees to initiate E-Verify verification procedures within 3 Employer business days after each employee has been hired (but after both sections 1 and 2 of the Form I-9 have been completed), and to complete as many (but only as many) steps of the E-Verify process as are necessary according to the E-Verify Manual. The Employer is prohibited from initiating verification procedures before the employee has been hired and the Form I-9 completed. If the automated system to be queried is temporarily unavailable, the 3-day time period is extended until it is again operational in order to accommodate the Employer's attempting, in good faith, to make inquiries during the period of unavailability. In all cases, the Employer must use the SSA verification procedures first, and use DHS verification procedures and photo screening tool only after the the SSA verification response has been given.

8. The Employer agrees not to use E-Verify procedures for pre-employment screening of job applicants, support for any unlawful employment practice, or any other use not authorized by this MOU. The Employer must use E-Verify for all new employees and will not verify only certain employees selectively. The Employer agrees not to use E-Verify procedures for re-verification, or for employees hired before the date this MOU is in effect. The Employer understands that if the Employer uses E-Verify procedures for any purpose other than as authorized by this MOU, the Employer may be subject to appropriate legal action and the immediate termination of its access to SSA and DHS information pursuant to this MOU.

9. The Employer agrees to follow appropriate procedures (see Article III.B. below) regarding tentative nonconfirmations, including notifying employees of the finding, providing written referral instructions to employees, allowing employees to contest the finding, and not taking adverse action against employees if they choose to contest the finding. Further, when employees contest a tentative nonconfirmation based upon a photo non-match, the Employer is required to take affirmative steps (see Article III.B. below) to contact DHS with information necessary to resolve the challenge.

10. The Employer agrees not to take any adverse action against an employee based upon the employee's employment eligibility status while SSA or DHS is processing the verification request unless the Employer obtains knowledge (as defined in 8 C.F.R. § 274a.1 (l)) that the employee is not work authorized. The Employer understands that an initial inability of the SSA or DHS automated verification to verify work authorization, a tentative nonconfirmation, or the finding of

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a photo non-match, does not mean, and should not be interpreted as, an indication that the employee is not work authorized. In any of the cases listed above, the employee must be provided the opportunity to contest the finding, and if he or she does so, may not be terminated or suffer any adverse employment consequences until and unless secondary verification by SSA or DHS has been completed and a final nonconfirmation has been issued. If the employee does not choose to contest a tentative nonconfirmation or a photo non-match, then the Employer can find the employee is not work authorized and take the appropriate action.

11. The Employer agrees to comply with section 274B of the INA by not discriminating unlawfully against any individual in hiring, firing, or recruitment or referral practices because of his or her national origin or, in the case of a protected individual as defined in section 274B(a)(3) of the INA, because of his or her citizenship status. The Employer understands that such illegal practices can include selective verification or use of E-Verify, discharging or refusing to hire eligible employees because they appear or sound "foreign", and premature termination of employees based upon tentative nonconfirmations, and that any violation of the unfair immigration-related employment practices provisions of the INA could subject the Employer to civil penalties pursuant to section 274B of the INA and the termination of its participation in E-Verify. If the Employer has any questions relating to the anti-discrimination provision, it should contact OSC at 1-800-255-7688 or 1-800-237-2515 (TDD).

12. The Employer agrees to record the case verification number on the employee's Form I-9 or to print the screen containing the case verification number and attach it to the employee's Form I-9.

13. The Employer agrees that it will use the information it receives from the SSA or DHS pursuant to E-Verify and this MOU only to confirm the employment eligibility of newly-hired employees after completion of the Form I-9. The Employer agrees that it will safeguard this information, and means of access to it (such as PINS and passwords) to ensure that it is not used for any other purpose and as necessary to protect its confidentiality, including ensuring that it is not disseminated to any person other than employees of the Employer who are authorized to perform the Employer's responsibilities under this MOU.

14. The Employer acknowledges that the information which it receives from SSA is governed by the Privacy Act (5 U.S.C. § 552a (i) (1) and (3)) and the Social Security Act (42 U.S.C. 1306(a)), and that any person who obtains this information under false pretenses or uses it for any purpose other than as provided for in this MOU may be subject to criminal penalties.

15. The Employer agrees to allow DHS and SSA, or their authorized agents or designees, to make periodic visits to the Employer for the purpose of reviewing E-Verify -related records, i.e., Forms I-9, SSA Transaction Records, and DHS verification records, which were created during the Employer's participation in the E-Verify Program. In addition, for the purpose of evaluating E-Verify, the Employer agrees to allow DHS and SSA or their authorized agents or designees, to interview it regarding its experience with E-Verify, to interview employees hired during E-Verify use concerning their experience with the pilot, and to make employment and E-Verify related records available to DHS and the SSA, or their designated agents or designees. Failure to comply with the terms of this paragraph may lead DHS to terminate the Employer's access to E-Verify.

ARTICLE III

**REFERRAL OF INDIVIDUALS TO THE SSA AND THE DEPARTMENT OF
HOMELAND SECURITY**

A. REFERRAL TO THE SSA

1. If the Employer receives a tentative nonconfirmation issued by SSA, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. The Employer will refer employees to SSA field offices only as directed by the automated system based on a tentative nonconfirmation, and only after the Employer records the case verification number, reviews the input to detect any transaction errors, and determines that the employee contests the tentative nonconfirmation. The Employer will transmit the Social Security Number to SSA for verification again if this review indicates a need to do so. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.
3. If the employee contests an SSA tentative nonconfirmation, the Employer will provide the employee with a referral letter and instruct the employee to visit an SSA office to resolve the discrepancy within 8 Federal Government work days. The Employer will make a second inquiry to the SSA database using E-Verify procedures on the date that is 10 Federal Government work days after the date of the referral in order to obtain confirmation, or final nonconfirmation, unless otherwise instructed by SSA or unless SSA determines that more than 10 days is necessary to resolve the tentative nonconfirmation..
4. The Employer agrees not to ask the employee to obtain a printout from the Social Security Number database (the Numident) or other written verification of the Social Security Number from the SSA.

B. REFERRAL TO THE DEPARTMENT OF HOMELAND SECURITY

1. If the Employer receives a tentative nonconfirmation issued by DHS, the Employer must print the tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the tentative nonconfirmation.
2. If the Employer finds a photo non-match for an alien who provides a document for which the automated system has transmitted a photo, the employer must print the photo non-match tentative nonconfirmation notice as directed by the automated system and provide it to the employee so that the employee may determine whether he or she will contest the finding.
3. The Employer agrees to refer individuals to DHS only when the employee chooses to contest a tentative nonconfirmation received from DHS automated verification process or when

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the Employer issues a tentative nonconfirmation based upon a photo non-match. The Employer will determine whether the employee contests the tentative nonconfirmation as soon as possible after the Employer receives it.

4. If the employee contests a tentative nonconfirmation issued by DHS, the Employer will provide the employee with a referral letter and instruct the employee to contact the Department through its toll-free hotline within 8 Federal Government work days.

5. If the employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will provide the employee with a referral letter to DHS. DHS will electronically transmit the result of the referral to the Employer within 10 Federal Government work days of the referral unless it determines that more than 10 days is necessary.

6. The Employer agrees that if an employee contests a tentative nonconfirmation based upon a photo non-match, the Employer will send a copy of the employee's Form I-551 or Form I-766 to DHS for review by:

- Scanning and uploading the document, or
- Sending a photocopy of the document by an express mail account (furnished and paid for by DHS).

7. The Employer understands that if it cannot determine whether there is a photo match/non-match, the Employer is required to forward the employee's documentation to DHS by scanning and uploading, or by sending the document as described in the preceding paragraph, and resolving the case as specified by the Immigration Services Verifier at DHS who will determine the photo match or non-match.

ARTICLE IV

SERVICE PROVISIONS

The SSA and DHS will not charge the Employer for verification services performed under this MOU. The Employer is responsible for providing equipment needed to make inquiries. To access the E-Verify System, an Employer will need a personal computer with Internet access.

ARTICLE V

PARTIES

This MOU is effective upon the signature of all parties, and shall continue in effect for as long as the SSA and DHS conduct the E-Verify program unless modified in writing by the mutual consent of all parties, or terminated by any party upon 30 days prior written notice to the others. Any and all system enhancements to the E-Verify program by DHS or SSA, including but not limited to the E-Verify checking against additional data sources and instituting new verification procedures, will be covered under this MOU and will not cause the need for a supplemental MOU that outlines these changes. DHS agrees to train employers on all changes made to E-Verify through the use of mandatory refresher tutorials and updates to the E-Verify manual. Even

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without changes to E-Verify, the Department reserves the right to require employers to take mandatory refresher tutorials.

Termination by any party shall terminate the MOU as to all parties. The SSA or DHS may terminate this MOU without prior notice if deemed necessary because of the requirements of law or policy, or upon a determination by SSA or DHS that there has been a breach of system integrity or security by the Employer, or a failure on the part of the Employer to comply with established procedures or legal requirements. Some or all SSA and DHS responsibilities under this MOU may be performed by contractor(s), and SSA and DHS may adjust verification responsibilities between each other as they may determine.

Nothing in this MOU is intended, or should be construed, to create any right or benefit, substantive or procedural, enforceable at law by any third party against the United States, its agencies, officers, or employees, or against the Employer, its agents, officers, or employees.

Each party shall be solely responsible for defending any claim or action against it arising out of or related to E-Verify or this MOU, whether civil or criminal, and for any liability wherefrom, including (but not limited to) any dispute between the Employer and any other person or entity regarding the applicability of Section 403(d) of IIRIRA to any action taken or allegedly taken by the Employer.

The employer understands that the fact of its participation in E-Verify is not confidential information and may be disclosed as authorized or required by law and DHS or SSA policy, including but not limited to, Congressional oversight, E-Verify publicity and media inquiries, and responses to inquiries under the Freedom of Information Act (FOIA).

The foregoing constitutes the full agreement on this subject between the SSA, DHS, and the Employer.

The individuals whose signatures appear below represent that they are authorized to enter into this MOU on behalf of the Employer and DHS respectively.

To be accepted as a participant in E-Verify, you should only sign the Employer's Section of the signature page. If you have any questions, contact E-Verify Operations at 888-464-4218.

Employer Synergy Telecom Service Co Inc

charles a slaughter

Name (Please type or print)

Title

Electronically Signed

11/30/2007

Signature

Date

Department of Homeland Security – Verification Division

Company ID Number: 70761

USCIS Verification Division

Name (Please type or print)

Title

Electronically Signed

11/30/2007

Signature

Date

SERVICE AND MAINTENANCE PLAN

Synergy understands that the County has many concerns in operating the jail and that jail staff should not have to spend time to operate the inmate phones—time that takes them away from their more important duties to keep the jail secure. Our goal is to relieve the County of any concerns regarding the operation of the inmate telephones.

Synergy will provide full support to every aspect of the system operations:

- Support to the facility
- Maintenance of the inmate telephone system
- Customer Service to called parties
- Customer Service to inmates

Single Point of Contact

Synergy provides a single point of contact for handling complaints and inquiries from the County, the inmates, and the public.

Single Point of Contact		
Agency	Contact	Notes
The County	Toll-Free Number	We will also provide facility staff with our cell and home phone numbers.
The Inmates	Automated Voicemail	Inmates report problems with the phones directly to Synergy without going through facility staff.
The Public	Toll-Free Number	Called parties contact Synergy directly for questions about billing or blocked numbers.

Support to the Facility

Toll Free Hotline

Synergy maintains a **toll-free Hot Line** that the facility may call for repairs or administrative assistance 24 hours a day, 7 days a week, 365 days a year. The number provided to the County is designated specifically for facility staff use, and moves the caller immediately to the front of the queue. Our Customer Service representatives usually answers this number within one or two rings. This number is always live-answered. Please call our Customer Service hot line to verify the response time and that our Customer Service representatives are polite, respectful, and well-trained.

Facility Staff number 800-205-5510
Public number 866-516-0115

Training

Ongoing training will also be available throughout the course of the contract for new staff or as a refresher for existing staff. We are planning to provide training sessions at the jail prior to the Go-Live date (system cutover), 90 days after cutover, and at six month intervals thereafter. However, we are prepared to provide additional training sooner or according to another schedule that better suits your needs.

Additional Services

Synergy also provides services to the County personnel. These include running reports, answering any administrative questions that staff may have, and assisting investigators. Just call our Hot Line and ask, and we will provide you with assistance over the phone or email you a report within 24 hours. Synergy can also provide call recordings on CD for use in court as well as expert testimony as necessary.

Synergy's system includes many features that are specifically designed to ease the burden of time and effort by facility staff in handling the inmate phones:

- **Remote access** by authorized users to all system features, including call recordings.
- Direct **Customer Service to inmates** so that facility staff need not act as go-betweens or handle complaint forms.
- Direct **Customer Service to called parties** so that facility staff need not take time away from their duties to handle complaints or inquiries.
- **Voicemail from the public to inmates** and **automated voicemail from attorneys or ombudsmen to inmates**.
- **Automated inmate accounts** and PINs as well as automated Allowed Number Lists. No action from facility staff is required.
- **Multi-function kiosk** in the facility lobby or other key locations as appropriate. The kiosk will receive payments into inmates' debit and prepaid phone accounts. The kiosk also offers payments into inmate trust funds, work release accounting, and other functions that may be useful to the facility and are not directly connected to the inmate telephones. These kiosks are interconnected, so deposits can be made into any Synergy kiosk.

Maintenance of the Inmate Telephone System

Synergy will maintain the proposed telephone system at no cost to the County.

Toll Free Number

Synergy maintains a toll-free service Hot Line that the facility may call for repairs or administrative assistance 24 hours a day, 7 days a week, 365 days a year. If the facility is not satisfied in any way with the service response, they will have the company owners' cell and home phone numbers to call to escalate the situation.

Response Times

Synergy's response times to repair requests are shown in the following table.

Repair Response Times		
	Business Hours (M-F 8 am to 5 pm)	Evenings, Weekends and Holidays
Emergency repairs (total system failure)	<i>Immediately</i>	<i>Immediately</i>
Major repairs (30% or more of functionality lost)	4 hours	4 hours
Routine repairs (such as a single phone not working)	24 hours	24 hours

Once a problem is reported, our first task will be to determine whether the problem is with hardware or software. Hardware problems will require our technician to travel to the facility to make the repair. Software problems can be fixed remotely, without the need to send a technician to the facility.

Synergy's owners, the system programmers, and the local technicians are all on call 24-hours a day, 365 days a year in the case of emergency problems that require immediate attention.

Synergy's owners customarily monitor system problems and repair responses, even when they do not actually take the lead in coordinating the repair response. If the facility is not satisfied with the response for any problem, simply escalate by calling the owners directly. Facility staff will have the owners' cell phone and home phone numbers as well as email addresses.

Local Technician

Synergy has an employee located in Omaha, within a 10-minute drive from the jail. Mr. Chad Strong will be able to respond promptly to any service calls to the jail. Mr. Strong will also be able to provide training to the staff at the jail. He will assist with the installation of the proposed inmate telephone system so that he is completely familiar with the inmate telephone system setup.

When there is a problem with the inmate telephones, it is our policy to simply replace the phone with a replacement instrument, and then fix the broken phone off-site. The process of swapping out the phone takes only a few minutes, and minimizes the time the technician needs to be in the secure area of the jail.

Service Tickets

When a problem is reported to Synergy, a service ticket is opened to report and track the resolution of the problem. A summary of service tickets can be viewed on the system by authorized personnel. Please refer to the following sample screen.

