



INMATE TELEPHONE SYSTEM
City of Aurora Police Department Jail
RFP No. 21-75

City of Aurora
Purchasing Division
44 East Downer Place
Aurora, IL 60507

Due Date and Time:
Friday, November 12, 2021, at 4:00 P.M.



ORIGINAL



**INMATE
KIOSKS**



**REMOTE
VISITATION**



**INMATE
MESSAGING**



**INMATE
PHONE CALLS**

NCIC.com | 800-943-2189

William L. Pope

President

Bill.Pope@ncic.com



TRANSMITTAL LETTER

City of Aurora
Purchasing Department
44 East Downer Place
Aurora, IL 60507

On behalf of NCIC Inmate Communications ("NCIC"), I am pleased to present to the City of Aurora, our complete response to your **RFP No. 21-75 - Inmate Telephone System and Addendum No. 1**. NCIC has thoroughly reviewed, understands, and complies with all aspects of this RFP as well as the included Sample Contract. The proposal will remain open and valid for a minimum of 90 calendar days from the close date and up to 180 days, if not longer.

NCIC is a trusted provider of inmate communications services in the United States and abroad, providing a range of value-adding technologies and tailored service to more than 750 separate correctional agencies, including County Jails, Police Departments, Private Prisons, and Juvenile facilities. NCIC is extremely proud of the work we have done, and continue to do, in the law enforcement community, where we support the daily operations of law enforcement, provide quality service for inmates and their friends and family members, all while providing a generous return to our facility partners. NCIC provides a comprehensive suite of investigative and communications technologies for correctional agencies and constituents they serve, including Inmate Telephone Systems, Video Visitation Systems, Voice Biometrics, multi-functional Inmate Kiosks, Inmate Messaging, Mail Scanning Solutions, Inmate Tablets, and all related software and services.

NCIC's overall proposal for the City of Aurora revolves around leading security and investigative technology and a sturdy, *transparent* compensation offer that will provide the City with a water-tight method of forecasting the monthly earnings related to the inmate telephone environment. NCIC enjoys the reputation of being the only large inmate telephone provider that operates with complete transparency in all dealings and understands that a reasonable profit can be attained while providing fair, low calling rates and minimal fees. NCIC also enjoys the benefits of being the largest employee-owned inmate communications provider in the United States – we are not beholden to the demands of private equity groups and offshore interests; our shareholders are our facility customers and the constituents they serve. If awarded, NCIC is more than capable of committing to install and perform all required work within the required time frame specified by the City.

As you evaluate our proposal, consider NCIC as your preferred provider for inmate communications. NCIC is a Texas-owned corporation located at 607 East Whaley, Longview, Texas. NCIC is trusted to provide a range of inmate communications services that will benefit your correctional operations, and we ask you for the opportunity to extend our services to the City of Aurora with reliable, yet affordable, inmate communications, superior customer service and technology that you will grow to appreciate over the coming years.

Thanks again for your consideration.

A handwritten signature in black ink that reads "William L. Pope". The signature is written in a cursive, flowing style.

Sincerely,
William L. Pope, President

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CITY OF AURORA
Request for Proposal 21-75
Inmate Telephone System at the City of Aurora Police Department Jail

A. GENERAL REQUIREMENTS

It is the intent of these specifications to obtain proposals from qualified vendors to provide local and longdistance telephone service, including a recording and monitoring system, and equipment for the inmates at the City of Aurora Police Department jail located at 1200 E. Indian Trail, Aurora, Illinois 60505.

The new Aurora Police Department jail opened in January 2010. The City of Aurora jail can accommodate up to 90 inmates. Typically, inmates who cannot bond are held for 48 hours and then released to the respective County's jail. Each year the City of Aurora jail staff processes more than 14,500 prisoners. Each of the prisoners are entitled to make phone calls to obtain bond, contact family, or an attorney.

Any item not specifically mentioned but necessary for the delivery and operation of the proposed system shall be included in this proposal. These specifications and requirements should be in sufficient detail to secure proposals on comparable services.

The requirements listed herein should be met by all offerer's proposals. In instances where the proposal differs from these requirements, offerer shall note the difference and describe in detail how their proposal will meet the City's needs. Failure to meet these requirements may be cause for rejection of the vendor's proposal at the City's discretion.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.**

A1. Definitions

For the purpose of this RFP, the terms "Vendor" and "Offerer" refer to the provider of equipment and services. The word "City" will refer to Aurora City Police Department. The "System" will be referred to as the Inmate Telephone System.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A2. RFP Submission

Each Vendor must prepare a written response. Proposal shall be formatted consistent with the specific sections and numbered paragraphs and must respond to each on an individual basis. Failure to address any item shall be interpreted as non-compliance.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A3. Vendor Inquiries

If additions, deletions, modifications or clarifications to the RFP become necessary, the changes will be noted by written addendum to the Vendors. Nothing presented orally during Vendor inquiries will modify or alter the specifications.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

The Vendor shall identify a contact person who will be responsible for coordinating the efforts

and personnel of all parties involved in the response, to include, but not be limited to, oral presentations, demonstrations, site visits and responses to requests for clarification, if any, and must provide the following:

Name: **Craig Storer, Director of Marketing**

Organization: **NCIC Inmate Communications**

Address: **607 East Whaley Street, Longview, TX 75601**

Email address: craig.storer@ncic.com

(Area Code) Telephone Number: Office **903-757-4455**

(Area Code) Telephone Number: Cell **318-286-8134**

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A4. Basis of Award

The City will review all responses to assure compliance with the specifications. Vendor may be excluded from further consideration for failure to comply with the specifications of the RFP.

An inmate telephone system is a vital service to the police department; the investigative tools, operation efficiencies and added security are important aspects expected to be derived from this service.

No Proposals will be accepted after 2:00 p.m. Wednesday, November 10, 2021 Central Time.

While each proposal will be considered objectively, the City assumes no obligation to accept or take action on any proposal. The city assumes no liability for Vendors' cost incurred in preparing or submitting a proposal in response to this request.

Proposing Vendors must submit one (1) original proposal, one (1) original USB containing an electronic version of the proposal and any supporting documentation.

The contents of this solicitation and the Vendor's response, when submitted to and accepted by the City, shall become an integral part of any contract agreed upon between the vendor and the City.

To ensure specified performance of the proposed system, the City reserves the right to require a vendor(s) to demonstrate the system and features specified in this RFP.

The proposal will be evaluated with the regards to the following criteria and factors:

The City's Selection Committee will first examine proposals to eliminate those that are clearly non-responsive to the stated requirements. Therefore, proposing Vendors should exercise particular care in reviewing the proposal format required for this RFP.

Information gathered during interviews, negotiations and reference checks, and any other information or factors deemed relevant by the City, shall be used in the final award. The final award is subject to approval of the City Council.

The detailed evaluation that follows the initial examination may result in more than one finalist

and takes into consideration the evaluation factors set forth below (there is no significance to the order listed):


- Content and completeness of submitted proposal
- The demonstrated ability to meet the technical requirements
- Advantages and disadvantages to the City, which could result from the Proposal
- Evidence of a clear understanding of the Scope of Services by the Vendor
- How well the proposed services and system satisfy the City's business requirements
- Vendor's jail telephone installation and maintenance experience
- Vendor's proposed project team, qualifications and references
- Soundness and comprehensiveness of the Vendor's approach and plan
- Financial Offering including a commission rate based on gross revenue (defined as revenue on all local and long distance calls), rate charge to the party who accepts and the vendors ability to offer direct billing to the called party.
- Additional evaluation criteria as determined by the City

At this point, if more than one finalist is selected, the Selection Committee may request oral presentations by proposing Vendors for which the City shall incur no cost. The committee will then select the proposal that is most advantageous to the City.

The City reserves the rights to withdraw this RFP at any time and for any reason and to issue such clarifications, modifications and/or amendments as it may deem appropriate.

The City reserves the right to waive minor irregularities in Proposals, provided that such action is in the best interest of the city. Any such waiver shall not modify any remaining RFP requirements or excuse the proposing Vendor from full compliance with the RFP specifications and other contract requirements if the proposing Vendors awarded the contract.

The Selection Committee will review and evaluate all properly submitted Proposals that are received. The City reserves the right to ask for additional information and clarification.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

NCIC's understanding is Proposals must be submitted by 4pm on Friday, November 12.

A5. *Contract Term*

The contract will be for a period of three (3) years. At the expiration of this contract, Aurora City Police Department will have the option of continuing the phone services with the offerer's company at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year will require the City's written approval for renewal.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

A6. *Termination*

The obligation to provide further service under the terms of the resulting agreement may be terminated by the City upon thirty (30) days written notice in the event of material breach by the successful Offerer to perform in accordance with the terms hereof, or any contract resulting from this RFP. In the event that the City chooses to discontinue this contract either by termination or not extending the contract the Offerer warrants that it will remove all its

equipment from the facilities without charge. Service and equipment will not be removed until another Vendor has been acquired. The removal of equipment and disconnecting of service process will occur during the implementation of the new system with minimal interruption of service to this facility. It will be necessary that the incumbent vendor cooperate with the new vendor during the implementation of the new system.

If either party defaults in the performance of any obligation under this Agreement, then the non-defaulting party shall give the defaulting party written notice of its default setting forth with specificity the nature of the default. If the defaulting party fails to cure its default within thirty (30) days after receipt of the notice of default, then the non-defaulting party shall have the right to immediately terminate this Agreement and pursue all other remedies available to the non-defaulting party, either at law or in equity.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A7. *Damage and Repair Liability*

The City will have no liability to the Vendor for fraud, theft, vandalism/damage or loss of the Vendor's equipment inflicted by the inmates or the public. All costs associated with the repair will be the responsibility of the Vendor.

Vendor warrants that all repairs will be made at its expense. Offerers shall make all reasonable efforts to ensure that the phone system is operational and repaired as quickly as possible.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A8. *Installation/Disconnection*

The Vendor will be responsible for all costs of installation or disconnection throughout the term of the Contract.

The Vendor will be required to furnish and install equipment, dedicated lines and any other item necessary to make this service functional.

All installation of equipment must meet or exceed State of Illinois Jails Construction standards and rules. All installation plans must be submitted to the City for pre-approval.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A9. *Current City Inmate Telephone System*

Texas Inmate Phone Systems.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A10. *Mandatory Pre-Site Meeting*

The purpose of the pre-proposal conference is to provide prospective vendors with a forum in which questions pertaining to this solicitation can be considered. Due to the need for all vendors to possess a complete understanding of the requirements of this solicitation, attendance at this pre-proposal conference is mandatory. During this meeting vendors will not be allowed to present their product. Vendors may be allowed to conduct a presentation of their product at a later date.

Mandatory pre-site conference: 10:00 a.m., Wednesday, October 27, 2021
Location: City of Aurora Police Department
1200 E. Indian Trail
Aurora, IL 60505

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

A11. Miscellaneous Requirements

The City will not be liable for any of the cost incurred in preparation and presentation of the response.

Any materials submitted by the Vendor that are considered confidential in nature must be clearly marked as such. Due to applicable laws and regulations concerning public documents, the City makes no representation that such material will be kept confidential.

 **NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.**

THIS SECTION INTENTIONALLY LEFT BLANK

B. VENDOR QUALIFICATIONS & EXPERIENCE, TECHNICAL REQUIREMENTS

B1. Experience

Vendor shall be experienced in providing phone service to municipalities and counties with inmate phones. Vendor should provide an overview of their firm, including years and nature of experience in inmate telephones business.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC Inmate Communications has carefully reviewed all aspects of this RFP, and our organization is well-positioned to meet or exceed all stated requirements. In addition to providing a comprehensive, secure Inmate Telephone System, NCIC is prepared to provide additional value-adding and complementary inmate communications technologies, if it is of interest to the City of Aurora.

NCIC has the ongoing experience, expertise, and technology to meet and exceed the needs of the City. Company principals William Pope and Jay Walters, who incorporated NCIC Inmate Communications in 1995 and offer forty (40) years of combined experience in the inmate telephone industry and customer support. During our 26 years in business, we have grown to become a successful company by focusing on exceptional delivery of services and unmatched customer support to our facility partners.

NCIC's Bilingual Customer Service Department, based at our Company Headquarters in Longview, Texas, is available 24x7x365 and can be contacted by our toll-free phone number (800-943-2189). NCIC proudly operates the most customer-friendly and *efficient* Call Center in the inmate telephone industry, recognizing that satisfied friends and family results in more completed calls, higher Gross Revenue, and minimal complaints to the correctional agency.

Recently, NCIC has finished a 4-year development and implementation of our own proprietary InTouch Kiosk and Video Visitation System ('VVS'), allowing us to break away from reliance on partnerships which may or may not meet our service standards. NCIC's VVS is a patent-licensed system that provides both on and off-site video visitation, inmate messaging, unlimited customizable inmate requests (grievances, PREA, medical, dental, general requests, maintenance, mail scanning, etc.), along with links to various external services, such as commissary, Immigration Information Websites, Consular websites, Veteran Services, approved videos, inmate information and finally we offer access to inmate documents and handbooks.



As part of our response, we are proud to offer:

- Affordable, reliable, secure inmate communications.
- Lower, FFF-compliant calling rates and fees.
- Increased commission structure.
- Trained professional staff and leadership.
- Seamless integration with other technology providers.

Overall, NCIC provides inmate telephones, video visitation, inmate kiosks, deposit kiosks, inmate tablets, inmate messaging, inmate mail scanning services and related technologies to more than 750 facilities in 9 countries. NCIC is experienced in providing

a range of inmate communications to many different kinds of facilities, including halfway houses, work-release centers, rehabilitation centers, and private prisons, and looks forward to providing all inmate communications to the City of Aurora.

B2. References

Provide five (5) customer references of accounts similar in size and scope to the City.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC has provided the following customer references which can be contacted by the City of Aurora to verify the standard of NCIC's service delivery.

| | |
|---------------------------|--|
| Facility Name: | Sherburne County Sheriff's Office |
| Facility Address: | 13880 Business Center Drive, Elk River, MN 55330 |
| Contact/Title: | Brian Frank / Jail Administrator |
| Telephone Number(s): | 763-765-3802 |
| Email Address: | Brian.frank@co.sherburne.ms.us |
| ADP: | 350 Inmates |
| Services Provided: | Inmate Telephones, Video Visitation, and Inmate Tablets |
| Agreement Effective Date: | 03/01/2021 |

| | |
|---------------------------|--|
| Facility Name: | Platte County Sheriff's Office |
| Facility Address: | 850 Maple Street, Wheatland, WY 82201 |
| Contact/Title: | David Russell / Captain |
| Telephone Number(s): | 307-322-2331 |
| Email Address: | drussell@plattecountywyoming.com |
| ADP: | 65 |
| Services Provided: | Inmate Telephones and Visitation |
| Agreement Effective Date: | 01/01/2021 |

| | |
|---------------------------|--|
| Facility Name: | Tri County / Pulaski County |
| Facility Address: | 20 Justice Drive, Ullin, IL 62992 |
| Contact/Title: | Gayla Jones |
| Telephone Number(s): | 618-845-3512 |
| Email Address: | gjones@pulaskicountyil.gov |
| ADP: | 93 Inmates |
| Services Provided: | Inmate Telephones |
| Agreement Effective Date: | 06/02/2015 |

| | |
|---------------------------|--|
| Facility Name: | Jo Daviess County Jail |
| Facility Address: | 330 N. Beach Street, Galena, IL 61036 |
| Contact/Title: | Joe Kratcha |
| Telephone Number(s): | 815-777-2141 |
| Email Address: | jkratcha@jodaviess.org |
| ADP: | 13 Inmates |
| Services Provided: | Inmate Telephones |
| Agreement Effective Date: | 09/18/2019 |

| | |
|----------------------------------|--|
| Facility Name: | Burnett County Sheriff's Office |
| Facility Address: | 7410 County Road K, Siren, WI 54872 |
| Contact/Title: | Capt. Terry Nesvold |
| Telephone Number(s): | 713-349-2128 |
| Email Address: | tnesvold@burnettcounty.org |
| ADP: | 34 Inmates |
| Services Provided: | Inmate Telephones |
| Agreement Effective Date: | 04/12/2010 |

| | |
|----------------------------------|--|
| Facility Name: | Trempealeau County Sheriff's Office |
| Facility Address: | 36245 Main Street, Whitehall, WI 54773 |
| Contact/Title: | Lt. Tonya Niederkorn |
| Telephone Number(s): | 715-538-4509 |
| Email Address: | tcjail@tremplcounty.com |
| ADP: | 28 Inmates |
| Services Provided: | Inmate Telephones |
| Agreement Effective Date: | 03/12/2010 |

| | |
|----------------------------------|--|
| Facility Name: | Brookfield Police Department |
| Facility Address: | 8820 Brookfield Avenue, Brookfield, IL 60531 |
| Contact/Title: | James Episcopo |
| Telephone Number(s): | 708-485-8131 |
| Email Address: | JEpiscopo@brookfieldil.gov |
| ADP: | 5 Inmates |
| Services Provided: | Inmate Telephones |
| Agreement Effective Date: | 01/10/2012 |

| | |
|----------------------------------|--|
| Facility Name: | Westchester Police Department |
| Facility Address: | 10300 W Roosevelt Road, Westchester, IL 60154 |
| Contact/Title: | Greg Hribal, |
| Telephone Number(s): | 708-345-0060 |
| Email Address: | ghribal@westchesterpolice.com |
| ADP: | 10 Inmates |
| Services Provided: | Inmate Telephones |
| Agreement Effective Date: | 06/03/2016 |

B3. Patent & Copyrights

The Vendor will hold harmless the City, its officer, and employees against all claims that machines or software supplied infringe a U.S. patent or copyright. The Vendor further asserts that to the vendor's knowledge the equipment and software proposed does not infringe on any U.S. patent or copyright.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC agrees to hold harmless the City of Aurora, its officers and employees against any hardware or software claims of other potential vendors. The currently installed system does not infringe on any US patent or copyright.

B4. Please describe all Vendor Patents your company holds or has developed

Please supply patent information for proposed equipment or software, where applicable to the inmate telephone system.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC has entered into mutual patent sharing and licensing agreements with multiple service providers covering over 230 technology patents specific to the corrections industry. NCIC has also filed Patent Application Number 13/037,865 which "allows for monitoring of inmate call recordings for silence recognition to detect and disconnect unauthorized third-party call connections" and Patent Application Number 13/211,719 which uses Voice Biometrics Software to analyze inmate telephone calls to detect multiple speakers on a call or identify theft of inmate phone accounts.

Recently, NCIC has finished a 4-year development and implementation of our own proprietary InTouch Kiosk and Video Visitation System ('VVS'), allowing us to break away from reliance on partnerships which may or may not meet our service standards. NCIC's VVS is a patent-licensed system that provides both on and off-site video visitation, inmate messaging, unlimited customizable inmate requests (grievances, PREA, medical, dental, general requests, maintenance, mail scanning, etc.), along with links to various external services, such as commissary, Immigration Information Websites, Consular websites, Veteran Services, approved videos, inmate information and finally we offer access to inmate documents and handbooks. To ensure NCIC does not have to "catch up" in our product offering, we reinvest approximately 20% of our annual revenues to product development.

B5. General Requirements

1. The system shall provide an easy to use, centralized Web-Browser-based Inmate PhoneManagement system which is available securely from anywhere at any time.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC's system is a fully centralized web-based platform and was written using the newest technology in web tools. The system is compatible with any Windows-based computer and various web browsers including Internet Explorer, Chrome (recommended), Safari and Firefox. All functions of the system are accessible 24/7/365 via any internet-enabled



computer, tablet or smart-phone allowing authorized users access throughout the platform based on their level of access authorization. The system provides multiple tiered security access levels based on the City's specific needs.

2. System interface to control the phones shall be intuitive.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system is extremely intuitive and easy-to-understand. Authorized access allows City personnel to control the inmate phones, actively live-monitor calls, search, save, download, and share call detail records, and all functions of the system based on their access level.

3. Access should be controlled so officers only have access to functions they need

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Authorized personnel will have a secure user login and password allowing access to specific functions based on access permission and privileges.

4. The system must be a one-way, outgoing-only service.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The current system allows one-way, out-going service only, preventing any inmate telephone from receiving incoming calls. The centralized call switching uses a VoIP network connection to the inmate phones and not the public switched phone network (PSTN).

5. The system must permit inmate calls to Mobile or VOIP telephones, as well as Rotary and Pulse phones.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system detects the rotary tones for the number 1 to confirm acceptance. Called Parties that have only rotary dialed phones can also call NCIC and the Called Party's phone number will be setup to automatically accept or block calls (whichever the customer desires), if approved by the City. If the Called Party has difficulty in using these prompts, or if an older style rotary phone is being used, NCIC's Customer Support team is always available to help with blocking numbers, as needed.

6. Access to 800, 888, 900 numbers, multiple long-distance carriers via 800+, 888+, 950+, 976+, or 10XXX numbers, the 911 emergency system, 1411 and/or 555-1212 and other information service, and other calls as defined from time to time by the City must be prohibited.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system prohibits access to 800 and 900 type services. There is a database of blocked numbers which is maintained by NCIC, which can be shared with the Facility for approval and updating, as required. A small but representative sample of the blocked number database includes 800, 888, 877, 900, 700, 911, 411, 311, 0, 950, 976, 555-1212 and 10-10xxx numbers. This database of blocked numbers is updated regularly. At no time will inmates be able to reach a live operator or 411

information-type services.

7. The system must permit calls to Mexico, Canada, Puerto Rico and the UK.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment. The proposed system is the only one in the industry that allows traditional collect calling to these countries. NCIC proudly offers the lowest rates in the industry, for International calling.

8. Direct dialed calls of any type must be prohibited; the inmate should never be able to reach the Public Switched Telephone Network.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system does not allow direct dialed calls. The inmate telephones do not have a 10-digit telephone number and are not part of the PSTN; therefore, cannot be dialed. All calls are processed in the Inmate Call Engine via an automated operator. At no time will inmates ever have access to a live operator or direct dialed service.

9. The proposed system shall limit inmate calls to 15 minutes; however, the City of Aurora must be able to change the call duration as needed throughout the entire facility. The inmate and called party shall be notified of call limit in advance of the system terminating the call.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

During installation, the proposed ICE system will be configured with the requested 15-minute limit. Authorized users can set call durations as a facility-wide default that can be changed based on the inmate's Personal Identification Number (PIN), telephone or groups of telephones, as well as phone number dialed. Call time durations can be adjusted at any time based on the requirements of the City. Duration configuration preferences can also be applied to TTY/TDD calls, VRS calls, attorney calls, Speed Dial calls, etc. Call length configurations are extremely granular and customizable based on the needs of the City.

System administrators can set a maximum number of inmate calling minutes per day or month and provide dial tone at certain times of the day. The platform is generally set at a default of allowing inmates to call from 8am until 11pm every day, but the system is capable of customizing the available calling hours by day, by individual inmate, by destination number, by specific inmate phone, by specific housing area, or system wide. See sample screen shot that follows, showing application of specific "Time of Day" parameters.

