

INTRODUCED BY: COUNCIL MEMBER (s) Keller,

1 **AN ORDINANCE AWARDING BIDS FOR CERTAIN PRODUCTS AND**
2 **SERVICES TO THE LOWEST AND BEST BIDDERS AS REFLECTED IN THE**
3 **RESPONSES TO CERTAIN INVITATIONS FOR BID AND REQUESTS FOR**
4 **PROPOSALS FOR INMATE PHONE SYSTEM 2019; AND AUTHORIZATION**
5 **FOR THE COUNTY EXECUTIVE TO EXECUTE ANY NECESSARY**
6 **AGREEMENTS OR CONTRACTS TO EFFECTUATE THE AWARD OF THE**
7 **BIDS AND PROPOSALS.**

8 **WHEREAS**, Jefferson County, Missouri, (hereafter, the “County”) in response to
9 certain Invitations for Bids and Requests for Proposals issued by the County, received bids
10 and proposals for the following items or services:

11 BID NAME

12 Inmate Phone System 2019

13 NUMBER OF BIDS RECEIVED

14

15 DATE OF BID OPENING

16 12-27-2018

17 **WHEREAS**, after reviewing the bids and proposals set forth above, the
18 Department of the Sheriff has determined that certain bids and proposals represent the best

FILED

APR 29 2019

KEN WALLER
COUNTY CLERK, JEFFERSON COUNTY, MO

- 1 bid for the respective items or services and met the bid or proposal specifications issued by
- 2 the County; and

3 **WHEREAS**, the Jefferson County, Missouri, Council finds it is in the best interest
4 of the County to award the bids and proposals to Inmate Calling Solutions, LLC d/b/a IC
5 Solutions for a term for sixty (60) months, upon approval by the County Council and
6 County Executive for up to \$160,000.00 per term, for total amount not to exceed
7 \$160,000.00 annually, subject to budgetary limitations.

8 BE IT ENACTED BY THE JEFFERSON COUNTY, MISSOURI, COUNCIL,

9 AS FOLLOWS:

10 Section 1. The County awards the following bids and proposals which are
11 incorporated by this reference as if fully set out herein, to the lowest and best vendor(s)
12 bidding for each respective item or service as follows:

BID NAME

Inmate Phone System 2019

TERM

Sixty (60) months

with two additional one-year renewal options

Upon approval by the County Council and County Executive

AMOUNT

Up to \$160,000.00 per term,

for total amount not to exceed \$160,000.00 annually,

subject to budgetary limitations

AWARDED BIDDER

Inmate Calling Solutions, LLC d/b/a IC Solutions

3 Section 2. The Jefferson County, Missouri, Council hereby authorizes the
4 County Executive to execute the agreement attached hereto and incorporated herein by
5 Reference as Exhibit "A" and any agreements or contracts necessary to effectuate the
6 award of the bids and proposals set forth in this Ordinance. The County Executive is
7 further authorized to take any and all actions necessary to carry out the intent of this
8 Ordinance.

9 Section 3. Copies of all Invitations for Bid, Requests for Proposals, responses
10 thereto, and any contracts or agreements shall be maintained by the Department of the
11 County Clerk consistent with the rules and procedures for the maintenance and retention
12 of records as promulgated by the Secretary of State.

13 Section 4. This Ordinance shall be in full force and effect from and after its
14 date of approval. If any part of this Ordinance is invalid for any reason, such invalidity
15 shall not affect the remainder of this Ordinance.

THIS BILL BEING DULY INTRODUCED, THE MEMBERS OF THE JEFFERSON COUNTY, MISSOURI, COUNCIL VOTED AS FOLLOWS:

Council Member District 1, Brian Haskins

Yes

Council Member District 2, Renee Reuter

Yes

Council Member District 3, Phil Hendrickson

Yes

Council Member District 4, Charles Groeteke

Yes

Council Member District 5, Tracey Perry

Yes

Council Member District 6, Daniel Stallman

Yes

Council Member District 7, James Terry

Yes

THE ABOVE BILL ON THIS 22nd DAY OF April, 2019:

✓ PASSED FAILED


Charles Groeteke, County Council Chair


Pat Schlette, Council Executive Assistant

THIS BILL WAS X APPROVED BY THE JEFFERSON COUNTY EXECUTIVE AND ENACTED AS AN ORDINANCE OF JEFFERSON COUNTY, MISSOURI, THIS 26th DAY OF April, 2019.