Created	Aging	Req ID	Status	Due	Technician	Caller Name	Facility	Issue	Closed Date	Closed By
2010-07-10 10:00	30:36	5430525	active	2010-07-12 12:00	Montez Emilio		Victoria County	Collect		
2010-07-03 10:00	80:59	5350255	closed	2010-07-06 17:00	Montez Emilio		Victoria County	Collect	2010-07-06 18:59	baillie@intelmat
2010-06-28 10:00	73:26	5297095	closed	2010-07-01 15:00	Montez Emilio		Victoria County	Collect	2010-07-01 11:26	ana@intelmate.
2010-06-21 10:00	102:59	5218775	closed	2010-06-25 15:00	Montez Emilio		Victoria County	Collect	2010-06-25 16:59	norma@intelm
2010-06-15 10:00	81:07	5153275	closed	2010-06-18 17:00	Montez Emilio		Victoria County	Collect	2010-06-18 19:07	baillie@intelmat
2010-06-09 10:00	53:08	5084065	closed	2010-06-11 17:00	Montez Emilio		Victoria County	Collect	2010-06-11 15:08	cindy@intelmat
2010-06-06 14:26	4:46	5049585	closed	2010-06-06 17:00	Montez Emilio		Victoria County	Not taking bills	2010-06-06 19:12	norma@intelm

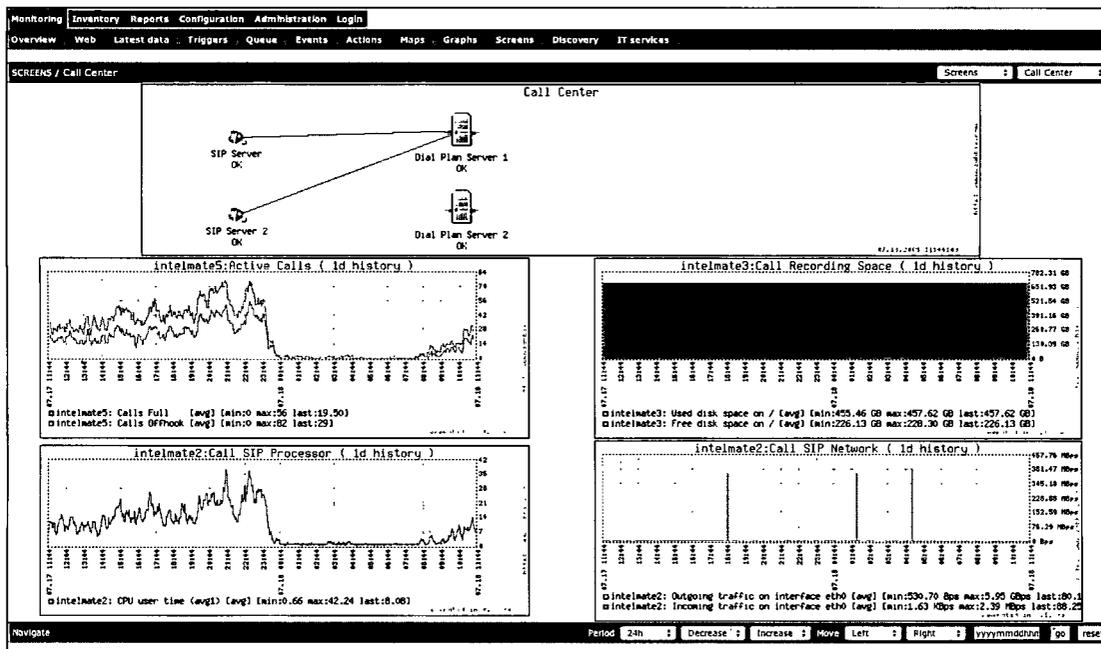
Service Tickets for a Facility

Remote Diagnostics and Repair

Our remote diagnostics monitors the system 24/7/365, and will send alerts to our back-office technicians if any problem is detected. Often we will detect and correct a problem before the facility is even aware of it.

Almost every component of the proposed system can be remotely monitored, diagnosed, and corrected.

Our remote diagnostics function is constantly watching for indicators of problems with the system. Elements monitored include the UPS (uninterruptible power source) at the facility, call traffic, short or incomplete calls, upload/download volumes, and amount of call traffic vs. capability. The following graphs illustrate some of the remote diagnostic capabilities.



Monitoring of the Call Processor

Additionally, our remote diagnostics emails our technical staff with critical data at frequent scheduled intervals throughout the day. These emails alert our technical staff to any developing problems with the equipment.

Since we are in constant contact with the on-site and off-site equipment, we will know immediately if the system goes down or if a problem develops. Most problems can be fixed remotely without the need to send someone to the facility. Even if the problem is with on-site equipment, it can often be fixed remotely over the Internet connection. If the Internet connection goes down, we can contact the UPS unit over a telephone line, check the ports, and reboot either a single port or the entire on-site system using the telephone connection. Through our remote connection, we can trace the route to see where the path of connectivity has failed. We can also remotely change the configuration of the ATA or Router installed at the facility.

All components can be repaired without the need to take down the system so that there is no disruption to service.

Customer Service to Called Parties

Synergy maintains a toll free number for families and friends of inmates to call for refund requests, call blocking, or complaints. This toll free number is live-answered 24 hours a day, 7 days a week, 365 days a year.

Customer Service handles billing enquiries, payments to prepaid accounts, refund requests, blocking requests, and any customer complaints. Our policy is to answer each call by the third ring or sooner and we will not put customers on hold. If we are experiencing an unusually large volume of calls, we will take a message and call the customer back.

Our goal is to resolve each request or complaint on the first call. In the case that an issue requires more time, a follow-up call will be made to the customer.

Customer Service representatives speak English and Spanish.

Customer Service to Inmates

Synergy's system includes an inmate voicemail feature that allows inmates to make complaints about the phone system directly to us and we respond to the inmate. This reduces the work of the facility staff, who no longer have to handle inmate complaints either directly or through the handling of complaint forms.

The voicemail system is set up so that inmates simply **dial 211#** from any inmate phone to lodge a complaint via voicemail (rather than write out their complaint). Our automated inmate Customer Service then reviews the complaint and verifies its validity. After review, an automated voicemail is created for the inmate with the resolution of the complaint. The inmate is prompted to the voicemail the next time he/she punches in his/her PIN to make a call. The following sample screen shows some of the voicemail messages left by Customer Service for a single inmate.

Inmate Phone System
Sarpy County Law Enforcement Center

Contact Info		Group/Station/Access		Call Rules		Destination Numbers		Alarms		Call Records		Voicemail		Prepaid		Deposits	
Sent Date	Delivered On	Type	Reason	Message													
01-28-08, 16:09	01-28-08, 16:35	Support	01/27/2008 19:22	We determined that call was completed without a problem, you will not be credited...													Remove
01-30-08, 16:56	01-30-08, 20:52	Support	01/30/2008 16:29	We determined that call was completed without a problem, you will not be credited...													Remove
02-28-08, 09:10	02-28-08, 09:12	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
02-28-08, 10:21	02-28-08, 10:24	Support	02/28/2008 09:14	We determined that call was completed without a problem, you will not be credited...													Remove
02-28-08, 13:57	02-28-08, 16:44	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
02-28-08, 19:50	02-29-08, 13:28	Support	02/28/2008 19:30 08:39 Adult Rooms EPod4 Right [REDACTED]	You have been credited 15 minutes													Remove
02-29-08, 18:47	02-29-08, 21:20	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
03-01-08, 14:22	03-01-08, 16:24	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
03-01-08, 17:36	03-01-08, 17:59	Support	03/01/2008 08:24 00:50 Adult Rooms EPod4 Left [REDACTED]	You have been credited 15 minutes													Remove
03-01-08, 17:41	03-01-08, 17:59	Support		A credit has already been issued for the call.													Remove
03-01-08, 17:52	03-01-08, 17:59	Support		A credit has already been issued for the call.													Remove

Inmate Voicemail Messages

The voicemail left by the inmate as well as the automated reply from Customer Service are retained in the system and can be reviewed by authorized staff at any time.

Please note that Customer Service voicemail messages are fully automated: the inmate does not have live contact with a person at any time.

PRELIMINARY INSTALLATION PLAN AND SCHEDULE

Synergy understands that it is important that we provide a fast, trouble-free transition to the new inmate telephone system, without disruption to service or facility operations.

Synergy's inmate calling platform requires very little on-site installation prior to actual cutover. Most of the work for the transition will take place off-site. Consequently, the on-site installation can be accomplished very rapidly and with minimal disruption to the facility.

From the approval of the installation plan and schedule by the County to completion of installation can take less than 30 days. We often illustrate a very conservative installation schedule in our proposal, but in reality, once we have the T-1, DSL or cable line installed, we can complete the installation in a matter of days. The actual cutover will take less than one day.

Upon contract signing, we will coordinate with the incumbent vendor for a "de-install" time period. At the same time, we will work with the County to determine an installation schedule that will be most convenient for you and that will allow for a smooth transition with no interruption of service to the County. We have based the following installation schedule on a **contract signing date of May 27, 2011 and a Go Live (cutover) date of June 20, 2011**. We have planned two phases—first, the installation and cutover of the inmate telephones; second, the installation and cutover of the visitation phones. The exact dates of cutover will be determined by mutual agreement of the County and Synergy.

1	Sign the contract	May 27
2	Site Survey	May 27
3	Order Internet service	May 27
4-5	Configure and test the system (off-site)	May 31-June 16
6	On-site training of facility staff	June 17
7	On-site installation: installation of ATAs and routers. Change out the inmate phones. Re-test the system.	June 17
8	Upload inmate data, attorney list, and block list	June 20
9	Cutover. Connect phones to our equipment and test each phone and wiring.	June 20
10	Visitation phones: wiring and installation of visitation telephones, cable back to equipment room.	June 21-23
	Cutover of visitation phones	June 23

Step 1: Award of the contract to Synergy and contract signing.

Step 2: Synergy's project manager and local technician will do a **site survey** to confirm the location of the D-Marc and/or phone closets at the facilities. During the site survey, we will also make note of the exact placement and number of telephones desired and any other special features or characteristics that will affect the inmate telephone system.

Step 3: We will order the appropriate type of service (DSL lines, T-1 line, or cable lines) for the VoIP system. It usually takes five working days for DSL or cable to be installed, and up to two to three weeks for the installation of a T-1.

Step 4: Synergy will configure the inmate telephone system to the County's specifications. During the site survey, information will have been gathered that will be used to configure the system. Synergy's programmers will also prepare the interfaces with the jail management system (JMS) and commissary system, as applicable.

Step 5: Synergy will test the system to ensure that it is running properly. Testing will be accomplished before installation of the equipment at the facility so that there will be no disruption to the facility construction or other County business.

Step 6: We will provide **on-site training** to fit your schedule.

Synergy will provide initial training to ensure that all users are fully able to use the system. Our system is very intuitive and user-friendly. New users usually feel completely comfortable with the system with only a few hours of training. Ongoing training throughout the contract will be available for new staff or as a refresher for existing staff.

Step 7: Onsite installation. Replace the existing inmate phones with new phones. We may also need to replace the backboards for the phones. We will also install the small ATAs that convert the signal and the routers that send call traffic to our switch in Dallas. The routers will be cross-connected into the Internet connection for redundancy. The routers, ATAs and UPS are the only on-site equipment needed in the equipment closet. Delivery of equipment to the facility will be arranged for a few days prior to the onsite installation.

Once the routers are installed, we will check the Internet connections. The call processor has already been tested before arrival at the facility. All that remains is to ensure that the routers and Internet connections for the facility are working properly.

A payment kiosk will be installed in the jail lobby.

Acceptance testing by the County can be done at this point in the installation process, or can be reserved for after cutover.

Step 8: As close as possible to cutover, Synergy will upload the inmate accounts, attorney lists, and block lists (as applicable) from the incumbent's system to the new system.

Step 9: Cutover. We will replace the existing inmate phones with new phones and transfer the telephone wires from the existing system to Synergy's system. The technician will then make a test call from each phone to make sure that the phone is working properly, that there are no problems with the wiring to the phone, and to identify each port location in the system.

Step 10: Transition the visitation booths to visitation phones connected to our system for PINs, call detail, and call recording.

In order to provide visitation recording with PINs, we will need to change the existing phones in the visitation booths to pairs of inmate phones and wire these phones back to our equipment in an equipment closet where we have installed Internet connectivity. The transition of the

visitation phones must take place after the inmate phones are turned up—the phones will not work until the system is cut over.

We have allowed two days in the preliminary schedule for the cabling of the visitation phones, and a third day for changing out the visitation phones and connecting them to our system. The actual time required may be less depending on the existing wiring and the difficulty of cabling from the visitation area to the equipment room.

No Interruption in Revenue

Synergy's transition plan is designed to minimize the disruption and downtime of telephone services during vendor changeover, and thus minimize the impact of system changeover on revenue. This is accomplished in the following ways.

First, Synergy's back office preparation and planning minimizes the on-site work required. Prior to arrival at the facilities, the inmate telephone system will have been fully programmed and tested and DSL/cable will be installed. All that remains is to install the ATAs and routers, re-test the system operation, and change out the inmate phones.

Second, to facilitate the transition, we would be willing to purchase the existing inmate telephones from the current provider. This would speed up the transition process by eliminating the step of changing out the phones to new instruments.

Third, the onsite cutover process only involves the changing of the wires from the old system to our system (a "hot swap"), and a test call from each inmate phone. **Switchover to the new system takes less than one day.** This can be done during a time when phones receive minimal use to further eliminate any possible revenue loss.

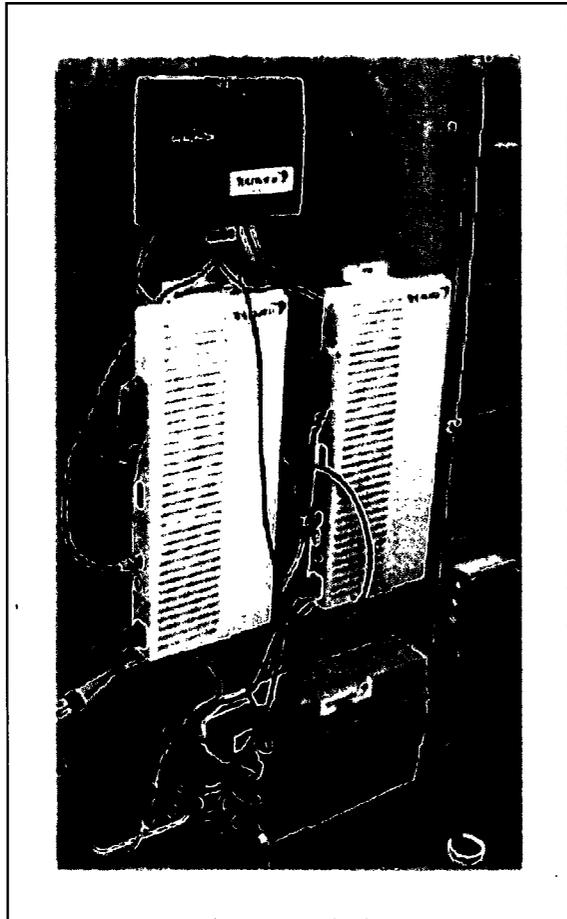
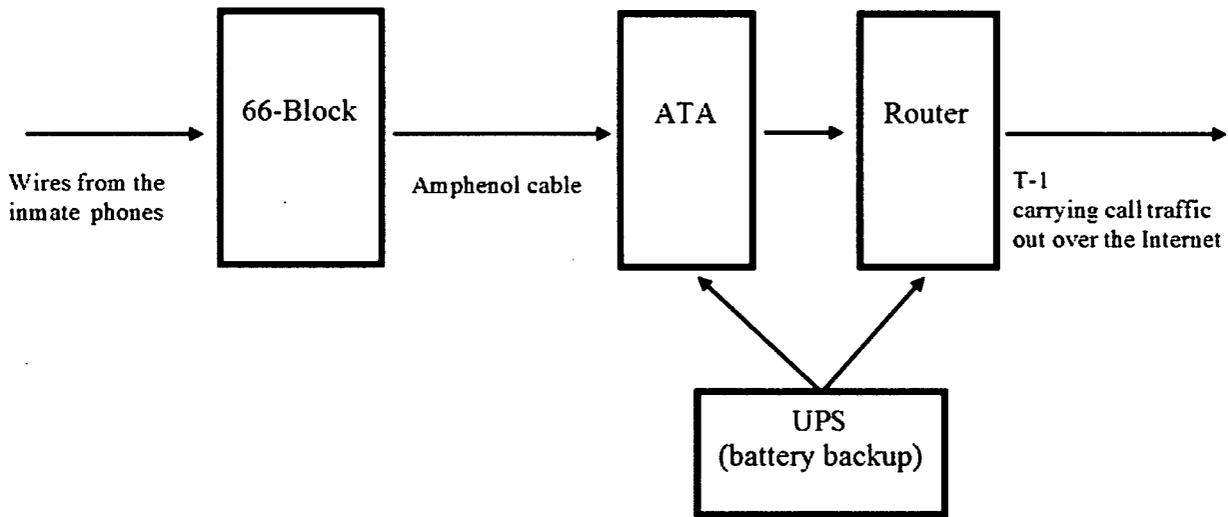
County Responsibilities

Our transition plan is designed to minimize any trouble and work for County staff. In fact, the only assistance we require is reasonable access to the facility and equipment room. We will require escorts for our technicians to the phone locations to replace the phones and for the test calls.