Profile Details

Basic Call Options Restrictions

General Time of Day

☐ Calls Allowed: Click and drag edge to increase/decrease, Click and drag middle to move entire range, Double click to remove
☐ Calls Restricted: Click to add allowed

| | 00:00 | 06:00 | 12:00 | 18:00 | 23:59 |
|------------|---------------|-------|-------|-------|-------|
| Sunday: | 08:00 - 23:59 | | | | |
| Monday: | 08:00 - 23:59 | | | | |
| Tuesday: | 08:00 - 23:59 | | | | |
| Wednesday: | 08:00 - 23:59 | | | | |
| Thursday: | 08:00 - 23:59 | | | | |
| Friday: | 08:00 - 23:59 | | | | |
| Saturday: | 08:00 - 23:59 | | | | |

Update Cancel

10. Vendor shall supply one TTY phone to the Aurora Detention Center.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All proposed telephones are ADA-compliant and are hearing-aid compatible. If awarded, NCIC will provide the Aurora Detention Center with the required TDD/TTY equipment needed (and maintain that equipment for the course of the Contract). Additionally, NCIC will provide telephones which are accessible to wheelchair-bound users in designated areas of the Facilities.

Ultratec 4425

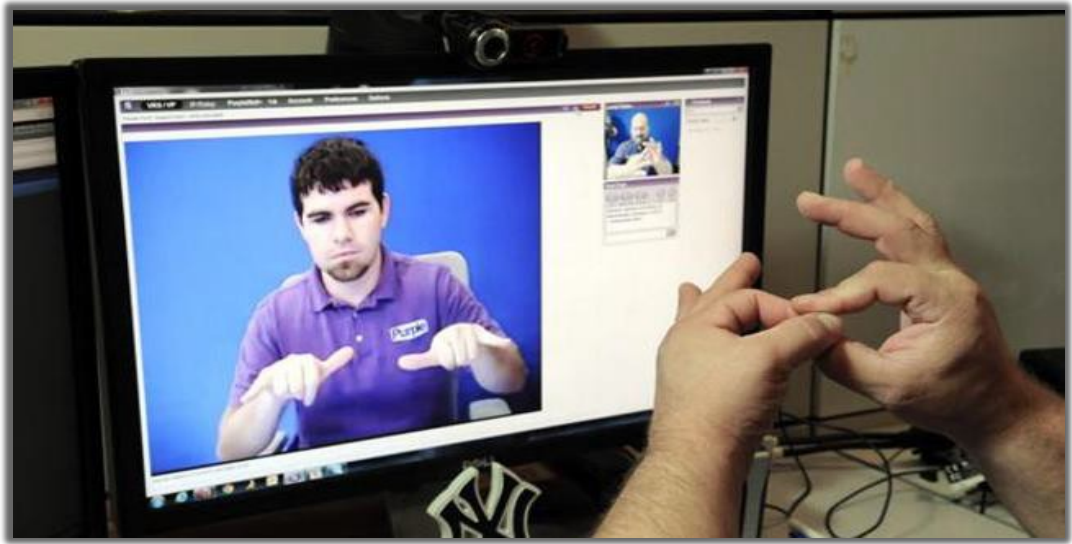
Built-in 24-character printer
 Three selectable print sizes
 32 K memory
 Memos you can name for easy recall and sending
 Keyboard and memory dialing
 Call progress (display shows whether line is ringing or busy in direct connect)
 Tone-and-pulse dial (including *, # and hook flash)
 Auto-answer (direct connect)
 Remote message retrieval
 Auto ID
 Time and date
 TTY voice announcer
 User-programmable relay voice announcer
 20-character vacuum fluorescent display
 Rechargeable batteries
 Optional ASCII code
 Optional large visual display port (includes ASCII)



In addition to providing TDD/TTY devices as needed by the City, NCIC is able to offer cutting-edge Video Relay Service (VRS) which is quickly becoming the preference for deaf/hearing-impaired inmates. VRS acts as a video visitation service for deaf/hearing-impaired inmates allowing for face-to-face interactions between these inmates and the outside party. NCIC can provide VRS at no cost to the City.

Following is a screenshot depicting VRS functionality:

Screenshot – VRS Application in Use



11. The proposed system shall include voice prompts in English and Spanish.

ONICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed platform allows inmates to select the preferred language of either English or Spanish. The prompts and greetings are pre-recorded in both English and Spanish. The inmate selects the language at the beginning of each call by pressing a “1” or a “2” on the keypad. The selected language then plays the initial prompts/greetings, as well as any interjected warnings/messages during the actual call to the inmate and called party. Other languages are available upon request, at no cost to the City.

12. The system must require active acceptance by the called party.

ONICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed ICE platform allows the inmate to remain muted during the call acceptance process and is only allowed to communicate with the called party once the called party actively accepts the call by pressing “1” on the keypad.

13. The system shall allow outgoing collect calls.

ONICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

14. The vendor will need to have a program that will proactively attempt to set-up an account for called parties who are not able to accept collect calls, enabling families to quickly communicate with incarcerated individuals. Please describe how this works.

ONICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

In the event the called party is not able to accept collect calls, they can immediately connect to a live bi-lingual customer service representative while the inmate is on hold waiting to be connected. Upon the called party accepting the charge, if the call

is not able to be billed as a traditional collect call, the platform informs the called party the number is not billable as a collect call and to press 1 to set up a prepaid account through a live representative. The unique use of a live representative for every initial call received, versus the cumbersome, awkward IVRs preferred by other providers, results in a higher ratio of successful account set-ups, and consequently, more completed calls and commissionable revenue.

NCIC's approach differs from the standard in the industry – which is to offer exorbitantly-priced Single Pay call products as the first option heard by the Called Party, then disconnecting instead of automatically connecting them to the Provider's Call Center.

15. Vendor must notify called party when they have reached a \$20.00 balance of its site or personal credit limit. Describe how this works.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed ICE system provides details during the initial call prompts, regarding the pre-paid balance, upon every call attempt. If the pre-paid balance is insufficient to complete a one-minute call, then the called party is automatically transferred to a live agent to arrange billing. If a collect caller is within 75% of their collect call threshold, they are transferred to a live operator to arrange billing before the call is connected. This proactive outreach has been well received by consumers and ensures that if a call cannot be completed because of threshold or payment issues, the called party promptly speaks with an operator. NCIC always makes it extremely easy for friends and family to establish prepaid accounts in order to maximize call completion, and connectivity between inmates and their support networks.

16. Due to the recently passed SAFE-T Act (725 IL CS 5/103-3), which mandates providing inmates with (3) three free phone calls. The proposed system shall allow the inmate to make their first three phone calls at no charge, with each call limited (3) three to (5) five minutes. These phone calls would follow all of the other specified requirements aside from cost and duration.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Free call allowances are extremely granular and can be associated with inmate PINs, specific phones/housing areas, time of day or destination phone numbers. Facility staff (with the appropriate level of permission) are able to customize the periods of phone availability based on the specific needs of the Facility.

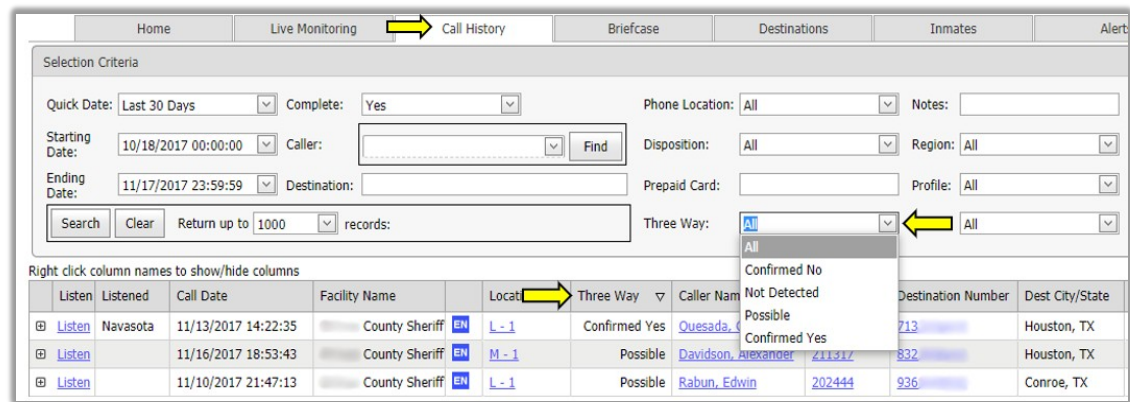
B6. Fraud Management

1. The proposed system shall be able detect, notify and prevent three-way or conference calls, except for those calls to attorney's or other approved numbers.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Our patented Three-Way Call Detection system listens for silence detection on a near-real time basis using various algorithms developed based on research on thousands of three-way call attempts. When the system determines that a three-way or call forward has been attempted, a warning message can be played to the parties on the call (based on the preferences of the Facility), and the call record is

permanently marked as a three-way attempt (providing administrators an easy way to go back and listen to the call). If required by the City, the system can be configured to terminate any detected three-way calls. However, we typically find that correctional agencies prefer to allow them to continue, to help gather valuable investigative data.



Our three-way call detection offers varying levels of confidence on detected calls with an option to block, flag and alert users in the case of suspected or confirmed three-way call attempts and is the first in the industry to offer DTMF digit collection on the called party end, which results in significantly less “false positives,” as it does not only rely on silence detection like most systems.

If a three-way call is detected, future calls to that number can be blocked, or just flagged. If terminating the call, notification is given the call is being disconnected so the inmates will not assume the call was accidentally disconnected. If blocked, the system will play a message announcing the number was blocked due to three-way calling.

Further, our ECHO™ Voice Biometrics application can count voices on both the inmate and the called-party side, indicating possible three-way activity or collusion. Our voice biometrics can alert users when identifying multiple parties on each side of the call, and the system can be configured to either terminate such calls, or simply flag the call for later review. Shown herein is an example of the multi-Speaker report available within the proposed Voice Biometrics solution.



- 2. The proposed system shall prevent the inmate from obtaining a second dial tone, or “chain-dialing.”

ONCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system prevents chain dialing and secondary dial-tone; inmates cannot make a second call until the first call is completed. The centralized call

switching uses a VoIP network connection to the inmate phones and not the PSTN.

3. The proposed system shall prevent the inmate or called party from dialing extra digits after the call is accepted. Please describe process.

ONIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system will not allow secondary dial-tone as it provides a synthesized dial tone and controls all interaction with the phone network, forcing inmates to hang up the existing call before they begin the next call, ignoring any keypad input.

The proposed system can be configured to allow extra digits to specified dialed numbers as is the case with speed dials to specific numbers and designated voicemails for services such as PREA, Crime Tips, grievances, Public Defender, sexual assault/harassment, medical requests, etc. All such numbers will be configured at no cost to the City.

4. The proposed system shall be able to remotely monitor Inmate calls and be able to transfer calls in progress to investigators.

ONIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed System features an Alert system (“Hot Number Alerts”) whereby alerts can be sent via email, text or phone call, allowing investigators to receive real-time notifications and also covertly listen to calls of interest. The proposed System alerts investigators to calls of interest either prior to a call being connected or while a call is in progress (this is configurable based on the needs of the City) so that investigators can listen to and/or approve the call.

Screenshot - Alert Configuration

The screenshot displays the 'Edit Alert' window with the following configuration:

- Name:** Test Alert
- Status:** Active
- General:**
 - Case No: 0000
 - Private: ☒
 - Enter Date: 9/21/2017
 - Notes: Possible smuggling in of drugs.
- Trigger Data:**
 - Disposition: All
 - Phone Loc: All
 - Inmate Name: Multiple
 - Destination: All
- Actions:**
 - Notifications:**
 - ☒ Email: sergeant123@testemail.com
 - ☒ Text#: 8555551212
 - Carrier: Other
 - Connect to Call:**
 - Dial: on call acceptance
 - Alert Phone: 8555551212
 - Code: 000
 - Add Calls to Briefcase Folder:**
 - Briefcase: Investigation XXX

Buttons at the bottom: Update, Cancel

When an “alerted” call is detected, the alert is sent to the alert list via email, voice or text (depending on the alert configuration). The alert will allow the investigator to approve/deny the call and/or listen to the call in-progress. Investigators can hear the call at any internet-connected computer or via cell phone/landline. Monitoring can be performed by multiple investigators at once, without affecting the ability of the system to record calls. Covert monitoring is not detectable by either the Called Party or the Inmate.

Most commonly, investigators elect to simply receive email notification of calls of interest once the call has completed, with an email (including the call recording) being delivered to the investigator after the call is finished.

5. The proposed system shall identify the name of the facility and the inmate placing the call to the called party.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system brands and identifies each call with the facility name, type of call, and inmate (typically inmate’s voice recording) placing the call to the Called Party.

6. The proposed system shall be able to play prompts randomly throughout the call.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC’s fully automated system provides easy-to-understand prompts in English and Spanish (or other languages as requested by the City) to guide callers and the called party through the calling process. All dialing instructions, voice prompts, greetings and any interjected security messages are fully customizable based on the requirements of the City. Any messages interjected into calls are excluded from billing calculations.

7. The proposed system shall guard against “hook-switch dialing,” and other fraudulent activities. Please describe.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system prevents hook-switch dialing and secondary dial tone. The inmate phones are not connected to a traditional phone line but to the platform, which provides a synthesized dial tone and controls all interaction with the phone network, forcing inmates to hang up the existing call before they begin the next call and ignoring any keypad input which may occur in between.

8. The inmate shall not communicate with the called party until the call has been accepted.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The inmate and Called Party cannot communicate until the called party has positively and actively accepted the initial call. Active acceptance requires that the called party press a “1” on their keypad. Billing does not begin until the Called Party and inmate are connected. During the call setup announcement called parties can deny the call by pressing “2” and block all future calls by pressing “3”.

9. The system shall detect the difference between an accepted call and an answering machine, busy signal, or other telephone activity. Please describe.

ONIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system uses a sophisticated answer detection algorithm which can distinguish between standard and artificial telephone tones, standard SIT tones, busy signals and even answering machines/voicemail to ensure accurate call answering, prevent erroneous billing and subsequent complaints. This technology helps to ensure that only customers who actively accept a call are connected and billed.

10. The proposed system shall allow call blocking of specific numbers for the entire agency and by each site.

ONIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

An inmate allowed call list works in conjunction with the blocked call list; if a phone number has been set to “block all” no inmate at the facility will be able to dial the phone number under no circumstances. Likewise, a phone number can be blocked for a specific inmate but allowed for others, or from certain designated phones, hours of the day, etc. Examples of the ‘Denied Destination List’ within an inmate profile, as well as how to block a number at a Global level, are below:

Screenshot – Allowed/Denied Destination List

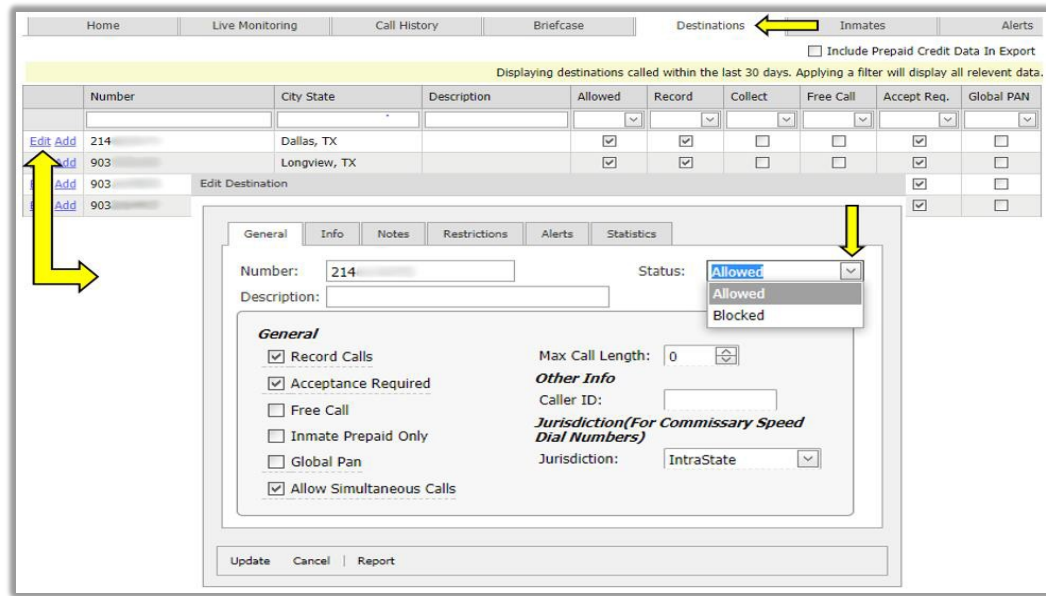
The screenshot displays the 'Edit Inmate' interface with tabs for InmateInfo, Notes, Restrictions, Alerts, Recordings, Statistics, Messaging, and Transactions. The 'Restrictions' tab is active, showing 'General' and 'Time of Day' sub-tabs. The 'General' sub-tab contains the following fields:

- Free Call Limits:** A dropdown menu set to '2' and a dropdown menu set to 'Call(s) per 90 Days'.
- Allowed Profiles:** A dropdown menu.
- Allowed Destination List:** A table with columns: Delete All, Number, Notes, and Require Acceptance. It contains four rows of data.
- Denied Destination List:** A table with columns: Delete All, Number, and Notes. It contains one row of data.
- Destination Limit:** A dropdown menu set to '9999'.

At the bottom of the interface are buttons for 'Update', 'Cancel', and 'Report'.

| Delete All | Number | Notes | Require Acceptance |
|---|--------|----------------|-------------------------------------|
| Edit Add Delete | 402702 | Attempted Call | <input checked="" type="checkbox"/> |
| Edit Add Delete | 430702 | | <input type="checkbox"/> |
| Edit Add Delete | 903252 | Attempted Call | <input checked="" type="checkbox"/> |
| Edit Add Delete | 903445 | Attempted Call | <input checked="" type="checkbox"/> |

| Delete All | Number | Notes |
|---|--------|--------------------|
| Edit Add Delete | 903240 | Customer requested |



| Number | City State | Description | Allowed | Record | Collect | Free Call | Accept Req. | Global PAN |
|--------|--------------|-------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|
| 214 | Dallas, TX | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 903 | Longview, TX | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 903 | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 903 | | | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

11. The proposed system shall also provide ability to approve and disapprove specific phonenumbers that each inmate can call.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The Location Call Control by PIN allows specific configuration based on telephone location within the Facility. Phone numbers can be approved or disapproved / blocked based on telephone locations and configuration for an inmate via PIN restrictions. Additionally, when configured, upon receipt of file from the JMS or RMS system, the inmate's location is updated to reflect new location. Once the file is received, the system allows the moved inmate to place calls from their new location and only to approved numbers.

12. The proposed system shall permit the called party to block all future calls from the facility.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

During the initial call greetings, called parties can deny the call by pressing "2" or can block all future calls by pressing "3." Any such blocked calls will be displayed in the system as "Blocked," reflecting all details regarding when and how the block was applied.

B7. Other investigative Tools

1. The system should provide tools to assist in investigations. The system shall have the ability to place predetermined phone numbers under surveillance and alert investigators when the call is in progress.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides an alert feature where alerts can be sent to cellphones or landlines, so that investigators can control and listen to calls. The system alerts investigators either prior to a call being placed or while a call is in progress so that

investigators can listen to and/or approve a call prior to the call being connected. The alert will allow the investigator to deny, approve or listen to the call. Investigators can hear the call from any Internet-connected PC, tablet or smartphone and terminate the call if required.

In the event a number is blocked, inmates will not be able to even dial that number, ensuring that there is no contact to restricted numbers in the system. Within the system, an alert system (or “Hot Number Alert”) is featured where alerts can be sent to email and / or authorized cell phones and landlines so that investigators can receive notification and also covertly listen to calls. When an “alerted” call is detected the alert is sent to the alert list via email, voice or text (depending on the alert configuration). The alert will allow the investigator to approve the call and/or listen to the call in-progress. Investigators can hear the call at any internet-connected computer or via cell phone/landline. Monitoring can be performed by multiple investigators at once (up to 20 separate connections) and this does not affect the ability of the system to record calls and is not detectable by either the called party or the inmate. This image shown herein depicts part of the alert set-up process.

The screenshot shows a software window titled "Edit Alert" with a close button in the top right corner. The window contains a "Basic" tab with the following sections:

- Name:** Test Alert
- Status:** Active (dropdown menu)
- General:**
 - Case No:** 0000
 - Private:** ☒
 - EnterDate:** 9/21/2017 (dropdown menu)
 - Notes:** Possible smuggling in of drugs.
- Trigger Data:**
 - Disposition:** All (dropdown menu)
 - Phone Loc:** All (dropdown menu)
 - Inmate Name:** Multiple (dropdown menu)
 - Destination:** All (dropdown menu)
- Actions:**
 - Notifications:**
 - ☒ Email: sergeant123@testemail.com
 - ☒ Text#: 8555551212
 - Carrier:** Other (dropdown menu)
 - Connect to Call:**
 - Dial:** on call acceptance (dropdown menu)
 - Alert Phone:** 8555551212
 - Code:** 000
 - Add Calls to Briefcase Folder:**
 - Briefcase:** Investigation XX (dropdown menu)

At the bottom of the window are "Update" and "Cancel" buttons.

2. The system shall have the ability to search call detail records and recording, save the results of the search, and archive the recordings by case numbers.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Transferring recordings for use by the staff during routine investigations is provided via the Briefcase feature. The Briefcase Tab allows an investigator to choose other users within their agency or outside agencies by clicking on “Share” to immediately

provide the download to investigators by selecting the user list, select user, click “Add”, and click “Share” again. The call is shared via user access and email with the email providing full information on ability to access the recording. The proposed ITS can easily insert all calls for a given case into an investigative “Briefcase” folder. A configuration/alert can be set that automatically organizes call recordings from particular inmates, phones, or called numbers into the designated investigative Briefcase. This allows for quick access to these calls for the user to view, listen, share with others, or download for investigative purposes. See example screenshots that follow:

Home | Live Monitoring | Call History | Destinations | Inmates | Alerts | Prepaid Cards | Activity Log | Documentation

Selection Criteria

Quick Date: Today Complete: Yes Phone Location: All Notes: []

Starting Date: 11/17/2017 00:00:00 Caller: [] Find

Ending Date: 11/17/2017 23:59:59 Destination: [] Prepaid Card: [] Profile: All Alert: All

Search Clear Return up to 1000 records

Right click column names to show/hide columns

| Listen | Listened | Call Date | Location | Caller Name | Caller PIN | Destination Number | Dest City/State | Duration | Charges | Disposition | Alert | Notes |
|--------------------------|--------------------------|---------------------|---------------|--------------|------------|--------------------|-----------------|----------|---------|-------------------|-------|-------|
| <input type="checkbox"/> | <input type="checkbox"/> | 11/17/2017 11:04:04 | North Booking | Nelson, Darn | | 903 | Longview, TX | 05:50 | \$5.50 | COMP: Collect De | | |
| <input type="checkbox"/> | <input type="checkbox"/> | 11/17/2017 10:54:31 | South - MO F | Warren, Darn | | 902 | Longview, TX | 13:00 | \$3.75 | COMP: Prepaid - I | | |
| <input type="checkbox"/> | <input type="checkbox"/> | 11/17/2017 10:47:10 | North Booking | Nelson, Darn | | 903 | Longview, TX | 05:02 | \$1.00 | COMP: Prepaid - I | | |
| <input type="checkbox"/> | <input type="checkbox"/> | 11/17/2017 10:33:22 | South - MO F | Warren, Darn | | 903 | Longview, TX | 14:21 | \$3.75 | COMP: Prepaid - I | | |
| <input type="checkbox"/> | <input type="checkbox"/> | 11/17/2017 10:33:01 | North Booking | Nelson, Darn | | 903 | Topeka, KS | 02:52 | \$0.63 | COMP: Prepaid - I | | |

Destinations | Inmates | Alerts | Prepaid Cards | Activity Log | Documentation

Phone Location: All Notes: []

Disposition: All Region: All

Add To Briefcase Selected Count: 3

Home | Live Monitoring | Call History | Briefcase | Destinations | Inmates | Alerts

Folders with more than 400 calls will be split into multiple downloads for ZIP and ISO

Briefcase Downloads

Tasks

My Briefcase

Folder: Investigation XX Empty Folder Share...