THIS BILL WAS _____ VETOED AND RETURNED TO THE JEFFERSON COUNTY, MISSOURI, COUNCIL WITH WRITTEN OBJECTIONS BY THE JEFFERSON COUNTY EXECUTIVE, THIS _____ DAY OF _____, 2019.

Dennis J. Gannon
Dennis J. Gannon, Jefferson County, Missouri, Executive

ATTEST:

Ken Waller
Ken Waller, County Clerk
BY: Deak Sutliff

Reading Date: 04-22-2019

A

INMATE TELEPHONE SERVICES AGREEMENT

This Inmate Telephone Services Agreement ("Agreement") is made by and between **Inmate Calling Solutions, LLC, d/b/a ICSolutions ("ICS")**, having its principal place of business at 2200 Danbury Street, San Antonio, TX 78217, and **Jefferson County, MO** (the "County") having its principal address as set forth on Exhibit A, attached hereto.

- 1. Term of Contract.** This Agreement shall commence upon the date inmates within the County's control begin placing telephone calls from the Equipment, which has been estimated to be April 1, 2019 (the "Cutover Date"), and shall remain in force and effect for five (5) years from the Cutover Date (the "Initial Term"). The County may, upon approval by County Ordinance, renew this Agreement for up to two (2) additional terms of one year, each upon the same terms and conditions as set forth herein. Notwithstanding the foregoing, either party may terminate this Agreement with ninety (90) day's prior written notice. Upon termination of this Agreement, County shall immediately cease the use of any Equipment provided hereunder.
- 2. Service & Equipment.** This Agreement applies to the provision of inmate telephone services by ICS using Equipment either centrally located or within space provided by the County at each of the "Service Locations" listed on Exhibit A, attached hereto. The term "Equipment" is defined herein as telephone sets, computer systems and software, all as more fully described on Exhibit B, attached hereto. All Equipment shall be installed by properly trained personnel and in a good, workmanlike manner. Any Equipment of ICS installed upon the premises owned, leased or otherwise under the supervision of County, shall remain in all respects the property of ICS. ICS reserves the right to remove or relocate any Equipment that is subjected to recurring vandalism or insufficient usage. ICS shall not exercise such right of removal or relocation unreasonably and, in any case with at least thirty (30) days prior notice to County. Upon removal of Equipment by ICS, ICS shall restore the premise to its original condition, ordinary wear and tear excepted.
- 3. Alteration and Attachments.** County shall not make alterations or place any attachments to Equipment and Equipment shall not be moved, removed, rendered inoperable or unusable, or made inaccessible to inmates or users by County without the express written permission of ICS.
- 4. Training.** ICS shall provide on-site training plus internet-based training at no cost to County. Additional training may be provided upon County's request based on availability of ICS.
- 5. Call Rates.** ICS shall provide calling services to retail consumers, on a pre-paid and/or post-billed basis, at the rates and charges set forth on Exhibit C, attached hereto. ICS reserves the right to establish thresholds for the level of any collect call credit to be allowed for the billed consumer. Rates and charges may be subject to change based on an order or rule of a regulatory authority having applicable jurisdiction.
- 6. Commissions to County.** ICS will install, operate and maintain Equipment at no charge to County. ICS will pay County the commission amounts set forth on Exhibit D, attached hereto (collectively the "Commissions"), in consideration of the County granting ICS exclusive rights for the installation and operation of Equipment servicing the Service Locations. No Commissions shall be paid to County on amounts relating to taxes, regulatory surcharges such as universal service fund, or other fees and charges not applicable to the billed calls.