Synergy will handle all coordination between agencies and all other preparation and installation.

On Site Equipment

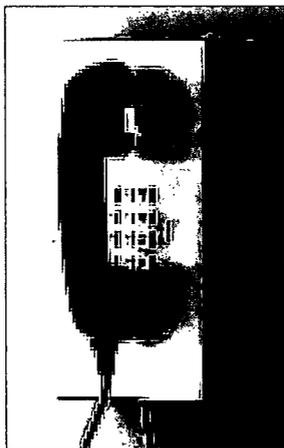
Other than the inmate telephones and related cabling, Synergy's inmate calling platform requires very little on-site equipment. The onsite equipment will consist of ATAs that convert the signal from analog to digital, Routers that send call traffic to our switch in Dallas, and UPS (uninterruptible power source) to support the equipment in case of power surges or outages. These can be mounted on the wall of the equipment room or mounted in a supply relay rack.



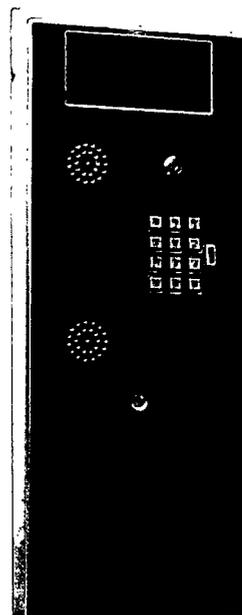
From top to bottom, Router, 2 ATAs, and UPS, mounted on the wall in the equipment room. This equipment can support 48 phones.

As the County currently has 27 inmate phones, and 10 visitation booths (20 visitation phones), that will require a total of 47 ports. We anticipate we will require 2 ATAs exactly as shown in this photo.

Inmate Telephones – analog telephones for receiving voice and DTMF from the inmate. The telephones are mounted on backboards, and secured with a special security screw that cannot be removed without a special tool.



Standard inmate telephone.



Hands-free inmate telephone.

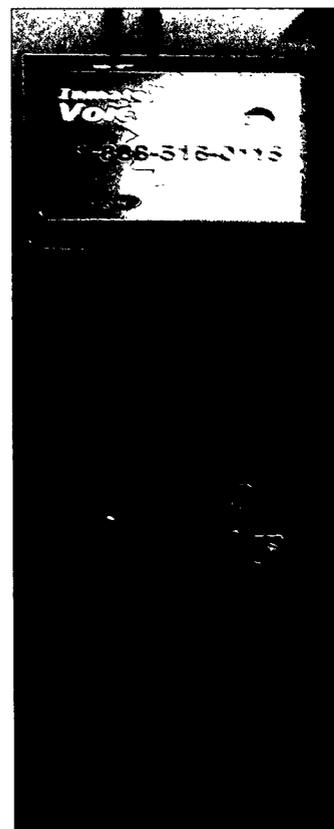
ATA (analog telephone adaptor) – convert analog signals to TCPIP. These can be wall-mounted in the equipment room. The physical size of the ATA is roughly 12" by 24" by 1" per 24 telephone instruments.

Router – send the digital signals (voice and data) to the host location for processing. These can be wall-mounted in the equipment room. The physical size of the Router is roughly 4" by 6" by 1.5."

UPS (uninterruptible power source) – provide electrical conditioning and power backup to the on-site equipment. The UPS is approximately 15" by 9" by 4".

TTY Devices – Synergy will provide a TDD/TTY device by Ultratech upon request for the use of hearing impaired inmates. This device works with the proposed inmate telephone system.

Kiosk in the Facility Lobby – for the deposit of monies into telephone accounts as well as other functions for the convenience of the facility.



Multi-function Kiosk with TV screen for the facility lobby.

SAMPLE COMMISSION SUMMARY REPORT

Please note that this is a sample commission summary report only. Your own commission summary report will be designed to suit your specific requirements.

Name of Agency

Starting: 04/01/2009 Ending: 04/30/2009

Collect Calls						50%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Collect Calls	Completed Call	Local	462	3,962	\$934.50	\$467.25
Collect Calls	Completed Call	Intrastate	213	2,074	\$745.50	\$372.75
Collect Calls	Completed Call	Interstate	95	950	\$475.00	\$237.50
Collect Calls	Completed Call	International	-	-	-	-
			770	6,987	\$2,155.00	\$1,077.50

Prepaid						45%
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
Prepaid	Completed Call	Local	3,429	28,105	\$7,445.65	\$3,350.54
Prepaid	Completed Call	Intrastate	2,498	26,389	\$6,899.69	\$3,104.86
Prepaid	Completed Call	Interstate	696	7,417	\$2,063.72	\$928.68
Prepaid	Completed Call	International	171	1,476	\$1,524.93	\$686.22
			6,794	63,389	\$17,934.00	\$8,070.30

All Call Types						
Call Type	Termination	Lata	Call Count	Total Minutes	Total Revenue	Commission
All Calls	Completed Call	Local	3,891	32,068	\$8,380.15	\$3,817.79
All Calls	Completed Call	Intrastate	2,711	28,464	\$7,645.19	\$3,477.61
All Calls	Completed Call	Interstate	791	8,368	\$2,538.72	\$1,166.18
All Calls	Completed Call	International	171	1,476	\$1,524.93	\$686.22
			7,564	70,377	\$20,089.00	\$9,147.80
Inmate prepaid - collected						\$5,155.00
Inmate prepaid - sales tax						-
Net Total						\$3,992.80

Total Commissions \$3,992.80

SAMPLE CALL TRAFFIC REPORT

Please note that this is a sample call traffic report only. Your own call traffic report will be designed to suit your specific requirements.

This report shows call data for a single small County facility.

County Jail
 100 Main Street
 Pasadena, Texas

January 2011

GRAND TOTAL	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
Collect	112	656.37	\$ 504.95	\$ 4.51	\$ 0.77	5.86
Debit	1994	12,055.82	\$ 3,520.50	\$ 1.77	\$ 0.29	6.05
Prepaid Collect	1173	8,810.87	\$ 2,449.00	\$ 2.09	\$ 0.28	7.51
Credit Collect	106	900.08	\$ 607.12	\$ 5.73	\$ 0.67	8.49
Free	634	5,468.27	\$ -	\$ -	\$ -	8.63
Total	4019	27,891.41	\$ 7,081.57	\$ 1.76	\$ 0.25	6.94

GRAND TOTAL	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
Local	336	1,666.00	\$619.45	\$ 1.84	\$ 0.37	4.96
Long Distance	2769	16,533.90	\$4,999.02	\$ 1.81	\$ 0.30	5.97
Interstate	902	9,587.41	\$1,382.10	\$ 1.53	\$ 0.14	10.63
International	12	104.10	\$81.00	\$ 6.75	\$ 0.78	8.68
Total	4019	27,891.41	\$7,081.57	\$ 1.76	\$ 0.25	6.94

Collect Calls

Day	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
1/31/2011	6	12.95	\$ 18.86	\$ 3.14	\$ 1.46	2.16
1/30/2011	2	15.77	\$ 7.30	\$ 3.65	\$ 0.46	7.88
1/29/2011	6	7.95	\$ 19.90	\$ 3.32	\$ 2.50	1.33
1/28/2011	4	21.52	\$ 14.60	\$ 3.65	\$ 0.68	5.38
1/27/2011	0	0.00	\$ -	\$ -	\$ -	0.00
1/26/2011	0	0.00	\$ -	\$ -	\$ -	0.00
1/25/2011	1	4.70	\$ 4.18	\$ 4.18	\$ 0.89	4.70
1/24/2011	3	6.77	\$ 9.27	\$ 3.09	\$ 1.37	2.26
1/23/2011	6	11.73	\$ 20.83	\$ 3.47	\$ 1.78	1.96
1/22/2011	6	27.68	\$ 20.31	\$ 3.39	\$ 0.73	4.61
1/21/2011	1	14.58	\$ 3.65	\$ 3.65	\$ 0.25	14.58
1/20/2011	2	3.18	\$ 6.04	\$ 3.02	\$ 1.90	1.59
1/19/2011	7	35.32	\$ 25.84	\$ 3.69	\$ 0.73	5.05
1/18/2011	2	12.53	\$ 8.60	\$ 4.30	\$ 0.69	6.27
1/17/2011	11	52.72	\$ 46.72	\$ 4.25	\$ 0.89	4.79
1/16/2011	7	29.80	\$ 50.14	\$ 7.16	\$ 1.68	4.26
1/15/2011	4	24.50	\$ 14.27	\$ 3.57	\$ 0.58	6.13
1/14/2011	2	28.88	\$ 24.49	\$ 12.25	\$ 0.85	14.44
1/13/2011	1	2.80	\$ 3.65	\$ 3.65	\$ 1.30	2.80
1/12/2011	4	48.65	\$ 23.78	\$ 5.95	\$ 0.49	12.16
1/11/2011	5	60.97	\$ 41.56	\$ 8.31	\$ 0.68	12.19
1/10/2011	4	7.00	\$ 12.21	\$ 3.05	\$ 1.74	1.75
1/9/2011	2	29.33	\$ 24.49	\$ 12.25	\$ 0.83	14.67
1/8/2011	2	2.73	\$ 7.30	\$ 3.65	\$ 2.67	1.37
1/7/2011	6	46.43	\$ 21.39	\$ 3.57	\$ 0.46	7.74
1/6/2011	9	104.10	\$ 44.18	\$ 4.91	\$ 0.42	11.57
1/5/2011	0	0.00	\$ -	\$ -	\$ -	0.00
1/4/2011	2	15.05	\$ 6.25	\$ 3.13	\$ 0.42	7.53
1/3/2011	0	0.00	\$ -	\$ -	\$ -	0.00
1/2/2011	2	2.35	\$ 6.53	\$ 3.27	\$ 2.78	1.18
1/1/2011	5	26.37	\$ 18.61	\$ 3.72	\$ 0.71	5.27
TOTAL	112	656.37	\$ 504.95	\$ 4.51	\$ 0.77	5.86

Debit Calls

Day	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
1/31/2011	45	258.52	\$ 73.50	\$ 1.63	\$ 0.28	5.74
1/30/2011	44	262.02	\$ 76.00	\$ 1.73	\$ 0.29	5.95
1/29/2011	53	285.55	\$ 86.00	\$ 1.62	\$ 0.30	5.39
1/28/2011	57	316.93	\$ 93.50	\$ 1.64	\$ 0.30	5.56
1/27/2011	57	403.47	\$ 111.75	\$ -	\$ -	0.00
1/26/2011	49	275.15	\$ 83.50	\$ -	\$ -	0.00
1/25/2011	54	292.05	\$ 84.25	\$ 1.56	\$ 0.29	5.41
1/24/2011	57	323.67	\$ 93.00	\$ 1.63	\$ 0.29	5.68
1/23/2011	78	476.58	\$ 136.75	\$ 1.75	\$ 0.29	6.11
1/22/2011	56	274.20	\$ 87.00	\$ 1.55	\$ 0.32	4.90
1/21/2011	80	465.93	\$ 133.25	\$ 1.67	\$ 0.29	5.82
1/20/2011	81	458.12	\$ 137.00	\$ 1.69	\$ 0.30	5.66
1/19/2011	46	330.60	\$ 100.25	\$ 2.18	\$ 0.30	7.19
1/18/2011	62	348.70	\$ 97.75	\$ 1.58	\$ 0.28	5.62
1/17/2011	62	365.32	\$ 103.75	\$ 1.67	\$ 0.28	5.89
1/16/2011	63	364.48	\$ 103.25	\$ 1.64	\$ 0.28	5.79
1/15/2011	57	364.50	\$ 103.50	\$ 1.82	\$ 0.28	6.39
1/14/2011	83	562.90	\$ 159.50	\$ 1.92	\$ 0.28	6.78
1/13/2011	61	469.57	\$ 127.50	\$ 2.09	\$ 0.27	7.70
1/12/2011	54	359.80	\$ 112.75	\$ 2.09	\$ 0.31	6.66
1/11/2011	45	283.28	\$ 79.50	\$ 1.77	\$ 0.28	6.30
1/10/2011	63	393.95	\$ 111.00	\$ 1.76	\$ 0.28	6.25
1/9/2011	55	293.40	\$ 87.00	\$ 1.58	\$ 0.30	5.33
1/8/2011	89	507.85	\$ 161.75	\$ 1.82	\$ 0.32	5.71
1/7/2011	62	358.35	\$ 105.00	\$ 1.69	\$ 0.29	5.78
1/6/2011	82	520.35	\$ 148.75	\$ 1.81	\$ 0.29	6.35
1/5/2011	60	372.68	\$ 112.50	\$ -	\$ -	0.00
1/4/2011	83	455.87	\$ 136.00	\$ 1.64	\$ 0.30	5.49
1/3/2011	75	384.87	\$ 115.75	\$ -	\$ -	0.00
1/2/2011	96	639.33	\$ 183.75	\$ 1.91	\$ 0.29	6.66
1/1/2011	85	587.83	\$ 175.75	\$ 2.07	\$ 0.30	6.92
Total	1994	12,055.82	\$ 3,520.50	\$ 1.77	\$ 0.29	6.05

Prepaid Collect Calls

Day	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
1/31/2011	50	357.45	\$ 102.50	\$ 2.05	\$ 0.29	7.15
1/30/2011	47	389.00	\$ 105.75	\$ 2.25	\$ 0.27	8.28
1/29/2011	48	349.50	\$ 98.25	\$ 2.05	\$ 0.28	7.28
1/28/2011	29	284.88	\$ 74.50	\$ 2.57	\$ 0.26	9.82
1/27/2011	36	259.67	\$ 73.50	\$ -	\$ -	0.00
1/26/2011	22	196.10	\$ 51.75	\$ -	\$ -	0.00
1/25/2011	31	267.52	\$ 70.75	\$ 2.28	\$ 0.26	8.63
1/24/2011	34	182.10	\$ 56.50	\$ 1.66	\$ 0.31	5.36
1/23/2011	46	275.80	\$ 79.25	\$ 1.72	\$ 0.29	6.00
1/22/2011	37	298.28	\$ 82.75	\$ 2.24	\$ 0.28	8.06
1/21/2011	40	275.67	\$ 77.25	\$ 1.93	\$ 0.28	6.89
1/20/2011	31	263.83	\$ 70.50	\$ 2.27	\$ 0.27	8.51
1/19/2011	29	197.97	\$ 56.25	\$ 1.94	\$ 0.28	6.83
1/18/2011	62	450.35	\$ 124.75	\$ 2.01	\$ 0.28	7.26
1/17/2011	31	220.62	\$ 62.25	\$ 2.01	\$ 0.28	7.12
1/16/2011	41	239.03	\$ 71.75	\$ 1.75	\$ 0.30	5.83
1/15/2011	44	351.25	\$ 95.50	\$ 2.17	\$ 0.27	7.98
1/14/2011	40	262.85	\$ 75.50	\$ 1.89	\$ 0.29	6.57
1/13/2011	40	311.82	\$ 85.25	\$ 2.13	\$ 0.27	7.80
1/12/2011	47	419.68	\$ 112.75	\$ 2.40	\$ 0.27	8.93
1/11/2011	30	244.63	\$ 67.75	\$ 2.26	\$ 0.28	8.15
1/10/2011	34	264.33	\$ 74.25	\$ 2.18	\$ 0.28	7.77
1/9/2011	25	237.87	\$ 62.00	\$ 2.48	\$ 0.26	9.51
1/8/2011	37	289.12	\$ 80.25	\$ 2.17	\$ 0.28	7.81
1/7/2011	47	359.63	\$ 100.00	\$ 2.13	\$ 0.28	7.65
1/6/2011	52	328.30	\$ 96.50	\$ 1.86	\$ 0.29	6.31
1/5/2011	24	166.00	\$ 47.50	\$ -	\$ -	0.00
1/4/2011	32	174.90	\$ 51.75	\$ 1.62	\$ 0.30	5.47
1/3/2011	35	282.85	\$ 77.25	\$ -	\$ -	0.00
1/2/2011	23	226.83	\$ 59.50	\$ 2.59	\$ 0.26	9.86
1/1/2011	49	383.03	\$ 105.00	\$ 2.14	\$ 0.27	7.82
Total	1173	8,810.87	\$ 2,449.00	\$ 2.09	\$ 0.28	7.51