Download As

Select the audio format from the list, then click ZIP or ISO to begin the download process

mp3 ZIP File ISO File

Total: 1 Listened: 0 Not Listened: 1

Right click column names to show/hide columns

| Listen | Listened | Call Date | Location | Caller Na | Caller PIN | Booking# | Federal ID | FBI# | Destination Num | Dest City/State | Duration | Disposition | Notes |
|--------------------------|--------------------------|---------------------|----------|-----------|------------|----------|------------|------|-----------------|-----------------|----------|-------------|-------|
| <input type="checkbox"/> | <input type="checkbox"/> | 11/07/2017 00:01:57 | North Bo | Nelson, J | 103714 | 17-00092 | | | 903 | Longview, TX | 03:00 | COMP:Free | Notes |

Home | Live Monitoring | Call History | Briefcase | Destinations | Inmates | Alerts

Folders with more than 400 calls will be split into multiple downloads for ZIP and ISO

Briefcase Downloads

ZIP: Once downloaded, extract the files and open index or index.html to see a detailed list of the calls
ISO: Once downloaded, open with your preferred cd/dvd burning software

To use the SHA1 checksum value to validate the download, you can use this [tool](#)

| File Name | Folder | Call Count | SHA1 Checksum | Date Requested | Estimated Completion | File Expiration |
|---|------------------|------------|---|-------------------|----------------------|-----------------------|
| ICEmp310000000000017690-1-637401981-1.iso | Investigation XX | 1 | cd685b3b17ea16edf690c300830b3732c2803ad | 11/7/2017 8:26 AM | 11/7/2017 8:26:36 AM | 11/10/2017 8:26:33 AM |

Power2Go CyberLink ISO Viewer

Progress

Importing C:\Users\everjames\Downloads\ICEmp310000000000017690-1-637401981-1.iso

3. The call detail record must have the capability to download a call directly from the call detail report. The system must also allow authorized staff to copy multiple calls to a folder.

 **ONGIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system's powerful Call History tab provides the search, reporting, and sorting requirements to easily find any completed or attempted call. Quick search shortcuts allow administrators to search for calls "today", "Last Month", etc. All call attempt and completion data are accessible for the life of the contract and beyond, if required. The Call History tab also provides access to call recordings and call notes.

The platform can easily insert all calls for a given case into a specific briefcase folder (separate folders can be created and labeled based on ongoing cases / investigations). A configuration/alert can be set that automatically organizes call recordings from particular inmates, phones, or called numbers into the designated investigative Briefcase. This allows for quick access to these calls for the user to view, listen, share with others, or download for investigative purposes.

4. The system must support unlimited recording folders per user. The recording folders must allow recordings to be downloaded in the recording's native format as well as .WAV and .MP3 formats.

 **ONGIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system utilizes the innovative Briefcase feature for the collection, organization and sharing of call recordings. Authorized Users can easily manage downloaded recordings for saving in .zip files, ISO files, .wav formats and .mp3 formats for listening on all internet-connected devices such as PC's, laptops, tablets, and smart phones. The User can also burn files to a CD, DVD or ZIP folder. Windows XP or newer has the built-in ability to burn disks. The Briefcase function allows for an unlimited number of designated recording folders that can be shared with other investigators or users.

B8. Call Acceptance

1. The proposed system shall provide an option for the called party to request rate of the call prior to acceptance.

 **ONGIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system provides a call setup message which is played at the beginning of each call. The information regarding the rates of the call and who is billing the call can easily be accessed during this call setup sequence. Called parties are provided with an *accurate, clear* rate quote, and are not deceitfully steered towards more expensive billing options (which is unfortunately a common practice in our industry).

2. The called party must actively accept the call.

 **ONGIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed platform allows the inmate to remain muted during the call acceptance process and is only allowed to communicate with the called party once the called party actively accepts the call by pressing "1" on the keypad.

During the call set up process, the called party will hear prompts alerting them of the steps they can take to accept or deny the call, as well as the call type, facility name and inmate name. If the call is unable to be connected, the inmate will hear a recorded message describing why the call could not be completed.

3. The inmate cannot communicate nor hear the called party until the call has been accepted.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The inmate and called party cannot communicate until the called party has positively and actively accepted the initial call. Active acceptance requires that the called party press a “1” on their keypad. Billing does not begin until the called party and offender are connected. During the call setup announcement called parties can deny the call by pressing “2” and block future calls by pressing “3”.

4. Billing does not begin until the call is accepted.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

When the called party answers - a call setup message is played at the beginning of each call. The inmate cannot hear the called party during these messages and billing does not begin until after the called party actively accepts the call.

B9. System Security

1. The proposed system must be programmed for auto shut-off at times designated by the City.

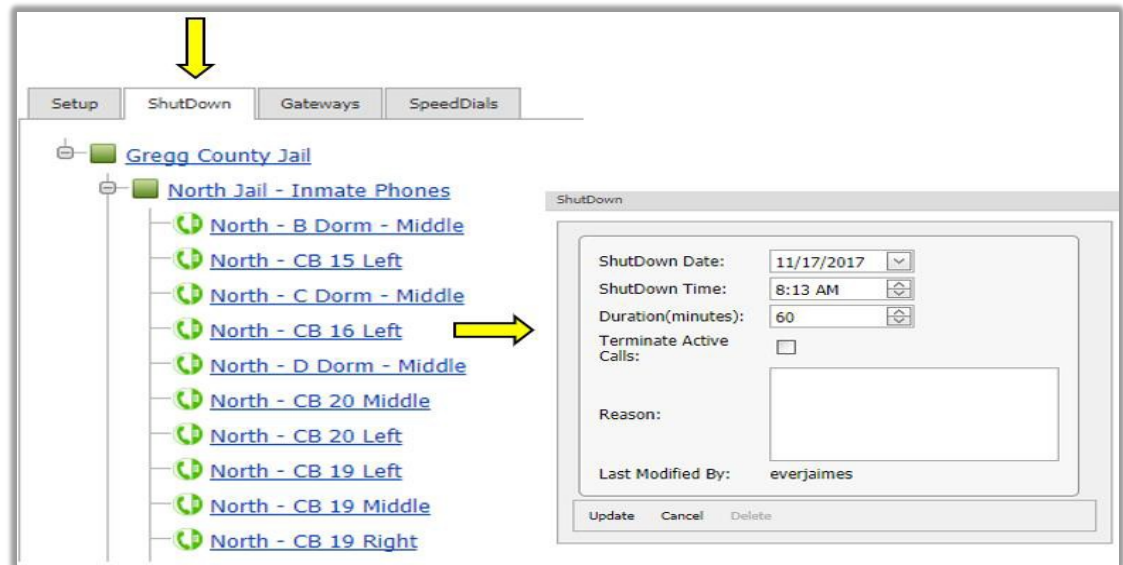
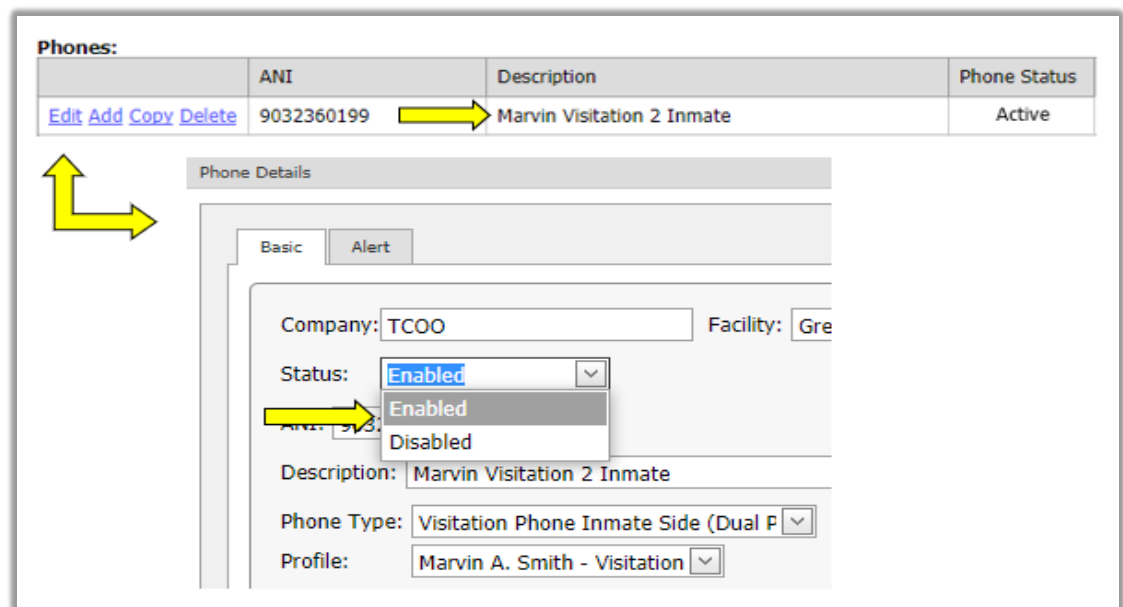
 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The proposed system features include automated on/off controls, based on pre-configured schedules and the needs of the City. The platform allows authorized users to shut down individual telephones, blocks of telephones or the entire telephone system, and shutdown can be completed either immediately, or done once any current calls are completed.

2. The City personnel must be able to manually shut down the system in case of emergency.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The system can be manually switched on/off via the secure web page using any internet-enabled device with internet access or by manual switches located in any area designated (Demarcation location, central control center, selected housing units, selected telephone) by the authorized personnel. Only authorized Facility personnel with proper login credentials (username and password) will be allowed access to this particular area of the system.

| Phones: | | | |
|--|------------|----------------------------|--------------|
| | ANI | Description | Phone Status |
| Edit Add Copy Delete | 9032360199 | Marvin Visitation 2 Inmate | Active |

3. The proposed system shall be password protected to permit only appropriate facility personnel access to the system.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Facility administrators can be provided with superior permission levels which allow them to manage the login/permissions provided to other authorized users. Permission levels can be granted based on the daily job duties and tasks each user needs to perform. Authorized personnel will have the same secure Username and Password allowing them to access the system based on their security level remotely, via the Internet. Users can securely perform all functions of the system, including live monitoring, listening to recorded calls, blocking/unblocking numbers, terminating calls, PIN administration, call history searching, or any other function needed in real-time. All page views and modifications to the database are logged in

detail, to provide an audit trail in our user Activity Log report. With these checks in place, any views or changes are logged with the user's login information, timestamp and their location allowing the change to be tracked back to the user and undone if necessary. All information is stored in geographically separate backup locations to ensure 100% reliability.

| User Name | Last Name | First Name | User Status | Agency/Department | Last Login |
|---|-----------|------------|-------------|-------------------|-----------------------------------|
| Edit Add Delete | Aaron | Aaron | Active | IT | 4/9/2015 10:52:45 AM 'US/Central' |
| Edit Add Delete | Kristy | Kristy | Active | Deputy | 12/8/2019 5:53:10 PM 'US/Central' |

| Account Credit | Activity Log | Alerts | Briefcase | Call Download | Call History | Changes | Commissionary | Company | Destinations | Documentation | Facility | FacilityShutdown |
|----------------|--------------------|-----------|--------------------|----------------|--------------------|----------------|----------------|----------------|--------------------|----------------|-----------------|-------------------|
| No Permissions | No Permissions | View,Edit | View | Allowed | View,Listen,Add No | No Permissions | No Permissions | No Permissions | View,Edit,Check Ba | View | No Permissions | No Permissions |
| Home | Inmates | Contract: | Live Monitoring | Messaging | Phones | Prepaid Cards | Area Profiles | Links | Service | SpeedDial | User Management | Video Arrangement |
| View | View,Edit,Check Ba | All | View,Listen,Add No | No Permissions | View | No Permissions | No Permissions | No Permissions | No Permissions | No Permissions | No Permissions | No Permissions |

B10. Reports

1. The vendor shall supply the capability for the facility to view and track call activity, commission information, and facility service requests from any location at any time via a webaccessible site.

INCICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed ICE system, fully accessible from any internet enabled device, allows authorized users with proper access privileges to view and track call activity as well as commission information. The ICE system offers a comprehensive package of web-based reporting; therefore, no special reporting tools are needed. Facility service request reports are also available and when a service request is submitted, a confirmation email is immediately sent to the requestor with additional emails provided as updates occur, through until issue resolution.

2. The vendor shall supply call detail reports to the City which is fully integrated into the platform. These reports shall contain a variety of call information and be customizable to suitthe City's needs.

INCICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

A comprehensive package of web-based reports is offered with no special reporting

tools needed to view or download detailed live and historical call detail and revenue information. If the City desires custom reports, NCIC will create custom reporting and can automate reports to email desired recipients as needed. Reports are available for inmate calls, with a variety of search options, inmate detail and statistics, destination number statistics, destination number associations, daily/monthly revenue reports and user activity reporting. Shown below is an example of a basic raw CDR export.

| | A | B | C | D | E | F | G | H | I | J | K | L |
|----|----------|---------------------|-------|-------------------------------|------------------|------------|--------------------|-----------------|----------|---------|-----------------------------|-------------------|
| 1 | Listened | Call Date | | Location | Caller Name | Caller PIN | Destination Number | Dest City/State | Duration | Charges | Disposition | Jurisdiction Desc |
| 2 | | 02/17/2018 15:27:11 | en-US | North - CB 13 Left | Widening, Wilson | 010000 | 010000-1000 | Marshall, TX | 283 | \$1.25 | COMP: Prepaid - Caller | IntraLATA |
| 3 | | 02/17/2018 15:27:13 | en-US | South - 7 Separation 1-6 | Widening, Wilson | 010000 | 010000-1000 | Henderson, TX | 34 | \$0.25 | COMP: Prepaid - Destination | Local |
| 4 | | 02/17/2018 15:29:38 | en-US | North - Female Separation | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 9 | \$0.00 | COMP: Free | Local |
| 5 | | 02/17/2018 15:29:39 | en-US | North - CB 5 Left | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 5 | \$0.00 | COMP: Free | Local |
| 6 | | 02/17/2018 15:30:22 | en-US | North - CB 19 Left | Widening, Wilson | 010000 | 010000-1000 | Lufkin, TX | 5 | \$0.00 | COMP: Free | IntraState |
| 7 | | 02/17/2018 15:30:22 | en-US | North - CB 8 Front | Widening, Wilson | 010000 | 010000-1000 | Tyler, TX | 4 | \$0.00 | COMP: Free | IntraLATA |
| 8 | | 02/17/2018 15:31:08 | en-US | North - CB 19 Middle | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 53 | \$0.25 | COMP: Prepaid - Destination | Local |
| 9 | | 02/17/2018 15:31:10 | en-US | South - Day Room 5 | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 877 | \$3.75 | COMP: Prepaid - Destination | Local |
| 10 | | 02/17/2018 15:31:20 | en-US | North - CB 2 Front | Widening, Wilson | 010000 | 010000-1000 | Boise, ID | 4 | \$0.00 | COMP: Free | Interstate |
| 11 | | 02/17/2018 15:31:58 | en-US | North - CB 5 Left | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 6 | \$0.00 | COMP: Free | Local |
| 12 | | 02/17/2018 15:32:40 | en-US | North - CB 20 Right | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 4 | \$0.00 | COMP: Free | Local |
| 13 | | 02/17/2018 15:33:42 | es-MX | North - CB 9 Right | Widening, Wilson | 010000 | 010000-1000 | Tyler, TX | 87 | \$0.50 | COMP: Prepaid - Destination | IntraLATA |
| 14 | | 02/17/2018 15:34:06 | en-US | North - CB 20 Left | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 116 | \$0.50 | COMP: Prepaid - Caller | Local |
| 15 | | 02/17/2018 15:34:12 | en-US | North - Female Separation | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 53 | \$0.25 | COMP: Prepaid - Destination | Local |
| 16 | | 02/17/2018 15:34:29 | es-MX | North - CB 1 Left | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 120 | \$0.50 | COMP: Prepaid - Destination | Local |
| 17 | | 02/17/2018 15:35:37 | en-US | South - Day Room 2 | Widening, Wilson | 010000 | 010000-1000 | Irvine, CA | 66 | \$0.42 | COMP: Prepaid - Destination | Interstate |
| 18 | | 02/17/2018 15:36:35 | en-US | North - Separation Male 13-18 | Widening, Wilson | 010000 | 010000-1000 | Longview, TX | 890 | \$3.75 | COMP: Prepaid - Destination | Local |
| 19 | | 02/17/2018 15:38:08 | en-US | Marvin - Multipurpose Left | Widening, Wilson | 010000 | 010000-1000 | Frisco, TX | 9 | \$0.00 | COMP: Free | IntraState |

- Standard reports should include: Frequently Dialed Numbers, 3-Way Call Attempts, and Call Volume by Telephone.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All standard reports (Frequently Dialed Numbers, 3-Way Call Attempts, Call Volume by Telephone, by inmate PIN, location, date, time, etc.) are available through the web interface. Each area of the interface has the option to export the filtered data into either excel, pdf or csv. In the event custom reports are desired, NCIC has the capability to provide custom reporting and can automate reports to email desired recipients as needed and at no cost to the City.

In addition to the detailed, yet easy-to-understand reports being sent to the appropriate City recipient on a monthly basis, authorized system users can easily pull their own revenue and Call detail reports at any time, using the Call History report. The system allows users to easily pull all completed calls for a given traffic month and includes all revenue information for all completed calls.

The proposed system's Call History Reporting page will exceed expectations for search, reporting and sorting requirements. All call attempt and completion data is accessible for the life of the Contract, and beyond, if needed. Our Call History reports allow searching by whole or partial destination numbers, call disposition, inmate name/AIS, inmate telephone location, and many other options. The Call Detail screen shown below lists all calls that are placed/accepted in addition the report lists the date, time and duration of all calls completed through the system, as well as the total charges associated with each call.

Screenshot – Call History Reporting

| Listen | Listened | Call Date | Location | Caller Name | Caller PIN | Destination Number | Dest City/State | Duration | Charges | Disposition | Alert | Notes | |
|------------------------|-------------|---------------------|--------------------|-----------------|------------|--------------------|-----------------|----------|---------|-----------------------------|-------|-------|--------------------------|
| Listen | | 10/04/2017 21:34:00 | ES South - 7 Dorm | Rangel-nonzale | 118834 | 903431 | Longview, TX | 06:17 | \$1.75 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | testuser903 | 10/04/2017 21:36:20 | ES Marvin - Day R | Magallanes-san | 116758 | 903315 | Longview, TX | 15:00 | \$3.75 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | | 10/04/2017 21:36:37 | EN North - CB 4 R | Jones, Bendrick | 86239 | 903944 | Tyler, TX | 15:00 | \$3.75 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | testuser903 | 10/04/2017 21:36:54 | EN North - CB 2 R | Jones, Derrick | 78679 | 903742 | Marshall, TX | 14:19 | \$3.75 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | | 10/04/2017 21:37:31 | EN North - CB 11 F | Proctor, Bobby | 77862 | 903374 | Gladewater, TX | 00:49 | \$0.25 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | | 10/04/2017 21:37:46 | EN North - CB 9 R | Gray, Derrick | 81824 | 903944 | Tyler, TX | 02:07 | \$0.75 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | | 10/04/2017 21:37:50 | EN North - CB 18 F | Yancy, Veneish | 95868 | 903679 | Karnack, TX | 02:17 | \$0.75 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |
| Listen | | 10/04/2017 21:38:03 | EN South - Day Ro | Allison, Quaday | 120804 | 972389 | Grandprari, TX | 09:46 | \$2.50 | COMP: Prepaid - Destination | | Notes | <input type="checkbox"/> |

4. Vendor shall supply monthly revenue reports.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Please reference [Attachment C - NCIC Sample Reports.](#)

5. Vendor shall attach samples of their call detail and other standard reports.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Please reference [Attachment C - NCIC Sample Reports.](#)

6. Vendor shall provide a secure access to all calling activity within the facility via the internet/web. The hosted site will need to provide an interface that will allow a facility to view call detail reports, check and track a facility commission data. This system should also allow facilities to open and/or view the status of service tickets.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Authorized users have the ability to securely access all reports and calling activity at any time via the intuitive user interface. As with all other functions of the proposed ITS, Authorized Users will need their unique login (username and password) in order to access all reports and calling activity.

7. Attach any other reports that may be available from the system.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Please reference [Attachment C - NCIC Sample Reports.](#)

B11. Service & Maintenance

1. Vendor shall provide 24-hour, toll-free service number.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC's Bi-Lingual Facility Support Department is available 24/7/365 and can be contacted by telephone at 903-757-4455 or toll-free 888-686-3699, or through email (for trouble-ticketing) at support@ncic.com. Callers can easily access a [live agent](#) within a few seconds, by following the easy prompts. NCIC directly provides the

6. Detail equipment installation charges, if any.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC provides all equipment (including installation and ongoing maintenance) at no cost, charge, or commission deduction to the City of Aurora.

7. If upgrades to equipment are needed during the course of an agreement, are there costs related to that upgrade?

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All upgrades will be promptly provided at no cost, so the City of Aurora has the latest in technology. Major releases are scheduled every quarter (at least), as we add new products and features to the platforms.

8. Describe the maintenance and quality assurance programs for telephones to be installed.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please reference Question #5 on the previous page.

9. Detail the method of determining service interruptions and service call priorities. List response time for each priority and the level of expertise devoted to each priority.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please reference Attachment A – NCIC’s Support Structure/Service Policies and Procedures.

10. Provide a contact person who will be responsible for ongoing account management and support. Will support be conducted via remote access or in person?

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC will assign Mr. Craig Storer as the main point of contact for the City of Aurora during the entire Contract term. Mr. Storer will oversee final Contract documentation and ongoing Contract management, act as primary liaison with the appropriate City and Facility personnel, manage the implementation of all services, ongoing maintenance and oversight and management of the day-to-day operations to include direction of NCIC’s overall team.

Contact: Mr. Craig Storer, Director of Marketing

Email: craig.storer@ncic.com

Office: 903-757-4455

Cell: 318-286-8134

Support services can be provided both remote or in-person depending on the type of service that is required by the City.

11. System shall have the capability for remote diagnostic to minimize facility visits by vendor. Describe your system diagnostic process and tools.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Please reference Attachment A – NCIC’s Support Structure/Service Policies and Procedures.

12. If maintenance is outsourced, are there background checks done on each subcontractor?

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC personnel will comply with all Department requirements for facility access including tool control, background checks and dress code. All maintenance personnel representing NCIC conduct themselves in a professional manner and maintain a detailed tool inventory both upon entering and leaving a Facility.

13. Who is responsible for preventative maintenance and system software updates? How often are these tasks completed?

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC will provide all preventative maintenance and system software updates at no cost to the City. Major releases are scheduled every quarter (at least), as we add new products and features to the platforms. Prior to applying any changes or upgrades to the proposed systems, NCIC will perform extensive testing to all applications to ensure the new system or feature operates optimally and is free of any defects. NCIC will coordinate with the City to ensure that any and all major changes made to the system are scheduled at a time convenient to the City so that we avoid interruption to service.