ORDINANCENo. 19-0257

ICS will pay Commissions to County on a monthly basis on or before the first business day occurring 45 days following the end of the month in which such Commissions are earned or accrued. Such Commissions shall be sent to the address designated by County or wired to an account designated in writing by County for such purpose.

The parties agree that all financial consideration for services hereunder is predicated on the rates and charges applicable at the time of execution and is, therefore, subject to adjustment based on any changes that may be required by any law, rule, tariff, order or policy (any of which, a "Regulatory Change") of, or governed by, a regulatory body having jurisdiction over the public communications contemplated herein. In the event that a Regulatory Change affects such rates and charges, the parties agree to enter into good faith negotiations to amend this Agreement in a manner that provides sufficient consideration to ICS for ongoing services, as well as complies with the Regulatory Change. If the parties cannot reach an agreement as to the amendment necessary within 30 days of public notice of the Regulatory Change, then either party may terminate this Agreement with an additional 60 days' prior written notice. In addition, Commission rates are predicated on County maintaining an average daily inmate population consistent with the average of the three months preceding the Cutover Date and having access to telephones materially consistent with industry practice.

7. County shall:

- a. Advise ICS of any Services Location or related premise that has been closed.
- b. Throughout the term of this Agreement, including any renewal terms, use ICS as its exclusive provider for all matters relating to inmate telecommunication services.
- c. Reasonably protect the Equipment against willful abuse and promptly report any damage, service failure or hazardous conditions to ICS.
- d. Provide necessary power and power source, at no cost to ICS, and an operating environment with reasonable cooling consistent with general office use.
- e. Provide suitable space and accessibility for inmates' use of telephone services.
- f. Permit ICS to display reasonable signs furnished by ICS and not affix or allow to be affixed any other signs, equipment or information to the Equipment.
- g. Permit reasonable access by ICS to County's Service Locations as reasonably necessary for ICS to install, support and maintain the Equipment.
- h. Be responsible for designating any required destination numbers as 'do not record' to ensure privacy for, among other things, attorney client privilege calls, using system features designed for such purpose.
- i. Comply with all federal, state and local statutes, rules, regulations, ordinances or codes governing or applicable to the telephone services offered by ICS.

8. Law and Venue. The domestic law of the State of Missouri shall govern the construction, interpretation and performance of this Agreement and all transactions hereunder. All disputes hereunder shall be resolved exclusively in state or federal jurisdictions located in Jefferson County of Missouri.

9. **Notices.** Any notice or demand required hereunder shall be given or made by mail, postage prepaid, addressed to the respective party at the address first set forth or referenced above unless otherwise communicated in writing.
10. **Entire Agreement.** This Agreement constitutes the entire Agreement between the parties and may not be modified or amended other than by a written instrument executed by both parties. Any orders placed by County hereunder shall be incorporated herein by mutual consent of the parties and shall supplement but not supersede the provisions of this Agreement. The County represents and warrants that it has the legal authority to make decisions concerning the provisions of space for telephones placed by ICS at the Service Locations covered by this Agreement and that ICS may rely thereon. This Agreement supersedes any prior written or oral understanding between the parties.
11. **Risk of Loss.** ICS shall relieve County of all risk of loss or damage to Equipment during the periods of transportation and installation of the Equipment. However, County shall be responsible for any loss or damage to Equipment located on the premise caused by fault or negligence of County, its employees or representatives.
12. **Default.** In the event either party shall be in breach or default of any terms, conditions, or covenants of this Agreement and such breach or default shall continue for a period of thirty (30) days after the giving of written notice thereof by the other party, then, in addition to all other rights and remedies at law or in equity or otherwise, the non-breaching party shall have the right to cancel this Agreement without charge or liability. The waiver of any default hereunder by either party shall not constitute, or be construed as, a waiver of any subsequent default.
13. **Assignment.** This Agreement may be transferred or assigned, in whole or in part, by ICS to any parent, successor or subsidiary of ICS. ICS may sub-contract any portion of its duties hereunder provided, however, it shall remain at all times responsible for such sub-contracted duties. This Agreement may otherwise only be transferred or assigned by a party with the written consent of the other party, which consent shall not be unreasonably withheld or delayed.
14. **Relationship.** The parties hereto are independent contractors and this Agreement shall not be construed as a contract of agency or employment. Each party shall be solely responsible for compliance with all laws, rules and regulations and payment of all wages, unemployment, social security and any taxes applicable to such party's employees. Each party represents and warrants that: (a) it is duly organized, validly existing and in good standing under the laws of the jurisdiction of its formation; (b) the execution, delivery and performance of this Agreement has been duly authorized by all necessary corporate actions; and (c) its performance hereunder shall be in compliance with applicable state and federal legal and regulatory requirements.
15. **Indemnification.** Each party shall indemnify, defend and hold harmless the other party from and against any and all claims, losses, injuries, or demands asserted by third parties (collectively "Claims") arising from the material breach, negligent acts or misconduct of such indemnifying party, its agents or employees, in the performance of any of its obligations hereunder. Except for the foregoing express indemnification, each party shall bear its own liability and costs of defense for any third party claims.