Credit Collect Calls

Day	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
1/31/2011	1	15.00	\$ 6.98	\$ 6.98	\$ 0.47	15.00
1/30/2011	1	2.95	\$ 3.20	\$ 3.20	\$ 1.08	2.95
1/29/2011	7	32.85	\$ 23.56	\$ 3.37	\$ 0.72	4.69
1/28/2011	1	4.02	\$ 3.83	\$ 3.83	\$ 0.95	4.02
1/27/2011				\$ -	\$ -	0.00
1/26/2011	5	39.85	\$ 74.83	\$ -	\$ -	0.00
1/25/2011	5	46.92	\$ 26.08	\$ 5.22	\$ 0.56	9.38
1/24/2011	1	1.70	\$ 2.88	\$ 2.88	\$ 1.69	1.70
1/23/2011	1	0.98	\$ 2.57	\$ 2.57	\$ 2.61	0.98
1/22/2011						
1/21/2011						
1/20/2011	2	17.82	\$ 11.15	\$ 5.58	\$ 0.63	8.91
1/19/2011	2	12.82	\$ 9.02	\$ 4.51	\$ 0.70	6.41
1/18/2011	4	19.90	\$ 15.83	\$ 3.96	\$ 0.80	4.98
1/17/2011	2	15.83	\$ 9.55	\$ 4.77	\$ 0.60	7.92
1/16/2011	11	53.60	\$ 44.16	\$ 4.01	\$ 0.82	4.87
1/15/2011	1	15.00	\$ 6.98	\$ 6.98	\$ 0.47	15.00
1/14/2011	2	22.02	\$ 21.59	\$ 10.79	\$ 0.98	11.01
1/13/2011						
1/12/2011	1	15.00	\$ 6.98	\$ 6.98	\$ 0.47	15.00
1/11/2011	4	33.03	\$ 30.45	\$ 7.61	\$ 0.92	8.26
1/10/2011	2	5.15	\$ 6.40	\$ 3.20	\$ 1.24	2.58
1/9/2011	1	12.97	\$ 6.35	\$ 6.35	\$ 0.49	12.97
1/8/2011	2	15.60	\$ 9.55	\$ 4.77	\$ 0.61	7.80
1/7/2011	2	16.15	\$ 9.86	\$ 4.93	\$ 0.61	8.08
1/6/2011	2	2.43	\$ 5.45	\$ 2.73	\$ 2.24	1.22
1/5/2011	13	178.05	\$ 87.38	\$ -	\$ -	0.00
1/4/2011	12	114.57	\$ 67.93	\$ 5.66	\$ 0.59	9.55
1/3/2011	7	70.40	\$ 38.46	\$ -	\$ -	0.00
1/2/2011	8	73.18	\$ 41.65	\$ 5.21	\$ 0.57	9.15
1/1/2011	6	62.30	\$ 34.45	\$ 5.74	\$ 0.55	10.38
Total	106	900.08	\$ 607.12	\$ 5.73	\$ 0.67	8.49

Free Calls

Day	Calls	Minutes	Charges	Average Charge per Call	Average Charge per Minute	Average Minutes per Call
1/31/2011	13	40.62	\$ -	\$ -	\$ -	3.12
1/30/2011	34	505.48	\$ -	\$ -	\$ -	14.87
1/29/2011	23	60.83	\$ -	\$ -	\$ -	2.64
1/28/2011	6	6.13	\$ -	\$ -	\$ -	1.02
1/27/2011	23	350.72	\$ -	\$ -	\$ -	0.00
1/26/2011	7	6.02	\$ -	\$ -	\$ -	0.00
1/25/2011	14	50.75	\$ -	\$ -	\$ -	3.63
1/24/2011	7	6.67	\$ -	\$ -	\$ -	0.95
1/23/2011	29	373.07	\$ -	\$ -	\$ -	12.86
1/22/2011	16	78.35	\$ -	\$ -	\$ -	4.90
1/21/2011	11	17.82	\$ -	\$ -	\$ -	1.62
1/20/2011	37	389.27	\$ -	\$ -	\$ -	10.52
1/19/2011	7	5.90	\$ -	\$ -	\$ -	0.84
1/18/2011	12	32.98	\$ -	\$ -	\$ -	2.75
1/17/2011	11	10.87	\$ -	\$ -	\$ -	0.99
1/16/2011	53	775.33	\$ -	\$ -	\$ -	14.63
1/15/2011	24	128.08	\$ -	\$ -	\$ -	5.34
1/14/2011	18	15.43	\$ -	\$ -	\$ -	0.86
1/13/2011	33	386.17	\$ -	\$ -	\$ -	11.70
1/12/2011	20	19.12	\$ -	\$ -	\$ -	0.96
1/11/2011	9	49.83	\$ -	\$ -	\$ -	5.54
1/10/2011	13	16.97	\$ -	\$ -	\$ -	1.31
1/9/2011	39	671.32	\$ -	\$ -	\$ -	17.21
1/8/2011	12	30.37	\$ -	\$ -	\$ -	2.53
1/7/2011	26	23.97	\$ -	\$ -	\$ -	0.92
1/6/2011	39	435.57	\$ -	\$ -	\$ -	11.17
1/5/2011	17	117.45	\$ -	\$ -	\$ -	0.00
1/4/2011	20	96.23	\$ -	\$ -	\$ -	4.81
1/3/2011	8	13.30	\$ -	\$ -	\$ -	0.00
1/2/2011	35	563.63	\$ -	\$ -	\$ -	16.10
1/1/2011	18	190.03	\$ -	\$ -	\$ -	10.56
Total	634	5,468.27	\$ -	\$ -	\$ -	8.63

INMATE TELEPHONE SYSTEM

SYSTEM REPORTS

The Inmate Telephone System has a comprehensive, easy-to-use reporting function that is an integral part of the system. Running reports is fast and easy, and available from every screen. The system is flexible, and provides both standard reports and ad hoc reports that search any aspect of the Call Detail Records.

Standard reports include:

- Call Details
- Call Notes
- Top Called Numbers
- Shared Numbers (by more than 1 inmate)
- Top Phones/Trunks
- Top Inmate PINs
- Call Summary By Day
- Call Summary By Week
- Call Summary By Month
- Call Summary By Year
- Prepaid Activated All
- Prepaid Activated Order
- Prepaid Activated Merchant
- Prepaid Activated Vending
- Prepaid Reconciliation All By Inmate
- Prepaid Reconciliation Order By Inmate
- Prepaid Reconciliation Merchant By Inmate
- Prepaid Reconciliation Vending By Inmate

Reports can be sorted on any column, printed, saved, and exported to a standard CSV (Excel) or PDF file.

In the following pages, we have described the reporting function, the different ways to generate reports, and illustrated a few of the reports available. The discussion is divided into three sections:

- **Reports on all calls at the facility** – reports run on all calls made from the facility
- **Limited reports** – reports run on calls made by one inmate, from one inmate telephone, to one destination number, and so on
- **Other reports** – reports generated through tabs or drop-down menus without going through the reporting function

Reports On All Calls at the Facility

To run a report on all the calls made from a facility, go to the Call History tab. The user will be able to restrict the report by inmate, destination number, telephone station, or a range of dates by using the drop-down calendar. The following sample screen shows a range of dates selected for the report.

Call History | Active Calls | PREA | Crime Tips

Inmate / Destination: Name or PIN, Destination #

Time Range: Starting 07/06/2008 08:04, Ending 07/13/2008 08:04

Station: [Dropdown], Group: Any

Search: Search, Run Report >, Reset Search >

Call Playback: [Play] Waiting to play... Next Call >

Call Time	Duration	Inmate	Group	Station	Call CD
07/28/2008 06:53	00:01	[Redacted]	JWC In Custody	DR East Middle	
07/28/2008 06:52	00:12	S Aaron	JWC In Custody	DR East Middle	
07/28/2008 06:52	00:07	[Redacted]	JWC In Custody	DR East Middle	
07/28/2008 06:47	01:21	I [Redacted] anonymous	Juvenile	Juv Pod D	360: [Redacted]-8793 D incomplete
07/28/2008 06:45	01:33	B [Redacted] Nicholas	JWC In Custody	Dorm 2 Right	360: [Redacted]-2361 I no answer
07/28/2008 06:41	15:00	H [Redacted]	JWC In Custody	Dorm 2 Left	360: [Redacted]-6872 I no answer

Call History – Report Parameters

Once the report parameters are selected, clicking on “Run Report” will take the user to the reporting screen.

Reports - Facility	
Call Details (pdf, csv) >	
Call Notes (pdf, csv) >	
Top Called Numbers (pdf, csv) >	
Top Phones (pdf, csv) >	
Call Summary By Day (pdf, csv) >	
Call Summary By Week (pdf, csv) >	
Call Summary By Month (pdf, csv) >	
Call Summary By Year (pdf, csv) >	
<hr/>	
Prepaid Reports	
Prepaid Activated All (pdf, csv) >	
Prepaid Activated Order (pdf, csv) >	
Prepaid Activated Merchant (pdf, csv) >	
Prepaid Activated Vending (pdf, csv) >	
Prepaid Recon All By Inmate (pdf, csv) >	
Prepaid Recon Order By Inmate (pdf, csv) >	
Prepaid Recon Merchant By Inmate (pdf, csv) >	
Prepaid Recon Vending By Inmate (pdf, csv) >	

Reporting Screen

From this screen, the desired report is selected. The following are a few sample reports.

Call Detail Report

The following report shows the details of every call made from Booking Phone B3 Left during the specified time frame. Since the calls are made from a booking phone, the inmate has not yet received a PIN number and is anonymous. The scroll bars at the right and bottom of the screen allow the user to see the complete call information. If the user were to scroll down, he/she would see calls made from other phones in this report.

Sample System Reports

Call Details - Facility										
Starting: 07/06/2008 00:00 Ending: 07/14/2008 00:00										
Id	Inmate	Destination	Fid	Group	Phone	Date	Termination	Minutes	Pay code	Ar
24287504	Inmate, Anonymous	360-1727	51	Adult Booking	Booking B3 Left	07/13/2008 23:39		05:59	C	In
24287314	Inmate, Anonymous	360-1727	51	Adult Booking	Booking B3 Left	07/13/2008 23:24		04:35	C	In
24287264	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:23	incomplete	00:33	C	
24287254	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:22	incomplete	00:47	C	
24287244	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:22	incomplete	00:15	C	
24287234	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:21	incomplete	01:11	C	
24287204	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:19	reject ani	01:16	C	
24287174	Inmate, Anonymous	360-1675	51	Adult Booking	Booking B3 Left	07/13/2008 23:14	adv prepaid	03:00	A	Lo
24287064	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:13	reject ani	01:11	C	
24287054	Inmate, Anonymous		51	Adult Booking	Booking B3 Left	07/13/2008 23:12	incomplete	00:52	C	

Call Detail Report

Call Summary Report

This report shows a summary, by month, of all calls made at the facility, including total call revenue. The graph provides a quick view of calling trends.

Call Summary - Facility										
Month	Calls	Completed	Collect	Collect attempt	Prepaid	Prepaid attempt	Adv prepaid	Free	Minutes	Price
2008-07	75136	18023	2611	32771	12034	27421	2030	1348	227572:30	\$34978.61
2008-06	136310	32003	5404	62789	20323	44872	4046	2230	418283:12	\$61839.06
2008-05	137573	31621	6253	66236	19098	43315	4278	1992	420197:13	\$62565.28
2008-04	135259	32336	8733	68496	17742	41420	3765	2096	423436:33	\$65864.41
2008-03	133679	34435	10614	66766	18273	40521	3865	1683	449391:27	\$75579.84
2008-02	121789	29139	9000	60966	15968	37651	3205	966	387317:56	\$69406.66
2008-01	77492	17064	6708	40003	5509	12886	2740	2145	224542:34	\$36842.17
	817238	194621	49323	398027	108947	248086	23929	12460	2550741:25	\$407076.04

Call Summary Report By Month

Top Called Numbers Report

This report shows the most frequently called numbers at the facility. In the case of this particular facility, the most frequently called numbers are to bail bondsmen.

Top Called Numbers - Facility					
Destination	Inmate	Calls	Minutes	Notes	
360-2245	H...ez, Tony	583	3480:40	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	Ir... Anonymous	426	2643:38	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	C...hawn	108	495:09	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	H...y, Matthew	65	451:06	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	Y...le	64	325:34	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	A...Larry	39	205:24	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	F...esse	36	192:35	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	S...Jason	36	190:57	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	P...ric	31	177:43	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	M...Stephanie	30	370:37	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	C...Brian	28	178:51	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	R...Shane	25	161:10	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	M...g, Jeremy	23	121:32	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	W...len	22	97:43	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	L...anessa	22	112:01	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	B...ichael	22	163:28	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	P...Spencer	20	187:18	Regan Bail Bonds blocked for 3 way calling kd	
360-2245	M...illy	19	80:08	Regan Bail Bonds blocked for 3 way calling kd	

Top Called Numbers Report

Limited Reports

Reports can be generated from every function tab, such as the Inmate tab, the Station tab (inmate telephone), or the Destination Number tab. For example, in the Station tab, a secondary tab "Call Records" allows you to access report for all calls made from that inmate telephone.

Location & Notes

Location:

Notes:

Group:

Routing Configuration

Gateway:

Line #:

Inactivity Threshold (hours, 0=none):

Type:

Phone Serial #:

Extension / SIP #:

Station Type Configuration

Require PIN:

Status:

Support T.T.:

Back to stations

Call Records

Inmate / Destination Name or PIN:

Destination #:

Time Range Starting: Ending:

Search:

[Run Report >](#)
[Reset Search >](#)

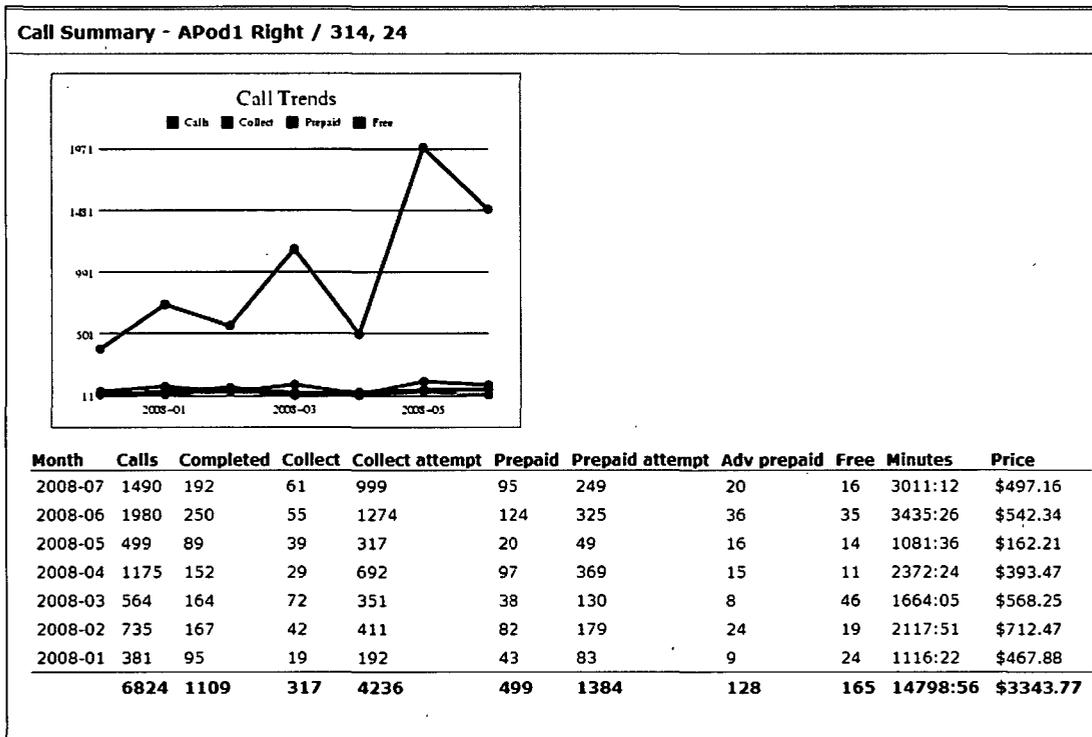
Call Playback:

Any Area: Any: Any: Any: Cell CD:

Call Time	Duration	Inmate	Group	Destination	S	Reason	Alarm	Listen	CD
07/27/2008 21:18	14:35	Gary	Adult Rooms	38-6761				<input type="button" value="Listen"/>	<input type="checkbox"/>
07/27/2008 21:18	00:27	Gary	Adult Rooms			reject ani		<input type="button" value="Listen"/>	<input type="checkbox"/>
07/27/2008 21:17	00:36	Gary	Adult Rooms			reject ani		<input type="button" value="Listen"/>	<input type="checkbox"/>

Inmate Telephone Station – Call Records

At the Call Records tab for the station, all calls for that inmate telephone are listed in reverse chronological order. The user sees the most recent call first. The user can also run any report on this inmate telephone by setting the report parameters and clicking on "Run Report." The report will automatically be limited to calls made from this inmate telephone. The following sample report shows a call summary by month of calls made from this inmate telephone.