B12. Installation and Cut-Over

1. The contractor will provide inmate phone sets, the remote administration station and the automated inmate call control system. This installation is to be completed within sixty (60) days after contract award and full execution.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed ICE system is a fully functional and maintained inmate telephone system that provides all operational features and system requirements applicable to all calls placed through the system, including local, long distance, and international calling. ICE and the complete system and equipment that support the Facility's call monitoring/security needs includes digital recording technology, network, database, servers, call processors, digital and analog communications circuits, telecommunications capabilities, and other required system functionality. NCIC is responsible for all costs of the proposed system, including installation, at no cost to the City, and fully understands and will comply with the sixty (60) day installation requirement.

2. Bidder shall submit a complete and detailed schedule of the time-frame required for installation, utility coordination, training, cut over and testing. The system must be installed in a manner and under a time-frame designed to minimize disruption of the normal functioning of the facilities.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC has provided a draft implementation plan which follows a "phased" approach incorporating quality assurance measures to ensure a seamless transition, minimizing the risk of disruption of phone service, and ensuring completion of the project by the desired completion date. The project plan will be modified per agreed upon contract terms and will follow the project plan and template. Please reference

Attachment B - NCIC's Sample Implementation Plan.

3. If the schedule cannot be met within the 60 days stated above, contractor must propose an installation schedule of events. Failure to state installation time in the bid will obligate the contractor to complete installation so as required in the bid. Extended installation time may be considered when in the best interest of the City.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC anticipates no issues with meeting or exceeding the required 60-day installation timeline.

4. Any delay in the implementation of the contractors' schedule that is caused by the City will increase the contractor's time allowance to complete installation but the contractor must submit a complete and detailed schedule of additional time required.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

5. The risk of loss and or damage will be assumed by the contractor during shipment, unloading and installation.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

At no time will NCIC hold the City of Aurora responsible for any loss or damage of equipment during shipment, unloading or installation.

6. All installation of equipment must meet or exceed State of Illinois Jails Construction standards and rules. All installation plans must be submitted to the City for pre-approval.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

B13. Call Monitoring & Recording

1. The proposed system shall maintain all call recordings centrally on SAN storage technology and not use tape drives for storage of call recordings

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

All information and recordings are stored in geographically separate redundant backup locations to ensure 100% reliability. The primary data center is located in Longview, TX and backed up at our "mirror location" in downtown Dallas, TX. As a tertiary level of protection, all recordings and call detail are stored with Amazon's Web Services S3 Cloud. The proposed system was the first inmate telephone service to use the Cloud to provide the utmost redundancy and security in call recording and call detail storage. It utilizes Amazon's GovCloud services, which are designed to host the most sensitive data, and address the most stringent US government security and compliance requirements. Inmate call recordings are stored in a minimum of 3 separate locations and encrypted in AWS' proprietary encryption code. All call records and system data are backed up in real-time. The call recordings and call detail are immediately copied to Amazon's GovCloud for off-site redundancy. Access to AWS GovCloud services is limited to vetted account holders that must be held by US citizens.

2. All call recordings for 120 days shall be stored online and available through the online

userinterface.

NCICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All call recordings and system data are backed up in real-time and available through any internet-enabled device. Recordings are available for the duration of the agreement, and longer if required by the City.

- Facility personnel must be able to search call recordings by dialed number, date, time, inmateaccount, or site name.

NCICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

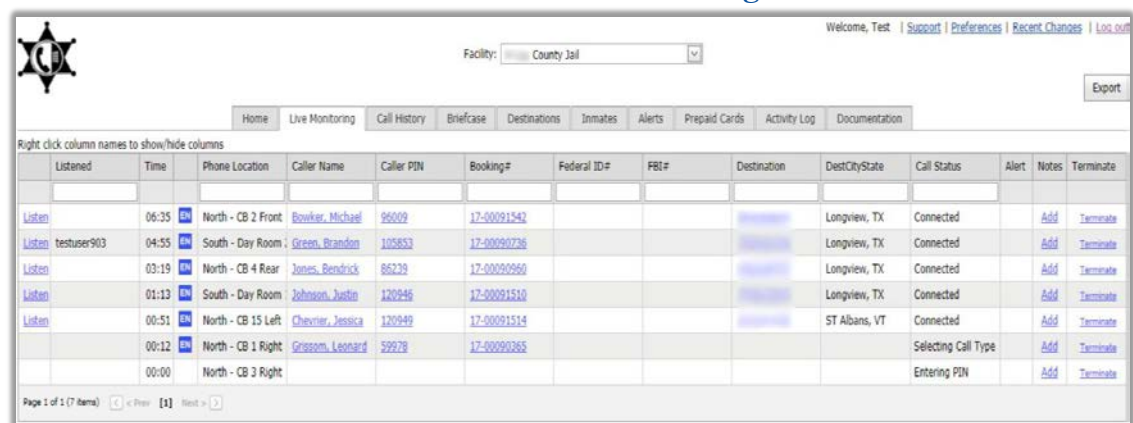
Our Call History and Call Detail Reports (CDRs) allow searching by partial destination numbers, call disposition, such as answering machine, no answer, busy line, call denied by caller, call blocked by caller, invalid PIN (when inmates are trying to fraudulently use PINs), invalid destination number, frequently called numbers and over 20 more options.

- Facility personnel must be able to simultaneously live monitor conversations while the system is recording the conversations.

NCICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system shows all live/current calls under the Live Monitoring tab and allows the Authorized User to easily single-click on each call to hear the active call. Multiple users can monitor simultaneously, without affecting the performance of the system, and without the parties on the call being aware of the monitoring.

Screenshot – Live Monitoring



| Listen | Time | Phone Location | Caller Name | Caller PIN | Booking# | Federal ID# | FBI# | Destination | DestCityState | Call Status | Alert | Notes | Terminate |
|------------------------|-------|--------------------|-------------------|------------|-------------|-------------|------|---------------|---------------------|-------------|-------|---------------------|---------------------------|
| Listen | 06:35 | North - CB 2 Front | Bowker, Michael | 96009 | 17-00091542 | | | Longview, TX | Connected | | | Add | Terminate |
| Listen | 04:55 | South - Day Room | Green, Brandon | 105853 | 17-00090736 | | | Longview, TX | Connected | | | Add | Terminate |
| Listen | 03:19 | North - CB 4 Rear | Jones, Brendrick | 86239 | 17-00090960 | | | Longview, TX | Connected | | | Add | Terminate |
| Listen | 01:13 | South - Day Room | Johnson, Justin | 120946 | 17-00091510 | | | Longview, TX | Connected | | | Add | Terminate |
| Listen | 00:51 | North - CB 15 Left | Chevrier, Jessica | 120949 | 17-00091514 | | | ST Albans, VT | Connected | | | Add | Terminate |
| | 00:12 | North - CB 1 Right | Griscom, Leonard | 59929 | 17-00090365 | | | | Selecting Call Type | | | Add | Terminate |
| | 00:00 | North - CB 3 Right | | | | | | | Entering PIN | | | Add | Terminate |

B14. Training

- Vendor shall provide initial installation training to the City staff in system administration, operation, and reporting. Upgrade and refresher training is also required for the length of the contract at no cost to the City.

NCICRESPONSE: HAS READ, AGREES, AND WILL COMPLY.

2. Describe training program; include description of course, length of time, and any applicable documents.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC provides free, comprehensive training to all customers and will provide free recurring training as needed and/or requested by the City. Facility Administrators, along with any City staff who will have access to the equipment and the system interface are thoroughly instructed on how to use the proposed platform. Staff will receive hands-on training to ensure they are properly acquainted with the new system. Training can be provided over multiple days and shifts to ensure all Facility staff has a chance to participate, if needed. All staff will be provided with a detailed syllabus, as well as a training manual. In addition, the proposed ICE platform also offers the Documentation section where users can search for features to obtain instructions; there are more than thirty (30) brief “How To” videos.

NCIC will provide on-site training based on staffs’ areas of expertise, including, but not limited to:

- System administration, operation, and reporting
- Investigative features for investigative staff

Initial on-site training is provided during the implementation and is included as part of the overall project plan. NCIC will work with the City’s Project Manager to identify who is to be trained along with the type of training the staff is to receive (e.g., Administrator, Operation, Reporting, Investigative).

A hands-on demonstration and training is provided to all necessary individuals to ensure they are properly acquainted and familiar with the new system. Training will be provided over multiple days and shifts to ensure:

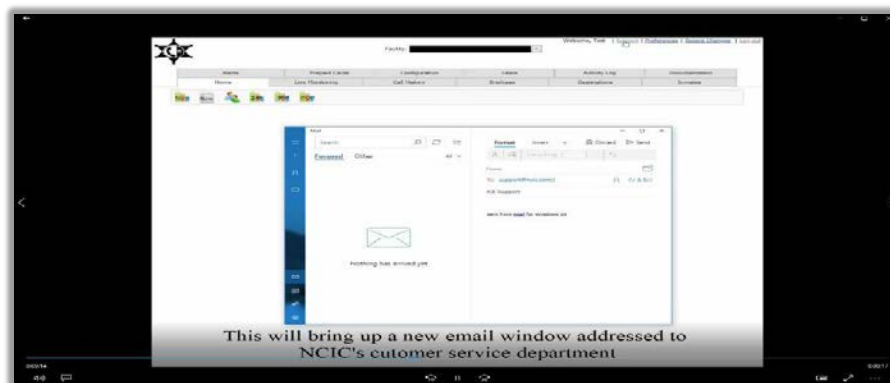
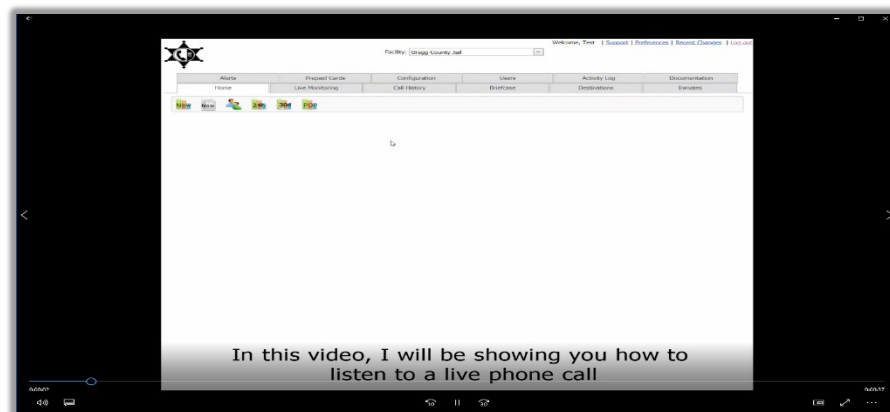
- All staff can attend;
- Trainings are provided for the staff’s area of focus (e.g., administration, investigation);
- Smaller class sizes; and
- To accommodate the staffs’ schedules.

On-demand, ongoing training will be available via Phone/WebEx, or on-site if preferred by the City. Phone/WebEx training can be done same day in the case of emergency, and all ongoing refresher training is provided at no cost to the City. Please see the sample training agendas below:

| NCIC Training Agenda | |
|-----------------------------|--|
| • Inmate Call Engine | |
| ○ Live Monitoring | <ul style="list-style-type: none"> • Monitoring & Terminating Calls • Searching Specific Calls • Adjusting Columns |
| ○ Call History | <ul style="list-style-type: none"> • Using "Canned" Searches / Selecting Search Criteria • Call Duration and Call Charges • Exporting and Revenue Tracking |
| ○ Briefcase | <ul style="list-style-type: none"> • Selecting and Saving Calls to Briefcase • Sharing and Downloading Calls |
| ○ Destinations | <ul style="list-style-type: none"> • Adding Destination Numbers • Searching Specific Destination Numbers • Managing Destination Number Configurations • Viewing Pre-Paid Account Information • Managing Restrictions & Allowed/Denied Numbers |
| ○ Inmate Accounts | <ul style="list-style-type: none"> • Searching Specific Inmates • Managing Inmate PINs • Managing Inmate Restrictions • Inmate Greeting (Name Recording) • Inmate Messaging • Inmate Transactions |
| ○ Users | <ul style="list-style-type: none"> • Adding a User • Setting and Editing User Permissions • Updating User Password • Viewing User Activity |
| ○ Investigative Alerts | <ul style="list-style-type: none"> • Setting Alert Triggers • Receiving Alert Notifications (Call / Text / Email) |
| | Page 1 |

| NCIC Training Agenda | |
|----------------------------------|--|
| • Echo™ Voice Biometrics | |
| ○ Selecting Date Range | |
| ○ Pin Abuse | <ul style="list-style-type: none"> • Selecting an Inmate • Selecting a Pin Sharer / Thief • Reviewing Calls |
| ○ Multi-Speaker Events | <ul style="list-style-type: none"> • Selecting an Inmate • Selecting Additional Speakers • Reviewing Multi-Speaker Calls |
| ○ Visual Link Analysis | <ul style="list-style-type: none"> • By Inmate and by Destination Number <ul style="list-style-type: none"> • Searching Specific Inmates • Reviewing Common Calling Activity • Reviewing Calls and Call Types • Navigating via Visual Link Analysis • Searching Specific Destination Numbers |
| ○ Scheduled Reports and Hotlists | <ul style="list-style-type: none"> • Hotlists <ul style="list-style-type: none"> • Configuring a New Hotlist • Selecting Inmates/Destinations • Establishing a Schedule for Reports • Scheduled Reports <ul style="list-style-type: none"> • Configuring a New Report • Establishing a Schedule for Reports |
| | Page 2 |

Additionally, as mentioned above, Authorized Users are able to access a large range of brief "How To" videos, covering various common functions of the proposed system. Please see example screenshots that follow:



B15. Payment Options

1. The proposed system shall allow automated operator collect calling.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system offers automated collect, pre-paid collect, and debit calls. The pre-paid collect application supports prepaid collect international calls to any country, in addition to domestic calling. Calls to Canada, Mexico and Puerto Rico, a majority of international calling, can be processed as automated collect calls; all other countries require prepayment. The proposed system is the only one in the industry that allows traditional collect calling to these countries.



2. The prepaid calls will be subject to the same restrictions and features as standard inmate collectcalls.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Security and investigative features of the proposed system are available regardless of how the calls are billed.

3. The called party shall be provided an option to request cost of the call prior to accepting the charges.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Called parties are provided the option of hearing and repeating the rate quote during the call setup process, before the called party accepts the call. Unlike other providers in the industry, the proposed system does not have a call greeting sequence that makes it difficult to receive a rate quote, nor do we configure our prompt/greeting sequence to deceitfully steer consumers (called parties) to more expensive "Single Payment" billing options.

4. The proposed vendor shall have a system in place that will allow inmate families and friends to set-up alternate billing methods directly with the vendor. Two methods the City would like to see offered are:

- a. The vendor should have an advance payment system. This system should allow customers to prepay for calls from the facility.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system uses a live operator to handle the prepaid collect account set-up process for friends and family, our process results in a higher amount of completed calls/revenue than allowing collect to cell phones at higher prices. The called party can immediately connect to a live bi-lingual customer service representative in order to set up an account, while the inmate is on hold waiting to be connected. The use of a live operator versus an awkward automated system increases the percentage of successful account set-ups and decreases confusion about establishing an account.

- b. The vendor should have a system in place that will allow inmate families and friends to set-up an account directly with the vendor.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC utilizes our customer service toll-free number as the caller ID on each call, so that family members can easily contact us for further questions about their accounts, recharges and/or refunds. NCIC can provide posters, pamphlets and flyers that can be distributed in the lobby of the jail for family members, and we can post simple instructions next to our phones so the inmates can understand how to place calls prior to placing their first call. A webpage is also available for account funding and management with low, defined fees to establish accounts.

5. The proposed vendor shall provide the ability for inmate families and friends to accept and pay for a single call with a credit or debit card without the need to establish an account or transfer to customer service.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC offers both prepaid collect calling and bank card collect calling. With prepaid collect calling, the friend/family member would incur a one-time account set up fee. The Bank card collect calling allows the family to bill to a card for a single call without having to establish an account. Unlike other providers in the industry, NCIC does not offer abusive, excessively priced “Single Payment” options that only cause to erode calling revenue. These can be up to \$9.99 or \$14.99 that is charged to family and friends for a single call. If a Single Payment billing method is needed, it will be provided at the same low, per-minute rate as all other calls.

6. The proposed vendor must allow calls to cell phones and have an ability to establish accounts for such customers.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Due to the system being the most user-friendly in the industry and the fact that we use a live operator to handle the prepaid collect account set-up process for friends and family, our process results in a higher amount of completed calls/revenue than allowing collect to cell phones at higher prices. Further, NCIC charges the lowest account establishment fee in the industry, resulting in a higher percentage of prepaid accounts getting installed. When an inmate places an initial call, the called party is transferred to a live operator while the inmate is on hold. The use of a live operator versus an awkward automated system increases the percentage of successful account set-ups and decreases confusion about establishing an account.

Additionally, NCIC utilizes our customer service toll-free number as the caller ID on each call, so that family members can easily contact us for further questions about their accounts, recharges and/or refunds. Recently, we have been experimenting with using local DID numbers in cases where the answer rate isn't as high to help promote the answering of inmate calls. With that said, NCIC can provide a pamphlet or flyer that can be distributed in the lobby of the jail for family members, and post simple instructions next to our phones so the inmates can understand how to place calls prior to placing their first call. NCIC also has a webpage for account funding and management with low, defined fees to establish accounts.

7. The proposed vendor must have the ability to provide promotional calls to cell phones and textmessaging information on how to establish an account.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC can offer free/promotional calls from the booking phones (or any other phones as specified by the City of Aurora) allowing newly booked inmates a quick call to notify family they are incarcerated. NCIC has avoided the "Single Payment" programs that many of our competitors offer because of the high charge that is billed to the end user. NCIC offers a version of the Single Payment services, but such calls are billed at the same low per-minute rate being charged for other call/bill types. There are no egregious fees being charged for such calls (up to \$14.99 or \$9.99, in some cases).

B16. Equipment

1. The proposed inmate telephone system shall be a turnkey telephone system and service.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed system is a fully turnkey inmate communications platform and service solution which includes all technologies and network requirements requested in the City of Aurora's RFP.

2. The vendor shall provide a minimum of 3 non-coin, inmate telephones composed of durable equipment suitable for jail environments with an option to expand the system and add telephones as needed.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The NCIC phone employs a heavy-duty armored handset that is hearing aid compatible and has an anti-static receiver. The phone's housing is made of durable 14-gauge stainless steel which is ideal for a correctional environment – there are no exterior removable parts and hardware is in full compliance with ADA requirements. Our proposed phones offer volume control and have a rubber seal to prevent moisture from entering through the back of the phone. NCIC has developed our own phone to include buttons that are 100% larger than standard inmate phones, allowing visually impaired inmates to see the numbers and letters more easily on the keypads. Further, the phones are easier to use in low-light conditions, as the numbers and letters are over 100% larger than traditional phone keypads. Shown below are several variations/examples of our standard ITS hardware.



3. The vendor shall provide two (2) PCs to the City to utilize and operate the Inmate phone system and software.

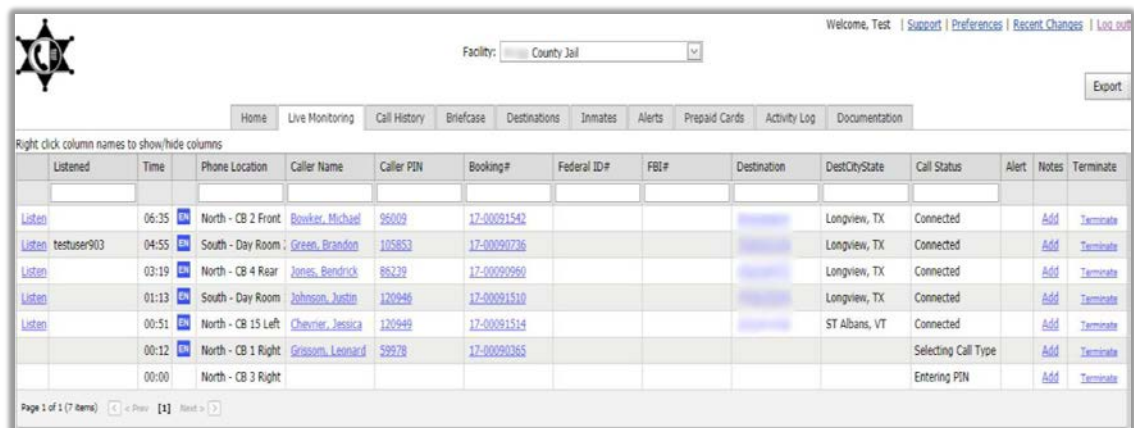
NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

4. The proposed system shall have the ability, as authorized by the City, to monitor live or listen to previously recorded calls at the City Jail without the need to interface directly with Jail's network.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All calls can be monitored simultaneously and covertly by multiple users, without affecting the ability of the system to record calls, or the quality of the call audio for the call participants (inmate and called party). Live Monitoring on the platform allows for all calls to be monitored and call activity to be viewed in real-time. The live monitoring feature allows the authorized user to sort monitoring/call history by a large variety of search criteria.

Our web based HTML5 player allows users to move back and forth within the call, as well as increase/decrease the playback speed, allowing users to significantly reduce worktime in listening to call recordings. All the information can be sorted real-time, and calls can be easily terminated with a single click of the mouse, if required. Please refer to a sample screen shot of the Live Monitoring below.