16. **Force Majeure.** Either party may suspend all or part of its obligations hereunder and such party shall not otherwise be held responsible for any damages, delays or performance failures caused by acts of God, events of nature, civil disobedience, military action or similar events beyond the reasonable control of such party.
17. **Severability.** If any of the provisions of this Agreement shall be deemed invalid or unenforceable under the laws of the applicable jurisdiction, such invalidity or unenforceability shall not invalidate or render unenforceable the entire Agreement, but rather the entire Agreement shall be construed as if not containing the particular invalid or unenforceable provision or provisions, and the rights and obligations of ICS and County shall be construed and enforced accordingly.
18. **Special ADA.** ICS will install Equipment in accordance with the Americans with Disabilities Act and any related federal, state and local regulations in effect at the time of installation. ICS shall make any alterations to the Equipment as necessary for its correct operation and/or compliance with applicable laws at no cost to County.
19. **Limitation of Liability.** IN NO EVENT WILL EITHER PARTY BE LIABLE TO THE OTHER PARTY FOR ANY LOSS OF PROFITS, LOSS OF USE, LOSS OF GOODWILL, CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES REGARDLESS OF THE FORM OF ANY CLAIM, WHETHER IN CONTRACT OR IN TORT OR WHETHER FROM BREACH OF THIS AGREEMENT, IRRESPECTIVE OF WHETHER SUCH PARTY HAS BEEN ADVISED OR SHOULD BE AWARE OF THE POSSIBILITY OF SUCH DAMAGES.
20. **Warranty.** Subject to County's compliance with its obligations hereunder, Equipment shall be free from defects in workmanship and material, shall conform to ICS' published specifications in effect on the date of delivery or as otherwise proposed to County in writing, and shall not infringe any patent or trademark. This warranty shall continue while Equipment is in operation at each Service Location. County shall provide ICS with prompt written notification as to the specifics of any nonconformity or defect and ICS shall have a commercially reasonable timeframe to investigate such nonconformity or defect. As County's sole and exclusive remedy, ICS shall, at ICS' sole option and expense, either: (a) correct any nonconformities or defects which substantially impair the functionality of the Equipment in accordance with the aforesaid specifications; (b) use reasonable efforts to provide a work-around for any reproducible nonconformities or defects which substantially impair the functionality of the Equipment in accordance with the aforesaid specifications; (c) replace such nonconforming or defective Equipment; or (d) promptly refund any amounts paid to ICS by County with respect to such nonconforming or defective Equipment upon ICS receipt of such nonconforming or defective Equipment. ICS does not warrant that the operation of the Equipment shall be uninterrupted or error-free. No warranty is made with respect to the use of Equipment on or in connection with equipment or software not provided by ICS. Equipment may contain recycled, refurbished or remanufactured parts which are equivalent to new parts. ICS makes no warranties or representations that it will solve any problems or produce any specific results.