Call Summary By Month – Station APod1 Right

Similar reports are available by using the Destination Number tab, the Alarms tab, or the Inmate tab. Investigators will instantly have at their fingertips all the information they require without having to travel among multiple screens to get to the one they want.

Other Reports

A variety of information is instantly available at every tab, and can be sorted on every column and searched by the use of drop-down menus. A few of these instant reports are shown below.

Kiosk Transactions

Deposits made to the inmate telephone accounts through the kiosk are shown in the main Kiosk tab. The following screen shows the most recent deposits into both the inmate telephone accounts and the inmate Trust accounts. Complete deposit history is shown under the Deposit History tab.

Sample System Reports

Calls	Inmates	Groups	Stations	Destination Numbers	Alarms	Users/Contacts	Kiosks	Commissary	Facility	CSR	
Kiosks Deposit History Pending Trust											
Kiosks: (Add Kiosk)											
ID	Name	Last Ping	Last Service	Current Cash	Current Bills	Receipts/Printed					
14	Elmore Kiosk	07-17-08, 16:31	07-10-08, 19:40	\$975.00	70	158	Details				
Recent Deposits:											
ID	Date	Kiosk#/CSR	Inmate	Deposit Type	Destination Phone	Pay Type	Amount	Fees	Posted	Cancelled	Notes
61694	07/17/2008 14:59	14	Fi [redacted] gene	Prepaid		Cash	\$20.00	\$0.00			
61644	07/17/2008 14:21	14	B [redacted] enneth	Prepaid		Cash	\$45.00	\$0.00			
61104	07/16/2008 19:53	14	R [redacted] ath	Trust		Cash	\$22.01	\$2.99	07-17-08, 08:50		
61014	07/16/2008 18:47	KellyDou	L [redacted] robert	Prepaid		Credit	\$20.00	\$1.80			CC: XXXX-XXXX-XXXX-7172 2087881333
60984	07/16/2008 18:11	14	P [redacted] nice	Trust		Cash	\$22.01	\$2.99	07-17-08, 08:50		
60964	07/16/2008 17:50	Elizabeth	R [redacted] ium	Prepaid	208 [redacted] 1793	Credit	\$50.00	\$4.50			CC: XXXX-XXXX-XXXX-2909
60854	07/16/2008 15:36	Anita	P [redacted] ent	Prepaid	208 [redacted] 4563	Credit	\$20.00	\$1.80			CC: XXXX-XXXX-XXXX-5891 2085904563
60814	07/16/2008 14:12	14	M [redacted] cedo,	Trust		Cash	\$97.00	\$3.00	07-16-08, 17:09		
60154	07/15/2008 17:09	Anita	V [redacted] Jesus	Prepaid	208 [redacted] 5434	Credit	\$50.00	\$4.50			CC: XXXX-XXXX-XXXX-2015 2084075434

Kiosk Deposits

Call Completion Codes

Calls can be searched by call completion code by using the drop-down menu in any Call Records screen. If desired, the search can be limited by inmate, station, destination number, or range of dates. The following sample screen shows the drop-down menu prior to the search being run.

Calls Inmates Groups Stations Destination Numbers Alarms Users/Contacts Kiosks Commissary Facility GSR										
Call History Active Calls PREA Crime Tips										
Inmate / Destination		Time Range		Station		Search				
Name or PIN		Starting		Group	Any	Search				
Destination #		Ending		Station	Select a group	Run Report > Reset Search >				
Call Playback										Call CD
Waiting to play...										+ Add
Next Call > Any Area Any Any Any Any										
CallTime	Duration	Inmate	Group	Station	Destination	Reason	Alarm	CD		
07/18/2008 08:52	00:03	[Redacted]	Adult Rooms	GPod2 Right	[Redacted]	max tries denied	-			
07/18/2008 08:51	00:05	[Redacted]	Adult Rooms	FPod1 Right	[Redacted]	disabled	-			
07/18/2008 08:51	01:58	[Redacted] phanie	Adult Rooms	DPod2 Right	36 [Redacted] 917	suspended	-		Listen	
07/18/2008 08:50	00:39	[Redacted]	Adult Rooms	FPod1 Right	36 [Redacted] 2576	call limit	-		Listen	
07/18/2008 08:50	03:00	[Redacted] nymous	Adult Booking	Booking B5	36 [Redacted] 0612	ani limit	-		Listen	
07/18/2008 08:49	00:15	[Redacted]	Adult Rooms	GPod2 Mid	[Redacted]	incomplete	-			
07/18/2008 08:49	00:42	[Redacted] nymous	Adult Booking	Booking B5	36 [Redacted] 0354	call reject	-		Listen	
07/18/2008 08:48	00:38	[Redacted]	JWC In Custody	DR East Right	[Redacted]	blocked	-			
07/18/2008 08:48	02:37	[Redacted] holas	Adult Rooms	EPod1 Right	50 [Redacted] 3589	reject ani	-		Listen	
07/18/2008 08:47	00:42	[Redacted]	JWC In Custody	DR East Right	50 [Redacted] 7038	reject ani	-		Listen	
07/18/2008 08:47	01:49	[Redacted] nymous	Adult Booking	Booking B5	36 [Redacted] 6634	reject name	-		Listen	
07/18/2008 08:47	00:42	[Redacted]	JWC In Custody	DR East Left	[Redacted]	no answer	-		Listen	
						no answer	-		Listen	
						adv prpay	-		Listen	
						adv limit	-		Listen	
						busy	-		Listen	
						issue report	-		Listen	
						incomplete	-		Listen	

Call Completion Codes

Three-Way Calls

The system can be searched for three-way calls by using the drop-down menu in any Call Records screen. If desired, the search can be limited by inmate, station, destination number, or range of dates. The following sample screen shows the completed search on confirmed three-way calls, with the drop down menu pulled down for reference.

Calls Inmates Groups Stations Destination Numbers Alarms Users/Contacts Kiosks Commissary Facility GSR										
Call History Active Calls PREA Crime Tips										
Inmate / Destination		Time Range		Station		Search				
Name or PIN		Starting		Group	Any	Search				
Destination #		Ending		Station	Select a group	Run Report > Reset Search >				
Call Playback										Call CD
Next Call > Any Area Any Any Any Any										+ Add
CallTime	Duration	Inmate	Group	Station	Destination	Reason	Alarm	CD		
07/17/2008 20:30	00:39	[Redacted] mber	Adult Rooms	CPod2 Mid	36 [Redacted] 732	3 Conf	-		Listen	
07/17/2008 16:37	04:18	[Redacted] rres	Adult Rooms	GPod1 Left	36 [Redacted] 198	Any Flagged	-		Listen	
07/17/2008 16:16	01:03	[Redacted] Brandon	Adult Rooms	EPod4 Mid	36 [Redacted] 638	3 Suspect	-		Listen	
07/17/2008 14:42	10:40	[Redacted] andon	Adult Rooms	GPod2 Left	36 [Redacted] 245	3(Confirm)	-		Listen	
07/17/2008 13:02	14:54	[Redacted] mber	Adult Rooms	CPod2 Mid	36 [Redacted] 808	Noted	-		Listen	
07/16/2008 21:38	08:59	[Redacted] nymous	Adult Booking	Booking B3 Right	32 [Redacted] 856		-		Listen	
07/16/2008 21:33	15:00	[Redacted] goberto	Adult Rooms	FPod5 Left	36 [Redacted] 249		-		Listen	

Three-Way Calls

All Telephone Numbers Called From a Specific Inmate Station

Authorized users are able to view a list of numbers called from any inmate telephone. Users simply go to the Station tab and select the inmate telephone for which the report is desired. The following sample screen shows the main Station tab with the Call Records below. This shows all the calls made from this inmate telephone in chronological order, with the most recent call listed first.

Back to stations

Call Rules Alarms Call Records

Call time	Duration	Type	Group	Destination	Reason	Alarm
08/02/2008 18:51	02:49	Other	Adult Rooms	219-19940	A no answer	Listen
08/02/2008 18:49	01:59	Other	Adult Rooms	219-1459	E no answer	Listen
08/02/2008 18:41	03:57	Other	Adult Rooms	883-1582	A failed	Listen

Calls Made From CPod3 Mid

To see the calls made from this telephone in order by destination number, sort by destination number by clicking on the column header. To view only completed calls, use the drop-down menu above the "Reason" column to select "[normal]." The results for the inmate telephone CPod3 Mid are shown in the following sample screen.

Call Time	Duration	Inmate	Group	Destination	Reason	Alarm	GD
07/12/2008 14:49	14:10	[REDACTED] Naomi	Adult Rooms	360-3903	I	- [▶]	Listen o <input type="checkbox"/>
07/13/2008 17:32	15:00	[REDACTED] Naomi	Adult Rooms	360-3903	I	- [▶]	Listen o <input type="checkbox"/>
07/14/2008 15:44	15:00	[REDACTED] Naomi	Adult Rooms	360-3903	I	- [▶]	Listen o <input type="checkbox"/>
07/16/2008 14:51	15:00	[REDACTED] Naomi	Adult Rooms	360-3903	I	- [▶]	Listen o <input type="checkbox"/>
07/18/2008 13:10	15:00	[REDACTED] Naomi	Adult Rooms	360-3903	I	- [▶]	Listen o <input type="checkbox"/>
07/08/2008 19:13	14:42	[REDACTED] odi	Adult Rooms	360-4589	I	- [▶]	Listen o <input type="checkbox"/>
07/11/2008 11:53	14:46	[REDACTED] odi	Adult Rooms	360-4589	I	- [▶]	Listen o <input type="checkbox"/>
07/21/2008 19:51	05:09	[REDACTED] Christopher	Adult Rooms	360-3165	I	- [▶]	Listen o <input type="checkbox"/>
07/08/2008 10:49	15:00	[REDACTED] odi	Adult Rooms	360-6640	I	- [▶] <input type="checkbox"/>	Listen <input checked="" type="checkbox"/> <input type="checkbox"/>
07/21/2008 13:07	02:55	[REDACTED] ssy	Adult Rooms	360-7234	F	- [▶]	
07/21/2008 13:10	04:05	[REDACTED] ssy	Adult Rooms	360-7234	F	- [▶]	
07/21/2008 15:39	03:26	[REDACTED] ssy	Adult Rooms	360-7234	F	- [▶]	
07/21/2008 15:43	02:03	[REDACTED] ssy	Adult Rooms	360-7234	F	- [▶]	
07/08/2008 18:10	15:00	[REDACTED] bbatha	Adult Rooms	360-3356	D	- [▶]	Listen o <input type="checkbox"/>
07/08/2008 18:29	05:46	[REDACTED] cki	Adult Rooms	360-3356	I	- [▶]	Listen o <input type="checkbox"/>
07/10/2008 09:49	12:00	[REDACTED] bbatha	Adult Rooms	360-3356	I	- [▶]	Listen o <input type="checkbox"/>
07/09/2008 21:38	15:00	[REDACTED] Robin	Adult Rooms	360-5979	I	- [▶]	Listen o <input type="checkbox"/>
07/16/2008 18:50	14:55	[REDACTED] Robin	Adult Rooms	360-5598	I	- [▶] <input type="checkbox"/>	Listen <input checked="" type="checkbox"/> <input type="checkbox"/>

Completed Calls Sorted by Destination Number for CPod3 Mid

SAMPLE TRAINING COURSE

Synergy will ensure that all County personnel who will use the system are fully trained upon system turnup. Training will be conducted on site, and according to a schedule that is agreed with the County. In our preliminary Installation Plan and Schedule (Attachment 5), we have planned for training of facility staff prior to the Go-Live date.

Additionally, Synergy will provide on-going system training as needed to ensure that new personnel receive adequate training and to provide other personnel with refresher training.

The training will cover all principal functions of the inmate telephone system as well as any special features that the County is interested in. A sample course may be as follows:

Training Course	
Introduction	Introduction to the system features Security features Calling methods and payment options
Login	Logging on and off the system Setting up users with roles and privileges
Administrative Tasks	Turning system on and off Blocking and unblocking numbers Setting numbers as "do not record" or "free" Setting calling limits and other call controls Setting controls on destination numbers
Inmate Accounts	Creating an inmate account Recording and checking the inmate's recorded name Setting controls on an inmate's calling Suspending an inmate Auditing an inmate's prepaid account transactions Inmate voicemail
Call Recordings	Monitoring live calls Searching for and monitoring completed calls Download call recordings to CD or DVD
Investigative Tasks	Setting alarms Reverse lookup Identifying three-way call attempts
Reporting	Searches on the Call Detail Record Reports Sort, print, or export reports

Training Course	
Kiosk	Overview of kiosk functions Adding money to inmate telephone accounts Adding money to inmate trust or commissary accounts Other kiosk functions
Getting Help	Options to get help with reports or using the system Reporting problems with the system Requesting adds, moves, and changes

Our system is designed to be user friendly and you will be pleased with how easily you are able to find what you want after a short introduction. The website is navigated by tabs, and most functions are accessed by a click of the mouse or through a drop-down menu. If you have questions, you may call us at any time using our toll-free number.

System training takes approximately 3 hours.

SUMMARY OF FEATURES AVAILABLE WITH THE PROPOSED SYSTEM

A summary of the comprehensive features that are standard to the inmate telephone system is provided in the following matrix. These features will be provided at no cost to Sarpy County.