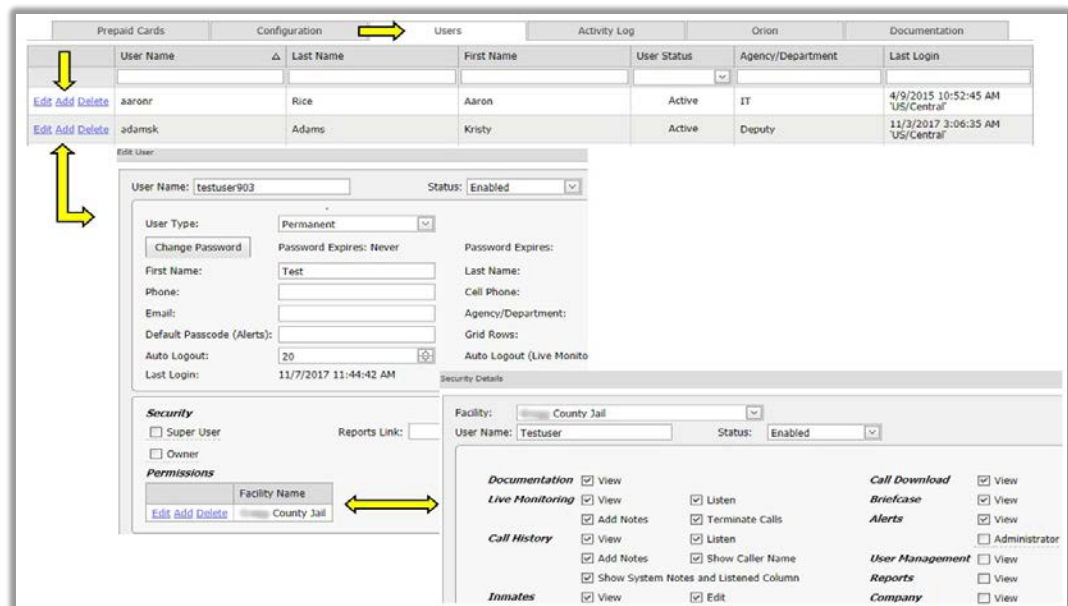
| Listen | Time | Phone Location | Caller Name | Caller PIN | Booking# | Federal ID# | FBI# | Destination | DestCityState | Call Status | Alert | Notes | Terminate |
|------------------------|-------|--------------------|-------------------|------------|-------------|-------------|------|-------------|---------------|---------------------|-------|---------------------|---------------------------|
| Listen | 06:35 | North - CB 2 Front | Bowler, Michael | 95809 | 17-00091542 | | | | Longview, TX | Connected | | Add | Terminate |
| Listen | 04:55 | South - Day Room | Green, Brandon | 105853 | 17-00090736 | | | | Longview, TX | Connected | | Add | Terminate |
| Listen | 03:19 | North - CB 4 Rear | Jones, Brendrick | 95239 | 17-00090990 | | | | Longview, TX | Connected | | Add | Terminate |
| Listen | 01:13 | South - Day Room | Johnson, Justin | 120946 | 17-00091510 | | | | Longview, TX | Connected | | Add | Terminate |
| Listen | 00:51 | North - CB 15 Left | Chevrier, Jessica | 120949 | 17-00091514 | | | | ST Albans, VT | Connected | | Add | Terminate |
| | 00:12 | North - CB 1 Right | Grossman, Leonard | 59978 | 17-00090385 | | | | | Selecting Call Type | | Add | Terminate |
| | 00:00 | North - CB 3 Right | | | | | | | | Entering PIN | | Add | Terminate |

5. The proposed system user interface shall be based on security level and password protected.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

The proposed ITS allows for allocation of user access levels in a very granular fashion. Facility or agency administrators can be provided with superior permission levels which allow them to manage the login/permissions provided to other Authorized Users. Permission levels can be granted based on the daily job duties and tasks each User needs to perform. Authorized Users are able to be provided with the same secure Username and Password for all proposed applications, allowing them to access the system(s) based on their security level remotely, via the Internet. Authorized Users can securely perform all functions of the system, including live monitoring, listening to recorded calls, blocking/unblocking numbers, terminating

calls, PIN administration, call history searching, or any other function needed in real-time (based on their individual level of system access/permission). All page views and modifications to the database are logged in detail, to provide an audit trail in our user Activity Log report. With these checks in place, any views or changes are logged with the Authorized User's login information, date/timestamp and their originating IP address allowing the change to be tracked back to the User and undone, if necessary. All information is stored in geographically separate backup locations to ensure 100% reliability. Please reference the User Set Up Screen below.



6. All vendor equipment shall comply with FCC regulations.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All equipment meets or exceeds applicable FCC licensing, rules, and certification regulations. FCC FRN# and other certification-related documents are available upon request. NCIC proudly operates with calling rate and fee structures which meet or exceed the requirements of the FCC and various State regulatory bodies.

7. The proposed equipment and system shall be scalable to meet the City's growing needs.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

Our scalable platform can easily be upgraded to accommodate increased call traffic and recordings by simply adding equipment. Any equipment additions will be provided at no cost to the City for the duration of the Agreement, including any extensions or renewals.

8. Vendor equipment shall include backup power in the event of temporary loss of commercial power.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All equipment is connected to a network-enabled Uninterruptible Power Supply (UPS) backup in order to prevent down-time during power failures or conversations

from power to generator. The UPS units allow for remote power management by our Network Operations Center (NOC) for up to four (4) hours. In an effort to guard against VoIP router outages, we utilize UPS battery backup units, which also provide surge protection.

EQUIPMENT SPECIFICATIONS / UNINTERRUPTIBLE POWER SUPPLY

An Uninterruptible Power Supply (UPS) unit protects the AdTran equipment in the event of a power outage.

UPS Specifications:

- Manufacturer: APC
- Model: BE650G
- Dimensions: 7.09" x 11.18" x 3.39"
- Nominal Input Voltage: 120V
- Input frequency: 50/60 Hz
- Input Connections: NEMA 5-15P
- Active Network Diagnostics



UPS Environmental Specifications:

- Operating Temperature: 32 - 104 °F (0 - 40 °C)
- Operating Relative Humidity: 5 - 95 %
- Storage Temperature: -15 - 45 °C
- Storage Relative Humidity: 5 - 95 %

9. Disclose, with percentages clearly shown, what work is or will be subcontracted, and what work is or will be performed by the Vendor's employees.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

No aspect of the proposed solution will be outsourced to subcontractors, 100% of the required work will be undertaken by direct NCIC employees.

10. Indicate your firm's ability to provide authorized users detailed reporting tools to include but not limited to the following information:

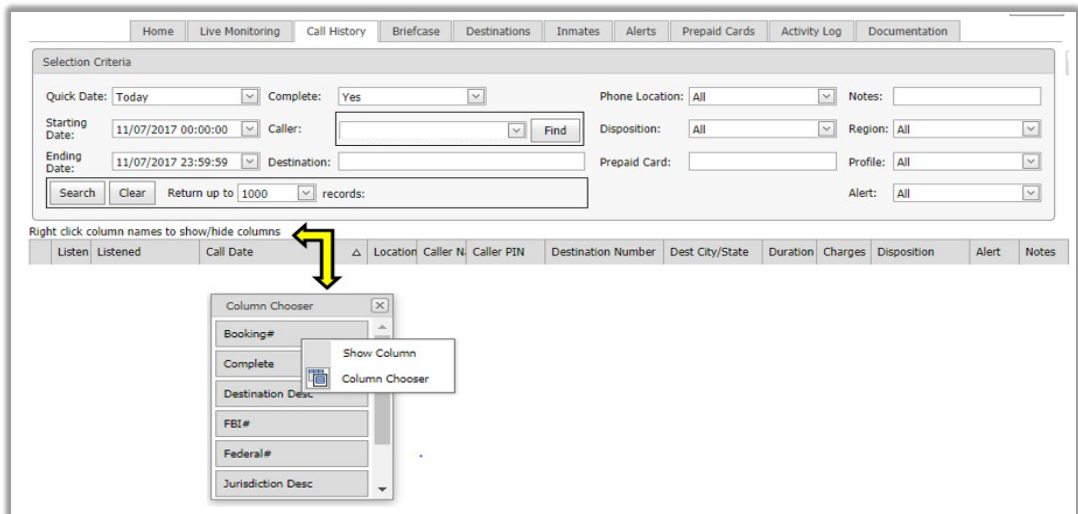
- Phone Location Originating call
- Time of call
- Telephone number called
- Most frequently called numbers
- Length of call
- Identify numbers called from a specific telephone
- Identify telephone numbers called by a specific inmate
- Alarm number status
- Alarm a telephone number and allow automatic recording of the call
- Multiple calls from different inmate phones to the same number

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

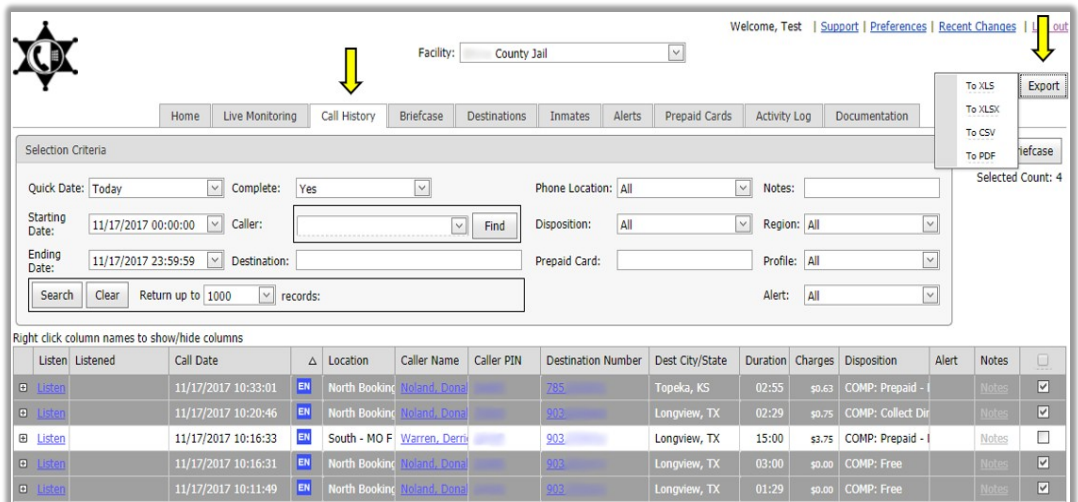
The proposed system allows authorized users access from any Windows-based computer with internet connectivity to be able to utilize all features and capabilities of the system. A myriad of reports including all items listed above,

customizable and exportable as XLS, XLSX, CSV or PDF files, allowing users to search call data by any parameter at no cost to the City. Below are sample report screenshots with export feature and multiple search parameters.

Report Columns / Options:



Report / Export Feature:



11. Indicate your systems ability to allow authorized user access to system UserUtilities from any Windows 10 based PC that has access to the internet.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

All users with the appropriate level of access are able to use the system from any Windows 10-based PC with internet access, simply by logging in to the platform with secure login credentials.

SECTION C: FEES, RATES & FACILITY COMMISSIONS

C1. Fees, Rates & Commission

1. The system will have the capability to inform the called party of the call cost prior to acceptance.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

Called parties are provided the option of hearing and repeating the rate quote during the call setup process, before the called party accepts the call.

2. The rates charged to users shall not exceed the tariffs as mandated by the Public Utilities Commission for all services. Please provide a copy of the rates that will be charged.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC has been a vocal supporter of all FCC and State PSC/PUC efforts relative to Inmate Calling Services. NCIC takes pride in full transparency relative to inmate calling rates and fees and will never deviate from the approved calling rates and fees.

3. The vendor shall be responsible for the collection of charges for fraudulent or otherwise uncollectible calls.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC will assume all responsibility for billing and collections of fraudulent calls.

4. The vendor shall be responsible for any and all billing disputes, claims, or liabilities that may arise in regards to its provisions of this contract.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

5. Vendor billing to called parties must include the vendor information and a toll-free telephone number to resolve billing disputes.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC provides our toll-free customer service phone number (800-943-2189) as the caller ID on all inmate calls. This makes it easier for the Called Party to contact NCIC Support to set up or manage their pre-paid account, or ask questions about the service

NCIC directly handles any customer complaints, this function is not outsourced and remains an in-house operation. NCIC enjoys the lowest rate of customer complaints in the industry, due to our use of low calling rates and minimal fees. In every instance of displacing a competitor in a facility, the incoming complaints are drastically reduced. Any complaints received are handled professionally and diligently.

6. Billing charges shall begin at the time of the call completion when the calling party is connected to the called party and shall be terminated when either party hangs up. Incomplete calls such as network intercept recordings, busy signals, no answers, refusals of calls, answering machine pick-ups, etc. shall not be billed.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The current system uses a sophisticated answer detection algorithm which can distinguish between standard and artificial telephone tones, standard SIT tones, busy signals and even answering machines/voicemail to ensure accurate call answering, prevent erroneous billing and subsequent complaints. This technology helps to ensure that only customers who actively accept a call are connected and billed.

7. Under no circumstances will the commission rate be adjusted lower than the rate agreed to at contract award, nor will the City be obligated to renegotiate any portion of this contract as a result of an increase to the commission rate.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

8. The commission rate shall be based on Gross Billed Revenue. Offeror shall include a detailed analysis as to how they determine and define gross revenue.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The monthly commission amount or revenue to the City is calculated on Gross Revenue. Gross Revenue is the actual rated call amount, excluding any taxes or regulatory fees. There is no deduction of any sort on the gross revenues. The expense for uncollectible revenue is taken into consideration in the commission offering and does not reduce the Gross Call Revenue or monthly commission payment.

C2. Commission Structure

Please provide information on the commission structure. Include the following within your response:

1. What is the percentage of commission you will pay the City? Failure to state proposed commission percentage will result in rejection of proposal.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC has provided a complete description of our proposed Calling Rates, Fees and Compensation form in the separately sealed Price Proposal.

2. Explain in detail the method used to calculate revenue to the City (e.g., gross revenue, adjusted gross revenue, net revenue).

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

The monthly commission amount or revenue to the City is calculated on Gross Revenue. Gross Revenue is the actual rated call amount (completed billable minutes), excluding any taxes or regulatory fees. There is no deduction of any sort on the gross revenues.

3. State applicable deductions from Gross Revenue before calculating the City's revenue (i.e., uncollectible calls, total calls, access lines charges, clearing house charges, RBOC, LIDB, etc.).

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC will never apply any deductions for unbillable calls, bad debt, uncollectible calls, taxes, fraudulent calls, LEC adjustments or any other expense.

3. What is your method of reporting the calculation of the City's commission payment?
 - a. Provide samples of proposed reports.
 - b. Is there a charge for customized reports?
 - c. If yes, provide amounts.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

The monthly commission amount or revenue to the City is calculated on Gross Revenue. Gross Revenue is the actual rated call amount, excluding any taxes or regulatory fees. There is no deduction of any sort on the gross revenues. The expense for uncollectible revenue is taken into consideration in the commission offering and does not reduce the Gross Call Revenue or monthly commission payment.

Each commission report includes the date range of commissioned calls, originating ANI (telephone), account number, destination of call, City and State of terminating call, total amount of billed call, duration of call, type (prepaid, collect, etc.), jurisdiction of call and commission payment for each Bill Type / Call Type. There is a summary of all calls sorted by jurisdiction following the detail. Additional customer reports are also available, for example, summarized total billed revenue by telephone and type of call.

Custom reports can also be set up for automatic delivery and reports can easily be downloaded in a variety of file formats including Excel, PDF, CSV. Customization and modifications to reports are provided at no cost to the City.

| NCIC Inmate Communications | | | | | |
|---|---------------|----------------|---------------------|-----------------|--------------------|
| Call Commission Summary | | | | | |
| From Date: 03/01/2020 00:00:00 To Date: 03/21/2020 23:59:59 | | | | | |
| Report Run Date: 04/02/2020 10:43:21 | | | | | |
| Call Date | Call Count | Total Minutes | Call Revenue | Commission Rate | Commission Paid |
| 3/1/2020 | 2,556 | 24,887 | \$4,977.40 | 58% | \$2,886.89 |
| 3/2/2020 | 2,486 | 25,867 | \$5,173.40 | 58% | \$3,000.57 |
| 3/3/2020 | 2,578 | 24,867 | \$4,973.40 | 58% | \$2,884.57 |
| 3/4/2020 | 2,688 | 28,654 | \$5,730.80 | 58% | \$3,323.86 |
| 3/5/2020 | 2,564 | 28,957 | \$5,791.40 | 58% | \$3,359.01 |
| 3/6/2020 | 2,458 | 23,457 | \$4,691.40 | 58% | \$2,721.01 |
| 3/7/2020 | 2,587 | 21,587 | \$4,317.40 | 58% | \$2,504.09 |
| 3/8/2020 | 2,654 | 25,847 | \$5,169.40 | 58% | \$2,998.25 |
| 3/9/2020 | 2,344 | 23,587 | \$4,717.40 | 58% | \$2,736.09 |
| 3/10/2020 | 2,435 | 24,122 | \$4,824.40 | 58% | \$2,798.15 |
| 3/11/2020 | 2,894 | 26,877 | \$5,375.40 | 58% | \$3,117.73 |
| 3/12/2020 | 3,102 | 32,544 | \$6,508.80 | 58% | \$3,775.10 |
| 3/13/2020 | 2,998 | 31,587 | \$6,317.40 | 58% | \$3,664.09 |
| 3/14/2020 | 2,957 | 30,522 | \$6,104.40 | 58% | \$3,540.55 |
| 3/15/2020 | 2,875 | 29,587 | \$5,917.40 | 58% | \$3,432.09 |
| 3/16/2020 | 2,769 | 28,557 | \$5,711.40 | 58% | \$3,312.61 |
| 3/17/2020 | 2,866 | 28,956 | \$5,791.20 | 58% | \$3,358.90 |
| 3/18/2020 | 2,789 | 27,548 | \$5,509.60 | 58% | \$3,195.57 |
| 3/19/2020 | 2,755 | 26,593 | \$5,318.60 | 58% | \$3,084.79 |
| 3/20/2020 | 2,731 | 27,542 | \$5,508.40 | 58% | \$3,194.87 |
| 3/21/2020 | 2,865 | 29,847 | \$5,969.40 | 58% | \$3,462.25 |
| Totals | 56,951 | 571,992 | \$114,398.40 | | \$66,351.07 |

4. Describe collection procedures.
 - a. What types of reports are available to City to audit commission payments? Provide samples of reports.
 - b. The City requires detailed reports of placed, accepted, local and long distance calls.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

NCIC enjoys a reputation of being an honest, transparent provider of Inmate Communications, operating in an industry that, unfortunately, has a history of abusive and misleading practices. At any time, the appropriate City of Aurora personnel can access the exact same back-end web-based traffic reports that NCIC uses on a monthly basis to complete our commission calculations. Raw, unaltered Call Detail Records able to be accessed at any time, showing the details regarding all completed calls.

Screenshot – Raw CDR File

| # | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P |
|-----|----------|---------------------|---------------|-------|-----------------------|-------------|------------|--------------------|-----------------|----------|---------|---------------------------|-------------|----------|------------|----------------|
| 1 | Listened | Call Date | Facility Name | en-US | Location | Caller Name | Caller PIN | Destination Number | Dest City/State | Duration | Charges | Disposition | Facility ID | Complete | ANI | Disposition ID |
| 383 | | 03/21/2019 08:16:34 | County Jail | en-US | North - CB 1 Left | Steven | 761 | 903917 | Longview, TX | 0 | \$0.00 | ANS: Denied Call | 117 | 0 | 9032360033 | 330 |
| 384 | | 03/21/2019 07:15:57 | County Jail | en-US | North - CB 2 Front | Adam | 961 | 903240 | Longview, TX | 0 | \$0.00 | ANS: Denied Call | 117 | 0 | 9032360087 | 330 |
| 385 | | 03/21/2019 06:31:58 | County Jail | en-US | North Booking - Right | Bilal | 12 | 903753 | Longview, TX | 0 | \$0.00 | ANS: Denied Call | 117 | 0 | 9032360024 | 330 |
| 386 | | 03/21/2019 08:44:52 | County Jail | en-US | North - CB 11 Left | Mark | 12 | 903466 | MT Vernon, TX | 0 | \$0.00 | ACC: Called Party Hung Up | 117 | 0 | 9032360017 | 410 |
| 387 | | 03/21/2019 09:39:19 | County Jail | en-US | South - 7 Day Room 5 | Desmond | 12 | 318762 | Shreveport, LA | 0 | \$0.00 | ACC: Called Party Hung Up | 117 | 0 | 9032360027 | 410 |
| 388 | | 03/21/2019 08:30:32 | County Jail | en-US | South - 7D 01 | Cortney | 71 | 903918 | Longview, TX | 0 | \$0.00 | ACC: Called Party Hung Up | 117 | 0 | 9032360021 | 410 |
| 389 | | 03/21/2019 05:13:36 | County Jail | en-US | North Booking - Left | Eamesia | 11 | 903917 | Longview, TX | 105 | \$0.00 | ACC: Called Party Hung Up | 117 | 0 | 9032360077 | 410 |
| 390 | | 03/21/2019 05:02:06 | County Jail | en-US | North Booking - Left | Eamesia | 12 | 903917 | Longview, TX | 0 | \$0.00 | ACC: Called Party Hung Up | 117 | 0 | 9032360077 | 410 |
| 391 | | 03/21/2019 05:00:57 | County Jail | en-US | North Booking - Left | Eamesia | 12 | 903917 | Longview, TX | 0 | \$0.00 | ACC: Called Party Hung Up | 117 | 0 | 9032360077 | 410 |
| 470 | | 03/21/2019 08:49:55 | County Jail | en-US | North - CB 9 Right | Jared | 62 | 903331 | Longview, TX | 40 | \$0.25 | COMP: Prepaid - Caller | 117 | 1 | 9032360075 | 1001 |
| 471 | | 03/21/2019 09:47:13 | County Jail | en-US | South - MD 2 - MD 3 | Riccardo | 7 | 903234 | Longview, TX | 38 | \$0.25 | COMP: Prepaid - Caller | 117 | 1 | 9032360131 | 1001 |
| 472 | | 03/21/2019 08:46:51 | County Jail | en-US | Marvin - Day Room A | Mauricio | 10 | 903275 | Athens, TX | 119 | \$0.50 | COMP: Prepaid - Caller | 117 | 1 | 9032360193 | 1001 |
| 473 | | 03/21/2019 09:37:03 | County Jail | en-US | North - CB 9 Right | Aaron | 51 | 903646 | Henderson, TX | 52 | \$0.25 | COMP: Prepaid - Caller | 117 | 1 | 9032360075 | 1001 |
| 474 | | 03/21/2019 09:30:18 | County Jail | en-US | North - CB 9 Right | Aaron | 5 | 402676 | Omaha, NE | 338 | \$1.26 | COMP: Prepaid - Caller | 117 | 1 | 9032360075 | 1001 |

Monthly reports provided are detailed, yet easy to understand. A monthly Revenue/Commission report will be provided that clearly breaks down the total amount of revenue generated, split out by Call Type (Local, Intralata/Intrastate, Interlata/Intrastate, Interlata/Interstate, International) and Bill Type (Collect, Pre-Paid Collect, Debit, Pre-Paid Cards (if applicable)). All Revenue/Commission reporting is able to be verified and validated through the monthly Call Detail Records which are able to be easily exported directly from the web-based platform at any time, and can also be scheduled to be sent at pre-configured intervals (such as at the beginning of each month, for the prior traffic month).