EXCEPT AS EXPRESSLY PROVIDED HEREIN, THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES AND ICS HEREBY DISCLAIMS ANY OTHER WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. THE FOREGOING SHALL BE THE SOLE AND EXCLUSIVE REMEDY WITH RESPECT TO NONCONFORMING OR DEFECTIVE EQUIPMENT AND SERVICES. NOTHING CONTAINED HEREIN SHALL OBLIGATE ICS TO ENHANCE OR MODIFY THE SERVICES OR EQUIPMENT BEYOND THE SUBSTANTIAL FUNCTIONALITY INTIALLY ACCEPTED BY FACILITY, WHICH ACCEPTANCE SHALL BE DEEMED TO HAVE OCURRED UPON THE GENERATION OF CALL REVENUE.

21. **No Hire/No Solicit.** During the term of this Agreement, and for a period of six (6) months thereafter, neither party shall solicit or hire the other party's employees, agents or representatives engaged by such party to perform work relating to this Agreement, without the express written consent of the other party.
22. **Confidentiality.** During the term of this Agreement, each party may disclose to the other certain proprietary information including, without limitation, trade secrets, know how, software, source code, techniques, future product plans, marketing plans, inventions, discoveries, improvements, financial data, business strategies and the terms of this Agreement (collectively, "Confidential Information") of a character identified by the disclosing party as confidential and that should reasonably have been understood by recipient, because of legends or markings, the circumstances of disclosure or the nature of the information itself, to be proprietary and confidential to the disclosing party. Each party and each of its employees or consultants to whom disclosure is made shall hold all Confidential Information in confidence, and shall not disclose such information to any third party or apply it to uses other than in connection with the performance of this Agreement. Each party shall use the same degree of care that it utilizes to protect its own information of a similar nature, but in any event not less than reasonable duty of care, to prevent the unauthorized use or disclosure of any Confidential Information. A recipient may not alter, decompile, disassemble, reverse engineer, or otherwise modify any Confidential Information received hereunder and the mingling of the Confidential Information with information of the recipient shall not affect the confidential nature or ownership of the same as provided hereunder. The obligations of this paragraph shall survive termination of this Agreement for a period of three (3) years.

This Agreement shall impose no obligation of confidentiality upon a recipient with respect to any portion of the Confidential Information received hereunder which is: (a) now or hereafter, through no unauthorized act or failure to act on recipient's part, becomes generally known or available; (b) lawfully known to the recipient without an obligation of confidentiality at the time recipient receives the same from the disclosing party, as evidenced by written records; (c) hereafter lawfully furnished to the recipient by a third party without restriction on disclosure; or (d) independently developed by the recipient without use of the disclosing party's Confidential Information.

Nothing in this Agreement shall prevent the receiving party from disclosing Confidential Information to the extent the receiving party is legally compelled to do so by any governmental or judicial agency having jurisdiction or pursuant to a request made under the provisions of Chapter 610 of the Revised Statutes of the State of Missouri.

23. **License to Use Software.** With respect to the Equipment provided under this Agreement, ICS hereby grants to County a nontransferable, nonexclusive license to install, store, load, execute, operate, utilize and display (collectively, "Use") the runtime versions of the Enforcer® software in performance of this Agreement including, where applicable to the purposes hereunder, such Use on computers owned by County. Such license is specific to the County and Service Location(s) for which the ICS Services are provided and may not be transferred other than through an authorized assignment of this Agreement. Upon the termination hereof, this license and all rights of County to Use the Enforcer® software will expire and terminate. County will not transform, decompile, reverse engineer, disassemble or in any way modify any of the Enforcer® software or otherwise determine or attempt to determine source code from executable code of any elements of the Enforcer® software.
24. **Third Party Software.** Third-party software licenses may be contained in certain software included with equipment and may therefore require a click-through acceptance by any users. Such software licenses are incorporated herein by reference and can be made available upon request.
25. **Taxes.** Except as expressly provided for herein, each party shall bear responsibility for its own taxes and such other costs and expenses arising in connection with the performance of their respective obligations hereunder.
26. **Insurance.** At all times during the Term of this Agreement, ICS or its assignee shall maintain in effect the following types and amounts of insurance:
 - a. General Liability Insurance: \$1,000,000 per occurrence; \$1,000,000 personal injury; \$2,000,000 general aggregate; \$2,000,000 products/completed operations.
 - b. Commercial Automobile Liability: \$1,000,000 Combined Single Limit.
 - c. Workers' Compensation: ICS shall comply with all workers' compensation requirements for the jurisdictions in which employees/representatives perform applicable duties.ICS shall provide certificates evidencing the above coverage amounts upon request from County.