System Features	
Access	<ul style="list-style-type: none"> Any computer connected to the Internet, including remote access to all system features Login via user ID and password User Log that tracks all access to the system
Recording	<ul style="list-style-type: none"> All calls are recorded unless marked "do not record" Live monitoring Playback of recorded calls Speed review of recorded calls (6 minutes to listen to a 10-minute call) Remote monitoring (through a telephone) of alarmed calls Download call recordings to CD or DVD Attach notes to a call recording Security that allows call recordings to be used in court Cycle through live recordings
On/Off Controls	<ul style="list-style-type: none"> Automatic on/off times for the facility Phone scheduling (automatic on/off times) for every phone Shutdown through computer controls
Blocking of Calls	<ul style="list-style-type: none"> Blocking of individual numbers Blocking of groups of numbers (e.g., 900 numbers) Blocks by called party of his/her own number Block individual numbers for one inmate
Security Controls	<ul style="list-style-type: none"> Three-way calling detection, with confirmation by Customer Service Call cut-off ability Customized branding message to identify inmate and facility Positive acceptance required for all calls Positive call acceptance from rotary phones Call splitting—voice paths split until positive acceptance so that inmates cannot pass messages Restrictions that prevent incoming calls and chain dialing Voice verification to prevent PIN-swapping

System Features	
Investigative Features	<p>Call Detail Record (CDR) for every call</p> <p>Reverse lookup</p> <p>Alarms:</p> <ul style="list-style-type: none"> Alarms set on PIN or destination number Alarms sent to phones or email Live calls can be monitored remotely by phone <p>Crime Tip Line</p> <p>PREA Hotline</p>
Administrative Features	<p>PINs for all calls</p> <p>Pre-recorded inmate name</p> <p>Allowed Number lists (PANs)</p> <p>Call duration limits</p> <p>Call frequency controls</p> <p>Restrict inmate to designated phones</p> <p>Suspend inmate from calling</p>
Reports	<p>Comprehensive reporting capability from every screen</p> <p>Searches on every detail of the call record</p> <p>Sort and print reports or export to Excel or PDF</p> <p>Automated SCAAP Report</p>
Visitation Phones	<p>Recording of Visitation Phones, including recording with PINs</p> <p>Automated Visitation Scheduler – visitors call in to schedule a visit via an automated telephone system.</p>
Integrations	<p>Integration with Jail Management System for automatic generation of inmate telephone accounts and PINs</p> <p>Integration with Commissary System for automated card-free debit (inmate-based prepaid calling)</p> <p>Compatible with most external databases and data exchange programs, such as Fusion Centers, iris scan, video visitation, and more</p>
Repairs and Service	<p>Calling platform monitored 24/7</p> <p>Hot Line numbers available 24/7</p> <p>4-hour response time for major repairs</p> <p>24-hour response time for routine repairs</p> <p>Automatic restart in the event of a power failure</p>

System Features	
Customer Service	<p>Inmate voicemail so inmate complaints are handled directly by our Customer Service</p> <p>Support for questions and payments for called parties</p> <p>Support and assistance to facility staff for any questions</p>
Languages	<p>Voice prompts in English and Spanish</p> <p>Voice prompts also available in French and Russian</p> <p>Customer Service in English and Spanish</p>
Payment Options	<p>Traditional collect</p> <p>Automated Bank Card collect</p> <p>Prepaid collect accounts (destination number prepaid)</p> <p>Debit accounts (inmate-based prepaid)—card free</p> <p>Payments can be made through kiosks, website, telephone IVR, or by calling Customer Service</p>
Kiosk	<p>Kiosk located in the facility lobby for payments into prepaid telephone accounts</p> <p>Payments may also be made into inmate Trust Funds</p> <p>Additional kiosk functions to relieve burden on facility staff:</p> <ul style="list-style-type: none"> Bail Restitution Work Release
Voicemail Communications	<p>Voicemail for public to leave messages for inmates</p> <p>Voicemail broadcast utility—officers can send customized voicemail to any inmate or all inmates</p> <p>Automated voicemail for attorneys/ombudsmen to leave callback messages for inmates</p> <p>Direct Customer Service to inmates via voicemail</p>
Other Features	<p>Attorney calls from any phone</p> <p>ADA compatible—TTY/TTD calls can be made from any phone</p> <p>Officer patrol—officers check in via the inmates phones as they patrol the facility</p> <p>Capability for remote video visitation</p>

We have described a few of these features below, that we think will be of special interest to Sarpy County.

PINs

Synergy's system is designed to operate with Personal Identification Numbers (PINs)—each inmate must enter his/her Personal Identification Number (PIN) when making a call. The system can also be set to operate without PINs, either for the entire facility or for certain telephones only. The PIN number can be designated by the Sheriff's Office.

PINs identify the inmate making the call in the call detail record and in the call recording. PINs facilitate many administrative and investigative functions, and allow for many additional security features that are not available without PINs, such as:

- Track call activity by inmate
- Alarms set on inmate
- Suspend inmate
- Block numbers by inmate
- Call controls set by inmate

In the following sample screen, the system has been set to require two PINs from the inmate for greater security. The first PIN is the inmate's booking number, the second is private. The inmate must punch in these PINs for every call.

The screenshot shows a software interface with a menu bar at the top containing: Calls, Inmates, Groups, Stations, Destination Numbers, Alarms, Users/Contacts, Kiosks, Commissary, and Facility. The main content area is divided into three panels:

- Inmate Pin:** Contains fields for PIN (with a value of 7), 2nd PIN, Inmate Status (Active), Suspend Pin Until (with date and time dropdowns), Anonymous (No), and Booking Key (178457).
- Inmate Name:** Contains fields for First Name, Middle Name, Last Name, Audio File (Listen to name), and Fraud Flag (No).
- Inmate Statistics:** Contains fields for Booking # (178457), Sex (Male), SSN, Date of Birth (3/5/1987), and Age.

At the bottom of the interface are buttons for Save and Back to Inmates.

Inmate Tab

Suspend Inmate from Telephone Use

Facility staff have the option to suspend an inmate's calling privileges. An inmate's calling privileges can be suspended without having to delete his account and then recreate it as is the case with some inmate telephone systems.

As can be seen in the sample screen below, an inmate's calling privileges are suspended by simply typing in the date the suspension ends.

The screenshot shows a web-based interface for managing inmate information. At the top, there is a navigation bar with tabs for 'Calls', 'Inmates', 'Groups', 'Stations', 'Destination Numbers', 'Alarms', 'Users/Contacts', 'Kiosks', 'Commissary', and 'Facility'. The main content area is divided into three columns: 'Inmate Pin', 'Inmate Name', and 'Inmate Statistics'.
- The 'Inmate Pin' column contains fields for 'PIN' (value: 67), '2nd PIN', 'Inmate Status' (dropdown: Active), 'Suspend Pin Until' (calendar-style date picker, circled in red), 'Anonymous' (dropdown: No), and 'Booking Key' (value: 178457).
- The 'Inmate Name' column contains fields for 'First Name', 'Middle Name', 'Last Name', 'Audio File' (with a 'Listen to name' link), and 'Fraud Flag' (dropdown: No).
- The 'Inmate Statistics' column contains fields for 'Booking #' (value: 178457), 'Sex' (dropdown: Male), 'SSN', 'Date of Birth' (dropdowns: 3, 5, 1987), and 'Age'.
At the bottom of the form, there are 'Save' and 'Back to Inmates' buttons.

Suspending an Inmate

Limit Calling by Inmate/PIN

Synergy's system allows authorized users to set comprehensive call controls on inmate calling when PINs are in use. Such controls include call duration, number of calls per week, minutes between calls, times the inmate is allowed to make calls, and others.

The following sample screen shows call controls set for an inmate. The top half of the screen is the inmate information, the bottom half are the call rules, or call controls. If no rules are specified the rules for the facility apply. This inmate has no special rules or call controls.

<p> Calls Inmates Groups Stations Destination Numbers Alarms Users/Contacts Kiosks Commissary Facility CSR </p>		
<p>Inmate Pin</p> <p>PIN <input type="text" value="57"/></p> <p>2nd PIN <input type="text"/></p> <p>Inmate Status <input type="text" value="Active"/></p> <p>Suspend Pin Until <input type="text"/></p> <p>Anonymous <input type="text" value="No"/></p> <p>Booking Key <input type="text" value="178457"/></p>		
<p>Inmate Name</p> <p>First Name <input type="text" value="e"/></p> <p>Middle Name <input type="text"/></p> <p>Last Name <input type="text"/></p> <p>Audio File Listen to name</p> <p>Fraud Flag <input type="text" value="No"/></p>		
<p>Inmate Statistics</p> <p>Booking # <input type="text" value="178457"/></p> <p>Sex <input type="text" value="Male"/></p> <p>SSN <input type="text"/></p> <p>Date of Birth <input type="text" value="3"/> <input type="text" value="5"/> <input type="text" value="1987"/></p> <p>-or-</p> <p>Age <input type="text"/></p>		
<p>Save Back to Inmates</p>		
<p> Contact Info Group/Station Access Call Rules Destination Numbers Alarms Call Records Voicemail Prepaid Deposits </p>		
<p>Operational Hours</p> <p><input type="button" value="Add Hours"/> <input type="button" value="Remove Selected Hours"/></p> <p>Begin Hour <input type="text"/> End Hour <input type="text"/></p> <p>Format as hhMM, hh is hours (00-24). MM is minutes (00-59). Example: 0900 to 1830.</p>		
<p>Call Limits</p> <p>Minute Limit per Call <input type="text" value="0"/></p> <p>Max # of Calls per Week <input type="text" value="0"/></p> <p>Minutes Between Calls <input type="text" value="0"/></p> <p>Allow "Preview" Calls <input type="text" value="Default"/></p> <p>Preview Call Limit <input type="text" value="3 minutes"/></p> <p>2nd Auth Mode <input type="text" value="Default"/></p>		
<p>3-way Call Detection</p> <p>Use Detection <input type="text" value="Default"/></p> <p>Sensitivity <input type="text" value="Default"/></p> <p>On Detection <input type="text" value="Default"/></p>		
<p>Call Audio</p> <p>Record Inmate Calls <input type="text" value="Default"/></p>		
<p>Call Charges</p> <p>All Calls Free of Charge <input type="text" value="Default"/></p>		
<p>Save Call Rules (Set Call Rules to Default)</p>		

Call Controls for Inmate

The system also allows authorized users to assign inmates to specific phones. When this is done, the inmate can only make calls from the inmate telephones assigned to him.

<p> Contact Info Group/Station Access Call Rules Destination Numbers Alarms Call Records Voicemail Prepaid Deposits </p>												
<p>Assigned Groups/Stations:</p> <table border="1"> <thead> <tr> <th>Group</th> <th>Station</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> Adult Rooms</td> <td>ALL</td> </tr> <tr> <td><input type="checkbox"/> Juvenile</td> <td>ALL</td> </tr> <tr> <td><input type="checkbox"/> Adult Booking</td> <td>ALL</td> </tr> <tr> <td><input type="checkbox"/> JWC In Custody</td> <td>ALL</td> </tr> </tbody> </table>			Group	Station	<input type="checkbox"/> Adult Rooms	ALL	<input type="checkbox"/> Juvenile	ALL	<input type="checkbox"/> Adult Booking	ALL	<input type="checkbox"/> JWC In Custody	ALL
Group	Station											
<input type="checkbox"/> Adult Rooms	ALL											
<input type="checkbox"/> Juvenile	ALL											
<input type="checkbox"/> Adult Booking	ALL											
<input type="checkbox"/> JWC In Custody	ALL											
<p>Available Groups:</p> <table border="1"> <thead> <tr> <th>Group</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/> spare ports</td> </tr> </tbody> </table>			Group	<input type="checkbox"/> spare ports								
Group												
<input type="checkbox"/> spare ports												
<p> <input type="button" value=" << Add"/> <input type="button" value=" Remove >>"/> </p>												

Assign Inmate to Phones

Search Calls Made by One Inmate/PIN

Synergy's system includes an easy utility to track calls by inmate PIN.

Authorized users can view the calls made by any inmate at any time. To see the calls made by an inmate, simple go to the Inmates tab and search for or select the desired inmate. The following screen shows the Inmates tab, with a list of inmates at the facility. To find an inmate, either type in the inmate information in the search box, or click on the column headers to sort the column to find the inmate by name.

The screenshot shows a web application interface with a top navigation bar containing tabs: Calls, Inmates, Groups, Stations, Destination Numbers, Alarms, Users/Contacts, Kiosks, and Facility. The 'Inmates' tab is selected. An arrow points to this tab. To the right, there is an 'Inmate Search' section with a text input field and a 'Search' button. Below the search is a filter section with 'Active' and 'Any' dropdown menus. The main area displays a table of inmate records with columns: UpdateDate, PIN, LastName, FirstName, Status, and Group(s). Each row has a 'Details' link on the right.

UpdateDate	PIN	LastName	FirstName	Status	Group(s)	Details
09-13-08, 13:00	[REDACTED]	W [REDACTED]	F [REDACTED]	Active	[All]	Details
09-13-08, 13:00	[REDACTED]	C [REDACTED]	A [REDACTED]	Active	[All]	Details
09-13-08, 11:00	[REDACTED]	M [REDACTED]	T [REDACTED]	Active	[All]	Details
09-13-08, 09:45	[REDACTED]	A [REDACTED]	C [REDACTED]	Active	[All]	Details
09-13-08, 09:45	[REDACTED]	G [REDACTED]	J [REDACTED]	Active	[All]	Details
09-13-08, 09:15	[REDACTED]	J [REDACTED]	M [REDACTED]	Active	[All]	Details
09-13-08, 09:00	[REDACTED]	M [REDACTED]	J [REDACTED]	Active	[All]	Details
09-13-08, 09:00	[REDACTED]	S [REDACTED]	E [REDACTED]	Active	[All]	Details
09-13-08, 07:45	[REDACTED]	R [REDACTED] ez	C [REDACTED]	Active	[All]	Details
09-13-08, 01:30	[REDACTED]	S [REDACTED]	C [REDACTED]	Active	[All]	Details

Inmates Tab

By clicking on the inmate name (or using the Inmate Search), the user will be taken to the Inmate PIN tab for that inmate. From this tab, the user simply clicks on the Call Records subtab below the inmate information to view all the calls made by that inmate, as shown in the following sample screen.

Calls	Inmates	Groups	Stations	Destination Numbers	Alarms	Users/Contacts	Kiosks	Commissary	Facility	CSR
- Alarm Search <input style="width: 150px;" type="text"/> <input type="button" value="Search"/>										
<div style="display: flex; justify-content: space-between;"> Any Any </div>										
Update Date	Applies To	Subject	To Dest. #	Reason	Case #	Hold Confirm	Contacts			
07-08-08, 13:07	Destination #	PREA	PREA	Main PREA alarm			1	Details Remove		
05-24-08, 11:29	Inmate	[REDACTED]	[any]	service tech			0	Details Remove		
05-03-08, 17:28	Destination #	[REDACTED]	360-699-3100	warned about three way calls			0	Details Remove		
04-28-08, 10:12	Inmate	[REDACTED]	[any]	Use of stolen credit card. AH			0	Details Remove		
03-14-08, 12:30	Inmate	[REDACTED]	[any]				0	Details Remove		
01-28-08, 16:22	Destination #	[REDACTED]	360-896-4059	flagged: three way call attempts			0	Details Remove		
01-16-08, 11:04	Inmate	[REDACTED]	[any]				0	Details Remove		
01-16-08, 11:04	Inmate	[REDACTED]	[any]				0	Details Remove		

Alarms Set at a Facility

The first alarm shown in the sample screen is to the PREA voicemail so that facility staff are immediately alerted to these calls. The alarm screen includes fields for staff to include information on why they have set the alarm and the case number that applies.

Automated Visitation Scheduler

Synergy’s system includes an automated visitation scheduler. To schedule a visit, the individual simply calls a toll-free number and follows the automated prompts. (The visitor has the ability to call back and cancel or reschedule the visit.) At 5 pm each day, the designated staff member prints out a schedule of the following day’s visits.

The following sample screen is of the completed schedule for one day, divided by type of inmate. The visitor in this facility is identified by the phone number they called from to schedule. (In facilities with a visitor list, we can identify the visitor by driver’s license and match them to the approved list.)