Example Commission Report



XYZ COUNTY, FLORIDA
 NCIC COMMISSION SUMMARY - 03/01/2020 - 03/31/2020
 Account: 12345
 Report Date: 04/17/20 02:56:17pm

| ANI | Location | Calls | Duration | Total Charges | Net Charges | Gross Commission | Net Payment |
|----------------|----------|---------------|---------------|--------------------|--------------------|-------------------|-------------------|
| 8509370001 | Phone 1 | 1,593 | 8,009 | \$1,561.40 | \$1,561.40 | \$858.77 | \$858.77 |
| 8509370002 | Phone 2 | 1,272 | 6,278 | \$1,155.60 | \$1,155.60 | \$635.58 | \$635.58 |
| 8509370003 | Phone 3 | 1,435 | 7,175 | \$1,339.40 | \$1,339.40 | \$736.67 | \$736.67 |
| 8509370004 | Phone 4 | 1,054 | 5,265 | \$978.80 | \$978.80 | \$538.34 | \$538.34 |
| 8509370005 | Phone 5 | 1,188 | 5,991 | \$1,120.80 | \$1,120.80 | \$616.44 | \$616.44 |
| 8509370006 | Phone 6 | 1,540 | 7,044 | \$1,287.00 | \$1,287.00 | \$707.85 | \$707.85 |
| 8509370007 | Phone 7 | 1,143 | 5,204 | \$946.00 | \$946.00 | \$520.30 | \$520.30 |
| 8509370008 | Phone 8 | 1,561 | 8,582 | \$1,627.60 | \$1,627.60 | \$895.18 | \$895.18 |
| 8509370009 | Phone 9 | 4 | 30 | \$6.00 | \$6.00 | \$3.30 | \$3.30 |
| 8509370013 | Phone 13 | 246 | 981 | \$183.60 | \$183.60 | \$100.98 | \$100.98 |
| 8509370014 | Phone 14 | 418 | 2,260 | \$426.20 | \$426.20 | \$234.41 | \$234.41 |
| 8509370015 | Phone 15 | 47 | 260 | \$43.60 | \$43.60 | \$23.98 | \$23.98 |
| 8509370018 | Phone 18 | 605 | 2,304 | \$414.20 | \$414.20 | \$227.81 | \$227.81 |
| 8509370019 | Phone 19 | 884 | 4,362 | \$818.60 | \$818.60 | \$450.23 | \$450.23 |
| 8509370020 | Phone 20 | 343 | 1,551 | \$274.20 | \$274.20 | \$150.81 | \$150.81 |
| TOTALS: | | 13,333 | 65,296 | \$12,183.00 | \$12,183.00 | \$6,700.65 | \$6,700.65 |

INMATE TELEPHONES - SUMMARY:

| Call Type | Bill Type | Calls | Duration | Total Charges | Gross Commission | Net Payment |
|-------------------|-------------------|---------------|---------------|--------------------|-------------------|-------------------|
| Interstate | Prepaid Collect | 843 | 5594 | \$1,118.80 | \$615.34 | \$615.34 |
| Interstate | Free Calls | 942 | 1,081 | \$0.00 | \$0.00 | \$0.00 |
| Interstate | Inmate Debit | 840 | 5,314 | \$1,062.80 | \$584.54 | \$584.54 |
| Interstate | Prepaid Voicemail | 6 | 6 | \$9.00 | \$4.95 | \$4.95 |
| SubTotals: | | 2,631 | 11,995 | \$2,190.60 | \$1,204.83 | \$1,204.83 |
| IntraLATA | Prepaid Collect | 252 | 1375 | \$275.00 | \$151.25 | \$151.25 |
| IntraLATA | Free Calls | 182 | 249 | \$0.00 | \$0.00 | \$0.00 |
| IntraLATA | Inmate Debit | 246 | 1,437 | \$287.40 | \$158.07 | \$158.07 |
| IntraLATA | Prepaid Voicemail | 38 | 38 | \$57.00 | \$31.35 | \$31.35 |
| SubTotals: | | 718 | 3,099 | \$619.40 | \$340.67 | \$340.67 |
| IntraState | Prepaid Collect | 125 | 623 | \$124.60 | \$68.53 | \$68.53 |
| IntraState | Free Calls | 118 | 170 | \$0.00 | \$0.00 | \$0.00 |
| IntraState | Inmate Debit | 110 | 630 | \$126.00 | \$69.30 | \$69.30 |
| SubTotals: | | 353 | 1,423 | \$250.60 | \$137.83 | \$137.83 |
| Local | Prepaid Collect | 2391 | 17902 | \$3,580.40 | \$1,969.22 | \$1,969.22 |
| Local | Free Calls | 2,747 | 3,136 | \$0.00 | \$0.00 | \$0.00 |
| Local | Inmate Debit | 4,493 | 27,710 | \$5,542.00 | \$3,048.10 | \$3,048.10 |
| SubTotals: | | 9,631 | 48,748 | \$9,122.40 | \$5,017.32 | \$5,017.32 |
| TOTALS: | | 13,333 | 65,265 | \$12,183.00 | \$6,700.65 | \$6,700.65 |

VIDEO VISITATION - SUMMARY:

| Visitation Type | Sessions | Minutes | Revenue | Commission % | Gross Commission | Net Payment |
|--------------------------|----------|---------|------------|--------------|------------------|-------------------|
| On-Site Video Visitation | 1,422 | 27,958 | \$0.00 | 0% | \$0.00 | \$0.00 |
| Remote Video Visitation | 2,987 | 19,874 | \$7,552.12 | 20% | \$1,510.42 | \$1,510.42 |

Numbers shown within this report are not indicative of the City of Aurora.

- The City assumes no liability for uncollected revenue. Please describe the procedure for handling uncollectible revenue. State whether this expense reduces City commission and, if so, specify in what manner.

NCIC RESPONSE: HAS READ, AGREES, AND WILL COMPLY.

NCIC will be solely responsible for collection of charges for fraudulent or otherwise uncollectible calls/revenue, and there shall be no commission deductions or withholdings relative to these issues.

6. Describe the procedure for billing.
 - a. Describe your billing process and who handles billing.
 - b. Will there be any handling fees charged to the City?
 - c. Are there any deductions from revenues?

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

NCIC has an agreement for LEC billing with BSG Billing Services Group, 7411 John Smith Drive, Suite 1500, San Antonio, TX 78229, phone (210)-949-7000.

Prior to allowing a call to be placed, each billed call is validated. Validation is performed both internally and externally. Upon call completion, the call is rated based on customer/location specific rate tables and the billing information is stored within a database. These calls are replicated hourly over to a secondary database where they are stored for reporting and billing purposes. An in-house written application is executed which selects the appropriate un-billed records and modifies the format as required for all billers.

The proposed ITS is centralized allowing call records to be immediately available for real-time call-rating. The rating engine utilizes a robust and accurate real-time tax calculation solution designed specifically for the communications industry. When a call is completed the rated and taxed CDR is placed in our calling database. If the call is pre-paid, the transaction is immediately posted to the existing NCIC communications account, and the available balance is reduced by the cost of the call. If the call is collect, the CDR is submitted to the local exchange carrier (LEC) or BSG Clearing for billing and collection. Upon successful submission to appropriate entities for billing, via FTP or other secure connection/file applications, the records are marked as billed. CDRs are stored and backed up daily. NCIC will never apply any deductions from revenues or charge the City any fees for billing and handling.

7. Provide vendor proposed calling rates for local, interstate, and international calls.

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY.

NCIC has provided a complete description of our proposed Calling Rates, Fees and Compensation form in the separately sealed Price Proposal.



PROPOSER'S CERTIFICATION

I/We hereby certify that:

- A. A complete set of RFP papers, as intended, has been received, and that I/We will abide by the contents and/or information received and/or contained herein.
- B. I/We have not entered into any collusion or other unethical practices with any person, firm, or employee of the City which would in any way be construed as unethical business practice.
- C. I/We have adopted a written sexual harassment policy which is in accordance with the requirements of Federal, State and local laws, regulations and policies and further certify that I/We are also in compliance with all other equal employment requirements contained in Public Act 87- 1257 (effective July 1, 1993) 775 ILCS 5/2-105 (A).
- D I/We operate a drug free environment and drugs are not allowed in the workplace or satellite locations as well as City of Aurora sites in accordance with the Drug Free Workplace Act of January, 1992.
- E. The Proposer is not barred from bidding on the Project, or entering into this contract as a result of a violation of either Section 33E-3 or 33E-4 of the Illinois Criminal Code, or any similar offense of "bid rigging" or "bid rotating" of any state or the United States.
- F. I/We will abide by all other Federal, State and local codes, rules, regulations, ordinances and statutes.

COMPANY NAME NCIC Inmate Communications

ADDRESS 607 East Whaley Street

CITY/STATE/ZIP CODE Longview, TX 75601

NAME OF CORPORATE/COMPANY OFFICIAL William L. Pope
PLEASE TYPE OR PRINT CLEARLY

TITLE President

AUTHORIZED OFFICIAL SIGNATURE [Signature] -1-----

DATE November 10, 2021

TELEPHONE (903) 757-4455 Subscribed and Sworn to

Before me this 10th day of November, 2021



/s/ J4/vJ
Notary Public

STATE OF TEXAS)
) ss.
 County of Gregg)

PROPOSER'S TAX CERTIFICATION

(PROPOSER'S EXECUTING OFFICER), being first duly sworn on oath, deposes and states that all statements made herein are made on behalf of the PROPOSER, that this despondent is authorized to make them and that the statements contained herein are true and correct.

Proposer deposes, states and certifies that Proposer is not barred from bidding with any unit of local government in the State of Illinois as result of a delinquency in payment of any tax administered by the Illinois Department of Revenue unless Proposer is contesting, in accordance with the procedures established by the appropriate statute, its liability for the tax or the amount of the tax, all as provided for in accordance with 65 ILCS 5/11-42.1-1.

DATED this 1st day of November, 2021.

By W.L. Pope
 (Signature of Proposer's Executing Officer)

William L. Pope
 (Print name of Proposer's Executing Officer)

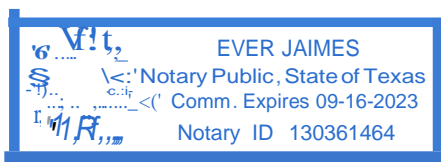
President
 (Title)

ATTEST/WITNESS:

b, J itle fbrosei\ Spec.io.\i s.\-

Subscribed and sworn to before me this
 1st day of November, 2021.

b W4..
 Notary Public
 (SEAL)



APPENDIX C

City of Aurora Agreement for 21-75: Inmate Telephone System at the City of Aurora Police Department Jail

NCIC has provided the requested Price Proposal in the separate sealed envelope as instructed. Upon award, NCIC will fully comply with the contract terms detailed in Appendix C.

THIS AGREEMENT, entered on this _____ day of _____, 2021 (“Effective Date”), for the Inmate Telephone System at the City of Aurora Police Department Jail is entered into between the **CITY OF AURORA** (“City”), a municipal corporation, located at 44 E. Downer Place, Aurora, Illinois and (“Proposer”), located at _____.

WHEREAS, the City issued a Request for Proposal (“RFP”) on October 21, 2021 for the Inmate Telephone System at the City of Aurora Police Department Jail; and

WHEREAS, the Proposer submitted a response to the PROPOSAL and represents that it is ready, willing and able to perform the Services specified in the PROPOSAL and herein as well as any additional services agreed to and described in the Agreement; and

WHEREAS, on _____, the City awarded a contract to Proposer.

IN CONSIDERATION of the mutual promises and covenants herein contained, the parties hereto do mutually agree to the following:

1. **Agreement Documents.** The Agreement shall be deemed to include this document, Proposer’s response to the PROPOSAL, to the extent it is consistent with the terms of the PROPOSAL, any other documents as agreed upon by the parties throughout the term of this Agreement, along with any exhibits, all of which are incorporated herein and made a part of this Agreement. In the event of a conflict between this Agreement and any exhibit, the provisions of this Agreement shall control.

Request for Proposal 21-75

In connection with the PROPOSAL and this Agreement, Proposer acknowledges that it has furnished and will continue to furnish various certifications, affidavits and other information and reports, which are incorporated herein. Proposer represents that such material and information furnished in connection with the PROPOSAL and this Agreement is truthful and correct. Proposer shall promptly update such material and information to be complete and accurate, as needed, to reflect changes or events occurring after the Effective Date of this Agreement.

2. **Scope of Services.** Proposer shall perform the Services listed in the PROPOSAL, attached hereto as Exhibit 1.

3. **Term.** The contract will be for a period of three (3) years from the date of execution of the contract. At the expiration of this contract, Aurora Police Department will have the option of continuing the phone services with the Proposer’s company at the same commission and rates for a period of two (2) additional years in one-year increments. Each optional year will require the City’s written approval for renewal.

4. **Compensation.**

a. Maximum Price. In accordance with the Proposer's negotiated cost, the price for providing the Services shall be as stated on the submitted proposal form Exhibit 2.

b. Schedule of Payment. The City shall pay the Proposer for the Services in accordance with the amounts set forth in Appendix D. The Proposer shall be required to submit an itemized invoice as well as any supporting documentation as required by the City. Payment shall be made upon the basis of the approved invoices and supporting documents. Payment shall be made in accordance with the Illinois Local Government Prompt Payment Act (50 ILCS 505/1, *et. seq.*) Each invoice shall be accompanied by a statement of the Proposer of the percentage of completion of the Services through the date of the invoice.

5. Performance of Services.

Standard of Performance. Proposer shall perform all Services set forth in this Agreement, and any other agreed documents incorporated herein, with the degree, skill, care and diligence customarily required of a professional performing services of comparable scope, purpose and magnitude and in conformance with the applicable professional standards. Proposer shall, at all times, use its best efforts to assure timely and satisfactory rendering and completion of the Services. Proposer shall ensure that the Proposer and all of its employees or subcontractors performing Services under this Agreement shall be: (i) qualified and competent in the applicable discipline or industry; (ii) appropriately licensed as required by law; (iii) strictly comply with all City of Aurora, State of Illinois, and applicable federal laws or regulations; (iv) strictly conform to the terms of this Agreement. Proposer shall, at all times until the completion of the Services, remain solely responsible for the professional and technical accuracy of all Services and deliverables furnished, whether such services are rendered by the Proposer or others on its behalf, including, without limitation, its subcontractors. No review, approval, acceptance, nor payment for any and all of the Services by the City shall relieve the Proposer from the responsibilities set forth herein.

6. Termination.

Termination for Convenience. The City has the right to terminate this Agreement, in whole or in part, for any reason or if sufficient funds have not been appropriated to cover the estimated requirement of the Services not yet performed, by providing Proposer with thirty (30) days notice specifying the termination date. Upon completion of services, this Agreement will end. If this Agreement is terminated by the City, as provided herein, the City shall pay the Proposer only for services performed up to the date of termination. After the termination date, Proposer has no further contractual claim against the City based upon this Agreement and any payment so made to the Proposer upon termination shall be in full satisfaction for Services rendered. Proposer shall deliver to the City all finished and unfinished documents, studies and reports and shall become the property of the City.

7. Miscellaneous Provisions.

a. Illinois Freedom of Information Act. The Proposer acknowledges the requirements of the Illinois Freedom of Information Act (FOIA) and agrees to comply with all requests made by the City of Aurora for public records (as that term is defined by Section 2(c) of FOIA in the undersigned's possession and to provide the requested public records to the City of Aurora within two (2) business days of the request being made by the City of Aurora. The undersigned agrees to indemnify and hold harmless the City of Aurora from all claims, costs, penalty, losses and injuries (including but not limited to, attorney's fees,

other professional fees, court costs and/or arbitration or other dispute resolution costs) arising out of or relating to its failure to provide the public records to the City of Aurora under this agreement.

b. Entire Agreement. This Agreement, along with the documents set forth in Section 1 and incorporated by reference elsewhere in this Agreement, with consent of the parties, represents the entire agreement between the parties with respect to the performance of the Services. No other contracts, representations, warranties or statements, written or verbal, are binding on the parties. This Agreement may only be amended as provided herein.

c. Consents and Approvals. The parties represent and warrant to each other that each has obtained all the requisite consents and approvals, whether required by internal operating procedures or otherwise, for entering into this Agreement and the undertakings contemplated herein.

d. Counterparts. This Agreement may be executed in one or more counterparts, each of which shall be an original, but all of which shall constitute one and the same instrument.

FOR CITY OF AURORA

By: _____

ATTEST:

City Clerk

(SEAL)

FOR _____ By _____

(CORPORATE SEAL)

(If a Corporation) CORPORATE NAME _____

(SEAL)

By _____
President – Contractor

ATTEST:

Secretary

(If a Co-Partnership)

Partners doing Business under the firm

Contractor

(If an Individual) _____(SEAL)

_____(SEAL)
Contractor

**CITY OF AURORA
REQUEST FOR PROPOSAL 21-75
Inmate Telephone System at the City of Aurora Police Department Jail**

EXHIBIT 1

(REQUEST FOR PROPOSAL)

**CITY OF AURORA
REQUEST FOR PROPOSAL 21-75
Inmate Telephone System at the City of Aurora Police Department Jail**

EXHIBIT 2

(PROPOSAL FORM 21-75 and COST PROPOSAL)

CITY OF AURORA, ILLINOIS
REQUEST FOR PROPOSAL 21-75
Inmate Telephone System at the City of Aurora Police Department Jail

SUBMITTAL CHECKLIST

Each proposal must be placed in an envelope, sealed, and clearly marked on the outside: “21-75 **Inmate Telephone System at the City of Aurora Police Department Jail.**” In order to be considered responsive, the Proposer must submit all of the following items in their sealed envelope:

- X Proposal Response – Appendix A Pages 1-10
- X Proposer’s Certification (Page 1)
- X Proposer’s Tax Certification (Page 2)

Each Price Proposal must be placed in a **separate, sealed envelope**, and clearly marked on the outside: “Price Proposal – RFP 21-75 Inmate Telephone System”.

- X Proposal Form (Appendix B)

 **NCIC RESPONSE:** HAS READ, AGREES, AND WILL COMPLY WITH ALL ITEMS LISTED ABOVE.

Appendix D

ATTACHMENT A

NCIC'S SUPPORT STRUCTURE

SERVICE POLICIES AND PROCEDURES

All service issues can be reported via call or e-mail. An assessment will be made to determine if the issue is hardware or software related. If it is hardware, a technician will be dispatched immediately. If it is a software issue, a service ticket will be created and sent to NCIC where it is assigned a ticket number and tracked until the issue is resolved in a timely manner. NCIC's personnel are fully engaged and work with our customers to provide regular updates until the service ticket is resolved. This occurs on a 24/7/365 basis.

Below is an outline of the typical approach to resolving service issues:

- Once the first alert is received, a support ticket is formalized for the facility.
- Customer Service contacts the Facility as well as the technicians to let them know the Facility has been notified.
- Customer Service instructs the facility to:
 - Unplug the modem and the Adtran.
 - Plug the modem back in, wait 1 minute, then plug the Adtran back in.
- If the problem is rectified via the steps above and NCIC receives an alert message that the facility is fully functioning, the ticket is closed, and system is monitored on an ongoing basis.
- If further assistance is needed, our IT staff is notified and the IT Department will contact the customer to see if they need to send out another Adtran. This generally is taken care of in 24 hours. If a technician is required on-site at the Facility, he/she will be there within 2 hours of notification.

NCIC's Customer Support is completely maintained "in-house," with no aspect of service or support being "farmed out" to subcontractors or moved offshore. Facility staff have a variety of ways to quickly contact NCIC support staff. The toll-free phone number (888-686-3699) will provide immediate, direct access to a LIVE account representative, so that any concerns can be quickly addressed. Additionally, Facility staff can send an email directly to our support crew via the following email address: support@ncic.com. All enquiries received will receive immediate notification of receipt, and resolution will follow shortly thereafter.

The purposed Inmate Call Engine and all on-site equipment is remotely monitored 24x7x365 using our self-diagnosing and reporting Orion Network Performance Monitoring (NPM) system from Solarwinds. The routers contain self-diagnostics software capable of automatically rebooting the units if required. The Orion NPM software provides automated alerts to the Network Operations Center whenever connectivity is lost. Adtran units can be rebooted manually and logged into remotely, configured and updated as required. Whenever the Solarwinds Orion NPM detects an anomaly an alert and a trouble ticket are created in our Network Operations Center (NOC) in Longview.

The Network Operations Center operates 24x7x365 and is available to support all level of support requests. In addition, the Network Operations Center provides systematic monitoring such as on the VoIP gateway devices to proactively detect bandwidth interruptions or outages. For interruptions of more than 5 minutes during phone availability times, a call will be prompted to our bandwidth provider for resolution of the fault. This approach minimizes support issues from being noticed and reported by our clients in the first place.

The Network Operations Center systematically, remotely monitors the system to proactively identify potential disruptions and to minimize any noticeable support issues from occurring. In addition, the NOC is capable of providing remote service and maintenance to address service requests. Over ninety percent of service requests are resolved remotely.