{Remainder of page intentionally left blank. Signature page and Exhibits follow.}

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized representatives on the dates set forth below, and represent and warrant that they have full authority to execute this Agreement on behalf of their respective parties:

Inmate Calling Solutions, LLC
d/b/a ICsolutions

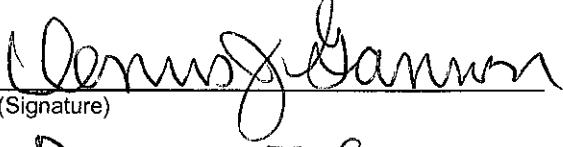

(Signature)

Michael Kennedy
(Printed Name)

Vice President Sales & Marketing
(Title)

4/9/19
(Date)

Jefferson County, MO


(Signature)

Dennis J. Cannon
(Printed Name)

County Executive
(Title)

4/26/19
(Date)

I hereby certify under section 50.660 RSMo, there is either: (1) a balance of funds, otherwise unencumbered, to the credit of the appropriation to which the obligation contained herein is chargeable, and a cash balance otherwise unencumbered, in the treasury, to the credit of the funds from which payment is to be made, each sufficient to meet the obligation contained herein; or (2) bonds or taxes have been authorized by vote of the people and there is a sufficient unencumbered amount of the bonds yet to be sold or of the taxes levied and yet to be collected to meet the obligation in case there is not a sufficient unencumbered cash balance in the treasury.


County Auditor

APPROVED AS TO FORM:

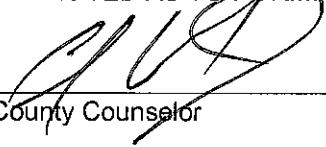

County Counselor

Exhibit A – County Addresses

Principal Business Address (used for all notices hereunder):

Jefferson County Sheriff's Office
400 First Street
Hillsboro, MO 63050

With copy to:

Jefferson County
Department of the County Counselor
729 Maple Street – PO Box 100
Hillsboro, MO 63050-0100

Facilities & Service Locations:

<u>Facility Name</u>	<u>Service Locations</u>
Jefferson County Jail	510 First Street Hillsboro, MO 63050

Equipment to be shipped to:

Jefferson County Sheriff's Department
510 First Street
Hillsboro, MO 63050

Commissions to be paid to:

Jefferson County
Attn: Treasurer
729 Maple Street-P.O. Box 100
Hillsboro, MO 63050-0100

Exhibit B – Equipment & Services

Centralized Enforcer® inmate calling platform, housed in ICS' Atlanta data center and backed up at its headquarters in San Antonio, TX, including:

- 28 stainless steel inmate telephones
- 2 visitation phone sets, wired to The Enforcer® for data collection and monitoring/recording (if allowed)
- 1 TDD/TTY and/or VRS device for hearing impaired inmates
- Unlimited Enforcer® user licenses
- Interface to the County's Regis JMS platform:
 - Automated inmate ID / PIN updates
- Interface to the County's Trinity Commissary & Cobra Banking systems:
 - Automated, PIN-based inmate Debit calling
 - Over-the-phone commissary ordering to supplement kiosk- & tablet-based ordering
- The Enforcer® Investigative Suite:
 - The Verifier™ real-time inmate voice identification
 - The Imposter™ continuous voice biometrics
 - The Analyzer™ data mining and link analysis
 - Argus on-demand call transcription
- The Enforcer® IVR Suite:
 - The Informer™ PREA module
 - The Communicator™ paperless inmate communications portal
 - The Attendant™ automated information line
- Optional inbound inmate voicemail messaging
- Online storage of all call recordings and call data
- 24 x 7 x 365 live, U.S.-based service for called parties and facility staff
- Certified local technicians to provide emergency equipment service & maintenance
- Training on the new phone system for all facility users