< Previous cut-off | Next cut-off >

Visit Phones For cut-off: 08/10/10 15:00

Federal

Start Time	Inmate	Contact Phone	Contact Name
08/09/10 17:30	H [REDACTED] EFFREY	502-[REDACTED] 131	unknown
08/09/10 17:30	U [REDACTED] RONALD	502-[REDACTED] 033	unknown
08/09/10 17:30	S [REDACTED] E	502-[REDACTED] 636	SHELBYVILLE KY
08/09/10 17:30	F [REDACTED] MES	502-[REDACTED] 737	LOUISVILLE KY
08/09/10 18:30	F [REDACTED] N	502-[REDACTED] 817	LOUISVILLE KY
08/09/10 18:30	F [REDACTED] TON	270-[REDACTED] 576	COLUMBIA KY

County & State Secure

Start Time	Inmate	Contact Phone	Contact Name
08/10/10 08:00	C [REDACTED] RY	859-[REDACTED] 813	8594812813
08/10/10 08:00	R [REDACTED]	270-[REDACTED] 390	LEBANON KY
08/10/10 08:00	N [REDACTED]	270-[REDACTED] 426	LEBANON KY
08/10/10 08:30	H [REDACTED]	270-[REDACTED] 866	LEBANON KY
08/10/10 08:30	Y [REDACTED]	859-[REDACTED] 419	unknown
08/10/10 08:30	T [REDACTED] LD	502-[REDACTED] 328	5024606328
08/10/10 10:00	J [REDACTED] P	859-[REDACTED] 220	8593192220
08/10/10 10:00	J [REDACTED] E	317-[REDACTED] 383	3175578383
08/10/10 10:00	H [REDACTED]	270-[REDACTED] 201	LEBANON KY
08/10/10 10:00	O [REDACTED] RY	270-[REDACTED] 232	2706993232
08/10/10 10:00	G [REDACTED] ON	270-[REDACTED] 779	CAMPBELLSVIL KY
08/10/10 10:30	H [REDACTED]	270-[REDACTED] 201	LEBANON KY
08/10/10 10:30	D [REDACTED] M	270-[REDACTED] 045	LEBANON KY
08/10/10 12:30	O [REDACTED]	270-[REDACTED] 640	LEBANON KY
08/10/10 12:30	E [REDACTED]	270-[REDACTED] 056	CAMPBELLSVIL KY
08/10/10 12:30	L [REDACTED] E	502-[REDACTED] 485	5028210485
08/10/10 13:30	G [REDACTED]	270-[REDACTED] 751	2705721751
08/10/10 13:30	D [REDACTED]	859-[REDACTED] 272	8594810272
08/10/10 15:30	W [REDACTED] PHER	859-[REDACTED] 563	SPRINGFIELD KY

Visitation Schedule

Direct Customer Service to Inmates

Synergy's system includes an inmate voicemail feature that allows inmates to make complaints about the phone system directly to us and we respond to the inmate. This reduces the work of the facility staff, who no longer have to handle inmate complaints either directly or through the handling of complaint forms.

The voicemail system is set up so that inmates simply dial 211# from any inmate phone to lodge a complaint via voicemail (rather than write out their complaint and involve facility staff). Our inmate Customer Service then reviews the complaint and verifies its validity. After review, an automated voicemail is created for the inmate with the resolution of the complaint. The inmate is prompted to the voicemail the next time he/she punches in his/her PIN to make a call. The following sample screen shows some of the voicemail messages left by Customer Service for a single inmate.

Contact Info		Group/Station Access		Call Rules		Destination Numbers		Alarms		Call Records		Voicemail		Prepaid		Deposits	
Sent Date	Delivered On	Type	Reason	Message													
01-28-08, 16:09	01-28-08, 16:35	Support	01/27/2008 19:22	We determined that call was completed without a problem, you will not be credited...													Remove
01-30-08, 16:56	01-30-08, 20:52	Support	01/30/2008 16:29	We determined that call was completed without a problem, you will not be credited...													Remove
02-28-08, 09:10	02-28-08, 09:12	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
02-28-08, 10:21	02-28-08, 10:24	Support	02/28/2008 09:14	We determined that call was completed without a problem, you will not be credited...													Remove
02-28-08, 13:57	02-28-08, 16:44	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
02-28-08, 19:50	02-29-08, 13:28	Support	02/28/2008 19:30 08:39 Adult Rooms EPod4 Right [REDACTED]	You have been credited 15 minutes													Remove
02-29-08, 18:47	02-29-08, 21:20	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
03-01-08, 14:22	03-01-08, 16:24	Support	Nov2007-10	Funds have been added to your prepaid account for 10 dollars													Remove
03-01-08, 17:36	03-01-08, 17:59	Support	03/01/2008 08:24 00:50 Adult Rooms EPod4 Left [REDACTED]	You have been credited 15 minutes													Remove
03-01-08, 17:41	03-01-08, 17:59	Support	[REDACTED]	A credit has already been issued for the call.													Remove
03-01-08, 17:52	03-01-08, 17:59	Support	[REDACTED]	A credit has already been issued for the call.													Remove

Inmate Voicemail Messages

The voicemail left by the inmate as well as the automated reply from Customer Service are retained in the system and can be reviewed by authorized staff at any time.

Please note that Customer Service voicemail messages are fully automated: the inmate does not have live contact with a person at any time.

Public Voicemail to Inmates

Synergy offers a feature that provides the ability for members of the public to leave a voicemail message for an inmate. The friend or family member calls a designated number, specifies the inmate to receive the voicemail and leaves a brief recorded message. The inmate will receive notice of the voicemail and the option to listen to it the next time he/she picks up the telephone. The message recording can be reviewed by facility staff at any time. A small fee for this service is charged to the person leaving the voicemail.

Inmate Voicemail has many advantages for the facility. It allows friends, families, and attorneys to contact inmates directly, for example, friends and families can leave messages asking the inmate to call at a certain time when they will be available, or inform them of important events.

Voicemail Broadcast

Voicemail broadcast allows designated officers to send a customize voicemail message to all inmates in the facility, or groups of inmates by unit. This feature is intended to facilitate messages to multiple inmates, such as all inmates in a housing unit.

The officer selects the inmates and types in the message he/she wants to send. The message is converted to automated voice, so that the inmates will not know which officer sent the message.

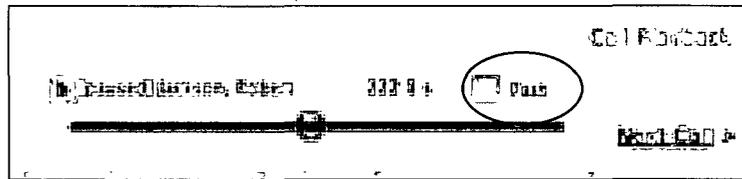
Crime Tip Line / PREA Hotline

Our system provides for a Crime Tip Line as well as a PREA (Prison Rape Elimination Act) Hotline. Normally, these calls will be routed to a designated voicemail where the inmate can

leave a message. The voicemail messages will be identified as “crime tip” or “PREA” for the facility staff to retrieve and review. If the facility prefers that the call ring to a designated desk telephone, we will configure the service in that way. The services can be set so that the calling inmate is anonymous.

Speed Review of Call Recordings

Investigators can listen to call recordings on a special “fast” setting. This allows the investigator to review a 10-minute call in only 6 minutes. The call is still intelligible at this speed. Simply check the “fast” button in the Call Playback box, as shown below.



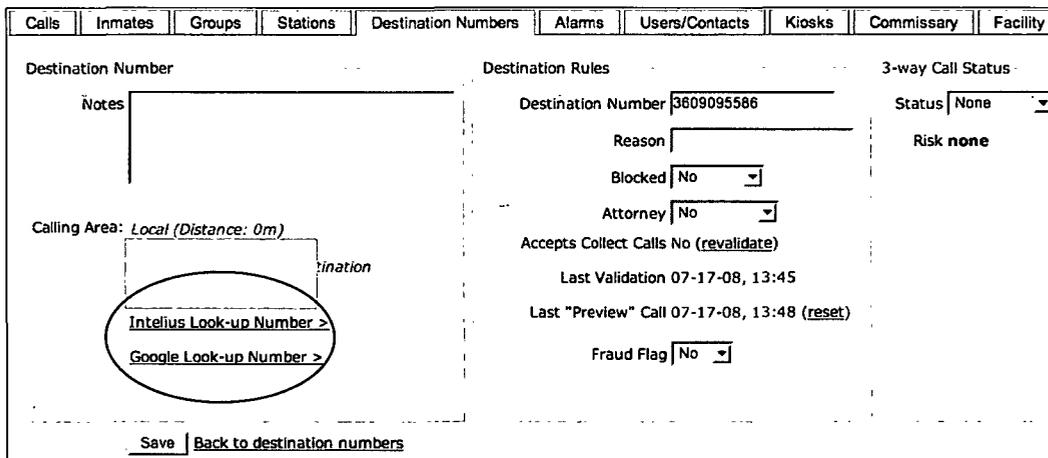
Call Playback

Note that the user can move the cursor forward and back to fast-forward or rewind during call playback.

Reverse Lookup

Reverse Lookup is a feature that facility staff and, especially, investigators will find very useful. From the Destination Number tab, the user can click on links to look up the telephone number through Intelius or through Google. These links will display the billing name and address, and the map of the location for the destination number. Because our system offers two links instead of one, there is less chance that the telephone number will not be available on either of the reverse directory services.

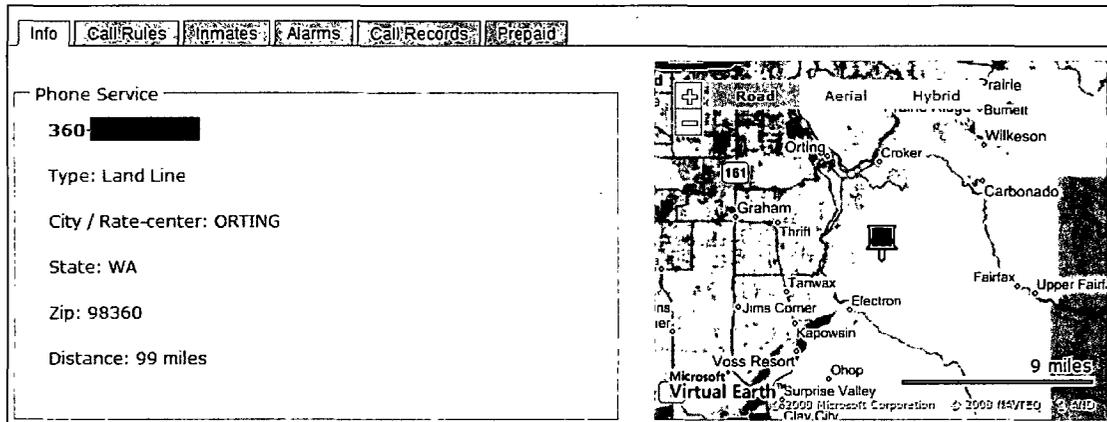
The following sample screen shows the links to Intelius and Google on the Destination Number tab.



Reverse Lookup Links

Additionally, the Info subtab for the Destination Number automatically brings up a map of the

billing address.



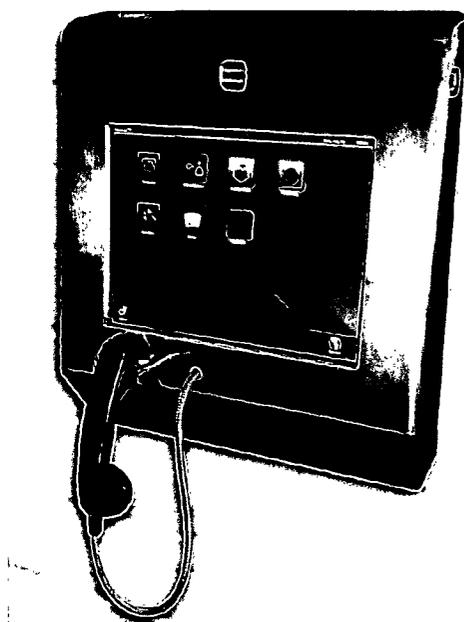
Info Subtab With Map of Destination Number

SCAAP Report

We have a custom feature that automatically compiles the information required to file for the State Criminal Alien Assistance Program (SCAAP) Award. Compiling the paperwork necessary each year for federal reimbursement regarding the holding of illegal aliens can be extremely time consuming—and it often takes hours to compile the information manually. Our system will compile the necessary report in minutes.

T-Phone (Video Phone)

Synergy's proposal includes one T-Phone initially, with the goal of phasing in additional T-Phones depending on the County's needs. The T-Phone is a durable video screen phone, mounted on the wall of the housing unit, that represents the next generation of inmate communication technology. Its capabilities include video visitation with families, medical staff, or attorneys; video arraignment; movies; TV; and other video functions.

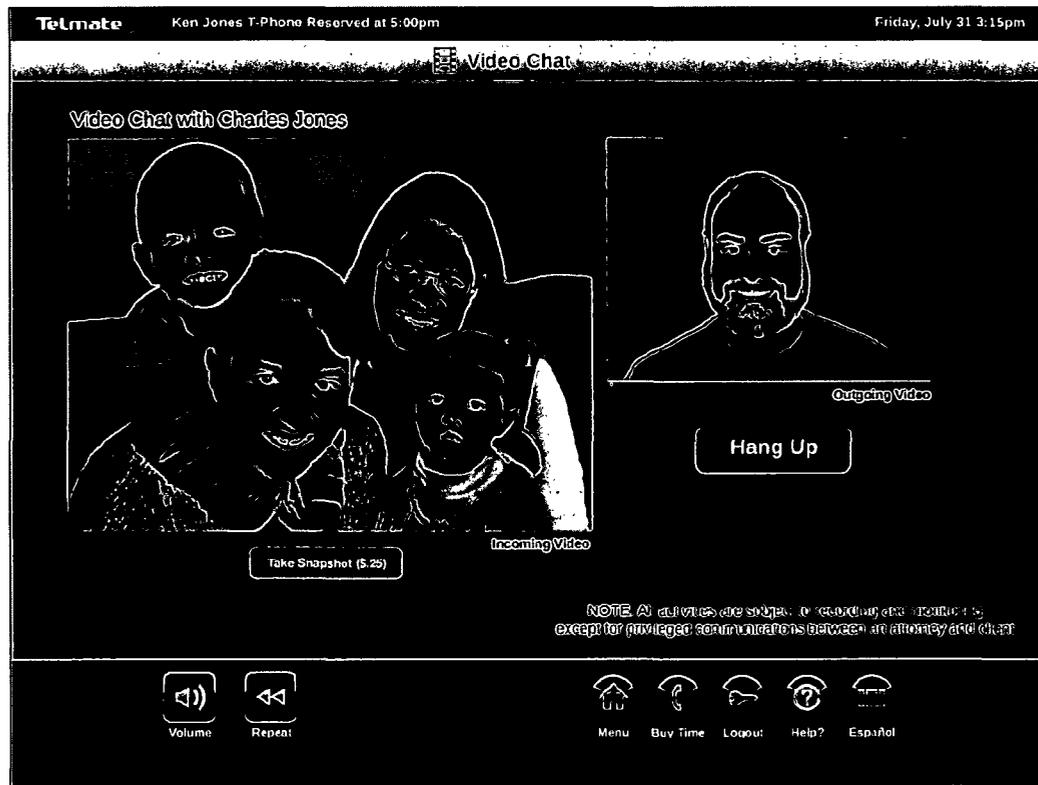


T-Phone

The T-Phone will communicate with designated video stations. These video stations can be located in the lobby of the facility (for video visitation), or in other locations at the facility (for medical visits), and so on.

In addition, Synergy is capable of providing remote video visitation. Video stations will all communicate with each other, so that visitors can go to any facility, not only the facility where the inmate they are visiting is located.

The "visitors" use a video station in the lobby of any facility, which will connect to the inmate at his/her facility. The video visits must be scheduled in advance. The following sample screen shows the screen that the inmate would see during a video visit. This is a test visit—not a real inmate!



Video Visit, Inmate Side

Payment Kiosk

Synergy will provide a payment kiosk for the lobby of the facility or other locations for friends and families of inmates to make deposits into inmate telephone accounts. Deposits can be made into any Synergy kiosk, not just the kiosk at the facility where the inmate is housed. Kiosks accept cash deposits.

Telephone Account Deposits

The kiosks will accept deposits directly into the telephone service for inmate-based prepaid (debit) and for destination-number-based prepaid. Kiosks accept payment via credit cards or cash. There is no fee for deposits made directly into the inmate telephone accounts.

To make a deposit, the user finds the inmate name, selects the type of deposit, and then the type of prepaid account. Please refer to the following sample screen.

Make an account deposit.

For inmate: O [REDACTED]
Account: Prepaid Phone Calls
Choose where you would like to add money:

Prepaid Inmate Calls

Calls to Your Phone

Cancel

Prepaid Account Selection Screen

If the user selects the "Calls to Your Phone" option, he/she will be prompted to enter the destination telephone number. Money can be added either via cash or credit card. The user will see a summary of the transaction once the funds have been added.