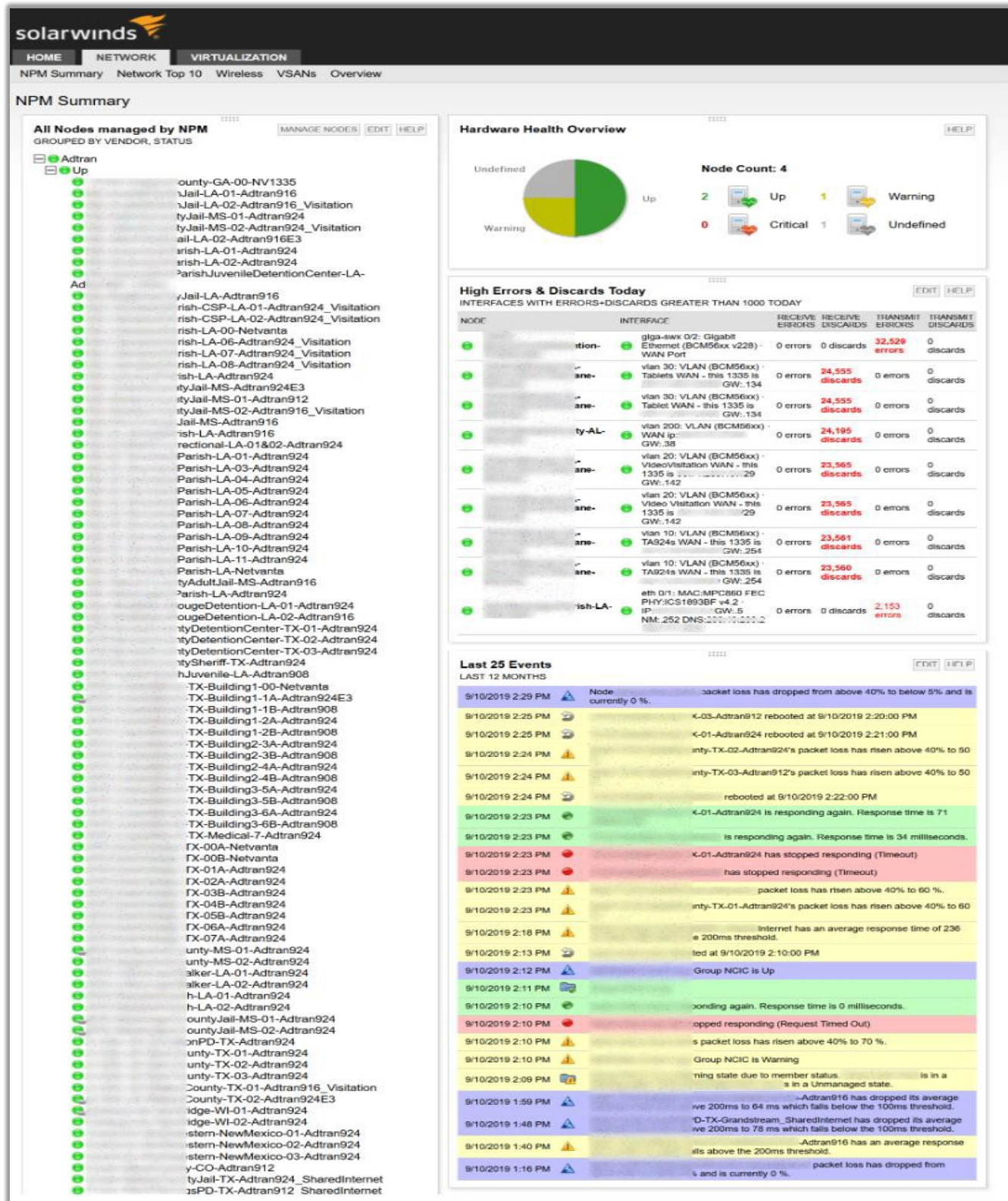
FEATURES

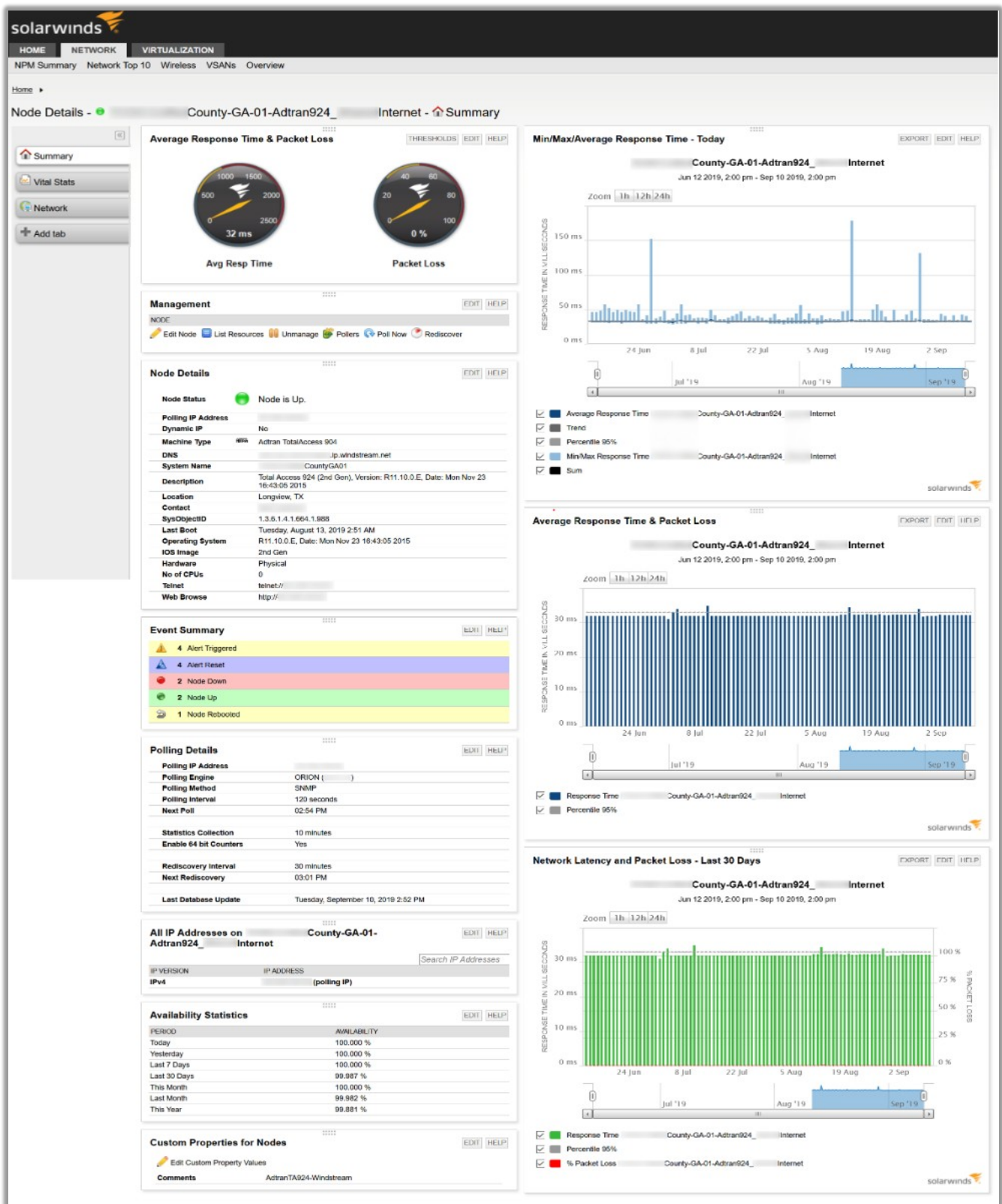
- Quickly detects, diagnoses, and resolves network performance issues
- View performance, traffic and configuration details of devices and applications that are on premises, in the cloud, or across hybrid environments
- Respond to multiple condition checks, correlated events, network topology and device dependencies
- Automatically discover and map devices, performance metrics, link utilization and wireless coverage
- Automated capacity forecasting, alerting and reporting
- Real-time network performance metrics with interactive charts and graphs
- Monitors, alerts and reports on key device metrics (ex. Temperature, fan speed, power supply)

Please refer to the screen shot on the following pages of our Orion Network Performance Monitoring capabilities.

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ORION NETWORK PERFORMANCE MONITORING SAMPLE SCREENSHOTS





The technician responds to the Service Request by first contacting the Customer to acknowledge receipt of the request and gather additional information required to troubleshoot and resolve the issue (e.g., how many units are affected, location of issue, is system operational, is it a software or hardware issue, etc.).

The technician uses a variety of tactics including conducting remote testing, if available. If on-site support is required, the technician contacts the facility to arrange access and escorts. The technician works on the problem through resolution. During the course of the Service Request, the technician provides ticket updates to ensure timely communication is shared with our customers and the account team. Upon resolution, the technician conducts on-site testing, notifies the on-site customer contact, and provides ticket documentation for trouble resolution and closure.

A review of monthly usage and trends of activity (e.g., zero usage stations, stations where usage has dropped significantly, stations with high demand) are conducted monthly. By monitoring traffic, we can identify potential failure on ports and/or equipment. Where feasible, we conduct remote access testing to identify potential locations of concern.

The primary technician is accountable for becoming quickly familiar with the facility's infrastructure, layout, daily contacts, and general protocol for entry and work in the facility (e.g., procedures for bringing in tools, getting gate passes, coordinating escort coverage). Our approach enables our field force to be nimble in moving through our customers' clearance protocols so that problems are addressed promptly. Technicians work with designated facility personnel to keep the systems running at maximum efficiency, meet the telephone needs of the inmate population and eliminate operational problems and/or security hazards as quickly as possible after they are identified. In summary, technicians are available 24x7x365 and work in a close team environment so they back-up each other on after-hour coverage. NCIC responds promptly to all service outages and maintenance requirements.

| Description of Priority Levels with Examples | Response Times (Maximum Time After Service Request) | Repair Times (Maximum Time After Service Request) |
|--|--|--|
| Priority Level 1 <ul style="list-style-type: none"> Emergency service problems More than 25% or more of all Offender phones down at a single facility Any loss of blocking, monitoring, or recording functionality | 1 Hour | 4 Hours |
| Priority Level 2 <ul style="list-style-type: none"> Normal Service Problems 0%-25% of Offender phones down at a single facility Workstation requiring troubleshooting | 4 Hours | 24 Hours |

ATTACHMENT B

NCIC SAMPLE IMPLEMENTATION PLAN

NCIC is proposing an all-encompassing Inmate Telephone System including all related software, hardware and network components, customer and facility support, and ongoing maintenance. The proposed system is highly configurable and customizable based on the specific requirements of the City. NCIC is fully responsible for all costs associated with the complete installation and ongoing maintenance of the proposed inmate communications system. NCIC's proposed platform is a fully turnkey telephone system and service solution which includes all technologies, network installation requirements, wiring, software, and all necessary equipment, service, and maintenance. All items listed above shall be provided at no cost. NCIC will assume all costs associated with the proposed system, including initial installation and on-going service and support.

NCIC standard process for cutting over our ITS from the previous provider, involves little to no downtime in phone service for the inmate populations. Our experienced Field Technicians carefully plan the cutover such that the new NCIC Inmate Telephone hardware is installed over the previous provider's network for a short period. After the hardware installation has been successfully completed, NCIC's network equipment is activated to bring the NCIC system online, through the new hardware. If needed, the actual cutover can be completed outside of normal inmate telephone availability (e.g. early morning or late evening), to ensure there is zero disturbance to the inmate population.

Should NCIC be awarded, we recommend a thorough Site Visit to ensure that equipment counts/positioning and all other considerations are fully understood in order to meet and exceed the City's expectations. Further details regarding NCIC's approach to installing all services can be found on the pages that follow.

Inmate Telephone System Sample Installation Plan

| Project Phase | Timeline | Description |
|------------------|----------|---|
| Pre-Installation | Week 1 | <p>During the Pre-Installation Phase, NCIC's Project Team will:</p> <ul style="list-style-type: none"> • Meet with Customer to confirm the overall project scope, project schedule and acceptance criteria; • Order equipment including but not limited to circuits, network equipment, system software, inmate phones and related equipment such as TTY/VRS devices; • Confirm project team members and define roles and responsibilities; • Identify team members requiring onsite access – complete background / security clearance forms and any other Customer requirements to obtain facility access; and • Conduct site survey at each location identifying existing equipment locations, confirming installation requirements including number of inmate phones, infrastructure requirements, demarcation points, equipment room(s), cut-off switches. (Each facility location where equipment will be installed will be a task on the project plan.) • Request exports of critical lists from the outgoing / incumbent Inmate Phone Provider (such as attorney numbers, blocked numbers, free calls) and have such lists 'scrubbed' by NCIC personnel to ensure they are suitable for importing into the NCIC system. • Initiate the business relationship and dialogue with critical third-parties such as the Facility's JMS and / or Commissary providers, in order to implement the critical interfaces. |

Phase I Repeated for each correctional facility

Weeks 1-2

Installation begins during **Phase I**, which includes the following activities:

- Account setup and configuration completed including setup and configuration of the inmate phones to test for required features and functionality;
- 'Pre-wire' the new platform laterally to the existing platform so that the systems run concurrently (very briefly), which provides a flawless cutover. The new platform running in parallel with the existing platform;
 - Reduces risks and major problems from occurring post-cutover;
 - Leads to a seamless post-cutover testing; and
 - Provides a mitigation step to ensure target completion date is met
- Inspect and test all installed inmate telephones. Phones are tested from the phone room before rolling the system out to the general inmate population at each facility;
 - This approach ensures that the system is working correctly, avoiding downtime once the inmate phones are cut over to the new platform.
- All connectivity to the Local Exchange carrier / bandwidth provider is verified before any changes are made to what is currently being used;
 - With the use of state-of-the-art equipment, NCIC's Network Operations Center ('NOC') remotely tests the NCIC network before the installation technicians convert over to the new platform.
 - Remote testing ensures all phones and equipment are operating to specifications.
- Phone labeling and testing (including a test call back to the NOC for each individual phone) is conducted prior to switching of the physical phones;
- New inmate telephones are installed in the housing areas (and all required locations) and the old phones are boxed up and neatly stored in a designated area of the facility awaiting the outgoing provider's retrieval. If preferred, NCIC will remove the outgoing / old equipment at our sole expense.

ATTACHMENT C NCIC SAMPLE REPORTS

| NCIC Inmate Communications | | | | | |
|---|---------------|----------------|---------------------|-----------------|--------------------|
| Call Commission Summary | | | | | |
| From Date: 03/01/2020 00:00:00 To Date: 03/21/2020 23:59:59 | | | | | |
| Report Run Date: 04/02/2020 10:43:21 | | | | | |
| Call Date | Call Count | Total Minutes | Call Revenue | Commission Rate | Commission Paid |
| 3/1/2020 | 2,556 | 24,887 | \$4,977.40 | 58% | \$2,886.89 |
| 3/2/2020 | 2,486 | 25,867 | \$5,173.40 | 58% | \$3,000.57 |
| 3/3/2020 | 2,578 | 24,867 | \$4,973.40 | 58% | \$2,884.57 |
| 3/4/2020 | 2,688 | 28,654 | \$5,730.80 | 58% | \$3,323.86 |
| 3/5/2020 | 2,564 | 28,957 | \$5,791.40 | 58% | \$3,359.01 |
| 3/6/2020 | 2,458 | 23,457 | \$4,691.40 | 58% | \$2,721.01 |
| 3/7/2020 | 2,587 | 21,587 | \$4,317.40 | 58% | \$2,504.09 |
| 3/8/2020 | 2,654 | 25,847 | \$5,169.40 | 58% | \$2,998.25 |
| 3/9/2020 | 2,344 | 23,587 | \$4,717.40 | 58% | \$2,736.09 |
| 3/10/2020 | 2,435 | 24,122 | \$4,824.40 | 58% | \$2,798.15 |
| 3/11/2020 | 2,894 | 26,877 | \$5,375.40 | 58% | \$3,117.73 |
| 3/12/2020 | 3,102 | 32,544 | \$6,508.80 | 58% | \$3,775.10 |
| 3/13/2020 | 2,998 | 31,587 | \$6,317.40 | 58% | \$3,664.09 |
| 3/14/2020 | 2,957 | 30,522 | \$6,104.40 | 58% | \$3,540.55 |
| 3/15/2020 | 2,875 | 29,587 | \$5,917.40 | 58% | \$3,432.09 |
| 3/16/2020 | 2,769 | 28,557 | \$5,711.40 | 58% | \$3,312.61 |
| 3/17/2020 | 2,866 | 28,956 | \$5,791.20 | 58% | \$3,358.90 |
| 3/18/2020 | 2,789 | 27,548 | \$5,509.60 | 58% | \$3,195.57 |
| 3/19/2020 | 2,755 | 26,593 | \$5,318.60 | 58% | \$3,084.79 |
| 3/20/2020 | 2,731 | 27,542 | \$5,508.40 | 58% | \$3,194.87 |
| 3/21/2020 | 2,865 | 29,847 | \$5,969.40 | 58% | \$3,462.25 |
| Totals | 56,951 | 571,992 | \$114,398.40 | | \$66,351.07 |

(The above Sample Report is not indicative of the commission offer for the City of Aurora)

| NCIC Inmate Communications | | | |
|---|---------------|----------------|--------------------|
| Call Frequency - Division | | | |
| From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59 | | | |
| Report Run Date: 06/05/2020 09:58:40 | | | |
| Division | Call Count | Total Minutes | Call Revenue |
| Main Jail | 21,458 | 258,794 | \$51,758.80 |
| Kansas Jail | 15,879 | 158,479 | \$31,695.80 |
| Probation | 2,687 | 25,847 | \$5,169.40 |
| Totals | 40,024 | 443,120 | \$88,624.00 |

NCIC Inmate Communications
Call Frequency - Inmate PIN

From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59

Report Run Date: 06/03/2020 11:45:15

| Inmate PIN | Call Count | Total Minutes | Call Revenue |
|---------------|--------------|--------------------|-------------------|
| 364565 | 324 | 2,057 | \$411.40 |
| 409056 | 301 | 1,987 | \$397.40 |
| 181740 | 297 | 1,879 | \$375.80 |
| 203952 | 254 | 1,754 | \$350.80 |
| 310286 | 221 | 1,701 | \$340.20 |
| 403844 | 202 | 1,654 | \$330.80 |
| 384529 | 194 | 1,457 | \$291.40 |
| 404845 | 164 | 1,347 | \$269.40 |
| 396551 | 145 | 1,247 | \$249.40 |
| 243866 | 143 | 1,154 | \$230.80 |
| 263510 | 120 | 1,054 | \$210.80 |
| 406782 | 117 | 954 | \$190.80 |
| 307435 | 112 | 902 | \$180.40 |
| 451803 | 109 | 854 | \$170.80 |
| 181740 | 102 | 841 | \$168.20 |
| 263510 | 85 | 648 | \$129.60 |
| 364565 | 65 | 541 | \$108.20 |
| Totals | 2,955 | \$22,031.00 | \$4,406.20 |

NCIC Inmate Communications
Call Frequency - Location

From Date: 05/01/2020 00:00:00 To Date: 05/31/2020 23:59:59

Report Run Date: 06/02/2020 15:05:20

| Location | Call Count | Total Minutes | Call Revenue |
|---------------|----------------|------------------|---------------------|
| A - Max | 15,487 | 158,764 | \$31,752.80 |
| B Block | 13,587 | 124,587 | \$24,917.40 |
| C Block | 13,154 | 111,547 | \$22,309.40 |
| D Block | 12,879 | 110,254 | \$22,050.80 |
| E Block | 12,458 | 101,548 | \$20,309.60 |
| G - Max | 10,524 | 95,874 | \$19,174.80 |
| Intake - B | 8,647 | 92,547 | \$18,509.40 |
| Intake Dorm | 8,012 | 84,254 | \$16,850.80 |
| L - Max | 7,854 | 71,548 | \$14,309.60 |
| X Dorm | 7,214 | 62,548 | \$12,509.60 |
| Y Dorm | 4,587 | 48,754 | \$9,750.80 |
| Totals | 114,403 | 1,062,225 | \$212,445.00 |

NCIC Inmate Communications
Call Frequency (Inmate Phone Number)

From Date: 04/01/2020 00:00:00 To Date: 04/10/2020 23:59:59

Report Run Date: 05/02/2020 11:23:34

| Destination Number | Call Count | Total Minutes | Call Revenue |
|--------------------|--------------|---------------|-------------------|
| (647) 544-0506 | 145 | 1,587 | \$317.40 |
| (647) 824-6804 | 135 | 1,487 | \$297.40 |
| (321) 394-5290 | 115 | 1,258 | \$251.60 |
| (334) 544-3678 | 102 | 1,158 | \$231.60 |
| (334) 544-3678 | 99 | 1,024 | \$204.80 |
| (251) 455-2324 | 91 | 957 | \$191.40 |
| (405) 313-3360 | 81 | 854 | \$170.80 |
| (832) 417-6472 | 78 | 684 | \$136.80 |
| (334) 544-3678 | 75 | 601 | \$120.20 |
| (334) 544-3678 | 71 | 548 | \$109.60 |
| (661) 348-2281 | 68 | 524 | \$104.80 |
| (910) 514-4146 | 65 | 501 | \$100.20 |
| (510) 681-4945 | 61 | 457 | \$91.40 |
| (909) 565-5282 | 54 | 432 | \$86.40 |
| (312) 414-7224 | 51 | 421 | \$84.20 |
| (256) 660-8777 | 48 | 415 | \$83.00 |
| (312) 414-7224 | 44 | 387 | \$77.40 |
| (440) 447-3441 | 40 | 367 | \$73.40 |
| (803) 770-7587 | 38 | 302 | \$60.40 |
| (850) 464-8792 | 36 | 197 | \$39.40 |
| (260) 399-0508 | 25 | 184 | \$36.80 |
| Totals | 1,522 | 14,345 | \$2,869.00 |

NCIC Inmate Communications

Incomplete Calls - Disposition

From Date: 04/01/2020 00:00:00 To Date: 04/30/2020 23:59:59

Report Run Date: 05/12/2020 09:15:11

| Disposition | Call Count |
|------------------------------------|---------------|
| DIAL: No Answer | 2,358 |
| SET: Caller Hung Up | 968 |
| CMSY: Commissary Call | 1,158 |
| ACC: Called Party Hung Up | 985 |
| ANS: Answering Machine | 2,114 |
| ANS: Denied Call | 2,687 |
| ANS: Denied Future Calls | 1,258 |
| ANS: No Response | 254 |
| DIAL: Busy | 1,254 |
| SET: Destination Denied (Facility) | 258 |
| SET: Invalid Destination | 57 |
| SET: Invalid Menu Option | 26 |
| SET: Invalid Personal ID | 358 |
| SET: Invalid PIN | 287 |
| SET: PIN In Use | 3 |
| SET: Prepaid Balance Too Low | 258 |
| SET: Profile not allowed | 36 |
| Total | 14,319 |

NCIC Inmate Communications
Incomplete Calls - Inmate PIN

From Date: 05/04/2020 00:00:00 To Date: 05/04/2020 23:59:59

Report Run Date: 05/14/2020 10:45:12

| Caller PIN | Destination Number | Call Date | Call Count | Bill Type | Disposition |
|---------------|-----------------------|----------------|------------|------------------------|------------------------------------|
| 82448 | SIP/Commissary2995029 | 5/4/2020 22:40 | 1 | Commissary Call (Free) | CMSY: Commissary Call |
| 83055 | (803) 665-0020 | 5/4/2020 22:31 | 1 | Prepaid Collect | SET: Caller Hung Up |
| 82780 | (574) 214-4613 | 5/4/2020 21:54 | 1 | Inmate Prepaid | ANS: Answering Machine |
| 83361 | (225) 278-2156 | 5/4/2020 21:53 | 1 | Prepaid Collect | SET: Prepaid Balance Too Low |
| 82025 | (408) 896-4044 | 5/4/2020 21:23 | 1 | Prepaid Collect | ANS: Answering Machine |
| 83546 | (301) 357-2146 | 5/4/2020 21:08 | 1 | Inmate Prepaid | SET: Caller Hung Up |
| 83055 | (803) 665-0020 | 5/4/2020 20:58 | 1 | Inmate Prepaid | ACC: Called Party Hung Up |
| 81502 | (225) 508-0050 | 5/4/2020 20:54 | 1 | Inmate Prepaid | SET: Caller Hung Up |
| 82780 | (574) 214-4613 | 5/4/2020 20:51 | 1 | Prepaid Collect | SET: Caller Hung Up |
| 82658 | (909) 449-8653 | 5/4/2020 20:48 | 1 | Inmate Prepaid | DIAL: No Answer |
| 82285 | (510) 491-5640 | 5/4/2020 20:45 | 1 | Inmate Prepaid | SET: Caller Hung Up |
| 40944 | (337) 977-1426 | 5/4/2020 20:45 | 1 | Inmate Prepaid | SET: Caller Hung Up |
| 81502 | (225) 508-0050 | 5/4/2020 20:44 | 1 | Prepaid Collect | DIAL: Busy |
| 78151 | (601) 665-3041 | 5/4/2020 20:31 | 1 | Prepaid Collect | ANS: No Response |
| 83680 | (337) 655-1159 | 5/4/2020 20:27 | 1 | Prepaid Collect | DIAL: No Answer |
| 78151 | (601) 665-3042 | 5/4/2020 20:25 | 1 | Prepaid Collect | ACC: Called Party Hung Up |
| 83680 | (337) 655-1159 | 5/4/2020 20:25 | 1 | Prepaid Collect | DIAL: No Answer |
| 81502 | (225) 508-0050 | 5/4/2020 20:15 | 1 | Inmate Prepaid | SET: Caller Hung Up |
| 69503 | (214) 900-9311 | 5/4/2020 20:50 | 1 | Inmate Prepaid | SET: Destination Denied (Facility) |
| 78304 | (903) 875-5685 | 5/4/2020 20:18 | 1 | Prepaid Collect | SET: Prepaid Balance Too Low |
| Totals | | | 20 | | |

NCIC Inmate Communications
Incomplete Calls - Location

From Date: 05/03/2020 15:00:00 To Date: 05/03/2020 22:00:00

Report Run Date: 05/05/2020 09:15:10

| Location | Destination Number | Call Date | Call Count | Disposition |
|------------------------------|--------------------|----------------|------------|------------------------|
| Unit 1 - Section 3 - Phone 3 | 7709838798 | 5/3/2020 16:34 | 1 | SET: Caller Hung Up |
| Dorm 1 - Phone 2 | 6152758903 | 5/3/2020 16:35 | 1 | ANS: No Response |
| Unit 8 - Section 6 - Phone 4 | 6785881754 | 5/3/2020 16:53 | 1 | ANS: Answering Machine |
| Unit 1 - Section 3 - Phone 4 | 8037473701 | 5/3/2020 16:54 | 1 | ANS: Answering Machine |
| Dorm 3 - Phone 3 | 6158109360 | 5/3/2020 17:39 | 1 | ANS: Answering Machine |
| Dorm 1 - Phone 3 | 7702035466 | 5/3/2020 18:43 | 1 | ANS: Answering Machine |
| Infirmery - Phone 1 | 6787549530 | 5/3/2020 18:58 | 1 | SET: Caller Hung Up |
| Unit 1 - Section 1 - Phone 1 | 5745208445 | 5/3/2020 19:40 | 1 | SET: Caller Hung Up |
| Unit 5 - Section 2 - Phone 4 | 2564290557 | 5/3/2020 20:02 | 1 | ANS: Answering Machine |
| Dorm 1 - Phone 1 | 2566608777 | 5/3/2020 20:15 | 1 | ANS: Answering Machine |
| Dorm 4 - Phone 1 | 3124147224 | 5/3/2020 20:22 | 1 | ANS: Answering Machine |
| Dorm 6 - Phone 2 | 9095655282 | 5/3/2020 20:22 | 1 | ANS: No Response |
| Dorm 4 - Phone 2 | 7708965088 | 5/3/2020 20:34 | 1 | ANS: No Response |
| Dorm 3 - Phone 1 | 6786566112 | 5/3/2020 20:49 | 1 | SET: Caller Hung Up |
| Dorm 4 - Phone 3 | 3345443678 | 5/3/2020 21:10 | 1 | SET: Caller Hung Up |
| Dorm 6 - Phone 1 | 3213945290 | 5/3/2020 21:49 | 1 | SET: Caller Hung Up |
| Intake - IH6 | 4044410384 | 5/3/2020 23:50 | 1 | ANS: No Response |
| Totals | | | 17 | |