The Visitor™ Video Visitation System, including:

- Fully integrated with The Enforcer® inmate telephone system
- 17 multi-functional V10 video phones, allowing for:
 - Onsite + remote video visitation
 - Inmate phone calling through The Enforcer®
 - Document viewing – inmate rules, handbook, etc.
 - Inmate Portal to manage video visitation schedule
 - Touchscreen access to inmate self-service options, such as commissary ordering, MailGuard™ virtual mailroom, and other Smart Comm tablet software
- 2 friend/family V17 kiosks to enable onsite video visitation
- 1 officer workstation + 1 lobby registration station
- Web-based visitor registration
- Web-based scheduling for any contact, non-contact & video visits
- Turnkey installation encompassing all necessary conduit, cable, & network infrastructure
- All-inclusive warranty, support, & repair/replace maintenance agreement

Smart Comm Inmate Tablet Program (*Optional*), including:

- FREE Smart Comm wireless inmate tablets, based on the County's current ADP and the initial installation ratio of 1 tablet per 6 inmates
- Inmate calling app – enables secure inmate calling through ICS' Enforcer® calling platform; standard calling rates and security controls apply
- FREE MailGuard virtual mailroom access – scans / digitizes inmate mail to eliminate paper mail entering inmate areas
- Inmate Messaging – email & photo
- Law library interface (*FREE Case Maker law library access provided by ICS*)
- Grievance reporting
- Appointment request
- Commissary ordering (*if web services are available from the Commissary provider*)
- Education content included GED courses
- Entertainment content
- Turnkey installation including all hardware, software, charging stations, & wireless access points

Exhibit C – Rates & Charges

The following rates apply to calls from all Service Locations:

Prepaid, Debit & Direct (collect), Calling Rates	
<u>Call Type</u>	<u>Per Minute Charge</u>
Local	\$0.17
Intrastate/IntraLATA	\$0.17
Intrastate/InterLATA	\$0.17
Interstate	\$0.21
International (Debit only)	\$0.50

NOTES: Domestic interstate rates apply for calls to U.S. territories including American Samoa, Guam, Northern Mariana Islands, Puerto Rico and U.S. Virgin Islands. All non-U.S. destinations are rated as international.

Call rates shown do not include local, county, state and federal taxes, regulatory fees and billing fees.

Billing Fees (non-commissionable):

Payment Processing Fee (Live Agent).....	\$5.95
Payment Processing Fee (IVR or Internet).....	\$3.00
SmartComm Inmate tablet funding fee.....	\$1.50
SmartComm Inmate messaging (per message).....	\$0.50
SmartComm Inmate Photo Sharing (per photo).....	\$1.00

Other Fees (commissionable, see Exhibit D):

Inmate Voicemail (per message).....	\$1.00
Remote Video Visitation (per 30-minute session).....	\$7.50
Tablet entertainment content (per minute).....	\$0.03

(All other fees free or waived)

Exhibit D – Commissions

ICS shall pay to County a Commission of 85% of the Adjusted Gross Call Revenue for all call types generated from County's Service Locations. For the purpose of the foregoing, "Adjusted Gross Call Revenue" means the gross call revenue less an offset of \$.15 per call (the "VVS Offset") which shall be withheld by ICS to reimburse it for its capital investment in the Video Visitation System. Once ICS has collected and aggregate of \$66,150.00 (the "Total VVS Recovery") in VVS Offsets, the VVS Offset shall be eliminated and, thereafter, the Commissions shall be based on the full gross call revenue. In the event this Agreement is terminated by County, for any reason other than an uncured default by ICS, prior to completion of the Initial Term, then County shall reimburse ICS for the uncollected portion of the Total VVS Recovery, if any.

ICS shall also pay to County a Commission of 50% of any service fees collected with respect to Inmate Voicemail and Video Visitation services and 25% of any entertainment content fees collected with the use of optional inmate tablets.

Note: Commissions shall be made payable and sent to the address so designated on Exhibit A to this Agreement.