Add cash.

For inmate: O [REDACTED]
Account: Prepaid Phone Calls

	Cash deposited:	\$20.00
	Transaction fee:	\$0.00
	Inmate deposit:	\$20.00

Complete Deposit

Cancel

Transaction Summary

The transaction summary may then be printed along with a transaction number for future reference.

The kiosks provide prompts in English and Spanish. At the first screen, the user has the option to select Spanish.

Other Kiosk Functions

Kiosks will accept deposits into other accounts not associated with the inmate telephone accounts. For example, our kiosks routinely are used for deposits into the inmates' Trust Accounts. The following screen illustrates some of the possible uses of kiosks—deposits into trust accounts, for bail or restitution; or work release accounting.

Make an account deposit.
For inmate: O [redacted]
Choose where you would like to add money:

Prepaid Phone Calls
Trust Account
Bail
Restitution
Work Release

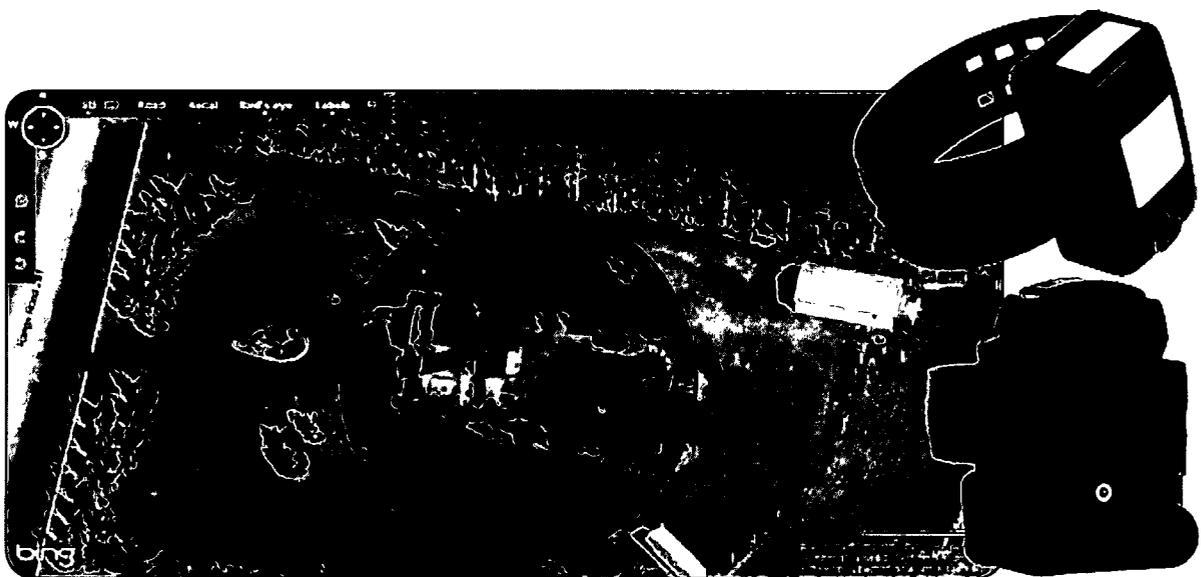
Kiosk Function Selection Screen

Synergy will be pleased to provide any of these additional functions, at the sole discretion of the County.

Electronic Monitoring

As part of our proposal package, Synergy offers to the County 10 electronic monitoring devices (ankle bracelets) for 1 year. These electronic monitoring devices come in a variety of different models with various capabilities. Our preferred model includes GPS location, cellular communication with the wearer, and locating and tracking as often as every minute. For locations where no GPS signal is available, we offer RF beacon locators. The tracking software offers exclusion zones so that if an inmate goes somewhere he does not belong, the device will alarm.

We believe that these devices will assist the County in managing early-release inmates by providing an option for secure release back into the community with the security of knowing where the released inmate is at all times. These 10 electronic monitoring devices and the monitoring provided with them will be provided at no cost to the County for the first year of the contract.



Ankle Monitor with GPS Monitoring Software



Telmate...
Simplifying Inmate Telecom Management

Today, correctional facilities face many new challenges: greater security needs, increasing fraud, increased demands from outside law enforcement agencies, and secure court room call play back features. Additionally, with the growing inmate population and budget reductions, correctional facilities now must find new revenue sources to help fund operations: as your service provider we will help you create that new source of revenue and solve your inmate telecom challenges.

**Telmate flexible format solves today's problems and tomorrow's challenges:
we can adapt to grow with your needs.**

Key Benefits:

Fraud Prevention & Revenue Maximization

Advanced Payment Program, real-time call validation and billing approval, direct billing on traditionally non-billable CLEC calls. State of the art customizable fraud controls and 3 way call detection.

Reliability

Telmate does not require more than minimal installation of equipment at the correctional facility. Our call processing servers are located at secured datacenters, and each new call is distributed across multiple servers reducing the probability of facility wide failure to nearly zero.

Ease of Use and Accessibility

Telmate is a secured web application that allows users (administrator, investigators or court room officials) to access all features of the system from any computer that has internet access, including live monitoring or playback of recorded calls.

Feature Overview:

Security

Telmate's tiered security ensures that users only have access to the information required to perform their duties. Telmate uses multiple security protocols to provide unmatched security. Moreover, call processing servers are located at highly secure facilities guaranteeing no unauthorized access.

Scalability

Telmate was designed to meet the needs of correctional facilities of any size: from thousands of phones to as few as 4. Moreover, our system is designed to handle thousands of simultaneous calls without impacting service or quality.

Accessibility

Telmate is uniquely designed to allow an administrator to manage multiple facilities from any computer with internet access. Additionally, Telmate can connect an investigator to a call before connecting the inmate with the called recipient. Telmate does this silently without the inmate's knowledge.



Telmate, LLC • 188 King St. #602 San Francisco, CA 94107
Office: (415) 300-4500 **Fax:** (415) 520-0343
Email: sales@intelmate.com **www.telmate.com**

Sales Contacts:

Richard Torgersrud
Office: (415) 300-4010
Email: richard@intelmate.com

Kevin O'Neil
Office: (415) 739-8333
Email: kevin@intelmate.com

Kiosk Solutions

Telmate

Telmate Kiosk & Total Cash Management

Envision an automated and convenient system that handles all inmate accounting issues from start to finish. Consider never having to process an inmate check again.

Telmate offers correctional facilities the industry's first full service trust fund management package at no cost to the facility. Our answer is a complete cash management solution – we ultimately reduce labor time and costs associated with inmate trust funds while providing friends and family with a convenient way to deposit money to an inmate's account. Payments can also be made for bail, work release, restitution, parking and speeding tickets, and County and City payments. Our Kiosks accepts cash, credit, and electronic check.

Benefits to Jail

Reduce your labor costs and free up staff time.

The Telmate Kiosk interfaces with your current JMS and inmate accounting systems to seamlessly process everything associated with deposits, transaction reports, reconciliations, and more.

Eliminate cash, credit card and money order handling.

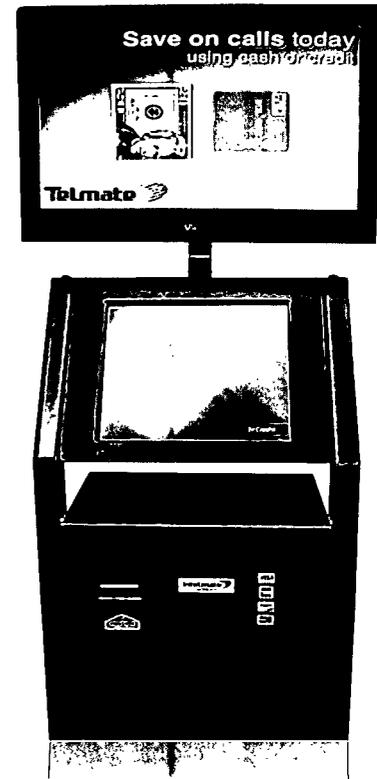
Correctional workers spend considerable time processing deposits to an inmate's account. From cash receipts to posting transactions to reconciling accounts, the Telmate handles the entire process so your staff is free to work on more pressing needs.

An automated system.

Deposits are automatically posted to the inmate accounting system and money is transferred daily from the inmate trust fund account.

Timely and convenient.

Correctional staff members are provided with daily deposit and posting reports. Telmate also handles all reconciliation statements, further reducing the workload placed on your staff.



Customer Service.

All questions from friends and family regarding deposits and methods of payment are abided by our trained customer service specialists.

Multiple locations.

Deposit funds to any inmate's account from any correctional facility that displays the Telmate logo. In addition, Telmate accepts deposits via MoneyGram which is available at over 125,000 retail locations. This convenient service provides an easy and likely option for out-of-area individuals to add funds without a credit card.



Telmate, LLC • 188 King St. #602 San Francisco, CA 94107
Office: (415) 300-4500 **Fax:** (415) 520-0343
Email: sales@intelmate.com **www.telmate.com**

Sales Contacts:

Richard Torgersrud
Office: (415) 300-4010
Email: richard@intelmate.com

Kevin O'Neil
Office: (415) 739-8333
Email: kevin@intelmate.com

Payment Solutions

Telmate

Telmate Provides a Turn-Key Automated Payment Solution

Telmate provides a nationwide electronic network to facilitate the transfer of funds and payments for inmates. Payments can be made for bail, work release, resitutation, trust fund, prepaid calling, parking and speeding tickets, and County and City payments with cash, credit, or electronic check. All this frees up valuable staff time and resources allowing them to focus on more important issues. Funds can be deposited through our revolutionary payment (intelKiosk), countertop terminal (simplePay), web portal (webPay), and the telephone IVR system (callPay).

The benefits of adding IntelPay to your facility

- **Increased Revenue** - Our payment system is easier, more convenient, and drives incremental deposits.
- **Lower Facility Costs** - Improves efficiencies and eliminates cash handling and shrinkage.
- **Turn-key System** - One network that provides a complete solution from deposit to usage with report to provide easy reconciliation for multiple payment methods.

Deposit Methods

Telmate's revolutionary architecture supports a variety of electronic deposits including inmate telephone, commissary, and trust fund accounts along with personal bails, cash bonds and traffic fine payments.

intelKiosk™

- Kiosk in the lobby area accepts on-site cash, credit and debit card transactions
- Reaches the un-banked and eliminates cash handling by the facility thus increasing call volume
- Lowers facility costs by closing the payment window and automating the accounting process

simplePay™

- Small footprint countertop terminal primarily utilized in the booking area accepting all major credit and debit cards
- Perfect alternative for smaller facility waiting areas

webPay™

- Internet deposit system accepting electronic check, credit, and debit card transactions.
- Immediate posting of transactions for real-time reporting

callPay™

- Telephone IVR deposit system accepting electronic check, credit, and debit cards
- Toll free phone number allows all family members to fund inmate telephone, trust fund or post bail
- Instant posting of transactions to back office reporting

Summary

Telmate's easy to use funding methods generate higher facility revenues through multiple payment portals. Our unique payment systems lower operational costs with the shift of man-hours from payment services to facility operations while reducing account reconciliation via automated reporting. Telmate offers solutions to the un-banked which broadens the available depositors and increases deposits which in turn increases call made, and revenue to the facility.



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Inmate Debit MasterCard®



Benefits to Jail

Free up much needed staff time.

Eliminate all cash, credit card or money order handling. The Telmate Inmate Debit MasterCard® provides a convenient and seamless process to what is normally a tedious procedure.

Reduce your labor costs.

Intelmate Debit MasterCards® prove to be a simpler method of handling inmate accounts. Let us handle the process from start to finish so more time is available for your jail personnel to perform other pressing duties.

Timely customer service.

If a card is lost or misplaced, Telmate handles the entire customer service from beginning to end to replace the card.

Timely and convenient.

Correctional staff members are provided with daily deposit and posting reports. Telmate also handles all reconciliation statements, further reducing the workload placed on your staff.

Save money.

Telmate Inmate Debit MasterCards® are provided to correctional facilities at no cost. The average cost to print and order a check is \$1.35/check (Neilson Report). The inmate account card eliminates the need to cut checks ever again.

No more lost checks to replace.

With the Telmate Inmate Debit MasterCard® you will never have to replace a lost check again.

Positive public relations.

Proving inmates a useful tool to reintegrate back into society.

Benefits to Inmate

The Telmate Inmate Debit MasterCard® is available for immediate use.

Access funds at over 900,000 ATMs or use the card to purchase needed services or goods immediately. There is no need to hunt for a place to cash a check again.

No credit history or bank account needed to receive the card.

The Telmate Inmate Debit MasterCard® can be used to rent cars, book airline tickets, and stay at hotels.

Language barrier is not a problem, our services are multi-lingual.



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Intelmate Trust Accounts



Telmate Trust

Telmate Trust provides a convenient, cost-effective method for Friends & Family members to deposit funds into an inmate's trust account.

Intelmate provides a one-stop trust solution:

- **Friends and Family** - Money can be deposited via Lobby Kiosk, our Website, by calling our 24/7 Customer Service, or via MoneyGram from over 125,000 retail locations.
- **Inmates** - Vociemail notification of deposits and instant access to funds.
- **Facility** - We have eliminated the need for Correctional Facility staff to be involved in the day-to-day handling of an inmate's money and or trust fund account.
- Our rates are 40% cheaper than our competitors, and at no cost to your Facility.

Features

Integration

Seamless integration with our Inmate Phone System provides the inmate with voicemail notification of deposits and a real time balance.

Eliminate Money Handling

Correctional workers spend considerable time processing deposits to an inmate's account. From cash receipts, posting transactions, depositing of funds to the bank, and reconciling accounts. The Telmate system handles the entire process so your staff is free to focus on more pressing needs.

Instantaneous

Deposited funds are immediately available to the inmate.

Simplicity

Telmate uses an inmate's name to apply funds, much easier than the booking number used by our competitors.

Security

PCI Compliant and fully encrypted.

Flexibility

In addition to Trust and Commissary, payments for the following can also be accepted

- Work Release
- Housing Payment
- Self Bonding or Bail
- Restitution Payments
- Medical Payments
- **And many more**

Onsite Service

Telmate's local repair technician is available 24/7 to service your Facility within 3 hours of request.

Customer Service

Customer service is available 24/7 to address any Friends and Family concerns and to process transactions. All calls are handled by live bilingual Customer Service Representatives. No outsourcing.

Reports

Facility Staff has real-time access to all deposits.



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Telmate Inmate Visitation Management



Telmate Visitation Scheduling

Telmate's Visitation Management System simplifies the challenging process of visitation coordination. Our system manages all aspects of visitation, and is configurable for the specific needs of your Facility.

Telmate makes Visitation Management Easy:

Key Benefits:

Facility Scheduling Manager

Every Facility has a unique visitation process. With our configuration tool you can manage your visitation hours for each day of the week, and add special schedules for holidays. In addition special visitation hours can be setup for different groups of Inmates, and visitation centers.

Visitors Schedule Themselves

To schedule an appointment, all a visitor needs to do is call a special toll-free number setup for your Facility. With JMS integration, we search Inmate records, and allow the caller to schedule an available appointment through our automated IVR. Our system is real-time and enforces all the scheduling rules configured for your Facility.

Facility Approvals

Based on your needs, Facility staff can review each new visitation appointment, or review the schedule in bulk on a daily basis, and block abusers.

Feature Overview:

Security

Telmate's Visitation Management System allows Inmates and Visitors to be blocked from scheduling appointments. It also enforces all visitation scheduling rules setup for your Facility, preventing visits from being scheduled during blackout periods. We also use Caller ID to verify Visitor's identity, preventing unauthorized parties from creating or modifying visits.

Reporting and Accountability

Facility staff use our secure web-based management console to review visits and print the daily schedule. Should the need arise, visits can be rescheduled by Facility staff as well.

Integration

Telmate's Facility Scheduling Manager is completely integrated with our Inmate Phone Solution, and requires no additional integration with your JMS. In addition we offer Inmate Visitation Scheduling to all Facilities already using our Inmate Phone Solution free of cost.



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