NCIC Inmate Communications
Incomplete Calls - Inmate Phone Number

From Date: 05/01/2020 00:00:00 To Date: 05/01/2020 09:50:00


Report Run Date: 05/02/2020 11:45:15

| Destination Number | Call Date | Call Count | Bill Type | Disposition |
|--------------------|----------------|------------|-----------------|--------------------------------|
| (809) 571-2531 | 5/3/2020 15:59 | 1 | Prepaid Collect | SET: Prepaid Balance Too Low |
| (703) 380-0019 | 5/3/2020 8:41 | 1 | Inmate Prepaid | SET: Caller Hung Up |
| (775) 473-9517 | 5/3/2020 22:17 | 1 | Free | ANS: Answering Machine |
| (775) 240-7954 | 5/3/2020 19:13 | 1 | Inmate Prepaid | DIAL: No Answer |
| (480) 306-9397 | 5/3/2020 18:50 | 1 | Inmate Prepaid | ANS: Answering Machine |
| (480) 306-9397 | 5/3/2020 15:18 | 1 | Prepaid Collect | ANS: No Response |
| (775) 434-4393 | 5/3/2020 15:07 | 1 | Inmate Prepaid | ANS: Answering Machine |
| (775) 849-1380 | 5/3/2020 14:20 | 1 | Prepaid Collect | ANS: No Response |
| (775) 217-7509 | 5/3/2020 13:28 | 1 | Prepaid Collect | ANS: Answering Machine |
| (775) 217-7509 | 5/3/2020 13:21 | 1 | Inmate Prepaid | ANS: Answering Machine |
| (509) 956-2752 | 5/3/2020 11:23 | 1 | Inmate Prepaid | ANS: No Response |
| (775) 217-7509 | 5/3/2020 10:57 | 1 | Prepaid Collect | ANS: Answering Machine |
| (919) 443-0799 | 5/3/2020 9:34 | 1 | Prepaid Collect | DIAL: Busy |
| (330) 553-7378 | 5/3/2020 9:30 | 1 | Inmate Prepaid | ANS: Answering Machine |
| (809) 571-2531 | 5/3/2020 9:15 | 1 | Prepaid Collect | ANS: No Response |
| (816) 301-9367 | 5/2/2020 20:32 | 1 | Prepaid Collect | DIAL: No Answer |
| (775) 431-9190 | 5/2/2020 19:50 | 1 | Prepaid Collect | SET: Caller Hung Up |
| (703) 380-0019 | 5/1/2020 16:51 | 1 | Inmate Prepaid | Simultaneous Calls Not Allowed |
| Total | | 18 | | |

Sample Traffic Report

| Date Range Selected: 08/01/2017 - 08/31/2017 | | | | | | | | | |
|--|---------------------|----------|----------|---------------|------------|------------|------------|------------|----------|
| ANI | Phone Location | Attempts | Complete | Domestic Min. | Inter. Min | Total Min. | Charges | Oper. Sec. | Orig.Sec |
| | Dorm A | 1558 | 578 | 1430 | 360 | 1790 | \$280.50 | 0 | 131240 |
| | Dorm B | 708 | 205 | 278 | 130 | 408 | \$76.50 | 0 | 43311 |
| | Dorm C | 603 | 189 | 615 | 1 | 616 | \$162.25 | 0 | 63552 |
| | Dorm D | 645 | 173 | 610 | 56 | 666 | \$128.25 | 0 | 54582 |
| | Dorm E | 717 | 330 | 1428 | 81 | 1509 | \$159.00 | 0 | 109832 |
| | Dorm F | 1133 | 389 | 1146 | 0 | 1146 | \$405.00 | 0 | 93995 |
| | Dorm G | 710 | 361 | 909 | 0 | 909 | \$367.25 | 0 | 70606 |
| | Dorm H | 239 | 127 | 830 | 0 | 830 | \$22.00 | 0 | 57045 |
| | Booking Collect | 274 | 87 | 276 | 29 | 305 | \$0.00 | 0 | 31383 |
| | Seg 1-4 Roll Cart | 348 | 127 | 508 | 90 | 598 | \$47.75 | 0 | 47415 |
| | Seg A & B Roll Cart | 311 | 114 | 399 | 0 | 399 | \$158.00 | 0 | 37782 |
| | ROLLUP CART 3 | 0 | 0 | 0 | 0 | 0 | \$0.00 | 0 | 0 |
| TOTALS: | | 7246 | 2680 | 8429 | 747 | 9176 | \$1,806.50 | 0 | 740743 |
| Total ANIs: | | 17 | | | | | | | |
| Active ANIs: | | 11 | | | | | | | |
| Active Rooms: | | 0 | | | | | | | |

Sample Daily Summary Report



NCIC

Inmate Phone Service

NCIC Daily Summary - 01/01/2019 TO 01/11/2019

Account(s):

20031

Report Date:

01/11/19 04:59:31pm

Date Range Selected: 01/01/2019 - 01/11/2019

| Date | DOW | Attempts | Complete | Domestic | Inter.Min | Commissary.Min | Total Min. | Collect | Credit Cards | Calling Cards | Alt Transfers | Intl Collect | Collect Messages | Charges | Oper.Sec. | Orig.Sec. | Active ANIs |
|-----------|-----|----------|----------|----------|-----------|----------------|------------|---------|--------------|---------------|---------------|--------------|------------------|-------------|-----------|-----------|-------------|
| 01.01.19 | Tue | 5731 | 2726 | 7410 | 66 | 743 | 8219 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,448.93 | 0 | 514127 | 57 |
| 01.02.19 | Wed | 5415 | 2700 | 7040 | 19 | 939 | 7998 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,379.28 | 0 | 492895 | 61 |
| 01.03.19 | Thu | 5054 | 2555 | 6750 | 23 | 915 | 7688 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,338.93 | 0 | 474194 | 64 |
| 01.04.19 | Fri | 4495 | 2287 | 6471 | 39 | 636 | 7166 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,284.30 | 0 | 451165 | 64 |
| 01.05.19 | Sat | 5162 | 2534 | 6844 | 25 | 681 | 7550 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,323.96 | 0 | 468312 | 66 |
| 01.06.19 | Sun | 5210 | 2517 | 6967 | 16 | 814 | 7797 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,367.16 | 0 | 482441 | 64 |
| 01.07.19 | Mon | 5167 | 2486 | 6560 | 33 | 781 | 7374 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,288.06 | 0 | 463944 | 64 |
| 01.08.19 | Tue | 4593 | 2174 | 5769 | 43 | 590 | 6402 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,114.31 | 0 | 416555 | 63 |
| 01.09.19 | Wed | 4929 | 2292 | 6499 | 70 | 622 | 7191 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,310.31 | 0 | 472445 | 63 |
| 01.10.19 | Thu | 5088 | 2377 | 6241 | 31 | 642 | 6914 | 0 | 0 | 0 | 0 | 0 | 0 | \$1,224.97 | 0 | 446637 | 61 |
| 01.11.19* | Fri | 2623 | 1172 | 3116 | 23 | 306 | 3445 | 0 | 0 | 0 | 0 | 0 | 0 | \$611.68 | 0 | 228425 | 61 |
| | | | | | | | | | | | | | | | | | |
| TOTALS: | | 53467 | 25820 | 69667 | 408 | 7669 | 77744 | 0 | 0 | 0 | 0 | 0 | 0 | \$13,691.89 | 0 | 4911140 | |

Sample Call Jurisdiction Report

| SUMMARY: | | | | | |
|--|-------------------------------|-----------|-------------|-------------|---------------------|
| JURISDICTION | CALL TYPES | CALLS | GROSS | CALL LENGTH | NET PAYMENT |
| Commissary | Auto Collect | 104 | \$ 0.00 | 183 | \$ 0.00 |
| | | | | | |
| Interstate | Auto Collect(Prepaid Collect) | 7 | \$ 11.76 | 56 | \$ 7.29 |
| Interstate | Inmate(Prepaid) | 18 | \$ 16.17 | 77 | \$ 10.03 |
| Interstate | Inmate(Prepaid Card) | 18 | \$ 0.00 | 18 | \$ 0.00 |
| | | | | | |
| IntraLATA | Auto Collect(Prepaid Collect) | 24 | \$ 38.25 | 153 | \$ 23.71 |
| IntraLATA | Inmate(Prepaid) | 31 | \$ 34.23 | 163 | \$ 21.22 |
| IntraLATA | Inmate(Prepaid Card) | 17 | \$ 0.00 | 17 | \$ 0.00 |
| | | | | | |
| IntraState | Auto Collect(Prepaid Collect) | 2 | \$ 4.00 | 16 | \$ 2.48 |
| IntraState | Inmate(Prepaid) | 9 | \$ 5.46 | 26 | \$ 3.39 |
| IntraState | Inmate(Prepaid Card) | 4 | \$ 0.00 | 4 | \$ 0.00 |
| | | | | | |
| Local | Auto Collect | 1 | \$ 0.25 | 1 | \$ 0.15 |
| Local | Auto Collect(Prepaid Collect) | 72 | \$ 87.75 | 351 | \$ 54.41 |
| Local | Inmate(Prepaid) | 171 | \$ 138.60 | 660 | \$ 85.93 |
| Local | Inmate(Prepaid Card) | 118 | \$ 0.00 | 118 | \$ 0.00 |
| | | | | | |
| Local Free Calls | Auto Collect | 46 | \$ 0.00 | 93 | \$ 0.00 |
| Local Free Calls | Auto Collect(Prepaid Collect) | 36 | \$ 0.00 | 36 | \$ 0.00 |
| TOTALS: | | 678 | \$ 336.47 | 1972 | \$ 208.61 |
| | | | | | |
| SUMMARY: JURISDICTION / CALLTYPES | | | | | |
| JURISDICTION / TYPES | CALLS | GROSS | CALL LENGTH | NET PAYMENT | PERCENTAGE OF GROSS |
| TOTALS: | 678 | \$ 336.47 | 1972 | \$ 208.61 | 100 % |
| | | | | | |
| Auto Collect | 151 | 0.25 | 277 | 0.1550 | 0 % |
| Auto Collect(Prepaid Collect) | 141 | 141.76 | 612 | 87.8912 | 42 % |
| Inmate(Prepaid) | 229 | 194.46 | 926 | 120.5652 | 58 % |
| Inmate(Prepaid Card) | 157 | 0.00 | 157 | 0.0000 | 0 % |
| TOTALS: | 678 | \$ 336.47 | 1972 | \$ 208.61 | 100 % |

Frequently Called Number Summary Report

|  NCIC Top 25 Destination Numbers Account(s): _____ Report Date: 06/19/17 09:13:32am | | | |
|---|-------------|--------------------|------------|
| Date Range Selected: 05/20/17 - 06/19/17 | | | |
| Account | Total Calls | Destination Number | Inmate Pin |
| 20031 | 957 | 256 | 307303 |
| 20031 | 818 | 205 | 301759 |
| 20031 | 624 | 205 | 302460 |
| 20031 | 572 | 205 | 305762 |
| 20031 | 503 | 256 | 308804 |
| 20031 | 490 | 205 | 307301 |
| 20031 | 477 | 480 | 308068 |
| 20031 | 474 | 205 | 307963 |
| 20031 | 442 | 205 | 308334 |
| 20031 | 440 | 205 | 308381 |
| 20031 | 409 | 205 | 307146 |
| 20031 | 405 | 205 | 307769 |
| 20031 | 405 | 205 | 308397 |
| 20031 | 384 | 205 | 308630 |
| 20031 | 377 | 205 | 307277 |
| 20031 | 376 | 205 | 307190 |
| 20031 | 375 | 205 | 308618 |
| 20031 | 370 | 205 | 308764 |
| 20031 | 369 | 205 | 308988 |
| 20031 | 362 | 205 | 307403 |
| 20031 | 354 | 334 | 308322 |
| 20031 | 354 | 205 | 308452 |
| 20031 | 348 | 205 | 308849 |
| 20031 | 345 | 205 | 308099 |
| 20031 | 344 | 205 | 308065 |

Example Call Detail Report

Account(s):
Report Date:

NCIC Complete Calls Detail - 08/01/2017 TO 08/31/2017

08/01/17 10:47:08am

Date Range Selected: 08/01/2017 - 08/31/2017

| Call Date/Time | Phone Location | Facility Name | Destination | Caller Name | Caller PIN | Destination City/State | Charges | Duration | Bill Type | Call Type | Net Payment |
|---------------------------|-------------------|----------------|----------------|------------------|------------|------------------------|---------|----------|------------------------------|---------------|-------------|
| August 1 2017 10:55:31 AM | Seg 1-4 Roll Cart | XX County Jail | (903) XXX-XXXX | Garner, Michael | 74883 | Longview, TX | \$1.50 | 8 | Auto Collect/Prepaid Collect | IntraLATA | \$1.08 |
| August 1 2017 11:18:53 AM | Dorm G | XX County Jail | (903) XXX-XXXX | Harris, Eugene | 87992 | Longview, TX | \$1.50 | 8 | Auto Collect/Prepaid Collect | Interstate | \$1.08 |
| August 1 2017 11:37:59 AM | Seg 1-4 Roll Cart | XX County Jail | (903) XXX-XXXX | Elder, Calvin | 113849 | Longview, TX | \$2.00 | 4 | Auto Collect/Prepaid Collect | IntraLATA | \$1.44 |
| August 1 2017 5:01:27 PM | Dorm E | XX County Jail | (903) XXX-XXXX | Chance, Corey | 027374 | Longview, TX | \$3.75 | 15 | Auto Collect/Prepaid Collect | Interstate | \$2.70 |
| August 2 2017 6:10:43 PM | Dorm G | XX County Jail | (903) XXX-XXXX | Hays, Jesse | 105954 | Longview, TX | \$3.50 | 7 | Auto Collect/Prepaid Collect | Local | \$2.52 |
| August 2 2017 6:43:56 PM | Dorm B | XX County Jail | (903) XXX-XXXX | Silverforth, Ted | 117928 | Longview, TX | \$0.00 | 0 | International Collect | International | \$2.00 |
| August 2 2017 12:01:19 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Johnson, Ronald | 87390 | Longview, TX | \$1.00 | 2 | Auto Collect/Prepaid Collect | IntraLATA | \$0.72 |
| August 2 2017 12:18:55 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Johnson, Stacey | 118221 | Longview, TX | \$1.50 | 8 | Auto Collect/Prepaid Collect | Local | \$1.08 |
| August 2 2017 12:53:56 PM | Dorm C | XX County Jail | (903) XXX-XXXX | Carey, Bryan | 118454 | Longview, TX | \$4.00 | 8 | Auto Collect/Prepaid Collect | IntraLATA | \$2.88 |
| August 2 2017 4:33:53 PM | Dorm D | XX County Jail | (903) XXX-XXXX | Campbell, Ray | 08039 | Longview, TX | \$7.50 | 15 | Auto Collect/Prepaid Collect | IntraState | \$5.40 |
| August 2 2017 5:18:05 PM | Dorm A | XX County Jail | (903) XXX-XXXX | Rubio, John | 120394 | Longview, TX | \$4.00 | 8 | Auto Collect/Prepaid Collect | IntraLATA | \$2.88 |
| August 2 2017 7:37:55 PM | Dorm A | XX County Jail | (903) XXX-XXXX | Carbajal, Marco | 76646 | Longview, TX | \$0.25 | 1 | Auto Collect/Prepaid Collect | Interstate | \$0.18 |
| August 2 2017 8:05:54 PM | Dorm D | XX County Jail | (903) XXX-XXXX | Specks, Billy | 82788 | Longview, TX | \$0.00 | 0 | International Collect | International | \$2.00 |
| August 3 2017 11:21:06 AM | Dorm A | XX County Jail | (903) XXX-XXXX | Woolf, Kenneth | 54006 | Longview, TX | \$0.50 | 1 | Auto Collect/Prepaid Collect | IntraLATA | \$0.36 |
| August 3 2017 1:57:18 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Bowker, Coleen | 120291 | Longview, TX | \$7.50 | 15 | Auto Collect/Prepaid Collect | IntraState | \$5.40 |
| August 3 2017 4:02:39 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Gardner, Jessie | 118615 | Longview, TX | \$2.00 | 4 | Auto Collect | Local | \$1.44 |
| August 3 2017 4:36:43 PM | Dorm G | XX County Jail | (903) XXX-XXXX | Yancy, Justin | 120804 | Longview, TX | \$0.75 | 3 | Auto Collect/Prepaid Collect | Interstate | \$0.54 |
| August 3 2017 4:41:34 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Emory, Trey | 118756 | Longview, TX | \$1.00 | 2 | Auto Collect/Prepaid Collect | Local | \$0.72 |
| August 3 2017 4:49:10 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Coby, Gerald | 120923 | Longview, TX | \$0.50 | 1 | Auto Collect/Prepaid Collect | IntraLATA | \$0.36 |
| August 3 2017 4:52:54 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Lowry, Peter | 118438 | Longview, TX | \$2.00 | 4 | Auto Collect | Local | \$1.44 |
| August 3 2017 5:08:06 PM | Dorm F | XX County Jail | (903) XXX-XXXX | Hindan, Noel | 118329 | Longview, TX | \$2.50 | 5 | Auto Collect | Local | \$1.80 |

SUMMARY: JURISDICTION / CALL TYPES

| JURISDICTION / TYPES | CALLS | GROSS | CALL LENGTH | NET PAYMENT | PERCENTAGE OF GROSS |
|----------------------|-------|----------|-------------|-------------|---------------------|
| Local | 192 | \$783.00 | 1437 | \$222.82 | 18% |
| IntraLATA | 813 | \$584.00 | 1593 | \$388.48 | 30% |
| IntraState | 876 | \$743.00 | 1535 | \$534.36 | 41% |

Report Export Feature and Format(s)

Facility: County Jail

Welcome, Test | Support | Preferences | Recent Changes | Logout

Home Live Monitoring Call History Briefcase Destinations Inmates Alerts Prepaid Cards Activity Log Documentation

Selection Criteria

Quick Date: Today Complete: Yes Phone Location: All Notes:
 Starting Date: 11/17/2017 00:00:00 Caller: Find Disposition: All Region: All
 Ending Date: 11/17/2017 23:59:59 Destination: Prepaid Card: Profile: All
 Search Clear Return up to 1000 records: Alert: All

To XLS To XLSX To CSV To PDF Export Selected Count: 4

Right click column names to show/hide columns

| Listen | Listened | Call Date | Location | Caller Name | Caller PIN | Destination Number | Dest City/State | Duration | Charges | Disposition | Alert | Notes |
|------------------------|----------|---------------------|------------------|--------------|------------|--------------------|-----------------|----------|---------|------------------|-------|-------|
| Listen | | 11/17/2017 10:33:01 | EN North Booking | Noland, Dona | | 785 | Topeka, KS | 02:55 | \$0.63 | COMP: Prepaid - | | Notes |
| Listen | | 11/17/2017 10:20:46 | EN North Booking | Noland, Dona | | 903 | Longview, TX | 02:29 | \$0.75 | COMP: Collect De | | Notes |
| Listen | | 11/17/2017 10:16:33 | EN South - MO F | Warren, Derr | | 903 | Longview, TX | 15:00 | \$3.75 | COMP: Prepaid - | | Notes |
| Listen | | 11/17/2017 10:16:31 | EN North Booking | Noland, Dona | | 903 | Longview, TX | 03:00 | \$0.00 | COMP: Free | | Notes |
| Listen | | 11/17/2017 10:11:49 | EN North Booking | Noland, Dona | | 903 | Longview, TX | 01:29 | \$0.00 | COMP: Free | | Notes |

Three-Way Call Detail Report

Home Live Monitoring Call History Briefcase Destinations Inmates Alerts

Selection Criteria

Quick Date: Last 30 Days Complete: Yes Phone Location: All Notes:
 Starting Date: 10/18/2017 00:00:00 Caller: Find Disposition: All Region: All
 Ending Date: 11/17/2017 23:59:59 Destination: Prepaid Card: Profile: All
 Search Clear Return up to 1000 records: Three Way: All

Right click column names to show/hide columns

| Listen | Listened | Call Date | Facility Name | Location | Three Way | Caller Name | Destination Number | Dest City/State |
|------------------------|----------|---------------------|----------------|----------|---------------|---------------------|--------------------|-----------------|
| Listen | Navasota | 11/13/2017 14:22:35 | County Sheriff | L - 1 | Confirmed No | Quesada, J | 713 | Houston, TX |
| Listen | | 11/16/2017 18:53:43 | County Sheriff | M - 1 | Confirmed Yes | Davidson, Alexander | 832 | Houston, TX |
| Listen | | 11/10/2017 21:47:13 | County Sheriff | L - 1 | Possible | Rabun, Edwin | 936 | Conroe, TX |

Inmate Report

Edit Inmate

InmateInfo Notes Restrictions Alerts Recordings Statistics Messaging Transactions

Pin: 120804 Generate Status: Active
 Last Name: Allison Active Date: 10/17/2017 11:25:03
 Middle Name: Contract: None
 First Name: Quedavime

General

Pin2: 0873 SSN #:
 Birth Date: 11/6/2017 Booking #: 17-00090832
 Age: 0 FBI #:
 Origin: Federal ID #:
 Gender: Male Female Comment:
 Cell Location: 6DR6 Max Call Length: -1
 Check Prepaid Balance 0.00

History

Last Attempt: 11/06/2017 08:54:25
 Last Complete: 11/05/2017 20:21:52
 Imported: 11/06/2017 17:22:16
 Exported: 08/27/2017 11:44:25

Update Cancel Report

Inmate Report

Inmate Info

Pin: 120804 Status: Active Active Date: 10/17/2017 11:25 AM
 Last Name: Allison Birth Date: 11/6/2017
 Middle Name: Age: 0
 First Name: Quedavime Gender:
 Pin2: 0873 Contract:
 SSN #: Booking #: 17-00090832 FBI #:
 Federal ID #: Max Call Length: -1

Last Attempt: 11/6/2017 8:54:25 AM Last Complete: 11/5/2017 8:21:52 PM
 Imported: 11/6/2017 5:22:16 PM Exported: 8/27/2017 11:44:25 AM
 Comment:

Notes

| User Name | Enter Date | Notes |
|-----------|------------------------|--|
| ice | 10/17/2017 11:27:21 AM | PIN2 set to 0873 from South - Day Room 6 |
| ice | 10/17/2017 11:28:08 AM | Pin2 applied |